



CORPORATE SELECT COMMITTEE

Meeting: Monday, 29 March 2021 at 6.30 pm in Virtual Meeting

Present: Councillor T Ashton (Chair)

Councillors J Collins, O Cross, L Grooby, I Huddleston (substitute for M Stone), T Kemp (substitute for S Flower), R McKeown, G Oakley, K Savage, E Siddall and E Thrane

Apologies for absence were received from Councillors M Stone, S Flower and D Lomax

Councillors Barrow and A McKeown were also in attendance.

20/22 CHAIR'S ANNOUNCEMENT

The Chair confirmed that the meeting was being broadcast live to the internet via the Council's website and was capable of repeated viewing. The images and sound recording may be used for training purposes within the Council. All were asked to keep to the speaking guidelines which were outlined. Any views expressed by any speaker in the meeting are the speaker's own and do not necessarily reflect the views of High Peak Borough Council.

20/23 TO APPROVE THE MINUTES OF THE PREVIOUS MEETING (Agenda Item 4)

RESOLVED:

That the minutes of the meeting held on 8 February 2021 be approved as a correct record.

20/24 PERFORMANCE FRAMEWORK (Agenda Item 5)

The Committee considered the draft Performance Framework and associated targets for 2021/24.

It was noted that the draft Performance Framework had been considered at a Performance Framework Workshop on 15 March, which had recommended that the content and focus of the quarterly reports be reviewed and based on a smaller set of core measures, and that the Annual Report be shared with other committees to enable them to examine the information for which they are responsible. Reference was made to the excellent work undertaken by the Carelink team throughout the pandemic,

particularly around contacting vulnerable residents, and by the work undertaken by the wider council with the voluntary and charity sectors.

RESOLVED:

That subject to the above comments, the Executive be recommended to approve the Performance Framework 2021/2024.

20/25 **CUSTOMER SERVICES UPDATE**
(Agenda Item 6)

The Committee considered an update in regard to the Council's Customer Service provision, which provided an overview of the Customer Services function, the various workstreams and reflected on the impact of Covid-19 on the service and identified some of the potential challenges.

Reference was made to the development of the Access to Services Strategy, which will examine how to respond to issues raised by Covid and how to improve the customer experience and utilise technology to improve access and free up capacity to support residents and businesses. It was reported that during April and early May, the opening hours of the contact centre would be reduced to provide additional staff time to respond to digital enquiries. Notice of this change would be given, and messages put on the phone lines. Emergency calls would still be dealt with.

The Access to Services Strategy would ensure that the digital forms are collecting the correct information which would be pulled through automatically where possible.

It was confirmed that a project was due to go live shortly around the revenues and benefits system which would enable web forms to automatically update the system.

Staff were congratulated in respect of the statistics around the time taken to answer calls March – December 2020.

It was suggested that staff be invited to contribute to the development of the new strategy and that it also be the subject of a one-off workshop for councillors to examine in detail before formal adoption, which was agreed.

The thanks of the committee were conveyed to all staff for the work undertaken during the pandemic, with particular reference made to housing and carelink staff and staff involved in the administration of the business grants.

RESOLVED:

That the report be noted.

20/26 SELECT COMMITTEE WORK PROGRAMME
(Agenda Item 7)

It was requested that a meeting of Select Committee Chairs and Vice-Chairs be convened in advance of the next cycle to plan the work programmes for the forthcoming year.

It was confirmed that there would be a meeting of the Asset Management Working Group late April / early May.

RESOLVED:

That the Select Committee Work Programmes be noted.

20/27 EXCLUSION OF PRESS AND PUBLIC
(Agenda Item 9)

RESOLVED:

That the press and public be excluded from the meeting during consideration of the following item of business as there may be disclosure of exempt information as set out in Part I of Schedule 12A of the Local Government Act 1972.

20/28 NEW MANAGEMENT STRUCTURE
(Agenda Item 10)

The Committee considered proposals for a new Management Structure and made recommendations to the Executive.

The meeting concluded at 7.30 pm

CHAIRMAN