

25 January 2011

***NOTE: THIS SUMMARY IS NOT THE FORMAL MINUTES OF THE
OVERVIEW AND SCRUTINY COMMITTEE. IT IS INTENDED TO
GIVE EARLY NOTICE OF THE DECISIONS TAKEN.***

***IF YOU REQUIRE FURTHER INFORMATION ON THE PROCEEDINGS AT THE
MEETING PLEASE CONTACT EMMA MILLWARD ON [01926] 456114.***

1. Emergency Procedure

The Emergency procedure for the Town Hall was announced.

***2. Substitutes**

Councillor Ms Dean substituted for Councillor Gill.

***3. Declarations of Interest**

These would be detailed in the minutes.

***4. Minutes**

The minutes of the meeting held on 5 January 2011 were taken as read and signed by the chairman as a correct record.

***5. Comments from the Executive**

The report was noted.

***6. Forward Plan – The Executive Work Plan.**

The report was noted.

***7. Review of the Work Programme**

The report was noted

***8. Discretionary Travel Scheme**

The committee accepted the report and thanked Councillor Barrott and the Task and Finish Group. The Committee also suggested that the Executive consider the following recommendations from the Overview and Scrutiny Committee:

- (1) That any funding for discretionary travel should be used for two additional flexibus routes;
- (2) Recommendation 2 of the report be agreed; and
- (3) Recommendation 3 to be agreed with the inclusion of funding being given for advertising up to the value of £1500.

***9. Economic Development Strategy**

The Committee received verbal feedback from the Councillor Wilkinson updating them on the progress of the Economic Development Strategy.

***10. Executive Agenda (Non-Confidential Items and Reports) – Thursday 26 January 2011**

Item 4 – Declaration of Air Quality Management Area in Coventry Road, Warwick.

The Committee asked for officers to investigate if there was any money available to Warwickshire County Council for works at this section of road from section 106 agreements that had been negotiated when the planning application for Tesco was agreed.

The Committee expressed their concern regarding the time allowed for the Air Quality Action plan to be produced and asked for this to be brought forward earlier if possible. They did however understand that 12 months had been detailed in the report to allow officers time to communicate with Warwickshire County Council.

The Committee also asked that the Executive put pressure on Warwickshire County Council to take notice of the Air Quality Action plans already in place in the District.

Item 5 – Customer Service Centre Performance & Co-location Review

The Committee felt that to agree recommendation 2.1 the performance of the CSC needed benchmarking against other Local Authority's performance and asked that a mystery shopper type exercise be undertaken by Councillors who could then report back the results to the Committee.

The Committee asked that the Service Level Agreement be made to a high standard expected by Warwick District Council but must also be flexible due to the number of calls that may be lost upon changes being made to Housing Benefits and Council Tax.

The Committee felt that the business case should take into account the success of the one stop shops and learn from employing staff who are slightly more senior and that measures should be put in place to encourage staff to stay in the job posts for a longer period of time keeping a high level of knowledge within the service area.

Item 6 – Article 4 Direction in Respect of small HMOs in Leamington Spa

The Committee agreed that the report that had been submitted was excellent and they thanked the officers for their work undertaken. Concern was expressed regarding the time of the length of notice given and would have liked for this to be shorter, however they were aware of the risks that the Council would be under if this was reduced.

(The meeting finished at 8.00pm)