



**WOKINGHAM
BOROUGH COUNCIL**

**MEETING OF THE
CORPORATE SERVICES
OVERVIEW AND SCRUTINY PANEL**

ON

WEDNESDAY 27 FEBRUARY 2013

AT

7:00PM

AGENDA

**Civic Offices
Shute End
Wokingham
Berkshire**

**Andy Couldrick
Chief Executive**



WOKINGHAM BOROUGH COUNCIL

Our Vision

A great place to live, an even better place to do business

Our Priorities

Improve educational attainment and focus on every child achieving their potential

Invest in regenerating towns and villages, support social and economic prosperity, whilst encouraging business growth

Ensure strong sustainable communities that are vibrant and supported by well designed development

Tackle traffic congestion in specific areas of the Borough

Improve the customer experience when accessing Council services

The Underpinning Principles

Offer excellent value for your Council Tax

Provide affordable homes

Look after the vulnerable

Improve health, wellbeing and quality of life

Maintain and improve the waste collection, recycling and fuel efficiency

Deliver quality in all that we do

Chief Executive's Department
P.O. Box 150
Shute End, Wokingham
Berkshire RG40 1WQ
Tel: (0118) 974 6000
Fax: (0118) 979 0877
Minicom No: (0118) 977 8909
DX: 33506 - Wokingham



WOKINGHAM BOROUGH COUNCIL

To: The Chairman and Members of the Corporate Services Overview and Scrutiny Panel

A Meeting of the **CORPORATE SERVICES OVERVIEW AND SCRUTINY PANEL**, will be held at the Civic Offices, Shute End, Wokingham on **Wednesday 27 February 2013** at **7:00pm**.

Andy Couldrick
Chief Executive
19 February 2013

Members:- Norman Jorgensen (Chairman), Michael Firmager (Vice-Chairman), Parry Bath Chris Bowring, Ken Miall and Rachelle Shepherd-DuBey.

Substitutes: Prue Bray, Kate Haines, Lesley Hayward and David Sleight.

ITEM NO.	WARD	SUBJECT	PAGE NO.
8.00	None Specific	MINUTES To confirm the Minutes of the Meeting of the Panel held on 30 October 2013.	1-2
9.00	None Specific	APOLOGIES To receive any apologies for absence.	-
10.00		DECLARATIONS OF INTEREST To receive any declarations of interest.	-
11.00		PUBLIC QUESTION TIME To answer any public questions The Council welcomes questions from members of the public about the work of this Panel Subject to meeting certain timescales, questions can relate to general issues concerned with the work of the	-

Panel or an item which is on the Agenda for this meeting. For full details of the procedure for submitting questions please contact Democratic Services on the numbers listed below or go to www.wokingham.gov.uk/publicquestions.

Explanatory leaflets are also available in the Civic Offices and Libraries.

12.00		MEMBER QUESTION TIME To answer any member questions.	-
13.00	None Specific	DEVELOPMENT MANAGEMENT PLANNING ENFORCEMENT SERVICE To receive information about the enforcement service, the key issues and to outline enforcement processes with a view to identifying improvements.	3-17
14.00	None Specific	UPDATE ON THE BOROUGH DESIGN GUIDE To receive a verbal update on the implementation of the Borough Design Guide.	-
15.00	None Specific	THE FUTURE DELIVERY OF THE LIBRARY SERVICE At its meeting on 22 November 2012, the Council received a question relating to the options for the future delivery of the library service. At its meeting on 21 January 2013, the Overview and Scrutiny Management it was proposed that that the Corporate Services Overview and Scrutiny Panel be asked to consider whether to undertake a scrutiny review in this area. After discussion this was supported. The Panel is therefore asked to consider whether it wishes to undertake such a review.	-
16.00	None Specific	DRAFT ANNUAL REPORT OF CORPORATE SERVICES SCRUTINY PANEL To consider the draft annual report of the Corporate Services Scrutiny Panel.	18-21
17:00	None Specific	PANEL FORWARD PROGRAMME To note the Forward Programme of the Corporate Services Overview and Scrutiny Panel..	22-23
18.00		ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT A Supplementary Agenda will be issued by the Chief Executive if there are any other items to consider under this heading.	-

This is an agenda for a meeting of the Corporate Services Overview and Scrutiny Panel.

If you need help in understanding this document or if you would like a copy of it in large print please contact one of our Team Support Officers.

CONTACT OFFICERS

Susan Coulter	Senior Democratic Services Officer	Tel 0118 974 6059
	Administrators	Tel 0118 974 6053/ 6054
Fax	0118 919 7757	
Email	democratic.services@wokingham.gov.uk	

**MINUTES OF A MEETING OF THE
CORPORATE SERVICES OVERVIEW AND SCRUTINY PANEL
HELD ON TUESDAY 30 OCTOBER 2012 FROM 7:00PM TO 7:30PM**

Present:- Michael Firmager (Vice-Chairman in the Chair), Parry Batth, Chris Bowring, Kate Haines (substituting for Norman Jorgensen), Ken Miall and Rachelle Shepherd-DuBey.

*Also present:-
Susan Coulter, Senior Democratic Services Officer.*

PART I

1. MINUTES

The Minutes of the meeting of the Panel held on 20 March 2012 were confirmed as a correct record and signed by the Chairman, subject to the following amendments:

- Page 1 – last bullet point – delete “would be” on the second line; and
- Page 2 – second bullet point – the word “for” change to “format”.

2. APOLOGIES

An apology for absence was submitted from Councillor Norman Jorgensen.

3. DECLARATIONS OF INTEREST

There were no declarations of interest made at this meeting.

4. PUBLIC QUESTION TIME

There were no public questions.

5. MEMBER QUESTION TIME

There were no Member questions.

6. IMPROVING THE CUSTOMER EXPERIENCE (WHITEHALL BUSINESS PLAN)

Members considered a report on Improving the Customer Experience (Whitehall Business Plan) set out on Agenda page 4.

The Panel was advised that the Overview and Scrutiny Management Committee at its meeting on 13 June, had asked the Panel to give some consideration to the Whitehall Business Plan. It was suggested that the Panel might want to look at the different channels for interacting with customers (e.g. websites, online services) and examine what the Council is doing in response to the Government’s Channel Strategy, particularly with regard to the access to services by vulnerable customers.

The Panel was advised that a joint working group of Members (administration and opposition) and officers had been established to address the “improving customer experience” priority set when the Council published its vision earlier this year. Whilst the working group would not be looking explicitly at the Whitehall Business Plan, within its terms of reference it would be considering how different customer channels (particularly the web and social media) could be used to help improve the customer experience. The joint working group is scheduled to meet for the first time in November and will be jointly chaired by the Lead Member for Internal Services and the Strategic Director Children’s Services. The results of this work will be considered by the Council’s Executive.

2) the report be noted.

7. PANEL FORWARD PROGRAMME

The Panel considered its work programme set on Agenda pages 5 to 7 and requested that an item on Improving the Customer Experience (Whitehall Business Plan) be added to the work programme for January 2013.

RESOLVED: That:

- 1) an item on Improving the Customer Experience (Whitehall Business Plan) be added to the work programme for January 2013; and
- 2) the Forward Programme be updated accordingly.

These are the Minutes of a meeting of the Corporate Services Overview and Scrutiny Panel

If you need help in understanding this document or if you would like a copy of it in large print please contact one of our Team Support Officers.