

COUNCIL - 27TH April 2005

ITEM 7 - RECOMMENDATIONS TO COUNCIL

Executive – 20th April 2005

(i) CRIME AND DISORDER STRATEGY 2005 - 2008

Council are recommended to approve and adopt the Crime and Disorder Strategy 2005-2008.

(ii) OFFICE ACCOMMODATION STRATEGY

Council are recommended:-

To approve the strategy set out in section 5 of the report for the provision of the Council's Office Accommodation, and authorise consultation with staff and tenants as necessary.

To approve the addition of £579,000 from currently uncommitted capital resources to facilitate the relocation of staff, the provision of IT and Telecommunications infrastructure and any necessary building alterations, this sum to be repaid from the capital receipts from the disposal of properties declared surplus as a result of this project.

To approve the closure of the Neighbourhood Offices in Haslingden and Waterfoot.

To declare the following properties surplus to requirements and authorise their disposal upon vacation, unless otherwise stated:-

Kay Street Offices, Rawtenstall;
The Main Town Hall Building, Rawtenstall;
The Liberal Club, Rawtenstall;
Waterfoot Neighbourhood Office, subject to resolution of user rights issues as set out in paragraph 5.5 of the report;
Haslingden Neighbourhood Office;
Whitworth Neighbourhood Office (for disposal on completion of the new Civic Hall);
The Roberts Street Depot, Rawtenstall; and
The Heys Street Sub Depot, Bacup.

(iii) CUSTOMER SERVICES STANDARDS AND COMPLAINTS PROCEDURE
(PAGES 59-104)

The Executive, at its meeting on 20th April 2005, considered a report of the Interim Head of Customer Services and E-Government, concerning the draft Customer Services Strategy, the Customer Services Standards and the Customer Feedback Form 'On the Record'. Copies of the report and the associated Appendices are attached.

Council are recommended to adopt the new strategy, standards and feedback form with immediate effect and to approve the methods for reporting and measuring compliance against the new standards.

ITEM 9 - RECOMMENDATIONS TO COUNCIL

Executive – 20th April 2005

OFFICE ACCOMMODATION STRATEGY

The Executive, at its meeting on 20th April 2005, considered a confidential report dealing with the financial arrangements required to deliver the office accommodation strategy.

Council are recommended:-

To grant delegated authority to the Chief Executive in consultation with the Leader of the Council to conclude the leases discussed in the report.

To approve the earmarking of any surplus capital receipts from this project for the future accommodation strategy.

To authorise the Head of Financial Services to switch up to £150,000 of appropriate expenditure between revenue and capital should this be necessary to deliver the strategy.

To confirm the appointment of Lambert Smith Hampton, property consultants, to negotiate on the housing service office relocation and to agree that contract standing orders be waived in respect of their appointment.