

Corporate Policy & Resources Committee Matters Arising Schedule

Purpose:

To consider progress on the matters arising from previous Corporate Policy & Resources Committee meetings.

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

Meeting Policy and Resources Committee

Status	Title	Action Required	Comments	Due Date	Allocated To
Black	Agency workers	CPR committee on 19 September requested that the Assistant Director of Operations attend a future meeting to discuss the number of agency workers, and how long they are generally appointed for.	Ady discussed this item at the CPR meeting on 7 November.	07/11/19	Ady Selby
Black	Workplan date tracking	Cllrs at the CPR meeting on 19 September requested thta the date that items are added to the workplan be added to the committee report. This would mirror the format for matters arising.	To be trialled at CPR first and gauge feedback	07/10/19	James Welbourn
Black	Trends on safeguarding policy	Cllr Bierley asked at committee on 7 November about any trends in the operation or implementation of the safeguarding policy. Ian Knowles requested that the response be circulated to all members via the Member newsletter.	Rachel has submitted a paper for the next newsletter.	15/11/19	Rachel Parkin

Black	Under 16 burial fees	Head of Paid Service agreed to feed back to officers advice from Gainsborough Town Councillors present at the meeting on 7 November that fees for burials of under 16s could possibly be recouped through a new fund that had been proposed by Parliament.	Response from Crematorium Manager: "Thank you I am aware of the new Children's Funeral Fund that started in July 2019. The scheme can help to pay some of the costs for a funeral for a child under 18 or a baby stillborn after the 24th week of pregnancy. This is not means tested and is claimed directly by the burial or cremation provider. https://www.gov.uk/government/publications/claim-for-costs-of-a-childs-funeral-childrens-funeral-fund-for-england "	04/12/19 Deborah Balsdon
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Members at Corporate Policy and Resources committee on 7 November asked the following questions about the Leisure Centre in Gainsborough:

1 - how are the figures in the P and D report arrived at in terms of customer satisfaction?

2 - Is there any feedback on the 'mystery shopper' visit that took place recently?

3 - How is the contract managed in terms of maintaining the facility? Public concerns of late have included health and safety issues; in particular the lack of running water for two days.

Ellen King's response to the first part:

"Is the P&D element relating to the comments not reflecting complaints that members are receiving? If so, the customer satisfaction figure is derived from a survey completed by users of the leisure centre. I am reliant on this information being sent to me by Anna so I wouldn't be able to comment on how the survey is compiled, how often it is sent, what the questions are etc.

Any complaints would be dealt with by the Leisure Centre and as part of the contract monitoring meetings held with Anna. They wouldn't form part of Nat's complaints and, again, I would be reliant on feedback from Anna in terms of the commentary that is included in P&D.

The remedial action is for monthly monitoring meetings to be held between the Council and Leisure Centre to address issues of cleanliness. I would expect that this would lead to improvements by the end of quarter three if followed through. If this proves not to be the case and the action already being taken doesn't lead to improvements, then members can request additional remedial action via the next P&D round."