



# WNDC Board Report

## Report by Chief Operating Officer

Paper Reference: 2011-04-08-01

Agenda Item: 8

5 July 2011

**Subject:** Operational Report

**Advice:** That the Board:

1. **Note** the report
2. **Approve** the appointments to the Planning Committees set out in Appendix A, subject to Secretary of State approval.

## **1. Health & Safety**

- 1.1 No significant issues were reported during June.
- 1.2 The Health & Safety Committee held its monthly meeting on 14 June. This is an Executive Committee comprising representatives from each team in WNDC and chaired by the Chief Operating Officer. Issues discussed included the office environment, business continuity, first aid and fire warden training. Minutes are circulated to all staff members and discussed at the weekly Executive Team meeting.

## **2. Planning Committee membership**

- 2.1 Following local authority elections in May, there are a number of changes to Planning Committee membership which require Board approval. These are set out at Appendix A

## **3. Transparency / Freedom of Information requests**

- 3.1 We continue to publish spend over £500 on our website and on [www.data.gov.uk](http://www.data.gov.uk). In addition, we have updated information on senior salaries and junior pay scales, and published our organisational structure. We will shortly start publishing, on a monthly basis, workforce management figures and details of any tenders, which will include the contract amount, the successful bidder and any ITT (invitation to tender) or final contract. A change in data protection law has meant that we have recently published information about “Internet Cookies” and what we use them for on our website. Central government have also placed a requirement on us to undertake at least one survey a year on website usage and quality.
- 3.2 One Freedom of Information request was received during May and June. This was from a TV production company requesting information on empty properties.

## **4. IT Support**

- 4.1 From 1 June 2011, WNDC’s managed IT service is being provided by a new supplier – ICM. This change has reduced costs by around 50%. The transition to the new supplier has been smooth and seamless, without any incidents.

## 5. Complaints, compliments and comments

5.1 Feedback from members of the public, whether in the form of complaints, compliments or comments, is a key mechanism for driving continuous improvement within the Corporation, as it provides an external view on the effectiveness of our procedures and how well they are being implemented. Further details on our policy can be found at <http://www.wndc.org.uk/wp-content/uploads/2010/08/Making-complaints-comments-compliments.pdf>

5.2 Since the complaints update to Board in May 2011, WNDC has received one further complaint with regard to the Belle Baulk development. The complainant has stated his intention to escalate his complaint to the Local Government Ombudsman (LGO). The investigation into complaint on South Meadow Road, which was lodged with the LGO in March 2011, has not yet started. An estimated date for receiving the outcome has not been received.

## 6. Appendices

6.1 Planning Committee membership