



MINUTES OF A MEETING OF THE CABINET HELD ON 28th SEPTEMBER 2023

PRESENT: Councillor P Turner (Chair), Councillors T Jay, A Cooper, S Smith, P Thompson and M Summers

The following officers were present: Andrew Barratt (Chief Executive), Tina Mustafa (Assistant Director Neighbourhoods), Tracey Pointon (Legal Admin & Democratic Services Manager), Leanne Costello (Democratic and Executive Support Officer) and Laura Sandland (Democratic and Executive Support Officer)

49 APOLOGIES FOR ABSENCE

There were no apologies for absence

50 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 17th August 2023 were approved and signed as a correct record.

(Moved by Councillor T Jay and seconded by Councillor P Thompson)

51 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

52 QUESTION TIME:

QUESTIONS FROM MEMBERS OF THE PUBLIC NO. 1 Under Schedule 4, 13, Huw Loxton will ask the Portfolio Holder for Operations & Finance, Councillor Thomas Jay the following question:-

As there seems to be some conflicting information including on your own signage at Marmion House, could you please confirm the opening hours for face to face help with regards council matters at Tamworth Information Centre?

Answer

Thank you for your question Mr Loxton, the council remains committed to providing face to face services to our residents and I can confirm that face to face

customer service support is available at the Tamworth Information Centre Monday to Saturday between 10am and 4pm.

Thank you for bringing this to our attention, the team have removed a smaller poster which incorrectly stated Monday to Friday 10am to 4pm.

Supplementary

During a recent meeting where this was discussed it was stated that 150 people used the face to face service when it wasn't well communicated. Over the time and now there are better communications is the service now receiving more use.

Answer

Thank you for your question. We can confirm that the demand for face-to-face customer service stands at 260 instances of support being provided between January and the end of September 2023. The 150 queries you asked about referred to generic Marmion House queries as detailed in the table below. The table also shows all other face to face interactions by department to provide greater detail.

Jan to Sept 2023

TaskName	Count of Id
MArmion House	154
F2F Other	30
F2F Council Tax	23
F2F Housing Solutions	23
F2F Benefits	17
F2F Environmental	5
F2F Bins	2
F2F Tenancy	2
F2F CCC	1
F2F Cemeteries	1
Total	260

There has not been a significant increase in demand despite increased communications and promotion of our pop-up events. Demand remains low and relatively unchanged at an average of 6 face to face enquiries per week.

53 MATTERS REFERRED TO THE CABINET IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULES

None

54 STAFFORDSHIRE SUSTAINABILITY BOARD UPDATE

Report of the Leader of the Council to adopt the draft Staffordshire Adaptation Strategy which has been developed in conjunction with the Staffordshire Sustainability Board.

Resolved: that Cabinet

1. Endorsed the draft Staffordshire Adaptation Strategy at appendix 1.
2. endorsed the preparation of an Adaptation Plan for the Borough.

(Moved by Councillor A Cooper and seconded by Councillor S Smith).

55 NEIGHBOURHOOD IMPACT SERVICE - CORPORATE ANTI SOCIAL BEHAVIOUR

Report of the Portfolio Holder for Environmental Health and Community Partnerships to update on the government's new Anti-Social Behaviour Action Plan, Anti-Social Behaviour Principles launched earlier this year; to set out the proposed Service Offer and 3-year Improvement Action Plan around the new Corporate Anti-Social Behaviour Service known as the Neighbourhood Impact Team and to share the achievements of the Council's shared CCTV service with West Midlands Combined authority, specifically related to achievements, performance, intelligence capturing and compliance

Resolved: that Cabinet

1. acknowledged the government's new Anti-Social Behaviour Action Plan and updated Anti-Social Behaviour Principles, delegating implementation arrangements to the Portfolio Environmental Health & Community Partnerships in conjunction with the Assistant Director Partnerships & Assistant Director Neighbourhoods
2. endorsed the Neighbourhood Impact Team's new Service Offer.
3. endorsed the Neighbourhood Impact Team 3-Year Improvement Plan; and
4. acknowledged the CCTV Shared Service's Quarterly Performance Report (Appendix C) and the independent CCTV Evaluation Report (Appendix D).

(Moved by Councillor M Summers and seconded by Councillor A Cooper)

56 COUNCIL HOUSING DECANT POLICY 2023-2026

Report of the Portfolio Holder for Housing and Planning to update the Council's Decant policy which is part of wider commitments to ensure all housing related policies are compliant with relevant legislation and regulations specifically the Social Housing (Regulation) Act 2023.

Resolved: that Cabinet

1. approved the updated Decant policy 2023 – 2026. (Annex 1)
2. endorsed the Community Equality Impact assessment aligned to the policy (Annex 2); and
3. delegated authority to the Portfolio Holder for Housing & Planning & Assistant Director Neighbourhoods, to agree any onward non-material policy amendments to ensure it remains fully compliant with legislation and regulations.

(Moved by Councillor S Smith and seconded by Councillor T Jay)

Leader