

- 1 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 19TH NOVEMBER 2012

ITEM	GENERAL COMMENTS	ACTION	OFFICER DEALING	DATE REQUIRED BY	RESPONSE PROVIDED AND DATE PROVIDED
<p>Item 4: Making Experiences Count - Quarterly Complaints Report</p>	<p>The Board received a report on the quarterly Making Experiences Count Complaints and Compliments Report.</p>	<p>The following actions were agreed:</p> <ul style="list-style-type: none"> a) Clarification on the legal requirements concerning operational start times for waste and recycling collection teams. b) Clarification as to whether operational staff had received NVQ training as suggested by the Refuse and Recycling Task Group in 2008/09. c) A representative of the Environmental Team attending future meetings of the Board when this report was being considered in order to respond to specific questions about waste collection and recycling services. 	<p>Head of Environmental Services/ Environmental Services Manager</p>	<p>As soon as possible.</p>	<p>COMPLETED - Information provided by email 05/12/12</p> <p>COMPLETED - Information provided by email 05/12/12</p> <p>COMPLETED - Information provided by email 05/12/12</p>

- 2 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 19TH NOVEMBER 2012

		d) The potential for further information about transformation to be provided to the Board.	The Head of Business Transformation.		
O/S from meeting held on 22nd October 2012					
Item 4: Presentation – Transformation Performance Reporting	The Board received a presentation on the proposed revised arrangements for performance reporting.	<p>The following actions were agreed:</p> <p>a) Officers were asked to clarify the costs to the Council of the Policy Team’s work on monitoring service performance; and</p> <p>b) Members requested that Portfolio Holders be invited to attend meetings of the Board when performance information is due to be considered.</p>	<p>Director of Finance and Corporate Resources and the Head of Business Transformation.</p> <p>Democratic Services Officers (DSOs) to note accordingly.</p>	<p>Not specified.</p> <p>Ongoing</p>	
O/S from meeting held on 10th September 2012					
Item 10: Car Parking – Decline in Usage/ Marketing Campaign Report	The Board received a briefing paper in respect of the decline in car park usage in the town centre and a marketing campaign to increase usage, which had been	Members commented that collecting usage figures on a monthly rather than quarterly basis could more clearly identify patterns	Head of Environmental Services/ Environmental Services Manager	Not specified	COMPLETED - Information provided by email 05/12/12

- 3 - ACTION SHEET: BROMSGROVE OVERVIEW AND SCRUTINY BOARD 19TH NOVEMBER 2012

	prepared following the Board's request at the meeting held on 16th July 2012.	that could then be appropriately acted upon – Officers agreed to consider this option.			
Item 12: Quarter 1 1st April to 30th June 2012 Finance Monitoring Report	The Board considered the Finance Monitoring Report which details the Council's financial position for the April-June 2012 period.	Officers agreed to provide a breakdown of the financial figures for car parking and related fines.	Financial Services Manager	Not specified	
O/S from meeting held on 16th July 2012					
Item 4: Joint Service Review – The Future Configuration of Acute Services in Worcestershire	The Board received a presentation from representatives of the Worcestershire Acute Health Trust (WAHT) regarding the current joint service review. A couple of additional pieces of information were requested for the Board's consideration.	Officers requested that written responses be provided by the WAHT representatives in response to the Board's questions and circulated for Members' consideration.	Democratic Services Officer (DSO)	Not specified Email sent to WHAT 19/11/12 – response awaited.	Expected to be available in November 2012.
Item 6: Corporate Performance Monitoring Report Quarter four 2011/12		Members raised concerns about a decline in performance in the number of invoices paid by the Council within 30 days of receipt. Officers were asked to circulate further information about this situation for Members' consideration.	Director of Finance and Corporate Resources, Head of Finance and Resources and Financial Services Manager.	Not specified	