

Time Commenced – 6:00pm
Time Finished – 6.50pm

Corporate Services and Cost of Living Scrutiny Review Board

5 December 2023

Present: Councillor Pattison (Chair)
Councillors Atwal, Kaur, Pandey, Repton and Wilson

In attendance – Alex Hough – Head of Democracy
Jody Shelton – Councillor and Civic Support Manager

15/23 Apologies for Absence

There were no apologies for absence.

16/23 Late Items

There were no late items

17/23 Declarations of Interest

There were no declarations of interest.

18/23 Minutes of the meeting held on 28 September 2023

The minutes of the meeting held on 28 September 2023 were agreed as a correct record.

19/23 Minute Extract from Executive Scrutiny Board

The Board considered a minute extract from the Executive Scrutiny Board which requested the Corporate Services and Cost of Living Board to include key decision 27/23 - Award of a Contract to Enable Derby City Council and Derby Homes to Continue their AI Journey Following the Introduction of Darcie and Ai.

Resolved to note that this item was already included in the work programme for the Corporate Services and Cost of Living Scrutiny Board.

20/23 Councillor Casework Portal

The Board received a report and presentation which outlined what the Councillor Portal was, why it was introduced, a review of the first twelve months, short and long term improvements and support for councillors.

A Member of the Board asked for an explanation of the process of how a case would work its way through the portal. It was reported that the enquiry would always be received by a human being in the relevant service. It was noted that corporate response timescales were incorporated but it could not be guaranteed that the enquiry would be dealt with as quickly as it would if it was referred direct to a person.

A Member of the Board explained that he had used the portal and found it very useful, feedback he had given had been accepted and changes made. One frustration was that information could not be added after the enquiry was logged until the officer had responded. He also asked if data collected would be used to improve services. He felt that residents were at the heart of the system.

It was reported that some issues were more complex to resolve but there were colleagues who could make some changes. Regular meetings were held to address any issues and make tweaks and improvements. Consideration would be given to adding in e mail alerts for Councillors. Councillors could use their data to provide insight into issues arising in particular areas.

A Member of the Board referred to the summary page and the need to write down the reference number as it was hard to compare the response to the original request. She also said that it would be useful to add information to the case after it was logged. Consistency across the portal would be useful in relation to departments / names etc.

It was reported that there needed to be training on how officers responded to make it more consistent and user friendly.

A Member of the Board explained about some log in issues he had experienced and that he found that using the portal on the phone was not easy.

It was reported that these issues would be investigated.

A Member of the Board asked if the portal would eventually replace Councillors.

It was reported that the portal was not intended for use by residents, it was for Councillors to use.

The Chair asked if there would be on going feedback for Councillors and if a survey could be sent to all Councillors and maybe a briefing to all councillors. This was agreed.

It was reported that some enquiries were directed to shared mailboxes to ensure that they were picked up if anyone was off. All services had at least three people that enquiries were directed to.

Resolved to note the presentation.

21/23 Remit, Work Programme and Topic Reviews

The Corporate Services and Cost of Living Board reviewed its Terms of Reference and Remit. The Board meets up to four times in the municipal year. The Board may undertake Topic Review/s supported by Democratic Services Officers and officers from other departments, but would also look at service reviews, policy development and any issues referred from the Executive Scrutiny Board.

The report allowed officers to inform the Board of any key work areas, issues or potential topic review subjects for discussion or inclusion in the work programme.

Members of the Board also reviewed items for the Corporate Services and Cost of Living Board work programme for the 2023/24 municipal year and any topic reviews.

Resolved

- 1. To note the report.**
- 2. To consider adding an item to the work programme on cost of living.**

MINUTES END