

Date of Publication of Decision List: 6th April 2016



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

REGULATORY AND SUPPORT SERVICES COMMITTEE – 4th April 2016
DECISION LIST

ITEM NO.	REPORT REF.	Item	ISSUE	DECISION	ACTION BY
7.		Appointments, Transfers, Resignations & Trends	To consider staff appointments, transfers, resignations and trends	It was resolved: That the content of the information report be noted.	Nicole Pema Human Resources Manager
EXEMPT					
9.	Q234	Single Equality Scheme 2016-2020	To consider the Council's revised Single Equality Scheme which has been updated for the period 2016-2020.	It was resolved: That the Council's updated Single Equality Scheme be approved and that consultation commences more widely with Councillors, local residents, community groups, partner organisations, parish councils and other associations.	Nicole Pema Human Resources Manager
10.	Q235	Planning Review	To consider the planning review.	It was resolved: That the contents of the planning review report attached at appendix A be noted.	Jo Brooks Director, Regulatory Services

11.	Q236	Handling of Customer Complaints	To consider the revised Customer Complaints Policy and handling process. To consider the draft Policy for Handling Unreasonable and Unreasonably Persistent Complainants.	<p>It was resolved:</p> <p>(i) That the revised Customer Complaints Policy and handling process be approved, subject to the following amendment:</p> <ul style="list-style-type: none"> Paragraph 4.7 - Relevant Service Leads to receive a copy of any response to the Local Government Ombudsman (LGO) following a LGO complaint; <p>(ii) That the draft Policy for Handling Unreasonable and Unreasonably Persistent Complainants be approved, subject to the following amendments:</p> <ul style="list-style-type: none"> Paragraph 3.2 - Local Member contact details to be offered to the complainant; Appendix A (page 20) – Complaints cutting across different service areas to be responded to as one complaint by the officer in charge; Appendix A (page 21) - The word ‘unimportant’ to be replaced with a more suitable word. 	Annette Wade Customer Services Manager
12.	Q237	Forward Planning for Performance Management Reporting	To consider reporting timescales within the performance management arrangements.	<p>It was resolved:</p> <p>(i) That the current performance management reporting framework be revised, specifically:</p> <ul style="list-style-type: none"> The timetable set out in Appendix A to align the performance reporting with the Council’s budget cycle; The reporting template set out in Appendix B to highlight progress against the agreed baseline and targets. <p>It was resolved TO RECOMMEND TO COUNCIL:</p> <p>(ii) That these revised arrangements, as set out in Appendix A and B be adopted by all relevant Committees.</p>	Hetty Thornton Performance Management Officer

13.	-	Forward Agenda Plan	To consider the Committee's forward agenda plan.	<p>The forward agenda plan was noted, with the following changes:</p> <ul style="list-style-type: none"> • 13th June 2016 – the Home Working Policy Review report to be withdrawn; • 13th June 2016 – the Avoidable Contacts report moved to September's meeting; • 13th June 2016 – the Public relations report to be presented by John Hill, Chief Executive; • 5th December 2016 – add the Update on Complaints report. 	Adrian Scaites-Stokes Democratic Services Officer
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Please Note: These decisions will come into effect on **15th April 2016** unless any 3 Members object and call-in the decision. The call-in must be in writing to the Chief Executive and be received by **12th April 2016**.