

Time Commenced – 6.00pm  
Time Finished – 6.57pm

**Corporate Scrutiny and Climate Change Overview and Scrutiny Board  
Thursday 21 November 2013**

Present: Councillor Redfern (Chair)  
Councillors Carr, Hickson, Holmes, Ingall, MacDonald, Pegg and  
Whitby.

Councillor Whitby arrived during the latter part of Item 7 at 6.14pm.

**29/13 Apologies for Absence**

Apologies for absence were received from Councillor Dhindsa

**30/13 Late Items**

There were no late items.

**31/13 Declarations of Interest**

There were no declarations of interest.

**32/13 Call-in**

There were no items.

**33/13 Minutes of the Meeting held on 16 September 2013**

The minutes of the meeting held on 16 September 2013 were agreed as a correct record and signed by the Chair.

**34/13 Forward Plan**

The board received and noted the Council Cabinet Forward Plan.

**35/13 Derby Workstyle Phase 2**

The Board received a report from the Director of Strategic Services on behalf of the Chief Executive. The report outlined that Derby Workstyle Phase 2 will focus on the Council House ensuring the redeveloped space is used efficiently and effectively therefore maximising the investment in its refurbishment. The report stated when fulfilling its potential the Council House has the capacity for up to 3000 staff to use it as a base from which to work from.

The Board were also informed that the Property Rationalisation Project had begun which planned the disposal of further property assets and there is a need to maximise the use of

remaining office space across the city. Derby Workstyle Phase 2 will allow this process to take place by ensuring that the remaining occupied buildings make best use of space and are as flexible as possible thereby reducing costs and making savings. The Board heard a number of buildings would be identified during this and future phases of the Derby Workstyle Project to assess the suitability and affordability of redeveloping them.

Members of the Board requested updates about Beaufort Business Centre and Roman House, two assets identified in the report. They were informed that the decisions regarding progress with these buildings would be postponed until after the budget consultation is complete and the Budget for 2014/2015 has been approved by Full Council in January 2014.

**Resolved to note the work plan for Derby Workstyle Phase 2.**

### 36/13 Food Banks in Derby City

The Board received a report from the Chief Executive presented on its behalf by the Head of Policy, Research and Engagement.

The report stated the pressure on food bank services due to the economic recession and changes in welfare policy had been reported by local and national media. There was limited data on the pressures placed upon food bank services but a significant demand on this service was indicated by the media coverage.

Outlined in the report was Derby City Council's continued support to develop food bank services through its membership of the Derby Child and Family Poverty Commission. The Board were informed of scheme run by the Council whereby watermarked vouchers are issued through the Local Assistance scheme to be presented by the recipient at the Hope Centre, The Padley Centre and The St James' Centre in exchange for a food parcel. The voucher was for a greater value than the cost food parcel received thereby generating income to provide more food parcels. The Board were furnished with a full list giving details of all the food bank services in Derby.

Members of the Board sought reassurance that homeless people are being told about the food bank service, they were reassured that homeless people were being sign posted to the food banks after this issue was identified by the Derby Child and Family Poverty Commission.

**Resolved to note the report.**

### 37/13 Derby Homes Governance Update

The Board considered a report

The Board considered a report which was presented by the Director of Derby Homes on behalf of the Strategic Director of Adults, Health and Housing. It provided an update on the progress being made to implement the new governance arrangements for Derby Homes required under the Partnership model which was approved by Cabinet on 15 May 2013 as the preferred method for delivery of Council Housing in

Derby. Implementation of the new governance arrangements mean the Cabinet Member for Housing and Advice would be allowed to be one of the Council nominees to reside on the Board. This will be formalised at the Derby Homes Annual General Meeting on Thursday 28 November 2013.

The report stated the City Board had received proposals for a refreshed Resident Involvement Strategy, officers are working with the Derby Association of Community Partners to work through the changes to Governance of the City Board which would be on going throughout 2014.

The Board were informed that a new director of Derby Homes had been appointed on 1 October 2013 replacing the deleted post of Chief Executive which had achieved a one post reduction from the Derby Homes Management Team.

**Resolved to note the report.**

### **38/13 Discover Derby – Great place, Great Base**

A report on behalf of the Chief Executive was presented to the Board by the Visitor Services and Development Manager which provided information on the work being done on the “Discover Derby – Great Place, Great Base” destination branding for Derby. The aim of the branding is to promote Derby as a destination and also a base from which to explore surrounding areas and internationally significant attractions. Derby City Council Tourism Team meets regularly with partners of the Derby Visitor Economy strategy which was formed in 2011 three key objectives:

1. To enhance Derby's identity for visitors
2. To Promote new developments to improve Derby as a destination
3. Improve the quality of the visitor experience.

The destination branding was commissioned by the Derby City Council Tourism Team to reflect the “Great Place – Great Base” strapline. The Board enquired how the branding logo of Sir Joseph Wright’s Orrery had been chosen, they were informed it had been achieved by a tendering process as it felt was the most appropriate to promote Derby, the logo gained positive feedback from the majority of the Board’s Members.

**Resolved to note the report**

### **39/13 Customer Feedback and Complaints**

A report was presented by the Head of Performance and Improvement on behalf of the Chief Executive this provided the Board with an updated plan of the arrangements for recording and monitoring customer feedback and current levels of performance regarding complaints.

The Lagan Customer Relationship Management automated system which is currently used by the Council encompasses comments, compliments and complaints from service users. Following on going channel shift work there are now more ways for customers to access Council services.

A complaint as defined in the report was “Any expression of dissatisfaction with a specific service or services provided by the Council, which has been previously raised with the Council and not resolved to the satisfaction of the complainant”. The report stated statistics which showed an increase in the number of complaints but this was due to the increased means of customers being able to report a complaint, better capture and recording across all services.

It also stated that the number of complaints in Adult Social Care had remained consistent since the response rate had deteriorated from 88% to 68%. The officer informed the Board this was due to the complicated nature complexity of complaints and investigation times often have to be extended thereby breaching the statutory local authority time scale.

The Chair suggested that the complaints system in Adult Social Care be monitored and that the number of complaints responded to be presented in numbers rather than just percentages. A member of the Board suggested the report only presented half the picture as there were other performance indicators which were used by the Council. The officer responded by declaring the report improved the level of insight as to what the customers are saying to the Council.

The report also highlighted that the response rates up until the end of September 2013 had improved significantly particularly in the area of Neighbourhoods and Adult Social Care.

The Chair asked if refuse bins not being emptied were logged as a complaint. The officer responded by stating that it was a service request rather than a complaint.

**Resolved to note the report.**

## 40/13 Draft Council Plan

The Board considered a report on the Draft Council Plan 2014/15 presented by the Head of Performance and Improvement on behalf of the Chief Executive which proposed a revised set of priorities that would be used as the basis for the refresh of the Council Plan for the year April 2014 to March 2015.

The report had already been presented to the Plain English Panel to receive constructive feedback and recommendations for amendments. It had also been submitted for feedback as part of the Budget Consultation process.

A member of the Board suggested that abbreviations are explained in greater detail. The Chair noted that whilst a reference is made to scrutiny in the Draft Council Plan 2014/2015, the majority of people wouldn't understand the role of scrutiny and requested that more was added to the Draft Council Plan regarding the role of scrutiny. The members requested that the scrutiny officer works with the performance team to include further explanatory information in the Council Plan on how scrutiny can help to deliver service improvement and the role of scrutiny in the decision-making process.

**Resolved to request that the scrutiny officer works with the performance team to include further explanatory information in the Council Plan on how scrutiny can help**

**to deliver service improvement and the role of scrutiny in the decision-making process.**

## 41/13 Scrutiny Board Recommendations

The Board considered a report which outlined the recommendations which resulted from the last round of scrutiny board meetings.

Where the overview and scrutiny board made recommendations in a formal report for consideration by Council Cabinet, rules OS23 and OS24 of the Council's Constitution (Rules of Procedure) Overview and Scrutiny Procedure rules applied. Rule OS 23 required the Council or Council Cabinet to consider the report of the overview and scrutiny board within one month of it being submitted to the proper officer and rule OS24 required Council Cabinet to respond to the board indicating what if any action the Council Cabinet proposed to take.

### **Resolved:**

- 1. To note the recommendations and requests made to officers, Cabinet Members and Council Cabinet by the scrutiny boards and any decisions made by Council Cabinet.**
- 2. To add any subsequent items into the scrutiny board work programme to enable the scrutiny boards to monitor the implementation and progress of agreed recommendations.**

## 42/13 Council Cabinet Decisions

The Board considered a report which outlined the decisions made by Council Cabinet on items relating to the Corporate Scrutiny and Climate Change Board. The report aimed to keep members informed of decisions made on items relevant to the board and to highlight the development of items that were on going and that members may wish to be included in the future work programme of the board.

**Resolved to note the decisions made by Council Cabinet .**

## 43/13 Work Programme and Topic Reviews

The Board considered a report which gave members an opportunity to discuss potential work plans and topic reviews for the forthcoming municipal year, and develop the basis for a work programme. The overview and scrutiny officer had also worked with officers in the Council's Regeneration Team to develop a scoping report for the 'Shaping the future of the city centre' topic review.

**Resolved to:**

- 1. Confirm the request for reports on Lightspeed Evolution; the 'Our City Our River' project; and the Multi-Use Sports Arena (customer experience and work package) at the January meeting of the Corporate Scrutiny and Climate Change Board.**
- 2. Approve the scoping report for the 'Shaping the future of the city centre' topic review.**

**MINUTES END**