

**SEDGEFIELD BOROUGH COUNCIL
STRATEGIC LEADERSHIP OVERVIEW AND SCRUTINY COMMITTEE**

Council Chamber,
Council Offices,
Spennymoor

Tuesday,
7 October 2008

Time: 10.00 a.m.

Present: Councillor A. Gray (Chairman) and

Councillors B.F. Avery J.P, V. Chapman, T.F. Forrest, Mrs. J. Gray,
B. Haigh, T. Hogan and B.M. Ord

In Attendance: Councillors G.C. Gray, J.E. Higgin, J.G. Huntington, B. Lamb,
Mrs. E.M. Paylor, Mrs. C. Potts and T. Ward

Apologies: Councillors D.R. Brown and D. Farry

SL.10/08 DECLARATIONS OF INTEREST
No declarations of interest were received.

SL.11/08 MINUTES
The Minutes of the meeting held on the 2nd September, 2008 were confirmed as a correct record and signed by the Chairman. (For copy see file of Minutes).

SL.12/08 CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM (CRM) UPDATE
Consideration was given to a report of the Chief Executive providing a progress update on the roll out of the CRM system across the Authority. (For copy see file of Minutes).

The amount of service requests received on a monthly basis were set out in the report.

Members were reminded that the CRM system had been rolled out across Street Scene service, Freedom of Information and Customer Services. The Council's Anti-Social Behaviour Team went live on the system on the 1st April 2008.

The system was also being used for business trade waste service request.

Reference was made to the Bartec system. It was explained that the Bartec system was being used on all refuse vehicles and allowed customer service staff much quicker information from the refuse crews to inform service delivery e.g. bins not presented.

The system was also being developed further to enable refuse collectors to make reports such as abandoned vehicles and flytipping. This would enable the Council to resolve issues before receiving reports from the public.

With regard to future development it was noted that all major development work on the CRM had been halted due to Local Government Review. Some small adaptations were continuing.

Work was currently being carried out with regard to the integration of the Environmental Health System (Flair) with the CRM and the development of the Violent Persons Register on the CRM.

It was noted that the CRM was central to new unitary authority and would continue after 1st April 2009.

Members queried whether the assisted pull-out list for refuse collection would transfer to Durham County Council. In response it was explained that on 1st April 2009 the service would operate as "business as usual".

Reference was made to incidents where the refuse collection wagon could not access certain street as a result of cars blocking access. This often resulted in bins not being emptied. Members queried whether refuse collectors could access the details of the owners of the vehicles.

In response it was explained that there was legislation restricting access to the DVLA computer system. The CRM had, however, enabled the Council to identify specific areas where this was a problem and appropriate action was being taken by Street Scene services.

Members' questioned whether the CRM could be used to improve two way communication by enabling refuse collectors to report issues on behalf of the public.

In response it was explained that this was currently not being pursued although could be considered as a future development.

Members expressed their appreciation of the work carried out by staff in the Customer Service Centre.

AGREED : *That the Committee is satisfied with the progress made on the roll-out of the CRM system in meeting the Council's Customer Service Modernisation Programme and that no further updates are required.*

SL.13/08

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