

EPHING FOREST DISTRICT COUNCIL OVERVIEW AND SCRUTINY MINUTES

Committee: Overview and Scrutiny Committee **Date:** Tuesday, 27 February 2018

Place: Council Chamber, Civic Offices, High Street, Epping **Time:** 7.30 - 9.45 pm

Members Present: Councillors M Sartin (Chairman) R Brookes (Vice-Chairman) N Avey, R Baldwin, N Bedford, L Hughes, J Lea, S Neville, A Patel, H Whitbread and D Wixley

Other Councillors: Councillors W Breare-Hall, A Grigg, G Mohindra, J Philip, C Whitbread and J M Whitehouse

Apologies: Councillors S Murray and D Stallan

Officers Present: D Macnab (Acting Chief Executive), S Hill (Assistant Director (Governance)), O Shaw (Head of Customer Service), S Tautz (Democratic Services Manager), A Hendry (Senior Democratic Services Officer) and R Perrin (Democratic Services Officer)

By Invitation: S Famili (Epping Forest College)

51. WEBCASTING INTRODUCTION

The Chairman reminded everyone present that the meeting would be broadcast live to the Internet, and that the Council had adopted a protocol for the webcasting of its meetings.

52. SUBSTITUTE MEMBERS

It was reported that Councillor L Hughes was substituting for Councillor D Stallan.

53. MINUTES

RESOLVED:

That the minutes of the last Committee meeting held on 9 January 2018 be signed by the Chairman as a correct record subject to a request by Councillor Neville that the minutes be kept to the third person.

Matters Arising

Councillor Neville asked if we had received a response from TfL after they had attended the January meeting. He was told that officers had pressed TfL for a response and were told that they were still working on them.

54. DECLARATIONS OF INTEREST

Councillor G Mohindra declared a non-pecuniary interest in the following item of the agenda by virtue of being the Chairman of the Board of Governors for Epping Forest College.

- Agenda item 6 – Scrutiny of external organisations - Epping Forest College.

55. EPPING FOREST COLLEGE - SCRUTINY OF EXTERNAL ORGANISATION

The Chairman introduced the Principal of Epping Forest College, Saboohi Famili, who had been invited to address the committee on the recent Ofsted reports (latest re-inspection report was in November 2017) to update the committee on the latest improvements made by the College.

Ms Famili had last attended this Committee in February last year to respond to the concerns raised by the January 2017 Ofsted report on its 'inadequate' judgement of its local further education facilities and services.

Ms Famili noted that there had been three Ofsted inspections carried out over the last year. A full re-assessment had been carried out last week; but unfortunately she could not share the results of that with the Committee. However, their self assessment had shown they had noticeably improved since last she was here and they had moved one stage further up on their journey to excellence. They still had challenges and notices of improvement and these would not be removed until the Ofsted report was published and their judgement given.

As an indication she noted the results that they had received so far, which they were extremely pleased about. In July/August last year they had a 5.6% increase on their study programme that took them to just around the national benchmark, before that they were around 8% adrift of that national level. On level 2 they had increased to 12.8%, now 5% above the national benchmark; on level 3 that had increased by 3% to 88%. Significant improvements had been made on GCSE English; they were now 16% above the national benchmark. They had also had a 24% increase on health and social care. Over 93% of their learners expressed their enjoyment of studying at Epping Forest College, which was an increase of over 12% from the year before.

Another key area for progression where they were very poor at was delivering apprenticeships; they had improved immeasurably and were now just above the national benchmark at 61.2%.

All these improvements had been achieved through hard work by members of staff at the college and also having a very supportive and challenging board of governors. They have tackled poor performance by giving support where it was needed and taking immediate action when needed.

They had invested heavily in Continuous Professional Development (CPD), for their lecturers and had joined various organisations that had better practice that they had and this meant that they could now admit that there were things that they did not know and this has changed the culture of the organisation from blame to acceptance of the issues and then to deal with them.

They now had some significant partnership arrangements from other organisations and as well as other colleges which their students could benefit from.

They had now stopped their decline and were moving the college in an upward direction, mainly achieved by measuring and tracking progress and not being ashamed to tackle things that were not right. Their approach at the college was what they called "100-0", that is 100% responsibility and 0% blame. This was only the start

of their journey and it was now a college on the way up and would continue to improve and provide outstanding quality in the future.

The meeting was then opened up to questions from the members present.

Councillor Neville asked if there were still some subjects that were below the national benchmark and what action was being taken to improve them. He was told that there were; there was some concern about the Level 1 programme overall, also Maths and functional skills. There were still pockets of poor practice that they needed to address. But the processes they have put in place would enable them to tackle these areas of poor performance. Councillor Mohindra, who was there in his capacity as the Chairman of the College's Board of Governors added it was worth saying that when Ms Famili joined the College last year they were at their lowest ebb. Since then they have had a lot of support from various government agencies and he would like to thank them for that. Ms Famili had said that data being presented from the college had been a problem and this had now fundamentally changed. As for consistency and quality, they were not there yet, it was a challenge. They had to look after the students they had now and make sure that they were sustainable and viable for tomorrow.

Morale both for staff and students was much better now; the College had improved immeasurably and the morale of the college had definitely changed for the better and she would welcome members into the college to see how far they had come.

Councillor Patel noted that they had set themselves some very high benchmarks to meet. It was noted that student numbers were dropping and that was affecting the amount of resources they could draw on, as that was based on last year's numbers. How did they manage to keep up improvements based on these resources? Ms Famili replied that the College had lost over 34% of its funding over the last four year and that they had no choice but to put in deficit budgets, having to match their costs to their income and that was still a challenge they had to face. They hoped to get the college back into balance by 2019 and then aim for a future surplus. Theirs was a young college with students from 15 to 19 and they needed to match their needs and aspirations and provide more cost effective improvements in learning and being innovative in the way that they did that. They benefited from a senior team that was well connected that enabled them to bring about some of those changes and best practices at no cost to the college.

Councillor Patel said that they were good at supporting struggling students and he hoped that this had not been cut. He was told that it had not been. They had put in place processes looking at provision of courses and resources and how much value they gave back to their community and they used that process to decide what courses they ran.

The Chairman noted that they had just had an open evening in January and wondered what sort of turn out and response they had received from that. Ms Famili said it was very positive; they were extremely pleased with the enrolment this year, in September that had recruited more than their target. They have had a very positive response to the college, considering it had a poor reputation. 15% of students enrolled this year said they came to the college based on word of mouth from other students. They also have a Career Festival every year which was well received and very busy. They were not seeing a decline of people interested in the college; they also had an "inspired by" speaker programme given by inspirational people who come and give a talk once a month. This has brought in a lot of people who would not have come to EFC otherwise.

Councillor Baldwin asked about technical and vocational education; had the college taken on the changes such as the 'T' level system (T for technical). He noted that there had been some criticism that there were too many qualifications, up to 13,000 different ones and there was an attempt to simplify these down to around 15 categories and fewer qualifications. Could she also say something about the modern apprenticeship scheme, in which 20% was to be spent in formal education and 80% in training. Was this fully funded for 16 to 19 year olds? Also he had noted that they had dropped motor engineering from the syllabus, this was an important engineering function. Councillor Mohindra said on motor engineering, the governing board had decided that they could not offer everything and so had chosen to concentrate on things they could improve on. As for apprentices, the college was not able to accept new apprentices and had not been able to do so since November 2016 and that was unlikely to change in the near future. Ms Famili added that they had removed the traditional motor vehicle course. But, taking into consideration the increase in electric cars, they were planning to bring this back sometime in a different form and was in their development plan. As for apprenticeships they had not been able to take part in the new set up for apprentices, and in her view that was a blessing in disguise, as it was proving very problematic for her colleagues. As for the 'T' (technical and technology) qualifications, they were a grade 4 college so were not allowed to do these. They were looking to supply IT and AI courses in the future, hopefully by 2020 as part of a consortium called the 'Federation of Essex Colleges' and as part of the Essex Skills Board.

Councillor Wixley had submitted a couple of questions before the meeting. This first one he conceded had been largely answered. The question was: "I note from the Ofsted report that amongst other things the College has "terminated the college's motor vehicle provision." I would like to ask why this is, as my understanding is that the College was considering running special courses for the training of motor vehicle technicians in respect of the new and advanced methods of propulsion e.g. electric motor propulsion and hybrid engines?"

I do wonder if this is a missed opportunity because if that plan had gone ahead there may have been an opportunity for partnership working with a local vehicle dealership and perhaps this could have also included a sponsorship arrangement to help fund the project."

Ms Famili noted that they were now exploring sponsorship for the new electrical workshops.

Councillor Wixley went on to read his second question: "My second question is in regard to the College's link with Barnet and Southgate College and in particular is there any integration of finances? I ask this question because I have discovered that Barnet and Southgate College is the main sponsor of Borehamwood Football Club which is a professional or semi-profession football club playing in the 5th tier of English football. I don't know what benefit Barnet and Southgate College derives from this sponsorship, but presumably it involves a financial contribution to Borehamwood Football Club and therefore wonder if the College contributes either directly or indirectly?"

If the College does in anyway contribute, it is difficult to imagine what benefit a college based in the Epping Forest District area would gain from such a deal."

Councillor Mohindra said that Epping Forest College no longer had strong links with Barnet and Southgate College.

Councillor Holly Whitbread noted that they had spoken about partnership working and the improvement in health and social care; were there any opportunities for working with healthcare providers? Ms Famili said that if the Councillor was aware of

any links they could make then they would be happy to follow it up. The College had established a commercial arm that could respond without the restraints of qualifications to the needs of developing employers of the future. If members were aware of any businesses that would benefit from staff development or on the job training, they would be happy to explore what they could do to help them as they have had some successes in that area.

Councillor Patel asked about supporting the students with mental health issues. What training did the staff have in identifying these types of students and what did the college do to support them. Ms Famili replied that they now had a full time counsellor on site and last year that made a large difference in their ability to respond to these types of problems; they had also implemented the "lets talk about it" campaign. They also have speakers come to talk about mental health issues. They have an open/acceptance culture in the college that would allow students to disclose any problems. Despite this some students did not declare any issues they may have, so they had trained their support staff and lectures to enable them to identify any signs of mental health issues and to make referrals. This year they have had 346 referrals and in her view the higher that level was the higher the efficiency of their system was. They did take this very seriously.

Councillor Sartin asked if attendance was improving as this was mentioned in previous reports. She was told that yes it was improving. However, 40% of students came in from London where transport problems could be an issue. They have now introduced a block timetabling system which gave them three hour timeslots so that they would have concentrated period of study time. They have also started the day half an hour later, and this had made a massive impact for the students. If they were late there would be an expectation from their peers of an explanation of why they were late (or missing); peer pressure helps. Attendance was an issue but they were tackling it. Councillor Mohindra added that they send regular reports back to the parents which helped. Their systems also now automatically sent a text to the parents when a student did not turn up.

Councillor Jon Whitehouse noted that last time Ms Famili was here she said that an area review had got under way and had now reported giving various recommendations, could she tell us what if any implications there were for the college. Councillor Mohindra said that this question was about Barnet and Southgate College as part of an area review to which they were potentially looking to merge with them. They have since decided not to do so. Because of their financial issues they were in the control of the FE commissioners and were now shortlisted to consider a couple of other colleges. His opinion was that there was one college that had good potential to be a partner. It was generally agreed that bigger was better, as a stand alone college they were a bit too small.

Councillor Sartin asked if there were some programmes in place to encourage governors to go into the classrooms to get a feel for themselves on how things were going. Councillor Mohindra noted that as a governing body they have had a fairly high turnover; that process was called a 'learning walk' and most of the governors had done at least one. In his view the quality of the governors had improved in terms of the challenges they were facing today. Councillor Sartin said that was interesting as the college had to have a good working relationship with their governing body to succeed.

Councillor Sartin then drew this item to a close and thanked Ms Famili and Councillor Mohindra for coming along that evening and answering their questions. Their offer to make a return visit would be taken up but not in the near future; but members would like an update in due course.

56. PUBLIC QUESTIONS & REQUESTS TO ADDRESS THE OVERVIEW AND SCRUTINY COMMITTEE

It was noted that there were no public questions or requests to address the committee, for this section of the agenda.

57. CUSTOMER SERVICE PROGRAMME - ANNUAL REPORT

The Head of Customer Services, Ms Olivia Shaw introduced the first the annual report on the Customer Service Programme. She noted that items on the Customer Services programme had been on the work programme for the Governance and Resources Select Committees, but had now been combined into this single report, which covered activity from November 2016 to January 2018.

The Customer Service Programme was redesigned to focus on 4 key projects:

- Civic Offices Reception,
- Corporate Contact Centre (CCC),
- Systems and Digital Development,
- Customer Satisfaction;

The delivery of these projects was overseen by the Customer Programme Board (CPB) which reported to the Transformation Programme Board. The Head of Customer Service had also taken over the chairmanship of the Website Development Board to deliver improvements to the main EFDC website.

She informed the Committee that the Civic Offices Reception project had delivered a high level design and costing for refurbishment which had been agreed in principle by Cabinet in March 2017. The project was aligned to the overall Accommodation Review and consequently followed the timelines set out in that scheme of work; the CPB was now waiting for further details on how listing the building may impact on these designs before progressing further.

The EFDC Complaints policy had been reviewed and subsequently a new policy agreed with the removal of Step 3. The majority of the Step 3 investigations went on to become Ombudsman cases, which suggested that this stage in the process did not deliver significant value to customers in resolving their complaints. The removal of Step 3 had not resulted in an increase Ombudsman cases during 2017/18.

As for the Corporate Contact Centre (CCC), phase 1 (which started February 2017) brought together the Neighbourhoods Contact Centre and the Switchboard. This had involved a significant amount of change to working practices, cross training, knowledge sharing and cultural change required across the two former teams to deliver a unified service.

Since 1st November these teams have been formally merged and they had an increased number of agents available to resolve enquiries without the need to transfer into the back office. These changes had reduced the abandoned call percentage by 3% since implementation. The CCC currently took an average of 9000 calls a month in addition to managing email enquiries and all corporate complaints.

Phase 2 began in January 2018 when main reception desk staff were transferred into Customer Services line management, bringing face to face and telephony services together for the first time. Work was also beginning on the next area of business, Development Management.

The Systems and Digital Development work would follow a principle of 'digital by design' rather than forcing channel shift. The aim was to signpost towards intuitive and integrated self service options that customers will prefer to use whilst maintaining traditional access channels. All 26 existing online forms had been refreshed during 2017.

An essential part of the programme was the delivery of a Customer Relationship Management system (CRM). This would act as a layer above internal systems to enable officers to access information, process requests and respond to customer enquiries without being trained in all systems. It also integrates to reduce the double handling of data, creates a single customer record and provides a knowledge base. This was a complex piece of work delivered through the Technology Strategy and was being developed in tandem with the growth of the CCC and the introduction of self-service over the lifetime of the programme.

A Customer Satisfaction Survey was commissioned in March 2017 from an external telephone contractor to establish a baseline of satisfaction. 500 district residents took part. It was discovered that:

- The most common customer service contact was about bin collection and recycling (22%);
- Planning was second (17%);
- 62% contacted the council by phone;
- Only 9% used the website;
- 58% thought that it was easy to find the right information or resolve an enquiry on the website.

The survey will be repeated annually to track how customer's satisfaction was changing over the lifetime of the programme.

The Website Development Board had spent considerable time looking at usage patterns of the EFDC website in preparation for a full re-design in 2018. In particular this had highlighted that:

- access through mobile devices and tablets now accounted for 48% of all visits (20% increase since 2013);
- 30 individual pages, representing 4.4% of the total, accounted for half of page views;
- Data from multiple reports gives a consistent picture of the services most used by customers: Planning and Building, Contact EFDC, Payment Services, Job Vacancies, Waste Collection Dates and Council Tax.

The current website has approximately 3800 pages and a new structure to reduce the number of permanent pages to around 350 was being designed. The intended style would follow the trend in local government towards a 'gov.uk' approach and would be tested by customers throughout. It was anticipated that a soft launch of the new site would happen during summer 2018.

As for telephony issues it was noted that the abandoned call-rate had dropped. The service would focus on resolving customer enquiries at their first point of contact. This would be measured using a tool called "Wrap-codes" which would require officers to categorise the outcome of every call before accepting another.

Councillor Brookes noted the changing faces of the receptionist and wondered how they were finding their new work. Ms Shaw replied that there was a mixture of

reactions to this. Some were at home with the new systems and some found that they were nervous and needed more help and support.

Councillor Patel noted that the customer service programme was key to the Council's transformation programme. He would like to know what were the barriers that had been encountered to the changes being made. He was told that people did not always like change, especially in the short time taken for this programme; they had to get them used to doing things in new ways. Being the first ones was always difficult, but this had now eased.

Councillor Patel commented that in embracing the new technology it sped up our response times; what were the red flags triggers that you would receive if there was any slippage and how had the improvements benefitted us. Ms Shaw said that they had not built the CRM module as yet, however, they did not get a lot of complaints compared to the number of contacts they had. At present it was down to having personal contacts that would alert her to any red flags received. Going forward initially her team leaders would pick up any problems coming up and either deal with it or pass it up to her.

Councillor Baldwin agreed the website needed rationalisation and simplification. He noted that it was currently quite difficult to search on planning applications. He was told that they were looking to use 'Wordpress' as the foundation to the core pages and were also looking at investing money in creating a unified look and feel where different systems are used. They were looking to rationalise the website and were looking at just having three clicks to get to any page on there.

Councillor Wixley asked if the officers that answered the telephone had their own induction course. He was told by a resident that they had been given the wrong information to their inquiry and as a consequence they were going from EFDC to Essex County Council. Ms Shaw said that it was difficult to keep their knowledge base up to date; this was a continual process. They started their new staff by answering email queries as there was less pressure on them to respond immediately. They spent about two or three weeks building up their knowledge base before going on to answer the telephone. Also providing information on our website would be a good start, making it clear just what we were responsible for.

Councillor Neville agreed that the website had too many pages, a lot of which were old and out of date. How would this be addressed? Ms Shaw said that was partly the reason they wanted to reduce the pages to around 350. These could then be continually updated by ourselves and the Public Relations section. Some pages will also be given 'due by' dates that would hide themselves when they became out of date.

Councillor Patel asked where the Key Performance Indicators for the new customer service would go to, the main Overview and Scrutiny Committee or to the Select Committees. Mr Macnab realised that they were many cross cutting objectives that this would cover. This would have to be discussed with the Select Committee chairmen.

Councillor Mohindra applauded the new customer contact centre and the upskilling of the staff to run it. He asked if there was any capacity for additional workloads especially if any work came down to us from county, with a budget. He was told that there was, as there was some extra capacity built in for any unforeseen expansion needed.

Councillor Mohindra noted that Essex CC was also revamping their website and we may wish liaise with them.

This item was brought to a close with Ms Shaw saying that if members had any other queries they were welcome to contact her directly.

58. EXECUTIVE DECISIONS - CALL-IN

There were no call-in of decisions to be considered.

59. CORPORATE PLAN KEY ACTION PLAN 2017/18 - QUARTER 3 PROGRESS

The Committee noted the quarter 3 progress of the Key Objectives Action Plan for 2017/18. It was noted that there were 50 actions in total for which progress updates for Q3 are as follows:

• Achieved or On-Target:	40 (80%)
• Under Control:	5 (10%)
• Behind Schedule:	4 (8%)
• Pending:	<u>1 (2%)</u>
Total	50 (100%)

Councillor Jon Whitehouse asked if officers could expand on action point 12, the Accommodation Review. Mr Macnab said that they now had external consultants working on this at present, looking at the Condor building, the car parks and open plan accommodation. But they have to take into account that Heritage England has listed parts of this building and have to negotiate with them on what we can do. He was advised that the council would be meeting the architects in the next two weeks.

Councillor Neville asked what was currently happening on phases 4, 5 and 6 of the Council Housebuilding programme and what the timetables for these projects were. He was told that Mr Hall was currently negotiating on this and that someone would get back to him when further information was available.

Councillor Sartin asked about Objective 3.b (2) and what exactly was year '0'. Mr Macnab said that the projects covered a number of years and that year '0' took the projects up to the end of this financial year.

Councillor Bedford asked about objective 3.b (5) the Environmental Charter; was this award being publicised? He was told that it had been presented at a full Council meeting with an appropriate press release.

RESOLVED:

That the Committee noted the progress made at quarter 3 of the Corporate Plan Key Action Plan for 2017/18.

60. TRANSFORMATION PROGRAMME - PROJECT DOSSIER

The Committee noted that this was another monitoring report that came from the recent Transformation Task and Finish Panel's recommendation. This reported the progress of projects and programmes within the Transformation Programme, known as the Project Dossier.

Councillor Sartin noted that including the percentage of the progress made was a useful indicator.

Councillor Patel asked about P171, Corporate Business Support Team Review, were they still on line to complete this as it had a due date of 30 March 2018 but a progress of only 12%. He was told that it was still on target to be completed on time but the matter would be looked into.

Councillor Neville wanted to know why the Local Plan progress was still only at 41%. He was told that at this point we had yet to submit the plan for inspection and have the examination in public etc. there was still a lot of work to be done on the plan and we were only half way through it.

RESOLVED:

That the Committee noted and commented on the updated Project Dossier for the Transformation Programme.

61. FORWARD PLAN OF KEY DECISIONS - REVIEW

The Committee reviewed the Council's programme of key decisions for 2017/18.

Councillor Neville wanted to know what was the nature and context of the electoral review, was it about having an all out election every four years or having less councillors. Mr Hill, the Returning Officer, said that it could include any of those things. It had been something put in the Corporate Plan. The review would take about two years to complete and the recommendations would be taken to a full Council meeting. Councillor Philip added that it may be prudent to have the Local Plan in place before any changes were considered.

Councillor Jon Whitehouse asked about the about the car parking tariffs and the mobile payments loophole where by you can renew your ticket remotely and therefore stay all day, clogging up the car parks for shoppers. Mr Macnab said that did form part of the scoping review and would be looked at.

RESOLVED:

That the Council's corporate priorities and programme of key decisions for 2017/18 be considered and noted.

62. EAST OF ENGLAND AMBULANCE SERVICE NHS TRUST - SCRUTINY OF EXTERNAL ORGANISATION

The Committee noted that an invitation had been given to the East of England Ambulance Service NHS Trust to attend their April 2018 meeting to respond to the concerns of members in respect of the following overarching themes of the Trust's services:

- The achievement of the current key priorities of the Trust;
- Resources and capacity;
- Call handling arrangements;
- Ambulance response times for emergency calls; and
- Non-emergency patient transport services.

The Committee highlighted the following points to be considered:

- (1) The plans of the Trust to address a report of the Care Quality Commission (CQC) (August 2016) on its judgement that the quality of the services provided by the Trust 'requires improvement';

- (2) The current position of the Trust in addressing the concerns raised by the CQC in August 2016;
- (3) The arrangements of the Trust for stakeholder and public reporting of its progress in addressing the concerns raised by the CQC;
- (4) The geographic area for which ambulance services are provided by the Trust and its current response and attendance performance in relation to emergency calls across its operational area;
- (5) The current response and attendance performance of the Trust in relation to emergency calls received across the Epping Forest District;
- (6) The resources and capacity of the Trust to respond emergency calls received across the Epping Forest District;
- (7) The Trust's call handling arrangements for emergency situations arising across the Epping Forest District;
- (8) The Trust's complaint handling arrangements for emergency calls received across the Epping Forest District;
- (9) The current areas of 'stress' within the provision of ambulance services by the Trust, including any issues of specific relevance to the Epping Forest District;
- (10) The provision of cross-border ambulance services by the Trust, to other NHS Trust areas;
- (11) The operation of public forums by the Trust for feedback on its local ambulance services and the consideration of relevant service performance issues;
- (12) The operational procedures of the Trust, specifically with regard to the initial attendance of paramedic or ambulance services in response to emergency calls received across the Epping Forest District; and
- (13) The current provision of non-emergency patient transport services by the Trust.

The Committee were informed that an item would be put into the council Bulletin asking for any further topics that could be raised.

63. OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMMES 2017/18 - REVIEW

Overview and Scrutiny Committee

The Committee noted that most of their work programme had been completed and that:

- Item 5 of the programme, Princess Alexandra Hospital NHS Trust, would now be going on to next years work programme;
- Item 8, Epping Forest College, had been at tonight's meeting;
- Item 9, the Transformation Programme, was an ongoing item;
- Item 11, an invitation had been issued to the Essex County Council Passenger Transport section to attend a meeting;
- Item 13, it was hoped to have a report on 'Superfast Essex' at the April meeting.

Reserve Programme

- Items 1, Epping Forest Sixth Form college will be programmed in for next year; and
- Item 3, Essex Police/Essex Fire and Rescue Services has only been in place a short while and consideration will have to be given when to ask them to attend.

Communities Select Committee

Their work programme was noted.

Governance Select Committee

The Chairman had nothing to report back.

Neighbourhoods Select Committee

The Chairman had nothing to report back.

Councillor Patel noted that the Audit and Governance Committee had indicated that they would like a report on the Health and Safety aspects of the council's depots to go to a Select Committee. Mr Macnab said that they would have to review the final recommendations of that meeting to understand what they wanted.

Resources Select Committee

Their work programme was noted.

64. SCRUTINY OF EXTERNAL ORGANISATIONS - REVIEW

The Committee noted the table of visits undertaken by external organisations to this committee over the past few years.

CHAIRMAN