

MEETING	EFFECTIVE ORGANISATION OVERVIEW & SCRUTINY COMMITTEE
DATE	22 NOVEMBER 2011
PRESENT	COUNCILLORS STEWARD (CHAIR), DOUGLAS, FIRTH, FUNNELL, HODGSON, MCILVEEN (VICE-CHAIR), SCOTT AND WARTERS

21. DECLARATIONS OF INTEREST

At this point in the meeting, Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.

Councillor Scott declared a personal interest as his wife is an employee of City of York Council.

22. MINUTES

RESOLVED: That the minutes of the meeting held on 13 September 2011 be approved and signed by the Chair as a correct record.

23. PUBLIC PARTICIPATION

It was reported that there had been no registrations to speak under the Councils Public Participation Scheme.

24. SCOPING REPORT - SICKNESS ABSENCE MANAGEMENT SCRUTINY REVIEW.

Members considered a report which provided them with information on the work of the Sickness Absence Management Task Group to date and asked them to agree a formal remit for the Sickness Absence Management Scrutiny Review.

Members discussed the findings of the report and agreed that the objectives outlined in paragraph 9 were a satisfactory remit for the review. In particular they agreed that a change in culture within the workforce should be an important area of focus.

Officers agreed to email further details of comparative authorities.

RESOLVED: (i) That the Task Group will carry out the Review.

(ii) That the suggested objectives in paragraph 9 be approved as a satisfactory remit.

(iii) That the Task Group be contacted with suggested dates to continue the Review in line with Phase 2 of the introduction of iTrent.

REASON: To progress the Sickness Absence Management Scrutiny Review.

25. UPDATE ON IMPLEMENTATION OF RECOMMENDATIONS FROM THE SCRUTINY REVIEW OF CUSTOMER COMPLAINTS PROCEDURE.

Members considered a report which provided them with an update on the implementation of the recommendations arising from previously completed scrutiny reviews on Customer Complaints and Apprenticeships.

In relation to the Apprenticeships review, Members requested that they continue to receive updates on recommendations 1 and 3 but were happy to sign off recommendation 2.

Officers advised that Members would receive information relevant to the Apprenticeships review at the meeting scheduled for January, at which the monitoring report on the Workforce Plan is due to be presented to them.

In relation to the Customer Complaints Review, Members signed off recommendations 1,3,4 and 5. They requested a further update on recommendation 2, in particular the logging of customer complaints to establish if the collection of data had improved since the review was completed and to identify if any patterns are emerging from the data collected.

Officers confirmed that a further briefing could be provided on the information requested in relation to the Customer Complaints review.

- RESOLVED:
- (i) That Members noted the update on the Apprenticeships review and signed off recommendation 2.
 - (ii) That Members noted that they would continue to receive updates on recommendations 1 and 3 of the Apprenticeships review via the Workforce plan monitor reports.
 - (iii) That Members signed off recommendations 1,3,4 and 5 of the Customer Complaints review.
 - (iv) That Members requested further information on recommendation 2 of the Customer Complaints review in relation to data collection.¹

REASON: To raise awareness of recommendations that are still to be fully implemented.

Action Required

1. Liaise with Scrutiny Officer to provide information requested to Members.

PS

26. SECOND QUARTER MONITORING REPORT.

Members considered a report which provided a summary of the finance and performance progress for the second quarter monitor period of 2011-12.

Members queried whether the budget for Children Services is set appropriately as Members have noted that the department is experiencing pressures. Officers advised it is a difficult budget to set as the number of children requiring care from year to year can not be predicted accurately.

RESOLVED: That Members noted the performance issues identified in the report.

REASON: So that corrective action can be taken.

RESOLVED: That Members noted the current projected pressures of £3,504k and note that strategies are being prepared to mitigate this position.

REASON: In order to ensure expenditure is kept within budget.

27. WORK PLAN.

Members received a copy of the committees work plan for the forthcoming year. Members were asked to consider any additions and/or amendments they wished to make to the work plan.

No amendments were made to the work plan.

RESOLVED: That the work plan be approved.

REASON: In order to provide the committee with a programme of work for this municipal year.

Councillor Steward, Chair
[The meeting started at 5.00 pm and finished at 6.25 pm].