

MINUTES

FINANCE AND RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

7 October 2014

Present:

Adeleke	Collins
Ayling	Doole
Clark	Marshall
B Chapman (Chairman)	Taylor

Also in attendance:

Councillor Tiley (Portfolio Holder, Finance and Resources)
Councillor Harden (Portfolio Holder, Resident and Regulatory Services)

Officers:

Steve Baker	Assistant Director, Legal, Democratic & Regulatory Services
Mark Housden	Commercial Contracts Lead Officer
Jim Doyle	Group Manager, Democratic Services (Minutes)

The meeting started at 7.30pm

OS/204/14 MINUTES

The minutes of the meeting held on 3 September 2014 were confirmed by the members present and then signed by the Chairman.

OS/205/14 APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors N Hollinghurst, Organ, Townsend and W Wyatt-Lowe.

OS/206/14 DECLARATIONS OF INTEREST

None

OS/207/14 PUBLIC PARTICIPATION

None

OS/208/14 CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL-IN

None

OS/209/14 ACTION POINT FEEDBACK

The Chairman of the committee went through the action points from the previous meeting and the responses to those points.

- A link to the Council website pages setting out the Commissioning and Procurement strategy has been sent to the members of the committee.
- A summary of press releases produced during the first financial quarter of the year was provided to the members of the committee.
- The solicitor to the council advised the meeting that there is no legal reason compelling the Council to withhold its telephone number. The Group Manager: ITC has established the procedure that officers can use to disable the 'withheld' number and in future the number should be displayed.

Councillor Marshall pointed out that the withholding of numbers can make it difficult to communicate with a debtor and could actually be a hindrance.

The members were informed that the issue is to be considered at the Corporate Management Team to assess if this practice should be extended to all officer calls.

Councillor Tiley was of the opinion that no officer should be wary of, or avoid giving their names for this is the method of identifying to whom the public should respond.

Councillor Adeleke enquired if all calls to the council are recorded and do we have a legal obligation to record calls. He was informed that there is no legal obligation to record calls but that there is an obligation to alert a member of public if they are likely to be recorded. At the moment this only applies to calls from the CSU which are regularly recorded.

Councillor Adeleke would like to know how he accesses this information in the cases reported to him. The solicitor of the Council agreed to investigate and respond to Councillor Adeleke.

Councillor Ayling enquired about the length of time that recorded calls are retained? M Housden informed him that at the moment records exist for calls dealt with since June, when we switched to the new system.

Councillor Harden arrived at 19.42

OS/210/14 SHARED AND OUTSOURCED SERVICES UPDATE – CUSTOMER SERVICE CENTRE AND GATEWAY CONTRACT (CSCG)

Mark Housden, Commercial Contracts Lead Officer, introduced this item, intending to cover the period since August 2014.

There was a major outage on 3 and 4 August that had a detrimental impact on council business and inconvenienced the public and consequently some complaints were recorded as a result of this. The IT issues that caused the outage are being addressed and measures are in place to resolve them.

The installation and implementation of the Customer Relationship Management (CRM) system is proceeding on target and being used in the Customer Service Unit (CSU). Various back office systems, e.g. Waste & Regulatory Services are being included with Revenue & Benefits already reporting on the system.

The opening up of the CSU at the week end as part of the library coming to the civic centre has been examined and is anticipated to be a costly initiative which is still under consideration. The intention is to introduce payment by card at a machine introduced as part of this initiative.

There is a switch to e-payments with £5k taken every month via the internet and over £3k on the phone. The introduction of a payment machine in reception could deal with around £2k taken over the counter.

M Housden then went on to outline the anticipated benefits of CRM. Gathering information about DBC's interaction with customers will provide the evidence on which to base future decisions.

Councillor Ayling sought confirmation that progress is being in developing of the knowledge hub and that the 'Inform 360' and 'waste' scripts been fully uploaded? He was assured that the work is progressing and is on target.

Councillor Doole questioned if there are two sets of data setting out the calls to civic centre in general and those to the call centre which record the level of calls answered in 20 seconds. MH was of the opinion this should be available and would provide the information to the councillor.

Councillor Adeleke expressed concerns about the use of a self-service machine in reception and asked how security would be maintained. He was informed that the machine would make use of tried and trusted chip and pin technology as approved by CAPITA. ITC have been consulted on the provision of a secure weblink to support the machine which will be a standard piece of equipment in use in other local authorities.

Although councillor Adeleke expressed concerns regarding the situation of a payment machine in reception, it was explained that this provided the opportunity for a machine that would provide access at week-ends when the library is open.

Councillor Tiley was impressed with the £5k a month of credit card transactions and asked if there was any intention of applying costs to cover the 1.5% charges accompanying these transactions. He was informed that the option is there to do so in the future but in fact most of the transactions are debit cards that do not incur charges.

Councillor Doole sought reassurance that the information and data was being collected to provide the committee with a full cost benefit analysis at some point in the future.

Councillor Tiley felt that it was worth pointing out the significant progress made in this area in the past six months.

Outcome:

The report was noted.

Action:

M Housden to see that the information requested above is included as part of the quarterly performance report to be considered at the next meeting.

The meeting ended at 8.14pm