

SHOPSHIRE COUNCIL

PERFORMANCE MANAGEMENT SCRUTINY COMMITTEE

Minutes of the meeting held on 4 September 2019

2.00 - 2.50 pm in the Shrewsbury/Oswestry Room, Shirehall, Abbey Foregate,
Shrewsbury, Shropshire, SY2 6ND

Responsible Officer: Julie Fildes

Email: julie.fildes@shropshire.gov.uk Tel: 01743 257723

Present

Councillor

Councillors Joyce Barrow, Karen Calder, Roger Evans, Peggy Mullock and

Dave Tremellen

25 **Apologies for Absence and Substitutions**

Apologies were received from Councillors Hannah Fraser, Alan Mosley, Cecilia Motley and Les Winwood.

26 **Disclosable Pecuniary Interests**

None were declared.

27 **Minutes of the meeting held on 24th July 2019**

RESOLVED:

That the minutes of the meeting held on 24th July 2019 be approved as a true record and signed by the Chairman.

28 **Public Question Time**

No public questions were received.

29 **Member Question Time**

There were no questions from Members.

30 **Digital Transformation Programme Update**

The Chairman advised Members that as the Digital Transformation Programme had been comprehensively reviewed at the previous meeting, and as there had been no significant changes during the intervening time, she had agreed with the Director of Workforce and Transformation that a briefing would not be required for this meeting.

Members expressed concerns that the Committee would not meet again until November 2019 and this was a lengthy time to wait before questions could be put to the Director of Workforce and Transformation. The Chair suggested that if Members

had urgent queries they should send them to the Director, copying in the Portfolio Holder for Organisational Transformation and Digital Infrastructure.

31 **Road Works and Street Works Task and Finish Group Update**

The Service Development Programme Manager, Highways and Transport updated Members on the progress of the actions recommended by the Road Works and Streetworks Task and Finish Group.

In response to a Member's query, the Service Development Programme Manager, Highways and Transport, advised that a communication plan had been implemented, as set out in the report, with all interested parties being advised of upcoming road works in a variety of ways, including local briefings, press releases and pop up shops for larger projects.

The Service Development Programme Manager, Highways and Transport responded to a Members query on changes in methods of communication with Officers by explaining that this had become necessary following the restructure. It had become apparent that dealing with general enquires was impacting on technician's available time to carry out assigned tasks. Enquires were now routed through the administration team where they could be properly monitored, and feedback given on progress if required. Members noted that the Administration Officers could also provide technical information if required.

Members were advised that the Members' Portal would make the reporting of problems easier and ensure that their progress was properly recorded and reported. In response to a request for further information on the Members' Portal, the Portfolio Holder for Transport and Car Parking explained that it would be operational in the near future and would provide information on all the work being undertaken in each Electoral Division and its progress. The Service Development Programme Manager, Highways and Transport explained that Members would have access to more detailed information than that provided to Town and Parish Councils and the public.

The Service Development Programme Manager, Highways and Transport agreed to provide Members with a staffing structure diagram with contact details for the Administration Officers. Contact details would also be provided to Town and Parish Council.

Members expressed concern regarding delays in relaying urgent information to technicians when contact could only be made through the contact centre. The Service Development Programme Manager, Highways and Transport, assured Members that all technicians were provided with electronic tablets and mobile phones which enabled them to be contacted and to access Council systems when in the field. The new system also monitored when messages had been accessed and required technicians to report on progress of work.

RESOLVED:

That the report be noted, with the following recommendations:

- i) That a structure list be draw up for the Highways section and distributed to Members;
- ii) All Members be provided with full contact details for their local Highways administration team;
- iii) All Members be provided with the names of the Officers with responsibility for lighting, street scene, potholes and other related items in their Electoral Division; and
- iv) That the Chief Executive be requested to provide a contact point for all Council Departments.

32 Date/Time of next meeting of the Committee

Members noted that the next meeting of the Performance Management Scrutiny Committee would be held at 2pm on Wednesday 13th November 2019.

Signed (Chairman)

Date: