

OVERVIEW AND SCRUTINY COMMITTEE
PERFORMANCE AND RESOURCES

MINUTES OF MEETING HELD ON 6 NOVEMBER 2006

Present: Councillors Mrs Y Clarkson (Chair); E Brenan; M McVeigh; A Norwood; R Salkeld; P Watson.

An apology for absence was received from Councillor P Tyson.

Also Present: Councillor A Jacob

Officers: L Murphy, Chief Executive; J Salt, Head of Customer Services; T Capper, Democratic Services Manager; J Murray, Scrutiny Support Officer; L Taylor, Member Services Technical Support Officer

Minutes

The minutes of the meetings held on 20 September 2006 were agreed and signed by the Chair as a correct record.

Arrangement of Agenda

It was agreed that Item 6 would be brought forward as the first item.

OSCPR133 Customer Services Commitments

Members were updated on the latest developments following a meeting of the Chief Executive and the Chairman of this committee to discuss a review of the Customer Service Commitments. The following points were noted

- Consultation with Customers would take place to access what issues Customers feel are important
- The best way to monitor complaints would be identified, and a strategy to apply this across the whole authority
- Wide spread publication of the commitments would take place to make sure that customers are aware of what is expected of us.

Members were informed that the intention was not to change the commitments drastically.

It was suggested that the committee take part in monitoring some of the services available and it was agreed that the Customer Services Manager and the Scrutiny Support Officer would liaise to find the best way forward.

It was AGREED that the outcome from the survey would be reported back to the committee, along with a suggested approach for how the organisation will apply and monitor the Commitments.

OSCPR134 Complaints Monitoring

Members received and noted summaries of compliments, comments and complaints for April-June and July –September 2006.

The Committee stressed the importance of consistency across all departments when identifying and reporting complaints.

The issue of lack of privacy for customers in reception when discussing personal matters was raised. The committee were informed that a pilot scheme would be underway shortly to see new claimants in private and hopefully this would see an improved service for customers.

Members commented on the high percentage of complaints resolved.

OSCPR135 Joint Scrutiny of the Local Area Agreement

The Committee received and noted a report from the Cumbria County Overview Scrutiny Group on the development of a Local Area Agreement.

Members were informed that the group would continue to monitor developments and that the Committee would be kept informed.

OSCPR136 Forward Plan

The forward plan of key decisions to be taken by Executive was received and noted

OSCPR137 Work Plan

The work plan of the Overview and Scrutiny Committees was received and noted. The following additions to the work plan were submitted

- Human Resources Dignity at Work Policy needs completed

- A Review of the Compassionate Leave Policy should be added to the work plan for 2006/07

Concerns were raised that no progress had been made on the restructure review. It was

AGREED that the Restructure review should continue on the work plan, with a view to it being resolved before the end of March and that progress be made on the Asset Management Plan

The Meeting Closed at 3:00pm

Signed:.....

Date:.....