

**CANNOCK CHASE COUNCIL**  
**MINUTES OF THE MEETING OF THE**  
**CUSTOMERS AND CORPORATE SCRUTINY COMMITTEE**  
**HELD ON WEDNESDAY 27 JULY, 2016 AT 4.00 P.M.**  
**IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK**  
**PART 1**

PRESENT:  
Councillors

Dudson, Miss M.J. (Chairman)  
Snape, P.A. (Vice-Chairman)(Substitute)

Burnett, G.	Grocott, M.R.
Freeman, Miss M.A.	Martin, Mrs. C.E.
Foley, D.	Pearson, A.R.
Grice, Mrs. D.	Sutherland, M.

Also in attendance:

- Councillor G. Adamson (Leader of the Council, Observer).
- Councillor Mrs M.A. Davis (Health and Wellbeing Portfolio Leader, Observer).
- Councillor J.T. Kraujalis (Corporate Improvement Portfolio Leader, Observer).

**1. Apologies**

Apologies for absence were received for Councillors D.J. Snape (Vice-Chairman), W.M.A. Hardman and C.D. Smith.

Councillor P.A. Snape was in attendance as substitute for Councillor D.J. Snape.

**2. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations**

No declarations of interests or party whip declarations were received.

**3. Minutes**

Minute No. 22 – Technology Strategy

A Member requested a progress update on this item. The Head of Governance advised that an early draft version had been considered by Leadership Team and that once the updated version had been produced, it would be circulated to Officers and Members for comment.

RESOLVED:

That the Minutes of the meeting held on 4 April, 2016 be approved as a correct record and signed.

#### **4. End of Year Performance Report 2015-16 – Customers Priority Delivery Plan**

Consideration was given to the Report of the Head of Governance (Item 4.1 – 4.12 of the Official Minutes of the Council).

##### Use of Online Forms / E-Payments Transactions

A Member queried what plans the Council had in place to encourage residents to make greater use of online payment facilities given the monetary savings that were achieved by using such methods when compared to making payments over the phone. The Head of Commissioning replied that the online forms system was only introduced in quarter 3, so there was still more work to be done to move people away from telephone payments. The Council's mobile app had however recently gone live which should help to reduce telephone contact, although at the present time its usage was limited to reporting of household waste collection issues.

Another Member commented that the proposed annual target of 5,000 transactions via the e-payments and automated telephone payments systems was too low and should be set at 5,500 for it to be a meaningful target. The Head of Governance replied that this target figure had been discussed with relevant Officers; however it was considered that payments via direct debit were a more efficient and cost effective method for the Council to utilise. A Member then requested that the number of payments made via direct debit be included in future performance reports for comparison purposes.

##### Asset Management Plan (AMP)

A Member requested to know when the AMP would be coming forward to the Committee for consideration. The Head of Governance replied that she would have to speak with the Head of Economic Development to determine when this was likely to happen.

Another Member then requested an update on the work undertaken to evaluate opportunities for maximising the return from property and land assets. The Head of Governance replied that a response from the Head of Economic Development would also be required on this topic.

##### Shared Services

A Member queried if all current shared services were meeting the standards expected when they were first established. The Head of Governance replied that all such services were operating as intended.

Other Members then commented that as part of the Council's proposed savings options, it was important to consider implementing further shared services arrangements where feasible to do so.

RESOLVED:

That the performance information relating to the Customers PDP, as detailed at Appendix 1 of the Report, be noted.

## **5. Customers & Corporate Scrutiny Committee Work Programme 2016-17**

Consideration was given to the Joint Report of the Head of Commissioning and the Head of Governance (tem 5.1 – 5.5 + Appendices of the Official Minutes of the Council).

RESOLVED:

That the following items be approved for inclusion on the Committee's work programme for 2016/17:

- (A) 2017/18 Budget Plans (to include an additional meeting of the Committee to be held during the six week consultation period on the Cabinet's proposed savings options for next year's budget);
- (B) Review of Community Engagement (rolled over from 2015/16) – to be undertaken by a working group of Members from the four Cannock based wards, comprised of Councillors Cooper, Freeman, T. Johnson and Smith;
- (C) Review of Citizens' Advice Bureau (CAB) Service Level Agreement (rolled over from 2015/16) – to be scheduled towards the end of the municipal year following completion of the 2017/18 budget process.

The meeting closed at 4:50pm

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CHAIRMAN