

AGENDA ITEM NO. 4

Minutes of the meeting of the Regulatory and Support Services Committee
held in the Council Chamber, The Grange, Nutholt Lane, Ely
on Monday 6th February 2017 at 4:30pm

P R E S E N T

Councillor Anna Bailey (Chairman)
Councillor Christine Ambrose Smith
Councillor David Ambrose Smith
Councillor Sue Austen
Councillor Mike Bradley
Councillor Peter Cresswell
Councillor Julia Huffer
Councillor Carol Sennitt
Councillor Alan Sharp
Councillor Jo Webber

OTHERS PRESENT

Jo Brooks – Director, Operations
Liz Knox – Environmental Services Manager
Andy Radford – Director, Resources
Adrian Scaites-Stokes – Democratic Services Officer
Annette Wade – Customer Services Manager
Dave White – Waste Services Team Leader

79. **PUBLIC QUESTION TIME**

There were no questions received from members of the public.

80. **APOLOGIES AND SUBSTITUTIONS**

No apologies for absence were received.

81. **DECLARATIONS OF INTEREST**

There were no declarations of interest.

82. **MINUTES**

Councillor Anna Bailey noted that the word 'Conservative' on page 6 should have read 'Conservation'. On page 7 the words 'that there would be no material impact' be added after the words "to re-assure them". These proposed amendments were agreed.

It was resolved:

That the Minutes of the meeting held on 23rd January 2017, as amended, be confirmed as a correct record and be signed by the Chairman.

83. **CHAIRMAN'S ANNOUNCEMENTS**

There were no Chairman's announcements.

84. **EXCLUSION OF THE PUBLIC INCLUDING REPRESENTATIVES OF THE PRESS**

It was resolved:

That the press and public be excluded during the consideration of items 7 to 8 because it was likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the items there would be disclosure to them of exempt information of Categories 1, 2 and 6 Part I Schedule 12A to the Local Government Act 1972 (as Amended).

85. **WASTE SERVICE**

The Committee received an exempt report (R205, previously circulated) which planned the waste collection and street cleansing provision beyond the current contract term.

The Waste Services Team Leader reminded the Committee of its previous decisions including the setting up of a working group to consider future service options. A survey of residents' preferences had been carried out, costs for the different options had been compared and a risk register produced. The working group had agreed a set of recommendations, which were set out in the report, and the Committee was asked to approve them for consideration by full Council.

The Chairman thanked the Committee for moving the date of the meeting to allow the recommendations to be considered in time for the February Council meeting, as it was the biggest single contract the Council dealt with. Thanks were also offered to the Director, Resources for his helpful report, to the Waste Services Team Leader who had worked incredibly hard and to the working group for their time and efforts.

Councillor Mike Bradley was supportive of the recommendations, as they would benefit the Council, although there was an outstanding issue that needed addressing. It was disclosed that this would be looked at in the meantime.

Councillor Peter Cresswell endorsed the remarks of the Chairman and thought the recommendations would lead to a first class financial result. It was questioned whether additional information would be available for the full Council meeting relating to the issue mentioned. The Committee was informed

that, although that information would not be, the Council's budget would reflect the potential financial implications.

Councillor Anna Bailey thought the recommendations could allow the Council some flexibility with the future service provision which would be the service the public wanted, as backed up by the survey results.

It was resolved to **RECOMMEND TO COUNCIL:**

That the recommendations in the report be approved.

86. **EXEMPT MINUTES**

It was resolved:

That the Exempt Minutes of the meeting held on 23rd January 2017 be confirmed as a correct record and be signed by the Chairman.

87. **COMPLAINTS MONITORING REPORT**

The Committee received a report (R203, previously circulated) which gave a summary of complaints received during 1st September to 31st December 2016.

The Customer Services Manager reminded the Committee that the central complaints policy had been previously agreed and this was a summary of the complaints since received. Complaints were received at the initial point of contact and dealt with informally if possible. The Appendix to the report showed the numbers of complaints by department. The complaints received which were not under the remit of this Council were forwarded on to the responsible authority.

The types of complaints that had been received related to poor handling of an application, a delay of home adaptation work, registering a new elector, dissatisfaction with a planning application, ongoing waste issues and the development of open spaces. The key findings were listed under paragraph 4.2 of the report.

Councillor Anna Bailey noted that some complaints related to Council processes whilst others related to policies. Policy complaints ought not to be included in the figures as the Committee should be more interested in process and service failures. The number of complaints was very low and it would be useful to compare this against the actual number of calls the Council received over the same period.

Councillor Peter Cresswell was concerned that the number of complaints would be picked up by the press to give a distorted view. He endorsed the Chairman's view that complaints about processes should only be included.

It was resolved:

That the content of the information report be noted.

88. **COMMUNICATION AND PUBLIC RELATIONS FORWARD PLAN**

The Committee received a report (R204, previously circulated) which considered the Council's Communication and Public Relations Services forward agenda plan for February to April 2017.

The Director, Operations, advised the Committee that the 'Be Like Michael, Recycle' campaign had concluded and a winner had been judged. Councillor Julia Huffer and herself would be making a televised presentation to the winner, who had no idea they had won, in front of 450 children. This campaign was to be included as part of the national curriculum to explain the merits of recycling.

An email had been sent to Members to arrange meetings or conversations with the new communications team. So far 25 Members had met, or were due to meet, the team. A follow-up email would be sent to arrange the remainder.

Councillor Peter Cresswell had been delighted to meet the team and show them around the southern part of the district. They were very pleasant and had a positive attitude.

Councillor Mike Bradley offered a note of caution, as the report identified people by name so it should be amended to be more circumspect.

It was resolved:

That the forward agenda plan for the Council's Communication and Public Relations Service for February to April 2017, as per the Appendix attached, be noted.

89. **FORWARD AGENDA PLAN**

Councillor Mike Bradley offered his apologies for the 20th March meeting. Councillor Peter Cresswell offered his apologies for the 24th April meeting.

The Forward Agenda Plan was received.

The meeting closed at 5:05pm.