

# London Borough of Bromley

Report No.  
CSD16041

## PART ONE - PUBLIC

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**Decision Maker:** EXECUTIVE AND RESOURCES  
POLICY DEVELOPMENT AND SCRUTINY COMMITTEE

**Date:** 16<sup>th</sup> March 2016

**Decision Type:** Non-Urgent                      Non-Executive                      Non-Key

**Title:** MATTERS ARISING FROM PREVIOUS MEETINGS AND  
UPDATES FROM OTHER PDS COMMITTEES

**Contact Officer:** Graham Walton, Democratic Services Manager  
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**Chief Officer:** Mark Bowen, Director of Corporate Services

**Ward:** N/A

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1. Reason for report

- 1.1 Appendix 1 to this report updates Members on matters arising from previous meetings which continue to be "live." Four matters are listed.
- 1.2 At its first meeting in the Council year, the Committee agreed that short written updates from PDS Chairmen covering key points only should in future be received alongside matters arising from previous meetings. Briefings are expected for the following meetings –

Public Protection & Safety PDS Committee – 2<sup>nd</sup> March 2016  
Education PDS Committee – 8<sup>th</sup> March 2016  
Care Services PDS Committee – 10<sup>th</sup> March 2016  
Environment PDS Committee – 15<sup>th</sup> March 2016

(Renewal & Recreation PDS Committee does not meet until 6<sup>th</sup> April 2016.)

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## 2. RECOMMENDATIONS

**The Committee is invited to consider progress on matters arising from previous meetings.**

## Corporate Policy

1. Policy Status:
  2. BBB Priority: Excellent Council
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## Financial

1. Cost of proposal: No Cost:
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: Democratic Services
  4. Total current budget for this head: £326,980
  5. Source of funding: 2015/16 Revenue Budget
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## Staff

1. Number of staff (current and additional): 8 posts (7.27fte)
  2. If from existing staff resources, number of staff hours: Monitoring the Committee's matters arising takes a few hours between each meeting.
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## Legal

1. Legal Requirement: None:
  2. Call-in: Not Applicable: This report does not involve an executive decision.
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## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): This report is intended primarily for the benefit of members of the Committee.
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## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

<b>Non-Applicable Sections:</b>	Policy/Finance/Legal/Personnel
Background Documents: (Access via Contact Officer)	Minutes of previous meetings

**Appendix 1**

Minute Number/ Title/Date	PDS Request	Update	Action By	Completion Date
174 <b>Matters Arising – Contracts Working Group</b> 9 <sup>th</sup> July 2015	Committee established a Contracts Working Group comprising Cllrs Wells, Fawthrop, William Huntington-Thresher, Onslow and Wilkins.	The Working Group has met 5 times and is due to meet on –  8 <sup>th</sup> March 2016 19 <sup>th</sup> April 2016  Members have requested that the Working Group be established as a Sub-Committee.	Democratic Services Manager	May 2016
252 <b>Customer Services Monitoring Report</b> 6 <sup>th</sup> January 2016	Cllr Dunn requested information on (i) the percentage of time call-centre staff spent on the phone, and (ii) for actual numbers of transactions for the services listed in appendix 4.	(i) Information on time spent talking to customers on the phone has been supplied by Liberata as follows - <ul style="list-style-type: none"> <li>• 43% - Talk Time</li> <li>• 10% - Hold Time</li> <li>• 4% - Post Call Work Time</li> <li>• 21% - Waiting for calls (used for admin/emails etc)</li> <li>• 22% - Administration</li> </ul> (ii) An updated version of Appendix 4 was sent to Cllr Dunn on 3 <sup>rd</sup> March.	Head of Customer Services	March 2016
255 <b>Benefits Service Monitoring Report</b> 6 <sup>th</sup> January 2016	Committee requested that, for the next report, information be provided on speed of processing for outer London authorities.	The information requested will be provided for the next report in July.	Head of Revenues and Benefits	July 2016
272 <b>Work Programme</b> 3 February 2016	Cllr Wilkins had requested a report on the Growth Fund	An update is being prepared.	Head of Renewal	April 2016