

Corporate and Customer Overview and Scrutiny Panel

Thursday, 15 February 2007

Present: Councillor Geoffrey Russell (Chair) and Councillors Henry Counce, David Dickinson, Doreen Dickinson, Hasina Khan, Keith Iddon, Margaret Lees, Edward Smith, Mrs Joyce Snape and Mrs Stella Walsh

07.CCS.08 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Peter Baker, Andrew Birchall, Alan Cain, Magda Cullens, Catherine Hoyle and Thomas McGowan.

07.CCS.09 DECLARATIONS OF ANY INTERESTS

There were no declarations of interest by Members relating to the items on the agenda.

07.CCS.10 MINUTES

RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 30th January 2007 be confirmed as a correct record and signed by the Chair.

The Chair advised that he had requested further information from the Director of Finance on the costs of the Central and Democratic core and Revenues administration arising from Minute 07.CCS.04 Budget Scrutiny.

07.CCS.11 CHORLEY MARKETS INQUIRY - MONITORING OF INQUIRY RECOMMENDATIONS

The Panel received the report of the Deputy Chief Executive updating Members on the progress made in implementing the Panel's recommendations following the Inquiry into the performance of Chorley Markets.

The Executive Cabinet had initially accepted two, and later three, of the recommendations but had deferred a decision on the remaining recommendations pending the outcome of the investigation into partnering or outsourcing opportunities. A preferred bidder had been selected as a partner to run the markets but the Executive Cabinet had decided not to proceed with the outsourcing after the due diligence exercise had revealed a number of issues of concern.

The Markets would be reviewed as part of the Town Centre management initiative and development of phase two of Market Walk. Members highlighted the enthusiasm and support for the Markets from Traders and the public and the need to continually strive for improvements. Officers had worked on those recommendations with no budgetary implications.

RESOLVED –

- 1. To note the report and request a further update report in six months,**
- 2. To request the Executive Cabinet to reconsider implementing the recommendations with limited budget implications:
4 & 11 combined: Provide more lock up stalls on the covered market, Offer alternative tenure options.**

- 5: Buy or rent new stalls for a trial on Fazackerley St/Market St.**
- 10: Encourage use of coloured covers on Flat iron stalls.**
- 12: Improve lighting facilities.**
- 18: Install flagpoles at the market entrance.**
- 19: Offer sponsorship opportunities e.g. planting flower beds.**

07.CCS.12 DECRIMINALISED PARKING ENFORCEMENT - MONITORING OF INQUIRY RECOMMENDATIONS

Members considered the report of the Director of Streetscene, Neighbourhoods and Environment reporting progress on the implementation of the recommendations made during the Decriminalised Parking Enforcement Inquiry.

The Panel discussed the recommendations and noted that excellent progress had been made, in particular relating to Blue Badges (Recommendation 14). A sticker was now used to indicate which side the Blue Badge should be displayed and this had been implemented throughout Lancashire.

The recommendation to trial mystery shoppers (Recommendation 9) had been implemented with a good response. In future a member of the contractor's Management Team will act as the mystery shopper.

RESOLVED - That the report be noted and a further update report be presented to the Panel in six months.

07.CCS.13 ATTENDANCE MANAGEMENT

The Committee received a report of the Director of Human Resources updating Members on progress against BVPI 12 sickness absence for 2006/2007 and advising how sickness absence is managed since the implementation of a revised Absence Policy in March 2006.

The revised policy introduced return to work interviews and a proactive use of Occupational Health. Disciplinary warnings were triggered at certain dates. Employees who were on long term sick were managed in accordance with the policy.

Members noted that at the third quarter there was a slight reduction on last years figure, although only slightly higher in comparison with other Lancashire districts. From 1 April the way sickness was reported would be amended to reflect long term sickness as over 20 working days. It had come to light that the first 20 days are currently recorded as short-term absence with the remainder shown as long term, this meant that the figures were incorrect and skewed.

Members noted that in 2005/2006 173 employees had no sickness absence at all and that the Chief Executive had introduced "The Chief Executives Award for Attendance" to reward the team with the lowest sickness absence. It was noted that the amount of half-day sickness had reduced since the implementation of the new flexi policy.

Future actions included a more proactive approach, for example, blood pressure monitoring and to review the monitoring of attendance to identify trends, for example, if there was a pattern of Monday and Friday sickness. It was noted that there was a cost associated with sickness in terms of the impact on other members of staff having to cover their colleagues' work.

RESOLVED –

- 1. That the report be noted and**
- 2. That a further update report be presented to the Panel in six months.**

07.CCS.14 CONTACT CENTRE EFFICIENCIES AND PARTNERSHIP WITH LANCASHIRE COUNTY COUNCIL INQUIRY

The Chair advised that the Inquiry was on course to report by the end of the Municipal Year. The draft Final Report would be presented to the next meeting of the Panel.

07.CCS.15 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Panel received and noted the Overview and Scrutiny Work Programme for 2006/2007 and in particular the items relating to the Panel.

Chair