

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

Active/Closed	Active				
Meeting	Policy and Resources Committee				
Status	Title	Action Required	Comments	Due Date	Allocated To
Black					
	Missed Telephone Calls	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>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>	15/06/17	Mark Sturgess

	Employee Costs	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 Members of the Committee.	Director of Resources, circulated an update which set out a clearer explanation of the financial position of the forecast outturn.	15/06/17	Ian Knowles
	Discretionary Rate Relief	Minute extract 15/06/17 The workplan was presented for Members’ information. The Vice Chairman sought assurance that the Discretionary Rate Relief for Community Facilities would be a future item for Committee approval.	Entered in the Forward Plan for the December meeting.	27/07/17	Ian Knowles
	Financial Performance Review	Minute extract 04/05/2017 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.	Report has been added to the agenda for consideration at July’s meeting as requested	27/07/17	Ian Knowles

	Commercial Project	Minute Extract 15/06/17 Members requested that they be provided with the additional financial details and also the EU Procurement Rules.	<p>Local Authorities must follow the European Union Regulations namely The Public Procurement Directives. This requires that all procurement is undertaken in an open and transparent manner and requires a notice in the OJEU (Official Journal of the European Union). The details of the procurement regulations can be found at the following link</p> <p>https://www.gov.uk/guidance/public-sector-procurement-policy</p> <p>A summary of our own Procurement Contract Regulations can be found on our web site at :</p> <p>https://www.west-lindsey.gov.uk/my-business/selling-to-the-council/contracts/contract-regulations/</p> <p>We will table a more detailed cost breakdown at the meeting in July</p>	27/07/17	Karen Whitfield
Green					
	Quality Customer Service	Minute extract 04/04/17, following presentation on Quality Customer Service. "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."	The Quality of Customer Service programme is being redeveloped. As the CX has now left the organisation this will be led by the Chief Operating Officer.	27/07/17	Manjeet Gill
Grand Total					