

**Response from the meeting of the Executive on Overview and Scrutiny Committee Comments –
26 January 2011**

Item no.	Title	Requested by	Reason	Comment to Executive	Executive Response
4	Declaration of Air Quality Management Area in Coventry Road, Warwick	The Labour Group The Liberal Democrat Group	Members had questions about an action plan for the area. Because there may be the possibility of improving the situation at that junction by activating an old Section 106 agreement signed by Tesco and how any proposed actions can be implemented without the full support of the County Council.	The Overview & Scrutiny 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	In response to the Committees comments, the Portfolio Holder for Environmental Services, Councillor Coker highlighted that there was no easy solution to this issue and it would need careful consideration. He stated that he was aware of the monies available and agreed that pressure needed to be applied to the County Council to carry out the necessary works. Officers advised with regard to the specifics of the Section 106 agreement relating to Tesco, that this did include a provision for

				<p>that the Executive put pressure on Warwickshire County Council to take notice of the Air Quality Action plans already in place in the District.</p>	<p>junction improvements along the Emscote Road, however, an action plan could only be implemented once the development at Tesco commenced. Discussions had taken place with officers to investigate best practice, specifically involving two tier authorities, to advise members of the practical steps that could be taken to take the scheme forwards.</p> <p>The Executive thanked the Committee for their comments.</p>
5	Customer Service Centre Performance & Co-location Review	<p>The Labour Group</p> <p>The Liberal Democrat Group</p>	<p>Members had questions about disappointing performance and future plans.</p> <p>Because this service is vital to residents of Warwick District, it is particularly important to</p>	<p>The Overview & Scrutiny 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</p>	<p>The Portfolio Holder for Customer and Information Service, Councillor Caborn, addressed members and stated that the transfer of the call centre to the County Council had</p>

			<p>learn from the experience One Stop Shops within the District.</p>	<p>who could then report back the results to the Committee.</p> <p>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 lost upon changes being made to Housing Benefits and Council Tax.</p> <p>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.</p>	<p>proved harder than originally envisaged and part of this was due to the different working ethos of each authority. He agreed to investigate the possibility of benchmarking against other authorities and to circulate his findings to scrutiny committees and all members.</p> <p>The Executive also thanked the Committee for their comments.</p>
6	Article 4 Direction in Respect of small HMOs in Leamington Spa	The Labour Group	Members wished to discuss this as concentration of student accommodation had been a matter of significant concern.	The Overview & Scrutiny Committee agreed that the report that had been submitted was excellent and they thanked the officers for their work undertaken.	The Executive thanked the Committee for their comments.

				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.	
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