

## OVERVIEW AND SCRUTINY COMMITTEE

TUESDAY, 25 MARCH 2008

26 March 2008

### DECISIONS

Set out below is a summary of the decisions taken at the meeting of the Overview and Scrutiny Committee held on Tuesday, 25 March 2008. 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 Gordon Bankes on (01257) 515123 or email [gordon.bankes@chorley.gov.uk](mailto:gordon.bankes@chorley.gov.uk)

| NUMBER   | ITEM TITLE  | RECOMMENDATION   | DECISION   |
|----------|---|--|--|
| 08.OS.19 | <b>CAPITAL PROGRAMME,<br/>2008/09 - MONITORING</b>                          | To note the report   | Noted  |
| 08.OS.20 | <b>SCRUTINY INQUIRIES -<br/>EFFICIENCY GAINS AND<br/>ABSENCE MANAGEMENT</b> | To approve the recommendations of the Corporate and Customer Overview and Scrutiny Panel | 1) That the following recommendation of the Efficiency Gains inquiry be forwarded to the Executive Cabinet for approval. |

**Objective One – To assess the performance of the council in achieving the efficiency targets set by the government**

The sub-group found that the council has achieved the targets set by the government a year in advance and therefore have made no recommendations in this area.

**Objective Two – To ensure that efficiency gains do not adversely affect our customers**

1. To ensure that cost reduction/efficiency gains do not adversely affect front line services robust service performance monitoring arrangements identified continue to be strictly followed,

including the retention of a number of performance indicators as set out in the report.

**Objective Three – To identify the Council’s future plans to tackle the efficiency agenda**

2. A strategy be prepared setting out how the Council intends to meet the challenging target to reduce the operating costs of the Contact Centre by 25% by 2011.
  
3. A corporate plan setting out our strategic approach be prepared by Officers, indicating how the gains demanded through Comprehensive Spending Review 07 will be delivered.

- 4. A strategic approach be taken to service procurement through partnership, collaboration and shared services.**
- 5. The programme of business process re-engineering (commenced through integration of waste management public contact and the Customer Relationship Management) be continued, to maximise efficiency gains.**
- 6. To continue to develop the transactional functionality of the Council's website as part of channel optimisation.**
- 7. To increase the information relating to**

**efficiency gains presented to the Executive Cabinet.**

- 8. To recognise the driver to thin client technology and focus on new ways of working (for example reducing inkjet printers by encouraging two sided copying).**
- 9. To add the transformation agenda to the remit of the member development steering group.**
- 10. To implement a sustainable procurement policy and action plan to ensure the council's commitment to the environment, equality and diversity issues.**
- 11. To suggest a future**

scrutiny inquiry topic  
of the provision of  
information and  
communication  
technology for  
members and staff.

12. To investigate the  
extent to which  
Members might be  
included in the health  
and well-being  
initiatives provided for  
council staff.

2) That the following  
recommendations of the  
Absent Management  
Inquiry be forwarded to the  
Executive Cabinet for  
approval.

1. Employees should  
speak to their manager  
(or a nominated officer  
if their manager is not  
available) when  
phoning in sick rather  
than a colleague. *In  
addition to the*

***Manager being aware immediately of the absence and reasons it also gives the opportunity to discuss any diary appointments or outstanding workload that the Manager can redistribute.***

- 2. To enable managers to check the absence employees diary and activate an “out of office” message on e-mails, informing senders that the person is unavailable and who to contact if the message is urgent. *This will ensure that all e-mails are responded to.***
- 3. To set an annual target of 8.5 working days lost due to sickness for internal Council use. *This would be top***

*quartile performance.*

4. Return to work interviews should be carried out by managers (or a nominated officer of their manager is not available) on the first day back in work. They should be held in private and handled sensitively ensuring the employee is fully fit to return to work. *It also gives the Manager the opportunity to discuss any issues that may have contributed to the absence and welcome the employee back into work as a valued member of the team.*
5. To report long-term and short-term sickness as well as the overall figure. *This will highlight trends to the*



*management team.*

6. To support the implementation of a workplace listeners scheme. *This will support the mental well-being (health and well-being strategy).*
7. To continue to provide antibacterial hand wash in all toilets and kitchens. *This works towards creating a safe and healthy workforce (health and well-being strategy).*
8. Encourage staff to take up the Active at Work and new initiatives offered. *This promotes physical activity (health and well-being strategy).*
9. Feedback on the new Occupational Health contract as part of the

**monitoring of inquiry recommendations. It is important to continually monitor the Occupational Health contract to ensure that staff receive the best possible service.**

**08.OS.21 REVIEW OF THE COUNCIL'S SCRUTINY PROCESS**

To report back on the review of the Council's overview and scrutiny function which has taken place over the last 12 months.

Noted

**08.OS.22 OVERVIEW AND SCRUTINY WORK PROGRAMME 2008/09**

To seek approval to the Overview and Scrutiny Work Programme for 2008/09, which identifies the proposed areas of work to be undertaken by the Overview and Scrutiny Committee and the Task and Finish Groups.

That the following scrutiny inquiries be undertaken during 2008/09 by the Overview and Scrutiny Task and Finish Groups.

- To examine the contract and other issues relating to the service provided by Chorley Community Housing (CCH).

- Streetscene Issues

2) That the second meeting of the Overview and Scrutiny Committee in the 2008/09 Municipal Year considers a third topic for an

inquiry.

**08.OS.18 CRIME AND DISORDER  
REDUCTION PARTNERSHIP**

**That the following recommendations to be submitted to the Executive Cabinet meeting to be held on 27 March 2008.**

**1) That implementation be delayed by 6 weeks, to allow for greater consultation.**

**2) That the proposal be brought back to the Overview and Scrutiny Committee at its 19 May 2008 meeting.**

**3) That the suggested pilot runs for a period of 12 months.**

**4) That success criteria be developed against which the project can be measured.**

**5) That an interim review be done 6 months after the implementation of the pilot.**

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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

