

Purpose:

To consider progress on the matters arising from previous Challenge & Improve Committee meetings.

Recommendation: That members note progress on the matters arising and request corrective action if necessary.

Matters arising Schedule

BRAG status black - Completed matters, not closed								
ID	Action	Action Required	Due Date	Comments	Remedial Action	Remedial Action Due Date	Assigned To	Support Required From
1	MIN 49 Community Awards	The suggestions made at the meeting to be incorporated in to the report to Prosperous Communities Committee.	15/03/2013	ALL SUGGESTIONS HAVE BEEN INCORPORATED IN THE THE PC REPORT AND THE CHAIRMAN OF C AND I HAS SIGNED THIS OFF AS CORRECT.			Calver Nicola	
2	MIN 52 - Work Plan	Members requested that Community Activity, Safeguarding and Access to Services be added to the work plan for future meetings of C and I Committee	05/04/2013	ITEMS ADDED TO THE FORWARD PLAN AND APPROPRIATE OFFICERS ADVISED OF THE REQUEST AND TIMESCALES.			Calver Nicola	
3	MIN 47. Member Customer Care	Members expressed their concerns around customer care within enforcement and other areas of the council. Alex undertook to report these issues back to management to be addressed.	12/04/2013	AG 22/5/13 - issues discussed with enforcement team following member comments. Assurances provided in regards to the level of customer care being provided. Fortnightly tasking meetings address specific cases and current caseload is at its lowest point for some time and is consistently under 100. This will be reflected in			Reeks, Alex	Robinson, Alan

				<p>the next update to members in 6 months as requested. Work underway to provide elected members with access to the enforcement cases system so they can view what is happening in their area.</p> <p>Any queries regarding specific cases should be directed to the enforcement officers and if a satisfactory response is not received then please inform Andy Gray.</p>				
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BRAG status red - Overdue matters							
ID	Action	Action Required	Due Date	Comments	Remedial Action	Remedial Action Due Date	Assigned To
NONE							

BRAG status amber - deadline for completion flagged as at risk

ID	Action	Action Required	Due Date	Comments	Remedial Action	Remedial Action Due Date	Assigned To	Support Required From
1	Parish Council electronic Plans	Extract from C&I cttee minutes 28/01/13 Members discussed the savings made by the paperless initiative and questioned if the matter of Parish Councils receiving hard copy plans had been resolved, and it was suggested that whilst some Parishes did have connectivity problems, others would benefit from training. It was suggested that the Parishes that were experiencing problems be visited either by officers or local Ward Members to see if there was a solution to the problems	12/03/2013	Please designate to appropriate officer	ALEX GAVE AN UPDATE AT CTTEE ON 12/03 - MEMBERS REQUESTED TIMESCALES FOR RESOLVING THIS ISSUE TO BE CIRCULATED TO MEMBERS	11/04/2013	Reeks, Alex	
2	Min 47: Planning Enforcement Performance Update	Members considered the report on planning enforcement and were concerned about some of the data. A further report back to the committee was requested in 6 months time - please add to the forward plan. Also members requested exempt information on enforcement by ward to be circulated.	28/03/2013				Gray, Andy	

BRAG status green - Outstanding matters, not yet due

ID	Action	Action Required	Due Date	Comments	Remedial Action	Remedial Action Due Date	Assigned To
NONE							