

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

FINANCE & PERFORMANCE SCRUTINY

19 SEPTEMBER 2016 AT 6.30 PM

PRESENT: Mr KWP Lynch - Chairman

Mrs R Camamile, Mr WJ Crooks (for Miss DM Taylor), Mr P Wallace and Mr HG Williams

Members in attendance: Councillors Mr MA Hall and Mr MR Lay

Officers in attendance: Ilyas Bham, Rebecca Owen, Julie Stay and Ashley Wilson

179 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillors Cope, Smith and Taylor, with the substitution of Councillor Crooks for Councillor Taylor authorised in accordance with Council Procedure Rule 4.

180 MINUTES OF PREVIOUS MEETING

It was moved by Councillor Camamile, seconded by Councillor Williams and

RESOLVED – the minutes of the meeting held on 25 July 2016 be confirmed and signed by the Chairman.

181 DECLARATIONS OF INTEREST

No interests were declared at this stage.

182 QUARTER 1 OUTTURN (APRIL - JUNE 2016)

Members were informed of the revenue and capital outturn at the end of the first quarter of 2016/17. A member requested that future reports include a comparison to the previous three years to show any changes in the position compared to that forecast. During debate, members discussed the housing repairs deficit, the underspend in relation to disabled facilities grants, the fit out of block C at the Crescent and the take up of the garden waste scheme.

183 TREASURY MANAGEMENT QUARTER 1 2016/17

Members received an update on the council's treasury management activity in the first quarter of 2016/17. It was noted that investment income had reduced due to interest rates. Members were, however, assured that investments were regularly reviewed and the best options pursued.

184 PERFORMANCE AND RISK MANAGEMENT FRAMEWORK FIRST QUARTER SUMMARY 2016/17

The group received the performance and risk management framework outturn position for the first quarter of 2016/17. A member asked the value of the aged debt recommended for write-off and it was agreed that the information would be sought and

provided to members. The chairman reminded members that he had requested that the write-off reports be brought to this body before sign off by the Executive.

#### 185 CUSTOMER SERVICES - PERFORMANCE MONITORING

Following a request by the Scrutiny Commission that Finance & Performance Scrutiny receives a report on call waiting times, members received a performance monitoring report in relation to Customer Services.

The high impact of several factors including council tax annual billing, the implementation of the garden waste scheme and electoral registration within the same time period was highlighted and it was noted that this had led to a huge increase in calls into the Contact Centre. It was explained that, whilst additional temporary staff had been recruited, the training period for a customer services advisor was usually six months and it had, therefore, been difficult to prepare new staff.

Concern was expressed that the number of lost calls had increased disproportionately to the increase in calls received, and officers agreed to look into this. Members were also concerned about the impact that the workloads had had on staff morale. In response officers agreed that it had had an impact but staff had been supported by management and staffing levels had been maintained. Members were reassured that satisfaction levels had remained high throughout the period.

Members asked that their thanks be passed onto the Customer Services team for their hard work, particularly in the period of high pressure.

It was requested that an update be provided to this group in six months.

Councillor Hall left the meeting at 7.10pm.

#### 186 FINANCE & PERFORMANCE SCRUTINY WORK PROGRAMME

Members received the work programme and were asked to feed in any additional frontline service reviews that they wished to receive. A report on the occupancy and income from HBBC-owned industrial units was requested for the meeting on 30 January.

(The Meeting closed at 7.15 pm)

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CHAIRMAN