

MONITORING THE IMPLEMENTATION OF SCRUTINY RECOMMENDATIONS

| DATE OF REC | RECOMMENDATION | TARGET DATE | RESPONSIBLE OFFICER | UPDATE | RAG RATING |
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| 10.09.15 | With regards to the Annual Customer Feedback report, it was recommended that further work be undertaken with departments to encourage all services to follow the Council's complaints procedure and improve their compliant handling, particularly across those services which have changed due to restructures or where officers designated to deal with customer feedback have left the authority. | September 2016 | Ruth Henshaw | To be incorporated within the 2015/2016 Annual Customer Feedback report | Amber |
| 10.09.15 | With regards to the Annual Customer Feedback report, it was recommended that further work needed to be done to encourage services to capture and act upon learning from complaints where appropriate so that services could be improved as a result. | September 2016 | Ruth Henshaw | To be incorporated within the 2015/2016 Annual Customer Feedback report | Amber |
| 21.01.16 | To establish a Scrutiny Panel to review target setting for 2016/2017 and to consider the content of future performance reports. | Spring 2016 | Chris Kelly / Sally Shaw | The Panel met on 27 June 2016 and endorsed the Corporate Delivery Unit approach to target setting. | Green |

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| 21.01.16 | A full health and safety risk assessment be undertaken considering Licensed Horse Drawn Hackney Carriage operations on the Promenade, which would specifically include the considerations of operations on a Friday evening. | | Sean Powell, Senior Technician (Traffic Management) | Meetings are to be held to discuss proposals/options with all stake holders (Landaus, Licencing, Police etc.). | Amber |
| 21.01.16 | The Head of Licensing Services to investigate that the insurance cover required of Licensed Horse Drawn Hackney Carriage Operators is suitable and fit for purpose and if it is found to not be fit for purpose the matter to be brought to the attention of the Tourism, Economy and Resources Scrutiny Committee for its consideration. | | Sharon Davies, Head of Licensing Services | Carriage House and Zenith are the main insurance providers to the trade and the licensing service is satisfied that the insurance cover they offer is suitable and fit for purpose. The remaining policies are being checked to ensure that they offer the same level of cover. | Green |
| 21.01.16 | The Head of Licensing Services to investigate establishing a more stringent and rigorous driving test for horse drawn carriage operators. The new test should include: a) A theory test element b) Part of the test to be conducted off the public highway to examine drivers' control of the carriage and ability to perform manoeuvres, as well as testing on animal | | Sharon Davies, Head of Licensing Services | Consultation has taken place on the draft licensing policy which contains details of the extended test. This policy is due to be considered by the Licensing Committee at its next meeting in September/October 2016. Discussions have been taking place with the trade on detailed proposals for the test | Amber |

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| | <p>husbandry and attaching the dung catching device.</p> <p>c) An increased amount of test time on the promenade</p> <p>d) Following completion of the above elements of the new test, the Horse Drawn Carriage Operator should be given a 'provisional licence'. A full licence would then only be given following the completion of an appropriate number of supervised hours with an experienced Licensed Horse Drawn Hackney Carriage Operator. It was suggested that 100 hours may be considered.</p> | | | | |
| 21.01.16 | <p>A comprehensive review of the Licensed Horse Drawn Hackney Carriage Policy and Fare structure be undertaken by the Head of Licensing Service.</p> <p>a) This review to be undertaken with the Highways Service and representatives of Licensed Horse Drawn Hackney Carriage Operators, in order to consider where it would be appropriate to prohibit U-turns on the promenade.</p> | | <p>Sharon Davies, Head of Licensing Services and Sean Powell, Senior Technician (Traffic Management).</p> | <p>The policy is due to be considered by the Licensing Committee at its next meeting in September/October 2016.</p> <p>Discussions over the fare structure have taken place with the trade and a proposed new fare structure to be considered by Public Protection Sub Committee at their meeting in August 2016</p> | Amber |
| 21.01.16 | <p>The Head of Licensing Services to investigate the cost and feasibility of ring-fencing part of</p> | | <p>Sharon Davies, Head of Licensing Services</p> | <p>The licensing service is in the process of paying for three additional bins requested by the trade for them to use to empty the landau nappies</p> | Green |

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| | the licence fee for clean-up operations during busy periods, with a view to allocating appropriate resources to reduce horse waste on the promenade in busy periods. | | | into. This will cost approximately £1200. There is no additional income from the fees available to pay for additional street cleansing activities. | |
| 21.01.16 | The Head of Licensing Services to investigate the possibility of having different, separate stands for horse drawn carriages and motorised licensed hackney carriage vehicles and dedicated change over areas. | | Sharon Davies, Head of Licensing Services | It is not legally possible to distinguish between horse drawn and motorised hackney carriages. Discussions with the trade have commenced about change over areas. | Green |
| 21.06.16 | A dedicated Forum for Licensing Services and Licensed Horse Drawn Hackney Carriage Operators be established to meet three times per year. It was suggested those times be at the start, once during and after the main tourist season and that Licensing Services would administer that Forum. | | Sharon Davies, Head of Licensing Services | The forum has been established and has met on two occasions chaired by Councillor Hutton. A further meeting is to be scheduled in September 2016. | Green |
| 31.03.16 | To approve the recommended item for consideration from the Audit Committee to receive a report on the impact and performance of the CCTV Service. | As soon as appropriate data is available | Paolo Pertica | A report into the impact and performance of the CCTV service has been added to the Workplan. | Amber |

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| 16.06.16 | To request that the total figure for sundry debt write-offs for 2015-2016 be circulated amongst Committee Members following the meeting. | Before next meeting. | Steve Thompson | The information was circulated to Committee Members on 29 June 2016. | Green |
| 16.06.16 | To request that the Visitor Economy Performance Indicator report be circulated to Members on a monthly basis. | Before next meeting. | Philip Welsh | The information was circulated to Committee Members on 29 June 2016. | Green |