

BROMSGROVE DISTRICT COUNCIL

OVERVIEW & SCRUTINY BOARD

January 2012

RECOMMENDATION TRACKER REPORT

1. SUMMARY

This Recommendation Tracker lists all recommendations made by the Scrutiny Board (including Task Group recommendations) until implementation is complete. The Recommendation Tracker should for each recommendation detail the following information:

- whether the recommendation was agreed by Cabinet (the Cabinet Decision),
- the relevant Cabinet Portfolio Holder,
- which department or agencies will be implementing the agreed recommendations;
- when the agreed recommendations are expected to be implemented by; and
- key outcomes resulting from implementation.

Supplementary evidence to show the outcomes achieved, such as exhibits, photographs, commentary or testimony from external agencies and service users is encouraged to be presented to the Board as a presentation.

The recommendations are grouped in date order and by topic.

2. RECOMMENDATIONS

- 2.1 That the Board notes the Quarterly Recommendation Tracker and agrees to the removal of any items which have been completed.

Recommendations by the Overview Board: 1st June 2010

TOPIC:	COMMUNITY INVOLVEMENT IN LOCAL DEMOCRACY TASK GROUP
PORTFOLIO HOLDER:	Cllr Mark Bullivant – Portfolio Holder for Policy, Performance, Communications, Customer Services, Legal, Equalities, Democratic Services and Human Resources
HEAD OF SERVICE:	Claire Felton – Head of Legal Equalities and Democratic Services

*Rec. No.	Cabinet Decision / Recommendations	Implementation to take place by	Tick if completed
1	An Invitation to Attend That the publication of meeting times and venues of the Council, the Cabinet, Overview and Scrutiny and other statutory public meetings be enhanced, with an invitation for the public to attend, including a regular slot publicising meetings in the Together Bromsgrove magazine.	April 2011	Scheduled to appear in the June/July edition
	Cabinet Decision: AGREED by Cabinet 30th June 2010		
	<u>Outcomes</u> We will start doing this in the next edition (March 2011); however, through the Older Person's Directory "Together Bromsgrove Plus" we demonstrated the civic role that residents can play. We did this through a case study of a local councillor Janice Boswell who is also a community champion. We also encouraged older residents to 'Make a Difference' and get involved in local democracy. <u>Update January 2012</u> Awaiting Officer response.		

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9	School Councils That the Council work in partnership with Bromsgrove secondary schools to facilitate the Schools Councils' constitutional arrangements and arrangements for making recommendations to the appropriate local decision making bodies.	April 2011	Ongoing
	Cabinet Decision: AGREED by Cabinet 30th June 2010		
	<u>Outcomes</u> The secondary schools in the District will be approached as part of the establishment of the Children & Young People's Shadow Board (potentially to be called Youth Voice) so the they are represented on the group and can bring forward / take back relevant issues. The Senior Policy & Performance Officer is hoping to meet with the County youth worker that supports the development of School Councils in April, subject to changes to youth services at WCC. <u>Update January 2012</u> Awaiting Officer response		
10	U Decide That the Council investigate the possibility of running a further U Decide or similar event in 2011 to involve young people in making decisions on local projects.	April 2011	Postponed
	Cabinet Decision: AGREED by Cabinet 2010		
	<u>Outcomes</u> As the national funding which was administered by the County Council has been un-ring fenced and as such will not be available for 2011 onwards, we explored the possibility of running a U Decide 'Youth Bank'. It was hoped that this would be a major project for the Youth Voice members, who could take on the role of Bankers. However, the youth worker appointed to support the young people's group will not be in position after March 2011 due to major restructuring of youth		

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	<p>support at WCC. The project will be reviewed at the end of 2011, with the hope that something new could be developed for 2012/13.</p> <p><u>Update January 2012</u></p> <p>Awaiting Officer response</p>		

Recommendations by the Scrutiny Board: 10th June 2010

TOPIC:	Improving Residents' Satisfaction Task Group
PORTFOLIO HOLDER:	Councillor Mark Bullivant - Portfolio Holder for Policy, Performance, Communications, Customer Services, Legal, Equalities, Democratic Services and Human Resources
HEAD OF SERVICE:	

*Rec. No.	Cabinet Decision / Recommendations	Implementation to take place by	Tick if completed
7	<p>That the Council Aim for Excellence with Customer Service, to include Customer First parts 4, 5 and 6 and by providing the relevant training to all staff; and</p> <p>(a) That the Director of Policy, Performance and Partnership and the new Head of Customer Service work together to co-ordinate detailed customer feedback on services from both external and internal customers, which will enable the Council to understand how they are doing, what they must do better, why particular services are not used or why customers may have stopped using the services.</p> <p>Outcomes June 2011 – An internal assessment against the Customer Service Excellence Accreditation criteria has been carried out and this shows that good progress has been made against the various elements of the standard. Due to the ambitious shared service and transformation programme it has been considered sensible to defer going the formal assessment for 12-18 months. This will not stop the Council from pursuing excellent customer service and the transformation methodology will ensure that truly excellent customer service is provided through services which meet the demands of customers.</p>	<p>2011/12</p> <p>(a) September 2011</p> <p>Deferred until 2012/13</p>	

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	<p>At the meeting of the Overview and Scrutiny Board held on 13th June 2011 it was agreed that this item should remain on the tracker.</p> <p><u>October 2011</u> – a further update will be given in early 2012.</p> <p><u>Update – January 2012 (Head of Customer Service)</u> Please see appendix 1 attached.</p>		

Recommendations by the Overview and Scrutiny Board: 5th April 2011	
TOPIC:	OLDER PEOPLES' TASK GOUP – 12 MONTH REVIEW The following recommendations were in addition to those originally set by the Task Group and were as a consequence of the Task Group reconvening for the 12 month review.
PORTFOLIO HOLDER:	Cllr Mrs M. A. Sherrey JP – Portfolio Holder for Community Services, Older People, the Young and Vulnerable People.
HEAD OF SERVICE:	

*Rec. No.	Cabinet Decision / Recommendations		Implementation to take place by	Tick if completed
c	That the Director of Policy, Performance and Partnerships continues to scope the possibility of a handbook for GPs on the health related services that the Council provides and to source possible funding for this.			
	Decision:	AGREED by Overview and Scrutiny Board 5th April 2011		
	<u>Outcomes</u> <u>Update January 2012</u> Awaiting Officer response			

*Rec. No.	Cabinet Decision / Recommendations		Implementation to take place by	Tick if completed
d	That the Portfolio Holder for Older People, the Young and Vulnerable, the Director of Policy, Performance and Partnerships and the Age Well Co-ordinator promote the activities offered for the over 50s via the Parish Council Forum.			
	Decision:	AGREED by Overview and Scrutiny Board 5th April 2011		
	<u>Outcomes</u> <u>Update January 2012</u> Awaiting Officer response			
e	That the Director of Policy, Performance and Partnerships revisit and review the Older Person's Services Directory and mapping exercise during 2012/2013 and considers involving the Parish Council Forum when undertaking this exercise.			
	Decision:	AGREED by Overview and Scrutiny Board 5th April 2011		
	<u>Outcomes</u> <u>Update January 2012</u> Awaiting Officer response			
f	That the Director of Policy, Performance and Partnerships contact the Older People's Forum regarding its help with a mystery shopping exercise specifically on older people's services.			
	Decision:	AGREED by Overview and Scrutiny Board 5th April 2011		

*Rec. No.	Cabinet Decision / Recommendations		Implementation to take place by	Tick if completed
	<u>Outcomes</u> <u>Update January 2012</u> Awaiting Officer response			
g	That the Director of Policy, Performance and Partnerships engages with the Portfolio Holder and the Older People's Forum to look at the possibility of championing a 'Village Agents' project for 2011.			
	Decision:	AGREED by Overview and Scrutiny Board 5th April 2011		
	<u>Outcomes</u> <u>Update January 2012</u> Awaiting Officer response			
h	That the Director of Policy, Performance and Partnerships and the Benefits Services Manager look at including benefits information in the leaflets produced and distributed by Lifeline Officers.			
	Decision:	AGREED by overview and Scrutiny Board 5th April 2011		
	<u>Outcomes</u> <u>Update January 2012</u> Awaiting Officer response			

*Rec. No.	Cabinet Decision / Recommendations		Implementation to take place by	Tick if completed
i	That the Director of Policy, Performance and Partnerships and Climate Change manager look at ways of engaging with specific partner agencies, for information and promoting energy saving ideas for older people and to use any future Older People’s events to promote these ideas.			
	Decision:	AGREED by overview and Scrutiny Board 5th April 2011		
	<u>Outcomes</u> <u>Update January 2012</u> Awaiting Officer response			

Recommendations by the Overview and Scrutiny Board: 25th August 2011

TOPIC:	REVIEW OF RECREATION ROAD SOUTH CAR PARK TASK GOUP
PORTFOLIO HOLDER:	Cllr Mike Webb – Portfolio Holder for Leisure, Cultural Services, Environmental Services and Emergency Planning
HEAD OF SERVICE:	Sue Hanley – Executive Director, Leisure, Environment and Community Services

*Rec. No.	Cabinet Decision / Recommendations		Implementation to take place by	Tick if completed
1	That a PR exercise be carried out to promote the Recreation Road South Car Park (and all other car parks) and to highlight the qualities of the car parks and the benefits of the Pay on Foot system.		March 2012	
	Decision:	AGREED by Cabinet 7th September 2011		
	<p><u>Cabinet Response</u> <i>That officers be requested to report back on the publicity and promotion currently being planned over the next twelve months in relation to encouraging use of Council owned car parks together with the benefits of the Pay on Foot system. It was felt this programme could be reviewed and amended if necessary in the light of the findings of the task group.</i></p> <p><u>Outcomes – Update January 2012 (Environmental Business Development Manager)</u></p> <p>The transfer of the management of the parking section to Wychavon District Council has been delayed by two months and as such discussion with Wychavon</p>			


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	over a publicity campaign has also been delayed. However, it is hoped to have a 12 month publicity and promotion plan for members by the end of April 2012.			
2	That the Standard letter templates used by the Car Parking Team be reviewed to ensure they are in line with the Customer Service Strategy Guidelines.		November 2011	
	Decision:	AGREED by Cabinet 7th September 2011		
	<u>Cabinet Response</u> <i>That the recommendation be agreed and as part of the review to be undertaken, and in line with best practice from other Authorities, an explanation for the issue of the Fixed Penalty Notice be provided to the recipient of the Notice in each case.</i> <u>Outcomes – Update January 2012 (Environmental Business Development Manager)</u> The Standard letter templates have been forwarded to the Customer First Officer to enable her to review them in line with our customer service guidelines. We are also reviewing them with Wychavon District Council who have their own templates as a comparison. It is anticipated that amended standard letters will be in use by the end of January 2012.			
3	That the Pay on Foot system be expanded to other car parks wherever possible.		Refused by Cabinet - No action to be taken	
	Decision:	REFUSED by Cabinet 7th September 2011		
	<u>Cabinet Response</u> <i>That the benefits of the Pay on Foot system be fully acknowledged, however in</i>			

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	view of the Town Centre regeneration project which includes a comprehensive traffic management review, it would be premature to consider the introduction of a Pay on Foot system on other car parks at this stage. <u>Outcomes</u> N/A			
4	That free car parking be provided (in all car parks) all day on a Sunday in order to encourage people to visit the Town Centre.		Refused by Cabinet - No action to be taken	
	Decision:	REFUSED by Cabinet 7th September 2011		
	<u>Cabinet Response</u> That the operation of the car parking service would be reviewed as part of the Shared Services and Transformation Programme and matters such as the structure of car parking fees would be considered as part of that review. It was acknowledged however that the financial implications of this recommendation would inevitably be a significant issue. <u>Outcomes</u> N/A			
5	That free car parking be provided (in all car parks) after 7.00 p.m. in order to encourage people to visit the Town Centre.		Refused by Cabinet - No action to be taken	
	Decision:	REFUSED by Cabinet 7th September 2011		
	<u>Cabinet Response</u> That the operation of the car parking service would be reviewed as part of the Shared Services and Transformation Programme and matters such as the structure of car parking fees would be considered as part of that review. It was			

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	<p><i>acknowledged however that the financial implications of this recommendation would inevitably be a significant issue.</i></p> <p><u>Outcomes</u> N/A</p>		

Recommendations by the Overview and Scrutiny Board: 27th September 2011

TOPIC:	REDUCTION IN BUS SERVICES TASK GROUP
PORTFOLIO HOLDER:	Cllr Margaret Sherrey – Portfolio Holder Community Services, Older People, the Young and Vulnerable People
HEAD OF SERVICE:	N/A

*Rec. No.	Cabinet Decision / Recommendations	Implementation to take place by	Tick if completed		
1	<p>That, within the Council Constitution, the Corporate Delegations in respect of Consultation documents be amended as follows: <i>“<u>Detail 2.</u> To respond to consultations by the County Council. <u>Delegated to 2.</u> Those consultations routinely go to full Council for debate. However, where there are timescales or other issues which would prevent this, then the Chief Executive responds, in consultation with the relevant Ward Members.”</i> In order to ensure that any future consultations undertaken at County Council level receive a co-ordinated response from the Council.</p> <table><tr><td>Decision:</td><td>AGREED by Cabinet 5th October 2011</td></tr></table> <p><u>Cabinet Response</u></p> <p>(a) <i>that the spirit of the recommendation be approved but that officers be requested to report back to Overview and Scrutiny Board with suitable wording in order to amend the Constitution; and</i></p> <p>(b) <i>that it be ensured that the amendment to the Constitution recognises that there may be occasions when this Council is not consulted formally by the</i></p>	Decision:	AGREED by Cabinet 5th October 2011		
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*Rec. No.	Cabinet Decision / Recommendations	Implementation to take place by	Tick if completed	
	<p><i>County Council on proposals but which Members may still wish to debate at Council by way of a Notice of Motion.</i></p> <p><u>Outcomes</u> Update January 2012 – the relevant amendment to the Constitution will be processed through the Cabinet minutes submitted to the full Council to be held on 18th January 2012.</p>			
2	That the Council support Worcestershire County Council by contacting the bus operators, Black Diamond and Johnsons Coaches, to make representations for the 204 service to be reinstated and for clarification on the future of the X50 service.			
	Decision:			AGREED by Cabinet 5th October 2011
	<p><u>Cabinet Response</u> <i>That the recommendation be supported but that in order that there is a specific point of contact on this matter, the letter be sent to the Portfolio Holder for Transport at the County Council rather than the bus operators.</i></p> <p><u>Outcomes</u> January 2012 - Details to follow.</p>			

Resolved by the Overview and Scrutiny Board: 27th September 2011

TOPIC:	FLY POSTING
PORTFOLIO HOLDER:	Cllr Margaret Sherrey – Portfolio Holder Community Services, Older People, the Young and Vulnerable People
HEAD OF SERVICE:	Sue Hanley – Executive Director, Leisure, Environment and Community Services

*Min. No.	Resolved	Implementation to take place by	Tick if completed
45/11	(a) That the Senior Community Safety Project Officer be formally asked to address the issue of fly posting in the district in line with the Council's policy and procedure; and (b) that the item be placed on the Overview and Scrutiny Board's Recommendation Tracker for monitoring purposes.	To be monitored through the Tracker on a 3 monthly basis.	
	<p><u>Outcomes</u> Update to be given to the Board meeting in January 2012.</p> <p><u>Update – January 2012 (Head of Community Services)</u></p> <p>The Enforcement Strategy Group has been considering this matter. The policy referred to in the Minutes is substantially out of date and the Senior Community Safety Project Officer has drafted an initial refresh which has identified a number of procedural gaps that will need to be resolved. Meetings with the Head of</p>		

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	<p>Planning and Regeneration and the Environmental Services Manager have been set up to begin dealing with some of the issues identified. It should be noted that whilst this policy work is being carried out robust enforcement of fly posting is still taking place. Wardens continue to remove posters where there is no contact information available and where there is, the culprits are receiving verbal and written warnings and information about how to advertise businesses appropriately.</p> <p>A more detailed response will be available for the Board's February meeting if required.</p>		