

## **CHESHIRE EAST COUNCIL**

Minutes of a meeting of the **Sustainable Communities Scrutiny Committee** held on Thursday, 25th October, 2012 at Committee Suite 1,2 & 3, Westfields, Middlewich Road, Sandbach CW11 1HZ

### **PRESENT**

Councillor H Murray (Chairman)  
Councillor M Grant (Vice-Chairman)

Councillors L Brown, P Hayes, D Hough, J Jackson, W Livesley and J Wray

### **In attendance**

E Lam

### **Apologies**

Councillors M Parsons

### **40 DECLARATIONS OF INTEREST**

None

### **41 DECLARATIONS OF PARTY WHIP**

None

### **42 PUBLIC SPEAKING TIME/OPEN**

There were no members of the public wishing to speak

### **43 MINUTES OF THE LAST MEETING**

The minutes were approved as a correct record and signed by the Chairman subject to Councillor Livesley being included in the list of apologies.

As this was the last meeting of the Sustainable Communities Scrutiny Committee, the Chairman thanked the Committee for its hard work and support.

### **44 CUSTOMER RELATIONSHIP MANAGEMENT PROJECT**

The Committee received an update on the implementation of the new Customer Relationship Management (CRM) system into the Councils contact centre. With regard to the Waste and Recycling Service, it was noted that there were still large volumes of calls with regard to missed bin collections. However there appeared to be no pattern or consistency and the contact centre continued to work with the service to resolve this issue. Councillor Livesley highlighted that on occasions missed collections were due to the bins not being put out on time and that the service now had the technology in certain vehicles in the north of the borough to

monitor the wagons and collections. It was agreed that information on this technology should be included in the Members bulletin.

It was noted that as part of the highways contract, Ringway Jacobs did not use the CRM system, however since the contract commenced there appeared to be a slight increase in call volumes. Members raised concern about this and agreed that the relevant Group/Committee should investigate the situation.

**RESOLVED**

- That details of the technology used to monitor the waste collection rounds be included in the Members bulletin.
- That a breakdown of the waste complaints be circulated to the Committee.
- That the appropriate Group/Committee be requested to investigate the increase in highway calls and the possibility of it being included within the CRM system.

#### **45 FUNDING FOR THE COMMUNITY AND VOLUNTARY SECTOR**

Consideration was given to an update on Cheshire East Councils funding to the community, voluntary, faith and not for profit sector. It also provided a summary of the current funding position and key issues of note. It was highlighted that the total level of funding to the sector was now approximately £5.9m which was a slight reduction from 2011/12 where the figure was £6.3m.

A summary table of Cheshire East Councils funding to date was circulated round the table. It was agreed that this table should be circulated to all Members of the Council. Members questioned why the Citizens Advice Bureaus received different amounts of funding, it was agreed that they should be grouped together on the summary table.

Following detailed consideration of the funding, it was agreed that this issue should continue to be monitored by the relevant Group/Committee.

**RESOLVED**

- That the summary table of Cheshire East Council funding to date be circulated to all members of the Council.
- That this issue continue to be monitored by the relevant Group/Committee.
- That detail of the Citizens Advice Bureaus funding be circulated to the Committee.
- That the various Citizens Advice Bureaus be grouped together on the summary table.

#### **46 POLICE AND CRIME COMMISSIONER REPORT**

Consideration was given to a report of the Safer Cheshire East Partnership on the work undertaken to secure funding and the impact the new arrangements would have on Cheshire East Council.

It was noted that a business case had been prepared which would be submitted to the candidates at the end of October 2012. It was agreed that this would be circulated to the Committee once it had been signed off by the Partnership. Members agreed that the executive summary needed to sell the work of the partnership and prove that it was value for money.

With regard to the part time Anti Social Behaviour Coordinator, it was noted that if funding was not received for this position, the Head of Community Services would look to mainstream the post.

**RESOLVED**

That the update be noted.

#### **47 ROUTE MANAGEMENT STUDIES**

The Committee received an outline on the process that had been followed and provided feedback on the success of the engagement events. This included an update on the range of issues identified and how Cheshire East Highways were progressing the works and studies that had been identified.

It was agreed that the Local Area partnerships should receive a briefing on the Route Management Studies and that the relevant Group/Committee should monitor the work.

**RESOLVED**

- That the Local Area Partnerships receive a briefing on the Route Management Studies.
- That the relevant Group/Committee continues to monitor the work

#### **48 REVISED STATEMENT OF GAMBLING PRINCIPLES**

Consideration was given to the revised Statement of Gambling Principles prior to it being submitted to Cabinet and then Council for approval.

Members made the following comments:

- With regard to the Responsible Authorities, Town and Parish Councils should be included within paragraph 6.3 and consulted accordingly.
- The last sentence of paragraph 8.6.2 should be a new paragraph.
- With regard to Reviews, it was agreed that Town and Parish Councils should be included in paragraph 9.1.
- Noise leakage should be included in paragraph 10.2.2.
- With regard to the review of a premises licence and the application for a premises licence, these issues should be considered by the full Committee and not a Sub Committee.

- With regard to paragraph 13.1.5, applicants must provide information leaflets and helpline numbers to protect vulnerable persons.
- Councillors should be notified of applications in their wards.
- Test purchasers should be employed to ensure that underage gambling is not taking place.

RESOLVED

That Cabinet be recommended to approve the above comments prior to the final report being submitted to Council.

#### **49 EXCLUSION OF THE PRESS AND PUBLIC**

RESOLVED

That the press and public be excluded from the meeting during consideration of the following items pursuant to Section 100(A)4 of the Local Government Act 1972 on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 7 of Part 1 of Schedule 12A to the Local Government Act 1972 and public interest would not be served in publishing the information.

#### **50 CCTV CAMERA REVIEW**

Consideration was given to the progress made on the review of the CCTV Camera network.

RESOLVED

That the relevant Group/Committee monitor the review.

The meeting commenced at 10.30 am and concluded at 1.30 pm

Councillor H Murray (Chairman)