

OVERVIEW AND SCRUTINY COMMISSION

At a meeting of this Committee held on
14 October 2024

- (Present) **Councillor Uddin (Chair)**
Councillors Hattersley, Hodkinson, McQuade, O’Conner, Sweeney, and Tasker
- (Not Present) **Councillors Preston, Richards and Spencer**
- Mr D Thorpe (Church of England Representative)**
Mr B McMullen (Roman Catholic Representative)

APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors, Preston, and Spencer

10 MINUTES

- * **Resolved that the Minutes of the meeting held on 22 July 2024 be approved and signed.**

11 DECLARATIONS OF INTEREST FROM MEMBERS

No Declarations of Interest from Members were made.

12 DECLARATIONS OF PARTY WHIP

No Declarations of Party Whip were made.

13 QUARTER 1 PERORMANCE REPORT 2023/24

A Report was submitted which provided an analysis of progress and performance over the period from April to June 2024 against the Council’s priority 6 “Be a responsible Council”

The Assistant Director for Policy and Transformation provided an overview of the Quarter 1 Performance Report 2023/24.

It was highlighted that 79% of indicators were performing on or above target, or within the 5% performance threshold. With regards to specific indicators, performance against complaint response times and the three contact centre indicators around customer satisfaction score (CS-008), customer effort score (CS-009), and (CS-010) percentage of customers that have had their call answered within the promised timeframe showed continued improvement and have met target.

It was further noted that performance against the volume of complaints, the timeliness of responses, and Freedom of Information requests required improvement. Further plans had been explored to improve performance in this area.

Staff and Member development training and learning courses remained on track.

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* **Resolved that:**

- (1) **the Quarter 1 performance Report 2023/24 be noted.**
- (2) **actions planned by the Corporate Services Directorate and other services to address specific areas for performance improvement in relation to Priority 6 be noted.**

14 SCRUTINY WORK PROGRAMMES

A report was presented to provide information about the work programme setting process for Overview and Scrutiny Commission and its thematic Committees for the 2024/25 municipal year.

Members were advised that the Overview and Scrutiny Commission was responsible for all overview and scrutiny functions on behalf of the Council, including the monitoring and co-ordination of work of the four Scrutiny Committees. To support the Commission in its role, the work programmes of all 3 Scrutiny Committees were included in the report as appendices, alongside the Commission's Work Programme.

Chairs of the Thematic Committees provided feedback on recent Committee work as well as planned work for their respective committees.

* **Resolved that the report be noted.**

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