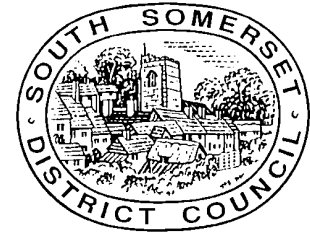


South Somerset District Council

Notice of Meeting



Scrutiny Committee

Making a difference where it counts

Tuesday 4th August 2015

10.00 am

**Main Committee Room
Council Offices
Brympton Way
Yeovil
BA20 2HT**

(disabled access is available at this meeting venue)



Members listed on the following page are requested to attend the meeting.

The public and press are welcome to attend.

If you would like any further information on the items to be discussed, please ring the Agenda Co-ordinator, **Becky Sanders, Democratic Services Officer 01935 462596**, website: www.southsomerset.gov.uk

This Agenda was issued on Monday 27 July 2015.

Ian Clarke, Assistant Director (Legal & Corporate Services)

This information is also available on our website
www.southsomerset.gov.uk



INVESTORS IN PEOPLE

Scrutiny Committee Membership

The following members are requested to attend the meeting:

Chairman: Sue Steele
Vice-chairmen: Dave Bulmer and John Clark

Clare Aparicio Paul
Jason Baker
Gye Dibben
Val Keitch

Tony Lock
Sue Osborne
Tiffany Osborne
David Recardo

Garry Shortland
Rob Stickland
Martin Wale

Information for the Public

What is Scrutiny?

The Local Government Act 2000 requires all councils in England and Wales to introduce new political structures which provide a clear role for the Council, the Executive and non-executive councillors.

One of the key roles for non-executive councillors is to undertake an overview and scrutiny role for the council. In this Council the overview and scrutiny role involves reviewing and developing, scrutinising organisations external to the council and holding the executive to account

Scrutiny also has an important role to play in organisational performance management.

The Scrutiny Committee is made up of 14 non-executive members and meets monthly to consider items where executive decisions need to be reviewed before or after their implementation, and to commission reviews of policy or other public interest.

Members of the public are able to:

- attend meetings of the Scrutiny Committee except where, for example, personal or confidential matters are being discussed;
- speak at Scrutiny Committee meetings; and
- see agenda reports.

Meetings of the Scrutiny Committee are held monthly on the Tuesday prior to meetings of the District Executive at 10.00am in the Council Offices, Brympton Way, Yeovil.

Agendas and minutes of these meetings are published on the Council's website www.southsomerset.gov.uk.

The Council's Constitution is also on the website and available for inspection in council offices.

Further information can be obtained by contacting the agenda co-ordinator named on the front page.

South Somerset District Council – Council Plan

Our focuses are: (all equal)

- Jobs – We want a strong economy which has low unemployment and thriving businesses
- Environment – We want an attractive environment to live in with increased recycling and lower energy use
- Homes – We want decent housing for our residents that matches their income
- Health and Communities – We want communities that are healthy, self-reliant and have individuals who are willing to help each other

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Scrutiny Committee

Tuesday 4 August 2015

Agenda

Preliminary Items

1. Minutes (Pages 7 - 11)

To approve as a correct record the minutes of the previous meeting held on 30 June 2015.

2. Apologies for absence

3. Declarations of Interest

In accordance with the Council's current Code of Conduct (adopted July 2012), which includes all the provisions relating to Disclosable Pecuniary Interests (DPI), personal and prejudicial interests, Members are asked to declare any DPI and also any personal interests (and whether or not such personal interests are also "prejudicial") in relation to any matter on the Agenda for this meeting. A DPI is defined in The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 (SI 2012 No. 1464) and Appendix 3 of the Council's Code of Conduct. A personal interest is defined in paragraph 2.8 of the Code and a prejudicial interest is defined in paragraph 2.9. In the interests of complete transparency, Members of the County Council, who are not also members of this committee, are encouraged to declare any interests they may have in any matters being discussed even though they may not be under any obligation to do so under any relevant code of conduct.

4. Public question time

5. Issues arising from previous meetings

This is an opportunity for Members to question the progress on issues arising from previous meetings. However, this does not allow for the re-opening of a debate on any item not forming part of this agenda.

6. Chairman's Announcements

Items for Discussion

7. Verbal update on reports considered by District Executive on 2 July 2015
(Page 12)

8. SSDC Telephony Response (Pages 13 - 19)

9. Reports to be considered by District Executive on 6 August 2015 (Page 20)

10. Verbal update on Task and Finish reviews (Page 21)

11. **Update on matters of interest** (Page 22)
12. **Scrutiny Work Programme** (Page 23)
13. **Date of next meeting** (Page 24)

Agenda Item 1

South Somerset District Council

Draft Minutes of a meeting of the **Scrutiny Committee** held at the **Main Committee Room, Council Offices, Brympton Way, Yeovil BA20 2HT** on **Tuesday 30 June 2015**.

(10.00 - 10.55 am)

Present:

Members: Councillor Sue Steele (Chairman)

Clare Aparicio Paul	Tony Lock
Jason Baker	Tiffany Osborne
Dave Bulmer	Garry Shortland
John Clark	Rob Stickland
Gye Dibben	Martin Wale

Also Present:

Mike Beech

Officers

Donna Parham	Assistant Director (Finance & Corporate Services)
Helen Rutter	Assistant Director (Communities)
Emily McGuinness	Scrutiny Manager
Becky Sanders	Democratic Services Officer

12. Minutes (Agenda Item 1)

The minutes of the meeting held on 2 June 2015 were approved as a correct record and signed by the Chairman.

13. Apologies for absence (Agenda Item 2)

Apologies for absence were received from Councillors Val Keitch, Sue Osborne and David Recardo.

14. Declarations of Interest (Agenda Item 3)

There were no declarations of interest.

15. Public question time (Agenda Item 4)

There were no members of public at the meeting.

16. Issues arising from previous meetings (Agenda Item 5)

There were no issues raised.

17. Chairman's Announcements (Agenda Item 6)

The Chairman informed members that she had unfortunately been unable to attend the Joint Waste Scrutiny meeting on 19 June 2015.

She also noted that on behalf of Scrutiny members and officers she had presented an Albertine Rose to Tim Carroll., former Deputy Leader of Council.

18. Verbal update on reports considered by District Executive since 4 June 2015 (Agenda Item 7)

The Scrutiny Manager provided members with two feedback comments from the District Executive meeting held on 4 June:

SSDC Annual Performance Report 2014/15 - In response to questions from the Scrutiny Committee, the Strategic Director (Place and Performance) confirmed that a Members Workshop on performance was planned shortly and the Performance Indicators would be reviewed at that time. She also advised that complaints relating to the Development Management service had reduced by 95% over the previous 4 years.

2014/15 Revenue Budget Outturn Report - In response to a question from the Scrutiny Committee, the Assistant Director (Finance and Corporate Services) advised that due to the changes in Business Rates from 1st April whereby SSDC kept a share (the Business Rate Retention Scheme), the Government had provided compensation for the various grants they had provided to businesses affected by flooding. She also confirmed that the budget underspend would be used to support the 2015/16 budget.

The Scrutiny Manager also informed members that since the special District Executive meeting on 25 June, the superfast broadband project was now back to the open tender process as BT had not been awarded the contract as they could not commit to certain reassurances and targets.

19. Reports to be considered by District Executive on 2 July 2015 (Agenda Item 8)

Members considered the reports outlined in the District Executive agenda for 2 July 2015. It was agreed that the following comments would be taken forward to District Executive for consideration.

Yeovil Western Corridor Improvement Scheme – item 6

- Members made no comments and were content that the recommendations go forward.

Annual review of SSDC Partnerships – item 7

- Members were content that the Heart of Wessex Leader Programme be added to the Partnerships Register.

Corporate Grants Report 2014 - 2015 – item 8

- Members noted that the report was very interesting but felt that they had sufficient oversight of the Area Grants through the Area Committees and that normal budget monitoring facilitated adequate overview of Corporate Grants – Scrutiny members suggest that in order to reduce potential duplication that this ‘to note’ report ceases to be included in future District Executive Agendas.

Community Right To Bid – Assets of Community Value – item 9

- Members made no comments.

Appointment of Honorary Alderman – Agreement of Criteria and Rights – item 10

- Members re-considered this report in detail. The principle of honouring long service was supported, but any additional financial incentives were not endorsed.
- Members were strongly of the opinion that Aldermen should not be financially recompensed.
- Members considered each of the ‘rights’ as detailed in section 6 of the report, and the ones that the Scrutiny Committee did not support were:
 - *Use of the Members’ Room in the District Council offices (including building access card)* – for security reasons this was not considered to be appropriate.
 - *Annual parking permit for all SSDC Car Parks* – due to the financial implications
 - *Invited to represent the Chairman or Vice Chairman of Council when they are unable to attend a civic event* – members were concerned if the Alderman would be duty bound by any Code of Conduct and implications from not being so.
 - *£100 gift voucher per year towards Octagon Theatre tickets* – due to the financial implications

Increase in Councillors on Yeovilton Parish Council – Community Governance Review (CGR) – item 11

- Members made no comments and were content that the recommendations go forward.

CONFIDENTIAL – Exclusion of the Press and Public

In accordance with Section 100A(4) of the Local Government Act 1972 (as amended), the Committee resolved that the press and public be excluded from the following item in view of the likely disclosure of exempt information as described in Paragraph 3 of Part 1 of Schedule 12A to the Act, i.e. “Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Land Adjacent to Steep Holme, Penn Hill Park, Yeovil (Confidential) – item 16

- Members considered the report in closed session and were content that the recommendations go forward.

20. Proposal to establish a Task and Finish Group to consider fees within the Licensing Service (Agenda Item 9)

The Scrutiny Manager presented the report as detailed in the agenda, and explained that if members were content to establish a Task and Finish Group to consider fees within the Licensing Service, then an email would be circulated inviting any non-executive member to be on the group.

Members were in agreement that the Task and Finish Group be established. Councillors Martin Wale, Tony Lock and Gye Dibben each expressed an interest to be on the group.

ACTION: Scrutiny Managers to set up and arrange meetings for a Task and Finish Group to consider fees within the Licensing Service.

21. Proposal to include a review of the Planning Scheme of Delegation in the Scrutiny Work Programme (Agenda Item 10)

The Scrutiny Manager presented the report as detailed in the agenda and explained the background to the item and the request for a review. She advised members that there were two approaches that could be taken:

- Request an initial report from officers to discuss further a review of the Planning Scheme of Delegation and for officers to scope such a review . i.e. officers undertake the review.

or

- Agree that a Scrutiny Task and Finish Group undertake the review.

Following discussion, and consideration of comments submitted by an absent committee member, it was agreed that a further report from officers should be requested to consider in more detail the points raised by members, to include information about:

- Whether the scheme is currently fit for purpose
- Implications to the scheme of changes in legislation and planning guidance
- Implications, if any, following adoption of the Local Plan
- Further information about the two-starring system and whether it's being equally applied across the areas.
- Are internal processes working consistently across the four areas
- If any aspects of the scheme are felt to be not fit for purpose, what needs to change?

The Scrutiny Manager noted that any timescales would need to be agreed with officers, but at this stage she suggested asking for the initial report to be made to the November meeting of Scrutiny Committee

ACTION: Scrutiny Managers to request that the Development Control Manager provides a report to the November meeting of Scrutiny Committee regarding a possible review of the Planning Scheme of Delegation.

22. Verbal update on Task and Finish reviews (Agenda Item 11)

The Chairman provided members with a brief update about the Council Tax Reduction Task and Finish Group. She noted a survey had been due to take place shortly, however this had been put on hold as Government had indicated that changes may be announced in the near future. For the benefit of new members to the committee she gave a brief overview of the work of the group.

ACTION: Members to note the update.

23. Update on matters of interest (Agenda Item 12)

The Scrutiny Manager provided members with the following updates:
Somerset Rivers Authority – a meeting was arranged for later in July to look at options for long-term funding, and it would be worthwhile for interested members to attend.

Joint Waste Scrutiny Panel – the Chairman was the main person who attends these meetings, which take place roughly twice a year, but there was a need also for a substitute member. It was agreed that Dave Bulmer should be the substitute member.

ACTION: That members note the updates.

24. Scrutiny Work Programme (Agenda Item 13)

The Scrutiny Manager reminded members that following discussion of agenda item 10, a report on the Planning Scheme of Delegation would be added to the Work Programme for November. Following brief discussion of the Leader Programme whilst considering item 7 on the District Executive agenda, officers would be invited to make a presentation about the programme to the September meeting of Scrutiny Committee.

ACTION: The Democratic Services Officer to add the following items to the Scrutiny Work Programme:

- Report on the Planning Scheme of Delegation – November
 - Presentation about the Leader Programme - September
-

25. Date of next meeting (Agenda Item 14)

Members noted that the next meeting of the Scrutiny Committee would be held on Tuesday 4 August 2015 at 10.00am in the Main Committee Room, Brympton Way, Yeovil.

.....
Chairman

Agenda Item 7

Verbal update on reports considered by District Executive on 2 July 2015

The Chairman will update members on the issues raised by Scrutiny members at the District Executive meeting held on 2 July 2015.

The draft minutes from the District Executive meeting held on 2 July 2015 have been circulated with the District Executive agenda.

Agenda Item 8

SSDC Telephony Response

Lead Officers: Jason Toogood, Customer Focus Support Manager
Roger Brown, ICT Manager
Contact Details jason.toogood@southsomerset.gov.uk or 01935 462107
roger.brown@southsomerset or 01935 462632

Action required

Members of the Scrutiny Committee are asked to note and comment on the report.

Background

A number of Scrutiny Committee members have experienced long waiting times and had to abandon calls on several occasions when contacting the Council through the main switchboard number 462462. Scrutiny members are concerned that South Somerset residents may be frustrated and disappointed by the apparent lack of responsiveness.

Scrutiny members believe that problems have been experienced over the last 6 months and now the unusual peak of the Election is over they believe that there are still perceived delays in speaking to an advisor.

Specific points and questions posed by Scrutiny Committee

The following points and questions were set by the Scrutiny Committee and brief answers follow. More details about how the ICT team and Customer Focus Manager are working together to address remaining issues is contained later in the report.

Q 1. To ascertain if there have been any changes in performance levels relating to call answering time by Customer First over the past 12 months.

Unfortunately, as the main body of the report will explain, there has been no ability to measure the call answering time since November 2014 when the then call management system (MacFarlane) was switched off. Performance in the first quarter 2014-15 was:

- 70.5% calls answered within 30 seconds
- 79.2% calls answered within 60 seconds

While this is slightly below the annual target, it is consistent with performance of previous years as the first quarter is a high demand period.

Q 2 To consider any suggested cause(s) of the delays in answering the calls.

Without a functioning Phone Management System it is impossible with certainty to identify any causes. Certainly there have been some unusual workloads (the new electoral system would have been one of these) and we believe that many of those

may be repeat callers or members or officers using the customer contact centre instead of ringing officers directly. The organisation has also started new areas of work, some of which have had a significant impact on the number of calls.

Q 3 *Are there actions that, with the relevant service managers, can rectify the problem to ensure calls are answered in an acceptable time frame to ensure customer satisfaction and prevent excessive costs for those contacting us.*

In order to free up the customer lines for residents' queries we have:

- Produced a key number phone list for councillors so that they do not use the customer lines simply to be put through to specific officers or teams.
- Advised staff that they must not use the customer lines to be put through to a member of staff
- Changed contact details on a number of processes where a direct number is preferable, reducing the load on the customer lines. (An example would be Summons letters)
- Aimed to move as many processes to self service online as possible (see section 3 of the report)

Removing non-customer enquiries from 462462 will help reduce waiting times and customer expense. However, we have also:

- Changed the sound that the customer hears when in the queue from a ring tone to an engaged tone so that we are communicating that we are busy rather than simply letting unattended phones ring without being answered.

Q 4 *Is there an effective measure to capture this information and for it to be presented within the quarterly performance information?*

As soon as we have a functioning new call management system (Mitel) we will return to presenting performance information within the quarterly performance update. Indeed, the new system should give access to a wider range of management information than we had previously.

Q 5 *Have we encountered any problems that have affected the response times?*

Apart from a perceived increase in call numbers there have been a number of technical issues. These are detailed in the main body of the report

Q 6 *Have any steps been identified to help address any such problems and what progress if any has been made to date?*

Significant progress has been made by the ICT team working alongside the contractors and Customer Services Manager. This is detailed in the report but there are still a few outstanding issues. We firmly believe that the situation has improved and there are fewer instances where customers wait for an extended period of time before their call is answered. We are currently unable to provide data on this but the number of customers complaining to advisers has significantly decreased. However, there are still busy periods on the phones (predominately on a Monday morning) and callers will find it takes longer for a call to be answered or they may choose to call at a different time/day.

Q 7 Do we have a target for Customer advisors to answer within a given time? Please explain why and if yes how this target was set?

When the contact centre was set up, the following targets were set in consultation with elected members:

- 80% calls answered in 30 secs
- 90% calls answered in 60 secs

Q 8 Have we done any benchmarking for response times with other authorities and/or other service providers? If yes please provide details.

Other providers are not always willing to share targets for response times. However, personal experience of other providers (public and private sector) would indicate an actual response time which is much slower than our target times. The portfolio holder has indicated that once we have the call management system in place that he would like to reconsider, with Scrutiny, whether these targets are still appropriate.

Q 9 What are the answer times during open hours for the last 6 months in relative detail with peaks and trends explained (greater than 6 months may be provided if this presents a better picture)?

Unfortunately, there is no performance information for this period

Q 10 What are the number of abandoned calls during opening hours for the 6 months.

Unfortunately, there is no performance information for this period

Further information about the Customer Contact Centre service (Customer Focus Manager)

Staffing

We have about 13 full time equivalent (FTE) staff at the moment. This was reduced from 16 in 2009 (19% reduction) and nearly 30 in 2004 when the service was set up. The number of calls however is only 13% less than in 2004.

Working with our new Portfolio Holder (the Leader of the Council) we have recently appointed two fixed term contracts for a period of 6 months. This gives us extra resource whilst the technical issues continue and will alleviate the effects of summer time holiday across the team. Also, as we move staff across to use the new Mitel system this extra resource will help us to maintain performance.

Performance

Scrutiny were heavily involved in driving improvements in the performance of the call centre from 2006-08. Since that time, the numbers of staff have been reduced further while the performance has been maintained, although it is now absolutely on target so any further staff reduction without changing the services provided will cause us to drop below targets.

Table One. Performance targets on time to answer phones		
Target	80% calls answered in 30 secs	90% calls answered in 60 secs
2010/2011	82.80%	92.30%
2011/2012	82.40%	90.20%
2012/2013	79.30%	87.30%
2013/2014	80.60%	90.90%
2014/2015	70.50%*	79.20%*

(*2014/15 data skewed due to phone issues and impossibility of collecting data in recent months)

Customer Satisfaction.

Satisfaction with customer handling remains high. Our target is 90% satisfaction, taken from a random survey of 200 past customers each quarter. Therefore we are getting 800 responses each year. (NB. Not possible at the moment due to no McFarlane call management system - see further information later in the report)

Table Two. Customer Satisfaction Performance.					
	2010/11	2011/12	2012/13	2013/14	2014/15*
Target 95%	97.65%	96.40%	95.70%	96.00%	96.00*

(*2014/15 data skewed as has not been possible to collect in recent months)

Whilst unable to complete phone-back surveys we believe customer satisfaction with call handling remains high. Below are excerpts from compliments received in the past month:

- *“Mrs C complimented the contact centre on their good customer services; her exact words were 'you're much better than BT'.*
- *Just a swift mail in praise two of your young ladies who helped me recently. I called on 15/6 and spoke to Caroline and rang again on 29/6 and this time spoke to Joanna. I won't bore you with the details suffice to say both girls were extremely helpful and courteous and my problem was dealt with most efficiently and speedily. My thanks to them both. Look after them - they are rare!*
- *Mrs W phoned on Thursday regarding her garden waste bin. She spoke to a very helpful young lady and she said that it was a boiling hot day but the lady was still very helpful to her. She thought about it over the weekend and thought she should phone in to give her a pat on the back.*
- *Mrs S was very impressed with my efficiency and customer service. She said I was a delight to speak to and a 'breath of fresh air' through the department.*
- *Mrs Pr rang on 15/6/2015 to request two food waste bins for her rental properties in Somerton and Martock - Caroline took this call and Mrs Parker said she was extremely helpful and provided her with all the information she needed. Mrs Parker rang again today (29/6) and spoke to me (Joanna) to inform us that her brown bin still hadn't been delivered. She said that it was a pleasure to talk to me and I was extremely helpful after I reassured her that I would escalate the location of her recycling bins.*
- *I expect you get many grumbles. As an antidote here is some praise: “I ordered a second green bin, which are very useful, on the Wednesday afternoon of the 27th May by your online system. I immediately got a payment receipt and the bin was delivered at around 10.00 a.m. the following day. The reference sticker arrived by post on the Friday.”*

Moving to online, self-serve services

This has contributed to the 13% drop in phone calls since 2003 however there is more to be done here via marketing and putting more services online.

Service	Phone or in person		Online	
	Number	%	Number	%
GEN - Report Fraud	69	26%	199	74%
GEN - Discover Advert		0%	18	100%
GEN - Complaint	31	11%	264	89%
SWP - Commercial Register	7	16%	43	84%
PLN - Payment	113	46%	135	54%
CAR - Parking Fines	991	48%	1084	52%
REV - Council Tax Payment	28076	54%	24140	46%
SWP - Garden Subscription	5893	54%	4958	46%
REV - Business Rates Payment	461	60%	303	40%
SWP - Garden Sacks	246	61%	155	39%
SWP - Req Containers	5036	61%	3158	39%
GEN - Sundry Debtor Payment	1581	66%	815	34%
REV - Change Bill Name	165	64%	92	36%
REV - Landlord report of tenant change	1566	74%	548	26%
REV - Move In	1362	72%	523	28%
SWP - Missed Collections	4741	77%	1432	23%
SWP - Req Assisted Collection	176	86%	28	14%
REV - Move Out	1590	86%	268	14%
BEN - End IS	140	88%	19	12%
BEN - Change Persons HH	335	91%	33	9%
REV - Move Within	3615	88%	475	12%
BEN - Change Rent	82	93%	6	7%
BEN - Change Income	712	94%	46	6%

Overall Volume of Calls

In 2004 the contact centre took 851 calls per day – averaging 28 per member of staff per day. In 2014 the Contact Centre took 195,300 calls, about 771 per working day – averaging 60 per member of staff per day (neither take into account annual leave!).

Further information about recent technological issues with the phones since the switch to Lync and its effect on the Customer Contact Centre (ICT Manager)

Before July 2014 the contact centre used a Phillips phone system and McFarlane call handling system for Customer Services. However, these were both becoming out of date and there was a related project to change the phone systems across the organisation to Microsoft Lync in order to increase functionality, make savings, improve flexibility and enable the accommodation changes necessary to facilitate SCC moving in. All suppliers were contacted

and advised that everything would work together, however this proved not to be the case and some areas are still being worked upon. See the following timeline.

July 2014 – new Lync phone system rolled out to back office teams (following successful pilot in some teams)

Mid Sept 2014 – Phillips telephone system switched off. Contact centre phones moved to Lync.

End November 2014– back office inability to transfer calls fixed.

End November 2014 – testing without MacFarlane removed a number of problems associated with running Lync and MacFarlane together. Decision made to continue running without Macfarlane, albeit with the loss of the management functionality and information normally available to the Customer Services Manager.

End of December 2014 – The project had intended to run with the Macfarlane Contact Centre until everything had tested ok, but with that proving to be a part of the problems we were experiencing we accelerated the procurement of a new Contact Centre. After due research and consultation a new Contact Centre system was purchased from Mitel.

The current situation:

- call transfers are causing a small number of calls to be cut off i.e. those that are to services to ask a question and then taken back. This happens more frequently when the Contact Centre is really busy. At present calls are not being transferred back to Customer Services to alleviate this.
- calls are cut off sometimes due to duration of call (the call starts as soon as the telephone rings)
- call quality – ‘dalek voice’, and sometimes poor audio generally but investigations have found that this can be down to calls from mobile phones.
- call conferencing is not yet functional so the new Contact Centre (Mitel) cannot yet be activated. This is because the required call conferencing is not currently a feature of the handsets which AudioCodes are working to resolve
- where spot checks have been carried out we have found other factors, rather than our ICT, have come into play on some calls. These include the customer hanging up, issues with mobile phones and problems with the customers telephone
- call volumes are still high leading to queues and some complaints about not getting through although we are now seeing very many more periods where some advisers are waiting for a call
- there have been a number of frustrations as in some cases the fixes from AudioCodes did not always resolve the problems and occasionally when they did, other problems that had previously been masked emerged.
- while we have solved many issues already, we do accept that there are still problems and these are being investigated vigorously.

Officers are currently investigating /implementing:-

- Work with our consultants to ensure that the Lync configuration is correct
- Even greater engagement with Mitel in finding a solution.
- Testing of alternative call transfer processes in an attempt to prevent some of the cut offs.
- Discussing with the Revenues and Benefits Manager whether we can call back a customer should the team not be able to respond to a call from Customer Services within 2 minutes

- ICT analysis of some call duration stats – are we back to the average before the phones or are calls still taking longer than pre Lync. Also is there anything that will show a link between duration and cut off.
 - Bring the area teams back into the call response groups
 - The Customer Focus Manager is testing to see if headsets can be used to bypass the AudioCode phones in the contact centre.
 - Changing the desktop technology from thin clients in the Customer Contact Centre so that we can temporarily bypass the handset related issues in that service which is at the front end of receiving and transferring telephone calls.
-

Agenda Item 9

Reports to be considered by District Executive on 6 August 2015

Lead Officer: Emily McGuinness, Scrutiny Manager
Contact Details: emily.mcguinness@southsomerset.gov.uk or (01935) 462566

Scrutiny Committee members will receive a copy of the District Executive agenda containing the reports to be considered at the meeting on 6 August 2015.

Members are asked to read the reports and bring any concerns/issues from the reports to be discussed at the Scrutiny Committee meeting on 4 August 2015.

The Chairman will take forward any views raised by Scrutiny members to the District Executive meeting on 6 August 2015.

Agenda Item 10

Verbal update on Task and Finish reviews

The Task and Finish Review Chairs or Scrutiny Manager will give a brief verbal update on progress made.

Current Task & Finish Reviews

- Business Rates - Discretionary Rate Relief
- Fees Within the Licensing Service

Agenda Item 11

Update on matters of interest

Lead Officers: *Emily McGuinness, Scrutiny Manager*

Contact Details: *emily.mcguinness@southsomerset.gov.uk or (01935) 462566*

Action Required

That members of the Scrutiny Committee note the verbal updates as presented by the Scrutiny Manager.

Purpose of Report

This report is submitted for information to update members of the committee on any recent information regarding matters of interest to the Scrutiny Committee, and for the Scrutiny Manager to verbally update members on any ongoing matters including:

- Somerset Rivers Authority
-

Scrutiny Work Programme

Meeting Date	Agenda Item	Issue for Main Scrutiny Cttee	Budget	Background/Description	Lead Officer/ Lead Member
1 Sept '15	Finance Awareness /Training	✓		As requested by members, a session led by the Finance Team to explain the fundamental elements of local government finance, and Scrutiny's role, prior to the Budget Setting process for 2016/17.	
29 Sept ' 15	Leader Plus Programme	✓		As requested at the June 30 th Meeting, Helen Rutter, Assistant Director – Communities will present a report outlining the Leader Plus programme within South Somerset	Helen Rutter – Assistant Director – Communities.
3 Nov ' 15	Anti-Social behaviour, Crime and Policing Act 2014	✓		At the Scrutiny Committee meeting 4 Nov 2014 members received a presentation about the Act. The committee requested an update report after 12 months about the impact in/for South Somerset.	Steve Brewer, Community Safety & Projects Officer and Vicki Dawson, Principal Environmental Health Protection Officer
3 Nov ' 15	Planning Scheme of Delegation	✓		This matter was referred to Scrutiny from Council in February 2015 - the scope has been agreed with the Committee, the Assistant Director and Development Management Manager	Martin Woods / Dave Norris

The Somerset Waste Board and Somerset Waste Partnership Forward Plan of key decisions can be viewed at: <http://www.somerset.gov.uk/policies-and-plans/plans/cabinet-forward-plan/>

Current Task & Finish Reviews

Date Commenced	Title	Members
TBC	Fees within the Licensing Service	Martin Wale, Tony Lock, Gye Dibben, David Norris, Val Keitch, Mike Beech, Jason Baker
Ad-hoc monitoring	Council Tax Benefit Reduction	Carol Goodall, Sue Steele, Dave Bulmer, Sue Osborne Jenny Kenton, David Norris, Colin Winder

Agenda Item 13

Date of next meeting

Members are requested to note that the next meeting of the Scrutiny Committee will be held on Tuesday 1 September at 10.00am in the Main Committee Room, Brympton Way, Yeovil.
