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| <b>Item No.</b><br>5               | <b>Classification:</b><br>Open | <b>Date:</b><br>12th January<br>2004                             | <b>MEETING NAME</b><br>Overview & Scrutiny |
| <b>Report title:</b>               |                                | <i>Executive Roundup: Response to Executive from OSC Reports</i> |  |
| <b>Ward(s) or groups affected:</b> |                                | All wards  |  |
| <b>From:</b>                       |                                | Head of Corporate Strategy                                       |  |

### RECOMMENDATION(S)

1. That members note the resolution from Executive meeting (4<sup>th</sup> December 2003) regarding the Overview and Scrutiny call in on Face to Face Services.

### BACKGROUND INFORMATION

2. Overview and Scrutiny conducted a call in on Modernising Face-to-Face Services for Customers on 4<sup>th</sup> December 2003. The resolutions were:
  1. Overview & Scrutiny Committee asks the Executive to set out clearly the current position on consultation with regard to the housing management best value review and how it relates to the reviews of face to face services and cash offices, and for the Executive to report back specifically on these questions to Overview & Scrutiny's January meeting;
  2. Overview & Scrutiny Committee asks the Executive to separate the cash offices from the other aspects of the report and subject the proposals on cash offices to urgent consultation through the housing consultation process;
  3. Overview & Scrutiny Committee asks the Executive to consider how it briefs Members on sensitive issues affecting their wards; and
  4. Overview & Scrutiny Committee resolves to consider how it wishes to make use of pre-scrutiny at a future Committee meeting.
3. The Executive Meeting of 16<sup>th</sup> December 2003 considered the Overview and Scrutiny Call in resolution and decided the following:

1. That the findings of the Overview & Scrutiny Committee in relation to the recommendations agreed on the 'Modernising Face-to-Face Services for Customers' at its meeting on 4<sup>th</sup> December 2003 be noted.
2. That the Executive confirms its position that the resolutions regarding the Best Value Review into cash management and on the proposed reform of face-to-face services do not cut across the pre-existing consultation on the findings of the Housing Management Best Value Review.
3. That the Executive notes that Tenants' Council received a presentation by officers on the Modernising Face-to-Face services for Customers on 15<sup>th</sup> December and thanks them for finding time on their agenda to do so.
4. That in light of the above:
  - i) Executive instructs officers to ensure that Tenants are consulted on the recommendations relating to the Best Value Review of Income Management along the same lines as the consultation meetings regarding Forums. This consultation process should be taken in tandem with the consultation on Housing Offices.
  - ii) It be noted that 25% of the survey sample included people of pensionable age and officers be instructed to consult with the Pensioners Forum.
  - iii) Officers be instructed to consult with the Disabilities Forum in view of the forthcoming requirements of the Disability Discrimination Act.
  - iv) Officers investigate the costs and effectiveness of commissioning a rent payment book capable of being stamped as proof of receipt, as part of the deal with the Post Offices.
  - v) Potential efficiency savings associated with the closure of cash offices should not be included in the forthcoming budget proposals for the year 2004/5.
  - vi) No action should be taken on the first phase of Cash Office closures until the beginning of June 2004.