



# Corporate and Customer Overview and Scrutiny Panel

Agenda and Reports

For consideration on

## Tuesday, 23rd October 2007

In Committee Room 1, Town Hall, Chorley

At 6.30 pm



[www.chorley.gov.uk](http://www.chorley.gov.uk)

**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 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: Ruth Hawes  
Direct Dial: (01257) 515118  
E-mail address: ruth.hawes@chorley.gov.uk  
Date: 15 October 2007

---

**Chief Executive:** Donna Hall

**Chorley**  
Council

Town Hall  
Market Street  
Chorley  
Lancashire  
PR7 1DP

Dear Councillor

## **CORPORATE AND CUSTOMER OVERVIEW AND SCRUTINY PANEL - TUESDAY, 23RD OCTOBER 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 Tuesday, 23rd 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 Corporate and Customer Overview and Scrutiny Panel held on 25th 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 allowed to ask one supplementary question within his or her allocated 3 minutes.

5. **Chorley Markets - Monitoring of Inquiry Recommendations (Pages 3 - 14)**

Report of Corporate Director (Business) (enclosed).

Continued....

6. **Scrutiny Inquiries - Efficiency Gains and Absence Management** (Pages 15 - 20)

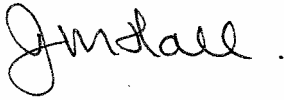
The two Sub-Group Chairs will present the minutes of the respective Sub-Groups as an update to the Panel on the ongoing Scrutiny Inquiries (enclosed).

7. **Overview and Scrutiny Work Programme** (Pages 21 - 24)

To consider the Overview and Scrutiny Work Programme for 2007 2008 (enclosed).

8. **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 Terry Brown, Henry Caunce, Michael Davies, Mike Devaney, David Dickinson, Mrs Doreen Dickinson, Daniel Gee, Pat Haughton, Keith Iddon, Kevin Joyce, Hasina Khan, Thomas McGowan, June Molyneaux, Mick Muncaster, Joyce Snape and Mrs Stella Walsh) for attendance.
2. Agenda and reports to Paul Morris (Assistant Chief Executive), Cath Burns (Economic Development Manager) and Ruth Hawes (Assistant 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:

## Corporate and Customer Overview and Scrutiny Panel

**Tuesday, 25 September 2007**

**Present:** Councillor Geoffrey Russell (Chair) and Councillors Terry Brown, Michael Davies, Mrs Doreen Dickinson, Kevin Joyce, Hasina Khan, June Molyneaux and Mick Muncaster

### **07.CCS.35 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors Henry Caunce, Mike Devaney, David Dickinson, Danny Gee, Pat Haughton, Keith Iddon, Tom McGowan, Joyce Snape and Stella Walsh.

### **07.CCS.36 DECLARATIONS OF ANY INTERESTS**

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

### **07.CCS.37 MINUTES**

**RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel held on 24 July 2007 be confirmed as a correct record and signed by the Chair.**

### **07.CCS.38 PUBLIC QUESTIONS**

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

### **07.CCS.39 DECRIMINALISED PARKING ENFORCEMENT - MONITORING OF INQUIRY RECOMMENDATIONS**

The Panel received the report of the Corporate Director (Neighbourhoods) reporting progress following recommendations made by the Corporate and Customer Overview and Scrutiny Panel to the Executive Cabinet on 29 June 2006.

The Panel discussed the recommendations and noted that excellent progress had been made. The Parking Manager advised that since the agenda was printed the agency agreement (Recommendation 2) had been signed. Recommendation 15 related to the creation of a recognised permit for registered carers within Chorley and South Ribble Primary Care Trust area. This had been actioned by Chorley Borough Council and South Ribble Council rather than Lancashire County Council.

**RESOLVED – That the report be noted and that this be the last update report for this Inquiry.**

### **07.CCS.40 QUARTERLY BUSINESS PLAN MONITORING STATEMENTS**

The Panel received the Business Plan Monitoring Statements for the period April 2007 to June 2007 for Human Resources, Information, Communication Technology Services, Customer, Democratic and Legal Services and Financial Services.

Members clarified aspects of the Business Plans and Performance Indicators with the Directors who were present at the meeting. Several questions were raised, including where were the recent posts in the One Stop Shop advertised and were there any people with disabilities who applied? This would be reported back to a future meeting.

The Panel noted the key messages and service developments in each Directorate as outlined in the reports. Members noted that the indicator for invoices processed within 30 days was improving and that the overall figure was on target.

**RESOLVED – That the Business Plan Monitoring Statements be noted.**

**07.CCS.41 SCRUTINY INQUIRIES - EFFICIENCY GAINS AND ABSENCE MANAGEMENT**

The Chair updated the Panel on the two ongoing Inquiries.

The next meeting of the Efficiency Gains Sub would be held the following evening with the Absence Management Sub having it's first meeting on 3 October.

**RESOLVED – That the update be noted.**

**07.CCS.42 OVERVIEW AND SCRUTINY WORK PROGRAMME**

The Panel received and noted the Overview and Scrutiny Work Programme for 2007 2008 and in particular the items relating to the Panel.

**RESOLVED – That the Work Programme be noted.**

Chair

Report of	Meeting	Date
Corporate Director (Business)	Corporate & Customer Overview and Scrutiny Panel	23/10/07

## **CHORLEY MARKETS**

### **PURPOSE OF REPORT**

1. To update Members on the progress made in improving and developing Chorley Markets following the inquiry into their performance during 2004.

### **RECOMMENDATION**

2. That this progress report be noted.

### **EXECUTIVE SUMMARY OF REPORT**

3. This report updates Overview and Scrutiny on the considerable progress being made towards the improvement and development of Chorley Markets following an Inquiry into their performance during 2004.
4. On 30 September 2004 the Executive Cabinet originally approved 2 of the 27 Inquiry recommendations. The main one of these related to exploring partnership arrangements for market management and investment.
5. Following a detailed and robust procurement exercise the Council subsequently decided to retain the market management within the Council.
6. To move things along in March 2007 the Leader of the Council agreed to the establishment of a Steering Group which is chaired by the Executive Member for Economic Development and Regeneration, Councillor Malpas and includes representatives of the Market Traders.

### **REASONS FOR RECOMMENDATION**

7. The report is for updating only and does not require a decision.

### **ALTERNATIVE OPTIONS CONSIDERED AND REJECTED**

8. None

**CORPORATE PRIORITIES**

9. This report relates to the following Strategic Objectives:

Put Chorley at the heart of regional economic development in the central Lancashire sub region	✓	Improved access to public services	
Improving equality of opportunity and life chance		Develop the character and feel of Chorley as a good place to live	
Involving People in their Communities		Ensure Chorley is a performing Organisation	

**BACKGROUND**

- 10. During 2004 the Customer Overview and Scrutiny Panel undertook an inquiry into the performance of Chorley’s Markets. At the conclusion of this the Panel presented its recommendations to the Executive Cabinet on 30 September 2004. These are printed in full at Appendix A.
- 11. The Executive Cabinet accepted two of the recommendations, those numbered 6 and 25 and instructed officers to pursue them. Members of 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.
- 12. With regard to recommendation 6, exploring partnership arrangements for market management and investment, the Council has now concluded a very detailed and robust procurement exercise. The outcome of this is that the market management has been retained within the Council and that a Market Steering Group has been established to help develop plans for improving the markets.

**MARKET STEERING GROUP**

- 13. In March 2007 the Leader of the Council met with Market traders and agreed to establish a steering group to help develop plans to improve Chorley Markets.
- 14. The Executive Member for Economic Development and Regeneration, Councillor Malpas, Chairs the group which consists of representatives from the Market traders and officers of the Council.
- 15. To date the group has met on five occasions and has made consistently good progress which is demonstrated in the following documents:
  - Appendix B : Market Steering Group Action Plan
  - Appendix C : Markets Development – Briefing Note – Guidelines to Liberata
  - Appendix D : Communications and Marketing Plan
- 16. Through the Market Steering Group considerable progress is now being made against each of the recommendations from the original Customer Overview and Scrutiny Inquiry. This is clearly demonstrated from the progress outlined above and for ease of reference further comments have been added to the original recommendations at Appendix A.



**IMPLICATIONS OF REPORT**

17. This report has implications in the following areas and the relevant Corporate Directors' comments are included:

Finance	✓	Customer Services	
Human Resources		Equality and Diversity	
Legal		No significant implications in this area	

**COMMENTS OF THE ASSISTANT CHIEF EXECUTIVE (BUSINESS TRANSFORMATION AND IMPROVEMENT)**

**Financial Implications**

18. As with all Improvement Projects there are likely to be additional resource implications to achieve all the desired outcomes. At present the improvements in marketing and operational issues are being contained within the Council's cash budgets. This includes committing to the exploratory work on the indoor market refurbishment. Any significant additional resources required will need to be approved by Members and if this occurs the usual decision making process will be followed.

JANE MEEK  
CORPORATE DIRECTOR (BUSINESS)

<b>Background Papers</b>			
<b>Document</b>	<b>Date</b>	<b>File</b>	<b>Place of Inspection</b>
Chorley Markets Inquiry Report	September 2004	Committee Reports and Minutes Library	The Loop My Briefcase/Council Meetings

<b>Report Author</b>	<b>Ext</b>	<b>Date</b>	<b>Doc ID</b>
Paul Morris	5111	10 October 2007	DCEREP\REPORT\2007Chorley Markets

OVERVIEW AND SCRUTINY INQUIRY REPORT – CHORLEY MARKETS		
Rec No	Recommendation	Comments
1.	Reduce stall rents to make them more attractive to new traders	Market tariffs and rents will be considered along with all other income streams during the budget setting cycle. Reference will be made to the practices and policies at Bury Market
2.	Introduce new rent payment methods and discounts for advance payment	As above at recommendation 1
3.	Roof over the central aisle of the covered market	Plans for the development of the covered market are being prepared under the guidance of the Market Steering Group for consideration in setting the 2008/09 Council budget
4.	Provide more lock up stalls on the covered market	As above at recommendation 3
5.	Buy or rent new stalls for trial on Fazackerley St/Market St	This is under consideration as part of recommendation 8
6.	Explore partnership arrangements for market management and investment	A detailed and robust procurement exercise has been carried out with the result that the market management has been retained within the Council.
7.	e-enable stallholders to apply for stalls	Facility now in place
8.	Move Flat Iron stalls to Market St	Being considered by the Market Steering Group who will inform an Executive decision at some future point. The Steering Group have discussed plans to locate the Flat Iron Market on half of its current site during the Market Walk Phase 2 works
9.	Hold occasional specialist markets	There is an ongoing programme of occasional specialist markets
10.	Encourage use of coloured covers on Flat Iron stalls	This is under consideration as part of recommendation 8

OVERVIEW AND SCRUTINY INQUIRY REPORT – CHORLEY MARKETS		
Rec No	Recommendation	Comments
11.	Offer alternative tenure options	Tenure options will be considered once decisions have been made on the investment and development plans for the market. Reference will be made to the practices and policies at Bury Market
12.	Improve lighting facilities	As above at recommendation 3
13.	Concentrate advertising on Tuesdays	A Communications and Marketing Plan has been developed under the guidance of the Market Steering Group which is improving the effectiveness of these activities. A Markets logo and brand has been agreed which will feature in all future activities
14.	Increase advertising and target under represented lines	As above at recommendation 13
15.	Develop website page to include adverts and information about stalls	The Council has recently gone live with its new web site which includes improved coverage of Chorley Markets. In the first 3 months the number of general visitors to the web site has increased significantly
16.	Implement an advertising strategy eg Chorley Cakes	As above at recommendation 13
17.	Advertise via different methods eg radio, internet etc	As above at recommendation 13
18.	Install flagpoles at the market entrance	As above at recommendation 3
19.	Offer sponsorship opportunities eg planting flower beds	No action has been taken on this pending the appointment of the Town Centre Manager expected later this year. Reference will be made to the practices and policies at Bury Market
20.	Offer incentive to increase range and variety of stalls	As above at recommendation 1
21.	Consider Saturday instead of Tuesday for Flat Iron market	There was no support for this recommendation from market traders and no action has been taken

OVERVIEW AND SCRUTINY INQUIRY REPORT – CHORLEY MARKETS		
Rec No	Recommendation	Comments
22.	Retain Thursday trading on the covered market	Thursday trading has been retained
23.	provide more information for customers eg flyers	As above at recommendation 13. Promotional materials including stickers and bags for life are being distributed to customers via the market traders.
24.	Advertise for customers outside the Chorley area eg magazines, radio etc	As above at recommendation 13
25.	Arrange coach parking at Chorley Interchange	Arrangements are in place to cater for drop off and pick up at the interchange but there are not sufficient facilities to allow medium and long term parking. Alternative drop off and pick up arrangements have been introduced along with long stay parking on the Friday Street car park. Coach operators and group organisers are provided with information sheets outlining the arrangements. A partnership with Botany Bay is currently under consideration
26.	Install brown promotional signs on motorway and entrances to town	This is an issue that has been raised at the Market Steering Group for consideration once the Town Centre Manager has been appointed
27.	Improve car parking signage	Car park signage was improved following an Overview and Scrutiny inquiry into car parking. Further changes and improvements may result from the Market Walk Phase 2 development

MARKET STEERING GROUP ACTION PLAN – 9 OCTOBER 2007						
OPPORTUNITY	ACTIONS	WHO?	WHEN?	UPDATE/PROGRESS	COMMENTS	
(A) Improve Market Management	(1) Approach by Bury Council  (2) Appoint Town Centre Manager	CB  CB	October  October/November	9 Oct (1) Arrangements agreed and details to be finalised.  (2) No appointment made at interviews in July 2007. Post being re-advertised.		
(B) Investment Long Term	Covered – (1) Draw up Plans – In consultation  Flat Iron - (1) Gather information on stalls/covers, etc  (2) Feasibility of electric hook-ups (Also side of covered)	PM to lead  CB  CB	October/November  July  July	21 Aug Liberata commissioned to prepare plans for consideration during the 2008/09 budget setting cycle.	<b>Plans</b> See attached brief given to Liberata Appendix C.  <b>Stalls/Covers</b> <ul style="list-style-type: none"> <li>• Visit outdoor markets to see what they are doing.</li> <li>• Want something that locks into the floor and lock together to provide more strength.</li> </ul> <b>Electric hook-ups</b> <ul style="list-style-type: none"> <li>• Good idea for flat iron</li> <li>• Will extend trading hours in winter</li> </ul>	
(C) Tariffs & Market Rents	(1) Develop proposals	CB	October/November	For October/November Meeting	Input of Bury Council needed	
(D) Market Walk Phase 2	(1) Draw up plan to fit Flat Iron on half size. (possible Fazackerley Street)	CB	July	3 July (1) Proposed layout presented.	<ul style="list-style-type: none"> <li>• Health and Safety considerations on the flat iron are important.</li> <li>• Possibility of extending flat iron stall area if required or move onto the flat iron.</li> <li>• Need to plan for the Market Walk building work in consultation with Flat Iron traders.</li> </ul>	

MARKET STEERING GROUP ACTION PLAN – 9 OCTOBER 2007

OPPORTUNITY	ACTIONS	WHO?	WHEN?	UPDATE/PROGRESS	COMMENTS
(E) Coach Parties	(1) Contact local attractions re: joint offer (a) Botany Bay (Pilot) (b) Brief to Cath Burns (c) Coach Operators Open Day? (d) Sort out coach parking	CB JB - CB	July June - July	3 July  1 (a) Cath has talked to Botany Bay about a Partnership - would give free entrance - would provide free lunch  1 (d) Map presented showing current car park in Friday Street.	
(F) Communications & Marketing	(1) Shelley Wright to draft Communications & Marketing Plan	SW	August	21 Aug – Communications & Marketing Plan agreed including new market logo.  9 Oct – Group updated on progress and marketing materials distributed	
(G) Specialist Markets		CB	Ongoing		

**MARKETS DEVELOPMENT**  
**BRIEFING NOTE**  
**GUIDELINES TO LIBERATA**

**UPDATED 21 SEPTEMBER 2007 FOLLOWING MEETING WITH EXECUTIVE MEMBERS AND LIBERATA**

The Council wishes to employ Liberata's architectural services to prepare scheme designs and costings for the improvement and development of the Town Centre covered market. The following guidance is given to Liberata to help manage the work:

**A. Timeline**

The project design needs to be completed to the Council's satisfaction for inclusion in the 2008/09 package going for public consultation. To achieve this, final design and accurate costings will be required by 1 November 2007.

It is required that, as a minimum, Liberata will attend the following meetings to inform the design stage, report progress and present the final proposals:

<u>Consultation</u>	<u>Indicative Date</u>	<u>Comment/Update</u>
1. Executive Members	Mid September	<a href="#">Meeting held 21 Sept 2007 with Cllrs Malpas, Case, Bell, Cullens and Gray.</a>
2. Market Steering Group	9 October	
<u>Progress Report</u>		
3. Cllr Maplas	Mid October	
<u>Final Proposals/Sign Off</u>		
4. 2008/09 Budget consideration	15 November	

**B. Design Features**

The Council wishes Liberata to base its designs around the areas set out in the Overview and Initial Concept document that was supplied to the Council in August 2007. The areas for consideration include the following but are not restricted to these:

1. Replacement Shutters
2. Improving entrances
3. Covering the central walkway
4. Improving lighting and the ceiling space
5. Improving the internal visual effect of the market including the columns and stalls
6. Improving the flooring
7. Improving the general internal layout of the market stalls
8. Options for a café/rest area
9. Options for additional lock up stalls to act as business incubation units.

Further Comments/Update

- [Disabled access needs to be taken full account of.](#)
- [The potential for moveable stalls to be explored.](#)

- There is a need to ensure that the canopies at the entrances are of the right quality and in keeping with the existing town centre and all future developments including the market. Visuals will help with this.



**CHORLEY MARKETS – COMMUNICATIONS AND MARKETING ACTION PLAN**  
JULY 2007 – MARCH 2008

---

**1. BACKGROUND**

Members of the Markets Steering Group correctly identified communications and marketing as a critical success factor in the recent issues paper. As a result, Chorley Borough Council's communications manager was invited to the meeting and asked to think about an action plan of activity to March 2008.

**2. OBJECTIVES**

The group advised that there were a number of objectives to focus on in the short to medium term. These included:

- Attracting more young people to the markets
- Changing the image of the markets to attract a wider range of customers
- Attracting more coaches to the markets
- Attracting more traders to the markets
- Promoting the Tuesday markets

Vision:	<b><i>“We want local people, visitors and traders to recognise Chorley Markets as a lively, fun shopping and trading destination offering quality, choice and value for money to rival other markets across the North West”</i></b>			
Objectives:	Attract younger people by changing the image	Promote the Tuesday market	Attract more coaches	Attract more traders
Activity:	Promote individual traders, stalls and goods through articles in Chorley Borough News, local media and specialist press/publications eg fashion, cosmetics, music, homewares	Launch campaign and produce logo/strapline.	Produce coaching leaflet detailing joint initiative between Botany Bay and the Flat Iron.	Produce case studies and testimonials from traders for publication in trade press.
	Promote ‘green’ angle of shopping on Chorley Markets through local press and literature	Compile a ‘Choose Tuesday’ leaflet detailing layout and expected stalls, with market times on and car parking/public transport timetables and giveaway car stickers to all customers.	Investigate coach parking.	Produce an overview leaflet for traders to circulate at other markets.
	Investigate partnership with Runshaw College – business/enterprise and fashion students? Perhaps run an event – fashion show or music?	Release shopping figures and stall numbers on busy days – promote ‘busy’ periods.	Provide a voucher incentive book with money off or offers from regular traders.	Investigate sign up ‘golden handcuff’ schemes and incentives.

## **Corporate and Customer Overview and Scrutiny Panel - Absence Management Sub-Group**

**Wednesday, 3 October 2007**

**Present:** Councillor Mike Devaney (Chair) and Councillors Terry Brown, Hasina Khan, Geoffrey Russell and Mrs Stella Walsh

**Also in attendance:** Lorraine Charlesworth (Corporate Director of Human Resources) and Ruth Hawes (Assistant Democratic Services Officer)

### **1. APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors Doreen Dickinson, Danny Gee, Pat Haughton, June Molyneaux and Mrs Joyce Snape.

### **2. DECLARATIONS OF ANY INTERESTS**

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

### **3. PUBLIC QUESTIONS**

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

### **4. OVERVIEW AND SCRUTINY INQUIRY - A BACKGROUND TO ABSENCE MANAGEMENT**

The Sub-Group received a presentation from the Corporate Director of Human Resources giving a background to Absence Management.

Best Value Indicator 12 measured the working days lost due to sickness absence. The electronic system used to report sickness was demonstrated, the information was sent to Human Resources at Chorley and payroll at Blackpool. A copy of the form was sent to the employee and the manger.

The details on the form included the Directorate the person worked in, the first day of sickness, reason for illness, whether the person intended to go to the doctor, the person notifying of the absence and the time and date the notification was received.

Once the notification of sickness is received the form is used to record details on the sickness absence database, used for monitoring purposes and collating sickness absence statistics.

The database enables HR to monitor absence levels throughout the authority and ensure that the Attendance Policy was being followed through identified trigger points.

The procedure for the return to work interview is the same way as the notification. The completion of return to work interviews was monitored and chased up as these interviews had been identified as reducing sickness absence. It was also important to ensure that staff were well enough to come back to work, in particular if there had been an injury.

The number of days lost is calculated to produce the Days Lost Per Employee (BV12). This is rather a complex calculation with the results displayed within a spreadsheet, including figures for long and short-term absence.

Members considered the figures for the last few years by month and noted the improvements in recent years. For 2006/07 Chorley was average in performance on BV 12 across Lancashire. It was anticipated that this would improve this year. Members reviewed the reasons for sickness for one Directorate and noted this level of detailed information assisted in identifying any trends.

Members noted that there were policies for special leave and bereavement leave and that special circumstances were taken into account. These policies were reviewed regularly. The contract for Occupation Health was currently under negotiation and would include stress management and physiotherapy.

It was **AGREED** that potential recommendations be made:

- To increase the target for completed return to work interviews to 100%,
- Employees should speak to their manager specifically when phoning in sick rather than a colleague
- A solution be found to enable managers to put on the “out of office” message on emails when staff have called in sick and
- The current Absence Management policy was sufficient.

## 5. **INQUIRY DOCUMENTATION**

The Sub-Group received the Inquiry documentation and noted the updated Information Checklist.

## 6. **THE WAY FORWARD**

The Chair reported that he had made contact with South Ribble Borough Council and advised that their Absence Management policy was similar to the one at Chorley. A copy of the Policy had been requested.

Chorley have a break down of the percentage of sickness between age ranges: Between 16 – 30: 17%, 31 – 50: 55%, 51 – 60: 20%, 61 – 65: 8%. This is something that South Ribble are going to start collecting. They have 70 employees who work outside and the same performance indicator is used throughout the Council.

The Chair had contacted a local company with 360 staff with 100 in a contact centre. The average age of employees in the contact centre is 31. Employees were not paid for their first day of sickness and a bonus was paid for attending every day. It was noted that this bonus policy would not be appropriate for the Council.

Members highlighted the importance of Human Resources Advisors supporting the managers through the whole process as difficult situations could arise with severe illnesses.

It was suggested that a scheme involving workplace listeners could be helpful. This was a scheme where employees could talk to people, other than managers, about any issues. Councillor Terry Brown undertook to find out some information on this and report back to the next meeting.

The Sub-Group agreed that the information received so far went a considerable way to meeting the three objectives set out in the scoping document and that it would be worthwhile waiting a few months, so that the results of the winter weather could be reviewed and the statistics reassessed.

**7. DATES OF FUTURE MEETINGS**

It was AGREED that the next meeting be held in late January 2008 on a Wednesday evening if possible.

Chair

This page is intentionally left blank

## Corporate and Customer Overview and Scrutiny Panel - Efficiency Gains Sub-Group

**Wednesday, 26 September 2007**

**Present:** Councillors David Dickinson, Kevin Joyce and Geoffrey Russell

**Also in attendance:** James Douglas (Business Improvement Manager) and Ruth Hawes (Assistant Democratic Services Officer)

### 7. APPOINTMENT OF CHAIR

It was AGREED that Councillor Geoffrey Russell take the Chair for the meeting.

### 8. APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Stella Walsh (Chair), Henry Counce, Michael Davies, Mike Devaney, Keith Iddon, Thomas McGowan and Mick Muncaster.

### 9. DECLARATIONS OF ANY INTERESTS

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

### 10. MINUTES

**RESOLVED – That the minutes of the meeting of the Corporate and Customer Overview and Scrutiny Panel - Efficiency Gains Sub-Group held on 24 August 2007 be confirmed as a correct record and signed by the Chair.**

### 11. PUBLIC QUESTIONS

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

### 12. COLLECTION AND CONSIDERATION EVIDENCE

The Sub-Group noted the additional documentation for the Inquiry box file.

Members noted that the procurement strategy, initially intended to cover the 5 year period 2004-2009, was to be refreshed to take account of the changing demands both nationally and locally.

Members discussed the report entitled Achieving Value for Money considered by the Executive Cabinet in May 2007 and noted that an updated report, including the Use of Resources Value for Money 2007 self-assessment, would be presented to Executive Cabinet early on 4<sup>th</sup> October. It was AGREED that this report be forwarded to the Sub-Group.

The Sub-Group considered the document “Transforming Local Government in Lancashire” and commended its aspirations.

It was noted that Chorley had been invited to be one of 30 councils involved in a national case study for the Audit Commission, looking at back office efficiency gains achieved by local government.

**13. THE WAY FORWARD**

The Sub-Group AGREED that officers should draft an action plan for the Inquiry based on the scoping document.

A report apportioning efficiencies against the directorates making the gains was requested for presentation to a future meeting to identify any areas of concern or praise.

All Directors would be requested to give feedback to the Sub-Group. Officers would set up the dates for the sessions.

The Efficiency Statements for the other two District Councils who had achieved a score of 4 for Value for Money assessments in 2006 and the Councils within the Audit Commission's "Family Group" will be accessed for comparison purposes and identification of apparent good practice. It was AGREED that outcomes from this assessment be presented to a future meeting.

**14. INQUIRY DOCUMENTATION**

The Sub-Group considered the Inquiry documentation and AGREED the additions to the Information and Witness checklists.

**15. DATES OF FUTURE MEETINGS**

- Mon 22 Oct at 2.00
- Wed 28 Nov at 6.30
- Wed 12 Dec at 6.30
- Wed 30 Jan at 6.30
- Wed 27 Feb at 6.30

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 Response
<b>1. Scrutiny Inquiries</b>						
Neighbourhood Working	ECOSP	Version 1 Sept 06 Version 2 Nov 06	December 2006 to August 2007	October/November 2007	December	
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	
<b>2. Scrutiny Overview Subjects</b>						
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	Mar	April	May
<b>1. Holding the Executive to Account</b>														
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			
<b>2. Policy Development and Review</b>														
Overview and Scrutiny Improvement Plan	OSC		25						3					
Corporate Strategy	OSC							12						
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	Mar	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	Mar	April	May
Environmental Services	ECOSP						22						
Planning Services	ECOSP						22		24				
Revenues and Benefits	CCOSP						20		24				

## Rolling Programme of Scrutiny Inquiries to be Implemented

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