

meeting COUNTY COUNCIL

date 30<sup>th</sup> June 2011

agenda item number **7a ii.**

## REPORT OF THE DEPUTY LEADER OF THE COUNCIL

### 1. Purpose of the report

- 1.1 The report seeks to update Members on matters which fall within the Deputy Leader's portfolio.

### 2. Nottinghamshire Strategic Partnership Board

- 2.1 The board met on the 25<sup>th</sup> May 2011 to determine the allocation of the second instalment of Local Area Agreement Performance Reward Grant, which had been received by the County Council in March in the sum of £2,353,445. It was agreed that of this sum £1,074,000 should be allocated to Children's Safeguarding and £283,000 to Road Safety. The balance of £1,062,445 was allocated to the seven borough/district councils in equal shares to be expended at their discretion in consultation with their Local Strategic Partnerships, if appropriate.
- 2.2 As the Board had not met since March 2010 and its role was to a significant extent duplicated by the strengthening roles of the key countywide "thematic" partnerships, it was agreed the Nottinghamshire Partnership should be dissolved.

### 3. Health & Wellbeing Board

- 3.1 As Chairman of the shadow Board I have participated in a number of events relating to the proposed amendments to the legislation currently before Parliament. Several Members have told me how useful and instructive they found the seminar on Local Government and Health Transition held on 13<sup>th</sup> June, at which presentations were made by the Corporate Director for Adult Social Care, Health & Public Protection; the Director for Public Health NHS Nottinghamshire County and the Medical Director NHS Nottinghamshire County.
- 3.2 It has also been helpful that Vicky Bailey, Chief Operations Director of Principia, the Rushcliffe GP consortium, was one of 45 members of the independent forum advising the Government on possible changes to the

#### **4. Grant Aid**

- 4.1 There was a strong attendance of some 80 representatives of the voluntary sector at the workshop held on the 15th June on the County Council's future policy on grant aid and on the future relationship between the County Council and the sector. The event provoked substantial and constructive discussion which will provide a foundation for the series of more detailed focus groups planned for September to provide input to the budget setting process for 2012/13.

#### **5. East Midlands Councils Executive Board**

- 5.1 I attended the meeting of the East Midlands Councils Executive Board held on 17<sup>th</sup> June. The four main topics of discussion were as follows: -

- i) the composition of the Board and the two options that it should either remain unchanged or that borough/district council representation should be doubled from 5 to 10. In the absence of agreement the issue was adjourned for further consideration prior to the Annual General Meeting in late July;
- ii) a report from the Regional Director of Public Health on the recommendations for changes to the health legislation proposed by the independent forum referred to previously in this report;
- iii) the response to the current consultation by the Government on the proposed High Speed Two (HS2) railway line;
- iv) an emergency item on the decision announced the previous day that the contract for rolling stock for the Thameslink service would be awarded to the German company, Siemens, rather than to the Derby manufacturer, Bombardier.

#### **6. Customer Service Points (formerly County Contact Points)**

- 6.1 Revised opening times will go live in July. This is based on an analysis of footfall and uptake by members of the public and will allow Advisors time, when attendance at the Customer Service Points is low, to spend dedicated on administration and follow up work and email enquiry handling in addition to Face to Face inquiry handling. This will increase the breadth of knowledge, skills and flexibility of staff involved and support the overall improvement programme for the Customer Service Centre. Communication for this is already underway, including localised publicity in key areas.

## **7. Registration Services**

- 7.1 In preparation for the launch of the “Tell Us Once” service in September, work has now transferred to the Customer Service Centre from within the Bassetlaw and Mansfield areas. Customer Service Advisers are now managing all basic enquiries for the registration service in these areas and will ultimately take on the resulting “back-office” requests relating to internal services areas such as collection of equipment, cancellation of care packages etc.
- 7.2 The roll-out of this service is progressing well with the remaining Registration offices scheduled to go live during July and August.

## **8. Blue Car Badges**

- 8.1 Following the transfer of the processing of blue car badges from Adult Social Care teams to the Customer Service Centre; in excess of 1600 Blue Car Badge applications have been processed.
- 8.2 The work already underway to implement assessments “clinics” for blue car badges is progressing well. Following recruitment and training of the relevant staff, it is anticipated that these will be fully operational during the autumn months.
- 8.3 The new Blue Car Badge Reform Act, effective from January 2012, will potentially have significant impact on current processes. The full impact of this is currently being assessed and a project team set up to work across the Council to understand the potential implications in full and develop a structured project plan.

## **9. Family Information Services**

- 9.1 As part of the cross cutting service review, work has begun with the Family Information Service in order to understand the service provided, volumes and types of enquiry and establish how the Customer Service Centre can provide support in terms of enquiry handing, information provision and fulfilment. This work will be progressed over the summer months.

**Councillor Martin Suthers**  
**Deputy Leader of the County Council**