

OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

MINUTES OF THE MEETING HELD ON 24 APRIL 2009

Present: Councillors P Connolly, Chairman; C Whiteside, Deputy Chairman; Mrs Y R T Clarkson; Mrs M Docherty; Mrs E Eastwood; J Kane; Mrs W Metherell and P Whalley.

Officers: H Mitchell, Head of Policy and Performance; T Capper, Democratic Services Manager; N White, Scrutiny Support Officer and C Willoughby, Member Services Technical Support Officer.

Apologies for absence: None received.

MGT 77/08 Minutes

RESOLVED – That the minutes of the meeting held on 13 March 2009 be signed as a correct record.

MGT 78/08 Quarterly Compliments, Comments & Complaints and Annual Contact Centre Report

Members were provided with an overview of the Quarterly Compliments, Comments & Complaints and Annual Contact Centre Report.

This showed a total of 19 complaints investigated through the Council's Compliments, Comments & Complaints procedure, taking the total number received in the financial year 2008/09 to 93, compared with 121 for the period 2007/08.

During discussion of this item, Members considered the role of Enforcement Officers and acknowledged the difficult job they do. It was suggested they be briefed on the positive messages to be put across to the public.

Members were also keen that litter dropping and dog fouling be targeted in addition to motoring offences.

RESOLVED – that the Quarterly Compliments, Comments & Complaints and Annual Contact Centre Report be received.

MGT 79/08 Forward Plan

The Committee considered the Forward Plan of Key Decisions May 2009 to July 2009.

RESOLVED That the Forward Plan of Key Decisions May 2009 to July 2009 be noted.

MGT 80/08 Work Plan

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

RESOLVED That the Work Plan be noted.

MGT 81/08 Executive Decisions

Councillor P Whalley declared a personal interest in this item due to being a member of Cumbria Valuation Tribunal.

Consideration was given to the decisions made by the Executive at its meeting on 21 April 2009.

RESOLVED That the decisions made by the Executive at its meeting on 21 April 2009 be noted.

MGT 82/08 Vote of thanks

As this is the final meeting of OSC Management to be chaired by Councillor P Connolly it was proposed, seconded and duly agreed that Councillor Connolly be thanked for chairing this committee with fairness and discretion.

The meeting closed at 10:35am

Chairman.....

Date.....