



**WATCH LIVE**  
on MK Council's YouTube channel  
[www.youtube.com/MiltonKeynesCouncil](http://www.youtube.com/MiltonKeynesCouncil)



Minutes of the meeting of the SCRUTINY MANAGEMENT COMMITTEE held on  
TUESDAY 8 JUNE 2021 at 7.00 pm

**Present:** Councillor Jenkins (Chair)  
Councillors M Bradburn, Brown, Crooks, Ferrans, P Geary, D Hopkins,  
Hussain, McLean, Priestley, Walker and Wallis.

**Apologies:** Councillor Baume (substituted by Councillor Wallis)

**Officers:** S Gonsalves (Director Customer & Community Services), L Beckett  
(Head of Customer Data and Insight) and R Tidman (Committee  
Services Manager).

**Also Present:** One member of the public

**SM03 INTRODUCTION**

The Chair welcomed members to the first meeting of the Committee and thanked Councillor McLean for his work in chairing the committee last year and for the work the previous Chair and Vice-Chairs had done in developing the work programme for the Committee. The Chair then set out her expectations regarding ensuring that all of the themed scrutiny committee meetings were as effective and accessible as possible.

RESOLVED –

That all Scrutiny Chairs circulate a brief report on the activity of their Committee prior to each Scrutiny Management Committee.

**SM04 DISCLOSURES OF INTEREST**

None

**SM05 MINUTES**

RESOLVED -

That the Minutes of the meetings of the Scrutiny Management Committee held on the 24 March 2021 and the 19 May 2021 be approved and signed by the Chair as correct records.

**SM06**

**PUBLIC INVOLVEMENT**

None

**SM07**

**PERFORMANCE REPORTS – QUARTER 4 2020/21**

The Head of Customer Data and Insight introduced the Quarter 4 Performance report and noted that around 50% of indicators were underperforming with most stating that Covid-19 was the cause of this. The Head of Customer Data and Insight then answered a number of questions that had been submitted in advance by committee members.

The Committee then discussed a number of issues around the presentation of the data and the questions that were submitted in advance. They also considered the most appropriate way to involve the various scrutiny committees or their planning groups with reviewing performance. Members indicated some concern around the relationship of performance indicators to the real world and the services the Council provided and identified a number of services where they would like more information about the current performance and action plans that were in place to improve any performance issues.

The Director of Customer & Community Services offered to meet with Councillors who were new to the committee to help them to develop their understanding of the performance pack.

RESOLVED –

1. That the Planning Groups for each scrutiny committee be asked to review the included KPI's in the Performance Pack to ensure they encompass those which are important to our residents.
2. That there is a standing item on the agenda for the Chair to report back to the next meeting on any performance issues that are raised.
3. That the Head of Customer Data and Insight be asked to provide an update on the performance of MK Connect, Highways issues and Planning Enforcement prior to the next meeting of the Committee.
4. That each scrutiny committee be asked to undertake an annual review the KPI's that are included in the Performance Pack.

5. That the Head of Customer Data and Insight be asked to review the presentation of the Councillors comments on the performance pack.
6. That the Head of Customer Data and Insight be asked to review the presentation of the Performance Pack, particularly with regard to the alphabetical ordering of directorates and KPI's.

## **SM08**

### **INFORMATION GOVERNANCE**

The Head of Customer Data and Insight introduced this item and advised that in the last twelve months the Council had received over 1,000 Freedom of Information requests. There had been some issues with the timeliness of responses issued with only 75% of responses issued within time. This had led to seven complaints to the Information Commissioner, which were upheld, as the Council had not completed the request in the statutory timeframe. With regard to the two specific cases referenced to the Committee, changes had been made to processes, procedures and training since those complaints had been made.

After a brief discussion between officers and the Chair, it was agreed that as the recent decision notice from the ICO on one of the cases referred to the Committee had not been circulated in advance to members that this item should therefore be deferred until the next meeting of the Committee.

RESOLVED –

That the item be deferred to the next meeting of the Committee to allow for the ICO decision on the McGrandle complaint to be incorporated into the report to Committee.

## **SM09**

### **SCRUTINY ANNUAL REPORT**

Councillor McLean, as the previous Chair of the Committee, introduced the report indicating that the last year had been a very strange one but that all the committees had adapted and reacted to deliver revised work programmes and to provide effective scrutiny via remote meetings. Councillor McLean specifically thanked the former Committee Services and Scrutiny Manager for his work on developing an effective forum for scrutiny and wished him well for his retirement.

RESOLVED –

That the Scrutiny Annual Report be referred to Council.

**SM10****PROPOSED TASK AND FINISH GROUPS FOR 2021/22**

The Committee had received one proposal for a Task and Finish Group to look at 'What Housing Do We Need?'. This proposal was endorsed by members of the Committee and nominations for membership were called for.

Members were advised that if they would like to propose a Task and Finish Group than they would need to complete a scoping document to submit to the Committee via the Committee Services Manager.

**RESOLVED –**

1. That a Task and Finish Group be established on a 2:2:2 basis to identify the types of affordable housing the Council needs to build or acquire, to meet the needs of Milton Keynes residents.
2. That a draft of the Scope and Terms of Reference for the Task and Finish Group be considered by the Planning Group and once agreed, circulated to the Committee for comment before sign-off by the Chair and Vice-Chairs of Scrutiny Management Committee.

THE CHAIR CLOSED THE MEETING AT 8.10 PM

[The recording of this meeting is available to view on the Council's YouTube Channel at: https://www.youtube.com/user/MiltonKeynesCouncil](https://www.youtube.com/user/MiltonKeynesCouncil)