

REPORT FROM THE DEPUTY LEADER AND EXECUTIVE MEMBER FOR CORPORATE RESOURCES TO THE MEETING OF FULL COUNCIL ON WEDNESDAY, 15 MARCH 2017

Since my last report to Full Council key policies have been reviewed and updated.

Two policies are statutory.

One is the council's Pay Policy. The revised policy builds upon the policy approved in 2016 but with 17 revisions to reflect changes since last approved, clarify some elements, remove items no longer necessary and updates to include amended legislation. It was considered by Employment Committee last week and recommended unanimously for adoption by Full Council this evening as agenda Item 7.

The other statutory policy is the Treasury Management Strategy presented for consideration to Audit Committee at its meeting on 13 March. This is an annual requirement and the paper before the council as agenda item 5 outlines the policies for spending borrowing and investment for 2017/18. This annual strategy is formed in line with the Medium Term Financial Strategy adopted by council last autumn. It sets the parameters within which the new council from next May will operate. It supports the corporate plan 2015-17 and recommends to committee five amendments to the 2016/17 strategy, as well as adoption of the overall 2017/18 strategy. At the time of writing this report the decision of the Audit Committee is not available. I, or the chairman of that committee will update council orally on their decision and recommendation.

Finally, work is being done to further improve telephone response times in the council's contact centre. I regard the contact centre as a front-line resource. It is often the only means that residents have of contacting the council, especially if they do not have access to a computer, or are unable to visit in person. Arrangements are being put in place to enable quicker response at peak times, and to increase flexibility of response by training and co-location.

Councillor Stuart Hutchinson
Deputy Leader and Executive Member for Corporate Resources