

OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting: 14th September 2020

Present: Cllr Johnson (Chair)
Cllrs Brennan, L. Barnes, Janet Eaton, Gill, Marriott, Morris,
Pendlebury, Procter and Z. Ali (Co-opted Member)

In attendance: Clare Law, HR Manager
Carolyn Sharples, Committee and Member Services Manager
Jenni Cook, Committee and Member Services Officer

Also Present: Cllrs Neal and Serridge
0 press
1 public

1. APOLOGIES FOR ABSENCE & SUBSTITUTIONS

- 1.1 Apologies for absence had been received from Cllr Kempson (Cllr Pendlebury substituting) and Cllr Kenyon (Cllr Marriott substituting).

2. MINUTES OF THE LAST MEETING

Resolved:

That the minutes of the meeting held on 6th July 2020 be approved as a correct record.

3. DECLARATIONS OF INTEREST

- 3.1 There were no declarations of interest.

4. URGENT ITEMS OF BUSINESS

- 4.1 The Chair confirmed that there were no urgent items of business.

5. PUBLIC QUESTION TIME

- 5.1 No questions had been submitted in advance of the meeting. The Chair noted that she would allow questions to be asked on each item as it was discussed.

6. CHAIR'S UPDATE

- 6.1 Members had requested information from the 101 service regarding response times in Lancashire. A request had been made, via the appropriate channels, for the service to send a representative to the next meeting, or to send some information.

7. COUNCIL FEEDBACK REVIEW AND LGO ENQUIRIES

- 7.1 The Committee and Member Services Manager provided members with an overview of the different types of feedback received by the Council, in addition to

the Local Government Ombudsman (LGO) enquiries and complaints for the period 1st April 2019 to 31st March 2020. The following information was highlighted:-

- The report was in respect of compliments, formal complaints and LGO enquiries, and not service requests.
- 91 compliments had been received and a breakdown was provided.
- 135 formal complaints had been received and a detailed breakdown of service areas and how these were dealt with was provided
- Learning points and procedural reviews, following formal complaints were noted.
- Of the 135 complaints received in 2019/2020, 111 cases were resolved at stage 1. There were 24 stage 2 reviews. Out of these 24 cases, 7 were subsequently referred on to the Ombudsman by the complainant.
- LGO complaints were noted, with 23 being received during 2019/20 and decisions on 22 of these were made and a detailed breakdown was provided.
- The average response time for formal complaints was 8.75 working days which was well within the Council's 10 working day deadline.

7.2 Members and members of the public commented as follows:-

- A rise in bin collection complaints was noted and a breakdown had been provided in the report. Access issues had been noted, with more residents being at home during the week.
- Service requests were recorded separately by departments and were not the subject of this report.
- A review of the complaints process was suggested.
- There was a low level of complaints compared with the number of services the Council provided.

Resolved:

The report was noted.

8. QUARTER 1 PERFORMANCE REPORT

8.1 The HR Manager introduced the report which outlined the Council's performance during quarter 1 (April – June 2020):-

- Currently 11 corporate projects, with 2 of these marked as red.
- Due to Covid, no recovery action had been undertaken during quarter 1 for PI4 (council tax) and PI11 (non-domestic rates).
- Compliments and complaints were noted and no LGO complaints had been received during quarter 1.
- The Risk Register was noted, with two of these marked as red, being the LCC budget and Major disaster affecting the delivery of council services.
- Business continuity plans and the delivery of a Covid-secure workplace was highlighted.

8.2 Members and members of the public commented as follows:-

- The process for recording service requests and formal compliments/complaints was clarified.

Resolved:

The report was noted.

9. THE FORWARD PLAN

- 8.1 The Forward Plan had been published with the agenda and tabled upcoming Cabinet decisions that the committee could consider for the O&S Committee. Members were reminded to look at the plan and consider what could be brought to the committee. The provisional agenda for October was noted.

Resolved:

The update was noted.

The meeting started at 6.30pm and finished at 7.15pm

Signed: _____

Date: _____