

Response to Actions/Resolutions from the meeting on 17 June 2022

Request	Responder	Response
<p>A query was raised regarding the additional cost of bringing the Customer Service Function back in house (including pensions) due to the lack of tenders received during the recent procurement exercise.</p>	<p>Director of Place Services</p>	<p>It is too early in our insourcing journey to be able to provide a response with any detail. Between October and December we will be refining our roadmap and confirming the different technology products needing to be purchased to deliver the Digital Customer Service Function as presented in the Key Decision Report. In this early stage of our insourcing journey we are focused on purchasing our own technologies to ensure we have a suitable telephony system working for the 1st October and successfully completing the staff consultation processes required to TUPE staff across to the County Council.</p> <p>Whilst further detail will be available in time as we do not currently purchase the Customer Service Function as a standalone item (it is part of a portfolio of services included in the current SSO contract) we do not have a direct financial comparator against which to benchmark.</p> <p>BPG to monitor through service up-dates at future meetings.</p>

Update on Asset Management Policy and Strategy

Request	Responder	Response
The Committee supports the draft Asset Management Policy and Strategy 2022/23 - 2025/26 and agrees that it meets the objectives in the Our Council Plan and is flexible enough to meet the changing needs and work practices of the County Council	Director of Place Services	No response required
That the Joint Venture Partnership should be added to objective 3 of the Asset Management Strategy.	Director of Place Services	An appropriate sentence will be added to cover this request in the Asset Strategy
Requests that the committee is kept up-to-date in relation to the outcome and implications of the Smarter Working Programme	Director of Place Services	It is suggested that how and when this is done is considered with the Business Planning Group

Update on Early Help Asset Plan

Request	Responder	Response
The Committee supports the Early Help Asset Plan	N/A	No response required
Stresses the importance of keeping local Members up-to-date on assets within their area.	Andrew Edwards and Elaine Sanders	Officers to note

Scrutiny Annual Report

Request	Responder	Response
The Committee supports presenting the Scrutiny Annual Report to full Council	Head of Democratic Services	Presented to July County Council
Supports the development of an Executive Scrutiny Protocol	Head of Democratic Services	To note for Governance Committee in September 2022
Scrutiny Development Action Plan to be shared with Members of the committee	Head of Democratic Services	Shared via e-mail 11July 2022