

Environment and Community Overview and Scrutiny Panel

Agenda and Reports

For consideration on

Thursday, 18th October 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 Environment and Community Overview and Scrutiny Panel. This will provide an opportunity for members of the public to raise and ask questions on any issue falling within the remit of the Panel.

Chief Executive's Office

Please ask for: Gordon Banks
Direct Dial: (01257) 515123
E-mail address: gordon.banks@chorley.gov.uk
Date: 10 October 2007

Chief Executive: Donna Hall

Chorley
Council

Town Hall
Market Street
Chorley
Lancashire
PR7 1DP

Dear Councillor

ENVIRONMENT AND COMMUNITY OVERVIEW AND SCRUTINY PANEL - THURSDAY, 18TH OCTOBER 2007

You are invited to attend a meeting of the Environment and Community Overview and Scrutiny Panel to be held in Committee Room 1, Town Hall, Chorley on Thursday, 18th October 2007 commencing at 6.30 pm.

AGENDA

1. **Apologies for absence**
2. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any personal interest in respect of matters contained in this agenda. If the interest arises **only** as result of your membership of another public body or one to which you have been appointed by the Council then you only need to declare it if you intend to speak.

If the personal interest is a prejudicial interest, you must withdraw from the meeting. Normally you should leave the room before the business starts to be discussed. You do, however, have the same right to speak as a member of the public and may remain in the room to enable you to exercise that right and then leave immediately. In either case you must not seek to improperly influence a decision on the matter.

3. **Minutes (Pages 1 - 2)**

To confirm as a correct record the minutes of the meeting of the Environment and Community Overview and Scrutiny Panel held on 13 September 2007 (enclosed)

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item(s) on the agenda will be asked to put their question(s) to the Committee. Each member of the public will be asked one supplementary question within his or her allocated 3 minutes.

5. **Overview and Scrutiny Work Programme 2007/08 (Pages 3 - 6)**

To consider the Overview and Scrutiny Work Programme for the ensuing Municipal Year with items relating to this Panel is enclosed

Continued....

6. **Scrutiny Inquiries (Pages 7 - 10)**

The Panel has currently on the Overview and Scrutiny Work Programme the following two topics for scrutiny inquiries:

- Town Centre Strategy
- Inequalities in the Borough

The Overview and Scrutiny Committee and the Executive Cabinet agreed to the order of priority of the above inquiries.

Attached is a blank scoping document along with an example of a previous scoping document to start commencement of the first priority, Town Centre Strategy.

7. **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 Environment and Community Overview and Scrutiny Panel (Councillor Greg Morgan (Chair) and Councillors Nora Ball, Judith Boothman, Magda Cullens, Mike Devaney, Mrs Doreen Dickinson, Anthony Gee, Catherine Hoyle, Keith Iddon, Margaret Iddon, Kevin Joyce, Roy Lees, Adrian Lowe, Marion Lowe, Mick Muncaster, Rosie Russell and Shaun Smith for attendance.
2. Agenda and reports to Gordon Bankes (Democratic Services Officer) for attendance.

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 آپ کی اپنی زبان میں بھی کیا جاسکتا ہے۔ یہ خدمت استعمال کرنے کیلئے براہ مہربانی اس نمبر پر ٹیلیفون

01257 515823

کیجئے:

Environment and Community Overview and Scrutiny Panel

Thursday, 13 September 2007

Present: Councillor Greg Morgan (Chair) and Councillors Judith Boothman, Magda Cullens, Mike Devaney, Mrs Doreen Dickinson, Anthony Gee, Keith Iddon, Kevin Joyce, Adrian Lowe, Marion Lowe, Mick Muncaster and Rosie Russell

07.ECS.17 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Nora Ball, Margaret Iddon, Roy Lees and Shaun Smith.

07.ECS.18 DECLARATIONS OF ANY INTERESTS

No Members declared an interest in relation to matters under consideration.

07.ECS.19 MINUTES

RESOLVED – That the Minutes of the ordinary meeting of the Environment and Community Overview and Scrutiny Panel held on 16 July 2007 and the Special meeting of the Environment and Community Overview and Scrutiny Panel held on 23 August 2007 be confirmed as a correct record.

07.ECS.20 PUBLIC QUESTIONS

No member of the public requested to speak at the meeting.

07.ECS.21 BUSINESS PLAN MONITORING STATEMENTS - 1 APRIL TO 31 JUNE 2007

The Panel received the first quarter Business Plan Monitoring Statement for the period 1 April 2007 to 30 June 2007 relating to the undermentioned Directorates whose service and function all fall within the remit and area of responsibility of the Panel.

- Leisure and Culture
- Development and Regeneration
- Streetscene, Neighbourhoods and Environment

Further to Minute 07.ECS.11 the Director of Finance attended the meeting to answer Members' questions specifically on the process changes and their effect on the system of payment of invoices.

Over the previous Monitoring Statements the Panel had noticed that the performance target for the processing of invoices within 30 working days for many Directorates had not been achieved and that immediate action was required to improve performance.

The Director of Finance informed the Panel of the process of the payment of invoices moving away from the previous paper system to a new e-enabling process. There was now a change in emphasis in terms of financial control and it had taken time for key members of staff to become acquainted with the new system. Staff were now trained up and there was a now a marked improvement in performance.

In relation to the Business Plan Monitoring Statement for Leisure and Culture, Members asked questions regarding the transfer of community centres into community management and that the Tatton Community Centre had now been transferred even though it had not met the scheduled date of 1 September 2007. There would be other transfers taking place including Eaves Green and Gillibrand.

The Director of Development and Regeneration presented the Panel with her Business Plan for her Directorate.

The Director notified Members of the impact on her Directorate of the vacant posts and the progress on filling these posts. Some of the vacancies had been filled and those posts currently being advertised, an encouraging response had been received.

The Director of Streetscene, Neighbourhoods and Environment circulated his Business Improvement Plan Monitoring Statements for his Directorate.

The Director highlighted the area of performance below target, indicating missed collections per 100,000, percentage racist and offensive graffiti removed within two working days, percentage of graffiti removed within 28 working days and sickness absence. Action Plans had been compiled to address these issues.

Members noted that two working groups had been established to find improvements in customer satisfaction with kerbside recycling and cleanliness of the Borough.

Service Improvement Plans had been prepared, with the Working Groups required to report by 30 November with a thorough review of satisfaction and dissatisfaction issues with recommendations for improvements.

Some Members expressed concern at the emptying of some litter bins in the Borough as some had been found to be overflowing. The mechanism for reporting the emptying of litter bins was not working satisfactorily and schedules had not been adhered to. These concerns would be subject to the review of satisfaction and dissatisfaction.

RESOLVED – 1) That the report be noted.

2) That the Director of Finance submits a report later in the Municipal Year on the performance of the processing of invoices within the 30 working days.

3) That the Panel receives the reports of the Working Groups reviewing the satisfaction and dissatisfaction of the kerbside recycling and cleanliness of the Borough with recommendations for improvements.

07.ECS.22 OVERVIEW AND SCRUTINY WORK PROGRAMME

The Panel received the current Overview and Scrutiny Work Programme for 2007/08 Municipal Year and in particular the items relating to the Environment and Community Overview and Scrutiny Panel.

RESOLVED – That the report be noted.

Chair

OVERVIEW AND SCRUTINY WORK PROGRAMME – 2007/08

Function/topic	Assigned to	Scoping completed by	Evidence Sessions (detail)	Recommendations by	Executive Response	Feedback to Executive Repose
1. Scrutiny Inquiries						
Neighbourhood Working	ECOSP	Version 1 Sept 06 Version 2 Nov 06	December 2006 to August 2007	September 2007		
The Council's current performance against the key lines of inquiry to be assessed by the Audit Commission during the CPA and Direction of Travel	O&S	October 2006	October 2006 to present (Capacity & Achievement element) October 2006 to March 2007 (Equality & Diversity element)	March 2007	24 May 2007	2 August 2007
Gershon Efficiencies Attendance Management	CCOSP	July 2007	Sept 07 to Dec 07 Sept 07 to Dec 07	February 2008 February 2008	March 2008	
2. Scrutiny Overview Subjects						
To investigate the Council's environmental footprint and what the Council is currently doing to reduce its carbon emissions.	ECOSP					
To examine the poor public attendance at the Chorley Community Forums providing an analysis of the attendance across each meeting..	ECOSP					
Town Centre issues and management.	ECOSP					

Function/topic	Assigned to	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
1. Holding the Executive to Account														
Annual Budget Consultation	OSC										12			
Budget Scrutiny	OSC CCOSP ECOSP									22 24	12			
Provisional full year Performance Indicator	OSC	21												
Quarterly Business Plan Monitoring Statements	ECOSP		7			13		22				13		
	CCOSP		12			25		20				11		
	OSC	21			2			12			12			
Quarterly Performance Report (Corporate Strategy and Best Value Performance Indicators)	OSC	21			2		12				12			
2. Policy Development and Review														
Overview and Scrutiny Improvement Plan	OSC		25											
Corporate Strategy	OSC							12	3					
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 – 2007/08

Scrutiny Inquiry	Assigned to	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
Chorley Markets	CCOSP					23					11		
Decriminalised Parking Enforcement	CCOSP				25						11		
Contact Centre	CCOSP						20						

Monitoring of Budget Scrutiny Recommendations	Assigned to	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May
Environmental Services	ECOSP						22		24				
Planning Services	ECOSP						22		24				
Revenues and Benefits	CCOSP						20		22				

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.			
	Environment and Community Panel			
1.	Town Centre Strategy			
2.	Inequalities in the Borough			



OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic:	Investigation by:
	Type:

Objectives:	Desired Outcomes:
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Terms of Reference:

Key Issues:	Risks:
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Venue(s):	Timescale:
	Start:
	Finish:

Information Requirements and Sources:

Documents/evidence: *(what/why?)*

Witnesses: *(who, why?)*

Consultation/Research: *(what, why, who?)*

Site Visits: *(where, why, when?)*

Officer Support:

Lead Officer:

Committee Administrator:

Corporate Policy Officer:

Likely Budget Requirements:

Purpose

£

Total

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, PCT)

EXAMPLE OF A PREVIOUS SCOPING



DOCUMENT Borough Council

DRAFT OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

<p>Review Topic: Contact Centre: Efficiencies and the Partnership with Lancashire County Council.</p>	<p>Investigation by: Corporate and Customer Overview and Scrutiny Panel</p>
	<p>Type: Inquiry</p>

<p>Objectives:</p> <p><u>Efficiencies</u></p> <ol style="list-style-type: none"> 1. To assess the contribution of the Lancashire Shared Services Contact Centre to the achievement of the Council’s efficiencies agenda. <p><u>Partnership Working</u></p> <ol style="list-style-type: none"> 2. To assess the effectiveness of the Partnership arrangements for the Lancashire Shared Services Contact Centre of both officer and Member arrangements. 3. To assess whether the Council is achieving the desired benefits of partnership working, for example, procurement, single point of access to services, efficiencies through extended opening hours and workload sharing. 	<p>Desired Outcomes:</p> <p><u>Efficiencies</u></p> <ol style="list-style-type: none"> 1. To maximise efficiencies from the Lancashire Shared Services Contact Centre partnership arrangements. <p><u>Partnership Working</u></p> <ol style="list-style-type: none"> 2. To establish that the partnership arrangements are working effectively, and, in situations where this is not the case, to propose actions to remedy the situation. 3. To ensure the partnership is delivering the highest quality customer experience.
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<p>Terms of Reference:</p> <ol style="list-style-type: none"> 1. To conduct an investigation into the Lancashire Shared Services Contact Centre partnership arrangements. 2. To review the efficiency programme relating to the Lancashire Shared Services Contact Centre. 3. To identify possible improvements. 4. To report on the investigations findings and make recommendations to Overview and Scrutiny Committee consistent with the Inquiry’s objectives and desired outcomes.
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<p>Key Issues:</p> <p><u>Efficiencies</u></p> <ol style="list-style-type: none"> 1. Migration of resources from back office services into the Contact Centre. 2. Integration to back office systems. 3. Streamlining contact telephone numbers and email points. 4. Managing migration of customers to more efficient methods of access to services. <p><u>Partnership Working</u></p> <ol style="list-style-type: none"> 5. Review contractual arrangements with Lancashire County Council. 6. Contractor performance and governance. 	<p>Risks:</p> <ol style="list-style-type: none"> 1. Damaging relationships with partnership organisations. 2. Possibility of negative publicity to the partnership. 3. Having desired outcomes beyond the capacity to deliver.
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<p>7. Differing approach of partners. 8. Customer Relationship Management system. 9. Development of Lancashire County Council Customer Service strategy. 10. Delivery of Customer Focus and Access strategy.</p>	
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<p>Venue(s): Town Hall, Market Street, Chorley.</p>	<p>Timescale: Start: July 2006. Finish:</p>
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<p>Information Requirements and Sources:</p> <p>Documents/evidence: <i>(what/why?)</i></p> <ol style="list-style-type: none"> Lancashire County Council Customer Service strategy. Partnership Customer Contact strategy. Terms of reference for the officer partnership board and Member joint committee. Chorley Borough Council Customer Focus and Access strategy. Approved Plan and migration dates. Annual Efficiency Statement: 2005/2006 Backward looking and 2006/2007 Forward looking. <p>Witnesses: <i>(who, why?)</i></p> <ol style="list-style-type: none"> Chair of the Joint Committee. Chair of the Partnership Board. Representative from the contractor (Northgate Information Systems NIS). Representatives from District partners. Councillor D Edgerley (Previous Member of the Partnership Joint Committee). Councillor J Walker (Executive Member for Customer, Democratic and Legal Services and Member of the Partnership Joint Committee). Officers of Chorley Borough Council. <p>Consultation/Research: <i>(what, why, who?)</i></p> <ol style="list-style-type: none"> Customer satisfaction performance statistics. <p>Site Visits: <i>(where, why, when?)</i></p> <ol style="list-style-type: none"> Shire District partners. Lancashire County Council.
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<p>Officer Support: Lead Officer: Asim Khan (Assistant Head of Customer Services). Democratic Services Officer: Ruth Hawes (Assistant Democratic Services Officer). Corporate Policy Officer: To be identified as required.</p>	<p>Likely Budget Requirements:</p> <table> <tr> <td>Purpose</td> <td style="text-align: right;">£</td> </tr> <tr> <td>Site visit costs</td> <td style="text-align: right;">200</td> </tr> <tr> <td>Total</td> <td style="text-align: right;"><u>200</u></td> </tr> </table>	Purpose	£	Site visit costs	200	Total	<u>200</u>
Purpose	£						
Site visit costs	200						
Total	<u>200</u>						

<p>Target Body¹ for Findings/Recommendations (Eg Executive Cabinet, Council, PCT) Overview and Scrutiny Committee.</p>
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