

**Report to: Overview and Scrutiny Committee**

**Subject: Scrutiny Work Programme**

**Date: 23<sup>rd</sup> July 2018**

**Author: Democratic Services Officer**

**1. PURPOSE OF THE REPORT**

To provide an update on the scrutiny work programme and discuss the 2017/2018 programme of scrutiny reviews.

**2. COMPLETED SCRUTINY REVIEWS**

- **Gedling Councillor Standard**
- **The Effectiveness of Scrutiny**

The report and recommendations arising from these two reviews was presented to Cabinet on the 3<sup>rd</sup> May. Written responses to the recommendations are attached at **Appendix 1 and 2**. Members will have the opportunity to discuss the responses to the recommendations.

- **Income Generation**

The report and recommendations were presented to Cabinet on the 12<sup>th</sup> October 2017 and a written response was presented to the Overview and Scrutiny Committee on the 20<sup>th</sup> November 2017. A six month update on the progress of the implementation of the accepted recommendations is attached at **Appendix 3**.

**3. INFORMATION UPDATES FROM PREVIOUS ITEMS AT COMMITTEE**

**Recording of Meetings**

The report arising from the Cabinet request for the Committee to consider the audio recording of meetings was presented to Cabinet on the 3<sup>rd</sup> May. Cabinet agreed to:

1. Defer the decision on whether to implement recording of meetings until after the elections in May 2019; and;
2. Request that further work is carried out to fully assess costs and options for recording of meetings so that a decision can be made in 2019.

### **Carlton Contact Point**

This information relates to a request at the last committee for data regarding the use of the Carlton Contact Point.

The table below shows the number of customers we have provided a service to at the Hub. You will see that the first few weeks were slow but in speaking to the police colleague, I do not think that this is unusual. They described a period of 6-7 weeks before residents really appreciated that the police were present at the fire station.

<b>Week</b>	<b>Customers</b>
04/10/2017	2
11/10/2017	4
18/10/2017	5
25/10/2017	3
01/11/2017	3
08/11/2017	4
15/11/2017	?
22/11/2017	7
29/11/2017	?
06/12/2017	5
13/12/2017	?
20/12/2017	9

12/2017	
27/ 12/2017	Clo sed
03/ 01/2018	0
10/ 01/2018	5
17/ 01/2018	5
24/ 01/2018	6
31/ 01/2018	5
07/ 02/2018	4
14/ 02/2018	3
21/ 02/2018	6
28/ 02/2018	4
07/ 03/2018	9
14/ 03/2018	8
21/ 03/2018	4
28/ 03/2018	5
04/ 04/2018	5
<b>To tal:</b>	<b>108</b>

There is 'down time' for the customer service advisers during the day, however they are not sat doing nothing. Advisors at the hub can do emails and waste forms, however there are breaks in the Wi-Fi which hinders the speed of these.

There was a lot of promotional work when it opened last October, this has continued.

- A big push was made when it opened in respect of publicity, social media, contacts, press etc.
- Posters were distributed to doctor's surgeries, supermarkets, shops and basically anyone who would have on put up on their notice board.
- Leaflets were printed and distributed to places that would let have them on display, including local food banks.
- Partners are also aware (DWP, Metropolitan) and will signpost.

- The details are on the 'contact us' page on the website
- Councillors have assisted in letting their residents know
- Housing Benefits staff now refer customers with the NG4 postcode to the Hub
- Customer Services Advisors refer customers who telephone the Civic Centre to the Hub
- Information at reception promotes the Hub
- Information is tweeted out every Wednesday and also use Facebook
- Gedling Homes is aware and they are promoting it in their next leaflet

Rosie Caddy

Service Manager Customer Services and Communication.

#### **4. RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

- Consider and comment on the Cabinet response to The Gedling Councillor Standard and the Effectiveness of Scrutiny recommendations.
- Discuss the progress report for the Income Generation Review.
- Note the information relating to the Recording of Meetings Report.
- Consider and discuss the information regarding the Carlton Contact Point.
- Note the work programme forward plan.

#### **APPENDICES**

**Appendix 1: Gedling Councillor Standard Response**

**Appendix 2: The Effectiveness of Scrutiny Response**

**Appendix 3: Income Generation six month update**

**Appendix 4: Overview and Scrutiny forward plan.**