



Business & Transformation Scrutiny Panel

Agenda

Thursday, 03 October 2019 AT 16:00

In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

****A preparatory meeting for Members will be held at 3.30pm in the Flensburg Room****

The Press and Public are welcome to attend for the consideration of any items which are public.

Members of the Business & Transformation Scrutiny Panel

Councillor Bainbridge (Chairman) , Councillors Alcroft, Allison, Mrs Birks (Vice Chairman), McNulty, Mitchelson, Paton, Robson

Substitutes:

Councillors Mrs Atkinson, Mrs Bowman, Mrs Bradley, Mrs Brown, Collier, Ms Ellis-Williams, Mrs Finlayson, Mrs Glendinning, Glover, Mrs McKerrell, Meller, Morton, Patrick, Robinson, Rodgerson, Shepherd, Miss Sherriff, Southward, Tarbitt, Dr Tickner

PART A

To be considered when the Public and Press are present

Apologies for Absence

To receive apologies for absence and notification of substitutions.

Declarations of Interest (including declarations of “The Party Whip”)

Members are invited to declare any disclosable pecuniary interests, other registrable interests, and any interests, relating to any item on the agenda at this stage.

Public and Press

To agree that the items of business within Part A of the agenda should be dealt with in public and that the items of business within Part B of the agenda should be dealt with in private.

Minutes of previous meetings

5 - 14

To note that Council had, at their meeting on 10 September 2019, received and adopted the minutes of the meeting held on 25 July 2019. The Chairman will sign the minutes.
Minute Book 46(2)

The Chairman will move the minutes of the meeting held on 22 August 2019 as a correct record. The only part of the minutes that may be discussed is their accuracy.
(Copy minutes herewith)

A.1 CALL-IN OF DECISIONS

To consider any matter which has been the subject of call-in.

A.2 OVERVIEW REPORT

15 - 20

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Rowan Jones, Overview and Scrutiny Officer

Report: OS.23/19 herewith

Background:

To consider a report providing an overview of matters related to the work of the Business and Transformation Scrutiny Panel.

Why is this item on the agenda?

The Business and Transformation Scrutiny Panel operates within a work plan which has been set for the 2019/20 municipal year. The Plan will be reviewed at every meeting so that it can be adjusted to reflect the wishes of the Panel and take into account items relevant to this Panel in the latest Notice of Executive Key Decisions.

What is the Panel being asked to do?

- Note the items (within the Panel remit) on the most recent Notice of Executive Key Decisions
- Discuss the work programme and prioritise if necessary

A.3 CUSTOMER SERVICES UPDATE**21 - 28**

Portfolio: Communities, Health and Wellbeing

Directorate: Corporate Support

Officer: Matt Ward, Customer Services Manager

Report: CE.05/19 herewith

Background:

The Customer Services Manager to submit an update on ongoing work within Customer Services including current performance, upcoming improvements and ongoing actions.

Why is this item on the agenda?

At their meeting on 28 March 2019 the Panel requested an update on the changes to Customer Services to be submitted to the Panel in six months time.

What is the Panel being asked to do?

The Panel is being asked to support the following:

- The Contact Centre to open at 8am (calls only) upon completion of training
- Updated phone system as part of the wider telephony upgrade
- Transferring operational documents to cloud storage
- Implementation of more structured individual performance measures

PART B
To be considered in Private

- NIL -

Enquiries, requests for reports, background papers etc to:

Rachel Plant, Democratic Services Officer, (01228) 817039 or
rachel.plant@carlisle.gov.uk

A copy of the agenda and reports is available on the Council's website at www.carlisle.gov.uk or
at the Civic Centre, Carlisle.