

Environment Select Committee

A meeting of Environment Select Committee was held on Monday, 23rd June, 2008.

Present: Cllr Mrs Maureen Rigg (Chairman), Cllr Dick Cains, Cllr Mrs Ann Cains (Vice Councillor Mick Stoker), Cllr Colin Leckonby, Cllr Roy Rix, Cllr Michael Smith, Cllr Mick Womphrey

Officers: Mrs D Hurwood (R), Mrs T Harrison and D Ladd (LD)

Also in attendance: Cllr Maurice Frankland

Apologies: Cllr Andrew Larkin, Cllr Mick Stoker, Cllr Bill Woodhead

1 Declarations of Interest

There were no declarations of interest.

2 Draft Minutes of the meeting held on 9th June 2008

Consideration was given to the draft minutes of the meeting held on the 9th June 2008.

The Chair advised that further to the discussion on toys in receptions, she had observed on a recent visit to a hospital reception, that there were cube toys that were secured to the floor. Four children could comfortably play with the toys at any one time, yet they were safe as there were no removable parts so did not present a health and safety issue. The Chair requested more information on the toys.

CONCLUDED that:-

1. The minutes of the meeting held on the 9th June 2008 be approved and forwarded on to Council for consideration.

2. The Scrutiny Officer will investigate cube toys that could be fixed in place in reception areas frequented by people with children.

3 Scrutiny Review of Customer First

The following evidence was received by the Committee:-

- Customer First Officers Workshops - Services currently completing Customer First Stage 2
- Customer First Officers Workshops - Services completed Customer First stage 2 or at Final Assessment Stage
- Responses to questions sent to current Chartermark holders
- Mapping Customer Service Excellence (The Government Standard) with Customer First Stage 2 (SBC Standard) and then with Council-wide activities.

CONCLUDED that the evidence be noted.

4 Work Programme

Members considered the work programme.

CONCLUDED that the work programme be noted.