

Customer Overview and Scrutiny Panel

Wednesday, 5 October 2005

Present: Councillor Mrs Walsh (Chair) and Councillors Mrs D Dickinson, Miss Molyneaux, Russell, E Smith, Mrs J Snape and Snow

Also in attendance: Councillor D Gee

05.CUS.50 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors M Lees and Malpas.

05.CUS.51 DECLARATIONS OF ANY INTERESTS

No interests were declared.

05.CUS.52 MINUTES

RESOLVED – That the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 7 September 2005 be confirmed as a correct record and signed by the Chair.

05.CUS.53 CUSTOMER OVERVIEW AND SCRUTINY BUSINESS PLAN MONITORING REPORTS APRIL - JULY 2005

The Panel received the Business Plan Monitoring Statements for April to July 2005 for Property Services, Information Communications Technology Services and Customer, Democratic and Office Support Services. The respective Service Unit Heads gave a summary for their Unit and responded to queries from Members.

RESOLVED – That the Business Plan Monitoring Statements for April to July 2005 for Property Services, Information Communications Technology Services and Customer, Democratic and Office Support Services be noted.

05.CUS.54 ANALYSIS OF COMPLAINTS TO THE CHIEF EXECUTIVE AND LOCAL GOVERNMENT OMBUDSMAN 2004/05

The Head of Corporate and Policy Services presented a report to the Panel providing an analysis of complaints referred to the Chief Executive and the Local Government Ombudsman in 2004/2005.

The Panel considered the complaint s procedure and noted that complaints made to individual Services would be recorded by the Customer Relationship Management (CRM) system to be introduced as part of the ongoing development of the Contact Centre.

Members noted that there had been no findings of maladministration and highlighted that the timescales for dealing with complaints had improved. Some complaints were of a complex nature increasing the time needed to investigate the complaint.

RESOLVED

- 1. That the report be noted,**
- 2. That a further report be presented to the Panel in six months.**

05.CUS.55 SMOKING IN PUBLIC PLACES - CONSULTATION DOCUMENT

The Panel considered a consultation paper on the "Smokefree elements of the Health Improvement and Protection Bill" as requested by the Overview and Scrutiny Committee. A draft response to the paper was enclosed with the Panel's agenda.

The Panel AGREED to note the draft response.

05.CUS.56 DECRIMINALISATION OF PARKING ENFORCEMENT INQUIRY - COLLECTING EVIDENCE

The Panel considered the following items as part of the ongoing Decriminalisation of Parking Enforcement Inquiry.

05.CUS.57 DISCUSSION WITH ACCOUNTANT FOR DPE FROM FINANCE UNIT

This item was deferred to a future meeting of the Panel with the consent of the Chair.

05.CUS.58 INFORMATION ON THE MOBILE PARKING ATTENDANT PATROL BEAT

The Parking Manager presented information on the patrol beat undertaken by the mobile Parking Attendant. Requests could be made for the mobile patrol to visit specific locations. People who had parked in contravention did move their vehicles if they saw the mobile patrol.

The Panel noted that zig zag areas in front of schools could not currently be enforced.

RESOLVED –

- 1. That the Panel recommend that a blanket Traffic Regulation Order be passed to make parking on zig zag lines in front of schools enforceable,**
- 2. That the Panel recommend a letter be sent to all Parish Councils querying if they have any areas they wish the mobile patrol to visit,**
- 3. That a further report be presented to the Panel outlining how often areas were visited by the mobile patrol.**

05.CUS.59 TO CONSIDER QUESTIONS TO BE ASKED AT THE SITE VISIT

The Panel discussed the arrangements for the upcoming site visit to Sefton Borough Council and considered several questions to be asked.

RESOLVED – That the Democratic Services Officer write and confirm the details of the site visit to the Panel Members.

05.CUS.60 TO CONSIDER DATES TO INTERVIEW IDENTIFIED WITNESSES

This item was deferred to the next meeting of the Panel with the consent of the Chair.

05.CUS.61 INQUIRY DOCUMENTATION

RESOLVED – That the Inquiry documentation be noted.

05.CUS.62 OVERVIEW AND SCRUTINY WORK PROGRAMME

RESOLVED – That the Work Programme be noted.

Chair