



SELECT COMMITTEE

Wednesday, 23 June 2021

(Meeting to take place immediately following the conclusion of
Select (Crime and Disorder) Committee)

Meeting to be held at Belle Vue Square Offices, Belle Vue Suite, Skipton

Committee Members: The Chairman (Councillor Staveley) and Councillors Brockbank, Brown, Harbron, Hull, Jaquin, Mercer, Moorby, Pighills, Shuttleworth, Solloway and Whitaker.

Please note the following advice in advance of the meeting:

The Government temporarily removed the legal requirement for local authorities to hold meetings in person during the Covid-19 pandemic. All local authorities were given new powers to enable meetings to take place virtually. The Council's powers to hold remote meetings expired on 7 May 2021.

Whilst the return to face to face meetings provides significant challenges, the Council has undertaken a great deal of work to ensure that face to face meetings are delivered in a COVID safe environment.

Due to social distancing measures, spaces for public attendance are limited and so registration is essential to secure a place.

Everyone who attends this meeting will be required to wear a face covering, unless exempt.

Council staff, elected members and members of the public are urged to take advantage of the national 'next step safely' campaign and access a free, rapid lateral flow test in advance of the meeting:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing/> Please note that whilst this is advised, it is not a requirement for entry to the meeting.

Anyone displaying Covid-19 symptoms is asked not to attend.

For more information email committees@cravendc.gov.uk

Thank you,

Guy Close,
Democratic Services Manager

AGENDA

1. **Apologies for Absence** – To receive any apologies for absence.
2. **Minutes** – To confirm the minutes of the meeting held on 14 April 2021.
3. **Public Participation** – In the event that questions are received, the Chairman will conduct the public participation session for a period of up to fifteen minutes. Where questions are asked, one related supplementary question may be permitted at the Chairman's discretion.
4. **Declarations of Interest** – All Members are invited to declare at this point any interests they have on items appearing on this agenda, including the nature of those interests and whether they wish to apply the exception below.

Note: Declarations should be in the form of either:

- a “**disclosable pecuniary interest**” under Appendix A to the Code of Conduct, in which case the Member must leave the meeting room; or
- an “**other interest**” under Appendix B of the Code. For these interests, the Member may stay in the meeting room, although they must leave if membership of the organisation results in a conflict of interest.

Exception: Where a member of the public has a right to speak at a meeting, a Member who has a disclosable pecuniary interest or an other interest and must leave the room, has the same rights and may make representations, answer questions or give evidence, but at the conclusion of that, must then leave the room and not take part in the discussion or vote.

5. **Work Schedule** – The Select Committee to consider and agree potential areas for review in the 2021/22 municipal year.
6. **Any other items** which the Chairman decides are urgent in accordance with Section 100B(4) of the Local Government Act, 1972.
7. **Date and Time of Next Meeting** – Wednesday, 14 July 2021 at 6.30pm.

Agenda Contact Officer:

Hannah Scales, Democratic Services and Scrutiny Officer
E-mail: hscates@cravenc.gov.uk

SELECT COMMITTEE

14 April 2021

Present – The Chair (Councillor Staveley) and Councillors Brockbank, Brown, Jaquin, Moorby, Shuttleworth, Sutcliffe and Solloway.

Officers – Chief Executive, Communications, Customer Services and Partnerships Manager, Planning Manager, Democratic Services Manager and Democratic Services and Scrutiny Officer.

Start: 6.30pm

Finish: 19:55pm

Apologies for Absence –

Apologies for absence were received from Councillors Mercer, Hull, and Harbron.

Confirmation of Minutes –

Resolved – That the minutes of the meeting held 17 February 2021 are approved as a correct record.

Public Participation –

There was no public participation.

Declarations of Interest –

There were no declarations of interest.

Minutes for Report

OS.463

Cross Council Customer Service Standards

The Communications, Customer Services and Partnerships Manager submitted a report which presented an overview of customer service standards across the Council and monitoring arrangements in place. Members noted the service level research that had been conducted. Three questions were asked of service managers in relation to service response times, service standards and processes in place for monitoring response times. A test email was also sent to each service and Members noted the results detailed at Appendix A.

The Communications, Customer Services and Partnerships Manager reported that there was no consistency in relation to how services responded to customer queries. The following areas for improvement were identified:

- Planning – Consider using IDOX/Uniform system.
- Waste Management – Use CRM more efficiently and explore how to integrate invoicing/bill queries and logging customer contact on CRM.
- Develop and implement a Customer Charter which sets out clear guidelines for dealing with general customer queries (whilst recognising services may have statutory response times).
- Ensure that customer service training was provided to all front-line services.
- Set up automated responses for all generic service inboxes.

- Introduce customer response KPIs for frontline council services that service managers' report against.
- Conduct a yearly 'mystery shopper' exercise to check service performance.

The Committee also considered two additional recommendations as follows:

- That staff that were no longer employed by the Council were setup with an out of office message on their email containing details of who to contact and details of any forwarding arrangements in place. This was to be activated once the member of staff had completed the HR leaver form.
- That Lead Members were encouraged to work with service managers to progress the recommendations and agree service response times.

Resolved – That the recommendations above are approved.

OS.464

Recommendation Tracking

The Democratic Services Manager introduced a report which asked Members to consider the status of its recommendations and the progress made against previous Select Committee reviews that had been undertaken. Members particularly discussed the status of recommendations in relation to Development Control and Planning Enforcement.

In relation to Planning Enforcement, Members recommended the addition of an apprentice to provide administrative support and enable enforcement staff more time to transition towards pro-active enforcement.

Resolved –

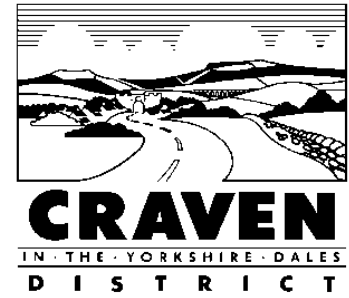
- (1) That subject to the comments above, the status of the recommendations is approved.
- (2) That a report is submitted to Policy Committee, which recommends the addition of an apprentice to provide administrative support and enable enforcement staff more time to transition towards pro-active enforcement.

OS.465

Date and Time of Next Meeting

Wednesday, 23 June 2021 at 6.30pm

Chairman.

Select Committee – 23 June 2021**Work Schedule****Report of the Democratic Services and Scrutiny Officer**

Ward(s) affected: All

1. Purpose of Report

- 1.1 To consider the Select Committee's work schedule for the 2021/22 municipal year.

2. Recommendations

- 2.1 Members are asked to consider the matters outlined in this report and agree (or amend) the work schedule (as presented at Appendix 1) for the 2021/22 municipal year.

3. Report

- 3.1 A draft work schedule is attached as Appendix 1 for consideration and agreement by Select Committee, subject to any identified and agreed amendments.
- 3.2 The Director of Services suggested the following areas for review by Select Committee:
- Planning Seven Day Notice Procedure;
 - Housing Options / Homelessness Strategy; and
 - Leisure (contribution to Healthy Lifestyles / recovering from impact of closures)
- 3.3 It's important to recognise that the work schedule should not be considered a fixed and rigid schedule, it should be something that can be adapted to reflect any new and emerging issues throughout the year; and also reflect any timetable issues that might occur from time to time.
- 3.4 However, when considering any developments and / or modifications to the work programme, effort should be made to:
- Avoid unnecessary duplication by taking into account any existing groups or forums already monitoring a particular issue.
 - Ensure that any review work to be undertaken has clarity and focus of purpose and will add value and can be delivered within an agreed time frame.
 - Seek advice about available resources and relevant timings, taking into account Select Committee's workload and the type of activity taking place.
 - Build in sufficient flexibility to enable the consideration of urgent matters that may arise during the year.

3.5 In addition, in order to deliver the work schedule, the Select Committee may need to take a flexible approach and undertake activities outside the formal schedule of meetings, such as working groups. This flexible approach may also require additional formal meetings of the Select Committee.

4. Legal Implications

There are no legal implications arising from this report.

5. Contribution to Council Priorities

The work of Select Committee contributes to Council priorities by aiming to improve services and add value.

6. Risk Management

There are no risk management issues associated with this report.

7. Equality Analysis

There are no direct implications arising from this report.

8. Consultations with Others

Corporate Leadership Team.

9. Access to Information: Background Documents

There are no background documents.

10. Appendices

Appendix 1 – Draft work schedule for 2021/22.

11. Author of the Report

Hannah Scales, Democratic Services and Scrutiny Officer
E-mail: hscases@cravendc.gov.uk

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

SELECT COMMITTEE

WORK SCHEDULE 2021/22



Date	Committee	Agenda
23 June	Select Committee	<ul style="list-style-type: none"> • Work Schedule for 2021/22 (Hannah Scales, Democratic Services and Scrutiny Officer).
23 June	Select (Crime and Disorder) Committee	<ul style="list-style-type: none"> • Local Policing – Local Crime Overview and Priorities (Inspector Steve Breen) • Community Safety Update (Stacey Reffin, Community Safety Officer)
14 July	Select Committee	<ul style="list-style-type: none"> • Absence Management 2021/22 (Jacquie Hodgson, Human Resources Manager) • Recommendation Tracking (Guy Close, Democratic Services Manager) • Select Committee Annual Report 2020/21 (Hannah Scales, Democratic Services and Scrutiny Officer).
8 Sept	Select Committee	<ul style="list-style-type: none"> • Working Group session
20 Oct	Select Committee	<ul style="list-style-type: none"> • Working Group session
17 Nov	Select Committee	<ul style="list-style-type: none"> • Working Group session
8 Dec	Select (Crime and Disorder) Committee	<ul style="list-style-type: none"> • North Yorkshire Police, Fire and Crime Panel: Annual Update (County Councillor Les) • Local Policing – Local Crime Overview and Priorities (Inspector Steve Breen)

		<ul style="list-style-type: none"> Community Safety Update (Stacey Reffin, Community Safety Officer)
19 Jan	Select Committee	<ul style="list-style-type: none"> Final Review Reports (Hannah Scales, Democratic Services and Scrutiny Officer)
9 Feb	Select Committee	<ul style="list-style-type: none"> Absence Management 2021/22 (Jacquie Hodgson, Human Resources Manager) Customer Services Call Handling Performance (Sharon Hudson, Communications, Customer Services and Partnerships Manager)
9 Mar	Select Committee	<ul style="list-style-type: none"> Recommendation Tracking (Hannah Scales, Democratic Services and Scrutiny Officer)
20 Apr	Select Committee	<ul style="list-style-type: none"> Work Schedule for 2022/23 (Hannah Scales, Democratic Services and Scrutiny Officer)