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## **CORPORATE ISSUES SCRUTINY COMMITTEE**

MEETING, 2nd APRIL, 2006

Present – Councillors P. Brierley (Vice Chairman), Ayub, Connell, Mrs. Fairclough, Hollick, Hornby, Peel, J. Silvester, Mrs. Ronson, J. Rothwell, Rushton, and Spencer.

### Also in attendance

Councillor Morris	-	Executive Member for Corporate Strategy and Finance
Councillor White	-	Executive Member for Human Resources and Diversity
Councillor Adia	-	Executive Member for Development
Mr. S Harriss	-	Chief Executive
Mr. S Arnfield	-	Director of Corporate Resources
Mr. D Winstanley	-	Assistant Chief Executive
Mr. D. Grogan	-	Assistant Director of Legal and Democratic Services
Mr. D. Mee	-	Head of Estates
Ms. K. Johnston	-	Consultation and Research Manager
Mr. J. Addison	-	Scrutiny Support Manager
Mr. J. Dearling	-	Scrutiny Support Officer

Apologies for absence were received from Councillors Hussain and D. Wilkinson.

Councillor P. Brierley in the Chair

### **74. MINUTES**

The Committee considered the minutes of the proceedings of the ordinary and budget meetings of the Scrutiny Committee held on 5<sup>th</sup> February, 2007.

Resolved – That the minutes be approved as a correct record.

## **75. THE COMMITTEE'S FORWARD PLAN**

The Director of Legal and Democratic Services submitted the Forward Plan for the submission of items to this Committee.

The document contained details of the key decisions contained within the Executive's and relevant Executive Member's Forward Plan that fell within the remit of this Committee.

Members were informed that the work programme described the items that had been identified by members to be considered by the Committee at future meetings. The Work Programme had been developed through an informal meeting of the Committee in September, 2004, and the proposed issues were approved at the meeting of the Committee in October, 2004.

The report went on to outline the schedule of reports which were on the Council's Forward Plan to appear before the Executive or relevant Executive Members over the coming months. Members were reminded that confirmation of the consideration of these items at the relevant meeting was only available once the agenda for the particular meeting had been despatched, therefore, the report was only intended to act as a guide to future items for consideration.

Resolved – That the report be noted.

## **76. MINUTES OF THE MEETINGS OF THE EXECUTIVE**

The minutes of the proceedings of the meetings of The Executive held on 5<sup>th</sup> and 12<sup>th</sup> February, and 6<sup>th</sup> March, 2007, were submitted

Resolved – That the decisions of The Executive, be noted.

## **77. MINUTES OF THE MEETING OF THE EXECUTIVE MEMBER FOR CORPORATE STRATEGY AND FINANCE**

The minutes of the proceedings of the meetings of the Executive Member for Corporate Strategy and Finance held on 28<sup>th</sup> February and 21st March, 2007, were submitted.

Resolved That the decisions of the Executive Member be noted.

**78. MINUTES OF THE MEETINGS OF THE EXECUTIVE MEMBER FOR HUMAN RESOURCES AND DIVERSITY**

The minutes of the proceedings of the meetings of the Executive Member for Human Resources and Diversity held on 7<sup>th</sup> and 28<sup>th</sup> March, 2007, were submitted.

Resolved – That the decisions of the Executive Member be noted.

**79. MINUTES OF POLICY DEVELOPMENT GROUPS**

The minutes of the proceedings of the following Policy Development Groups were submitted:-

- Corporate Strategy and Finance – 7<sup>th</sup> February, 2007; and
- Human Resources – 14<sup>th</sup> March, 2007

Resolved – That the proceedings of the Policy Development Groups be noted.

**80. CORPORATE RESOURCES DEPARTMENT PERFORMANCE INDICATORS MONITORING REPORT: QUARTER 3 – 2006/07**

The Director of Corporate Resources submitted the Performance Indicators relating to the third quarter 2006/07 for the Corporate Resources Department. The report stated that performance against most of the indicators was generally better than for the same period last year.

Appendix A to the report listed the performance indicators against which performance was measured.

In response to a question, the Director of Corporate Resources advised that he was confident that those targets which influenced Local Area Agreements would be met.

Resolved – That the report be noted.

**81. PUBLIC SATISFACTION OF HANDLING OF COMPLAINTS**

The Committee received a presentation on the outcomes of a general residents survey into the handling of complaints.

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The postal survey was undertaken as a requirement of a Best Value Performance Indicator and the data received was weighted by the Audit Commission to ensure that it was meaningful.

The presentation gave information on the percentage of residents who had made a complaint in the previous 12 months; the reasons why residents were likely to have made a complaint; and the main areas of complaint .

Following the presentation, Members discussed issues around how quickly responses were given to complaints, satisfaction outcomes of complaints and the use of data received from complaints in formulating future Council policy.

Resolved – (i) That the contents of the presentation be noted.

(ii) That the issue of the Council utilising data received from complaints handling in formulating future policy be re-visited as part of a major presentation to be made to all Members of the Council.

### **82. ACCESS TO COUNCIL SERVICES SCRUTINY PANEL – FINAL REPORT**

Access to Council Services Scrutiny Panel.

In all, the Panel made some 15 recommendations under the following The Committee received the final report and recommendations of the headings:-

- Strategic;
- Building and Access Audits;
- Bolton One Stop Shop and Public Access Points;
- Communications; and
- Parking

In discussing the recommendations, Members specifically agreed with the Panel's assertion that providing good access to a building did not in itself make the service accessible. Discussion also ensued around the legality of the practice whereby certain local authorities had bonding arrangements covering the issue of orange badges.

Resolved – (i) That the report and recommendations contained therein be referred to the Executive Member for Corporate Strategy and Finance and the Executive Member for Human Resources and Diversity.

(ii) That the Executive Members for Corporate Strategy and Finance and Human Resources and Diversity be asked to prepare a report setting out their responses to the recommendations contained in the report; such responses to be submitted to this Committee within six months.

(iii) That a copy of the Panel's report be placed in each of the Group Rooms.

(iv) That the Committee place on record its thanks and appreciation to the Panels Members and Officers for producing such a comprehensive and well researched report.

### **83. CAPITAL RECEIPTS MONITORING REPORT**

The Director of Corporate Resources submitted a report which provided details of the actual and anticipated capital receipts figures for 2006/07.

As part of the Council's requirement to support its' Capital Programme, it was necessary to identify and realise capital receipts each year. The useable target for 2006/07 was £3,000,000. Current completions totalled £3,216,983 (£2,785,183 useable) with anticipated receipts still to be completed for the year totalling £1,141,500 (£1,141,500 useable).

The total expected useable receipt for 2006/07 amounted to £3,122,799 which took into account the 2005/06 deficit of £803,884.

Resolved – That the report be noted.

### **84. VOTE OF THANKS**

Resolved – That the Chairman and Vice- Chairman be thanked for the efficient manner in which they have conducted the business of the Committee during the last municipal year.

(The meeting started at 6.00pm and ended at 6.40pm)

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**NOTES**