
TITLE: **SCRUTINY COMMITTEE REPORT**

Committee: Council

Date: 21 February 2013

Author: John Hill, Chief Executive

[M353]

1.0 ISSUE

1.1 To receive a summary of the items considered by the Scrutiny Committee at its meetings on 7th January, 21st January and 4th February 2013.

2.0 RECOMMENDATION

2.1 That the report be noted.

3.0 SCRUTINY COMMITTEE MEETING - 7th JANUARY 2013

3.1 Call In of a Decision by Development & Transport Committee relating to the Fordham Village Vision

Councillors Joshua Schumann and Tony Parramint called in a decision on the basis that it had contradicted the views of Fordham Parish Council and the Call In would allow its opinion to be put forward. They were also concerned at the effectiveness of the consultation and the issue could prove a dangerous precedent to the Council.

In considering the Call In, the Committee was informed as to the background to the issues from officers and heard the views of representatives of the Parish Council, the Chairman of Development & Transport Committee and a Ward Member.

The Committee concluded that the public consultation had been flawed and considered an option to conduct a further consultation. It acknowledged that more consideration should have been taken of the views of the Parish Council. Therefore it recommended that the decision be referred back to the Development & Transport Committee, which should conduct a further, more focussed, consultation and that the Parish Council be afforded every opportunity to express its views.

4.0 SCRUTINY COMMITTEE MEETING – 21st JANUARY 2013

2013/14-2015/16 Draft Budget

The Committee conducted its annual scrutiny of the Council's proposed budget, taking into account the issues brought up at the Members' Budget Seminar held

on 17th January 2013, including community infrastructure levy, community right to challenge, business rates, the Government grant, earmarked reserves and Council Tax options. A whole host of other issues were considered, which included the future of the handyman service currently provided by Care & Repair, cultural activities, closed churchyards, funding for future investments, the apprenticeship scheme, marketing for Economic Development and the possibility of re-introducing a park-and-ride service.

The Committee agreed to recommend that the park-and-ride service be re-instated initially for one year and that funding for the Council's apprenticeship scheme and Economic Development marketing be increased.

Customer Service Review – Consideration of Draft Improvement Plan

The Committee considered the draft Customer Services final report and improvement plan. The Deputy Chief Executive explained the proposals to integrate the Council's, Anglia Revenues Partnership's and Sanctuary Hereward's service provision in Reception to improve customer service. Stage 1 would be to conduct a management restructuring and Stage 2 would be to explore the opportunities to merge their services.

The existing Customer Relationship Management (CRM) system was now not fit-for-purpose due to performance problems and lack of technical support. A new CRM system would be acquired and the funding for this would be based on its business case.

The Committee recommended that the draft improvement plan be agreed.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 No financial implications associated with this report.

5.2 Equality Impact Assessment (INRA) not required.

6.0 APPENDICES

6.1 None.

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
Scrutiny Committee minutes of the meeting held 7 th January 2013 & 27 th January 2013.	Room 103 The Grange Ely	John Hill Chief Executive (01353) 665555 E-mail: john.hill@eastcamb.gov.uk