

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
PUBLIC SERVICE DELIVERY, COMMUNITIES & PROSPERITY SCRUTINY
COMMITTEE

Minutes of the meeting held at the Council Headquarters, The Pavilions, Clydach
Vale on Monday, 14th September 2015, 2015 at 5.00 p.m.

PRESENT

County Borough Councillor G.R.Davies – in the Chair

County Borough Councillors

J. Bunnage	(Mrs) A. Roberts
S. Carter	M. Weaver
G Holmes	R. Yeo
P Howe	

Officers

Mr N. Wheeler – Director, Highways & Streetcare Services
Mr P. Griffiths – Service Director, Performance & Improvement
Mr A. Wilkins – Head of Legal, Corporate and Democratic Services

Also in Attendance

County Borough Councillor C. J. Willis

Cabinet Member

County Borough Councillor R. Bevan

(MINUTE'S SILENCE - Committee was informed that County Borough Councillor (Mrs) S. Pickering's mother had recently passed away and Members stood in a minute's silence as a mark of respect. It was **RESOLVED** that a letter be sent on behalf of the Committee to offer their condolences).

6. APOLOGIES FOR ABSENCE

Apologies for absence were received from County Borough Councillors (Mrs) J Bonetto, S. A. Bradwick, (Mrs) A. Davies, (Mrs) L. De Vet, L. Langford, (Mrs) S. Pickering, D. Weeks and T. Williams.

7. DECLARATIONS OF INTEREST

In accordance with the Code of Conduct, there were no personal declarations of interests made, pertaining to the agenda

8. **MINUTES**

RESOLVED - to approve as an accurate record the minutes of the meeting of the Public Service Delivery, Communities & Prosperity Scrutiny Committee held on the 6th July 2015

9. **MALADMINISTRATION COMPLAINTS 2014-2015**

The Head of Legal, Corporate and Democratic Services presented the report of the Director of Legal & Democratic Services in relation to the complaints of maladministration made to the Public Service Ombudsman for Wales during 2014/15. Members received the Annual Report which provides an overview of maladministration complaints across public bodies in Wales together with the Annual Letter which summarises the individual complaints for Rhondda Cynon Taf.

Further details were provided in respect of the overall increase in the number of complaints across Wales specifically relating to the following areas: Environment, Environmental Health, Finance and Taxation. For comparison purposes a number of tables were set out in the appendices attached to the report demonstrating the number of local authority cases closed during the period.

It was reported that the number of complaints received by the Ombudsman in respect of Rhondda Cynon Taf County Borough Council had decreased by 11 cases since 2013/14, bringing the total number of cases down from 51 to 40 in 2014/15. One investigation has commenced during 2014/15 and although no reports have been issued against the Local Authority, Members noted that the response to a request for information was received more than five weeks after it was requested.

A number of points were discussed that were responded to by the Head of Legal, Corporate and Democratic Services. The Head of Legal, Corporate and Democratic Services also referred Members of the Committee to the Public Service Ombudsman for Wales' reports in their entirety via a link in the report should they wish to view them.

Following discussion it was **RESOLVED** that the Maladministration Complaints Report for 2014/15 and associated appendices overall provides a fair and balanced assessment of performance for Rhondda Cynon Taf in 2014/15 subject to it being noted that there was a delay in the response time to one request for information.

10. **PROPOSED SCRUTINY WORK PROGRAMME**

The Senior Democratic Services Officer provided the Committee with an overview of the report which advised members that the long list of possible topic areas agreed at the meeting of the 6th July 2015 had since been subject to

review by officers in consultation with the Chair. The review involved a series of questions being applied to the long list of suggested topics resulting in a shortlist being prioritised and produced which had been incorporated into Appendix 1.

Following consideration of the proposed shortlist of topic areas Members **RESOLVED** that:-

- I. The following topic areas should be included as part of the work programme for the Public Service Delivery, Communities and Prosperity Scrutiny Committee for Municipal Year 2015/2016 :-
 - Participation rates in recycling across the County Borough
 - Review of the new Community Recycling Centres
 - Review of the mobile library service following the service changes in 2014
- II. A timetable for the delivery of this work programme is developed, outcomes and draft scopes are determined and a method of scrutiny is applied to each agreed topic area in readiness for the next meeting of this Committee in October 2015.
- III. Further discussions to take place at the first meeting of the Crime and Disorder Committee (date to be agreed) to determine the topics to consider under this area.

Following completion of the formal business of the meeting further areas of discussion were undertaken in respect of recycling issues across the County Borough.

The meeting closed at 5.30pm

G. R. Davies
Chairman