

Meeting POLICY COMMITTEE

Date Wednesday, 7 January 2015 at 10:30am

membership

Persons absent are marked with 'A'

COUNCILLORS

Alan Rhodes (Chairman)
Joyce Bosnjak (Vice-Chairman)

Reg Adair
Jim Creamer
Mrs Kay Cutts MBE
Glynn Gilfoyle
Kevin Greaves
Stan Heptinstall MBE
Richard Jackson
David Kirkham
John Knight

Diana Meale
Philip Owen
John Peck JP
Sheila Place
Ken Rigby
Martin Suthers OBE
Gail Turner
Stuart Wallace

ALSO IN ATTENDANCE

Councillor Roy Allan
Councillor Alan Bell
Councillor Nikki Brooks
Councillor Steve Carroll
Councillor Steve Calvert

Councillor Alice Grice
Councillor Liz Plant
Councillor John Wilkinson
Councillor Yvonne Woodhead

OFFICERS IN ATTENDANCE

Mick Burrows
Anthony May

Chief Executive
Children's, Families and Cultural Services

Carl Bilbey
Keith Ford
Jayne Francis-Ward
Jo Kirkby
Celia Morris
Catherine Munro
Michelle Welsh

} Policy, Planning & Corporate Services

MINUTES

The Minutes of the last meeting held on 10 December 2014, having been previously circulated, were confirmed and signed by the Chairman.

MEMBERSHIP OF THE COMMITTEE

The following change of membership was noted:-

- Councillor Laughton had replaced Councillor Muriel Weisz for this meeting only.

APOLOGIES FOR ABSENCE

Councillor Muriel Weisz (medical) - The Chairman agreed to send the Committee's best wishes to Councillor Weisz.

DECLARATIONS OF INTEREST BY MEMBERS AND OFFICERS

None

STAFFING STRUCTURE FOR COMPLAINTS AND INFORMATION TEAM

During discussions, Members requested regular update reports to the Committee about complaints and compliments received by the Council and their outcomes (commencing in March 2015). Members also requested that the previous practice of receiving individual update reports about complaints within their Division be reinstated.

RESOLVED: 2015/001

- 1) That the expanded role of the Complaints and Information Team be noted.
- 2) That the proposed staffing structure for the Complaints and information team, set out in Appendix A to the committee report, be approved, and the establishment of three additional Complaints Information and Mediation Officer posts be agreed.

BETTER BROADBAND FOR NOTTINGHAMSHIRE PROGRAMME CONTRACT 2 (SUPERFAST EXTENSION PROGRAMME)

RESOLVED: 2015/002

That delegated authority be granted to the Corporate Director for Policy, Planning & Corporate Services (as the programme's Senior Responsible Officer) following consultation with the Leader of the Council and the Chair of the Economic Development Committee to:-

- i) agree any amendments to the contract arising from the clarification process, provided these do not materially alter the parameters of the eventual contract offering;
- ii) sign off the contract at the conclusion of the clarification process on behalf of the County Council.

NOTTINGHAMSHIRE ANNUAL RESIDENTS' SATISFACTION SURVEY 2014**RESOLVED: 2015/003**

- 1) That the findings of the 2014 Nottinghamshire Annual Residents' Satisfaction Survey be noted.
- 2) That this report be used to inform development of planning, policy and delivery plans.

TRANSFORMATION PROGRAMME PROGRESS UPDATE**RESOLVED: 2015/004**

That the achievements of the Council's Transformation Programme to date be noted.

WORK PROGRAMME**RESOLVED: 2015/005**

That the work programme be noted.

The meeting closed at 11.43 am.

CHAIRMAN