
MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR NEIGHBOURHOODS AND HOUSING.
DATE	19 OCTOBER 2010
PRESENT	COUNCILLORS REID (EXECUTIVE MEMBER)

17. DECLARATIONS OF INTEREST

The Executive Member was asked to declare any personal or prejudicial interests in the business on the agenda. None were declared.

18. MINUTES

RESOLVED: That the minutes of the meeting held on 21 September be approved and signed by the Chair as a correct record.

19. PUBLIC PARTICIPATION - DECISION SESSION

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

20. WINTER MAINTENANCE SERVICE 2010/11

The Executive Member considered a report which outlined the proposed Winter Maintenance policy for the next winter maintenance period, from November 2010 and sought approval for the policy as set out in Appendix 1.

Officers advised that the report was a follow on report from one which had been to the Executive in July to propose a number of changes to the Winter Maintenance policy, including an increase in the gritting routes following the severe winter. The manual attached at appendix 1 had been amended accordingly and had been brought before the Executive Member for approval.

In light of a recent article in the local newspaper, the Executive Member commented that she is happy that salt bin distribution is in line with the Council's adopted policy but recognised that some Wards may have more salt bins than others if some Ward Committee's had chosen to fund additional bins.

Officers assured the Executive Member that all Members would be made aware of the Winter Maintenance Policy. The Executive Member was happy to approve the policy.

RESOLVED:

That the Executive Member approved the Winter Maintenance Policy as detailed in the Winter Maintenance Manual 2010/11.

REASON:

To ensure that the Council has an up to date Winter Maintenance Policy in place.

21. THE CUSTOMER SERVICE EXCELLENCE AWARD

The Executive Member considered a report which advised of the outcome of an external review of the Customer Service Excellence Award for Environmental Health, Trading Standards, Licensing and Bereavement Services and seek approval from the Executive Member to expand the scope of the services covered by the Award to include Registry Services.

The Executive Member congratulated the team on the progress made and was happy to approve the extension of the scheme to include Registry Services.

RESOLVED:

That the Executive Member noted the report and approved the extension of the scope of the Customer Excellence Award to Registry Services for the next annual assessment in June 2011.

REASON:

To ensure the concept of Customer Service Excellence is embedded in the services provided by the Communities and Neighbourhoods Directorate.

Councillor Reid, Chair

[The meeting started at 4.00 pm and finished at 4.15 pm].