

COMMITTEE ACTION SHEET

Committee	West/Central Area Committee
Date	05/03/20
Circulated on	30/03/20
Updated	

ACTION	LEAD OFFICER/ MEMBER	TIMESCALE	PROGRESS
19/25/WCAC Q3 Cycle theft from Rail Station	Councillor Martinelli		<p>To discuss the matter with Cambridge Cycling Campaign, Greater Anglia and the Police.</p> <p>A motion went to Council, which was passed, requesting action from Greater Anglia and the police. Councillor Martinelli has been in contact with the police and cycle campaign directly and will discuss at committee.</p> <p>A meeting had been scheduled in December with Greater Anglia but did not because of the General Election</p>
19/27/WCAC Q2 Customer satisfaction with complaint resolution	Nick Kester		<p>The Environmental Health records were limited as the level of detail and how much it was appropriate to share in the report. The Officer undertook to investigate satisfaction levels if possible.</p> <p>Update: Waiting for report from customer services which will break down the figures to complaints resolved stage1, resolved stage2, or were escalated further, customer satisfaction levels are currently recorded.</p> <p>Update August 2020:</p>

			<ol style="list-style-type: none"> 1. Officers do not currently have a satisfaction recording for the reports / works they complete, as the works recorded is by an officer with the relevant case work (i.e. communications, evidence etc). The only satisfaction available would be in terms of compliments / complaints received through to the council complaints process – and this is not currently reported on as part of the Environmental Report. 2. No breakdown of cases is provided for issues such as noise as the current system does not support routine queries by officers, and requires extensive intervention from ICT team in order to obtain the data. 3. Formal action is recorded on the report, including breakdown of reasons for fixed penalty notices. However a lot of the action completed by EH officers is informal and can have been a long process. 4. Officers will highlight any key points for the period in the summary section of the report. 5. With the implementation of the new EH system there may be the ability to report on more comprehensive data, but at the present time it is not possible.
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20/5/WAC-Castle Mound	CC Nethsingha Cllr Martinelli		(i) County Councillor Nethsingha undertook to find out when Suffolk CC is expected to determine the Castle Mound application. (ii) Councillor Martinelli to write to Suffolk County Council to express the Area Committee's continued support for the application and to ensure access for the public.
20/5/WAC-Histon Road:bus services	Cllr Martinelli		To write to Stagecoach to support requirement for bus services to continue on Histon Road when Greater Cambridge Works are scheduled.