

# Supplementary Committee Agenda



## **Overview and Scrutiny Committee Thursday, 10th April, 2008**

**Place:** Council Chamber, Civic Offices, High Street, Epping

**Time:** 7.30 pm

**Committee Secretary:** Simon Hill, Senior Democratic Services Officer, The Office of the Chief Executive  
email: [shill@eppingforestdc.gov.uk](mailto:shill@eppingforestdc.gov.uk) Tel: 01992 564249

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### **13.b Work Programme - Late Requests (Pages 3 - 8)**

To consider the three requests for next years work programme from Councillor Jon Whitehouse, attached.

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## Request by Member for Scrutiny Review

Please complete the form below to request consideration of your issue by the Overview and Scrutiny Committee

|   |  |
|---|--|
| <b>Proposers Name:</b><br>Jon Whitehouse  | <b>Date of Request</b><br>9 April 2008 |
| <b>Supporting Councillors (if any):</b><br>Ann Haigh, Janet Whitehouse and Roland Frankel   |  |
| <b>Summary of Issue you wish to be scrutinised:</b><br><br>Review of planning application decisions (to inform the preparation of the local development framework and also to help development control decision-making)<br><br>Although we receive reports on the council's performance at appeal I can't ever remember any group of councillors evaluate whether issues raised as concerns during the application process were problems in reality or whether the right assessments were made in terms of design, traffic, massing etc.<br><br>A small task and finish group, incorporating representatives from each area planning committee could look at a set of schemes which were controversial at application stage (e.g. refused and agreed at appeal, or agreed with reluctance) to see whether we can learn lessons for the future. This should involve site visits. |  |
| <b>NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK PROCESS. PLEASE REFER TO THE EXPLANATORY NOTES TO THIS FORM FOR FURTHER INFORMATION</b>   |  |
| <b>Public Interest Justification:</b>   |  |

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| <b>Impact on the social, economic and environmental well-being of the area:</b> |
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| <b>Council Performance in this area (if known: Red, Amber, Green):</b> |
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| <b>Keep in Context (are other reviews taking place in this area?)</b> |
|   |

**Office Use:**

|                    |                            |
|--------------------|----------------------------|
| <b>Pick score:</b> | <b>Considered By OSCC:</b> |
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| <b>Summary of Issue you wish to be scrutinised:</b><br><br>Customer response<br><br>Except in emergencies It's only possible to call the council between about 8.30 am and 5 pm, which must inconvenience many people who work during the day despite increased use of the Internet. If there are target times for responding to telephone calls, emails and letters awareness of what they are and the council's performance levels is low.<br><br>There also appears to be no consistent approach to the use of voicemail, out of office messages and provision of contact details.<br><br>A Task and Finish Panel should look at current performance, including whether performance has improved or deteriorated since the consultants' study of three or so years ago, and make recommendations on how the service to customers could be enhanced. |  |
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| <b>Public Interest Justification:</b>  |  |

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| <b>Impact on the social, economic and environmental well-being of the area:</b> |                            |
|   |                            |
| <b>Council Performance in this area (if known: Red, Amber, Green):</b>          |                            |
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| <b>Keep in Context (are other reviews taking place in this area?)</b>           |                            |
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| <b>Office Use:</b>  |                            |
| <b>Pick score:</b>  | <b>Considered By OSCC:</b> |



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**Council Performance in this area (if known: Red, Amber, Green):**

**Keep in Context (are other reviews taking place in this area?)**

**Office Use:**

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| <b>Pick score:</b> | <b>Considered By OSCC:</b> |
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