
REPORT TO:	Community Scrutiny Committee	AGENDA ITEM: 7
DATE OF MEETING:	4th December 2006	CATEGORY: DELEGATED
REPORT FROM:	Deputy Chief Executive	
MEMBERS' CONTACT POINT:	John Porter	DOC:
SUBJECT:	Progress Report – Joint Review with Derbyshire County Council – 'Street-scene' Review	REF:
WARD (S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 **Purpose of the Report**

1.1 To note the progress made to date and the way forward

2.0 **Background**

2.1 At it's meeting on the 23rd October 2006, (Minute No. CYS/28) Members of the Committee were advised of the current position.

2.2 It was agreed that:-

- South Derbyshire CVS would be briefed on these amended requirements
- The District Council's 'Customer First' staff would be invited to a Focus Group on the 6th November 2006
- The Council's Environmental and Development Services and Community Scrutiny Committees would have this item placed on their agendas for their 9th and 15th January 2007 meetings respectively
- A joint- follow up meeting with the County Council to be arranged
- Special meeting of this Committee was arranged for the 15th January 2007 to consider proposals

3.0 **Joint - meeting**

3.1 The follow- up joint meeting between Members and Officers of both Derbyshire County Council and South Derbyshire District Council was held on the 29th November 2006.

3.2 Notes of the meeting can be found at Appendix A

4.0 The Way Forward

- 4.1 Members to consider proposals at a special meeting of this Committee on the 15th January 2007 in order to finalise the report and make its recommendations to the Environmental & Development Services Committee on the 1st February 2007.

STREETSCENE REVIEW

NOTES OF A MEETING HELD ON 29 NOVEMBER

Present:

County Councillors

Kath Lauro (Chair Improvement and Scrutiny Committee – Sustainable Communities/Cultural and Community Services), Sean Bambrick, Martyn Ford and Trevor Southerd

District Councillors

Ron Lane (Chair Community Scrutiny Committee), Neil Atkin, John Bladen and Jean Mead

Officers

Jackie Wardle (County Council)
Peter McEvoy and Sally Knight (District Council)

Matters discussed:

Jackie Wardle began by reminding the group of the initial remit for the review – finding ways in which the County and District/Borough Councils could work better together.

She then went on to outline progress to date:

- the consultation undertaken by CVS in Swadlincote on what local people thought about the 'street scene'
- consultation with County Council staff from the Willington depot about their ideas for working better
- consultation with members of the District Council's waste management and street cleansing team , a copy of that report is attached)

Everyone agreed that there was a need to move forward and to bring the review to a conclusion.

Ron Lane summarised the issue in terms of two questions:

- Should there be one number for people to call to report 'street scene' issues (however they are defined)?
- Should calls be directed in the first instance to the County Council or the District Council?

There was general agreement that best solution would be to use 'Call Derbyshire'

The group then went on to discuss some of the 'practicalities' around the use of a single point of contact. These included the need for an education programme to make people aware of reporting arrangements, avoiding delays in dealing with complaints, the need for good communication between those receiving and those responding to complaints, IT infrastructure.

Trevor Southerd commented that it could cause confusion to include the Clean Team within 'Call Derbyshire'.

Next steps

Officers to collaborate on the production of reports with common recommendations to County and District Committees.

The basic recommendation would relate to the use of 'Call Derbyshire' for reporting streetscene complaints with officers working together to 'make things happen'.