

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

MINUTES OF THE MEETING HELD ON 3 AUGUST 2009 AT 1:00PM

Present: Councillors B. Dixon, Chairman; Mrs Y Clarkson; G Garrity;
K Hitchen: J Kane; Mrs W Metherell and P Whalley.

Officers: K Parker, Acting Corporate Director Quality of Life; T Capper, Democratic Services Manager; N White, Scrutiny Support Officer; M Joyce, Customer Relations Officer and C Willoughby, Member Services Technical Support Officer.

Also Present: Councillors G Clements; N Clarkson; F Gleaves; A Jacob; A Mossop; J Prince; C Whiteside; N Williams; Miss E Woodburn and H Wormstrup

Apologies for absence: Councillor Mrs M Docherty; Mrs E Eastwood; R Cole and D Wilson.

MGT 12/09 Minutes

RESOLVED – That the minutes of the meeting held on 6 July 2009 be signed as a correct record.

MGT 13/09 Arrangement of Agenda

Due to the availability of Officers, it was

RESOLVED – that item 9 (Compliments, Comments and Complaints) be taken first, followed by item 10 (Commitments Survey), then item 8 (Place Survey) and item 7 (CoCo) be removed from the agenda.

MGT 14/09 Compliments, Comments and Complaints

Members were provided with details of Compliments, Comments and Complaints by the Customer Relations Officer, for the period April 2009 to June 2009. This showed a total of 25 complaints were investigated through the Council's Comments, Compliments and Complaints procedure, compared to 23 in the first quarter of 2008/09.

During the discussion of this item, Members asked if all departments were using the system and how Members could feed into it. The Committee was advised that further training was available to both staff and Members on request.

Councillor Wormstrup also asked how complaints made to the Mayor should be recorded and this would be investigated by the Democratic Services Manager.

RESOLVED - that

- a) the Compliments, Comments and Complaints report be noted,
- b) Officers be advised to use the Covalent Complaints module to record all comments, compliments and complaints received by their department, and
- c) the Democratic Services Manager be asked to investigate how complaints made to the Mayor should be recorded.

MGT 15/09 Commitments Survey

The Customer Relations Officer presented to the Committee the results of the Customer Commitments Survey exercise which was completed in June 2009.

During discussion of this item, it was suggested that the work in this area be tied up with any work undertaken as a result of the Place Survey results.

RESOLVED – That

- a) the results be publicised,
- b) regular surveys be undertaken,
- c) further reports to OSC as solutions be developed and
- d) work in this area be tied up with the Place survey results.

MGT 16/09 Place Survey

Members received a presentation from the Acting Director, Quality of Life on the Place Survey results and also the IPSOS/MORI presentation. The Committee was also advised that the results in Copeland were taken to the five localities level and these results would be due in early September.

During discussion of this item, members questioned why the results for Parks and Open Spaces were low, yet the parks had achieved National awards. The Borough also has the highest number of Green flag Awards and it was suggested that this was not communicated to the public.

It was further suggested that it is the public perception that needs to be changed and with this aim a Task and Finish Group was proposed.

RESOLVED – That

- a) the presentation be received,
- b) a Task and Finish Group be established to look at the Place Survey Results and communication in relation to the Place Survey. The Task and Finish Group to be Councillors G Garrity, Mrs W Metherell, P Whalley, K Hitchen and Mrs Y Clarkson.

MGT 17/09 Overview and Scrutiny Terms of Reference

The Committee considered a report setting out proposed arrangements for a new Overview and Scrutiny structure and how this could work for the Council with an Overview and Scrutiny Committee, and Task & Finish Groups.

Members expressed concern that there would be insufficient Officer resources and were advised if this occurred the OSC Management Chairman should be informed.

It was also raised that not all Members would be involved.

It was noted that only one Overview and Scrutiny Committee voted for this option.

It was asked how the Scrutiny Leads would be chosen and if this would be on a political basis.

The Committee considered the creation of a register of Members Experience to be a good addition and would assist in getting Members on Task and Finish Groups that they would be interested in.

RESOLVED – that

- a) Full Council be requested to amend the Council's constitution so that the terms of reference of the Overview and Scrutiny Committee be changed to reflect the option set out in this agendas report,
- b) The proposed job description for a Scrutiny Lead member be approved,
- c) If Council agrees this option, the Scrutiny Support Officer be asked to write to all non Executive members of the Council to find out what areas they would be interested in looking at as part of a task and Finish Group,
- d) The Independent Remuneration Panel be asked to consider the effect of these changes and make an appropriate recommendation to Full Council, and
- e) A workshop be arranged in September for all Members of the Council on these changes.

MGT 18/09 **Community Call For Action**

Members received a verbal update on Community Call for Action and the guidance provided by the Cumbria Joint Scrutiny and Overview Group.

RESOLVED - that the update be received.

MGT 19/09 **Work Plan**

Consideration was given to the Work Plan of the Council's Overview and Scrutiny Committees.

During discussion of this item, Members were advised that if the new Overview and Scrutiny structure was agreed, the current Workplan would be revisited.

RESOLVED - that the Work Plan be noted.

MGT 20/09 Time Limit on Meetings

At this point the time limit on meetings was reached. In accordance with Standing Order 13.1.a, it was moved, duly seconded and;

RESOLVED to continue in the normal manner and complete the business remaining on the agenda.

MGT 21/09 Executive Decisions

Consideration was given to the decisions made by the Executive at its meeting on 28 July 2009.

RESOLVED - that the decisions made by the Executive at its meeting on 28 July 2009 be noted.

The meeting closed at 4.10 pm

Chairman.....

Date.....