

OVERVIEW AND SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD ON 3 FEBRUARY 2014 AT 2:00PM

Present: Councillors John Kane (Chair); David Banks; Jackie Bowman; Geoff Garrity; Ian Hill; Sam Pollen; Gilbert Scurrah and Felicity Wilson.

Apologies for Absence: Councillors Eileen Eastwood; Dave Smith and Henry Wormstrup.

Officers: Penny Mell, Head of Policy and Transformation; Julie Betteridge, Head of Regeneration & Community; Debbie Cochrane, Housing Policy Manager and Clive Willoughby, Member Services Technical Support Officer.
Paul Walker, Chief Executive and Tim Capper, Democratic Services Manager for Agenda Items 9, 6, 7 and 8.

Also Present: Louise Barks, Home Group.

OSC 39/13 **Minutes**

The Minutes of the meeting held on 10 January 2014 were signed by the Chairman as a correct record.

OSC 40/13 **Arrangement of the Agenda**

Committee agreed that Agenda item 10 (Home Group Presentation) be taken first, followed by Agenda item 9 (Work Programme).

OSC 41/13 **Home Group Presentation.**

The Housing Policy Manager introduced Louise Barks, Home Group, who had been invited to attend this committee to discuss Customer Satisfaction issues.

Ms Barks began by advising Members that all maintenance work was carried out by Home Group's contractor, Willmott Dixon, then provided an outline of how and when customers are contacted to obtain satisfaction results. Customer satisfaction together with complaint figures were provided, that were Cumbria wide and not specific to Copeland.

Committee was also made aware of the Customer Insight Forum

Members asked a number of questions specific to their wards and generally about the contractor, Willmott Dixon.

Members also asked if there was a list of what constituted an 'emergency' and also for details regarding the membership of Viewpoint.

Home Group were asked to continue attending this committee at regular six month intervals and were also asked if a representative from Willmott Dixon could also be invited.

Ms Barkes was thanked for her attendance.

RESOLVED – That

- a) the presentation be received,
- b) a list of what constitutes an emergency be provided to the Housing Policy Manager for circulation to OSC members,
- c) details of the membership of Viewpoint be provided to the Housing Policy Manager for circulation to OSC members,
- d) Home Group be invited to attend a further meeting in six months and that the invitation be extended to a representative of Willmott Dixon.

OSC 42/13

Work Programme

Members considered the Committee's Work Programme.

During discussion of this item, Members received a brief update from the Chief Executive and the Democratic Services Manager on the Elected Mayor process and were advised that the petition received was in the process of being verified.

It was suggested that a Special Overview and Scrutiny Committee be arranged for Monday 17 February 2014, to which all Members be invited, for this item to be discussed in detail including:-

- a further update on progress, and provided the petition is verified
- Timescales,
- a report on a proposed model, prior to it being put to Full Council at the meeting on 27 February 2014, and
- Purdah restrictions.

Members requested an additional item be added to the Work Programme, being a General update report on the recent Flood and Storm Damage and particularly the damage caused to Whitehaven Harbour.

RESOLVED – that

- a) the Work Programme be noted and updated accordingly,
- b) a Special Overview and Scrutiny Committee be arranged for Monday 17 February 2014, to which all Members be invited, to discuss the Elected Mayor process, and

- c) a update report on the recent Flood and Storm Damage and particularly the damage caused to Whitehaven Harbour be added to the Work Programme and to be an agenda item for the 12 March meeting.

OSC 43/13

Executive Forward Plan

Committee considered the Forward Plan of the Council’s Executive for the period January 2014 – April 2014.

Members expressed a wish to receive an overview of the Home Group Partnership and suggested the Head of Regeneration & Community together with the Portfolio Holder be invited to attend a future meeting of this committee.

RESOLVED – That

- a) the Forward Plan be noted, and
- b) the Head of Regeneration & Community together with the Portfolio Holder be invited to attend a future meeting of this committee to provide an overview of the Home Group Partnership.

OSC 44/13

Report of the Member representative to the Cumbria Health Scrutiny Committee

The Member representative, Councillor Geoff Garrity, together with Councillor Ian Hill provided Members with a verbal update.

Members had accepted an opportunity to visit the new hospital site on 23 January 2014, and reported that they were very impressed with the progress being made and the new facilities that would be available when the new hospital opens.

RESOLVED – that the report be noted.

OSC 45/13

Progress Reports/Final Reports from Public Sector Partner Priority Task Groups

No Items reported at this meeting.

The meeting closed at 4:15 pm

Chairman

Date