

Customer Overview and Scrutiny Panel

Wednesday, 22 March 2006

Present: Councillor Mrs S Walsh (Chair) and Councillors A Cullens, Mrs D Dickinson, P Malpas, Miss J Molyneux, G Russell, E Smith, Mrs J Snape and C Snow

Also in attendance: Councillors Mrs I Smith

06.CUS.27 APOLOGIES FOR ABSENCE

An apology for absence was submitted on behalf of Councillors Mrs M Lees.

06.CUS.28 DECLARATIONS OF ANY INTERESTS

No interests were declared.

06.CUS.29 MINUTES

RESOLVED – That the minutes of the meeting of the Customer Overview and Scrutiny Panel held on 1 March 2006 be confirmed as a correct record and signed by the Chair.

06.CUS.30 STANDARDS FOR BETTER HEALTH DECLARATION - CHORLEY AND SOUTH RIBBLE PRIMARY CARE TRUST

The Panel welcomed the Director of Clinical Governance, Sally Fletcher and the Organisational Development Manager, Paul Neild from Chorley and South Ribble Primary Care Trust.

Sally presented a letter from the Healthcare Commission enclosing a briefing note on how to make comments for the annual health check and the Trust Self-Declaration.

Sally explained that since the draft declaration that was considered by the Panel in September 2005 an action plan had been ongoing to provide assurance that the outstanding areas were compliant with the required standards. There were four areas where further evidence was needed to enable the Board to give the required assurance, clinical supervision, emergency planning, healthcare premises and patient information. Further information on any of the areas could be requested from the Primary Care Trust.

The benefits of engagement with local partners and Patient and Public Involvement Forums were noted. It was noted that the Primary Care Trust was currently undergoing reconfiguration.

RESOLVED

- 1. To thank the Director of Clinical Governance, Sally Fletcher and the Organisational Development Manager, Paul Neild from Chorley and South Ribble Primary Care Trust for their report and attendance,**
- 2. To note and support the Standards for Better Health General statement of compliance.**

06.CUS.31 FRIDAY STREET CAR PARK - DISCUSSION ITEM

In response to a request from the Overview and Scrutiny Committee the Panel considered the findings presented by officers relating to problems caused by lorries on Friday Street car park.

Officers explained that 31 replies had been received from 67 of the residents in the area who were written to, with 2 respondents who complained of disturbance. The issue of litter and a lack of toilet facilities had been raised by other respondents.

RESOLVED –

- 1. That officers investigate a lack of toilet facilities on Friday Street Car Park and the issue of litter,**
- 2. To present an update to a future meeting of the Panel.**

06.CUS.32 DISCUSSION WITH LEGAL SERVICES

The Panel discussed the outstanding issues in relation to the agency agreement with the Deputy Director of Legal Services.

RESOLVED – That a recommendation be made that officers resolve the outstanding issues in relation to the agency agreement as soon as possible.

06.CUS.33 CONSIDERATION OF THE NOTES FROM THE SITE VISIT TO SEFTON

The Panel discussed the notes made in relation to the site visit to Sefton Borough Council, including the pros and cons of pay on exit and pay on foot car parks.

RESOLVED – That the points highlighted within the report be taken forward to the Final Report.

06.CUS.34 CONSIDERATION OF THE MINUTES OF THE SUB-GROUP HELD ON 24 NOVEMBER 2005

The Panel considered the minutes of the Sub-Group held on 24 November 2005. Members clarified several points.

RESOLVED – That the points highlighted within the report be taken forward to the Final Report.

06.CUS.35 ADDITIONAL INFORMATION LEAFLET FOR BLUE BADGE HOLDERS

A leaflet designed to give information as to why a Penalty Charge Notice had been issued to Blue Badge holders was considered. It had been produced following the meeting of the Sub-Group on 7 December. Officers advised that a similar leaflet was now being used in other Lancashire districts.

RESOLVED – That the use of the leaflet be supported.

06.CUS.36 COMMENTS RECEIVED WITH APPLICATIONS FOR RESIDENTS PERMITS

The Panel considered a sample of comments received with applications for residents permits. The comments were positive with regards to Decriminalisation of Parking Enforcement, but a suggestion was made in relation to spot checks in residents parking areas out of hours. It was noted that any requests for enforcement would be actioned.

RESOLVED –

- 1. That the comments be noted,**

2. **That a recommendation be made in relation to spot-checks in residents parking areas out of hours.**

06.CUS.37 COMPARISON OF CAR PARKING CHARGES

The Panel received a matrix comparing the car parking charges, for long and short stay, for Chorley and other local authorities in the area. Members commented that the prices for Chorley were competitive. Officers advised that there would be a review of car parking charges generally in the near future.

RESOLVED – That the report be noted and the points raised to be taken forward for the Final Report.

06.CUS.38 RESULT OF CONSULTATION WITH IDENTIFIED GROUPS

The Panel received the minutes from meetings of the Town Centre Forum held on 7 December 2005, Disability Liaison Group held on 21 November 2005 and Markets Liaison Group held on 21 February 2006.

Members queried several points, including the reasons why informal warnings could not be used, that the times on the pay and display machines were checked on a daily basis and the lighting on the Flat Iron car park.

RESOLVED – That the comments made by the Town Centre Forum, Disability Liaison Group and Markets Liaison Group be noted and taken forward for the Final Report.

06.CUS.39 UPDATE ON PENALTY CHARGE NOTICES FOR JANUARY 2006

The Panel considered an updated report showing the Penalty Charge Notices issued and cancelled in January 2006. It was noted that notices issued for parking outside bays had decreased and that similar numbers of notices were issued when a pay and display ticket had run out or a pay and display ticket had not been displayed.

RESOLVED – That the report be noted.

06.CUS.40 DISCUSSION WITH COUNCILLOR MRS I SMITH

The Panel discussed points raised by Councillor Mrs. I Smith, who attended the meeting, including permits for registered carers, spot checks for residents parking areas out of hours, the need to consult the public widely when undertaking a questionnaire and the use of a mobile vehicle for rural areas. It was agreed that the most important aspect was that the customer received the best service possible.

RESOLVED – That Councillor Mrs. I Smith be thanked for her comments and the points raised to be taken forward for the Final Report.

06.CUS.41 DISCUSSION REGARDING THE LAYOUT OF THE FINAL REPORT

The layout of the final report was considered. The Democratic Services Officer would take these forward when writing the report.

RESOLVED – That the discussions be noted.

06.CUS.42 UPDATED INQUIRY DOCUMENTS

RESOLVED - That the updated Inquiry documentation be noted.

06.CUS.43 OVERVIEW AND SCRUTINY WORK PROGRAMME

RESOLVED - That the Overview and Scrutiny Work Programme be noted.

Chair