

Report from Overview and Scrutiny

Lead Members: Councillors P Connolly, Mrs Y R T Clarkson, J Kane, Mrs W Metherell

Lead Officer: T Capper

February and March 2008

Since Overview and Scrutiny last reported:

1. Enforcement Services Performance Sub Group

The Safer and Stronger Overview and Scrutiny Committee received the notes of the Enforcement Services Performance Sub Group meeting of 30 January 2008.

The Committee agreed with the recommendations of the Sub Group which were that:

- (A) the performance of the Enforcement Unit in meeting its financial targets during this financial year be welcomed;
- (B) the confidence in the ability of the unit to perform satisfactorily be restored and in the light of this, the in house team should be considered alongside the market testing exercise for the Council's off street parking and markets service;
- (C) careful consideration be given to keeping the enforcement unit in house bearing in mind the control it gives the Council in running this important service and the comprehensive nature of the services that are covered by the unit; and
- (D) the Enforcement Performance Sub Group be wound up.

The Committee further agreed that the two hour limit for disabled parking was not sufficient and that a three hour limit was more appropriate.

The Committee's recommendations are to be considered by the Executive.

2. Drug and Alcohol Abuse

The Safer and Stronger Overview and Scrutiny Committee received a presentation from Peter Rooney, the General Manager of Cumbria Drug and Alcohol Action Team (DAAT) who are the strategic partnership responsible for the delivery of the national drug strategy in Cumbria.

Members were given an overview of how big a problem Drug and Alcohol abuse is in Cumbria, what work is done in Copeland and the plans for the future.

The Committee Members were provided with a copy of the draft document "A Strategy for Tackling Alcohol Problems in Cumbria 2008-11" and invited to submit comments on it to DAAT by 7 March 2008.

3. Joint Authority Scrutiny Working Group West Cumbria Strategic Partnership meeting 21 February 2008

The Overview and Scrutiny Management Committee received the notes of the Joint Authority Scrutiny Working Group, West Cumbria Strategic Partnership meeting held on 21 February 2008.

The Management Committee agreed with the recommendations of the Joint Authority Scrutiny Working Group which were that:

a) Allerdale and Copeland Council be requested to institute an arrangement whereby a report on the outcome from the West Cumbria Joint Leadership Committee meetings be submitted to its full council meetings and Cumbria County Council be requested to institute a similar arrangement to its area committee,

b) the membership of the West Cumbria Strategic Partnership Forum be sent to all members of the group,

c) further consideration be given to the focus of scrutiny in the West Cumbria Strategic Partnership, and

d) further consideration be given to as to the role of locality partnerships involvement in the West Cumbria Strategic Partnership" for consideration.

4. Work Plan Consultation

The Overview and Scrutiny Management Committee considered a report detailing proposed consultation with appropriate stake holders and interested parties on what issues they feel the Council's Overview and Scrutiny Committees should be looking at.

The Committee agreed with the list of consultees with the addition of all Staff and Neighbourhood Forums.

5. Compliments, Comments and Complaints

The Committee received an update from the Head of Customer Services on Compliments, Comments and Complaints received in the first half of the 2007/2008 Municipal Year.

Members were advised that figures may increase due to a change in the reporting process, following the Customer Management System going live on the 1 March 2008, together with Managers being asked to report and feedback all compliments and complaints to the Customer Relations Officer.

The Head of Customer Services was invited to report back in six months time and to include statistics following the introduction of the new telephony system.

6. Site Visits

The Safer and Stronger Communities Overview and Scrutiny Committee had a site visit (to which all members of the council were invited) on Thursday 27 March 2008 to look at Whitehaven Crematorium and the CCTV Monitoring Centre.

A further site visit to the CCTV Monitoring Centre in Workington will be arranged next month.

7. Staff Recruitment and Retention Task and Finish Group

The Staff Recruitment and Retention Task and Finish Group has now met twice and is due to hold at least one other meeting. It is intended that its recommendations will be presented to a future meeting of the Overview and Scrutiny Management Committee.