

BROMSGROVE DISTRICT COUNCIL

MEETING OF THE CABINET

WEDNESDAY, 6TH OCTOBER 2010 AT 6.00 P.M.

PRESENT: Councillors R. Hollingworth (Chairman), G. N. Denaro (Vice-Chairman), Dr. D. W. P. Booth JP, Mrs. M. A. Sherrey JP, R. D. Smith, M. J. A. Webb and P. J. Whittaker

Observers: Councillors S. R. Colella, D. L. Pardoe and C. B. Taylor

Officers: Mr. K. Dicks, Ms. S. Hanley, Ms. A. de Warr, Ms. J. Carstairs and Ms. R. Cole

59/10 **APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor Mrs. J. Dyer M.B.E.

60/10 **DECLARATIONS OF INTEREST**

No declarations of interest were received.

61/10 **MINUTES**

The minutes of the meeting held on 8th September 2010 were submitted.

RESOLVED that the minutes be approved as a correct record.

62/10 **PROPOSED HEWELL GRANGE CONSERVATION AREA**

The Cabinet considered a report on the proposed designation under the Planning (Listed Buildings and Conservation Areas) Act 1990, of a new Conservation Area centred on the Hewell Estate including HMP Hewell and the village of Tardebigge. A schedule of the properties to be included within the Conservation Area and a summary of the comments which had been received in response to the consultation process were attached to the report as appendices.

Members supported the proposal to designate Hewell as a Conservation Area. It was also noted however that as referred to in section 4.4 of the report, there was a possibility of applying additional protection to properties which currently retain historic leaded windows. The Conservation Officer stated that the application of an Article 4 (2) direction would require a further consultation process to be undertaken and a report would need to be submitted to the Cabinet following this.

Following discussion, it was

RESOLVED:

- (a) that the designation of a new Hewell Grange Conservation Area as described in the report and appendices be approved; and
- (b) that officers be requested to commence the necessary public consultation procedure in order to apply an Article 4 (2) direction in respect of properties within the new Conservation Area with historic leaded windows.

63/10 **OVERVIEW BOARD**

The minutes of the meeting of the Overview Board held on 31st August 2010 were submitted.

RESOLVED:

- (a) that the minutes be noted; and
- (b) that consideration of the recommendations contained at Minute No. 26/10 relating to the Joint Climate Change Strategy be deferred until the Joint Strategy is considered by the Cabinet.

64/10 **JOINT OVERVIEW AND SCRUTINY BOARD**

The minutes of the meeting of the Joint Overview and Scrutiny Board held on 31st August 2010 were submitted.

RESOLVED that the minutes be noted.

65/10 **PERFORMANCE MANAGEMENT BOARD**

The minutes of the meeting of the Performance Management Board held on 20th September 2010 were submitted. Members noted that some of the issues considered under Minute No. 24/10 had already been addressed or were matters for the Audit Board.

RESOLVED:

- (a) that the minutes be noted; and
- (b) that in relation to Minute No 24/10, recommendation (a) be noted and recommendations (b) and (c) be approved.

66/10 **WORCESTERSHIRE SHARED SERVICES JOINT COMMITTEE**

The minutes of the meeting of the Worcestershire Shared Services Joint Committee held on 9th September 2010 were submitted. It was noted that the Joint Committee had recommended that each Member Authority adopt the fees and charges in respect of private water supplies.

RESOLVED that the minutes be noted.

RECOMMENDED that the following fees and charges in respect of private water supplies be adopted:

Risk Assessment	£40 per hour (up to £500 maximum)
Investigation (each investigation)	£40 per hour (up to £100 maximum)
Granting an Authorisation	£100 maximum
Sampling (each visit)	£100 maximum
Analysing a sample	
- taken under regulation 10 (small supplies)	£ 25 maximum
- taken during check monitoring	£100 maximum
- taken during audit monitoring	£500 maximum

67/10 **VERBAL UPDATES FROM THE LEADER AND/OR OTHER CABINET MEMBERS ON ANY RECENT MEETINGS ATTENDED IN AN EX-OFFICIO CAPACITY**

The Leader reported on a Meeting of West Midlands Councils he had attended and referred to issues arising from the meeting.

Councillor Mrs. M. A. Sherrey JP reported on her attendance at the Older People's Day and the Bromsgrove Citizens Advice Bureau AGM.

68/10 **COUNCIL PLAN 2011-2014 PART 1**

Members considered a report on the Council Plan 2011-2014 Part 1 which re-confirmed the Council's vision and priorities together with areas of focus for the forthcoming service business planning process and budget round. It was noted there were a small number of amendments to be made

Following discussion it was

RECOMMENDED:

- (a) that the Council's vision and priorities as set out in 6.1 to 6.4 of the appendix to the report be reconfirmed;
- (b) that the analysis of the Council's national, regional and local context be noted; and
- (c) that based on this context the areas of focus for the forthcoming budget round as set out in 6.5 of the appendix to the report be approved.

69/10 **REVISED CUSTOMER FEEDBACK POLICY**

The Leader welcomed the Head of Customer Services, Amanda de Warr to her first Cabinet meeting.

Members considered a report on proposed changes to the Corporate Customer Feedback Policy.

It was noted that the changes were intended to provide a more effective means for a customer to submit comments, compliments and complaints about Council services or staff. It was anticipated that the alterations would result in a more streamlined process which would be simpler for the customer to access and for staff to administer. It would also ensure a consistent approach was adopted by officers when dealing with customer feedback.

The Head of Customer Services reported that under the new process complaints would be dealt with at Head of Service level in the first instance and that in many cases this would obviate the need for customers to re-iterate the complaint a number of times.

In response to questions from Members it was stated that the system for the monitoring of complaints would be developed and that feedback and information on trends would be available. This was valuable in understanding customers and informing what services were provided in the future.

Following discussion it was

RESOLVED that the revised Corporate Customer Feedback Policy, as set out in the appendix to the report be approved.

The meeting closed at 7.11 p.m.

Chairman