



# Minutes

<b>Name of meeting</b>	<b>CORPORATE SCRUTINY COMMITTEE</b>
<b>Date and time</b>	<b>TUESDAY 10 MARCH 2020, COMMENCING AT 5.00 PM</b>
<b>Venue</b>	<b>COUNCIL CHAMBER, COUNTY HALL, ISLE OF WIGHT</b>
<b>Present</b>	Cllrs Michael Lilley (Vice-Chairman), Debbie Andre, Vanessa Churchman, Richard Hollis, Michael Murwill, Chris Quirk, Brian Tyndall
<b>Co-opted (Voting)</b>	Gill Kennett (IWALC)
<b>Cabinet Members</b>	Cllrs Barry Abraham, Steve Hastings, John Hobart, Clare Mosdell, Gary Peace, Dave Stewart, Ian Ward
<b>Also Present</b>	Chris Ashman, Cllr Michael Beston, Sharon Betts, Cllr Geoff Brodie, Laura Gaudion, Sarah MacDonald, Dave Martin, Wendy Perera, Claire Shand, Paul Thistlewood
<b>Apologies</b>	Cllr Paul Brading, Cllr Andrew Garratt, Cllr Stuart Hutchinson, John Metcalfe, Carol Tozer

**65. [Minutes](#)**

**RESOLVED:**

THAT the Minutes of the meeting held on 11 February 2020 be confirmed.

**66. [Declarations of Interest](#)**

There were no declarations of interest.

**67. [Public Question Time](#)**

There were no public questions.

**68. [Election of vice chairman](#)**

The Committee was informed that following advice from the Monitoring Officer it was not necessary to elect a vice chairman. This was due to the existing vice chairman still having a place on the committee following a change in him becoming a member of the Island Independent Group.

**69. Progress on outcomes and recommendations from previous meetings**

The Vice Chairman presented the report on outcomes from previous meetings.

The Vice Chairman reminded the Cabinet Member for Procurement, Waste Management, Special Projects and Forward Planning that the Committee was expecting to see the draft Commercial Strategy Action Plan. The Cabinet Member advised that the draft action plan had now been completed and would be circulated to the committee and included as an agenda item at the 12 May 2020 meeting. He would also meet with the members of the Task and Finish Group to go through the detail of the action plan prior to the meeting.

A meeting was still to be held with the Cabinet Member for Planning and Housing to discuss the Housing Strategy. This was to be arranged at the end of the current meeting.

**RESOLVED:**

THAT the progress from previous meetings be noted.

**70. Corporate Complaints Process**

The report had been compiled by Councillor Garratt as chairman of the Committee .Although unable to be present at the meeting due to personal reasons he had indicated that he wanted the report presented. The report sought to identify whether the way the Council handled complaints led to improved service delivery. The Chairman had received invaluable support from the Strategic Manager for the Business Centre, who explained the way complaints were handled. Members were reassured that the results showed the Council was going in the right direction, although there was still more to be done with recording of learning outcomes. Members indicated they would like to receive guidance on where to direct complaints when they receive them. It was reported that many older people did not use the online system and many others were deterred from making complaints by having to log into the council's online system. This was being addressed and the system would be changing. It was confirmed that letters phone calls and online complaints were all treated equally.

Members indicated that they would like to see the policy on vexatious complainants as this has been referred to in the report. This would be circulated.

**RESOLVED:**

- i) THAT the evidence demonstrating that the way the Council handles complaints leads to service improvements be noted.
- ii) THAT the Committee supports the Corporate Management Team's focus on encouraging the identification of a learning outcomes in a greater proportion of cases.
- iii) THAT the Committee review the available data on complaints handling once four quarters of performance information from the new CRM is available; and should schedule this in its workplan for its September 2020 meeting.

Thereafter, the Committee should review the annual report produced by the Corporate Complaints Team following its publication.

- iv) THAT Island Roads' be asked to review their complaints policy to ensure it is up to date and in line with the Council's own policy, by September 2020.

**71. Council's Communication and Consultation Strategies**

Members considered a proposed review of the existing Communication and Consultation Strategy to ensure it was effective and that it could be demonstrated that the public's views were considered as part of the decision-making process. The existing strategies would be circulated for information.

**RESOLVED:**

THAT a meeting would be held with the Chairman, Vice Chairman and the Leader to discuss the scope of the review and the outcome reported back to the Committee.

**72. Comments on other items to be considered by the Cabinet on 12 March 2020 (Quarterly Performance Report – Quarter 3)**

Consideration was given to the Quarterly Performance Report which provided a summary of progress for the period October to December 2019, including areas of success, issues requiring attention (and remedial activity in place to deal with these), the financial position of the council, and the status of organisational health indicators concerning workforce attendance and wellbeing.

Members were keen to see mitigation for under-performance included in future reports.

Clarification would be sought from the Cabinet Member for Environment and Heritage on the proposed level of the standard booking fee for all purchases at the Medina Theatre.

The Leader undertook to provide a response to the suggestion that an extension to the chapel at the Crematorium should be investigated.

Attention was drawn to the figures around children in care and members noted that the figures for the period in question showed an improvement.

A discussion was held around the current coronavirus pandemic and assurances were given that Public Health were doing all they could to allay public fears. The council was following the latest advice and guidance.

Confirmation was given in response to a member query that iWight Homes Ltd was in the process of being set up and would be added to the workplan for the Policy and Scrutiny Committee for Neighbourhoods and Regeneration for review once the company was up and running.

**73. Leader's Update**

The Leader provided the following updates;

- The Leader had recently met with ministers, including the Prime Minister. He had again raised the issue of the Island Deal and believed the council would more likely see fruition in the autumn of 2020 when the Fair Funding Review was published. A list of funding which had already been approved for specific projects would be supplied at the 6 October meeting.
- The Leader had met with Robert Jenrick and had discussed the land at Camphill. He would meet with ministers to explore further.
- The Leader had been invited to take part in the LGA review of the Code of Conduct for Members.
- The floating bridge had taken 28,772 passengers and 18,348 vehicles in February 2020, with an income of £53,458. There had been 99.1% reliability against the schedule. Legal issues were still ongoing.

**RESOLVED:**

THAT the updates be noted.

**70. Committee's Workplan**

**a) Council's Forward Plan**

Consideration was given to the forward plan. It was noted that the Public Health Strategy would be deferred until the meeting of Cabinet in June 2020 as the current coronavirus issue was taking priority.

Members requested that a copy of the Local Cycling and Walking Infrastructure Plan be circulated prior to the Delegated Decision being taken.

Members noted that the approval of the Public Spaces Protection Orders would be considered by Cabinet on 14 May 2020. The Policy and Scrutiny Committee for Neighbourhoods and Regeneration would consider the outcome of the consultation at its meeting on 30 April 2020.

**RESOLVED:**

THAT the forward plan be noted.

**b) Corporate Scrutiny Committee's workplan**

The committee considered the workplan. The follow-up report on the Corporate Complaints process would be added to the workplan for the meeting on 8 September 2020.

**RESOLVED:**

THAT the workplan be noted.

c) **Scrutiny Budget Briefing Session**

The Chairman had produced a possible framework for a future budget briefing session, to give Members a better understanding of how the budget was constructed.

**RESOLVED:**

THAT framework for the proposed scrutiny budget briefing session in the Autumn 2020 be agreed and forwarded to the Section 151 officer.

71. **Members' Question Time**

Cllr Brodie had submitted a written question for the Chairman. The Vice Chairman informed Cllr Brodie that a written response would be sent from himself and the Chairman ([MQ 06-20](#))

CHAIRMAN