



WNDC Board Report

Report by Chief Operating Officer

Paper Reference: 2012-01-08-01

Agenda Item: 8

17 January 2012

Subject: Operational Report

Advice: That the Board:

1. **Endorse** the report

1. Health & Safety

1.1 On 3 January a small oil leak was detected from the air conditioning unit. This was caused by a slight corrosion in the copper piping. The unit was repaired on 4 January and subsequently certified as safe.

2. Board Membership

2.1 The Department announced on 12 December 2011 that John Markham OBE has been reappointed as Chairman of WNDC for the remainder of the Corporation's lifespan.

3. Transparency / Freedom of Information requests

3.1 We continue to publish spend over £500 on our website and on www.data.gov.uk. Updated senior staff pay and a staff structure as of 30 September 2011 have also been published.

3.2 We have had one Freedom of Information request in relation to the amount spent on consultancy since WNDC started in 2004. Information on all WNDC expenditure, including consultancy spend, is contained in our Annual Report & Accounts, which are available on our website.

4. Complaints, compliments and comments

4.1 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>

4.2 We have had one complaint with regard to procedures at a Daventry Area Planning Committee (DAPC), which reached Stage 2 of our complaints process. The main issue raised was whether the Committee should have insisted that Daventry District Council's Environmental Health Officer, whose advice was central to the planning

officer recommendation, was in attendance to explain his views and answer questions from Committee members and, therefore, whether the Committee was sufficiently briefed to take a decision.

4.3 Having reviewed the approach taken by the Committee, we believe they acted in accordance with accepted planning procedures, and had sufficient information to take a robust decision. However, on reflection, we can see that there would have been merit in having had the relevant technical officer present. We will therefore aim to ensure that this is the case, should a similar situation arise at any of our remaining planning committees through to the expected transfer of planning powers on 31 March 2012.

4.4 We have also had one compliment. This was in relation to the way in which the Governance, Policy and Communications Officer managed the above complaint.

5. Appendices

5.1 None