

## **COUNCIL – 19 APRIL 2012**

### **NOTICES OF MOTION**

#### **1. Submitted by Councillor D Brickhill**

##### **M6/A500 Junction**

The Chief Executive of this Council be instructed to write immediately to the Highways Minister, and to local MPs, expressing this Council's concern in the strongest possible terms at any further delay in addressing the need for remedial works to ease the serious congestion at Junction 16 of the M6 and seeking an assurance that works can commence to the M6/A 500 junction before the end of 2012.

#### **2. Submitted by Councillors L Jeuda and J Jackson**

##### **Adult Social Care**

Recent research carried out nationally by Which? into the domiciliary care people received at home found that many received a poor service. The results from the survey revealed shocking examples of neglect and a lack of respect by the care providers towards the people they were meant to be caring for. This follows a disturbing report published by the Equality and Human Rights Commission in November 2011, which found that the Human Rights of older people were being denied by a poor level of care and a lack of respect.

In the Which? report an improved service was received only after complaints had been made. Only four in ten people knew how to complain if they were not satisfied with the service provided.

##### **Motion**

1. This Council will ensure that policies are in place to prevent this happening to people in receipt of domiciliary care living in Cheshire East and that all Customers are provided with a copy of the relevant Complaints Procedure.
2. That Council ask Cabinet to request that the Adult Social Care Scrutiny Committee consider the findings from both the reports and re-examine the quality of services provided, including the Complaints Procedure, and how Cheshire East Commissioning Strategy deals with the issues raised.

#### **3. Submitted by Councillors K Edwards and D Flude**

##### **Culture Policy**

As Unitary Councils can and should be a powerful support to the sense of community in the area for which they have responsibility, Cheshire East Council will develop a cultural policy, that will support the rich ancient and industrial heritage of the borough, encourage the enjoyment of and the participation in the creative and performing arts and ensure a full range of facilities to enable residents to experience and enjoy a rich cultural life.

#### **4. Submitted by Councillors D Bebbington and M Jones**

##### **Parkers Road, Crewe Proposed Gypsy and Traveller Site**

Cheshire East Council's Conservative Group acknowledges the new Planning Policy for Gypsy and Traveller sites and the new National Planning Policy Framework announced by Government last week.

As a consequence of the new guidelines, Council is asked to resolve that the Parkers Road planning application should be withdrawn and that a further assessment of need should be undertaken and considered as part of the Local Plan process.

The Leader of the Council, Councillor Wesley Fitzgerald, should be thanked for aggressively pursuing a change of policy which places the destiny of gypsies and travellers in the hands of Members.

#### **5. Submitted by Councillor G Boston**

##### **Response Time for Elected Members Enquires**

Elected Members as the representatives of local people often need to contact Cheshire East staff for information/explanation of particular actions, or as is more often the case inactions.

Recent experience is that officers are sometimes taking as long as three weeks to respond to enquiries made by Elected Members. Whilst that timescale is clearly unacceptable there isn't actually a protocol laid down for what is an acceptable response time to Elected Members. Following discussion with senior officers of this Authority we are told that the acceptable timescale for a response to an Elected Member is the same as the general public which is five days.

The Labour Group's view is that we are not members of the public but their elected representatives; furthermore we are almost always making an enquiry when for whatever reason the customer response protocols have broken down.

Other authorities have specific response times for elected member enquiries for example Manchester City Council has 24hrs with a clear expectation on officers that responding to elected members is a top priority.

On behalf of the Labour group I move that Cheshire East Council adopt a policy of responding to elected member enquiries within 2 working days even if that response is a holding reply pending the collection of further information.