



## **Burnley Borough Council**

### **Scrutiny Work Programme Proposal**

#### **For completion by Members and Consideration by Scrutiny Committee**

Getting the right topics for scrutiny reviews is the first step in making sure scrutiny adds value to the work of the Council and the community it serves.

The proposal form has been designed to assist members in developing their scrutiny review ideas so that the Committee can have an informed discussion on the work that it will carry out over the year.

In order to be effective, each scrutiny review needs to be properly project managed; should have set of objectives and an initial view on the outcomes that the review will seek to achieve. Any review group should be guided by SMART objectives (Specific, Measurable, Achievable, Realistic and Time-bound) where possible.

When considering whether an item should be included in the work programme the kind of questions the Scrutiny Committee should consider might include:

- Do we understand the benefits scrutiny would bring to this issue?
- How could we best carry out work on this subject?
- What would be the best outcome of this work?
- How would this work engage with the activity of the executive and other decision-makers, including partners?

The Committee should be able to justify how and why a decision has been taken to include certain issues and not others.

Scrutiny Committees have finite resources and deciding how these are best allocated can be difficult and it should be recognised that there may well be issues that they want to look at but that nonetheless are not selected.

## 1. Proposed Title for the Scrutiny Review

What will the scrutiny review be about?
Liberata Staffing re Telephone Calls

Proposed by Councillor(s) .....Jack Launer.....

## 2. Objectives of the Review

What is the review aiming to do?
<p>I recently received 2 complaints about the switchboard and the time it takes to get through and one about the length of the recorded message.</p> <p>I met with the contact centre and put forward the concern above.</p> <p>One of the reasons put forward was the amount of time each phone call was taking during Covid and now the Cost of Living Crisis. The average call per case is between 18 and 20 minutes and I think that is a rise of 20% per call.</p> <p>The topics raised were</p> <p>Loss of Income Death of Loved ones and family (increase due to Covid) Rebates on Council Tax Rebates on Energy</p> <p>It also could be that certain people are lonely and remaining on the phone and extra 2 /3 mins "chatting" due to being isolated and of course many services have been cut and there is nowhere else to call.</p> <p>In 2011 the call centre was told it had operate on 20% of the budget it had previously.</p>

[illegible]

### 3. Anticipated Outcomes of the Review

[illegible]


#### **4. Feedback from Service Unit**

Rob Dobson-Policy and Engagement

*How would this work engage with the activity of the executive and other decision-makers, including partners?(please see page 1 of the form)*

A Quarter 4 Performance report 2021-22 is on the agenda for the 7 July Scrutiny Committee which informs Scrutiny Committee of the year end performance results for 2021-22, and includes details of Liberata's telephone answering.

Also annually Liberata attend Scrutiny Committee (last in November 2021) to give a detailed presentation of their service delivery and engage with Scrutiny Members.