

Corporate Policy & Resources Committee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Corporate Policy & Resources Committee meetings.

Recommendation: That members note progress on the matters arising and request corrective action if necessary.

Matters arising Schedule

Status	Title	Action Required	Comments	Due Date	Allocated To
Black					
	Planning Training	Minute Extract 13/04/17 Regarding the dates of the Planning Training sessions scheduled for next year, a Member noted that the first session on CIL had not included invitations to Parish Councils and this was felt to be at odds with the West Lindsey priority of engagement, and would this please be reconsidered.	A further training session on CIL, to include Town and Parish Councils, would be offered later in the year. This was welcomed, however it was requested that this be in the format of a workshop, as opposed to a presentation.	15/05/17	Mark Sturgess
	Gainsborough Transport Study	Minute Extract 13/04/17 The Ward Councillor for Gainsborough noted that the project was exactly what was needed for the area, and questioned if Members would be able to feed into specific issues. The Team Manager Projects and Growth noted that she would ensure that was fed back to the Consultants to ensure that this be part of the brief	The project is performing against the defined timeline with key milestones already met. There were some identified risks to timescales for data collection, as this must be carried out during neutral months, however the data collection and the road side surveys have now been completed and the project is moving on to data analysis and model development. The risk to the next stage of the project relates to data quality, which will be looked at in the coming few weeks, however safeguards put in place around data collection and the equipment used does mitigate this to an extent. A progress meeting is scheduled for 21st June, with a brief overview of findings presented to the project team late July.	04/05/17	Rachael Hughes

		<p>As requested at P&R committee on 13th April consultation information was sent out to Gainsborough Ward Members on 27th April with feedback requested by 17th May. To date there has been no feedback received and so it has been agreed with Mouchel that the deadline for feedback can be extended to 21st June.</p>	
<p>Missed Telephone Calls</p>	<p>Minute Extract 04/05/2017 - Progress and Delivery A query was raised regarding the number of missed telephone calls as set out in the report. The Chief Executive resolved to look into this and gain a response</p>	<p>There can be any number of reasons why a call may go unanswered including such as the number is already engaged, call goes to voice mail, number is diverted to another number in the Council; or there are too many calls for the number of staff available; and customers abandon the call before getting through. Therefore, this is a more complicated measure of performance and the telephony system has limited data as to the business reasons why.</p> <p>The Council is currently undertaking a project to assess reasons why a customer does not get through first time; and is looking at whether there are alternative ways to manage calls within teams to reach a higher level of calls answered for the future; or for automated ways of dealing with calls which will support very simple transactions.</p>	<p>15/06/17 Manjeet Gill</p>
<p>Green</p>			
<p>Employee Costs</p>	<p>Minute extract 04/05/17 A Member raised a query on a figure set out within the Executive Summary – of ‘£96k net of employee costs’, there was some confusion around the details given therefore it was suggested that a full explanation be emailed to all</p>		<p>15/06/17 Ian Knowles</p>

	Members of the Committee.		
Quality Customer Service	<p>Minute extract 04/04/17, following presentation on Quality Customer Service.</p> <p>"A report would then be submitted to each Committee with a Chief Executive report. A report on the new procedure would be submitted to the July Corporate Policy and Resources Committee, and a workshop would be organised with Parish Councils."</p>	27/07/17	Manjeet Gill
Financial Performance Review	<p>Minute extract 04/05/2017</p> <p>That members request an annual review of financial performance and proposals for how the surplus may be used to support current priorities be presented to the CP&R meeting in July 2017.</p>	27/07/17	Ian Knowles