NUNEATON AND BEDWORTH BOROUGH COUNCIL
SOCIAL SCRUTINY PANEL
10th February, 2010

A meeting of the Social Scrutiny Panel was held at the Town Hall, Nuneaton, on Wednesday, 10th February, 2010.

Present

Councillor D.P. Brown – Chair


Apologies for absence were received from Councillors J.F. Ison and D.C. Navarro.

Councillor M. P. Grant, Portfolio Holder for Customer Services was present for Agenda Item 7, Customer Service Centre.

Chief Inspector Adrian Knight was present for Agenda Items 6 and 13, Community Safety Performance Monitoring (Quarterly) and Nuneaton and Bedworth Safer Communities Partnership – Strategic Assessment 2009/10.

395 Minutes

RESOLVED that the minutes of the meeting held on 12th January, 2010 be confirmed subject to Minute 355, Performance Information Arts Development, being amended by the insertion of the words “for 2010-2011” after the word “budgets”.

396 Declarations of Interest

Councillor D.P. Brown declared a personal interest in any relevant agenda item by reason of him being a member of the Nuneaton and Bedworth Leisure Trust Board.

Councillor A.A. Lloyd declared a personal interest in any relevant agenda item by reason of him being a member of the Credit Union.

Mrs L. Price declared a personal interest by reason of her being a Member of the Crime and Justice Group and Steering Group.


Councillor W. H. Sheppard declared a personal interest in any relevant agenda item by reason of him being a member of the Credit Union and a Doorway Trustee.
Community Safety Performance Monitoring (Quarterly)

The Assistant Director – Chief Executive’s Office submitted a report on performance relating to Community Safety for the third quarter for the financial year 2000 – 2010. Chief Inspector Adrian Knight was present for this item.

Questions were asked and the following concerns were raised:

The impact of the Licensing Act 2003

The link between Alcohol and Violent Crime

The public required clarification regarding the correct agency to telephone in respect of noise nuisance

It is perceived that recorded incidents in Abbey Ward and Wem Brook Ward were not being identified correctly in the statistics

Councillor suggestions regarding the siting of Mobile CCTV cameras were not always considered

RESOLVED that subject to the concerns listed above the Performance indicators set out in the report of the Assistant Director – Chief Executive's Office be noted.

Customer Service Centre

The Assistant Director – Customer Services submitted a report requesting the Panel to consider the information presented on performance and customer feedback and the actions being implemented to improve the customer experience.

RESOLVED that the following be noted:

(a) the report on performance and customer feedback and the proposed actions;

(b) Nuneaton and Bedworth Borough Council Contact Centre will merge with the Warwickshire County Council Contact Centre based in Bedworth;

(c) currently statistics are unavailable to accurately predict the reason for abandoned phone calls; and

(d) members of the public are to be invited to participate in the focus group which is to be established to consider the website customer feedback.

Financial Inclusion Strategy

The Corporate Services Director submitted a report seeking the Panel's views on the draft Financial Inclusion Strategy prior to its submission to Cabinet for approval.
RESOLVED that

(a) the draft Financial Inclusion Strategy be endorsed subject to the amendments listed below:

- the inclusion of targets with key indicators in the Strategy to measure progress and success
- a definition of 'Affordable Housing' be included in the Strategy
- the wording regarding the role of Age Concern be checked;

(b) Cabinet be recommended to approve the Strategy; and

(c) Members be informed of the date from when the Coventry and Warwickshire Co-operative Development Agency have offered a drop in centre at the Town Hall.


The Corporate Services Director, Head of Accounting and Performance and Quality Manager submitted a joint report providing the Panel with the information to enable it to link performance more directly to financial information and enable performance, finance and risk information within the scope of this Panel to be monitored.

The following was discussed:

The measures taken regarding the reduced income at the Civic Hall, which include a voluntary redundancy and a reduction of hours for the remaining employees.

Concern that there were no targets for Community Recreation and enquiries would be made with The Nuneaton and Bedworth Leisure Trust regarding this.

Concern regarding the process of Housing Customer Satisfaction Surveys Indicator HLPI 32

RESOLVED that the report be noted and that future reports regarding indicator HLPI 22 - void properties include a comparison with similar Local Authorities.

401 Work Programme

The Principal Democratic Services Officer (Overview and Scrutiny) reported the following:

- The Health Inequalities Working Group was undertaking its work and would report back to the Panel in due course
- The UChoose Working Group was due to meet on Friday 12th February, 2010
- Members were requested to submit items for the next Municipal Year’s Work Programme.

RESOLVED that the report be noted.
402 **Exclusion of Public and Press**

RESOLVED that under section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting during consideration of the following item, it being likely that there would be disclosure of exempt information of the description specified in Paragraphs 1 and 7 of Part I of Schedule 12A to the Act.

403 **Continuation of Meeting - 3 Hours Rule**

RESOLVED that under Part 4 of the Constitution (Rules of Procedure) the meeting continue until the business is completed.

404 **Nuneaton and Bedworth Safer Communities Partnership – Strategic Assessment 2009/10**

The Assistant Director – Chief Executive’s Office submitted a report on the Nuneaton and Bedworth Safer Communities Partnership (NABSCOP) annual Strategic Assessment 2009 -2010.

RESOLVED that the following recommendation on the Nuneaton and Bedworth Partnership – Strategic Assessment document for 2009 -2010 be submitted to NABSCOP:

The list below should be considered a priority by the Crime and Disorder Reduction Partnership (CDRP) for 2010/2011:

- Preventing Youth Offending
- Drugs and Alcohol – Causes of Crime and Disorder
- Community Confidence
- Community Cohesion
- Road Safety
- Violence including Domestic Abuse and Sexual Assault
- Serious Acquisitive Crime
- Anti-Social Behaviour
- Criminal Damage
- Other Areas of Offending – Burglary Other
- Emerging Issues and Areas of Concern – Organised Crime Groups

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Chair