

BROMSGROVE DISTRICT COUNCIL

SCRUTINY BOARD

10th June 2010

IMPROVING RESIDENTS' SATISFACTION TASK GROUP

Relevant Portfolio Holder	Councillor R. Smith
Relevant Head of Service for Overview and Scrutiny	Claire Felton – Head of Legal, Equalities and Democratic Services
Task Group Chairman	Councillor S. R. Colella
Non-Key Decision	

1. SUMMARY OF PROPOSALS

- 1.1 To consider the findings and recommendations contained within the attached report relating to the scrutiny investigation undertaken by the Improving Residents' Satisfaction Task Group.

2. RECOMMENDATIONS

- 2.1 Members are requested to:
- (a) consider and approve the attached report and the recommendations contained within it; and
 - (b) submit the attached report to the Cabinet for approval.

3. BACKGROUND

- 3.1 At the Meeting of the Scrutiny Board on 27th October 2009, it was decided a Task Group would be established to scrutinise improving residents' satisfaction with the Council and that Councillor S. R. Colella would be appointed as Chairman.
- 3.2 The full terms of reference were approved by the Scrutiny Board at its meeting held on 24th November 2009 when membership of the Task Group was also agreed. The full terms of reference are detailed in **Appendix 1** of the report.
- 3.3 The 'draft' recommendations were presented to the Corporate Management Team meeting on 1st June 2010 requesting comments and feedback.

4. KEY ISSUES

- 4.1 Overview and scrutiny is a key part of the Council's democratic decision making process and enabled non-executive Members of the Council to put forward recommendations for policy development, policy review and service improvement.

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5. FINANCIAL IMPLICATIONS

- 5.1 The financial and resource implications of the recommendations are detailed in the Summary of Recommendations of the report (pages 6 – 9).

6. LEGAL IMPLICATIONS

- 6.1 There are no legal implications relating to this report.

7. POLICY IMPLICATIONS

- 7.1 Overview and Scrutiny recommendations that are agreed by the Cabinet and/or full Council will become Cabinet Decisions and Council policy.

8. COUNCIL OBJECTIVES

- 8.1 This report links to the Council's Objectives of Improvement and One Community.

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

- 9.1 The risk of not implementing the recommendations contained within the attached Scrutiny report is that this Council does not continue to improve the services for residents and in particular, customer service standards.

10. CUSTOMER IMPLICATIONS

- 10.1 If the recommendations were approved and implemented, residents living in Bromsgrove District would benefit from improved customer service, which would have an emphasis on customer satisfaction.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

- 11.1 There are no implications directly relating to this report for the Council's Equalities and Diversity Policies.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

- 12.1 There are no value for money implications directly relating to this report.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

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13.1 None

14. HUMAN RESOURCES IMPLICATIONS

14.1 None for the purpose of this report.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

15.1 None for the purpose of this report.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

16.1 None for the purpose of this report.

17. HEALTH INEQUALITIES IMPLICATIONS

17.1 None for the purpose of this report.

18. LESSONS LEARNT

18.1 None for the purpose of this report.

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

19.1 Not relevant to this report.

20. OTHERS CONSULTED ON THE REPORT

Portfolio Holder	Yes
Chief Executive	Yes
Executive Director (S151 Officer)	Yes
Executive Director – Leisure, Cultural, Environmental and Community Services	Yes
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	Yes

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Head of Service	Yes
Head of Resources	Yes
Head of Legal, Equalities & Democratic Services	Yes
Corporate Procurement Team	No

21. WARDS AFFECTED

All wards

22. APPENDICES

Appendix A – Draft Improving Residents’ Satisfaction Task Group Report

23. BACKGROUND PAPERS

None

24. KEY

AUTHOR OF REPORT

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