

FINANCE AND MANAGEMENT COMMITTEE

08 June 2023

**PRESENT:**

**Labour Group**

Councillor R Pearson (Chair), Councillor L Singh (Vice-Chair) and Councillors S Harrison, M Mulgrew, G Rhind, B Stuart, S Taylor and N Tilley.

**Conservative Group**

Councillors D Corbin, M Fitzpatrick, M Ford and D Muller.

**In Attendance**

Councillor A Wheelton

FM/01 **APOLOGIES**

The Committee was informed that no apologies had been received.

FM/02 **DECLARATIONS OF INTEREST**

The Committee was informed that no Declarations of Interest had been received.

FM/03 **QUESTIONS FROM MEMBERS OF THE PUBLIC PURSUANT TO COUNCIL PROCEDURE RULE NO 10**

The Committee was informed that no questions from members of the public had been received.

FM/04 **QUESTIONS BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

The Committee was informed that no questions from members of the council had been received.

FM/05 **REPORTS OF OVERVIEW AND SCRUTINY**

The Committee was informed that no reports from the Overview and Scrutiny Committee had been received.

FM/06 **CORPORATE PLAN 2020-24: PERFORMANCE REPORT (2022-2023 QUARTER 4 – (1 APRIL TO 31 MARCH))**

The Chief Executive addressed the Committee and presented the report highlighting the key areas of interest within the report.

Councillor Fitzpatrick raised a query regarding the reporting of Health and Safety issues by staff.

The Chief Executive informed the Committee that the Employee Health and Safety Committee met on a regular basis, any issues raised by colleagues would be reported to and discussed at this Committee.

Members sought clarity regarding the benchmarking and reporting of sickness absence.

The Chief Executive advised the Committee that the benchmarking for sickness absence needed to be benchmarked against other authorities, the private sector, and that sickness absence was reported in the same way when working from home.

Councillor Corbin raised a query regarding the progress of carbon neutrality.

The Chief Executive confirmed that a report would be presented to the Committee in October.

**RESOLVED:**

***1.1 The Committee approved progress against performance targets set out in the Corporate Plan 2020 - 2024.***

***1.2 The Committee reviewed the Risk Register(s) for the Committee's services.***

FM/06 **CONSULTATION OF CUSTOMER ACCESS STRATEGY 2023-2026**

The Head of Customer Services presented the report to the Committee outlining the main areas of the report and sought approval of the recommendations.

Councillor Fitzpatrick raised a query regarding customer telephone calls and the type of complaints received from residents.

The Head of Customer Services informed the Committee that the call abandonment had improved from 43 percent down to 15 percent and that improvements were being made continuously.

The Chief Executive addressed the Committee and explained that a trend analysis of complaints would be looked at to try to prevent repeating complaints.

Members raised concerns regarding the lack of focus on face to face contact with officers, current working arrangements, a heavy reliance on telephone contact and the use of IT. It was suggested that Area Forums be included in the consultation.

**RESOLVED:**

- 1.1 The Committee considered and approved the Customer Access Strategy for public consultation.**
- 1.2 The Committee considered and approved the scoping document that outlined the parameters for consultation.**
- 1.3 The Committee noted that the Customer Access Strategy and supporting documents would be returned to a future committee meeting for final approval.**
- 1.4 The Committee approved that delegated authority be given to the Chair of Finance and Management and the Chief Executive to finalise the consultation document prior to the commencement of consultation to ensure the comments of the Committee had been considered.**
- 1.5 The Committee approved that the consultation period be extended to take into account the dates for the next Area Forum meetings.**

FM/07 **COMMITTEE WORK PROGRAMME**

The Head of Finance presented the report to the Committee.

**RESOLVED:**

***The Committee considered and approved the updated work programme.***

FM/08 **LOCAL GOVERNMENT ACT 1972 (AS AMENDED BY THE LOCAL GOVERNMENT [ACCESS TO INFORMATION] ACT 1985)**

**RESOLVED:**

***That, in accordance with Section 100(A)(4) of the Local Government Act 1972 (as amended), the press and public be excluded from the remainder of the Meeting as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that there would be disclosed exempt information as defined in the paragraphs of Part 1 of the Schedule 12A of the Act indicated in brackets after each item.***

**QUESTIONS BY MEMBERS OF THE COUNCIL PURSUANT TO COUNCIL PROCEDURE RULE NO 11**

***The Committee was informed that no questions had been received.***

**FORMER TENANT ARREARS WRITE OFF**

**RESOLVED:**

***The Committee approved the recommendations in the report.***

**WRITE OFF COUNCIL TAX BUSINESS RATES BENEFIT OVERPAYMENT**

**RESOLVED:**

***The Committee approved the recommendations in the report.***

The meeting terminated at 18:45 hours.

COUNCILLOR R PEARSON

CHAIR