

## **Agenda Item 1(b) - Update on matters for which follow-up action had been requested.**

Responses to resolutions which were passed by Contract Monitoring Overview and Scrutiny Committee at its meeting of 9 October 2013 as follows:

**1. The Chairman to write to the Director for Place to request that a formal response to the following be provided to all Committee Members:**

- Details of enforcement areas requiring signs and lines improvements and a schedule for completing these works.
- The Cabinet Member for Environment, Housing & Environment Lead Commissioner and Street Scene Director to undertake a root and branch review of parking service operations with a view to rationalising the operation to improve the customer journey.

*A response was sent to Members via email on 20 December 2013*

**2. The Lead Commissioner for Housing & Environment to provide information to Members on the Air Quality Fund Scheme.**

*Information on the scheme was sent to Members via email on 19 December 2013*

**3. Officers to provide rationale for the reduced target for bringing empty properties back in to use.**

*Response from Officers as follows:*

*Experience has shown that different empty properties can involve significantly varying levels of resource and time to resolve. Some simply require an initial contact with the owner to prompt action to bring the property back into use. Other properties however can require lengthy and resource intensive activity, including; negotiation, investigation (often involving tracing overseas owners), giving of empty property grants and in some cases enforcement action such as compulsory purchase. Although the target for last year was 100 properties back into use, we achieved over 200 as an effort was made to deal with the easier cases, or the 'low hanging fruit'. For this year we recognised that there would be less of the easier cases and more of the resource intensive cases to deal with and so we kept the target at 100 to reflect this. In essence, last year's performance was a one-off that is unlikely to be repeated.*

**4. Officers to include up to date narrative on trends and actions when compiling performance reports for the Committee.**

*Members will be provided an update on trends and actions being taken since the Quarter Two report at the January meeting.*

**5. That the Capita presentation be made publically available on the Council website.**

*The presentation was published online on 10 October 2013.*

**6. The Head of Commercial to provide Members with detail on monies paid to Capita for services provided prior to the CSG contract going live.**

*The response from the Head of Commercial was sent to Members on 23 October 2013 and published online.*