

Time Commenced – 6:07 pm  
Time Finished – 7.20 pm

## **Corporate Services Scrutiny Review Board**

**19 February 2018**

Present: Councillor Jackson (Chair)  
Councillors Barker, Bayliss and Hudson

### **23/17 Apologies for Absence**

Apologies for absence were received from Councillors Marshall and Pegg.

### **24/17 Late Items**

There were no late items.

### **25/17 Declarations of Interest**

There were no declarations of interest.

### **26/17 Minutes of the meeting held on 1 February 2018**

The minutes of the meeting held on 1 February 2018 were confirmed as a correct record.

### **27/17 Organisational Development Strategy – Update on Priorities for 2017- 2018**

The Board received a presentation on the Organisational Development Strategy. The presentation identified the progress made on the Strategy up to 31 March 2018.

Members were informed that the strategy was an integral part of delivering the Council's People Strategy. There were a number of key priorities identified, the Board were provided with a presentation which updated them on each of these priorities.

The Board welcomed the update and progress made so far. It was noted that future updates would be presented to the Board in the next municipal year following COG's review of the proposals in the Professional Derby Manager Programme.

**Resolved to note the progress on the delivery of the 2017/18 Organisational Development Strategy.**

### **28/17 Online Accessibility to Council Services**

The Board received a presentation on online accessibility to Council Services. The presentation provided Members with an update on the working arrangements with the Job Centre Plus following their co-location including progress on recruitment of Customer Management staff, and the impact the new online customer portal had on the accessibility of Council Services.

It was reported that following discussions held at a previous Board meeting and the funding received from the DWP service charge arising from their move into the Council House, there were now a further 4.4 FTE's posts within the Customer Management service to deal with the additional volume of patrons. All vacant posts were now filled following the advertisement rounds and the staff recruited to these posts were currently undergoing training. Members noted the timescale it took for recruitment and expressed the need to recognise the value of customer management.

The Board were informed that there had been a 27% increase in online customer presence during the last year and there were many new services accessible than had been previously. It was noted that the priority currently was adding the existing options onto the new portal. Members were informed that when the Gold Card renewal service went live there were 16,000 transactions carried out, this saved staff and the public huge amounts of time and angst. It was reported that during the last financial year there had been the equivalent of 10 FTEs saved by carrying out online transactions. Improvement requirements going forward were that each service didn't provide feedback to customers and that further work was to be carried out to manage the customer expectations with regards to a response.

Members were informed that following the GDPR requirements all payments taken were required to be behind a security log on of the customers registration details.

**Resolved:**

- 1. to note the report; and**
- 2. to commend Bernard Fenton, Head of Customer Management, for the support and work this municipal year alongside the Board.**

## **29/17      Parking and Drop off Arrangements at the Council**

The Board considered an updated report on the parking and drop off arrangements at the Council House. The Members noted the current arrangements but were still concerned that there was not enough capacity within the current allocation of the 15 allocated bays for non-disability use.

The Board noted that there was not enough space available to meet the needs of disabled employees. Concern was expressed that the distance to the Assembly Rooms car park and the on street bays on Derwent Street and Full Street were too far for some people to walk to.

Members suggested that an alternative place for the electric cars be explored by officers and that a report be brought to a future meeting of the Board with details of whether this was a possibility with costings if so.

**Resolved to receive a report with detailed proposals of whether an alternative location could be sought for the electric cars.**

MINUTES END