
SOUTHAMPTON CITY COUNCIL
OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE
MINUTES OF THE MEETING HELD ON 15 FEBRUARY 2018

Present: Councillors Fitzhenry (Chair), Moulton (Vice-Chair), Fuller, Furnell, Hannides, Whitbread, Murphy, Coombs and Morrell and Appointed Member Rob Sanders

Apologies: Councillor T Thomas and Appointed Member Catherine Hobbs

Also in attendance: Councillor Letts, Leader of the Council
Councillor Shields, Cabinet Member for Health and Community Safety

40. **APOLOGIES AND CHANGES IN PANEL MEMBERSHIP (IF ANY)**

The Committee noted the apologies of Councillor T Thomas and Appointed Member Catherine Hobbs.

41. **MINUTES OF THE PREVIOUS MEETING (INCLUDING MATTERS ARISING)**

RESOLVED that the minutes of the 11th January, 2018 Overview and Scrutiny Management Committee be approved and signed as a correct record.

42. **COUNCIL STRATEGY PERFORMANCE QUARTER 3**

The Committee considered the report of the Leader of the Council providing information about Quarter 3 performance for 2017/18 against the key success measures detailed in the Southampton City Council Strategy 2017/18.

After discussion with the Leader the Committee made the following recommendations:

RESOLVED:

- (i) To help gauge customer satisfaction with the Council, consideration be given to the inclusion of the following performance indicators in the 2018/19 key success measures:
 - a) First Point Resolution – the percentage of disputes resolved at the first attempt; and
 - b) Expressions of dissatisfaction with the Council.
- (ii) That the affordable housing target is reviewed to reflect the current environment;
- (iii) That the Council investigates whether the approach to Direct Payments and the drive to meet the associated target, is putting pressure on Council employees and adversely influencing behaviours and advice.

43. **PROGRAMME MANAGEMENT OFFICE UPDATE ON KEY PROJECTS**

The Committee considered the report of the Cabinet Member for Sustainable Living providing an update on the key projects as at the end of January 2018, including progress since the last update in June 2017.

RESOLVED that information provided to the Committee regarding proposals to introduce new IT systems, included information relating to the functionality of the proposed system and the ability of the system to support organisational transformation.

44. **COMBATTING LONELINESS UPDATE**

The Committee considered the report of the Cabinet Member for Health and Community Safety detailing the progressing made in implementing the recommendations from the Combatting Loneliness Scrutiny Inquiry.

RESOLVED:

- (i) That, reflecting the progress made in Southampton, the Cabinet Member contacts the new Minister for Loneliness at the earliest opportunity to seek to encourage co-operation and influence potential funding decisions; and
- (ii) That the Cabinet Member is encouraged to progress the 'City Makers' proposal in time for the 2020 Mayflower celebrations.

45. **MONITORING SCRUTINY RECOMMENDATIONS TO THE EXECUTIVE**

The Committee received and noted the report of the Service Director, Legal and Governance detailing the actions of the Executive and monitoring progress of the recommendations of the Committee.