

SUMMARY OF DECISIONS

Meeting:	Community Select Committee	
Date:	Tuesday, 2 October 2018	
Place:	Shimkent Room - Daneshill House, Danestrete	
Members Present:	Councillors:	Adam Mitchell CC (Vice-Chair in the Chair), Sandra Barr, Liz Harrington, Simon Speller and Tom Wren
	Also in Attendance	Councillors Rob Broom and Jackie Hollywell Les Isaacs – Customer Scrutiny Panel member and Jon Thurlow – Housing Management Advisory Board member

1	APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST	
	<p>Apologies for absence were received from Councillors Jim Brown, Roni Hearn, John Mead, Sarah Mead and Sarah-Jane Potter.</p> <p>There were no declarations of interest.</p>	
2	MINUTES OF THE PREVIOUS MEETING	
	<p>It was RESOLVED that the Minutes of the Community Select Committee meeting held on 4 September are agreed as a correct record and signed by the Chair.</p>	
3	DAMP AND MOULD SCRUTINY REVIEW	
	<p>The Committee received an update from the Corporate Investment and Design Manager and the Principal Design Manager, Stevenage Borough Council, on the current position in relation to the Damp and Mould Scrutiny Review.</p> <p>The Committee was pleased to note that the focus for any reports and complaints was now the fundamental cause of the reported damp and mould issue and not just remedying the problem as and when it arose.</p>	

Officers advised that they were using a tracker to monitor progress for each individual case. Contact had now been made by Council officers with all those tenants who had previously reported problems. Members were also advised that following a reported problem, an initial inspection was now carried out within 3 weeks. The target for the completion of all works was 6 months although the majority of cases were completed a lot sooner.

It was **RESOLVED** that the update be noted and that officers be thanked for their attendance at the meeting.

4 RESIDENT ENGAGEMENT SCRUTINY REVIEW

Digital Transformation

The Assistant Director Corporate Services and Transformation reported to Members on the steps the Council was taking to make its services accessible via digital platforms and how residents would be able to interact with the Council in the future.

It was noted that a new website provider had been appointed and would ensure that the new website would focus on better customer journeys and include more self-service and more self-assessment options. It was also hoped that by the end of next year customers would be able to access all their SBC accounts with a single sign on.

Councillor Rob Broom, Portfolio Holder Neighbourhoods and Co-operative Working advised that he had organised a member engagement group which would be involved in the web development project.

Members were also pleased to note that the Council's Community Engagement Team would be promoting 'internet clubs' within community centres.

Resident Engagement

The Chair welcomed Les Isaacs – Customer Scrutiny Panel member and Jon Thurlow member of the Housing Management Advisory Board who gave their experiences of engagement with the Council on behalf of tenants and residents in the Town.

Members were pleased to note the positive feedback. Discussion then took place regarding ways the Council could engage differently with communities including social media, informal groups, time bound task and finish groups relating to individual services and engaging younger people to become IT champions.

Feedback from Members

It was agreed that due to several Members not in attendance, this part of the item be deferred until the next meeting of the Committee.

It was **RESOLVED**:

1. That the feedback be noted;
2. That updates from individual members be given at the next meeting of the Committee.

5	URGENT PART 1 BUSINESS	
	None.	
6	EXCLUSION OF PUBLIC AND PRESS	
	Not required.	
7	URGENT PART II BUSINESS	
	None.	

