
MINUTES OF THE SERVICE DEVELOPMENT AND DELIVERY COMMITTEE HELD ON**MONDAY 3 MARCH AT 7.30 P.M. IN THE COUNCIL CHAMBER, WEELEY**

Present: Councillors Challinor (Chairman), D R Mayzes (Vice-Chairman), Aldis, R Callender, Watling and Woods.

Also Present: Councillor Turner (Environment and Coast Protection Portfolio Holder)

In Attendance: Corporate Director (Public Experience) (June Clare), Democratic Services Manager (Colin Sweeney), Service Development Manager (Claire Ellington), Engineering and Coastal Protection Manager (Mike Badger), Democratic Services Officer (Janey Nice), Senior Administrator (Roberta Scotney) and Mobile Lifting Officer (Alan Woods)

41. ELECTION OF CHAIRMAN

Due to a casual vacancy in the office of Chairman, it was moved by Councillor R Callender, seconded by Councillor A Woods and **RESOLVED** that Councillor Challinor be elected as Chairman to the Committee for the remainder of the 2013/2014 Municipal Year.

42. ELECTION OF VICE-CHAIRMAN

Due to a casual vacancy in the office of Vice-Chairman, it was moved by Councillor R Callender, seconded by Councillor A Woods and **RESOLVED** that Councillor D R Mayzes be elected as Vice-Chairman to the Committee for the remainder of the 2013/2014 Municipal Year.

43. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillors A Colbourne (with Councillor G Watling substituting), K Simons (with Councillor A Woods substituting) and M Talbot.

44. MINUTES OF THE LAST MEETING

The minutes of the last meeting of the Committee, held on 16 December 2013, were approved as a correct record and signed by the Chairman.

45. DECLARATIONS OF INTEREST

There were none.

46. UPDATE ON THE COAST PROTECTION SCHEME FOR CLACTON-ON-SEA AND HOLLAND-ON-SEA

The Chairman welcomed to the meeting, the Environment and Coast Protection Portfolio Holder (Councillor Turner), along with the Council's Corporate Director (Public Experience) (June Clare) and the Engineering and Coastal Protection Manager (Mike Badger).

Councillor Turner provided the Committee with a thorough and up-to-date appraisal as to progress in respect of the scheme. He praised the work that had been carried out by the Council's officers and thanked them in advance for their continued efforts throughout the remainder of the scheme.

Councillor Turner reaffirmed the funding that had been secured for the project through the Council's contribution, match-funded received from Essex County Council and other Government grants. Councillor Turner went on to say that tenders had been sought and that these were due to be opened on 24 March, following which the tenders would be fully appraised before a contract for the Coast Defence works would be awarded and able to be commenced. He said it was anticipated that these works would take place over a period of three years, although he did hope this would take less time and come in on budget, if not under.

Councillor Turner responded to questions raised by Members, in particular and in relation to the Long Shore Drift, public consultation and the agreed criteria for the tenders.

The Corporate Director (June Clare) added that the Coast Protection Scheme was not only about protecting homes and the coastline but about the wider community and regenerating the coastline. She added that the Environment Agency had realised the importance of the scheme and had confidence in the Council undertaking the work. This, she said, was a once in a lifetime opportunity and would be of great assistance in bringing people back to Clacton for visits and holidays.

The Committee **COMMENTED TO CABINET** that the Service Development and Delivery Committee considered the Coast Protection work to be undertaken along the coast from Clacton Pier to Holland Haven to be a superb achievement and that the Officers and all involved be commended for all of their hard work in bringing the scheme to fruition.

47. CARELINE

The Chairman welcomed to the meeting, the Council's Service Development Manager (Claire Ellington) and members of the Falls Response Team (Senior Administrator - Roberta Scotney) and (Mobile Lifting Officer - Alan Woods). Mrs Ellington delivered a presentation entitled 'Sleep with One Eye Open', which showed the areas that Careline was involved in, including: Emergency Planning, Closed Circuit Television (CCTV) and Tenbac and how the Control Centre managed the Council's responsibilities between the hours of 5.00pm and 9.00am every day.

The presentation informed the Committee that:

- Careline had 85 CCTV cameras positioned across the District, which were monitored every day and these cameras were operated according to the appropriate Code of Practice.
- Tenbac was operating in some shops with staff there being able to contact staff within the Control Centre who could then monitor any situation by camera, and keep in touch with other businesses via radio.
- Careline currently had 2,855 service users and, in the last year, had taken 160,000 calls from users with 1,536 ambulances being called by Careline.
- A wristband scheme had been introduced at a one-off fee of £10 for the wristband and a £5 per year administration charge, which included a unique ID number, in order to identify the person wearing it if, for example, he or she was involved in an accident or taken ill and did not have any other means of identification on their person.
- A Key Safe scheme had been introduced in August 2013.
- The use of flood detectors, the Message in a Bottle scheme and smoke and carbon monoxide detectors were being promoted and used.

- A pill dispenser had been designed for people who may forget to take medication, which would alert Careline if a tablet was not taken.

The Falls Response Team then gave a demonstration in the use of its lifting equipment in assisting a person who had fallen on the floor and needed help in getting back on their feet or chair. The Committee was advised that the use of the lifting equipment was being trialled as a three-month pilot scheme (at a cost of £15,000), which was due to end at the end of March 2014, and that since the start of the pilot there had been approximately 100 lifts carried out.

The Falls Team responded to a number of questions from Members and the Committee expressed its appreciation of the work carried out by Careline.

The Chairman thanked Claire Ellington and her team for a thoroughly comprehensive and informative presentation.

48. POTENTIAL TOPICS FOR EXAMINATION BY A MEMBER WORKING PARTY

The Chairman invited Members to update the Committee on those areas of work they had chosen to look into and pursue, as listed 1 to 16 on page 4 to the Agenda.

1. Tourism – Maximising our Potential

Councillor R Callender informed the Committee that he had met with Councillor Platt, the newly-appointed Tourism, Events and Leisure Services Portfolio Holder and would report back to a future meeting of the Committee.

4. How Can the Private Sector help Meet Local Housing Needs?

Councillor Aldis informed the Committee that she had looked into how the private sector might be able to help the Council in meeting local housing needs and said that out of 1,415 entries on the Council's housing register, over 50% of these only required one bedroom accommodation. She added that the recent changes in housing benefit had had an impact on private renting, which would put pressure on the requirement for social housing. She said that Colne Housing would be interested in working with the Council on the issue of social housing.

14. Out-of-Hours Service Provision by the Council – What is it? How does it Work? Does it Meet the Needs of the Community?

Councillor Wood, although not a member of the Committee but had attended as a substitute at previous recent meetings of the Committee, said he had looked into the Council's out-of-hours provision and that he had learned a lot from his visit to Barnes House.

3. Learning from Complaints

Councillor D R Mayzes offered to consider this matter and report his findings back to a future meeting of the Committee.

49. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

There were none.

The meeting was declared closed at 9.51 p.m.

Chairman

