



STOCKPORT
METROPOLITAN BOROUGH COUNCIL

Chief Executive's Directorate
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Scrutiny Committee

AGENDA

CORPORATE, RESOURCE MANAGEMENT & GOVERNANCE SCRUTINY COMMITTEE

Committee Room 2
Town Hall
Stockport

Meeting: Tuesday, 26 October 2010
Tea: 5.00 pm
Business: 6.00 pm

Substitutes

Councillors who require a substitute to be appointed should inform Democratic Services by 4.00 pm on Friday 22 October, 2010. Councillors who wish to arrange their own substitute should inform Democratic Services of the name of their substitute prior to the commencement of the meeting.

1. MINUTES

To approve as a correct record and sign the Minutes of the meeting held on 21 September, 2010 (Enclosed)

2. DECLARATIONS OF INTEREST

Councillors and officers to declare any interest which they may have in any of the items on the agenda for this meeting (including whipping declarations)

3. CALL-IN

To consider any call-in items

4. STOCKPORT SURVEY – SATISFACTION LEVELS IN PRIORITY 1 AREAS

To consider a report of the Policy Manager, Communities, Regeneration and Environment Directorate (Enclosed)

This report considers the reasons why satisfaction levels in the 2009 Stockport Survey are lower in Priority 1 areas.

The Committee is invited to comment on the report.

Officer Contact: Sue Thomas, Tel: 0161 474 3287,
email: sue.thomas@stockport.gov.uk

5. REGULATION OF INVESTIGATORY POWERS ACT 2000: THE COUNCIL'S USE OF DIRECTED SURVEILLANCE AND COVERT HUMAN INTELLIGENCE SOURCES

To consider a report of the Council Solicitor (Enclosed)

To consider a monitoring report on the Council's use of powers for carrying out surveillance under the Regulation of Investigatory Powers Act 2000.

The Scrutiny Committee is invited to comment on the report.

Officer contact: Claire Naven Tel: 474 4048, email: claire.naven@stockport.gov.uk

6. EXECUTIVE RESPONSE TO CUSTOMER CONTACT: STREET LIGHTING AND HIGHWAYS SCRUTINY REVIEW

To consider a report of the Service Director (Organisational Development) and Head of Streetscene (Enclosed)

This report presents the Executive's response to the Scrutiny Review on Street Lighting and Highways.

The Scrutiny Committee is invited to comment on the report

Officer contact: Phil Badley/Kevin Melling Tel: 474 3110/5611 email:
phil.badley@stockport.gov.uk/kevin.melling@stockport.gov.uk

7. PROGRESS ON SCRUTINY REVIEWS – ORAL REPORT

Scrutiny Manager to report.

Officer contact: Steve Callender, Tel. 474 3184, e mail: steve.callender@stockport.gov.uk

8. AGENDA PLANNING

To consider a report of the Scrutiny Manager (Enclosed)

The report sets out planned agenda items for the Scrutiny Committee's next two meetings, Forward Plan items that fall within the remit of the Scrutiny Committee and progress with resolutions made by the Scrutiny Committee at previous meetings.

The Scrutiny Committee is invited to consider the information in the report and put forward any agenda items for future meetings of the Scrutiny Committee.

Officer contact: Steve Callender, Tel: 474 3184, email: steve.callender@stockport.gov.uk

Contact: Democratic Services on 0161 474 3505, e-mail democratic.services@stockport.gov.uk or fax 0161 474 3240

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W przypadku gdybyś potrzebował pomocy odnośnie tej informacji, dostępne są usługi tłumaczeniowe. Prosimy dzwonić do Interpreting Unit pod numer 0161 477 9000.

যদি এই খবরগুলি সম্পর্কে আপনার কোন সাহায্য দরকার হয় তবে বিনা খরচে আপনার জন্য দোভাষীর ব্যবস্থা করা হতে পারে। মেহেরবানী করে স্টকপোর্ট ইন্টারপ্রিটিং ইউনিটে ফোন করুন টেলিফোন নম্বর, 0161 477 9000.

اگر آپ کو ان معلومات کے بارے میں مدد کی ضرورت ہے تو مفت ترجمانی کی سروس دستیاب ہے۔ براہ مہربانی انٹرپرائٹنگ یونٹ کو 0161 477 9000 پر فون کریں۔

خدمات ترجمہ رایگان این اطلاعات در صورت نیاز موجود میباشد. لطفا با شماره تلفن 0161 477 9000 با واحد ترجمہ (اینترپرائٹنگ یونیت) ما تماس بگیرید.

تنوفر خدمة ترجمة شفوية اذا تطلبت مساعدة في فهم هذا المعلومات. نرجو الاتصال اربن رينيول على رقم الهاتف: 0161 477 9000

**CORPORATE, RESOURCE MANAGEMENT AND GOVERNANCE SCRUTINY
COMMITTEE**

Meeting: 21 September 2010
At: 6.00 pm

PRESENT

Councillor Ben Alexander (Chair) in the Chair; Councillor Iain Roberts (Vice Chair); Councillors Peter Burns, Stuart Corris, Philip Harding, Anthony O'Neill, Paul Porgess, Peter Scott and Suzanne Wyatt.

1. MINUTES

The Minutes (copies of which had been circulated) of the meeting held on 27 July 2010 were approved as a correct record and signed by the Chair.

2. DECLARATIONS OF INTEREST

Councillors and officers were invited to declare any interests which they had in any of the items on the agenda.

The following interests were declared:-

Personal Interests

<u>Councillor</u>	<u>Interest</u>
Paul Porgess	That part of agenda Item 5 'First Quarter 2010/11 Revenue Budget Monitoring Report (Minute 5) relating to the Housing Revenue Account as a member of the Board of Stockport Homes.
Stuart Corris	That part of agenda Item 5 'First Quarter 2010/11 Revenue Budget Monitoring Report (Minute 5) relating to the Housing Revenue Account as his wife is a member of the Board of Stockport Homes.
Stuart Corris	That part of agenda item 5 'First Quarter 2010/11 Revenue Budget Monitoring Report (Minute 5) which relates to the Greater Manchester Integrated Transport Authority as a member of that Authority.
Philip Harding	That part of agenda item 5 'First Quarter 2010/11 Revenue Budget Monitoring Report (Minute 5) which relates to the Greater Manchester Integrated Transport Authority as a member of that Authority.

3. CALL-IN

There were no call-in items to consider.

4. FIRST QUARTER 2010/11 CORPORATE PERFORMANCE REPORT

Representatives of the Corporate Director, Business Services and the Assistant Chief Executive (Strategy & Democracy) submitted a report (copies of which had been circulated) providing an overview of the Council's performance in delivering priority outcomes during the first quarter of the financial year (April to June). It focused on areas within the remit of the Committee, highlighting key achievements and significant risks, and giving an early forecast for 2010/11. A summary of activity in relation to corporate risk management was also included. The report also covered the priorities, outcomes and targets contained within the 2010/11 Council Plan, which had been aligned with Stockport's Sustainable Community strategy.

The following comments were made/issues raised:-

- A Member queried what measures would be replacing those which had been withdrawn as a result of the abolition of the Comprehensive Area Assessment and the Place Survey by the Coalition Government. Although work was being undertaken across Greater Manchester to identify possible measures, concern was expressed that no timescale had been set for the completion of the work. Concern was also expressed that the Council would be undertaking self-assessment with regard to its Use of Resources, although it was pointed out that the Audit Commission had completed the Use of Resources Assessment for Stockport before the Government had prevented further work being carried out on it.
- Concern was expressed that Council Tax collection was still affected by a backlog of work which inhibited recovery action on cases in the backlog. Members requested a more detailed breakdown of the backlog and the reasons why there were particular problems in Quarter 1.
- A Member requested more information on NI 117 with regard to those people not in education, employment or training (NEETs).
- A Member asked for a copy of the Minutes from the meetings which took place in August and September to discuss the impact of the cuts on the Performance Reward Grant.
- Concern was expressed at the length of time which had elapsed between the period to which the report related and when it was being considered by the Scrutiny Committee.

RESOLVED – That the report be noted.

5. FIRST QUARTER 2010/11 REVENUE BUDGET MONITORING REPORT

A representative of the Corporate Director, Business Services submitted a report (copies of which had been circulated) providing an update on the 2010/11 revenue budget position.

The following comments were made/issues raised:-

- With regard to paragraph 5.5 on the Dedicated Schools Grant and School Balances, a Member enquired whether the Council had a redundancy fund in the event of employees being made compulsory redundant.
- A Member asked for a wider picture of the problems associated with the reduction in car parking income over the last two years. A discussion ensued on the decriminalisation of car parking enforcement which had been introduced on a self-financing basis, but was now affected by the reduction in car parking income.
- With regard to the Housing Revenue Account, Members noted that the surplus balances which would usually transfer to the management fee would be retained whilst the Council awaited the results of the current consultation on the future of the Council housing finance system.

RESOLVED – That the report be noted.

6. FIRST QUARTER 2010/11 CAPITAL PROGRAMME REPORT

A representative of the Corporate Director, Business Services submitted a report (copies of which had been circulated) providing an update with regard to the progress in achieving the outputs and outcomes of the capital programme in the first quarter of 2010/11.

The following comments were made/issues raised:-

- Members noted that the current three year capital programme was underpinned by £3.79m of resources to be generated by capital receipts from the sale of surplus of assets including school sites released through the Children and Young People's Capital Programme. At this stage it was envisaged that the modest target built into the three year programme would be achieved and there would be a review of the target during the year.
- The Capital Programme for 2011/12 was almost half the programme for 2010/11.
- A Member requested more detail on the programme of planned works being prepared in respect of the Town Hall.
- A Member enquired if the Coalition Government's proposals for 'free schools' would have any affect on the Capital Programme.

RESOLVED – That the report be noted.

7. FIRST QUARTER 2010/11 TREASURY MANAGEMENT PERFORMANCE

A representative of the Corporate Director, Business Services submitted a report (copies of which had been circulated) providing an update on Treasury Management Performance in the first quarter of 2010/11.

The following comments were made/issues raised:-

- There was some encouragement with regard to the labour market in that the number of people claiming unemployment benefit had fallen by 32,000 in April and 31,000 in May.

- A Member highlighted paragraph 3.6 of the report which read ‘The balance of risks is weighted to the downside and there remains a risk of ‘double dip’ recession’.
- A Member highlighted the decision to undertake new long-term borrowing the day before the last General Election.

RESOLVED – That the report be noted.

8. REVIEW OF AGMA SCRUTINY ARRANGEMENTS

The Scrutiny Manager submitted a report (copies of which had been circulated) inviting the Committee to consider a report which had been considered by the AGMA Executive Board on 25 June 2010 on scrutiny arrangements for the Greater Manchester Combined Authority.

The Council’s three representatives on the AGMA Scrutiny Pool attended the meeting (Councillor Shan Alexander, Councillor Martin Candler and Councillor Peter Scott who is a member of this Committee).

The following comments were made/issues raised:-

- The Council’s Members on the AGMA Scrutiny Pool expressed gratitude for the support which they received.
- No decision by the AGMA Executive Board had been ‘called in’ by the AGMA Scrutiny Pool and there had been more policy development work than scrutiny of policy issues.
- Important decisions were being taken at a sub-regional level which were not being conveyed back to this Council’s Scrutiny Committees.
- The new Combined Authority would give local authorities more power, for example there was currently no scrutiny of the decisions of the Greater Manchester Integrated Transport Authority.
- There was a role for the AGMA Scrutiny Pool in influencing policy formulation by the AGMA Executive Board, for example the Transport Innovations Fund (TIF) bid.
- There were a number of Greater-Manchester wide bodies, for example MIDAS and Manchester Solutions, which impacted upon Stockport and could be scrutinised by the AGMA Scrutiny Pool.
- There were budgetary considerations with regard to the work carried out by the AGMA Scrutiny Pool.
- The Committee considered whether more information from the work carried out by the AGMA Scrutiny Pool should be sent to Stockport Councillors. A Member suggested that consideration should be given to submitting a summary of reports of the AGMA Scrutiny Pool, or the Minutes of Pool meetings, to Stockport Council’s Scrutiny Committees. Alternatively, the Council’s representatives on the AGMA Scrutiny Pool could attend Stockport Council’s Scrutiny Committees for particular items. It was also suggested that maybe a bulletin could be produced that covered the work of the AGMA Scrutiny Pool.
- A further suggestion was that individual Councillors could agree to shadow policy issues identified in AGMA Commissions’ work programmes to provide a

degree of scrutiny in advance of consideration of issues by the AGMA Executive.

- Work needed to be carried out on the linkages between the AGMA Scrutiny Pool and Stockport Council's Scrutiny Committees, and there was a need for Stockport Councillors to work alongside the work being carried out by the AGMA Scrutiny Pool.

RESOLVED – That the Committee's views on the AGMA Scrutiny Arrangements be conveyed to the AGMA Scrutiny Pool.

9. PROGRESS ON SCRUTINY REVIEWS (See Minute 9 of 27 July 2010)

Further to the Scrutiny Reviews agreed at the last meeting of the Committee, the Scrutiny Manager reported that the first meeting of the Scrutiny Review Panel – Insurance would take place on 28 September and the first meeting of the Scrutiny Review Panel – Marketing and Communications would take place on 7 October when the terms of reference for each review would be agreed.

RESOLVED – That the report be noted.

10. RÉSUMÉ OF STOCKPORT PARTNERSHIP BOARD

The Committee considered the résumé (copies of which had been circulated) of the meeting of the Stockport Partnership Board held on 25 August 2010.

RESOLVED – (1) That the report be noted.

(2) That the Committee be advised of the dates of future meetings of the Stockport Partnership Board.

11. AGENDA PLANNING

The Scrutiny Manager submitted a report (copies of which had been circulated) setting out planned agenda items for the Committee's next two meetings, Forward Plan items which fell within the remit of the Scrutiny Committee and progress with resolutions made by the Scrutiny Committee at previous meetings.

RESOLVED – That the report be noted.

The meeting closed at 7.40pm.

AGENDA
ITEM 4

**Report to: Corporate, Resource Management & Governance
Scrutiny Committee**

Date: 26th October 2010

**Report of: Sue Thomas, Policy Manager, Communities,
Regeneration and Environment Directorate**

Stockport Survey – Satisfaction Levels in Priority 1 Areas

1. Background

1.1 Results from the 2009 Stockport Survey were reported to a previous meeting of the committee.

Members were particularly interested in indicator NI 140 – Fair treatment by local services. The results reported to the meeting were:

- “73.5% of respondents felt they had been treated with respect and consideration all or most of the time by local public services over the last year.
- This represents a slight increase from the 2008 figure of 72.4%, although this is within the same range.
- Satisfaction with treatment tends to increase with age, whilst women, owner-occupiers and people not working are more likely to be satisfied.
- **Residents within priority neighbourhoods were significantly less satisfied than those in Stockport overall, with an average of 63% expressing satisfaction, although those living in Brinnington were broadly in line with the borough average.”**

1.2 The Committee asked why satisfaction levels are lower in Priority 1 areas for this indicator and requested that a report was submitted to a future meeting when analysis of the Stockport Survey is complete.

2. Information

2.1 The 2008 Place Survey was carried out across England and results are available to make comparisons between areas. In Stockport sample sizes were boosted in the Priority 1 (P1) areas of Brinnington, Adswold & Bridgehall, Lancashire Hill & Heaton Norris and the Town Centre to enable comparisons to be made between these areas, the borough and nationally. This is because there was an expectation that results would not be so positive in the P1 areas and targeted interventions may be necessary.

2.2 In 2009 Stockport decided to repeat the survey (the Stockport Survey). However this was not a common practice across the

country so that national comparisons for findings from 2009 are not available.

- 2.3 Comparisons between 2008 and 2009 in Stockport across all indicators showed improvement for some and deterioration for others. It is likely that both national events (like the recession) and local events (like community activities) will make a difference at the local level.

3. NI 140 – Fair treatment by local services

- 3.1 The question asked to gather data for this indicator was: 'In the last year would you say that you have been treated with respect and consideration by your local public services?'
- 3.2 Earlier in the questionnaire local services are listed as:
- Greater Manchester Police
 - Greater Manchester Fire and Rescue Service
 - Your GP
 - Your local hospital
 - Your local dentist
 - Stockport Metropolitan Borough Council

4. Findings for NI 140

Area	2008	2009	CI ¹
Stockport	72%	74%	3%
Brinnington	58%	75%	6%
Adswold & Bridgehall	64%	56%	6%
Lancashire Hill & Heaton Norris	60%	59%	6%
Town Centre	70%	55%	6%

- 4.1 Analysis of national findings for NI 140 shows that the findings for Stockport are comparable with other similar areas across the country.
- 4.2 National analysis also shows that more deprived authorities have less positive results for this indicator. Therefore it is reasonable to assume that this would be reflected at the local level in Stockport.
- 4.3 It is widely accepted that results for perception surveys can fluctuate over time depending on what else is happening both locally and nationally. In addition, the bigger the confidence interval, the more likely it is that results will vary and by a greater amount on each occasion.

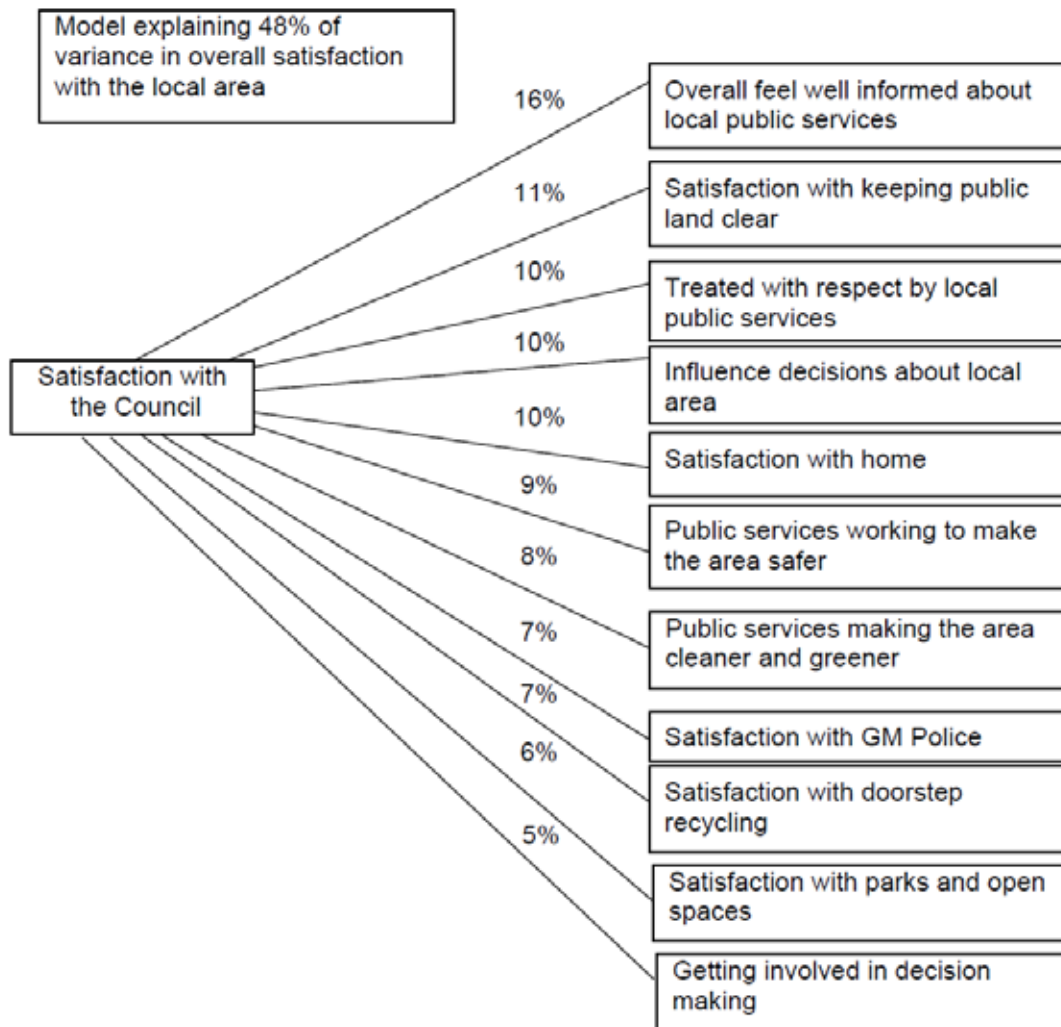
¹ CI = confidence interval. Calculations are based on the 2008 findings and assumed to be similar in 2009. The CI has been calculated at the 95% confidence level and shows the range of results (plus or minus the % figure given) that might be expected. For example, a CI of 3% means that if the survey were repeated 100 times, on 95 occasions a result would be expected to be + or – 3% different to the one given here.

- 4.4 Taking these points into account the results for the P1 areas are much as we would expect to find. That aside, we would always expect to improve on performance both in the P1 areas and across the borough with the aim that everyone should feel that they are treated with respect and consideration.

5. What is likely to affect the result for NI 140

- 5.1 Whilst there are a number of obvious ways of ensuring people feel that they have been treated with respect by public services (like courtesy; listening to what residents have to say; responding to local concerns in a timely and appropriate way) members might be interested in some work that Mori (who conducted the Place Survey) have undertaken.

Mori have identified correlations between a number of responses that people made to the survey questions. Mori hasn't mapped this out for Stockport for NI 140, but they have for the question that asked how satisfied people are with Stockport Council. The diagram below shows the result of this mapping. The boxes on the right are the answers that correlate most strongly with satisfaction with the Council in descending order. The implication is that improving a response to one issue will impact on the other.



Base : All respondents answering the questions – 2008

6. Work planned for the P1 areas that is relevant to the correlated responses above and is therefore likely to improve NI 140

- 6.1 The Neighbourhood Renewal Strategy is currently being rolled out across the P1 areas, with activity being monitored and overseen by the Place Board which is chaired by the Council's Chief Executive and has membership from the most senior level across Stockport Partnership. Action plans are in place for the three P1 areas (Lancashire Hill & Heaton Norris and the Town Centre have now become one area).
- 6.2 Local people will be **kept informed about local public services** through better and more co-ordinated communications. There are local Communities Together Forums and Participatory Budgeting events to make sure **people can influence decisions about the local area** and **get involved in decision making**.
- 6.3 Agencies have come together in each area to ensure that **public services are working to make the area safer** and **increase satisfaction with GM Police**. Actions include clamping down on

vehicle crime, tackling anti social behaviour and working with Neighbourhood Watch Schemes.

- 6.4 Work is planned to improve performance against the decent homes standard and to improve the regular maintenance programme for Stockport homes; this should ensure that **people are more satisfied with their home**.
- 6.5 There is a commitment to retain the Green Flag standard for Brinnington park and improve the parks in the other P1 areas to this level. This should **improve satisfaction with parks and open spaces**.
- 6.6 In addition, **satisfaction with doorstep recycling** should be improved by the new boroughwide programme.

7. Other Place Survey results for the P1 areas

- 7.1 By and large the Place Survey results are less positive in the P1 areas (following national trends for more deprived areas). However, there are some interesting exceptions (see table below) that are likely to result from the neighbourhood renewal activity that has been taking place in the areas. Sustained activity over time to improve the areas, keep people informed about what is going on and involve local people in what is happening through activities like the Communities Together Forums and Participatory Budgeting will have resulted in more positive perceptions about some aspects of life.
- 7.2 It isn't possible to directly link a local activity with a particular result, but it is an interesting coincidence that the result in Adswood and Bridgehall for people believing they can influence decisions in their locality dramatically improved in 2009; the survey was carried out just after a very successful Participatory Budgeting event had taken place.

Place Survey indicator	Stockport		Adswood and Bridgehall		Brinnington		Lancashire Hill & Heaton Norris		Town Centre	
	08	09	08	09	08	09	08	09	08	09
NI 4 % people who feel they can influence decisions in their locality	30	28	35	55	35	33	34	19	35	36
% people who believe services act on local concerns	45	45	47	53	48	53	43	29	45	46
% people who feel well informed about services	38	41	39	38	39	50	41	41	46	37

- 7.3 Useful lessons have been learnt in the P1 areas about what works locally to improve quality of life and local perceptions of well being and these are being embedded in the new neighbourhood management approach.

8. Recommendations

- 8.1 Whilst the findings from the 2008 and 2009 surveys are valuable in highlighting issues for improvement, two occasions of gathering information are not sufficient to show a trend. It is recommended that efforts are made to continue to gather feedback on local perceptions to see if real change has been achieved.

Further information: for further information please contact Sue Thomas, Policy Manager, CRE at sue.thomas@stockport.gov.uk or telephone 0161 474 3287

CRMG Scrutiny Committee

Meeting: 26 October 2010

Regulation of Investigatory Powers Act 2000: Stockport Council's use of directed surveillance and covert human intelligence sources (CHIS)

Report of the Council Solicitor

1. Matter for consideration

- 1.1. The Council's Code of Practice for carrying out surveillance under the Regulation of Investigatory Powers Act 2000 (RIPA) specifies that quarterly reports will be taken to the CRMG Scrutiny Committee to demonstrate to elected members that the Council is complying with its own Code of Practice when using RIPA.
- 1.2. On 27th July 2010, the Scrutiny Committee asked for this initial report to cover the previous financial year and the first quarter of the current year. The decision would then be taken as to the frequency of future reports. The Committee is asked to consider this initial report and indicate how frequently the RIPA monitoring reports are required.

2. Information

- 2.1. The latest statutory RIPA Codes of Practice produced by the Home Office in April 2010 introduced the requirement to produce quarterly reports to elected members to demonstrate that the Council is using its RIPA powers appropriately and complying with its own Code of Practice when carrying out covert surveillance. This requirement relates to the use of directed surveillance and covert human intelligence sources (CHIS).
- 2.2. The tables below show the Council's use of directed surveillance in the financial year 2009/10 and the first quarter of the current financial year. The previous financial year's figures are included to provide an indication of the level of use of covert surveillance across a 12-month period. Information about only the first quarter of the current financial year is provided to ensure ongoing investigations with current surveillance authorisations are not compromised.
- 2.3. The tables outline the number of times RIPA has been used for directed surveillance, the month of use, the service authorising the surveillance and a general description of the reasons for the surveillance. There have been no authorisations for the use of CHIS.
- 2.4. Financial year 2009/10

	Month	Service	Reason
1.	June	Stockport Homes	Anti-social behaviour
2.	October	Environmental Health and Trading	Counterfeit and underage alcohol

		Standards	sales
3.	October	Environmental Health and Trading Standards	Counterfeit and underage alcohol sales
4.	October	Environmental Health and Trading Standards	Counterfeit and underage alcohol sales

2.5. Financial year 2010/11 – quarter one

	Month	Service	Reason
1.	April	Stockport Homes	Anti-social behaviour
2.	June	Stockport Homes	Anti-social behaviour
3.	June	Stockport Homes	Anti-social behaviour
4.	June	Stockport Homes	Anti-social behaviour
5.	June	Revenues & Benefits	Suspected benefit fraud

3. Recommendation

3.1. That the Scrutiny Committee notes the first quarterly RIPA monitoring report.

4. Background papers

- None

To access background papers please contact: Claire Naven – Data Protection and Freedom of Information Officer on claire.naven@stockport.gov.uk or 0161 474 4048.

AGENDA ITEM 6**Scrutiny Review – Executive Response Template**

Scrutiny Committee: Corporate, Resource Management and Governance

Review title: Customer Contact – Street Lighting and Highways

Date completed: 19/05/2010

Officer responsible for response: Phil Badley (Service Director – Organisational Development) & Kevin Melling (Head of Streetscene)

Date response(s) agreed:

This is the agreed response of the Executive to this Scrutiny Committee review.

AGENDA ITEM 6

Original Recommendation	Agreed response	Timescale
<p>1. The Executive be advised of the progress of the Systems Thinking intervention in Street Lighting and Highways and the progress of the scrutiny review and note that future updates will be provided as the Systems Thinking review develops further.</p>	<p><i>Since the Scrutiny Review was completed the systems thinking process has continued to develop and has become a formal BITE Review. At the time of the scrutiny review both lighting and highways were included within an initial scoping exercise. Following the initial review lighting was separated from the highways element and both are now progressing as individual BITE Reviews. Progress is as follows:</i></p> <p><i>1. Lighting</i> <i>Immediately after the Scrutiny review concluded, officers began to analyse the service requests received from the public and commenced implementing improvements that will benefit the “end-to-end” service received.</i></p> <p><i>2. Highways</i> <i>Due to the complexities of issues within the Highways Service further data was collected to better understand the variety of customer requests being received. This has now been completed and improvements are currently being considered that will deliver a better “end-to-end” service for the customer.</i></p>	<p>Ongoing</p> <p>Ongoing</p>

Original Recommendation	Agreed response	Timescale
2. That the panel members where possible monitor progress and developments relating to the review and meets with the review team when necessary.	<i>Officers will provide an email update on progress for panel members and will ask if they require further updates as the review continues.</i>	Update in December and as necessary in the future.
3. That a progress report on Street Lighting and Highways is provided to the Corporate, Resource Management and Governance Scrutiny Committee and this takes place in 6-9 months.	It is intended to report in June 2011	June 2011
4. The Executive be recommended that a presentation is made to the Scrutiny Co-ordination Committee on the Systems Thinking Review of street lighting and highways. It is also recommended that the invitation is extended to Scrutiny Committee vice-chairs and all other members of the Council to share the method and learning from the Systems Thinking approach and encourage its use in future reviews.	The Scrutiny Review programme is now aligned with BITE Reviews within the Council. The team are available to present on the specific activities covered within the Highways/Street Lighting Review. This could be extended to cover in more detail the methodology used and extent of its use across the diverse range of services provided by the Council.	tbc
5. The Executive be recommended that as a part of	We support this recommendation and encourage the	Ongoing

Original Recommendation	Agreed response	Timescale
any future Systems Thinking Scrutiny reviews the views and direct experiences of members on the way in which services are delivered are captured as part of the review process.	engagement of Elected Members in future Systems Thinking Scrutiny Reviews	

COMMITTEE: CORPORATE, RESOURCE MANAGEMENT AND GOVERNANCE
SCRUTINY COMMITTEE

DATE: 26 OCTOBER 2010

REPORT OF: SCRUTINY MANAGER

REPORT TITLE: AGENDA PLANNING

1) PLANNED AGENDA ITEMS

(Committee Members are asked to note that agenda items are indicative at this stage and will be subject to change and added to following this meeting)

30th November 2010

Item	Type/Purpose
2 nd Quarter Corporate Performance Report	Performance report
2 nd Quarter Revenue Budget Monitoring Report	Performance report
2 nd Quarter Capital Programme Report	Performance report
Treasury Management Report	Performance report
Corporate Complaints Report	Performance report
Stockport Partnership Board	Partnership scrutiny

18th January 2011

Item	Type/Purpose
3 rd Quarter Corporate Performance Report	Performance report
3 rd Quarter Revenue Budget Monitoring Report	Performance report
3 rd Quarter Capital Programme Report	Performance report
Treasury Management Report	Performance report
Customer Service Strategy Update	Questions/Comments

2) RELEVANT ENTRIES IN OCTOBER 2010 FORWARD PLAN

Decision Reference	Subject Area for Decision	Expected Date of Decision	Decision Maker
CF/T 1	Executive response to the report of the Corporate, Resource Management and Governance Scrutiny Committee following its review into Customer Contact: Street Lighting and Highways	September 2010	Executive
FIN 82	Council Tax Base 2011/12 for Stockport	November 2010	Executive
FIN 83	Council Tax Base 2011/12 for the Offerton Park Parish Council	November 2010	Executive

3) PROGRESS ON SCRUTINY COMMITTEE RESOLUTIONS

Date/ Minute No.	Resolution	Progress	Person Responsible
23 rd February 2010 Minute 8 refers	That an update report be submitted to a future meeting detailing progress on the delivery of the Disability Equality Action Plan 2010 - 12	Included in the Committee's Work Programme for February 2011 meeting	Mary Morgan
8 th June 2010 Minute 4 refers	Following an analysis of the Stockport Survey a report to be submitted to a future meeting in relation to reasons why satisfaction levels are lower in Priority 1 areas.	Included in the Committee's Work Programme for October meeting	Sue Thomas
27 th July 2010-08-10 Minute 8 refers	That a further report be submitted to the Committee in six months' time once a baseline of services has been established (Customer Service Strategy)	Included in the Committee's Work Programme for the January meeting	Phil Badley/Adrian Moores