

Meeting of the Full Council - 13 December 2018

Report on the Internal Scrutiny Committee meeting held on 16 November 2018

Chair: County Councillor David O'Toole

The agenda and minutes of the meeting may be viewed on the county council's website at the following link:

[Internal Scrutiny Committee](#)

16 November 2018

Customer Access Service – Update on Performance and Savings Initiatives

The purpose of the report was to provide the Customer Access Service (CAS), operational performance and key statistics for the period April 2018 to August 2018.

The report also provided a comparison against the previous financial year and listed the savings plan for the service 2015-21.

Resolved: The Internal Scrutiny Committee note the contents of the report.

Household Waste Recycling Centres

A review of the Household Waste Recycling Centre (HWRC) service had been conducted to consider operating efficiency and financial savings following its transfer back in-house in April 2018.

The purpose of this report was to provide information on a number of proposed changes as a result of this review in four key areas:

- Opening hours and days open
- Staffing levels
- Limiting or charging for non-household waste
- Cross border waste

Resolved: The Internal Scrutiny Committee note the content of the report.

Grit Bins and Non-Priority Routes Task and Finish Group - Initial Response

The Chair gave a verbal update of the initial response received in relation to the agreed report circulated to the Cabinet Member and senior officers following the Internal Scrutiny Committee in September.

Responses to the task and finish group's recommendations were currently being collated. Not all recommendations had been responded to yet as the

county council was seeking advice from external organisations such as the Association for Public Excellence (APSE).

It was hoped that a full written response would be presented at the next meeting of the Internal Scrutiny Committee scheduled for 18 January 2019.

Resolved: The committee note the initial response.

Task and Finish Group Request - External Scrutiny Committee

This report set out the request from the External Scrutiny Committee for a task and finish group to be established on strengthening flood prevention and preparedness in Lancashire.

Resolved: That the request to establish a task and finish group on strengthening flood prevention and preparedness in Lancashire be approved.