

## Interview with the Executive Members for Customer Services

### Report by the Chief Executive

#### 1.0 Summary

- 1.1 As part of their work programme, the Committee have agreed to interview Adur & Worthing Councils Cabinet members on their portfolio responsibilities and priorities for 2015-16.
- 1.2 **At this meeting, members of the Committee are asked to consider the responsibilities and priorities for the Cabinet members responsible for Customer Services, Councillors Dr Heather Mercer and Jim Funnell.**

#### 2.0 Background

- 2.1 **As part of their 'Challenge' role, Joint Overview and Scrutiny Committee are asked to consider both the information contained within the annex in respect of Customer Services and, in particular, the delegated functions listed at paragraphs 2.3 and 2.4 below. It is part of the Scrutiny role to challenge, in the form of questions, the progress that has been made in respect of Councillor Lermite and Councillor Funnell's portfolios and their priorities for 2015-16.**
- 2.2 The Committee are entitled to ask for further investigation into items that they may not be satisfied with progress.
- 2.3 The *Adur District Council Cabinet Member for Customer Services* has responsibility for the following delegated functions:-
  - Customer contacts and services, including Help Points.
  - CenSus IT partnership.
  - Housing and Council Tax benefits (Adur).

- Housing - Housing Revenue Account, ACF Tenants' Services, anti-social behaviour / neighbourhood disputes in relation to tenants, sheltered housing, leasehold administration, Adur Housing Voice, Adur Talkback, Choice Based Lettings, Community Alarm, Grounds Maintenance and Building Cleaning, Adur Home Service, Temporary Accommodation Management.
- Housing strategy and housing enabling role; affordable housing provision; housing register need options and advice.
- Housing - non Housing Revenue Account - including homelessness and advice (prevention and management), private sector housing and other housing services - choice based lettings, grants (disability and housing).

2.4 The *Worthing Borough Council Cabinet Member for Customer Services* has responsibility for the following delegated functions:-

- Customer contacts and services, including Help Points.
- Public consultation, including community engagement and citizens panels.
- Affordable Housing Provision.
- Benefit Fraud Detection/Prevention (Worthing).
- Housing and Council Tax Benefits and Adjudication (Worthing).
- Disabled Facilities Grant and other Housing Grants.
- Empty Properties.
- Housing Strategy Development & Review.
- Non-Domestic Rates (Worthing).
- Revenues and Benefits (Worthing).
- Strategic Housing and Enabling.
- Supported People (Other).
- Worthing Cultural Assets; Museum, Art Gallery, Ritz Cinema, Assembly Hall, Pavilion Theatre and Connaught Theatre. (NB. Worthing Pier is with the Regeneration Portfolio).
- Homelessness and Advice (Prevention and Management), including Choice Based Lettings, Bed & Breakfast.

- Housing Need, Options and Advice and Housing Register.

### **3.0 Proposals**

- 3.1 **That the Joint Overview and Scrutiny Committee ask questions of the two Cabinet Members with responsibility for Customer Services, based on their functions as outlined in paragraphs 2.3 and 2.4 above and the relevant Councils Corporate Priorities in respect of Customer Services.**

### **4.0 Legal**

- 4.1 The Joint Overview and Scrutiny Committee follow the procedures outlined within the Councils Constitution.

### **5.0 Financial implications**

- 5.1 There are no direct financial implications to consider within this report.

### **6.0 Recommendation**

- 6.1 **Members of the Committee are asked to question the two Cabinet Members with responsibility for Customer Services.**

### **Local Government Act 1972**

**Background Papers:** Joint Overview and Scrutiny Committee Work Programme 2015-16

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## **Schedule of Other Matters**

### **1.0 Council Priority**

1.1 The relevant Council Priorities are contained in the report.

### **2.0 Specific Action Plans**

2.1 Any specific action plans will be considered within the context of the annex to this report.

### **3.0 Sustainability Issues**

3.1 Matter considered and no issues identified

### **4.0 Equality Issues**

4.1 The Council delivers its services in accordance with the Equality Policy.

### **5.0 Community Safety Issues (Section 17)**

5.1 Matter considered and no issues identified

### **6.0 Human Rights Issues**

6.1 Matter considered and no issues identified

### **7.0 Reputation**

7.1 Matter considered and no issues identified

### **8.0 Consultations**

8.1 The Cabinet Members for Customer Services and key senior officers were consulted during the drafting of this report.

### **9.0 Risk Assessment**

9.1 Any areas of risk are identified within the annex to this report.

### **10.0 Health & Safety Issues**

10.1 Matter considered and no issues identified

### **11.0 Procurement Strategy**

11.1 Matter considered and no issues identified

## **12.0 Partnership Working**

12.1 Matter considered and no issues identified