

**Information Sheet No 10/09 - Decisions of Committees**

**SCRUTINY COMMITTEE – 7 July 2009**

Councillors P.N.Seeby (Chairman), K.A.Ayling (Leader of the Council), Mrs S.P.J.Ball-Greenwood, R.A.Clemerson, R.T.Greenhill, M.Greensmyth, Miss D.R.A.Hart, M.H.Lyth, P.V.Mason, J.R.Metcalf (Vice-Chairman), Mrs J.M.Welch and Mrs E.M.White (Mayor).

**(A) APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors M.D.Aitken (Leader of the Opposition), Mrs K.E.Leese, J.Pearce and Mrs B.L. Perryman.

**(B) DECLARATION OF INTERESTS**

As a family member is employed by the Council at Grundy Park Leisure Centre, Councillor M.Greensmyth declared personal interests in Part 1, Items 9 (BLMSO Follow Up Audit at Grundy Park Leisure Centre – June 2009) and 11 (Grundy Park Leisure Centre: Telephone Answering Respond Rate).

**(C) MINUTES**

RESOLVED that the minutes of the meeting held on 17 March 2009 be approved as a correct record and signed by the Chairman.

**(D) MATTERS ARISING**

Min. 42 – The Chairman indicated that the work plan will be presented to the next meeting of the Committee.

Min. 41(a) – Councillor P.Seeby asked whether a reply had been received to the letter sent to the Lea Valley Talking Newspaper.

Min.57 – In clarification of the minute the Chairman indicated that members present felt that the conditions for a call-in did not apply in this case.

**(E) REPORTS OF THE CHIEF EXECUTIVE OFFICER**

**PART 1**

**Item 1 DATA STORAGE IN BISHOPS' COLLEGE**

RESOLVED that the Committee requests that:

- (a) a report on options to reduce the amount of planning documents stored be submitted to the Planning and Licensing Committee or Finance and Personnel Committee as appropriate; and
- (b) the future report should assess the data which needs to be retained and which could be destroyed.

HoC/CIO

**Item 2 POSSIBLE ITEM FOR CONSIDERATION BY THE SCRUTINY COMMITTEE – REQUEST BY A MEMBER OF THE COMMITTEE**

RESOLVED that the Committee should receive a report on the issue at its next meeting in the context of its work programme.

HSS

Item 3 **OVERVIEW AND SCRUTINY FOR CRIME AND DISORDER MATTERS**

RESOLVED that the Committee –

- (a) notes the new Crime and Disorder (Overview and Scrutiny) Regulations 2009;
- (b) agrees the local representative of the Police Authority should be issued with a standing invitation to attend the committee as an “expert adviser”; and
- (c) agrees to establish a joint protocol with the Broxbourne CDRP about how these arrangements will work in practice.

CEO and  
CS/TCM

Item 4 **COMPREHENSIVE AREA ASSESSMENT - CRIME AND DISORDER IN HERTFORDSHIRE - AUDIT COMMISSION’S QUERIES AND ISSUES – “CHECK” FOR BROXBOURNE CDRP AND SCRUTINY COMMITTEE**

RESOLVED that:

- (a) taking account of the Committee’s comments, a work programme of crime and disorder issues to scrutinise during 2009/10 be drawn up, together with the approach for conducting each of these scrutiny topics; and
- (b) the Committee draws attention to the need for greater engagement by children, schools and families, probation services and restorative justice.

CEO and  
CS/TCM

Item 5 **REVIEW OF PERFORMANCE INDICATORS FOR COMMUNITY SAFETY AND ENVIROCRIME**

RESOLVED that the Committee:

- (a) agrees all incidents of graffiti and vandalism are tracked as ASB incidents;
- (b) withdraws the single “envirocrime” indicator as it is unworkable;
- (c) asks Community Services and Environmental Services Committees to monitor the actual number of actions or the level of performance against service standard is tracked through the respective monitors; and
- (d) receives a further report on the Council’s contractors data collection practices.

CEO and  
CS/TCM

Item 6 **RISK MANAGEMENT REPORT**

RESOLVED that from its perspective the Committee accepts the annual risk management report and the corporate strategic risk amendments.

DOR

Item 7 **COUNCIL’S PROGRAMME OF SERVICE REVIEWS**

RESOLVED that the Committee:-

- (a) notes progress with service reviews conducted during 2008-09; and

- (b) agrees the programme of reviews focused on outcomes should be carried out during 2009-11 in the priority order of service reviews as set out in Table 2 of the report submitted.

HCP/CEO

Item 8 **INTERNAL AUDIT ANNUAL REPORT 2008/09**

RESOLVED that the Committee:

- (a) notes that for the 12 months ended 31 March 2009, internal audit have confirmed that, provided recommendations are satisfactorily implemented, the Council has adequate and effective risk management, control and governance processes to manage the achievement of the organisation's objectives; and
- (b) be invited to comment on any issue of significance from the Scrutiny Committee's point of view.

IAM

Item 9 **BLMSO FOLLOW UP AUDIT AT GRUNDY PARK LEISURE CENTRE – JUNE 2009**

RESOLVED that the Committee:

- (a) notes the progress made by BLMSO in implementing audit recommendations and urges the implementation of the remaining recommendations by 30 September 2009;
- (b) endorses the action plan of proposals for raising officer awareness of financial control issues and personal accountability.

IAM

Item 10 **REVIEW OF THE EFFECTIVENESS OF INTERNAL AUDIT**

RESOLVED that the Committee:

- (a) considers this report and the supporting evidence provided;
- (b) advises the Council, based on the evidence provided, that the committee from its perspective, is assured that the system of internal audit for 2008/09 has operated effectively; and
- (c) asks for a review of existing audit reporting arrangements to be initiated, considering within its scope a review of models in use by other councils of a similar size and governance.

IAM

Item 11 **GRUNDY PARK LEISURE CENTRE: TELEPHONE ANSWERING RESPOND RATE**

RESOLVED that the Committee:

- (a) notes the progress to date with meeting the corporate target of 90% of calls to Grundy Park Leisure Centre answered within 4 rings;
- (b) agrees that the introduction of an upgraded customer service system that allows on line booking should be considered as a matter of urgency; and
- (c) refers any comments to the SO Board

DCS

- Item 12 **EQUALITY LEVEL THREE: DIVERSITY PEER CHALLENGE DELIVERING ACCESSIBLE LOCAL SERVICES**
- RESOLVED that the Committee
- (a) agrees that the process towards delivering Equality Level Three has been robust; and
  - (b) notes the timetable for the Peer Challenge 13 and 14 October 2009
- DCS
- Item 13 **ANNUAL MONITOR OF CONSUMPTION OF ENERGY AND WATER**
- RESOLVED that the Committee:
- (a) reaffirms the annual monitoring regime for energy and water consumption and continues to receive annual monitoring reports for all energy and water consumption, including projects to reduce consumption;
  - (b) agrees future reports should include detail on the Council's achievement against NI 185; and
  - (c) receives a further report in January 2010 on the outcome of the national submission of NI 185 data and the DEC's assessments.
- HSS
- Item 14 **MONITORING CORRESPONDENCE, COMPLAINTS AND TELEPHONES – ANNUAL REPORT FOR 2008/09**
- RESOLVED that:
- (a) the annual performance reports on handling correspondence and complaints and telephone service performance be received;
  - (b) the report submitted be referred to the Community Services, Environmental Services and Finance and Personnel Committees for consideration of the service specific issues raised in the report; and
  - (c) in order to obtain independent verification of the turnaround periods claimed for correspondence above, a further report be made identifying the options available to the Council for a strengthened and widened regime of mystery shopping and random sampling by internal audit or other independent means of verification.
- HSS and CIO
- Item 15 **PERFORMANCE MANAGEMENT: PERFORMANCE INDICATORS 2008/09 OUTTURNS AND 2009/10 INDICATORS AND TARGETS**
- RESOLVED that:
- (a) the Committee notes the 2008-09 year end actual performance levels and the progress made in addressing identified performance improvements;
  - (b) the Committee refers the performance improvements required in planning, revenues/benefits and waste/recycling to the relevant service committees for consideration and responses and considers the planning data in the context of its own panel's review of planning reported elsewhere on the agenda.
- HoC and CIO and CEO

Item 16 **ANNUAL REPORT ON PROCUREMENT ISSUES**

RESOLVED that the Committee:-

- (a) notes the report submitted on the procurement process; and
- (b) from its perspective, endorses the changes to the Council's tender evaluation procedures reported to Policy and Resources Committee in February 2009.

CEO and  
HCP

**PART 2**

All items noted, and in addition;

Part 1, Item 7- Jigsaw of Facilities and Activities for Young people

The Director of Community Services gave a powerpoint presentation on provision for young people. The Chairman requested that the slides be circulated with a copy of the Council's strategy for youth services (strategy to be circulated at a later date).

**Note**

Min. 41(a) A letter was sent to the Lea Valley Talking Newspaper on 23 January 2009 and a telephone response received. The secretary advised that although they were unable to collate any feedback from users themselves they would make it known that the Council would welcome comment from users about their experience of visual impairment in the borough. To date no comments have been received.

10 July 2009