
OVERVIEW OF NEIGHBOURHOOD SERVICES SCRUTINY COMMITTEE

1. Since the last meeting of the Council, the following are the main areas of work the Neighbourhood Services Scrutiny Committee has undertaken :-
 - (a) **Work Programme** – The Committee considered the Work Programme for the 2008/09 Municipal Year and will continue to update and add to our Work Programme throughout the year. We also examined Cabinet’s Forward Plan for particular areas of interest and concern to be included within our Work Programme and also further areas for undertaking Task and Finish Review Groups.
 - (b) **Service Plan Performance Year-End 2007/08** – We examined the summary of performance against service plans for which this Scrutiny is responsible for monitoring and scrutinising and were pleased to note that at the end of 2007/08, service plans were on or above target for Building Services, Environmental Services, Housing Benefits and Housing Services. There were no indicators where targets had not been achieved and no areas of particular cause for concern.
 - (c) **Service Planning 2008/12** – We also gave consideration to the Service Plans for 2008/12, of which there are now five for this Scrutiny: Building Services, Connecting with Communities, Housing Services, Housing Benefits and Safer Communities. This Scrutiny will be receiving regular reports on performance targets in the Service Plans on a quarterly basis. If we identify any areas where targets are not being achieved, or are of particular concern to this Scrutiny, further investigations will be undertaken by way of Review.
 - (d) **Best Value Performance Indicator 164 – Commission for Racial Equality Code of Practice** – We received a report on the number of racial incidents that had been reported to the Housing Division and whether these incidents have been upheld in accordance with Best Value Performance Indicator 164.
 - (e) **Environmental Crime** – We received a report on the Environmental Crime Team and the actions taken by them during 2007/08. Members were particularly interested to note the number of fixed penalty notices that had been issued between April 2007 and March 2008.
 - (f) **Changes to Street Scene Management Structure** – We received an update on the proposed changes to the Street Scene management structure. This review follows nearly two years of the new ways of working under Street Scene and takes into consideration the move of various services to Environmental Services. The overall aim of this review is to continuously improve service performance and create efficiencies.

As Members may also be aware, our major Review for this Municipal Year will be on Street Scene Services and the terms of reference for the Review have now been approved.

Councillor Doris Jones
Chair of Neighbourhood Services Scrutiny Committee