

POLICY AND PERFORMANCE PORTFOLIO HOLDER'S MEETING

TUESDAY, 15 FEBRUARY 2011

DECISIONS

Set out below is a summary of the decisions taken at the Policy and Performance Portfolio Holder's Meeting held on Tuesday, 15 February 2011. Decisions made by the Portfolio Holder will be subject to call-in. Recommendations made to the Cabinet or to the Council are not subject to call-in. The wording used does not necessarily reflect the actual wording that will appear in the minutes.

If you have any queries about any matters referred to in this decision sheet please contact Maggie Jennings.

1. STREET NAMING AND NUMBERING - CHARGES

The Policy & Performance Portfolio Holder,

- (a) **APPROVED** the draft Address Management Policy, subject to the changes agreed at the meeting, and
- (b) **AGREED** the charges for Street Naming and Numbering, effective from 1 April 2011, subject to the changes agreed at the meeting.

Other Options Considered:

The Portfolio Holder considered the street naming and numbering charges as set out in the report and those charges levied by other local authorities.

Reason For Decision:

The introduction of the Street Naming and Numbering Policy enables the service to adopt a formal set of procedures for operating the service which follows best practice. By adopting charges, it will also be possible to recover some of the costs of providing the service.

2. CUSTOMER SERVICE EXCELLENCE (CSE) UPDATE

The Policy & Performance Portfolio Holder noted the latest position with regard to the Customer Service Excellence project and outcomes from the pre-assessment and **AGREED** that the Council proceed to full assessment in June 2011, subject to a satisfactory assessment of the Council's readiness to proceed by 30 April 2011.

Other Options Considered: None

Reason For Decision:

The decision was necessary to enable key steps to be taken towards corporate accreditation in accordance with the agreed timetable.