A meeting of the Economic and Corporate Overview and Scrutiny Panel was held at the Town Hall, Nuneaton, on Tuesday, 5th March, 2013.

Present

Councillor B. Hawkes – Chair
Councillor K.D. Wilson – Vice Chair


Councillor R.A. Taylor was present in her capacity as Portfolio Holder for Central Services.

An apology for absence was received from Councillor R.G. Copland.

381 Courtesies

The Chair thanked Members of the Panel and Officers for their support during this Municipal Year.

382 Minutes

RESOLVED that the minutes of the meeting held on 6th February, 2013 be confirmed.

383 Declarations of Interest

Councillor B.J. Longden declared an Other Interest in any relevant item by reason of him being a member of Warwickshire County Council.

Councillor A.A. Lloyd declared an Other Interest in any relevant item by reason of him being a Governor of George Eliot Hospital and also by reason of being the Council’s representative on the Hospice Charity.

384 Managing Attendance of the Workforce

The Head of Human Resources submitted a report to scrutinise the Council’s activity in relation to Managing the Attendance of the Workforce.

Members asked various questions and the following concerns were raised:

- that levels of sickness overall had increased.
- sickness absence due to stress had increased.
RESOLVED that

(a) the Managing Attendance of the Workforce report be noted;

(b) the report on the Attendance Management Policy Procedure currently under review be submitted to a future meeting of this Panel following the conclusion of the formal consultation process; and

(c) the Head of Human Resources be requested to provide annual reports to this Panel in April/May of each year to include more detailed information relating to absence trends by each service unit.

385 Complaints Reporting and Monitoring

The Panel considered a report from the Director – Business Improvement on Complaints Reporting and Monitoring.

Members asked various questions and the following concerns were raised:

- terminology in recording of complaints was unclear.
- complaints were assigned to a service area rather than a specified Officer for ownership.
- quarterly Operational Integrated Performance reports needed to record complaints more accurately.
- the number of Freedom of Information requests had increased.
- the definition of ‘complaint’ was vague.
- complaints from Members to Officers and those made by the public via Members were not recorded.

RESOLVED that

(a) the Complaints Reporting and Monitoring report be noted; and

(b) Panel Members requested that a further report be submitted to a future meeting of this Panel in 12 months time.

386 Work Programme 2012/13

The Work Programme 2012/13 was presented to the Panel.

RESOLVED that it be noted that the items on the Work Programme 2012/13 had been completed.