

Tracking and Monitoring of Actions and Recommendations of Budget & Corporate Scrutiny Management Board

| Scrutiny Board Date | Agenda Item Title | Action/Recommendation | Responsible Director /Body | Activity Log |
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| Budget and Corporate Scrutiny Management Board | | | | |
| 1 March 2023 | Quarter 3 Budget Monitoring | To set up a spotlight session for members of the Board to consider: <ul style="list-style-type: none"> current outstanding section 106 spend, including details of deadline for spend and how ward members are consulted; | Surjit Tour Simone Hines | Spotlight session scheduled for 27 July 2023. |
| | | <ul style="list-style-type: none"> Meeting with the Cabinet Member for Children's Services to understand the high cost associated with Sandwell Children's Trust. | Cabinet Member for Children's SMB Chair and Scrutiny Chair of Children's Scrutiny | Meeting arranged between the Cabinet Member of Children, Young people and Education and the Chair of the Corporate and Scrutiny Management Board and Chair of the Children's Scrutiny Board – 12 July 2023. |
| 1 March 2023 | Quarter 3 Budget Monitoring | Submit a report to Cabinet recommending: <p>1.1 that Directors review and update any pages they hold on the Council's website, in particular, the webpage where the Council have facilities/offices to rent.</p> | Surjit Tour All Directors | Recommendations approved by Cabinet on 29 June 2023. |
| | | <p>1.2 the introduction of additional financial controls on general</p> | Simone Hines Cllr Piper | Recommendations approved by Cabinet on 29 June 2023. |

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| | | spend, in particular, matters relating to recruitment and day to day spend where necessary. | | |
| | | 1.3 to explore the feasibility of providing in house care for young people in care, SEND placements and adult social care placements. | Simone Hines, Michael Jarrett, Rashpal Bishop Cabinet Members | Recommendations approved by Cabinet on 29 June 2023. |
| 29 March 2023 | SEND transport | That an update on the new model be presented to a future meeting, in consultation with Children's & Education Scrutiny Board | Michael Jarrett/Simone Hines | To be included in the 2023/24 work programme. |
| | Improvement Plan | 1) A summary and chronology of events explaining where the Council is currently with regards to the proposed development on Lion Farm, and how it reached the Expert Determination process, be circulated to the Board. | Tony McGovern | A written response in relation to the Expert Determination Process will be circulated ED process has been fully concluded. |
| | | 2) A copy of the recent internal review in relation to Serco be provided to the Board. | Alice Davey | Executive Summary of the Frith review into the Serco Contract shared with members of the Board – 26 May 2023 |
| | | 3) That a further report in relation to recruitment of the Children to Adults Transition Project Officer role be submitted to a future meeting of the Board. | Michael Jarrett/Rashpal Bishop | <i>Previous update Initial meeting went ahead in December. PID reviewed and amendments being captured. Agreement reached to engage with key external stakeholders. The Trust's sign-off process incorporated into the Project Governance Structure. The project manager appointment was delayed and the post re-advertised. Closing date 6 Jan.</i> |

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| | | | | <p>Current position:- The re-advertisement of the project manager post was unsuccessful, the post is due to be advertised again shortly. To ensure no further delays, resource from within the business has been identified to progress actions identified in the PID.</p> <p>Regular monthly meetings have been diarised with key stakeholders, PID and TOR have been revised and signed off. Remit of the first stage business mapping has been agreed, draft scope and comm's will be presented at the April meeting with the aim to undertake first stage business mapping in May.</p> |
| Performance Framework | 1) that a written response be provided to members of the Board on reasons for the delay in introducing recycling in high rise flats/maisonettes; | Alice Davey | 2. With regard recycling in flats, officers were not aware of any suggested delay in the re-introduction of recycling in high-rise flats. The project to pilot different recycling options at the Kenrick House blocks in early 2023 ran to schedule, with the pilots concluding in April and the draft results presented earlier this month. The results are encouraging and would seem to have addressed the issues of contamination that previously led to the withdrawal of recycling bins. The report is now under consideration with a view to the roll-out of the optimal recycling option to other blocks in the borough | |
| | 2) that a written response be provided to members of the Board on how cleanliness and other standards are being maintained by SLT until the end of their contract; | Alice Davey | Monitoring of the SLT contract has been unaffected by the notice of termination. The last 12 months as the proposals for a transfer to LATC and latterly the potential for extension with SLT has seen an improvement in the relationship with SLT colleagues and more collaborative working. Work is currently underway to enhance performance management with the development of a stronger set of performance indicators. The most recent performance report (Q4 2022/3) was shared with members of the Board. | |

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| | | <p>3) that a further report be submitted to the Budget and Corporate Scrutiny Management Board in the new municipal year, exploring issues relating to staff sickness levels, recruitment and retention issues.</p> | Victoria Lee | Item added to work programme for 2023/24 |
| 29 June 2023 | Customer Journey Review | <p>(1) that the Director of Regeneration and Growth/Assistant Chief Executive, in consultation with the Cabinet Member for Finance and Resources and Cabinet Member for Adult Social Care, be authorised to agree a customer care standards/charter, and staff responsibilities in relation to those standards to ensure;</p> <p>a) that “back-office” staff take ownership and accountability of customer requests received via Contact Centre Agents;</p> <p>b) a standard approach is taken to making officer contact numbers available on Outlook and to customers to prevent</p> | | The recommendation was approved by Cabinet on 12 July 2023. |

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| | | <p>additional calls being made to the Contact Centre;</p> <p>c) a standard approach to the complaints process and deadlines for responding to complaints are clear and accessible across all Council services;</p> <p>d) that key contacts are identified within each service area to aid Customer Service Agents in their enquiries;</p> <p>e) that residents are regularly updated and informed about the current process of their request/query.</p> | | |
| | | <p>(2) that the Director of Regeneration and Growth/Assistant Chief Executive be authorised to commission/develop a customer training package that incorporates the following topics:-</p> <p>a) The completeness of response letters</p> <p>b) Methods to manage customer expectations and awareness around the Council's remit and responsibilities.</p> | | <p>The recommendation was approved by Cabinet on 12 July 2023.</p> |

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| | | (3) that the Director of Regeneration and Growth/Assistant Chief Executive ensure that all members of staff undertake training around customer care standards as identified in (2) and that staff performance against these standards be incorporated within the appraisal process; | | The recommendation was approved by Cabinet on 12 July 2023. |
| | | (4) that mandatory corporate customer service training be included as part of the induction process for all staff; | | The recommendation was approved by Cabinet on 12 July 2023. |
| | | (5) that the Director of Regeneration and Growth/Assistant Chief Executive, in consultation with the Director of Finance, investigate options for procuring a single joint Customer Relations System across the Council; | | The recommendation was approved by Cabinet on 12 July 2023. |
| | | (6) that the Director for Director of Regeneration and Growth/Assistant Chief Executive considers the introduction of automated | | The recommendation was approved by Cabinet on 12 July 2023. |

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| | | feedback surveys and that regular feedback on Council enquires/complaints are analysed and shared with Directorates; | | |
| | | (7) That the Director for Director of Regeneration and Growth/Assistant Chief Executive introduces corporate guidelines in relation to the use of Council contact numbers to ensure that all officers are contactable and that contact details are updated regularly; | | The recommendation was approved by Cabinet on 12 July 2023. |
| | | (8) that the Director of Regeneration and Growth/Assistant Chief Executive considers the feasibility of amalgamating the current three contact centres (Corporate Contact Centre, Revenues and Benefits Contact Centre and Adult Social Care Care) into a single contact centre number with staff specialising in various areas; | | The recommendation was approved by Cabinet on 12 July 2023. |
| | | (9) that the Director of Regeneration and Growth/Assistant Chief Executive, as part of the | | The recommendation was approved by Cabinet on 12 July 2023. |

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| | | <p>refresh of the Council's website, ensures the Council continues to promote the use of Sandwell Digital First and the Council's website as the first point for accessing information and raising an issue/request;</p> | | |
| | | <p>(10) that as part of the customer journey review being undertaken, the Director of Regeneration and Growth/Assistant Chief Executive reviews current timescales for responding to enquiries and consider a reduction, wherever possible, including member enquiries being reduced from 10 working days to 3-5 days.</p> | | <p>This recommendation was NOT approved by Cabinet on 12 July 2023. A lack of resources meant that the request could not be feasibly met. However, officers would review the request at a later date.</p> |