



**STRATEGIC LEADERSHIP
OVERVIEW AND SCRUTINY
COMMITTEE**

Tuesday,
7 October 2008
10.00 a.m.

Council Chamber,
Council Offices,
Spennymoor

AGENDA
and
REPORTS



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العربية (Arabic)

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

বাংলা (Bengali)

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

(中文 (繁體字)) (Cantonese)

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

हिन्दी (Hindi)

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

polski (Polish)

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

ਪੰਜਾਬੀ (Punjabi)

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Español (Spanish)

Póngase en contacto con nosotros si desea recibir información en otro idioma o formato.

اردو (Urdu)

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

AGENDA

1. APOLOGIES

2. DECLARATIONS OF INTEREST

To notify the Chairman of any items that appear later in the agenda in which you may have an interest.

3. MINUTES

To confirm as a correct record the Minutes of the meeting held on 2nd September 2008. (Pages 1 - 2)

4. CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM) UPDATE

Report of Chief Executive. (Pages 3 - 6)

5. WORK PROGRAMME

Report of Chairman of the Committee. (Pages 7 - 10)

6. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

Members are respectfully requested to give the Chief Executive notice of items they would wish to raise under the heading not later than 12 noon on the day preceding the meeting, in order that consultation may take place with the Chairman who will determine whether the item will be accepted.

**B. Allen
Chief Executive**

**Council Offices
SPENNYMOOR
29th September 2008**

Councillor A. Gray (Chairman)
Councillor B.F. Avery J.P (Vice Chairman)

Councillors D.R. Brown, V. Chapman, D. Farry, T.F. Forrest, Mrs. J. Gray, B. Haigh, T. Hogan and B.M. Ord.

ACCESS TO INFORMATION

Any person wishing to exercise the right of inspection etc. in relation to this agenda and associated papers should contact Mrs. L. Walker Tel 01388 816166 ext 4237 email lwalker@sedgefield.gov.uk

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Item 3

SEDGEFIELD BOROUGH COUNCIL STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

Council Chamber,
Council Offices,
Spennymoor

Tuesday,
2 September 2008

Time: 10.00 a.m.

Present: Councillor A. Gray (Chairman) and
Councillors B.F. Avery J.P, D.R. Brown, V. Chapman, D. Farry,
T.F. Forrest, Mrs. J. Gray, B. Haigh, T. Hogan and B.M. Ord

In Attendance: Councillors G.C. Gray and B. Lamb

SL.6/08 DECLARATIONS OF INTEREST
No declarations of interest were received.

SL.7/08 MINUTES
The Minutes of the meeting held on 20th June 2008 were confirmed as a correct record and signed by the Chairman. (For copy see file of Minutes).

SL.8/08 OVERVIEW AND SCRUTINY REVIEW GROUP REPORT - REVIEW OF RECRUITMENT AND RETENTION - CABINET RESPONSE AND ACTION PLAN

Consideration was given to a report detailing progress to date on the Cabinet's response and action plan following its consideration of the recommendations arising from the work of the Overview and Scrutiny Review of Recruitment and Retention. (For copy see file of Minutes).

With regard to Recommendation 1 – **Turnover broken down by Department be adopted as a Performance Indicator to be monitored by Human Resources and reported periodically to Members** –it was reported that Corporate turnover had been reported to Strategic Leadership Group on a quarterly basis.

It was noted that previously the turnover figure had been calculated to include all leavers such as those employees retiring, TUPE transferring or whose contracts had ended as well as those resigning. It was, however, viewed that this was not a true representation of turnover.

Therefore, during 2007/08 the definition of the Indicator was changed to include only those employees voluntarily leaving the authority by resigning or moving to another authority.

Members noted that the corporate turnover for the financial year 2007/08 was 5.34%. This compared favourably to the average turnover of 13% for the public sector.

Details of turnover by department for 2007/08 were set out in the report.

With regard to Recommendation 2 – **Vacant Posts which have not been filled within 6 months of the first advertisement be reported to Members** – it was reported that as at 31st March 2008 two posts had remained vacant for 6 months or over and had been advertised but not filled.

It was highlighted that this decrease was due to new procedures implemented in preparation for Local Government Re-organisation. A number of vacancies had been frozen and would therefore not be advertised to protect permanent employees in the event of a potential redundancy situation.

In response to a Member's question regarding the transfer of staff to new Unitary Authority it was explained that at the point of transfer each Local Authority would inform the new authority of the total number of staff transferring. This figure would exclude any job vacancies.

Members expressed their appreciation of the work carried out by employees of Sedgefield Borough Council and praised the good working relationship between Members' and Officers.

AGREED: That the Committee is satisfied that the actions following the Overview and Scrutiny Review have been implemented and that recruitment and retention will continue to be monitored through the Strategic Leadership Performance Update reports.

SL.9/08

WORK PROGRAMME

Consideration was given to the Work Programme for the Strategic Leadership Overview and Scrutiny Committee. (For copy see file of Minutes).

AGREED : That the Committee's Work Programme as outlined in the report be agreed.

ACCESS TO INFORMATION

Any person wishing to exercise the right of inspection, etc., in relation to these Minutes and associated papers should contact Mrs. L. Walker Tel 01388 816166 ext 4237 email lwalker@sedgefield.gov.uk

Item 4

REPORT TO STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE

7TH OCTOBER 2008

REPORT OF THE CHIEF EXECUTIVE

TITLE OF REPORT

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM) UPDATE

1. Summary

1.1 This report follows the report to the Overview and Scrutiny Committee 1 on the 29th August 2006 and the reports to Strategic Leadership Overview and Scrutiny on the 11th October 2007 and 25th March 2008. It updates the progress of the roll out of the CRM system across the Authority.

2. Recommendation

2.1 That Overview and Scrutiny Committee notes the progress being made on the roll out of the CRM system in meeting the Council's customer service modernisation programme.

3. Approach

3.1 From the report of the 25th March 2008 Members will be aware that the CRM system had been rolled out across street scene services, freedom of information and Customer Services. There were 67 requests on the system.

3.2 Work was on-going with the Council's anti-social behaviour team and the partnership office looking at a rollout of the CRM system across their service on 1st April 2008

3.3 The CRM software was upgraded to go live on the 25th March

3.4 The refuse vehicles were to be fitted with the Bartec system to allow customer services much faster information when dealing with customer enquiries.

4 Current position

4.1 The amount of service requests on a monthly basis are as follows

Mar08	Apr 08	May 08	Jun 08	Jul 08	Aug 08
7,454	9,659	10,577	12,032	10,683	12,198

4.2 Members will notice a steady increase in the number of requests being raised on the system as the new services come on-line. There are now 74 service requests on the system.

4.3 The upgrade of the system was carried out with minimal disruption to the service

4.4 The Council's Anti-Social behaviour team went live on the system as programmed on the 1st April 2008.

4.5 The Bartec system is being used on all refuse vehicles and allows the customer service staff much quicker information from the refuse crews to inform service delivery.

4.6 The system is now being used for business trade waste service requests.

5 Future Development

5.1 All major development work on the CRM has been halted due to LGR although some small adaptations are continuing.

5.2 The corporate complaints service requests have been developed and we are awaiting further enhancements to allow for notification and escalation to service areas.

5.3 Work is currently being carried out with regards to the Integration of the environmental health system (Flair) with the CRM.

6 Financial Considerations

6.1 None associated with this report

7 Consultation

7.1 This report has been developed through consultation with the CDEGP programme office

8 Other material considerations

8.1 Links to corporate Objectives

8.1.1 The CRM is about improving the service to the customer through electronic means and as such it is key to the Council's stated ambition to make its services accessible.

8.2 Risk management

8.2.1 The CRM is now a business critical system for the Authority and has a fully developed disaster recovery system in place to address any system failures.

8.3 Health and Safety

8.3.1 There are no additional health and Safety implications.

8.4 Legal and Constitutional

8.4.1 No additional Legal and Constitutional issues have been identified

8.5 Equality and Diversity

8.5.1 Equality and Diversity considerations are an inherent part of the CRM. Electronic delivery of services is a key contributing factor to the Council's corporate priority to ensure fair access to services regardless of religion, sex, race, gender etc as set out in the Corporate Plan and Corporate Equality Plan.

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jkeller@sedgefield.gov.uk

Background Papers:

Customer Services Modernisation Programme (2005)
Report to Overview and Scrutiny Committee 1 29th August 2006
Report to Strategic Leadership OSC Oct 11th 2007, March 25th 2008

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Item 5

STRATEGIC LEADERSHIP OVERVIEW & SCRUTINY COMMITTEE

7 OCTOBER 2008

REPORT OF CHAIRMAN OF THE COMMITTEE

WORK PROGRAMME

SUMMARY

This report sets out the Committee's current Work Programme for consideration and review.

RECOMMENDATIONS

1. That the Committee's Work Programme be reviewed.

DETAIL

1. In accordance with Overview & Scrutiny Procedure Rule 8 of the Council's Constitution, Overview & Scrutiny Committees are responsible for setting their own work programme.
2. Each Overview & Scrutiny Committee should agree a realistic, achievable and considered work programme on the understanding that, from time to time, more urgent or immediate issues may require scrutiny. Issues may, for example, be raised by Cabinet reports, Members' constituency business or be referred to Scrutiny by Cabinet in advance of a Cabinet decision.
3. The current Work Programme for this Committee is appended to the report which details:-
 - Scrutiny Reviews currently being undertaken.
 - Scrutiny review topics held in reserve for future investigation.
 - A schedule of items to be considered by the Committee for the period to 31st March 2009.
4. **Scrutiny Review**

The Committee should aim to undertake a small number of high quality reviews that will make a real difference to the work of the Authority, rather than high numbers of reviews on more minor issues. Overview & Scrutiny Committees should normally aim to undertake two reviews concurrently. Any additional review topics that have been agreed by Members will be placed on a reserve list and as one review is completed the Committee will decide on which review should be undertaken next.

A workshop was held for Overview & Scrutiny Members on 20th February 2008 to discuss the role of the Committees within the period leading to the establishment of a new Unitary Council in April 2009. One element of the

workshop was to consider a number of options for undertaking scrutiny reviews within this period. Members supported undertaking a State of the Borough Review, which would look at achievements within each of the Council's ambitions. The Review would provide a benchmark for future assessment, highlight areas for improvement and make recommendations to the new council where appropriate.

It was proposed that Overview & Scrutiny Committees establish Review Groups to examine each of the Council's ambitions as follows:-

Committee	Review Groups
Healthy Borough with Strong Communities O&S Cttee	<ul style="list-style-type: none">• Healthy Borough Review Group• Strong Communities Review Group
Prosperous and Attractive Borough O&S Cttee	<ul style="list-style-type: none">• Prosperous Borough Review Group• Attractive Borough Review Group

The final reports from each of these reviews would be combined to form a single State of the Borough report.

5. Business for Future Meetings

The Committees Work Programme for the period leading to the establishment of a new Unitary Council in April 2009 is attached for consideration.

Members are requested to review the Committee's Work Programme and identify, where necessary, issues that they feel should be investigated by the Committee. The Work Programme will need to be carefully managed to ensure that the most important issues are considered in the limited time available.

It will not always be possible to anticipate all reports which will need to be considered by an Overview & Scrutiny Committee and therefore a flexible approach will need to be taken to work programming.

6 FINANCIAL IMPLICATIONS

None associated with this report.

7 CONSULTATION

Contact Officers: Jonathan Slee
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Email Address: jslee@sedgefield.gov.uk

Ward(s): Not ward specific
Background Papers None

STRATEGIC LEADERSHIP OVERVIEW & SCRUTINY COMMITTEE

WORK PROGRAMME

Ongoing Reviews

- *No reviews currently ongoing*

Future Reviews

The following review topics have been identified by the Committee for future review. As one review is completed Members will decide which review should be undertaken next.

- *No reviews identified*

ANTICIPATED ITEMS

18 November 2008

- *Half Yearly Report on Complaints Received by Corporate Complaints Staff*
- *Half Yearly Performance Report*

6 January 2009

- *Equality and Diversity Corporate Equality Plan – Progress Update*

10 February 2009

- *No items identified*

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