

CITY SERVICES SCRUTINY PANEL

Notes of meeting held on: 15th November 2012

Present: Cllrs Stephen Bonallie (Chair), Michael Essl, Stuart Porthouse, Stephen Foster.
Also present: Cllr David Tate

Jim Diamond (JD), Les Clark (LC), Karen Lounton (KL) and Louise Preece (Sunderland City Council)

		Action
1.	<p>Welcome and Apologies Councillor Bonallie welcomed everyone to the meeting.</p> <p>Apologies were received from Cllrs Peter Wood, Kath Rolph and Neville Padgett.</p>	
2.	<p>Notes of the last meeting The notes from the last meeting were agreed as a true record.</p>	
3.	<p>New Issues Referred from the Scrutiny Committee No issues referred to this panel.</p>	
4.	<p>Policy Review – Refuse Collection and Waste Management - Update Cllr Bonallie recapped on the recent visit on 8th October 2012 to Beech Street Depot with some of the members from the panel and advised members that a further visit to the Energy Waste Plant in Teesside was currently being planned.</p> <p>Cllr Bonallie drew member's attention to the Refuse Collection and Waste Management Update Report and asked Les Clarke for an update on the position of the Council's current bid to the weekly Collection Support Scheme.</p> <p>LC – advised the panel that the Council are still awaiting the results of the current bid to the weekly Collection Support Scheme and it is hoped that a decision should be reached by the end of November.</p>	LC/JD
5.	<p>Tell Us Once for Bereavement Service – Consideration of Recommendations of final report JD – advised members that the evidence gathering over the last few months which has included panel members meeting with various council officers and visiting the Moorside Contact Centre along with the Corner's Court has been collated together and set out in the report along with the conclusions and recommendations.</p> <p>KL - advised members that the report also expanded on the evidence of the take up rates of the service. The service is currently looking at how they can include changes</p>	

	<p>of address within the service and are working closely with colleagues from Council Tax to implement this.</p> <p>They are also looking into the take up rates of the 'Tell Us Once Service' with the Contact Centre at Moorside researching and listening to received calls to try and identify why people aren't taking up this service and to see if any improvements can be implemented. Current statistics for the take up of the service are:</p> <ul style="list-style-type: none"> • 55% for bereavement • 60% for births <p>The 28th November will see a collection of GP's in Silksworth getting together to be briefed by Karen on the new service to try to roll it out across GP surgery's in the West.</p> <p>Members agreed the report.</p>	
6.	<p>Issues to feedback to the Scrutiny Committee</p> <p>Cllr Essl asked if the 20 mph zones around schools could be raised at the Scrutiny Committee and feedback received on how a school could be removed from the list once the zone was in place to allow another school to be added.</p> <p>LC responded that the whole scheme was a very comprehensive piece of work and that a 20mph zone didn't just include school but other areas too.</p> <p>LC agreed to compile a report to brief members on the history and the criteria of the scheme to bring all of the information up to date.</p> <p>Cllr Essl asked if the report could include; how the 20mph zone scheme is implemented and how a school is removed from the list once the scheme is complete to allow another school to be added?</p>	LC
7.	<p>AOB/Member items</p> <p>None</p>	
8.	<p>Date of next meeting</p> <p>Visit to Energy Waste Plant in Teesside Wednesday 12th December 2012, time TBC</p> <p>Next panel Thursday 13th December at 5.30pm, CR TBC</p>	<p>JD</p> <p>JD</p>