

**CORPORATE OVERVIEW AND SCRUTINY  
COMMITTEE**

**HELD: 23 JUNE 2011**

**START: 7.30PM**

**FINISH: 9.00pm**

**PRESENT:**

Councillors: Kay (Chairman)  
Mee (Vice Chairman)

Aldridge	Lea
Mrs. Atherley	Mawdsley
Griffiths	McKay
Hennessey	Ms. Melling
Mrs. Houlgrave	Mrs. Pollock
S. Jones	Pratt
Mrs. Kean	Pryce-Roberts
	Savage

In attendance Councillor Furey

Officers: Director of Transformation (Ms K Webber)  
Head of Leisure & Cultural Services (Mr J Nelson)  
Acting Transformation Manager (Mr S Walsh)  
Strategic Housing Manager (Mr S Jones)  
Assistant Solicitor (Mr M Hynes)  
Principal Member Services Officer (Mrs S Griffiths)

**1. APOLOGIES**

Apologies for absence were received on behalf of Councillor Cheetham.

**2. MEMBERSHIP OF THE COMMITTEE**

In accordance with Council Procedure Rule 4, the Committee noted the termination of membership of Councillors Bailey, Gagen and R.A. Pendleton and the appointment of Councillors Mrs. Melling, Hennessey and McKay for this meeting only, thereby giving effect to the wishes of the Political Groups.

**3. URGENT BUSINESS, IF ANY, INTRODUCED BY THE CHAIRMAN**

There were no items of urgent business.

**4. DECLARATIONS OF INTEREST**

Councillors Aldridge and McKay declared personal interests in relation to agenda item 8 (Housing Service Improvement Plan) as they (and a member of Councillor Aldridge's family) are tenants of rented garage sites/council accommodation.

**5. DECLARATIONS OF PARTY WHIP**

There were no declarations of a party whip.

**6. MINUTES**

RESOLVED: That the minutes of the last meeting of the Committee held on 8 March 2011 be approved as a correct record and signed by the Chairman.

**7. MINUTES OF THE MEMBER DEVELOPMENT COMMISSION**

RESOLVED: That the minutes of the meeting of the Member Development Commission held on 7 April 2011 be noted.

**8. HOUSING SERVICE IMPROVEMENT PLAN**

Consideration was given to the report of the Director of Transformation as circulated and contained on pages 21 – 74 of the Book of Reports which advised members on progress of the revised Housing Service Improvement Plan.

During the ensuing discussion Members raised questions/comments in relation to:-

- the purpose of the Committee receiving the report and how it can influence the Housing Service Improvement Plan
- concerns over individual cases not being addressed
- the composition of the Change Management Team/appointment of specialists
- tenants satisfaction questionnaire
- performance data on re-letting properties
- progress on discussions with LCC on adaptations performance
- the need to improve the service

The Chairman reminded Members that the Committee was requested to forward its comments on this report to Cabinet. In responding to the above, the Director of Transformation and Strategic Housing Manager reported that Gerald Davies had been appointed as the Interim Change Management Executive on a temporary basis and that Mushtaq Khan has been appointed as the Equality & Diversity specialist.

They went on to report that the tenant satisfaction questionnaire would be rolled out to all contractors which will be completed when a job had been finished and that it was slightly premature to report on performance in relation to the re-letting of properties. Regarding adaptations performance it was noted that further meetings with LCC had been arranged.

The Director of Transformation concluded that it was crucial to ensure service improvement in consultation with tenants and that the first stage of this process was building tenant capacity. She indicated that there was a genuine commitment to improve action to assist service improvement.

RESOLVED: That the report be noted.

**9. ENVIRONMENTAL MANAGEMENT OF TAWD VALLEY PARK**

Further to minute no. 62 of the last meeting of the Committee, consideration was given to the report of the Director of People and Places as circulated and contained on pages 75 – 80 of the Book of Reports on the future environmental management arrangements for Tawd Valley Park.

During the ensuing discussion Members raised concerns over the management plan not being fully implemented and expressed a desire to see an action plan adopted. Further discussion highlighted the effect of the Skelmersdale Town Centre re-development proposals on the future management of Tawd Valley Park.

RESOLVED: A. That the report be noted.

- B. That a further report be submitted to the Committee when information is available in respect of the Council's major service review, site management contracts, and Skelmersdale Town Centre, and how they will impact upon the environmental management of Tawd Valley Park.

**10. MEMBERS ITEMS/COUNCILLOR CALL FOR ACTION (CCFA) PROTOCOL**

Consideration was given to the report of the Director of People and Places as circulated and contained on pages 81-90 of the Book of Reports on the revised protocol for submitting Members Items/Councillor Call for Action (CCfA) in accordance with the provisions in the Local Government and Public Involvement in Health Act 2007.

RESOLVED: That the protocol to be used by Members when submitting Members Items/Councillor Call for Action (CCfA) be adopted and be included in the Constitution.

**11. REVIEW TOPIC FOR 2011/12 AND CONFIRMATION OF WORK PROGRAMME**

Consideration was given to the report of the Director of Transformation as circulated and contained on pages 91-96 of the Book of Reports containing the results of the scoring exercise on topics submitted for consideration.

RESOLVED: A. That the summary of the results of the scoring exercise (Appendix A) be noted and endorsed.

- B. That given the limited number of topics submitted and the substantial workload being undertaken by Housing and Property Maintenance Services, as detailed in paragraph 5.5 of the report, none of the topics identified be reviewed.

- C. That any future topics recommended by Members of the Committee during the course of the year be scored and subject to a satisfactory scoring outcome and resources be considered for inclusion in the work programme for 2011/12.

**12. QUARTERLY PERFORMANCE INDICATORS (JANUARY 2011 TO MARCH 2011)**

Consideration was given to the report of the Director of Transformation as circulated and contained on pages 97-120 of the Book of Reports which advised Members of the performance monitoring data for the quarter ending 31 March 2011.

RESOLVED: That the Council's overall good performance against the indicator set for the quarter ended 31 March 2011 be noted.

**13. \*2010/11 PERFORMANCE AND FUTURE MONITORING**

Consideration was given to the report of the Director of Transformation as circulated and contained on pages 121-141 of the Book of Reports outlining the monitoring data for the 2010/11 corporate suite of performance indicators together with progress towards achieving the Corporate Priorities in 2010/11 via a progress report against the key initiatives of the Corporate Performance Plan 2010/11.

Members were advised of the following amendments to the performance targets arising from the Cabinet Meeting on 14 June 2011:-

WL90 % of Contact Centre Calls answered: (change to) 89%

WL108 – Average waiting time for callers to the Contact Centre: (change to) 44 secs.

WL114 - % LA properties with CP12 outstanding (Gas servicing): change to) 0%

During the ensuing discussion a member proposed the re-introduction of the contact card for Members. In relation to target WL108 the following comments/questions were highlighted

- concerns over the reasons non achievement of target WL 108
- performance targets in relation to the Joint Venture Company
- length and content of the Council's recorded telephone message
- customer satisfaction survey

In his response, the Acting Transformation Manager reported that an adverse weather policy was being prepared and that a customer contact survey was undertaken annually. The Acting Transformation Manager also undertook to investigate the possibility of producing a 'quick guide' to key contacts within the Council.

RESOLVED: A. That Appendices A and B together with the amendments outlined above, be noted.

- B. That the Director of Transformation investigate the production of a contact card.

**14. ITEMS AT THE REQUEST OF A MEMBER/COMMUNITY CALL FOR ACTION**

There were no items under this heading.

**15. ITEMS REFERRED FROM THE MEMBERS UPDATE**

There were no items under this heading.

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CHAIRMAN