

Time Commenced – 6.00 pm  
Time Finished – 7.12 pm

## **Corporate Scrutiny and Climate Change Overview and Scrutiny Board**

**24 March 2014**

Present: Councillor Redfern (Chair)  
Councillors Carr, Dhindsa (item 69/13 onwards), Holmes, Ingall,  
MacDonald and Pegg

### **63/13 Apologies for Absence**

Apologies for absence were received from Councillors Hickson and Whitby

### **64/13 Late Items**

There were no late items.

### **65/13 Declarations of Interest**

There were no declarations of interest

### **66/13 Call-in**

There were no items.

### **67/13 Minutes of the meeting held on 27 January 2014**

The minutes of the meeting held on 27 January 2014 were agreed as a correct record and signed by the Chair.

### **68/13 Forward Plan**

The board requested the following items from the Forward Plan published on 4 March 2014:

58/13 Education Opportunities for Young People

## 69/13      Bespoke Energy Efficiency Advice and Grants

Councillor Dhindsa arrived during consideration of this item.

A report of the Strategic Director for Neighbourhoods was considered. The report included the plans for the next 12 months and detailed the main developments for the Business Energy Support Promoting Opportunities and Knowledge for Energy Efficiency (BESPOKE) project since its launch in September 2012. This launch had followed Council Cabinet approval of the European Regional Development Fund (ERDF) agreement. It was reported that the project would run until June 2015.

The main aim of the project was to improve the energy efficiency performance of small and medium sized business in Derby to help improve profitability through reducing costs and carbon emissions in keeping with the city's Climate Change Strategy. The project was intended to achieve this through the provision of audits and advice, and through grants of up to £5,000 for eligible organisations.

It was reported that more than 100 small and medium sized enterprises had been engaged through the project but that one problem had been that some of the business to contact the council were not eligible, including those in the retail sector.

Members asked for clarification on the sorts of businesses that were eligible. It was reported that those engaged so far included manufacturers, designers, packaging and collation companies, printing services, engineering firms and community enterprises. Questions were also asked about how the outcome would be measured in terms of value for money and energy efficiency. A range of outputs included in the report, at Appendix 2, were explained to the board. These showed how the success of the project would be measured.

**Resolved to receive a further progress report in six months to evaluate whether the project remains on course to achieve its targets.**

## 70/13      The Derby Plan 2013-2015 Update

A report of the Strategic Director of Neighbourhoods was considered. The report gave an update on partnership activity to support the implementation of the Derby Plan. It was reported that the Derby Plan (formerly the Sustainable Community Strategy) set the Partnership vision and outcomes for the whole city. This was supported by the Council Plan, which set out the council's contribution to the outcomes in its Council Plan

Members were advised that the plan was refreshed in 2013 in response to the removal of Government legislation for Local Strategic Partnerships, continued economic austerity and public sector change and shrinkage.

The result was a simple plan under the banner: “inspiring people, creating opportunities” with three big ambitions. These were then further refined to narrow the focus of partnership activity for the two-year life of the plan:

- inspiring start in life by improving educational attainment;
- inspiring working life by improving skills and creating jobs; and
- inspiring place to live by improving inner city areas.

An update on how effectively these aims had been and were continuing to be achieved was detailed by the Director of Partnerships and Streetpride and set out in Appendix 2 of the report.

The “Raspberry Pi” national computer programme initiative was raised and supported by members as potentially beneficial in ensuring Derby continued to produce talent in the high technology sector. Members sought clarity on whether programmes such as this one would be supported as part of the Derby Plan.

Concern was also expressed on the list of challenges highlighted by potential employers in Derby relating to people entering the workplace for the first time. These included lack of common sense, poor basic maths and poor basic English.

**Resolved to note the report and recommend that with regards to the Education and Business Brokerage Project, key activities including the ‘Raspberry Pi’ programming initiative should be pushed for inclusion.**

## 71/13 Customer Feedback Policy

A report of the Chief Executive was considered by the Board. The report presented a Customer Feedback Policy for consideration following a review of complaints in 2013. The policy provided updated definitions and a simplified procedure for giving customer feedback, including making a complaint.

The proposed policy would be subject to an Equality Impact Assessment prior to being finalised. Subject to comments, the document would be presented for approval by Council Cabinet on 30 April 2014.

Performance levels for responding to and learning from customer feedback had been identified as an area for improvement. It was reported that poor management of complaints could lead to lower satisfaction levels and reputational damage to the organisation. The Customer Feedback Policy provided an accessible and simplified process for customers to use.

A proposed policy for handling complaints was detailed. Key changes included:

- Standard definitions for comments, compliments and complaints with service standards for acknowledgement and response;
- A simplified two-stage process based on investigation and appeal to service directors (or nominated representatives);
- Improved signposting for customers as to how they could give unsolicited feedback via different channels;

- Revised guidance for dealing with unreasonable complainant behaviour; and
- Updates to reflect new equality legislation and changed roles and responsibilities within the council.

One area for clarification which was highlighted was identifying the difference between a complaint and a request for service. Members discussed whether or not an issue considered by officers to be a request for service had been intended as a complaint by the public. Solutions to identifying problems utilising new technologies, such as smartphone apps, were highlighted. The Director of Partnerships and Streetpride highlighted that while there were clear benefits to promoting such technologies, there was a conflict in terms of the desire to reduce customer calls for service.

**Resolved to**

- 1) Recommend that the council promotes a range of self service methods to enable residents to report issues and give feedback, comments and complaints on services to the council.**
- 2) Note the proposed updated Customer Feedback Policy; and**
- 3) Request that the board receive a more developed report on trends and learning resulting from the implementation of the new policy to enable the scrutiny board to identify areas for service improvement and evaluate the effectiveness of the policy.**

## **72/13 Council Cabinet Decisions relating to the remit of the Board**

A report by the Strategic Director of Resources detailed decisions that had been taken by Council Cabinet within the remit of the board. The report was presented in order that members could identify any areas considered relevant for inclusion in a future work programme.

Council Cabinet decisions detailed in the report included:

- 164/13 Osmaston Vision – Marble Hall;
- 165/13 Proposed Joint Committees for Economic Prosperity; and
- 167/13 Proposed disposal of Rosehill Business Centre, Derby.

**Resolved to note the report.**

## **73/13 Outline Work Programme and Topic Reviews**

A report by the Strategic Director of Resources requested that members of the board consider potential work plans and topic reviews. It was also proposed that members consider whether they wished to develop, amend or update any items on the existing work programme.

**Resolved to receive an update on the ‘Shaping the City Centre’ review.**

## 74/13 Derby Coaching for Success

The report was not considered due to there being no officers present to answer members' questions or provide further detail.

## 75/13 Osmaston Regeneration Partnership – Update

The report was not considered due to there being no officers present to answer members' questions or provide further detail.

MINUTES END