

Questions raised by Overview and Scrutiny Committee
at meeting held on 8 September 2015

Questions raised by Overview and Scrutiny	Response from officers
Performance Tracker	
<p>Promote economic development - a Member indicated that an initiative was underway in Down Hatherley Churchyard to restore the Gwinnett family tomb which dated from the 18th Century. He felt that this could be a really good tourist attraction for the Borough and he wondered whether it was something that the Borough Council would contribute to.</p>	<p>In response, the Economic and Community Development Manager explained that he would discuss this with the Member outside of the meeting. He felt sure there would be funding streams that could be accessed to help with the project.</p>
<p>Promote economic development – a Member queried what types of projects would qualify for LEADER funding.</p>	<p>The Economic and Community Development Manager explained that the funding was for rural growth so could not be used in all areas of the Borough. It was about generating growth and creating new jobs in rural areas i.e. farm diversification by the creation of a farm shop which would create employment and encourage local producers. If there were any particular projects that Members were aware of they should advise the Programme Manager, Neil Batt, who would meet with the relevant people. Neil worked for both Tewkesbury Borough Council and the Forest of Dean District Council and he was meeting with people now so he was ready when the money came in from Defra.</p>
Local Performance Indicators – review of quarter 1 outturns	
<p>KPI No. 15 – average number of days to process new benefit claims. The Chairman offered the Committee’s congratulations on the team being shortlisted for the Institute of Revenues Rating & Valuation Award.</p>	<p>None required.</p>
<p>General performance – in terms of answering telephone calls, a Member expressed the view that, whilst some departments were excellent at picking up calls for each other, others were not so good and this was frustrating for Members and the public.</p>	<p>The Corporate Services Manager explained the Customer Services Team now fell within his remit. However, everything that the Council did was about good customer service and if he was aware that service was slipping he would ensure good customer service was championed throughout the services in the Council. Developing corporate customer care standards, as part of a customer services strategy, is a programme of work for this financial year. This would include standards for voicemail so that people knew when staff would be available if they were not answering their telephone at a certain time.</p>

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Financial Summary Review

A Member questioned what the planning obligation reserve was.

The Finance and Asset Group Manager advised that Section 106 money was funding that was received from developers. As a development progressed there were trigger points at which time funds were released and they were held in the planning obligation reserve awaiting expenditure. In addition, the Deputy Chief Executive explained that the details of a Section 106 Agreement were negotiated with the developer based on the needs of a community.