



Borough of Tamworth

Marmion House,
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Staffordshire B79 7BZ.

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CORPORATE SCRUTINY COMMITTEE

30 September 2019

Dear Councillor

A Meeting of the Corporate Scrutiny Committee will be held in **Committee Room 1, Marmion House, Lichfield Street, Tamworth, B79 7BZ on Tuesday, 8th October, 2019 at 6.00 pm.** Members of the Committee are requested to attend.

Yours faithfully

A handwritten signature in black ink, consisting of a stylized 'A' followed by a long horizontal line that tapers to a point.

Chief Executive

A G E N D A

NON CONFIDENTIAL

- 1 Apologies for Absence**
- 2 Minutes of the Previous Meeting (Pages 5 - 10)**
- 3 Declarations of Interest**

To receive any declarations of Members' interests (personal and/or personal and prejudicial) in any matters which are to be considered at this meeting.

When Members are declaring a personal interest or personal and prejudicial interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a personal and prejudicial interest in respect of which they do not have a dispensation.

4 Chair's Update

5 Responses to Reports of the Corporate Scrutiny Committee

To receive an update on responses received to reports of the Corporate Scrutiny Committee.

6 Consideration of Matters referred to the Corporate Scrutiny Committee from Cabinet / Council

Discussion item

7 Working Group Updates

To receive an update on Working Groups, including:

- *QPR Report Executive Summary*

8 2019/20 Forward Plan

Discussion item – link to the Forward Plan

<http://democracy.tamworth.gov.uk/mgListPlans.aspx?RPId=120&RD=0&bcr=1>

9 Customer Portal Update (Pages 11 - 14)

(Report of the Portfolio Holder for Assets and Finance)

10 Garage Sites

To receive a verbal update from the Chair.

11 Update from CfPS Symposium on Government Scrutiny Guidance

To receive an update from Councillor Dr S Peaple

12 Corporate Scrutiny Committee Work Plan (Pages 15 - 16)

To consider the Committee's Work Plan

Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail democratic-services@tamworth.gov.uk. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found [here](#) for further information.

The Protocol requires that no members of the public are to be deliberately filmed. Where possible, an area in the meeting room will be set aside for videoing, this is normally from the front of the public gallery. This aims to allow filming to be carried out whilst minimising the risk of the public being accidentally filmed.

If a member of the public is particularly concerned about accidental filming, please consider the location of any cameras when selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page [here](#)

To Councillors: T Jay, B Price, R Bilcliff, R Claymore, R Ford, S Goodall, Dr S Peuple,
P Standen and M Summers

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**MINUTES OF A MEETING OF THE
CORPORATE SCRUTINY COMMITTEE
HELD ON 14th AUGUST 2019**

PRESENT: Councillor T Jay (Chair), Councillors R Bilcliff, R Ford, S Goodall, Dr S Peale, P Standen and M Summers

CABINET Councillor Daniel Cook

The following officers were present: Stefan Garner (Executive Director Finance), Lynne Pugh (Assistant Director Finance), Paul Weston (Assistant Director Assets), John Day (Knowledge, Performance and Insight Co-ordinator), Matthew Fletcher (Head of Economic development and Regeneration) and Tracey Pointon (Civic and Elections Officer)

22 APOLOGIES FOR ABSENCE

Apologies of absence were received from Councillor B Price and Councillor R Claymore

23 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 10th July 2019 were approved and signed as a correct record.

(Moved by Councillor M Summers and seconded by Councillor Dr S Peale)

24 DECLARATIONS OF INTEREST

None

25 CHAIR'S UPDATE

Chair updated that the example report for Quarter Performance Report will be brought to next Corporate Scrutiny Meeting.

26 RESPONSES TO REPORTS OF THE CORPORATE SCRUTINY COMMITTEE

The Chair reported that the Committee's recommendation to Cabinet regarding the Cleaning Services Review were considered by Cabinet at its meeting on 1

August 2019 and it was agreed that this Committee would review the full proposals at this meeting and any recommendations from this Committee would be fed back to Cabinet. The Committee supported this approach and noted that this item would be considered later on the agenda.

27 CONSIDERATION OF MATTERS REFERRED TO THE CORPORATE SCRUTINY COMMITTEE FROM CABINET / COUNCIL

None.

28 WORKING GROUP UPDATES

This had been covered in the Chair's Update.

29 2019/20 FORWARD PLAN

The Committee reviewed the Forward Plan and no new items were identified for the Committee's consideration.

30 QUARTER ONE 2019/20 PERFORMANCE REPORT

The Leader of the Council provided Corporate Scrutiny Committee with a performance update and financial health check. The report will then be considered by Cabinet on 5th September 2019.

RESOLVED

That Corporate Scrutiny Committee endorsed the contents of this report.

That a recommendation be made to Cabinet to address the concerns of the Scrutiny Committee regarding the waiting times for Universal Credit and a recommendation be made to Cabinet to draft a letter to ministers and the letter to be co-signed by Cllr D Cook and Cllr Dr S Peaple.

(Moved by Councillor Dr S Peaple and seconded by Councillor R Ford)

The Committee's vote was unanimous.

31 PROCUREMENT SERVICE AND STRATEGY UPDATE

The Executive Director Finance informed Corporate Scrutiny of the activity of the Procurement function during 2018/19, to notify of completion of agreed actions set out in the previous Procurement Strategy, and to seek agreement for the future approach of the Procurement team.

RESOLVED

Corporate Scrutiny considered the following report and endorsed the recommendations included.

(Moved by Councillor Dr S Peuple and seconded by Councillor S Goodall)

32 MARKET TENDER

The Committee received the report of the Head of Economic Development & Regeneration regarding the Tender for Tamworth Market.

The Committee asked that the Head of Economic Development & Regeneration provide an update at the February 2020 meeting once the contract has been agreed.

The Committee thanked the Head of Economic Development & Regeneration for presenting the report.

33 CORPORATE SCRUTINY COMMITTEE WORK PLAN

The Committee considered the Committee Work Plan. The Committee Work Plan was updated as set out below:

Corporate Scrutiny Work Plan

Work Plan 2019 - 2020		
TARGET MEETING DATE	SUBJECT	MEETING WHEN ITEM ADDED TO WORK PLAN
August 2019	QPR Q1 2019/20 Report	Regular item
August 2019	Working group report on QPR Report Executive Summary	June 2019
August 2019	Review of Council Cleaning Services (exempt)	July 2019
August 2019	Market Tender	June 2019
August 2019	Procurement Service and Strategy Update	July 2019
October 2019	Customer Portal – update on progress	
October 2019	Member Training update	June 2019
October 2019	Review of senior management restructuring	
October 2019	Garage Sites	
October 2019	National Guidelines on Corporate Scrutiny	August 2019

November 2019	QPR Q2 2019/20 Report	Regular item
November 2019	Private Sector Housing Enforcement Policy – 12 month update	
November 2019	Local Council Tax Reduction Scheme 2020/21 onwards	July 2019
December 2019	Asset Management Review update (including town centre) – Councillor R Pritchard to be invited	
December 2019	Town Centre Strategy update	June 2019
December 2019	Corporate investment strategy	
February 2020	QPR Q3 2019/20 Report	Regular item
February 2020	Market Tender Update	August 2019
March 2020	Member Support Working group – sub group on Member Communications	
March 2020	Review of Cabinet decisions over previous 12 month period	

Upcoming Corporate Scrutiny Committee Meetings

8th October 2019
 14th November 2019 (QPR Q2 focus)
 5th December 2019
 5th February 2020 (QPR Q3 focus)
 12th March 2020

34 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED: That members of the press and public be now excluded from the meeting during consideration of the following item on the grounds that the business involves the likely disclosure of exempt information as defined in Paragraphs 1, 2, 3 and 4 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

(Moved by Councillor M Summers and seconded by Councillor Dr S Peuple)

35 REVIEW OF CLEANING SERVICES

The Committee received and considered a confidential report from the Assistant Director Assets.

The Committee unanimously agreed the content of the report and endorsed the recommendation. The Committee also commented on the high quality of the report.

(Moved by Councillor R Bilcliff and seconded by Councillor Dr S Peaple)

Chair

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TUESDAY, 8 OCTOBER 2019

REPORT OF THE PORTFOLIO HOLDER FOR ASSETS AND FINANCE

**CUSTOMER PORTAL AND CUSTOMER RELATIONSHIP MANAGEMENT
SYSTEM**

EXEMPT INFORMATION

Not exempt

PURPOSE

To update members on the progress to date in respect of the Customer Portal and Customer Relationship Management system.

RECOMMENDATIONS

It is recommended that:

1. Members of the Scrutiny Committee endorse the contents of the report.

EXECUTIVE SUMMARY

The report provides an update on the ongoing implementation of the Customer Portal and Customer Relationship Management system, (CRM), including an outline of what has been delivered to date, how it is being managed and what remains to be delivered.

The Customer Portal was initially due to be in operation in May 2019. However, the Council was notified that the Staffordshire wide CRM system (Lagan) was being decommissioned at the end of September 2019. Therefore priority was given to implementing the CRM element of the project.

The Lagan CRM was successfully decommissioned on the 27 September 2019 and was replaced with the Civica CRM.

The CRM is the foundation to enable the Council to manage how we interact with our customers and supports understanding their needs which will ultimately assist us with shaping service delivery. It stores our customer information including all interactions such as personal details, services requests and complaints/compliments.

To further enhance our customer service offer the Customer Portal will now be the focus of the project team, work on the portal has continued alongside the

implementation of the CRM. Currently in development are 3 processes (moving in or out, single person discount and safeguarding). It is anticipated that these processes along with associated training and communications will be complete by the end of 2019.

In addition the original scope was the development of an on line housing application form. Whilst Civica could develop an application form for the Council, it became apparent their offer was not as comprehensive as was required and would not integrate into the back office housing system Orchard. Therefore an options appraisal was undertaken and Orchard was found to be able to provide an application form which fully integrates into the back office system and Customer Portal. This will be developed and further efficiencies in terms of resource and the accuracy of the information held on the system will be realised. Which includes a saving from 25 hours per week up to a full time post. This will enable resource to be diverted to triage and focus on homeless prevention. As our application forms have increased significantly since the introduction of the Homelessness Reduction Act 2017.

The portal will give all of our customers an account whereby once logged in they are able to self-manage enquiries such as rent and council tax balances, benefits information, change of address and service request / complaints progress.

Once this initial phase has completed a post implementation review will be undertaken to identify further processes to be developed to enhance our customer service offer for example reporting of antisocial behaviour is already in scope.

The Head of Revenues agreed to report to the Committee on the following points:

The annual ongoing costs, including licence fees, payable in respect of this service.

Civica Portal Package & CRM Package Annual Support and Maintenance Annual Charge £18,000. As further APIs/integrations are implemented further budgetary provisions will be required.

Consideration of the robustness of the IT infrastructure to support this service delivery.

The Portal and CRM rely solely on internal infrastructure. In terms of business continuity, all of the servers are backed up nightly. The backup is also mirrored to data storage located at Walsall Metropolitan Borough Council. Data at Walsall is then also backed off to tape quarterly for longer term storage. If we were to lose one of the servers then this would be recovered either from backups held onsite or at Walsall. This could be done within an hour. If we were to lose all of the Portal and CRM infrastructure and it wasn't recoverable locally then we can run it from Walsall providing the connection between the sites was still active and some of the other infrastructure required to provide the service was available at Marmion House.

If we were to lose the building on a long term basis i.e. fire then we would recover systems from data storage at Walsall. This would involve relocating it to another TBC site with a connection to the internet. In terms of a short term power cut, we have no generator at Marmion and the UPS would only run systems for a couple of minutes (enough time for them to be shut down cleanly – this is normal practice).

RESOURCE IMPLICATIONS

£115,000 has been fully utilised from the capital budget. As further services are migrated the need to consider further budgetary provisions will be required.

LEGAL/RISK IMPLICATIONS BACKGROUND

Not applicable

EQUALITIES IMPLICATIONS

Not applicable

SUSTAINABILITY IMPLICATIONS

Not applicable

BACKGROUND INFORMATION

In recent years, customer contacts made via the Customer Service Centre and Customer Service Points have been managed using two main ICT systems:

- An automated call distribution system (ACD) provided by Daisy using Mitel technology that routes calls to CSC agents and certain back office staff that provides sophisticated call handling services, such as call queueing, in queue messaging and pre-recorded options for customers to select.
- A Customer Relationship Management (CRM) system provided by Lagan Kana that logs customer interactions against a unique customer history. It creates and manages cases for resolution by the back office and provides scripted assistance to CSC Agents to allow them to answer as many enquiries as possible at first point of contact.

This core system has now been replaced with the Civica CRM system which went live on 27 September 2019. Alongside the Civica Customer Portal it supports the Council's Digital First vision and It aims to provide better functionality for customers to self-serve, improve customer contact handling efficiency, streamline the number of technical systems deployed and explore the potential of cloud based solutions.

REPORT AUTHOR

Michael Buckland, Head of Revenues, Tel 709523
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LIST OF BACKGROUND PAPERS

Corporate Scrutiny Work Plan

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5th December 2019
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