



Minutes

Scrutiny Committee

Venue:	Committee Room
Date:	Tuesday 22 September 2015
Time:	5.00 p.m.
Present:	Councillors J Crawford (Chair), J Chilvers (substitute for D Buckle), Mrs E Casling, I Chilvers, D Mackay and D White.
Apologies for Absence:	Councillor D Buckle.
Officers Present:	Jonathan Lund – Deputy Chief Executive, Simon Parkinson – Lead Officer, Community Support, Aimi Brookes – Senior Contract Officer, and Janine Jenkinson - Democratic Services Officer.
Also in Attendance:	Councillors D Peart, Lead Executive Member for Housing, Leisure, Health and Culture and J Mackman, Deputy Leader of the Council and Lead Executive Member for Place Shaping, Carl Cheetham – General Manager, Selby Leisure Centre, Dave Dryburgh – Group Manager, North Yorkshire Fire and Rescue Service, Simon Wall – North Yorkshire Fire Brigades Union, and Steve Howley – North Yorkshire Fire Brigades Union.
Press:	None
Public	0

10. MINUTES

In relation to Item 5 – Barlow Common Local Nature Reserve Annual Report, the Deputy Chief Executive reported that the land, over which access to the

site was taken, was not registered and enquiries were on-going in relation to ownership and responsibility for maintenance.

With regard to the lease to The Scout Association, the Committee was advised that the Council had granted a long lease to Yorkshire Wildlife Trust and, therefore was unable to grant a lease to The Scout Association. The Committee was informed that the Council was supportive of a grant of lease to the Scouts and would be sending a letter to Yorkshire Wildlife Trust confirming it had no objections.

RESOLVED:

- I. **To approve the minutes of the Scrutiny Committee meeting held on 21 July 2015, for signature by the Chair.**
- II. **To note the update provided.**

11. DISCLOSURES OF INTEREST

There were no declarations of interest.

12. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE

There was no address from the Chair.

13. NORTH YORKSHIRE FIRE SERVICE / NORTH YORKSHIRE FIRE BRIGADES UNION

The Committee considered reports provided by North Yorkshire Fire and Rescue Service (NYFRS) and North Yorkshire Fire Brigades Union (NYFBU). Dave Dryburgh, Group Manager (NYFRS), along with Steve Howley and Simon Wall from NYFBU.

The Group Manager, (NYFRS) reported that during 2014 and early 2015 a review of fire cover across North Yorkshire and the City of York had been undertaken. At its meeting on 24 June 2015, NYFRS had approved a number of location specific proposals to be taken forward for consultation. The Group Manager (NYFRS) outlined the proposals which would affect the Selby District.

In response to a question, the Group Manager (NYFRS) explained that fire brigades from neighbouring authorities often attended incidents across district boundaries. The Committee was informed that an agreement was in place for responding to such incidents and each Fire Authority was billed appropriately at the end of the year.

Councillors were advised that the public consultation period was scheduled to close on 16 October 2015.

Steve Howley and Simon Wall from NYFBU addressed the Committee and outlined their concerns about the proposals in the Fire Cover Review.

The representatives from NYFBU reported that NYFRS planned to replace six front line fire engines with smaller Tactical Response Vehicles that would carry less fire fighters and equipment. He said the NYFRS were considering using mixed crews consisting of whole-time and part-time fire fighters. The Committee was informed that part –time fire fighters could take up to five minutes to respond to their station and this would delay response times and decrease the area in which important prevention work could be carried out.

Councillors' attention was drawn to the following concerns:

- Geographical area
- Current problems experienced by the service
- Impact on fire fighters
- The statistics presented by NYFRS
- Increased response time and level of response that would impact on public safety
- Cost to each household and potential increase in Business Rates and insurance premiums

RESOLVED:

To note the reports provided at the meeting.

14. SELBY LEISURE CENTRE

The Chair reported that at the meeting held on 21 July 2015, Councillors had raised some concerns in relation to customer service and staff training at Selby Leisure Centre.

Carl Cheetham, General Manager, Selby Leisure Centre provided an update to the Committee. He reported that when the Centre had opened, reception staff had dealt with a high volume of enquiries and people registering to join. Since opening, improvements had been made to the automated check in-service, and this had reduced waiting times at the reception front desk. Many people were now also making telephone bookings and using the on-line booking service.

The Committee was reassured that all front desk staff had received appropriate customer care training. The General Manager, Selby Leisure Centre said that customer feedback forms were available at the front desk and on-line, via the website. Councillors were encouraged to report any bad experience to the supervisor on duty at the time, as this assisted the supervisor to effectively deal with issues raised.

RESOLVED: To note the update provided at the meeting.

Note – Councillor D Mackay left the meeting at this point and did not return.

15. HOUSING TRUST PROJECT

Jonathan Lund, Deputy Chief Executive provided a presentation to the Committee, outlining the background and function of the Housing Trust Project.

The Project had been established to deliver more affordable housing in Selby District.

Councillors were advised that the Project provided the Council with the following opportunities:

- To make better use of the land and property owned by the Council.
- To achieve a more favourable rate of return on the Council's cash balances.
- To deliver more New Homes Bonus that could be used for new projects and to stimulate further economic growth within the District.
- To support the on-going viability of the Council's Housing Revenue Account service for the benefit of tenants.
- Provide assets and resources to achieve the Council's strategic objectives.

Note – Councillor E Casling left the meetings at this point and did not return.

RESOLVED:

To note the presentation provided at the meeting.

16. ACCESS SELBY SERVICE PROVISION – CUSTOMER CONTACT CENTRE

Simon Parkinson, Lead Officer, Community Support, presented a report that set out the services provided by the Customer Contact Centre.

The Committee was advised that over the last eight months, a number of improvements had been made to the Contact Centre.

- **Interactive Voice Response (IVR)** – this allowed a computer to interact with customers through the use of voice and input via a keypad. The system would help to build intelligence around call volumes and handing times for specific service areas.

- **Customer Relationship Management (CRM)** – the CRM system managed interactions with customers, using technology to organise, automate and synchronise customer service requests and responses.
- **Installation of TV Screens** – The TV Screens were used to display live call demand data to all phone staff.
- **New website** – A new website had been developed, which together with the Council's enhanced social media functionality was providing the foundations for an increased on-line service delivery.

The Lead Officer, Community Support, reported that customer wait times currently averaged 2.07 minutes for phone calls and 8.00 minutes for face to face contacts.

RESOLVED: To note the report.

17. COUNCIL FUNDED COMMUNITY CENTRES

Simon Parkinson, Lead Officer, Community Support, presented a report that provided background information in relation to Council funded Community Centres, in order to assist the Committee to scope the focus of their Task and Finish Group review.

It was noted that a review of Council funded Community Centres had been suggested by Councillor Buckle at the previous Committee meeting.

In the absence of Councillor Buckle at the meeting, the Chair suggested the Lead Officer, Community Support met with Councillor Buckle to discuss the issues and the outcome of the discussion be reported at the next Committee meeting.

RESOLVED:

- I. **To note the report.**
- II. **To receive an update regarding the discussion between Councillor Buckle and the Lead Officer, Community Support, at the next Committee meeting.**

18. WORK PROGRAMME 2015/16

The Chair informed the Committee that the Nigel Adams, MP for Selby and Ainsty would only be able to attend a Committee date on a Friday, due to his parliamentary commitments. It was agreed that a Committee meeting during February, on a suitable Friday at 2 p.m. be scheduled.

Councillors agreed to confirm the provisional meeting date, Tuesday 24 November 2015, for consideration of the following items:

- Trans Pennine electrification;
- Selby District Council's Homelessness Strategy and Action Plan, and;
- Information in relation to the possible housing of refugee families in the District.

RESOLVED:

- I. **To note the Work Programme 2015/16.**
- II. **To confirm the provisional Committee date, Tuesday 24 November for consideration of the items listed above.**

19. FORWARD PLAN

The Committee considered the Forward Plan, October 2015 – January 2016.

RESOLVED:

To note the Forward Plan.

The meeting closed at 7.30 p.m.