

SELECT COMMITTEE

11 September 2019

Present – The Chair (Councillor Staveley) and Councillors Brown, Jaquin, Mercer, Shuttleworth and Solloway.

Officers – The Environmental Services and Housing Manager, Housing and Adaptations Manager, Democratic Services Manager and Democratic Services and Scrutiny Officer.

Apologies for absence were received from Councillors Harbron, Metcalfe, Moorby and Sutcliffe.

Start: 6.30pm

Finish: 7.20pm

Confirmation of Minutes –

The minutes of the meeting held 17 July 2019 were approved as a correct record and signed by the Chairman.

Public Participation –

There were no members of the public in attendance.

Declarations of Interest –

There were no declarations of interest.

Minutes for Report

OS.433 DISABLED FACILITIES GRANTS: ANNUAL PERFORMANCE REVIEW

The Housing Adaptations Manager submitted a report which presented a review of progress made against the Select Committee recommendation tracking template.

Members noted that from 1st April 2019 the Disabled Facilities Grant Service was taken completely in-house. In addition, Bowman and Riley was awarded a 9-month contract after the bidding process. Members noted the 56% increase in completions and the improved speed of service delivery. Members raised concern in relation to the 266-day average service delivery time. The Housing Adaptations Manager assured Members that the historic cases inherited from the previous two tier service which remained incomplete was being treated as a high priority area. The completion of historic cases would improve the average service delivery time significantly.

One Member queried whether there had been any progress in relation to development of a customer satisfaction survey. The Housing Adaptations Manager advised that a customer satisfaction survey had not yet been developed, however there may be an opportunity to build on the voluntary comments feedback that was currently in operation.

The Chairman questioned the Housing Adaptations Team's resilience. The Housing Adaptations staffing structure was explained to Members and Members were informed of a procedure manual and process flowchart currently in production in order to ensure a resilient service.

Members commented on the red status recommendations, which mainly related to North Yorkshire County Council actions. The Housing Adaptations Manger advised that despite a considerably increased workload for NYCC, in quarter one of this year 27 cases had been referred by NYCC as opposed to 18 referrals in the first quarter of the previous year. The Housing Adaptations Manger confirmed that progress continued against the remaining red status actions.

Resolved – That progress against the outstanding red status recommendations is reviewed by Select Committee as part of its regular recommendation tracking process.

OS.434

WORK PROGRAMME

The Democratic Services Manager submitted a report which presented the most recent version of the Select Committee's work programme.

Members requested that the October Select Committee meeting included a focus on the Council's approach to developing a green policy. The Lead Member for Greener Craven was invited to attend the meeting to lead on the presentation to Members.

Members agreed that after the main October meeting a Working Group meets to consider the Commercial Waste Service, particularly operation of the new business model. Initial views were also to be sought from Members in relation to Lane-End Collections.

Members approved a request from Human Resources to consider Absence Management: Half Year Position at the January Select Committee meeting. This item was previously scheduled to be considered at the November meeting.

Members requested an initial report in relation to implementation of new Councillor IT devices. The Chief Information Officer and ICT Services Manager were to be asked to attend the November Select Committee meeting to update Members.

It was agreed to schedule a further Working Group meeting to take place in mid-November to consider options for future resourcing of the Planning Enforcement Team.

Resolved – That subject to the above amendments, the work programme was agreed for the remainder of 2019/20.

Minutes for Decision

There were no items for decision.

Chairman.