

Scrutiny Committee

- Venue: Committee Room
- Date: 2 July 2013
- Present: Councillors J Crawford (Chair), R Price (Vice Chair), L Casling, I Chilvers, M Hobson, M Jordan (for M Dyson), D Mackay, J McCartney, and D Peart.
- Apologies for Absence: Councillor M Dyson (substitute M Jordan).
- Officers Present: Karen Iveson – Executive Director (s151), Keith Dawson, Director of Community Services, Simon Parkinson – Lead Officer, Community Support Teams, Sarah Thompson – Acting Lead Officer, Community Support, Chris Smith – Lead Officer, Data and Systems and Interim Lead Officer, Revenue and Benefits and Palbinder Mann - Democratic Services Officer.
- Press: None

1. MINUTES

RESOLVED:

- i) **To APPROVE the minutes of the Scrutiny Committee meetings held on 23 April 2013 and 7 May 2013 and that they are signed by the Chair.**

2. DISCLOSURES OF INTEREST

There were no declarations of interest.

3. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE

The Chair informed the Committee of a planning application that had been submitted for an Energy Centre at Kellingley Colliery which may be of interest to the Committee as a future agenda item. The Chair stated that officers were trying to contact the applicants to see if they could be invited to a future meeting.

The Chair also informed the Committee of possibly having a scrutiny workshop on the provisional Committee meeting date of 23 July 2013 to look at the following topics:

- Achieving added value
- Formulating workable and specific recommendations

RESOLVED:

- i) **To hold a Scrutiny Committee workshop on the provisional Committee meeting date of 23 July 2013 to look at the above two issues.**

4. CALL IN

No items were called in.

5. TIME OF MEETINGS

The Committee discussed the start time for Committee meetings and agreed to retain the current start time of 5pm.

6. THE NEW SELBY WAR MEMORIAL HOSPITAL – MINOR INJURIES UNIT

Gill Brickwood, Vale of York Clinical Commissioning Group and Jo Evans, Selby Minor Injuries Unit presented a report detailing the activity of the Minor Injuries Unit.

Jo Evans outlined the activity of the unit referred to in the report, with information provided on opening times and attendance. The Committee queried the reduction in people attending from 8pm and it was agreed that it would be useful to have information demonstrating which hospitals patients went to when the unit closed. Ms Brickwood agreed to supply this information if it was available.

In response to a query concerning x-rays, Ms Evans explained that although x-ray services finished at the unit at 4.45pm, if a patient required an x-ray after this time, an assessment was completed and the patient was directed to York.

The Committee was also made aware of the out of hours service which was between the hours of 8pm to 6am weekdays.

Ms Brickwood explained that the Clinical Commissioning Group (CCG) was formally established 1 April 2013. One of its key aims was to make sure that its five year strategy met the future needs of the population. The Committee were informed that NHS England had requested the establishment of an Urgent Care Board and an A&E recovery and improvement plan. Both had been completed. It was explained that the aim of the Urgent Care Board was to bring together all key organisations who commission or provide urgent

care. The Committee were informed that through this group the objective was to create a whole system approach to urgent care. Ms Brickwood asked for a contact person from Selby District Council to discuss the work of the Board and make sure that there was a communication link.

In response to a query concerning social care membership on the Board, Ms Brickwood stated that there was evidence to suggest that people who went to accident and emergency may need social support when discharged. It was explained that to make sure that services were joined up involving all organisations on the Board is very important.

A query was raised concerning how the carer's register would be kept up to date. Ms Brickwood stated that she would pass this comment onto the Primary Care Programme Board.

The Chair thanked Ms Evans and Ms Brickwood for their attendance.

RESOLVED:

- i) To receive and note the report.**
- ii) To supply further information demonstrating which hospitals patients attended when the unit closed**

7. ACCESS SELBY SERVICE PROVISION – CUSTOMER CONTACT CENTRE

Simon Parkinson – Lead Officer, Community Support Teams and Sarah Thompson – Acting Lead Officer, Community Support presented a report detailing the performance of the customer contact centre.

The Acting Lead Officer, Community Support presented the report and explained that the average wait time for face to face customer service had increased during 2012/13 to 14 minutes 20 seconds compared to an average wait time of 11 minutes 40 seconds in 2011/12. The Committee were informed that this was due to receiving more complex calls such as those relating to the recent welfare reform and due to a reduction in staff. It was explained that there had been an introduction of more part time staff and the latest figures for 1 July 2013 was that the average wait time was 8 minutes.

Concern was raised at some members of the public who had been made to wait a considerable time for photocopying. The Acting Lead Officer, Community Support stated that one of the aims was to identify people who did not need an in depth service.

The Committee were also informed that computers were available at the contact centre for people who wished to use the Council's website to resolve their queries. Other suggestions for improvements by Members of the Committee included looking at the layout of the contact centre and placing more signs to assist the public.

Discussion also took place whether there would be problems with regard to members of the public wishing to pay by cash since the welfare reform. The Committee were informed there had been no complaints at their not being an option to pay by cash and the decision to stop accepting cash payments had been taken by Full Council.

The Lead Officer, Community Support offered the Committee an invitation to visit the Contact Centre during the working day to see how it worked.

RESOLVED:

- i) To receive and note the report.**

8. ACCESS SELBY SERVICE PROVISION – BENEFITS AND LOCAL TAXATION SERVICE

Chris Smith, Interim Lead Officer, Revenue and Benefits presented the report which outlined the performance of the Benefits and Local Taxation Service.

The Interim Lead Officer, Revenue and Benefits explained that improvements had been made concerning the backlog of new benefit applications. The Committee discussed the two reported measures in the report however requested further information concerning the backlog of new benefit applications. It was agreed this information would be circulated to the Committee and then if needed, placed on the agenda for the next scheduled meeting in September.

RESOLVED

- i) To receive and note the report.**
- ii) To request a further report concerning the backlog of new benefit applications.**

9. NATIONAL NON-DOMESTIC RATES (NNDR) – DISCRETIONARY RATE RELIEF POLICY TASK AND FINISH GROUP

The Executive Director (s151) presented the report which provided a summary of the Task and Finish Group's review of National Non-Domestic Rates (NNDR) – Discretionary Rate Relief Policy and outcomes.

The Committee were made aware of the Task and Finish Group's findings and discussions took place on possible topics for further reviews. A suggestion was made to review Access Selby as a whole due to the contract being up for renewal in the near future. Other possible suggestions include the street scene contract with Enterprise and the Enforcement service.

Following discussion, it was agreed that a report be written containing information on the three years of key performance indicators for Access Selby along with the previous three years before that under the previous arrangements. The Committee also agreed that the next topic for the Task and Finish Group should be the street scene contract with Enterprise. It was agreed that Councillors Chilvers, Crawford, Hobson and Mackay would be the Members on the group.

RESOLVED:

- i) To receive and note the report.**
- ii) To commence a Task and Finish review into the Street Scene Contract with Enterprise.**
- iii) To request further details of performance information on the key performance indicators for Access Selby for the last three years and the year prior to Access Selby's formation.**

The meeting closed at 6:41pm