

Special Corporate and Customer Overview and Scrutiny Panel

Agenda and Reports
For consideration on

**Thursday, 15th February
2007**

In Committee Room 1, Town Hall, Chorley

At 6.30 pm



PROCEDURE FOR PUBLIC QUESTIONS/SPEAKING AT OVERVIEW AND SCRUTINY MEETINGS

- Questions must be submitted to the Democratic Services Section by no later than midday, two working days before the day of the meeting to allow time to prepare appropriate responses and investigate issues if necessary.
- A maximum period of 3 minutes will be allowed for a question from a member of the public on an item on the agenda. A maximum period of 30 minutes to be allocated for public questions if necessary at each meeting of the Overview and Scrutiny Committee and its appropriate panels. This will provide an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Committee or Panel.

Chief Executive's Office

Please ask for: Ruth Hawes
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Date: 6 February 2007

Chief Executive: Donna Hall

Chorley
Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

SPECIAL CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - THURSDAY, 15TH FEBRUARY 2007

You are invited to attend a meeting of the Corporate and Customer Overview and Scrutiny Panel to be held in Committee Room 1, Town Hall, Chorley on Thursday, 15th February 2007 commencing at 6.30 pm.

AGENDA

1. **Apologies for Absence**

2. **Declarations of Any Interests**

Members of the Committee are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda in accordance with the provisions of the Local Government Act 2000, the Council's Constitution and the Members Code of Conduct. If the personal interest is a prejudicial interest, then the individual Member should not participate in a discussion on the matter and must withdraw from the room and not seek to influence a decision on the matter.

3. **Minutes (Pages 1 - 4)**

To confirm as a correct record the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 30th January 2007 (enclosed).

4. **Chorley Markets Inquiry - Monitoring of Inquiry Recommendations (Pages 5 - 8)**

Report of the Deputy Chief Executive (Copy enclosed)

5. **Decriminalised Parking Enforcement - Monitoring of Inquiry Recommendations (Pages 9 - 16)**

Report of the Director of Streetscene, Neighbourhoods and Environment (Copy enclosed)

6. **Attendance Management (Pages 17 - 20)**

Report of the Director of Human Resources (Copy enclosed)

Continued....

7. **Contact Centre Efficiencies and Partnership with Lancashire County Council Inquiry**

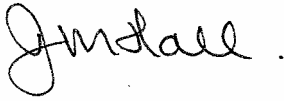
The Efficiency Sub-Group and Partnership Sub-Group Chairs will update the Panel on the progress of the ongoing Inquiry into the Lancashire Shared Services Contact Centre.

8. **Overview and Scrutiny Work Programme (Pages 21 - 22)**

The Overview and Scrutiny Work Programme is enclosed.

9. **Any other item(s) that the Chair decides is/are urgent**

Yours sincerely



Chief Executive

Distribution

1. Agenda and reports to all Members of the Corporate and Customer Overview and Scrutiny Panel (Councillor Geoffrey Russell (Chair) and Councillors Peter Baker, Andrew Birchall, Alan Cain, Henry Counce, Magda Cullens, David Dickinson, Doreen Dickinson, Catherine Hoyle, Hasina Khan, Keith Iddon, Margaret Lees, Thomas McGowan, Miss June Molyneaux, Edward Smith, Mrs Joyce Snape and Mrs Stella Walsh) for attendance.
2. Agenda and reports to Paul Morris (Executive Director Corporate and Customer), Lorraine Charlesworth (Director of Human Resources), Keith Allen (Streetscene Manager) and Ruth Hawes (Assistant Democratic Services Officer) for attendance.
3. Agenda and reports to John Walker (Executive Member for Customer, Democratic and Legal) for information.

This information can be made available to you in larger print or on audio tape, or translated into your own language. Please telephone 01257 515118 to access this service.

આ માહિતીનો અનુવાદ આપની પોતાની ભાષામાં કરી શકાય છે. આ સેવા સરળતાથી મેળવવા માટે કૃપા કરી, આ નંબર પર ફોન કરો: 01257 515822

ان معلومات کا ترجمہ آپکی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون
کیجئے: 01257 515823

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Corporate and Customer Overview and Scrutiny Panel

Tuesday, 30 January 2007

Present: Councillor Geoffrey Russell (Chair) and Councillors Peter Baker, Henry Caunce, David Dickinson, Doreen Dickinson, Catherine Hoyle, Hasina Khan, Keith Iddon, Margaret Lees, Thomas McGowan, Miss June Molyneaux, Edward Smith, Mrs Joyce Snape and Mrs Stella Walsh

07.CCS.01 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Andrew Birchall, Alan Cain and Magda Cullens.

07.CCS.02 DECLARATIONS OF ANY INTERESTS

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

07.CCS.03 MINUTES

RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 28 November 2006 be confirmed as a correct record and signed by the Chair.

07.CCS.04 BUDGET SCRUTINY FOR 2007/2008

Members received the report of the Director of Finance entitled "Budget Scrutiny for 2007/2008". The Chair explained that the objective of the item was to consider the aspects relating to Corporate and Customer starting at paragraph 27 of the report and to formulate any questions on the report to the Executive Cabinet. The report also contained information for consideration by the Environment and Community Panel.

The Director of Finance highlighted that the Overview and Scrutiny Committee had determined that the budget scrutiny exercise should concentrate on Value For Money (VFM) and the provision of quality services.

The Panel examined Table 7 that updated the information considered by the Customer Overview and Scrutiny Panel last year on Revenues and Benefits compared with the Council's family group (similar Council's in terms of demographics and population). This area had been considered high cost although on further analysis showed that the way costs were recorded included recharges for other services, such as ICT and Human Resources affected the overall costs significantly. It was noted that benchmarking information on the basic cost of the services was not available for comparison from other Local Authorities, although it was hoped that comparative information of this nature would be available in the future.

The Panel considered Table 8 showing the relative performance indicators within the 2004 and 2005 VFM profiles, relative to our nearest neighbours. It was noted that performance had, in the main improved.

Table 9, set out the budget savings and efficiency proposals and the Panel considered the impact of these on service delivery and the Council's ability to deliver the

Corporate Plan. It was noted that some efficiencies arose due to the Housing Stock Transfer and the closure of the Gillibrand Street offices.

There would be a restructure in local tax and benefits. Officers explained that the Contact Centre had reduced the volumes of work in the back office, that a new procedure for Council Tax recovery could produce efficiencies and supervision would be reduced to an industry average.

It was noted that the Finance Unit would be restructured, creating a central team to concentrate on efficiency. Previously the focus had been eGovernment.

Members queried the reduction of Helpdesk support. Officers outlined a new, self-service approach with a more technical Helpdesk. The Housing Stock Transfer and current Thin Client testing and implementation enabled this reallocation of resources. A further discussion on replacement technology for Members would be subject of further discussion.

Questions to the Executive Cabinet:

What will be the impact of the disestablishment of one of the Executive Director posts, in particular, relating to the important work on Equality and Diversity?

How will the reduction of ICT Helpdesk support affect Members? How and what will be different?

A number of the proposals include outsourcing functions (Health and Safety and Property). How will these arrangements work and what will be the impact on the day-to-day operation of services?

Satisfaction with some services appears low. Is this being measured regularly and if not, how can we monitor this and take appropriate action?

What can be done to collect information on the costs of the Central and Democratic Core and Revenues administration to enable comparison in the future?

How will the impact on Members of the removal of the Yearbook and Diary be mitigated?

07.CCS.05 CONTACT CENTRE EFFICIENCIES AND PARTNERSHIP WITH LANCASHIRE COUNTY COUNCIL INQUIRY

The Chair invited the Chair of the Partnership Sub-Group, Councillor Peter Baker, to update the Panel. He advised that the Group had visited the Red Rose Hub at Lancashire County Council, received feedback from representatives from Pendle and Ribbles Valley Borough Councils and received feedback from Councillors Dennis Edgerley and John Walker. The Group would formulate their recommendations at the next meeting and report back to the Panel.

The Chair invited the Chair of the Efficiency Sub-Group, Councillor Stella Walsh, to update the Panel. She explained that information had been requested from Partner districts in the County, with a limited response. There was a lot of complex information considered and being collated. The findings and recommendations of the Group would be reported to the Panel.

The Chair thanked everyone involved for their contributions to the ongoing Inquiry, in particular the two Chairs.

07.CCS.06 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.

07.CCS.07 ANY OTHER ITEM(S) THAT THE CHAIR DECIDES IS/ARE URGENT

It was noted that some Members had not received their "to follow" papers that had been distributed at the Council meeting. It was AGREED that if papers were distributed at the Council meeting that the Mayor be requested to highlight this to Members.

Members highlighted the issue of receiving large colour documents electronically and having to print them at home. Officers undertook to come back to Members with a more efficient solution.

Chair

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Report of	Meeting	Date
Deputy Chief Executive	Corporate & Customer Overview & Scrutiny Panel	15.02.07

CHORLEY MARKETS INQUIRY – MONITORING OF INQUIRY RECOMMENDATIONS

PURPOSE OF REPORT

- To update Members on progress made in implementing the Panel's recommendations following the inquiry into the performance of Chorley's markets.

CORPORATE PRIORITIES

- Issues concerning the markets have a bearing on the Council's revenue income and thus its ability to invest in its capacity to deliver its services

RISK ISSUES

- The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation		Regulatory/Legal	
Financial	✓	Operational	
People		Other – vitality of the town centre	✓

- Financial - The two markets produce a gross income to the Council of £300,000 and alterations to the way they are run will have an effect on their attractiveness to both traders and shoppers and thus income levels generated.

Vitality of the Town Centre - The markets contribute significantly to the vitality and viability of the town centre and any changes may have an impact upon their contribution.

BACKGROUND

- At the conclusion of its inquiry into the performance of Chorley's markets the Customer Overview and Scrutiny Panel presented a number of recommendations to the Executive Cabinet as set out in the schedule with this report.
- The Executive Cabinet initially accepted two of the recommendations, those numbered 6 & 25 and instructed officers to pursue them. The Executive Cabinet deferred a decision on the remaining recommendations in order not to fetter the scope which could be offered in the investigation of partnering or outsourcing opportunities but has since re-visited the report and approved a move of stalls from the Flat iron on a trial basis (Recommendation 8).

PRESENT POSITION

7. Recommendation 6. The search for a partner to run the markets reached a conclusion with the appointment of Groupe Geraud as preferred bidder. However the due diligence exercise conducted as a preliminary to final appointment revealed a number of issues of concern and the Executive Cabinet subsequently decided not to proceed with the outsourcing but to keep the management in house whilst other options were investigated.
8. Recommendation 25. Operational constraints prevent use of the interchange for coach parking but we have prepared and now issue information sheets detailing coach parking arrangements in the town following drop off at the interchange.
9. Recommendation 8. The use of Cleveland St, Fazackerly St and Market St for re-location of the Flat Iron market requires amendments to existing traffic regulations in consultation with the town's shopkeepers. These have been undertaken by the Director of Customer, Democratic & Legal Services over a period of several months and have produced a number of objections.
10. The proposed extension to Market Walk has produces new opportunities for development along with the markets that will be investigated.
11. Other recommendations, and progress made in their implementation since the initial Executive Cabinet meeting are set out on the schedule attached to this report.

COMMENTS OF THE DIRECTOR OF FINANCE

12. There are no financial implications associated with this report

COMMENTS OF THE HEAD OF HUMAN RESOURCES

13. There are no direct HR implications associated with this report

RECOMMENDATION

14. That this progress report be noted.

PAUL MORRIS
DEPUTY CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Roger Handscombe	5311	07 February 2007	NEWREP

Overview and Scrutiny Inquiry Report - Chorley Markets		
Rec No	Recommendation	Current Position
1	Reduce stall rents to make them more attractive to new traders	Stall rents have been pegged for 3 years and are not planned for increase in 2007/08
2	Introduce new rent payment methods and discounts for advance payment	New payments have been introduced. No discounts are yet given for advance payment
3	Roof over the central aisle of the covered market	No action in view of financial implications
4	Provide more lock up stalls on the covered market	No action in view of financial implications
5	Buy or rent new stalls for a trial on Fazackerley St/Market St	No action in view of financial implications
6	Explore partnership arrangements for market management & investment	The exercise was concluded in December 2006 with a decision to keep management of the markets in house and review as part of a town centre management initiative
7	e enable stallholders to apply for stalls	Facility now in place and will be continued
8	Move Flat Iron stalls to Market St	Currently on hold
9	Hold occasional specialist markets	The French markets and pot fairs which have been successfully trialed will be continued and supplemented by others e.g Fish market
10	Encourage use of coloured covers on Flat iron stalls	No action in view of financial implications
11	Offer alternative tenure options	No action in view of financial implications
12	Improve lighting facilities	No action in view of financial implications
13	Concentrate advertising on Tuesdays	Incorporated into promotional and publicity information
14	Increase advertising & target under represented lines	No action in view of financial implications

Rec No	Recommendation	Comments
15	Develop website page to include adverts and information about stalls	The web site has been improved to reflect this recommendation and will be further reviewed as part of the town centre management initiative
16	Implement an advertising strategy e.g. Chorley Cakes	In conjunction with the traders the advertising campaigns have been altered to take account of this recommendation within approved budgets.
17	Advertise via different methods e.g. radio, internet etc	Carried out in conjunction with Market Traders
18	Install flagpoles at the market entrance	No action in view of financial implications
19	Offer sponsorship opportunities e.g. planting flower beds	No action in view of financial implications
20	Offer incentives to increase range and variety of stalls	No action in view of financial implications
21	Consider Saturday instead of Tuesday for the Flat iron market	No support amongst Traders or shoppers
22	Retain Thursday trading on the covered market	Thursday markets have been retained but are still the weakest day of the week.
23	Provide more information for customers e.g. flyers	No action in view of financial implications
24	Advertise for customers outside the Chorley area e.g. magazines, radio etc	Advertising now concentrates on surrounding areas
25	Arrange coach parking at Chorley Interchange	Drop offs arranged at the Interchange, with coach parking on Friday St.
26	Install brown promotional signs on motorway and entrances to town	Not acceptable to LCC or the Highways Agency
27	Improve car park signage	Improvement incorporated in the form of electronic advance warning signs

Report of	Meeting	Date
Director of Streetscene, Neighbourhoods and Environment	Corporate and Customer Overview and Scrutiny Panel	15 February 2007

DECRIMINALISED PARKING ENFORCEMENT – MONITORING OF INQUIRY RECOMMENDATIONS

PURPOSE OF REPORT`

1. To report to the Panel progress following their recommendations made to the Executive Cabinet on 29th June 2006

CORPORATE PRIORITIES

2. The report deals with issues that relate primarily to the strategic objective of putting Chorley at the heart of regional economic development in the Central Lancashire sub region.

RISK ISSUES

3. The issue raised and recommendations made in this report involve risk considerations in the following categories:

Strategy		Information	
Reputation	✓	Regulatory/Legal	
Financial		Operational	
People	✓	Other	

4. The report relates mainly to procedural and customer care issues.

BACKGROUND

5. The Panel carried out an enquiry to investigate the effectiveness of decriminalised Parking Enforcement in Chorley, and assessed the impact the introduction of this had on residents, visitors, motorists, traders and business. A summary of the Panel's recommendations, annotated with up to date comments on the progress made on the implementation of the recommendations, is set out overleaf.



Objective/Key Issue 1 To investigate the effectiveness of Decriminalisation of Parking Enforcement in Chorley,

Recommendation	Comments
1. That it be noted that in the early stages there was some cause for concern that generated media interest. There have been improvements since the Inquiry has been ongoing. Recommendations 4, 5, 6, 11c have already begun.	Not applicable.
2. That the Director of Customer, Legal and Democratic Services be requested to resolve the outstanding issues in relation to the agency agreement as soon as possible.	The Director is current waiting for a response from LCC legal to the outstanding issues.

Objective/Key Issue 3 To compare with Best Practice elsewhere.

Recommendation	Comments
3. That the Parking Manager liaise with the contractor (National Car Parks) to ensure that Parking Attendants make a note of circumstances when a driver returned to their vehicle, had been issued with a Penalty Charge Notice and was encouraged by the Parking Attendant to follow the appeals procedure. 4. That the Parking Manager liaise with the contractor (National Car Parks) to ensure that Parking Attendants record verbal abuse on the hand held equipment and in the pocket book.	This has been implemented. This has been implemented.
14. That Lancashire County Council Social Services be requested to highlight which side of the Blue Badge should be displayed using a sticker. 5. That the Parking Manager liaise with the contractor (National Car Parks) to ensure that Parking Attendants use a leaflet showing additional information as to why a Penalty Charge Notice had been issued to Blue Badge holders, similar to that used in Bolton.	LCC Social Services will implement this initiative early this year. Delayed due to move to the Hub. Implemented – this is now done County wide.
6. That the Parking Manager meet the Parking Attendants on their first day of employment to highlight certain points, for example, the importance of customer services.	This has been implemented.
7. That the Director of Streetscene, Neighbourhoods and Environment initiate Traffic Regulation Orders on the zig zag lines in front of schools in Chorley in conjunction with the “safer routes to school” initiative with Lancashire County Council.	Implemented - LCC now carrying this forward. Six schools included in report to be considered by Lancashire Local Chorley Committee on 8 February 2007.
18. To support the following recommendations of the Childs report: That the British Parking Association invites the Department for Transport: To undertake urgent work to make more widely known the link between road safety, free flow of traffic and kerb space management and parking control (R1).	Implemented - A copy of the Scrutiny recommendations was presented to the British Parking Association.

To seek from Local Authorities a full and audited annual disclosure which identifies income, expenditure and those specific areas in which any Decriminalisation of Parking Enforcement surpluses have been spent and the benefit they bring to all stakeholders and

Prescribe a national model for how this information should be provided and ensure that it was in a form that was easily understood (R2).

To specifically encourage the adoption of an appropriately balanced Model Contract for use by Local Authorities and contractors (R4).

To require Local Authorities to undertake regular and local public opinion surveys into parking controls and Decriminalisation of Parking Enforcement and identify key concerns the community have (R5).

To develop a communication strategy around parking control and Decriminalisation of Parking Enforcement aimed at improving the public understanding and perception of them (R6).

To consider how parking control and enforcement and the benefits they bring can be better represented in the Highway Code (R7).

To require Local Authorities to undertake regular audits of traffic regulation orders and signs to ensure that they remain relevant and necessary and signs are accurate, understandable and visible and that changes needed in regulations be made within a published time frame (R12).

To emphasise to Local Authorities the importance of regular reviews of traffic regulation orders and signage and seek the publication of a plan to achieve this (R13).

To consider whether through legislation, the name "Parking Attendant" should be changed to better reflect the role of such staff on the street (R15).

To consider ways in which it can be made obligatory to Parking Attendants to have undergone independently assessed training e.g. through the new City and Guilds qualification, either before appointment or within a set period of being appointed (R17).

To support an approach to the Home Office to explore how the victimisation of Parking Attendants might be made a higher priority for the Police (R23).

To urge Local Authorities to fully investigate and respond to requests to have a penalty charge notice withdrawn on receipt of the first communication from the driver (R32).

To urge Local Authorities to reinstate a full 14-day discount period if a road user can satisfy them that he/she did not receive the original Penalty Charge Notice (R33).

To encourage Local Authorities to publish annually the

- Number of Penalty Charge Notices issued each year
 - Number of Penalty Charge Notices paid at the reduced rate
 - Number of requests for Penalty Charge Notices to be withdrawn before the Notice to Owner was issued (R34)
 - Number of formal representation made and allowed
 - Time taken to respond to all requests
- To collaborate with the British Parking Association in undertaking research to establish the most effective way of providing National good practice in parking control and the development of a good practice guide (R41).
- That the British Parking Association Explores the way in which the status and recognition given to Parking Attendants can be improved (R14).
- Engages with specialist training advisors and reviews whether the levels of interpersonal skills and conflict resolution training in the Parking Attendant training syllabus was sufficient for the role they perform (R18).
- Encourage Local Authorities and contractors who employ Parking Attendants, to provide specific financial support for those who wish to undertake job related and externally validated training, if the employer does not provide suitable training (R19).
- Approach the Association of Chief Police Officers and seek to develop an enhanced response in case of Parking Attendant victimisation (R22).
- Considers the establishment of an appropriate qualification for parking managers as a development on its work on training for Parking Attendants (R28).
- And
- That there was no change in the level of discretion given to Parking Attendants “on the street” (R27).
19. That the Department for Transport be requested to develop a guide to parking to be sent to drivers with their drivers license and to consider parking issues in more detail in the driving test.

Objective/Key Issue 4 To identify future improvements for customer service.

Recommendation	Comments
<p>8. To undertake the following to address the negative perception of the public in relation to Decriminalisation of Parking Enforcement:</p> <p>a, To request Lancashire County Council to produce a marketing toolkit for use by the districts, for example posters, leaflets, bus or radio advertising.</p> <p>b, That the Director of Policy and Performance include a question relating to Decriminalisation of Parking Enforcement on any suitable surveys with the citizens’ panel to identify any concerns that the community have.</p> <p>c, That the Parking Manager distribute of publicity leaflets to local businesses and market traders such as, “pavements are for people” and “parking tips” to educate drivers that they can return to the vehicle and purchase additional time.</p> <p>d, That the Parking Manager arrange for a sign to be erected on site where revenue from Decriminalisation of Parking Enforcement had funded projects, for example, road safety schemes.</p> <p>e, That the Parking Manager place a helpline number on all of the car park tariff boards to enable the public to report faults or problems to the contractor (National Car Parks)</p> <p>f, That a leaflet be produced showing where the Car parks were in Chorley. The leaflet to be produced by an external company but co-designed with the Council with sponsored adverts in from local businesses. The leaflets to be distributed to local businesses, Market Traders and the One Stop Shop.</p> <p>g, That if a commercial or a new corporate video, was produced references should be made to Decriminalisation of Parking Enforcement.</p>	<p>LCC still working on this and looking at material produced by Chorley.</p> <p>Implemented - LCC now dealing with this, sending out questionnaires to all customers and spending £25,000 on market research.</p> <p>Will happen when appropriate.</p> <p>Will happen when appropriate.</p> <p>Dedicated line installed but information delayed until decision on co-location.</p> <p>Work in progress</p> <p>No current plans to produce a new video.</p>
<p>9. That the Parking Manager trial the use of mystery shoppers with Internal Audit. The Panel would monitor the results and regularity of mystery shoppers. A dispensation could be given to allow a vehicle to park in contravention on a car park allowing the mystery shopper to assess:</p> <ul style="list-style-type: none"> • Whether a vehicle parked in contravention was issued with a Penalty Charge Notice, • How the customer was dealt with, • The quality of information given by the Parking Attendant and <p>How the appeal was dealt with by Parkwise.</p>	<p>Implemented - Officers from Internal Audit carried out “Mystery Shopper” exercises on four separate dates, using four different vehicles. On each occasion a Pay and Display ticket was purchased and displayed face down on the vehicles dashboard.</p> <p>Penalty Charge Notices (PCN’s) were issued to three of the vehicles, all for the correct code of “Parked in a Pay and Display car park without clearly displaying a valid pay and display ticket.”</p>

	<p>Following the issue of the PCN's the Attendant who issued the ticket was approached by the officer and engaged in discussion regarding why the ticket had been issued. A summary of the findings is shown below.</p> <p>Telephone calls were then made the following day to Parkwise to enquire about what to do next regarding the PCN and the findings are detailed below</p> <table border="0" data-bbox="836 622 1337 860"> <tr> <td></td> <td colspan="2" style="text-align: right;">Attendant Parkwise</td> </tr> <tr> <td>Appearance</td> <td>Good</td> <td>N/A</td> </tr> <tr> <td>Explanation for Issue</td> <td>Good</td> <td>Good</td> </tr> <tr> <td>Explanation of Appeals Process</td> <td>Good</td> <td>Good</td> </tr> <tr> <td>Courtesy</td> <td>Good</td> <td>Good</td> </tr> </table> <p>The exercise is considered to have been of value and should be continued. However, it is felt inappropriate that officers from Internal Audit continue to be involved, due the small numbers of staff and the limited number of vehicles available to carry out the process.</p> <p>Following discussions with the Contractor, it is proposed that as part of a Parking Enforcement Quality Management Initiative, that they carry out a Mystery Parker exercise, using staff from their Management Team and to serve as a check on the performance of their staff and to report their findings to the Council. The advantage to this proposal is the wide number of people available to take part and a much wider range of vehicles.</p>		Attendant Parkwise		Appearance	Good	N/A	Explanation for Issue	Good	Good	Explanation of Appeals Process	Good	Good	Courtesy	Good	Good
	Attendant Parkwise															
Appearance	Good	N/A														
Explanation for Issue	Good	Good														
Explanation of Appeals Process	Good	Good														
Courtesy	Good	Good														
<p>16. That the contractor (National Car Parks), in conjunction with Lancashire County Council be requested to review the Parking Attendant uniform</p>	<p>This will be raised via the Management Board at Parkwise to gauge reaction from the other Districts. If considered desirable, cost to be obtained from the Contractor.</p>															
<p>15. That Lancashire County Council be requested to create a recognised permit for registered carers within Chorley and South Ribble Primary Care Trust area.</p>	<p>This request is still being processed by LCC.</p>															
<p>10. That the Director of Streetscene, Neighbourhoods and Environment write to all Chorley Borough Councillors and Parish Councillors requesting that any requests for</p>	<p>Implemented - This has now been carried out twice, and has resulted in parish Clerks contacting the Parking Manager directly.</p>															

parking enforcement be made to the Parking Manager. 11. That the Parking Manager organise spot checks by Parking Attendants in residents parking areas out of hours, especially in the summer months. 12. To support the recent trial of a Parking Attendant using a scooter in the rural areas.	Implemented - Early morning and evening enforcement is being carried out on an irregular basis. Implemented - The scooter is now deployed daily, weather permitting.
13. That the Parking Manager, in conjunction with the Director of Human Resources, create a welcome pack for new Parking Attendants, including the Customer Charter and useful numbers including the Parkwise helpline, Borough Council Contact Centre and Police.	HR are currently updating the induction manual and the relevant parts of the new manual will be issued to new attendants.
17. To support the use of technology to enhance service provision, for example, the use of electronic hand held devices.	Implemented - The Contractor reviews available technology regularly.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

6. There are no direct HR implications associated with this report

COMMENTS OF THE DIRECTOR OF FINANCE

7. There are no financial implications associated with this report.

RECOMMENDATION(S)

8. It is recommended that the Panel notes progress on the various issues.

JOHN LECHMERE
DIRECTOR OF STREETSCENE, NEIGHBOURHOODS AND ENVIRONMENT

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Keith Allen	5250	5 February 2007	ADMINREP/94002LM

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Report of	Meeting	Date
Director of Human Resources	Corporate and Customer Overview and Scrutiny Panel	15/02/07

ATTENDANCE MANAGEMENT

PURPOSE OF REPORT`

1. The purpose of the report is to update Members on progress against BVPI 12 sickness absence for 2006/07 and to advise them on how sickness absence is managed within the Authority since the implementation of a revised Absence Policy in March 2006.

CORPORATE PRIORITIES

2. This report relates to the corporate priority of ensuring that Chorley Council is a performing organisation.

RISK ISSUES

3. The report contains no risk issues for consideration by Members.

BACKGROUND

4. The Council's Absence Policy was revised in March 2006 to reflect the ongoing commitment to reducing sickness absence within the Authority. The policy states: 'Whilst recognising that employees may be prevented from attending work through ill health, the council has a duty to maintain service delivery and minimise disruption, we are therefore committed to managing attendance and sickness absence'.
5. The BVPI 12 sickness absence indicators for the first 6 months of the year had increased in comparison to the same period last year.

ABSENCE POLICY

6. The Absence Policy was revised to include proven best practice initiatives that assist in reducing absence at work. In line with ACAS guidelines all employees must now:
 - Contact their Line Manager themselves on the 1st, 3rd and 5th day of absence
 - Attend a return to work interview with their Line Manager on their return
 - Attend a formal meeting if trigger points are reached ie 3 occasions within a rolling 6 month period
 - Receive appropriate disciplinary warnings if trigger points are reached
 - Attend the Occupational Health Unit if absence is longer than 4 weeks (earlier in certain circumstances)
 - Receive weekly telephone contact from their Line Manager during absence
 - Attend a welfare visit from their Line Manager and HR Adviser after 4 weeks absence

The policy was communicated to all employees via 'News and Views' and placed on the loop. 50 Line Managers have received absence management training on the policy.

- 7. To date 20 employees have received disciplinary warnings after reaching trigger points and evidence now shows that their attendance has improved significantly since these were issued. The warnings issued to 10 employees have expired as their attendance is now deemed to be satisfactory.
- 8. The Occupational Health Unit is being utilised on a far more pro-active basis and employees are attending physiotherapy and counselling sessions as necessary prior to any absence being taken.
- 9. Although the policy shows an improvement in attendance in certain areas it can take some time for it to embed throughout the Council and the benefits reflected in a reduction to the overall level of absence.

FINDINGS

- 10. The BVPI 12 at the 3rd quarter reporting period shows a slight reduction on last years figure, December 05 = 7.60 days absence per person December 06 = 7.53 days per person.

A comparison with other Lancashire districts is shown

West Lancs	6.13
Pendle	6.24
Preston	6.99
Rossendale	6.07
Burnley	8.5

- 11. It is difficult to compare absence with private sector organisations as terms and conditions of employment are more favourable within the public sector, however recent statistics published by the CBI show that absence in the private sector continues to be lower than the public sector.
- 12. Absence is monitored closely on a monthly basis and each Director receives the information relevant to their directorate. This highlights month by month how the directorate is performing against targets set, the data identifies short term and long term absence. Long term absence is deemed to be anyone who has been absent for longer than 4 weeks or 20 working days. Currently the first 20 days of any absence is recorded as short term absence with the remainder shown as long term, this does not give a clear indication of long term absence. The current years figure shows sickness levels at 4.1% with 2.46% of absence as short term and only 1.64% as long term absence, this does not reflect the norm within organisations. With effect from the 1 April the way sickness is recorded will be amended to reflect all absence over 20 days as long term.
- 13. The December figure shows that 5 directorates are currently above the target set. However, further scrutiny shows that although absence is being managed in accordance with the policy each of the 5 directorates has a number of long term absence cases. There are currently 10 employees on long term absence, which has a detrimental affect on figures particularly within smaller directorates. 2 of the employees absent on long term absence are expected to return to work within the next month and 3 employees are expected to leave the Councils employment shortly. Long term absence is normally acquainted with serious illness or broken bones, reasons for the employees absent at present includes cancer, post op recovery, broken humorous and depression. A review of each individual case has been undertaken and confirms that they are all being managed

in line with the policy. The appropriate Director and HR Advisor with advice and support from the Occupational Health Unit are managing cases. Trade Unions are also involved in cases of both short term and long term absence.

14. Since the introduction of the policy and the issuing of disciplinary warning for continuous short term absence as stated previously, 20 employees have been issued with warnings of which 10 have expired as their attendance is now satisfactory. In particular 1 employee in 2005/06 had 27 days absence over 6 occasions, which has reduced to 8 days over 4 occasions in 2006/07 as a direct result of warnings issued, it is envisaged this trend will continue.
15. In 2004/05 143 employees had no sickness absence in 2005/06 this figure had increased to 173 employees. In the current year to date 195 employees have no sickness absence recorded.
16. The Chief Executive has introduced 'The Chief Executives Award for Attendance' to reward teams with the lowest sickness absence. The first presentation event to reward teams with the lowest sickness absence between July and December 2006 is to be held on the 7 February.

FUTURE ACTIONS

17. Although there has been a slight improvement in the BVPI 12 upto the end of December it is higher than the target set of 6.75 days. Stringent management of the Absence policy will continue, however further action is needed to achieve a significant reduction in absence.

Actions for the current year include:

- Re title the policy from Absence Policy to Attendance Policy
- Review the OHU contract and investigate the opportunity for joint procurement
- Explore opportunities for a more pro active approach i.e. blood pressure monitoring,
- Introduce stress awareness briefings for managers/employees
- Review the physiotherapy service and explore other alternative methods
- Review the monitoring of attendance to identify trends long term/short term
- Review the monitoring of attendance to identify main reasons for absence and target them by proactive health initiatives
- Amend how we record long term and short term absence
- Improve monitoring of statistics by the commissioning of a Management Information System
- Benchmark against other Local Authorities and adopt best practice from high performing authorities
- Embed the Attendance Policy
- Ensure Managers are responsible for managing attendance within their own teams

CONCLUSIONS

18. The management of absence has improved since the introduction of the Absence policy. Directors are proactively dealing with instances of poor attendance in accordance with the policy and continue to demonstrate good practice to all line managers.

The number of employees having any period of sickness absence has reduced continually over the last 3 years.

Long term absence is the main cause of sickness absence.

The policy is continuing to embed throughout the Council, however it can take some time before the benefits are shown by a reduction in overall absence figures.

Further action is needed as outlined above to ensure a further reduction in absence.

COMMENTS OF THE DIRECTOR OF HUMAN RESOURCES

19. Contained within the report

COMMENTS OF THE DIRECTOR OF FINANCE

20. There are no direct financial implications from the report

RECOMMENDATION

21. To adopt the future actions as outlined above.

LORRAINE CHARLESWORTH
DIRECTOR OF HUMAN RESOURCES

Background Papers			
Document	Date	File	Place of Inspection
Attendance Policy	March 2006		HR Directorate Team Office

Report Author	Ext	Date	Doc ID
Lorraine Charlesworth	5159	2 February 2007	



OVERVIEW AND SCRUTINY WORK PROGRAMME – 2006/07

Function/topic	Assigned to	J	J	A	S	O	N	D	J	F	M	A	M
1. Scrutiny Inquiries													
Council's performance against the key line of enquiry to be assessed by the Audit Commission during CPA and Direction of Travel.	OSC					*	*	*	*	*	*		
Contact Centre: Efficiencies and Partnership with LCC	CCOSP		*		*	*	*		*	*	*		
Neighbourhood Working	ECOSP		*		*	*	*		*		*		
2. Holding the Executive to Account													
Annual Budget Consultation	OSC							*	*				
Provisional full year Performance Indicator	OSC										*		
Business Plan and Performance Indicator Updates	ECOSP					*	*				*		
	CCOSP					*	*				*		
	OSC					*		*			*		
BVPP (Corporate Plan overall performance)	OSC					*					*		
Monitoring of Sickness Absence (6 monthly update)	OSC							*				*	
Budget Scrutiny	OSC									*			
	CCOSP								*				
	ECOSP								*				
3. Policy Development and Review													
Overview and Scrutiny Improvement Plan 2006/07	OSC				*			*			*		
Corporate Improvement Plan 2004-2007 Update (Corporate Strategy)	OSC								*				
OSC - Overview and Scrutiny Committee													
ECOSP - Environment and Community Overview and Scrutiny Panel													
CCOSP - Corporate and Customer Overview and Scrutiny Panel													

MONITORING OF PREVIOUS SCRUTINY RECOMMENDATIONS

Scrutiny Inquiry	Assigned to												
		J	J	A	S	O	N	D	J	F	M	A	M
Chorley Markets - Occupancy of Stalls & Associated Matters	CCOSP									*			
Juvenile Nuisance	ECOSP				*								
Provision of Youth Activities in Chorley	ECOSP										*		
One-Stop Shop/Contact Centre	CCOSP					*					*		
Accessibility of Cycling as a Leisure Pursuit	ECOSP							*					
Parkwise Scheme	CCOSP									*			

Budget Scrutiny 2006													
Environmental Services	ECOSP						*			*			
Revenues and Benefits	CCOSP						*			*			
Planning Services	ECOSP						*			*			

Rolling Programme of Scrutiny Inquiries to be Implemented

Priority Order	Topic/Issue Title	Date Included	Priority Score	Source
	<u>Full Scrutiny Inquiries</u>			
	Overview and Scrutiny Committee	June 2006	All within the Corporate Strategy	Corporate Strategy
1.	Job Evaluation			
2.	The effectiveness of the Community Safety Partnership in the delivery of reduced levels of crime in the Borough.			
	Corporate and Customer Panel			
1.	Gershon Efficiencies			
2.	Staff Sickness Absences			
	Environment and Community Panel			
1.	Inequalities in the Borough			
2.	Town Centre Strategy			