

Communities Committee

Item No.

Report title:	Update on key service issues and activities
Date of meeting:	11 May 2016
Responsible Chief Officer:	Tom McCabe – Executive Director Community and Environmental Services
Strategic impact Providing regular information about key service issues and activities supports the Council's transparency agenda and enables Members to keep updated on services within their remit. It is important that there is transparency in decision making processes to enable Members and the public to hold the Council to account.	

Executive summary

Officers provide Committee Members with fortnightly updates on key issues and activities. These updates will also be reported to this Committee to enable Members to discuss the latest position and identify any areas where the Committee would like to receive further information or update. The latest updates (dated 11 March, 1 April and 15 April 2016) are included at Appendices A to C.

This report sets out other relevant decisions taken under delegated powers by the Executive Director within the Terms of Reference of this Committee, since the last meeting on 16 March 2016.

Recommendations:

To review the latest service updates at Appendices A-C and identify any areas where the Committee would like to receive further information or update.

To note the delegated decisions taken, as detailed in this report.

1. Proposal

1.1. Service updates

- 1.1.1. Officers provided Members with a regular news update. These updates are also reported to this Committee, as a standard agenda item for each meeting, to enable Members to discuss the latest position and identify any areas where the Committee would like to receive further information or update. The latest updates are included at Appendices A-D (dated 11 March, 1 April and 15 April 2016). Note that some of these updates included more detailed attachments with further information when they were originally shared with Members but these have not been included with this report.

1.2. Delegated decisions

- 1.2.1. The report sets out below any delegated decisions within the Terms of Reference of this Committee that are reported by the Executive Director as being of public interest, financially material or contentious. Future delegated decisions

will also be reported to this Committee for information.

Subject: Norfolk Fire and Rescue Service Integrated Risk Management Plan (IRMP)

Decision taken: To publish the revised IRMP.

Full Council considered a revised IRMP on 22 February 2016 and approved it, subject to the Chief Fire Officer and Executive Director amending it to reflect the outcomes of the Council's deliberations at the meeting. The meeting did not identify any issues that would require the IRMP to be amended and therefore no changes in content were needed. Some small changes, i.e. to formatting, were made.

Taken by: Executive Director (Tom McCabe) and Chief Fire Officer (Roy Harold).

Taken on: 17 March 2016

Contact for further information: Roy Harold (Chief Fire Officer)
Email roy.harold@fire.norfolk.gov.uk
Phone 0344 800 8020

Subject: Customer Relationship Management System – partnership working with London Boroughs of Newham and Havering

Decision taken: To formalise partnership working arrangements by signing a Memorandum of Understanding (MoU). This formalises the partnership working arrangements that have been in place for some time and working well. In particular, the arrangement has enabled us to jointly fund, develop and implement a new Customer Relationship Management (CRM) system.

Taken by: The MoU was signed under seal by the Head of Law, with the approval of the Executive Director (Tom McCabe)

Taken on: 21 April 2016

Contact for further information: Ceri Sumner (Customer Services Manager)
Email ceri.sumner@norfolk.gov.uk
Phone 0344 800 8020

2. Evidence

2.1. See update attached at Appendices A-C.

3. Financial Implications

3.1. There are no financial implications arising from this report.

4. Issues, risks and innovation

4.1. There are no other relevant implications to be considered by Members.

5. Background

5.1. N/A

Officer Contact

If you have any questions about matters contained in this paper or want to see copies of any assessments, eg equality impact assessment, please get in touch with:

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