

Minutes

Scrutiny Committee

Venue:	Committee Room
Date:	Tuesday 27 January 2015
Present:	Councillors J Crawford (Chair), Mrs L Casling, I Chilvers, M Dyson, M Hobson, D Mackay, and Mrs M McCartney
Also Present:	Councillors M Crane and J McCartney
Apologies for Absence:	Councillors D Peart and Mrs W Nichols
Officers Present:	Jonathan Lund – Deputy Chief Executive, Mark Steward – Managing Director, Access Selby, Mike James – Lead Officer, Marketing and Communications, Suzanne Sweeting – Core Projects Officer, Drew Fussey - Transformation Officer, Dave Dryburgh – Group Manager, North Yorkshire Fire and Rescue Service, Kevin Bayes – Yorkshire Wildlife Trust, Palbinder Mann - Democratic Services Manager and John-David Laux - Democratic Services Officer
Press:	None
Public	2

82. MINUTES

The Committee considered the minutes from the Scrutiny Committees held on 23 September 2014 and 25 November 2014.

RESOLVED:

To APPROVE the minutes of the Scrutiny Committee meetings held on 23 September 2014 and 25 November 2014 before being signed by the Chair.

83. DISCLOSURES OF INTEREST

There were no declarations of interest.

84. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE

The Chair informed the Committee of the results of the Extraordinary meeting of the Scrutiny Committee held on 20 January 2015 where the Committee had discussed the call in of the decision made by the Executive on the Selby Leisure Centre. The Chair added that following discussion with the Executive Member, the Committee had been agreed that no further action should be taken.

85. CALL IN

No items were called in.

The Chair agreed to amend the running order of the agenda.

86. NORTH YORKSHIRE FIRE AND RESCUE SERVICE

Dave Dryburgh, Group Manager, North Yorkshire Fire & Rescue Service, updated the Scrutiny Committee on the progress of the Fire Cover Review currently being undertaken. The Group Manager explained the review was currently at internal consultation stage with staff, after which it was expected that the review would go before the Fire Authority in June.

The Group Manager provided a summary of the report and outlined the seven options that were being considered to pursue necessary savings, all of which will be taken forward to the Fire Authority for consideration. Options included creating a new response model, reviewing shifts and looking at extending the use of volunteers.

In response to a query concerning the amount of savings that needed to be delivered, Mr Dryburgh explained that at present further savings of £600,000 needed to be delivered out of the £30m budget by 2016/17.

RESOLVED:

To note the update and agree to a further update concerning the Fire Cover Review following consideration by the Fire Authority.

87. ACCESS SELBY 2ND INTERIM KEY PERFORMANCE INDICATOR PROGRESS REPORT: APRIL 2014 – SEPTEMBER 2014

Councillor Mark Crane, Leader of the Council, presented the Access Selby second interim key performance indicator progress report. Councillor Crane explained that given the 30% cut in budget since 2010 he considered Access Selby to be providing good value.

Concern was raised around street cleanliness in central Selby over the Christmas period in particular winter detritus such as leaves, which contrasted to the 85% cleanliness rating given in the report. The Leader of the Council explained that there would be a new way of measuring this data in 2015/16, which would hopefully mean that cleanliness could be measured in a more relevant way. It was also explained that if further duties were added to the contract of the company employed to clean the streets, this would then result in a further increase of the contract.

Concern was also raised around the time taken to re-let local authority housing. The Leader of the Council explained that discussion regarding this issue had taken place with officers. The Committee were informed that in some areas, properties were difficult to let and there the process in these areas was longer. It was also added that the measuring of performance in this area did not make an allowance for when properties required refurbishment.

A query was raised stating the performance reports should be considered sooner by the Committee making them more relevant at the time. It was agreed this would be discussed when formulating next year's work programme.

RESOLVED:

To note the report.

88. BARLOW COMMON NATURE RESERVE

Kevin Bayes, Yorkshire Wildlife Trust was present to discuss issues relating to Barlow Common Local Nature Reserve. Mr Bayes summarised the work of Yorkshire Wildlife Trust and their role at Barlow Common. The Committee were informed that the Trust was developing a new management plan for the site. Mr Bayes explained that volunteering opportunities were being developed for the site however there had been difficulties in finding a use for the Visitor Centre.

The Chair raised concerns about the accessibility of the whole site to visitors and residents, and the little activity that was seen on the common from the Trust. Further concern was expressed by the Committee that there was not enough information at the site or enough staff to make the site presentable. In particular concern was raised around the entrances and exits to the common, the condition of footpaths and the car park.

Mr Bayes explained that with the resources available to them, the Trust could not afford to have a member of staff located on site full time. It was explained that a Community Engagement Officer was employed for two days a week however was not situated on site for all of this time. Mr Bayes further explained that it was expected that someone from the trust would be present on site for on average three days a month. The Committee were informed that the Trust were looking at running the site in the most effective way making the

best use of the available resources and increasing ways of providing information on the website.

The Committee acknowledged that it may be difficult to maintain the common at the same level as it had been before with the level of funding and resources, however recommended that the issues raised with regard to accessibility should be resolved.

A query was raised about the local Scout group's use of the Common. Mr Bayes stated that the Trust committed to allowing their on-going use of the Common. It was suggested that the Trust use the Central Community Engagement Forum as an option to engage with residents and to apply for further funding.

The Chair requested that there be a further updated provide on the site at a future meeting.

RESOLVED:

To note the report and provide a further update at the June meeting of the Committee to be held on the Barlow Common site.

Councillor Mrs M McCartney left the meeting at this point and was not present for the remaining items.

89. REVIEWING CUSTOMER SATISFACTION

The Lead Officer for Marketing and Communications presented a report reviewing customer satisfaction and explained that the current process of measuring satisfaction was through customer pledge cards at the point of receiving a service from Access Selby. The high level of satisfaction measured through the pledge had called into question the effectiveness of measuring customer satisfaction through this method alone and then using the data to improve customer feedback.

The Lead Officer for Marketing and Communication explained the alternative options which could also be used to measure customer satisfaction which were referred to in the report and the Committee.

A query was raised around the monitoring of services that were contracted out and how often it took place. The Managing Director, Access Selby agreed provide a detailed response in writing to Councillors.

Discussion was held around the different options presented, including mystery shopper exercises and independent market research, both of which had been utilised on previous occasions. The Committee were of the opinion that the option of independent market research presented the most reliable method of measuring customer satisfaction.

RESOLVED:

To recommend the Executive to carry out a biannual independent market research survey of customer satisfaction.

90. WORK PROGRAMME 2014/15

The Committee considered the current Work Programme 2014/15. It was agreed to look into the issue of when performance reports were presented when considering next year's work programme.

RESOLVED:

To note the work programme.

91. FORWARD PLAN

The Committee considered the latest version of the Forward Plan.

RESOLVED:

To note the Forward Plan.

The meeting closed at 7.08pm