

## **Minutes of the meeting of the Community Protection Overview and Scrutiny Committee held on 5 September 2006.**

### Present:

Councillor	John Appleton
"	David Booth
"	Richard Chattaway (Chair)
"	Michael Doody
"	John Haynes
"	Barry Longden
"	Mike Perry
"	Dave Shilton
"	Heather Timms
"	John Wells (Vice Chair)

Also Present: Councillor Richard Hobbs, Portfolio Holder for Community Safety.

### Officers:

Victoria Cook, Group Assistant, Performance and Development Directorate.

Jean Hardwick, Principal Committee Administrator, Performance and Development Directorate.

Susan Littlewood, Corporate Planning Manager, Performance and Development Directorate.

Michelle McHugh, Scrutiny Officer, Community Protection Directorate.

Kate Nash, Community Safety Manager, Community Protection Directorate.

Jane Pollard, Overview and Scrutiny Manager, Performance and Development Directorate.

Balbir Singh, Policy and Planning Manager, Community Protection Directorate.

## **1. General**

### **(1) Apologies for absence**

An apology for absence was received from Councillor Gordon Collett.

### **(2) Members' Declarations of Personal and Prejudicial Interests**

Members declared personal interests as follows –

The following Members declared personal interests arising by virtue of them serving as district/borough councillors as listed below:

Stratford-on Avon District Council – Councillor John Appleton

Warwick District Council - Councillors Michael Doody and Dave Shilton

**(5) Minutes of the Community Protection Overview and Scrutiny Committee meeting held on 25 July 2006**

The minutes of the Community Protection Overview and Scrutiny Committee held on 25 July 2006 were agreed as a correct record.

**2. Public Question Time**

None.

**3. Trading Standards Performance Report – 2006/07**

Anthea Davies presented the report of the Strategic Director of Adult Health and Community Services, which summarised the performance of Trading Standards for the year 2005/06.

During discussion, and in response to questions, Anthea Davies said that the –

- (1) Salaries under spend was the result of exceptional circumstances and difficulty in recruiting qualified staff. She undertook to provide Members with details of current staff vacancies. Councillor Richard Hobbs said that the Head of Trading Standards was addressing staff absences and filling vacancies, as a high priority.
- (2) Issue of staff motivation was dealt with in agenda item 4 (c ) and was being addressed.

The Committee -

- (1) commended Trading Standards Service on its report;
- (2) endorsed the proposed remedial actions;
- (3) asked that details of staff vacancies be circulated to Members by e-mail;
- (4) asked the Chair to raise at Overview and Scrutiny Co-ordinating Group the provision of more details about complaints received.

**4. European Foundation for Quality Management (EFQM)**

**(a) Using the EFQM Excellence Model to Assess Departments**

Susan Littlewood presented the report of the Strategic Director of Performance and Development. The report outlined the background on how the County Council used the EFQM Excellence Model to assess departments and introduced the reports on assessments from individual departments.

Discussion followed on the merits and costs of participating in EFQM Assessment. The Chair commended the EFQM process as a tool for quality management and suggested a Seminar be arranged for Members on the benefits of EFQM assessment.

The Committee –

- (1) noted the background information on the Council's EFQM process as context for considering the assessment feed back reports on the agenda;
- (2) noted that the process is currently under review;
- (3) asked that a Seminar be arranged to brief Members on the EFQM process.
- (4) Ask that details of the cost of EFQM assessment be circulated to Members by e-mail.

#### **(b) EFQM Assessment Results and Action Plan – Fire and Rescue Service**

Balbir Singh presented the report of the Strategic Director of Community Protection and County Fire Officer following the EFQM inspection of Warwickshire Fire and Rescue Service in November 2005. The report outlined some of the areas of best practice and the key themes for improvement. The improvement activities had been incorporated in the 2006/07 Service Plan.

Following discussion the Committee -

- (a) noted the report and approved the prioritised key themes for improvement;
- (b) asked that details of the assessment scores by criteria be circulated to Members.

#### **(c) The Peer Review Process for Trading Standards**

Anthea Davies presented the report of the Strategic Director of Adult Health and Community Services on the national Peer Review process for Trading Standards, based on the EFQM model, focusing on the recent review of Warwickshire Trading Standards and the proposed service improvements that ensued.

During discussion Councillor Richard Hobbs said that the Review had taken on board the issue of staff morale and, in this respect, staff had welcomed the Committee's visit to the Budbrooke premises on 21<sup>st</sup> September 2006. The

Chair suggested that the IDeA role in helping council's address their improvement issues could be raised with staff by Members at this meeting.

The Committee noted the report and asked that progress on the improvement plan be monitored and reported to the Committee in 12 months time.

## **5. The Consumer Advice Policy for Trading Standards**

Anthea Davies presented the report of the Strategic Director of Adult Health and Community Services. The Committee was asked to consider a revised policy for the delivery of consumer advice by Warwickshire Trading Standards in light of the introduction of Consumer Director West Midlands.

During discussion comments on the Policy included –

- (1) Concern was expressed that the Policy was written in negative terms.
- (2) The £20 barrier (paragraph 6), under which Second Stage advice would not be justified, was considered appropriate provided that consideration would be given to situations where the sum involved was less than this amount but impacted on groups of people.
- (3) Concern that the wording in paragraph 6, 2<sup>nd</sup> sentence, might be construed as being racist and ageist.

The Committee asked that their views on the revised approach to Consumer Advice for Trading Standards be referred to Cabinet.

## **6. Provisional Items for Future Meetings and Forward Plan Items Relevant to this Committee**

### **(a) Provisional items for Future Meetings**

Members noted the Committee's future work programme and agreed the following items –

- (1) Monday 9 October 2006 at 2:15 p.m. – Special meeting to look at the Community Safety Perspective of Safer Neighbourhoods;
- (2) Item to be timetabled - Distraction/Doorstep Burglary – Briefing note to be circulated to Members to assess the situation with a view to deciding how this issue should be progressed.
- (3) Item to be timetabled – delete “Impact of the Police Reform Bill” and include “Regional Policing”.
- (4) Include in items to be timetabled –
  - a. Sharing Best Practice with CDRP's.

- b. Seminar to explain the importance of S17 (raised at the Member briefing on the Impact of the Crime and Disorder Act and LAA on the remit of the Committee.
- c. Seminar/briefing on EFQMs.

**(b) Forward Plan Items**

None

**7. Any Other Items**

The Chair raised the following item as urgent business.

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Chair of the Committee

The Committee rose at 3:50 p.m.