

## **Corporate, Adult Services & Social Inclusion Select Committee**

A meeting of Corporate, Adult Services & Social Inclusion Select Committee was held on Tuesday, 7th December, 2010.

**Present:** Cllr Mick Stoker (Chairman), Cllr Mrs Lynne Apedaile, Cllr Aidan Cockerill, Cllr Mrs Suzanne Fletcher, Cllr Bill Noble, Cllr Roy Rix

**Officers:** Mrs D Hurwood, Mrs J Spittle (R); Mrs T Harrison, Miss M Jones and J Trainer (LD)

**Also in attendance:** Mrs R Turton (UNSION)

**Apologies:** Cllr Miss Tina Large

### **CAS 27/10**

#### **Declarations of Interest**

Councillor Mrs Fletcher declared a personal non prejudicial interest in relation to the EIT Task and Finish Review of Customer Services and Taxation item due to being a voluntary advice worker at Stockton and District Information Service.

Councillor Mrs Fletcher declared a personal non prejudicial interest in relation to the EIT Task and Finish Review of Customer Services and Taxation item due to being a charity trustee of Elm Tree Community Centre.

Councillor Rix declared a personal non prejudicial interest in relation to the EIT Task and Finish Review of Customer Services and Taxation item due to being a member of the Tristar Board.

### **CAS 28/10**

#### **Minutes to be signed by the Chairman - 20th July, 3rd August and 14th September 2010.**

The minutes of the meeting were signed by the Chair.

### **CAS 29/10**

#### **Minutes of the meeting held on 26th October 2010.**

Members considered the draft minutes of the meeting held on 26th October 2010.

CONCLUDED that the minutes of the meeting held on 26th October 2010 be agreed as a correct record and be forwarded to Council.

### **CAS 30/10**

#### **EIT Task and Finish Review of Customer Services and Taxation**

Members were presented with the final report and recommendations for the review. Members supported the recommendations and made the following comments:

- It was noted that the payment service the Council delivered for Tristar was provided at a reduced rate and it was important that this was regularly reviewed with a view to negotiating to a more realistic level.
- Issues were raised regarding the use of bailiffs and expressed the importance of exploring all other avenues before bailiffs were contacted. Officers advised of the steps taken before bailiffs were instructed to act and informed that bailiffs

were empowered to make arrangements for payments. Members felt that the use of an additional bailiff provided an opportunity to compare performance and introduce an alternative approach.

- The importance of maintaining the option for residents to make face-to-face payment was highlighted and should be clarified in relevant Council documentation.
- It was noted that the telephone payment service used a local telephone rate number and Members stressed that premium rate telephone numbers should not be introduced for any Council service.

CONCLUDED that the report be noted and the Committees comments be attached to the report being forwarded to Cabinet.

**CAS  
31/10**

### **EIT Task and Finish Review of Human Resources**

Members were presented with the final report and recommendations for the review. Members supported the recommendations and made the following comments:

- The Committee supported seeking additional income from Service Level Agreements with schools to provide Human Resource services, and suggested officers explored offering Human Resource services to private schools in the area.
- It was suggested that although not all referrals to physiotherapists were work related they could affect sickness absence. The Committee also noted the importance of monitoring potential impact on sickness absence levels.
- Members noted that further consultation and involvement of Members would be required if the service moved to further partnership working with Darlington Council.

CONCLUDED that the report be noted and the Committees comments be attached to the report being forwarded to Cabinet.

**CAS  
32/10**

### **Older People's Strategy Implementation Update**

Members were advised that the Older People's Strategy Implementation would be discussed at Adult Care Management Team (ACMT) outlining the options for carrying out a refresh of the Older People's Strategy.

Initial discussions at the Older People's Strategy steering group indicated that one option was to incorporate the Strategy into the Adult Vision as a discrete section, so as not to lose any focus on older people but also to recognise that older people were also adults. The Over 50s Assembly had been identified as a potential forum for ongoing review of the Strategy, facilitated by the relevant lead officers. Members approved this course of action.

The Committee would be informed of the recommendation from ACMT and Members would continue to review the Older People's Strategy Implementation.

CONCLUDED that Members approve the course of action to refresh the Older Peoples strategy.