

## GENERAL PURPOSES COMMITTEE

### Minutes-Action Log



#### Introduction:

This log captures the actions arising from the General Purposes Committee on 17th December 2019 and updates members on the progress on compliance in delivering the necessary actions. This is the updated action log as at 20th January 2020.

### Minutes of 17th December 2019

Item No.	Item	Action to be taken by	Action	Comments	Completed
218.	<b>MINUTES – 26TH NOVEMBER 2019 AND ACTION LOG</b>	S French	A copy of the CUSPE report to be sent electronically to all Members, Chief Executives and Leaders of District Councils, the Combined Authority and utility providers with a letter offering to engage at every opportunity.	Letter sent 20 December 2019.	Completed
220.	<b>PERFORMANCE REPORT – QUARTER 2 2019-20</b>	A Mailer	The need to improve the listing of the RAG ratings to avoid there being a void between green and blue. It was suggested that the ratings should be ranked as numbers e.g. 0-10.	This change has been incorporated into the template and reports for Q3, which will be presented to Committee in March.	Completed

		A Mailer	<p>To ask the Contact Centre why the percentage of calls presented that were answered was declining particularly when the target had been met consistently for the last three years.</p>	<p>An unusually high number of leavers in the last 12 months has resulted in Customer Services carrying out five recruitment campaigns this year to try to reach establishment in relation to Customer Service Advisors and Assistants. (Note - The vast majority of leavers have moved into other council services). We have been unable to match the number of new starters with leavers, resulting in reduced operational cover. We have proactively been managing the timing of recruitment campaigns against known peak periods, the attainment of operational targets (Albeit to a lower level than usual) and the desire to realise financial savings.</p> <p>We are presently operating two groups of probationers- week 6 and week 23 respectively. Management capacity prevents us taking on a third group simultaneously. An open advert closed on the 8th January with a view to addressing the remaining vacancies. Anticipated start date in March 2020.</p> <p>Throughout this year, a number of services have also exceeded the volume of contacts (for which we are resourced) specified within their service Level Agreements with Customer Services - Children's social care, Registrations and Waste Management.</p>	Completed
--	--	----------	--	--	-----------

		A Mailer	To check why performance was above target for Indicator 196: Availability of Universal Business System IT Availability but performance was declining. There should be a commentary if performance was declining. It was suggested that the Direction for Improvement box might need to be moved next to the target.	In June 2019 the staff Wi-Fi was unavailable for one day across all sites, which accounts for the 'dip' in performance of this measure quarter one	Completed
		A Mailer	To explain why the direction for improvement was up and the Change in Performance was improving for Indicator 21: Proportion of adults, in contact with secondary mental health services, who are in paid employment but the performance indicated a decline.	There was an error with the template where the 'change in performance' figure was pulling through an incorrect value. This has been corrected, and all other templates have been reviewed to ensure this error does not reoccur.	Completed
222.	<b>INTEGRATED FINANCE MONITORING REPORT FOR THE PERIOD ENDING 31ST OCTOBER 2019</b>	T Kelly	Requested that the graph on page 89 of the report be displayed in colour with an increase in size in order to improve clarity online.	This report now has this enlarged and in colour / hatching as per the Committee's request.	Completed
223.	<b>NEARLY ZERO ENERGY BUILDINGS REQUIREMENTS FOR NEW PUBLIC BUILDINGS</b>	S French S Wilkinson	Requested more detail on the exceptions to the Regulations in order to improve understanding.	E-mail sent to Members on 16 January 2020.	Completed

		S French S Wilkinson	Requested that a confidential note be circulated to the Committee detailing the numbers and capital costs of those buildings projects post planning	To be progressed.	Ongoing
224.	<b>GENERAL PURPOSES COMMITTEE REVIEW OF DRAFT REVENUE AND CAPITAL BUSINESS PLANNING PROPOSALS FOR 2020- 21 TO 2024-25</b>	C Malyon	The need for a clearer distinction between the Adult Social Care precept and the Council Tax in the final budget report.	The business plan report on this Agenda provides absolutely clarity that the current business plan is predicated on applying the Adult Social Care precept of 2% in 20/21.	Completed