

## BROMSGROVE DISTRICT COUNCIL

# **CABINET**

30th June 2010

### **IMPROVING RESIDENTS' SATISFACTION TASK GROUP REPORT**

Relevant Portfolio Holder	Councillor R. D. Smith
Relevant Head of Service for Overview and Scrutiny Boards	Mrs. Claire Felton – Head of Legal, Equalities and Democratic Services
Non-Key Decision	

#### **1. SUMMARY OF PROPOSALS**

- 1.1 The purpose of this report is to allow Cabinet to consider the findings and recommendations of the attached Scrutiny Board Task Group report.

#### **2. RECOMMENDATIONS**

- 2.1 The Cabinet is requested to:
- (a) consider the attached Scrutiny Board report (Appendix 1) and recommendations contained within it;
  - (b) to either agree, amend or reject each of the Scrutiny Board recommendations contained in the report;
  - (c) provide an Executive Response to the Scrutiny Board report and recommendations, which may include an Action Plan to summarise how and when each of the agreed recommendations will be implemented;
  - (d) request the Portfolio Holder in consultation with appropriate officers to indicate the expected implementation dates, as appropriate.

#### **3. BACKGROUND**

- 3.1 The Improving Residents' Satisfaction Task Group was commissioned by the Scrutiny Board on 27th October 2009. Councillor S. R. Colella was appointed Chairman of the Task Group.
- 3.2 The objectives of the Improving Residents' Satisfaction Task Group were to gain:
- An understanding of the statistics behind the current levels of satisfaction;
  - An understanding of good practice in delivery and high levels of satisfaction;
  - Understand the causes of dissatisfaction for particular customer segments; and
  - Identify solutions based on further research.

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- 3.3 The full terms of reference for the Task Group investigation are contained within the attached Task Group report.
- 3.4 The Task Group report and recommendations were agreed by the Overview Board at its meeting on 10th June 2010 and referred to Cabinet for consideration.

#### **OVERVIEW AND SCRUTINY RECOMMENDATIONS**

- 3.5 Overview and Scrutiny committees do not have decision making powers but make recommendations to the Cabinet and other decision makers. Overview and Scrutiny recommendations are published and presented to the Cabinet in accordance with Part 14.1 of the Council Constitution.
- 3.6 Upon consideration of the recommendations the Cabinet is requested to provide an Executive Response and executive decision in respect of each recommendation.
- 3.7 The recommendations of the Task Group are summarised on page 6 of the Task Group report attached at Appendix 1.

#### **THE EXECUTIVE RESPONSE**

- 3.8 The Cabinet is asked to provide an Executive Response to the Scrutiny Board report and recommendations and to either agree, reject or amend each of the recommendations set out in the report. The relevant portfolio holder(s) are also requested to present the Executive Response to the meeting of the Scrutiny Board on 28th September 2010.
- 3.9 The Executive Response should provide clarity about what executive decisions are being made by Cabinet in respect of each recommendation. The Executive Response should also provide a target implementation date or timetable to clarify when each agreed scrutiny recommendation will be implemented.
- 3.10 The Executive Response presented to the Scrutiny Board may include an Action Plan to summarise:
- the Cabinet decision,
  - the service(s) responsible for implementation,
  - any key stages of the implementation process with key dates, and
  - the target implementation date.

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This will enable the Scrutiny Board to monitor the implementation of agreed recommendations effectively.

- 3.11 The Cabinet Decisions made in respect of Overview and Scrutiny recommendations will be monitored and reviewed by the Scrutiny Board to check on how they are being implemented, until each of the recommendations have been fully implemented.

#### **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.

#### **5. FINANCIAL IMPLICATIONS**

- 5.1 The financial and resource implications are detailed in the draft report for each recommendation.

#### **6. LEGAL IMPLICATIONS**

- 6.1 There are no legal implications for the purpose of this report.

#### **7. POLICY IMPLICATIONS**

- 7.1 There are no policy implications for the purpose of this report.

#### **8. COUNCIL OBJECTIVES**

- 8.1 Council Objective Two – Improvement and Council Objective Three – One Community.

#### **9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS**

- 9.1 None for the purpose of this report.

#### **10. CUSTOMER IMPLICATIONS**

- 10.1 The Task Group aim to improve residents' satisfaction with the Council and its services.

#### **11. EQUALITIES AND DIVERSITY IMPLICATIONS**

11.1 None for the purpose of this report.

**12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT**

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

**13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY**

13.1 None for the purpose of this report.

**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 The Overview and Scrutiny process is a vehicle for community and stakeholder engagement.

**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	Yes
Chief Executive	Yes

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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
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 1 – Improving Residents’ Satisfaction Task Group Report

**23. BACKGROUND PAPERS**

None

**24. KEY**

None

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