

02 April 2014

Overview and Scrutiny Committee

You are invited to attend a meeting of the Overview and Scrutiny Committee to be held in Committee Room 1, Town Hall, Chorley on Thursday, 10th April 2014 commencing at 6.30 pm.

AGENDA

1. **Apologies for absence**

2. **Minutes**

a) Overview and Scrutiny Committee - 9 January 2014 (Pages 5 - 12)

To confirm the minutes of the Overview and Scrutiny Committee meeting held on 9 January 2014 (enclosed)

b) Special Overview and Scrutiny Committee - 5 February 2014 (Pages 13 - 16)

To confirm the minutes of the Special Overview and Scrutiny Committee meeting held on 5 February 2014 to consider a call-in request.

Since the meeting, Councillor Edgerley has reconsidered the proposal and has decided to uphold his original decision for the cessation of notification letters to contributors. Councillor Edgerley provided the reasons for his decision in an email to all Members of the Committee.

c) Overview and Scrutiny Performance Panel - 13 March 2014 (Pages 17 - 20)

To note the Overview and Scrutiny Performance Panel minutes held on 13 March 2014 (enclosed)

3. **Declarations of Any Interests**

Members are reminded of their responsibility to declare any pecuniary interest in respect of matters contained in this agenda.

If you have a pecuniary 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.

4. **Public Questions**

Members of the public who have requested the opportunity to ask a question(s) on an item 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/her allocated 3 minutes.

5. **Scrutiny of Executive Cabinet**

a) **Executive Cabinet Minutes** (Pages 21 - 44)

To consider the minutes of the Executive Cabinet meetings held on 16 January, 13 February and 20 March 2014 (enclosed)

b) **Notice of Executive Decisions** (Pages 45 - 56)

To consider the Notice of Executive Decisions that was published on 28 March 2014 (enclosed)

6. **Final Report of the Overview and Scrutiny Task Group - Select Move** (Pages 57 - 78)

To consider the final report of the Overview and Scrutiny Task Group on the Select Move review (enclosed)

7. **Overview and Scrutiny Task Group - CCTV Provision in Chorley** (Pages 79 - 82)

The Chair of the Overview and Scrutiny Task Group, Councillor Robert Fynamore will present the scoping of the review (enclosed) and provide an update of the Task Group's work to date.

8. **Monitoring Report of Inquiry Recommendations - Adoption of Estates Review**

To consider the report of the Head of Planning (to follow)

9. **Monitoring Report of Inquiry Recommendations - Private Rented Housing**

The Head of Health, Environment and Neighbourhoods will present a verbal update.

10. **Overview and Scrutiny Training Proposal** (Pages 83 - 84)

To consider the report of the Chief Executive (enclosed)

11. **Briefing note regarding Chorley and South Ribble Hospital**

To consider a briefing note that has been brought to the attention of the Chair on the Integration of Urgent Care Services at Chorley and South Ribble Hospital (to follow)

12. **Overview and Scrutiny Committee Work Programme (Pages 85 - 86)**

To consider the Overview and Scrutiny Work Programme 2013/14 (enclosed)

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

Yours sincerely



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Distribution

1. Agenda and reports to all Members of the Overview and Scrutiny Committee (Steve Holgate (Chair), Mark Perks (Vice-Chair) and Julia Berry, Doreen Dickinson, Graham Dunn, Robert Finnamore, Hasina Khan, Keith Iddon, Roy Lees, Marion Lowe, Mick Muncaster, Geoffrey Russell, Rosie Russell and Kim Snape for attendance.
2. Agenda and reports to Gary Hall (Chief Executive), Lesley-Ann Fenton (Director of Partnerships, Planning and Policy), Jamie Carson (Director of People and Places), Simon Clark (Head of Health, Environment and Neighbourhoods), Jennifer Moore (Head of Planning), Carol Russell (Democratic Services Manager), Michael Coogan (Strategic Housing Officer) and Dianne Scambler (Democratic and Member Services Officer) for attendance.

If you need this information in a different format, such as larger print or translation, please get in touch on 515151 or 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 Overview and Scrutiny Committee. 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.

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Overview and Scrutiny Committee

Thursday, 9 January 2014

Present: Councillor Steve Holgate (Chair), Councillor Mark Perks (Vice-Chair) and Councillors Julia Berry, Doreen Dickinson, Graham Dunn, Robert Finnamore, Hasina Khan, Keith Iddon, Roy Lees, Marion Lowe, Geoffrey Russell, Rosie Russell and Kim Snape.

Also in attendance

Officers: Gary Hall (Chief Executive), Simon Clark (Head of Health, Environment and Neighbourhoods), Jamie Dixon (Head of Streetscene & Leisure Contracts) and Carol Russell (Democratic Services Manager)

14.OS.58 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillor Mick Muncaster.

14.OS.59 MINUTES

The minutes of the last meeting were approved as a correct record for signature by the Chair with the addition of apologies from Councillors G and R Russell.

14.OS.60 DECLARATIONS OF ANY INTERESTS

There were no declarations of interest.

14.OS.61 PUBLIC QUESTIONS

There were no questions from the public.

14.OS.62 SCRUTINY OF THE EXECUTIVE

(a) Executive Cabinet Minutes

Members considered the minutes of meetings of Executive Cabinet held on 24 October, 21 November and 12 December 2013.

Councillor Berry referred to the length of the Committee agenda and the difficulty in scrutinising past Executive Cabinet minutes without the associated reports. She proposed that the Committee reconsidered the way that it scrutinises Executive decisions with a view to reverting back to scrutinising Executive Cabinet agenda reports before Executive Cabinet meets. The Chair reported that if Members wanted to investigate this change of approach, it this would require a separate and detailed discussion at a future meeting.

A number of Members raised concerns about the review of Core Funding and Process, agreed at Executive Cabinet in December and in particular wanted to be sure that any group who had previously received Core Funding would be informed of the new arrangements. The Chief Executive gave that assurance and also referred to the event to be held on 24 January to raise awareness with voluntary sector groups.

RESOLVED –

1. That a discussion be held at the next meeting of the Committee on whether or not to pursue a different approach to the scrutiny of Executive decisions and the implications for future working.
2. That Councillor Berry be provided with a copy of the Equality Impact Assessment undertaken for the Review of Core Funding and Process for 2014/15.

(b) Notice of Executive Decisions

Members considered the current Notice of Executive Decisions which gave notice of both key and other decisions which the Executive expected to take, over the forthcoming 28 days.

RESOLVED – that the Notice of Executive Decisions be noted and this also be taken into consideration in the discussion regarding a change in the approach to the scrutiny of Executive decision making (referred to in the previous minute).

14.OS.63 OVERVIEW AND SCRUTINY PERFORMANCE PANEL MINUTES

Members considered the minutes of the last meeting of the Overview and Scrutiny Performance Panel held on 5 December 2014.

The scrutiny focus for that meeting had been on health and wellbeing and a number of updates were provided.

The Chief Executive reported that in relation to the Friday Street Health Centre, a meeting had recently taken place with the health partners involved - namely the Lancashire Care Trust; Clinical Commissioning Groups; and GPs. The Care Trust was driving the process and awaiting CCG requirements within the centre so that they could progress to the design stage. A further meeting would take place in February regarding governance arrangements. It was estimated it would be at least two years before the centre would be open. Members of the Committee asked to be kept informed throughout the process.

Councillor Dunn referred to a request made at the Performance Panel for monitoring information to be provided to all Members of the Committee.

Councillor Berry asked that the Performance Panel undertake further health scrutiny and look at mental health provision in the Borough.

The Chair referred to the issue of Disabled Facilities Grant (DFG) which had been raised at full Council earlier in the week. From 2015/16 DFG would be paid to Lancashire County Council (LCC) to then allocate to district councils rather than them receiving it directly. The funding formula did not take account of housing conditions, deprivation levels or the prevalence of long term health conditions and LCC may take the opportunity to look at the allocations process and to include other services which support people in their homes. This potentially could result in Chorley not receiving the same DFG allocation as in previous years.

The Chair suggested that Councillors from Chorley should be involved in any review of how funds are allocated, and that LCC should be asked to lead a joint scrutiny task group on this topic with all District Councils being invited to take part. The Vice Chair supported this approach and referred to the fact that the new

arrangement was for 2015/16 and so there was a 12 months period in which to resolve this, allowing all districts to have an input.

RESOLVED –

1. **That the minutes be noted.**
2. **That the Committee be kept informed on progress on the Friday Street Health Centre Project.**
3. **That all Members of the Committee receive the monitoring information submitted to the Performance Panel.**
4. **That the Performance Panel consider a focus on mental health provision in the Borough at a future meeting.**
5. **That the Chair writes to Lancashire County Council to ask that they establish a joint task group with district councils on the issue of Disabled Facilities Grant funding from 2015/16.**

14.OS.64 BUDGET SCRUTINY

The Committee considered the agenda papers being submitted to the Executive Cabinet on 16 January 2014 setting out the 2014/15 budget and summary budget position over the medium term. The Council's budgetary and policy framework required that any views submitted by the Committee should be taken into account in the final approval of the budget at Budget Council on 25 February 2014.

The Chief Executive gave an overview of the Council's position.

- The recent Local Government Finance Settlement for 2014/15 continued the programme of central government core grant reductions for the years 2014/15 and 2015/16.
- The Executive wished to propose a balanced budget for 2014/15 and to freeze Council tax for a further year. LCC was proposing a 1.99% increase and the police were also seeking an increase.
- £900,000 in savings had to be found for the forthcoming year; with a further £900,000 required in 2015/16; and over £2m by 2016/17.
- The purchase of Market Walk Shopping Centre would generate a surplus of £400,000 and internal staff reviews would generate a further £376,000 in efficiency savings in 2014/15.
- The Council continued to benefit from New Homes Bonus (NHB) which would fund a contribution towards the balanced budget and still provide £1m for project work – much of it funding projects brought forward from the current year eg economic development initiatives and improvements in Astley Hall and Park
- Areas of risk for the Council, continued to be:
 - continued austerity measures by central government until potentially 2020;
 - the increasing cost of pensions at broadly 10% of the Council's gross budget;
 - changes to the business rate collection and retention system.

Appended to the budget information were the proposed project mandates for those projects either new or continuing into 2014/15.

RESOLVED – that the budget documentation be noted.

14.OS.65 POLICE AND CRIME COMMISSIONER ENGAGEMENT WITH SCRUTINY

Members received a copy of a statement from the Police and Crime Commissioner for Lancashire about engagement with Local Authority Scrutiny Committees under the duty of Councils to undertake crime and disorder scrutiny.

The Police and Crime Commissioner had indicated that he was committed to partnership working and set out the parameters under which his office would send representation or provide information to Councils undertaking crime and disorder scrutiny.

RESOLVED – that the information be noted and the PCC be invited to input into any future crime and disorder scrutiny, as appropriate.

14.OS.66 EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED - that the press and public be excluded for the following item of business under paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

14.OS.67 CCTV PROVISION

Under the requirement to undertake scrutiny of crime and disorder matters, the Committee considered a detailed report of the Director of People and Places on the current Chorley CCTV service and existing infrastructure and also information about CCTV systems in other authorities where the systems have been reduced or decommissioned.

The report included information about provision in the South Ribble area where the system was much smaller and also in Blackpool where the Council had decided, due to budgetary pressures, to stop staffing the system.

Details about Chorley's CCTV system - the hours of operation, infrastructure, staffing and maintenance issues were provided, along with overall comments on the impact of reducing CCTV coverage, cost implications and potential options for improvements in the future.

In discussion Members raised the public perception of safety provided by CCTV; how far cameras acted as a deterrent, the camera's role in preventing the escalation of crime or the prosecution of offenders including those involved in serious crime.

The Chair suggested that as the subject was complex, the topic be considered for a task group review and be deferred for consideration to the agenda item on the Committee's work programme.

RESOLVED – that the report be noted at this stage but be considered as a subject for a task group review as part of the Committee's work programme.

14.OS.68 READMITTANCE OF THE PRESS AND PUBLIC

The meeting was reopened to the press and public for consideration of the remaining items of business.

14.OS.69 CALL-IN PROCEDURES

The Committee considered a report of the Chief Executive on the outcomes of a mini scrutiny review that had taken place looking into the current call in procedure. The Committee had agreed at its last meeting that the call in process needed to be revised following Member concerns about hearing call in requests as part of a wider Committee agenda.

Councillors Steve Holgate, Mark Perks, Keith Iddon and Roy Lees had met and looked at the key aspects of call in, including comparative information from other Councils across Lancashire.

The two main recommendations from that review were:

- To reduce the call in period from 10 days to 5 days. This was principally to allow speedier implementation of executive decisions as currently all such decisions require a period of 10 days before they can be acted upon. This was in line with most Councils in Lancashire which had call in periods of between 2 and 5 days.
- For a Special Meeting of the Overview and Scrutiny Committee be convened to hear all call in requests, rather than hearing them as part of a wider Committee agenda.
- There were also a number of more minor clarifications to the procedure.

Any changes to the call in procedure required the approval of full Council as part of the Constitution.

RESOLVED – that following the mini scrutiny review of the call in procedure, the following changes be agreed and forwarded to full Council for approval as part of the Constitution.

1. **The call in period after an Executive decision has been made, be reduced from 10 days to 5 days in order to speed up the implementation of decisions across the Council.**
2. **That the call in procedure be revised so that on receipt of a call in request, a Special meeting of the full Overview and Scrutiny Committee be called; and**
3. **The following clarifications be incorporated into the call in process**
 - **“Days” refers to working days.**
 - **After the Chair has agreed a call in as valid, notice of a full meeting of O & S Committee should be given within 5 days.**
 - **The person submitting the call in (whether councillor or public) should present their request/case at the meeting.**
 - **Meetings will normally be in public (unless the item is a confidential one) and the public can submit questions on notice, as with other meetings.**
 - **If the Councillor requesting the call in, is a member of the O & S Committee hearing the call in, he/she will present the item but should not take part in the vote on that item.**
 - **If the Committee asks the Executive Cabinet or Executive Member to reconsider the issue as a result of a call in, the subsequent decision of the Executive Cabinet or Executive Member should be reported back to O & S Committee.**

14.OS.70 OVERVIEW AND SCRUTINY TASK GROUP - PLAY AND OPEN SPACES STRATEGY

The final report of the scrutiny task group on the health and wellbeing benefits of the play, open spaces and playing pitch strategy was circulated to Members of the Committee for final approval before forwarding to the Executive Cabinet.

Members thanked Councillor Julia Berry for her chairing of the task group which had made seven recommendations around improvements to the health impact section of the Council's Integrated Impact Assessment and improving awareness and training on the process, with follow up monitoring and review systems in place.

RESOLVED – that the final report of the task group be approved and forwarded to the next meeting of the Executive Cabinet for consideration.

14.OS.71 EXECUTIVE RESPONSE TO THE OVERVIEW AND SCRUTINY TASK GROUP INQUIRY INTO THE ADOPTIONS OF ESTATES

The Committee received a report of the Director of People and Places on the Executive's response to the final report of the Adoption of Estates Scrutiny Task Group.

The report set out the 14 recommendations of the Task Group and the views of the Executive. Each recommendation had been accepted and would be implemented, in many cases, through representations to other partners, in particular Lancashire County Council as highway authority. Over time, the implementation of the recommendations would result in an improvement to the way estates are adopted.

RESOLVED – that the report be noted.

14.OS.72 OVERVIEW AND SCRUTINY TASK GROUP - SELECT MOVE

The Chair of the Select Move Task Group gave an update on the work undertaken so far. A meeting had been held with the Registered Providers who had provided useful feedback.

Questionnaires about the Select Move system had gone out to people currently waiting for a property and also to a selection of users who had recently been successful in gaining a property. There was also an opportunity for some of those interested, to meet with members of the Committee. 295 responses had been received and once the findings had been summarised, a further meeting of the Task Group would be organised.

RESOLVED – that the update be noted

14.OS.73 OVERVIEW AND SCRUTINY WORK PROGRAMME 2013/14

The Chair referred to the Committee's work programme, and asked Members to consider a topic for a future task group.

Following earlier consideration of the report on the provision of CCTV under the Committee's duty to scrutinise crime and disorder, a discussion was held about undertaking a review of that topic. Other suggestions were for a health scrutiny review topic and a review of public transport. It was suggested that health scrutiny should be considered under the wider piece of work about how Executive decisions should be scrutinised.

RESOLVED – that a scrutiny review on the provision of CCTV be undertaken with Councillor Fynamore as Chair; Councillor Kim Snape as Vice Chair; and Councillors Doreen Dickinson, Rosemary Russell, Graham Dunn and Roy Lees as Members of the task group. An invitation would go out to other none Executive Members to join the group which would aim to conclude its work by the end of the current Council year.

Chair

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Special Overview and Scrutiny Committee

Wednesday, 5 February 2014

Present: Councillor Steve Holgate (Chair), Councillor Mark Perks (Vice-Chair) and Councillors Doreen Dickinson, Graham Dunn, Robert Fynamore, Hasina Khan, Keith Iddon, Roy Lees, Marion Lowe, Geoffrey Russell and Kim Snape

Also in attendance

Councillors: Councillors Paul Leadbetter and Dennis Edgerley (Executive Member for Planning and LDF)

Officers: Lesley-Ann Fenton (Director of Partnerships, Planning and Policy), Jennifer Moore (Head of Planning) and Dianne Scambler (Democratic and Member Services Officer)

14.OS.74 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Julia Berry, Mick Muncaster and Rosie Russell.

14.OS.75 DECLARATIONS OF ANY INTERESTS

There were no declarations of any interests.

14.OS.76 PUBLIC QUESTIONS

No public questions had been received.

14.OS.77 CONSIDERATION OF THE REQUEST TO CALL IN AN EXECUTIVE MEMBER DECISION

Members were advised of a request submitted by Councillor Paul Leadbetter for the call in of a decision made by the Executive Member for Planning and LDF on 22 January, for the cessation of notification letters to contributors (those who comment on applications)

The Call in request was on the grounds that the removal of the current practice would reduce the effectiveness of communication between the Council and its stakeholders and that by removing this service the Council is doing less, not more, towards meeting the needs of local residents.

The Call in procedure allows for consideration of the request by the Overview and Scrutiny Committee. If the Committee chose to call in the decision it would be reconsidered by the Executive Member for Planning and LDF. If the Committee did not accept the call in, there would be no further action taken.

Councillor Leadbetter attended the meeting to speak in support of his request. He drew Members attention to the Councils' Corporate Strategy, with particular reference to the statement that we are an ambitious Council that does more to meet the needs of the residents and local area by being a Council that consults and engages with residents.

Councillor Leadbetter commented, that at a time when the council is measuring an increase in dissatisfaction in the way it deals with its public, any reduction in communication, with those who contact the council, would increase the level of dissatisfaction and that it was only proper and good practice to reply to those that had taken their time to contribute, advising them of the outcome.

The requirement for written notification would, as stated in the decision notification reduce over time as contributors increased their use of e-channels, resulting in a natural reduction of costs. However, the Council needed to recognise that at present there is still a small percentage of residents who do not have access to internet facilities and as such alternative means are still required.

Councillor Dennis Edgerley, Executive Member for Planning and LDF attended the meeting to explain his reasoning for approval of the decision for the cessation of the notification letters. Councillors Edgerley provided the Committee with examples of the letters that were currently sent out informing people of the decisions made. Given that the letter only served to give the contributor a simple permitted or refusal status for the planning application, he questioned the significance of the letter as they would probably already be aware of this.

Following a review of procedures within the service, it had been considered that it was expedient to cease the notification procedure element of the process in favour of investing more resources in to those processes that took place at the beginning of the process. By providing more information on the whole process at the neighbour notification stage, residents would be better informed throughout, resulting in an improved service and better value for money. Contributors receive information on how and where to view the plans and applications and how they can make comments and advise on proposals.

Benchmarking had demonstrated that most other Councils in Lancashire had taken the same approach with little impact on service delivery and reputation. Councillor Edgerley commented that he was all in favour of communication but that it needed to be relevant and appropriate.

Whilst understanding that the Council needed to make savings across all of its services and accepting that the review of procedures had prompted a change into how processes were carried out and why, Members still considered that there was a sector of the public that either did not have access to the electronic processes available and they questioned whether those people would become disengaged with the planning process and the Council.

Some Members also shared a view that the decision notice letter had some value for those people that were in support of an application and the decision was to approve or that it would help to alleviate neighbour anxiety about the outcome.

Members were informed that the proposal was in support of the move towards greater use of echannels and that whilst it was acknowledged that some contributors may not have access to the Council's website to monitor the progress of an application, the neighbour notification letter would clearly state that residents could contact the Council by telephone to find out the status of an application.

It was suggested that a review of the letter content may be more appropriate than ceasing to send out the letter altogether. In response, Members were informed that this would have no resource implications for the service particularly if individual tailored responses were to be created for each application given the high number of applications handled by the service. Similarly, a revision to the letter which included an invitation to contact the Council to discuss the application decision in detail, with officers, would have an impact on service delivery performance if this offer was regularly exercised. The report including the reasons behind the decision have recently been made available on the Council's website and neighbour notification letters would make reference to this facility. Some Members however remained of the view that it was important that all the contributors were informed of the decision individually rather than being directed to the Council's website.

Members of the Committee debated the representations received by all parties at the meeting and subsequently **RESOLVED (6-5) That the request to call in the**

decision be accepted and that the Executive Member for Planning and the LDF be asked to reconsider the decision in the light of the discussion by Members at the meeting.

Chair

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Overview and Scrutiny Performance Panel

Thursday, 13 March 2014

Present: Councillors Mark Perks, Julia Berry, Keith Iddon and Kim Snape

Also in attendance

External representation: Detective Inspector Geoff Hurst (Lancashire Constabulary)

Officers: Gary Hall (Chief Executive), Paul Lowe (Merged Crime and Disorder Reduction Manager), Victoria Willett (Partnership Officer) and Dianne Scambler (Democratic and Member Services Officer)

12.OSP.49 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Steve Holgate (Chair) and Marion Lowe.

12.OSP.50 MINUTES

RESOLVED – That the minutes of the Overview and Scrutiny Performance Panel meeting held on 5 December 2013 be held as a correct record for signing by the Chair.

12.OSP.51 DECLARATIONS OF ANY INTERESTS

There were no declarations of any interests.

12.OSP.52 SCRUTINY FOCUS: DOMESTIC VIOLENCE DETECTIONS

The Panel had identified domestic violence detections as an area for further scrutiny and Detective Inspector Geoff Hurst attended the meeting to explain the processes that were undertaken to achieve the target and answer questions of the Members.

The new Corporate Strategy had been approved in November 2012 and identified the percentage of domestic violence detections as a key measure for success against the priority of 'clean, safe and healthy communities'. The measure was selected in order to focus attention on this issue and ensure a coordinated effort.

A target of 70% detection rate was set, that reflected the current police target for this indicator. The indicator is measures using data by the Police and reported to the Chorley and South Ribble Community Safety Partnership. Detective Inspector Hurst explained that the police no longer use this target as a way of measuring its detection success, for a variety of differing reasons. The recording of Domestic Violence incidents has changed over time with many parameters being altered. The age limit for recording has been lowered to 16 year olds, sibling to sibling incidents and other familial incidents are now included and the implementation of a wide range of interventions and alternative disposals other than prosecution and caution, have reduced the number reaching 'detection' stage. With this in mind the police are now focusing more on reducing risk through interventions and managing outcomes.

The Detective Inspector went on to explain the various initiatives and partnership working that is undertaken to reduce this risk.

The MARAC (Multi Agency Risk Assessment Conference), chaired by the police, meets monthly and focusses on the safety of victims of domestic abuse identified as being at high risk. The MARAC combines up to date risk information with a timely assessment of a victim's needs and links those directly to the provision of appropriate services for all those involved in a domestic abuse case: victim, children and perpetrator. Information is shared and joint decisions made on the most appropriate way to reduce or manage the identified risks.

The MARAC is made up of a core group of people, representing both the statutory and voluntary sector. The meeting involves contribution and commitment from agencies including police, probation, Children's Services, Adult's Services, Health, education, housing, substance misuse services, and specialist domestic abuse services, namely the Independent Domestic Violence Advisors (IDVAs). IDVA's receive accredited training and support high risk victims of domestic abuse. Other agencies can attend on an ad hoc basis, when they have involvement in one of the cases being discussed.

Each victim referred to the MARAC will be allocated an Independent Domestic Violence Advisor (IDVA). The IDVA is a trained specialist whose goal is the safety of domestic abuse victims, focusing on victims at high risk of harm. The IDVA will attempt to make contact with the referrer and the victim following receipt of a MARAC referral. Referrals can be made, and are encouraged, by any agency that identifies a victim of domestic abuse as being high risk.

Officers also work with other services in the Multi-Agency Safeguarding Hub (MASH), currently based in Leyland, with each agency - including Lancashire Constabulary, Lancashire County Council and Blackpool Council's Children's and Adult's Services, Lancashire Probation Trust, the NHS (including mental health services) and Lancashire Fire and Rescue Service (LFRS) - based in one building, allowing the efficient sharing of information. Once a person at risk is referred into the MASH, the different services undertake a joint risk assessment, arranging for appropriate interventions to reduce the threat of harm to the individual. There does not have to be a prosecution for a person to be referred to the MASH.

Chorley, South Ribble, West Lancashire and Preston Community Safety Partnerships are in the process of commissioning a pilot domestic abuse perpetrator project. An external organisation will be commissioned to deliver interventions to perpetrators who have been deemed high risk but not subject to statutory supervision. The Pilot has been funded by the Police and Crime Commissioner and will look to support five perpetrators across the borough of Chorley with the aim of reducing their reoffending behaviour.

Detective Inspector Hurst also explained how the police treat cases and presented some useful statistics on the difference between serious and less serious incidents. Since April 2013, there have been a total 366 incidents, 311 of which were detected. 12 were serious of which 8 were detected which is the figure that was actually reported on. Each case was treated differently dependent on individual circumstances; however they all received access to the same recourses and dealt with accordingly, regardless of ethnicity. Cultural awareness training is provided for all the IDVA's and all service providers are committed to providing a robust service for the BME communities. In some cases, the police would still prosecute, even if the victim dropped the charges, a certain amount of evidence could be submitted by the officer who responded to an incident and the courts were accepting more statements that were made at the time, but then subsequently withdrawn, due to pressure. The view is taken that it is more likely to have happened, if stated 'in the heat of the moment'. The use body cameras by the police are also being used more, although further resources are needed to fund more.

The police have also started to see greater reporting of domestic violence by members of the public. Media campaigns, such as the new Clare's Law, have helped

to raise awareness of the issue and people are not afraid to come forward to report incidences they have witnessed. The IDVA service can also be accessed by victims of domestic abuse, by being present at the courts and doctors surgeries across the borough.

Members accepted that it was hard to present a single indicator when there was so much work that actually went on behind it and AGREED that we may need to consider a different measure, such as referrals into the MASH given that this should lead to improved outcomes; this was something that could be considered by the partnership.

The Chair thanked Detective Inspector Geoff Hurst for his invaluable insight into the work being undertaken to reduce the risk of Domestic Violence across Chorley and South Ribble.

12.OSP.53 MONITORING OF THE ORGANISATIONAL PLAN

The Chief Executive submitted a report showing progress made against delivering the plans, key action and performance indicators in the single Organisational Improvement Plan 2013/14.

The single plan aims to focus the organisation on key priorities and maximise the value of available resources. All projects are recorded in the Myprojects system along with more detailed milestones so that progress can be monitored and managed throughout the year. Members were reminded that Myprojects was available online and that Members could monitor progress themselves.

At the end of February 35 actions had been completed. 54 actions were rated green, meaning they were progressing on schedule, 6 actions were rated amber, meaning there were some issues with delivery but overall work was not affected. No actions had been rated as red and 5 actions had not yet started.

A table showing the key actions that had been rated red amber or red with an explanation about the issue and action being taken to address them was provided for Members information.

Review of member information systems was currently rated amber due to timescales for completion. Member training was to be undertaken in April and May. The Chair queried what options were available for those members who could not take receipt of an ipad for health reasons and assurance was given that any such requests would be assessed on their own merits and alternative arrangements made accordingly.

A full list of performance indicators were provided for the Panel. The list included some measures that were reported on a quarterly basis. For those indicators, the most recent reporting period was at the end of the first quarter on 30 December 2013.

Thirty two indicators (71%) are on or above target, seven (16%) are outside the threshold and only 6 (13%) were off target. Of the six indicators currently off target, three were corporate strategy indicators with reasons and actions provided in the quarter three corporate report considered at Executive Cabinet in February. These were:

- % of customers dissatisfied with the service they have received from the Council
- % of domestic violence detections
- Number of affordable homes delivered

The reasons for current performance along with the steps being taken to achieve improvement were detailed within the report. The % of domestic violence detections had been highlighted for further scrutiny by this panel. It had been explained that they

don't use the 70% target anymore and are focusing on reducing risk through interventions and managing outcomes.

Members requested updates on the outcomes of the play and open space strategy consultation and private sector rented property database. Although the number of long term empty properties had improved, Councillor Snape queried the differing approaches of various departments when dealing with this issue. The Chief Executive explained that he was currently heading up a task group aimed at developing a consistent approach across the Council asked if something could be reported back to Members into a future edition of intheknow.

Cllr Berry asked about the indicator linked to the number of clubs and community groups supported by the Council. There was a need for community transport to and from deprived areas to clubs and groups. Officers suggested that they needed to link in with SPICE to access some of the social isolation initiatives being delivered.

Chair

Executive Cabinet

Minutes of meeting held on Thursday, 16 January 2014

Present: Councillor Alistair Bradley (Executive Leader in the Chair), Councillor Peter Wilson (Deputy Leader of the Council) and Councillors Beverley Murray, Terry Brown, Dennis Edgerley and Adrian Lowe

Also in attendance

Lead Members: Councillors June Molyneaux, Danny Gee and Kim Snape

Other Members: Councillors Eric Bell, Henry Counce, John Dalton, Alison Hansford, Keith Iddon, Kevin Joyce, Paul Leadbetter, Greg Morgan and John Walker

Officers: Gary Hall (Chief Executive), Lesley-Ann Fenton (Director of Partnerships, Planning and Policy), Jamie Carson (Director of People and Places), Chris Moister (Head of Governance), Simon Clark (Head of Health, Environment and Neighbourhoods), Asim Khan (Head of Customer, ICT and Transactional Services), Chris Sinnott (Head of Policy and Communications) and Ruth Rimmington (Democratic and Member Services Officer)

Members of the public: Two

14.EC.1 APOLOGIES FOR ABSENCE

No apologies for absence were received.

14.EC.2 MINUTES

RESOLVED - The minutes of the meeting of the Executive Cabinet held on 12 December 2013 be confirmed as a correct record and signed by the Executive Leader.

14.EC.3 DECLARATIONS OF ANY INTERESTS

No Members declared an interest in respect of items on the agenda.

14.EC.4 PUBLIC QUESTIONS

The Executive Leader reported that there had been no requests from members of the public to speak on any of the meeting's agenda items.

14.EC.5 2014/15 BUDGET AND SUMMARY MEDIUM TERM FINANCIAL STRATEGY (MTFS)

The Executive Member for Resources, Policy and Performance presented the report which set out the budget position for 2014/15 including the forecast for the following two years. The report presented the proposals in respect of potential investment in the Council's Corporate Strategy priorities in 2014/15, increasing budget resilience in the longer term and consultation on the budget.

Members noted that Council Tax would be frozen and not increase in 2014/15. This would be the second consecutive year that the current administration had achieved a balanced budget position for the forthcoming financial year without increasing Council Tax.

The publication of the Local Government Finance Settlement completed the CSR 2010 four year period. It had resulted in large scale reductions in Central Government grant placing significant pressure on the Councils budget.

Moving forward there would be challenges as the provisional figures published for 2015/16 indicated that a further £0.874m would be reduced from Central Government

Grant in 2015/16. Announcements had been issued stating austerity measures would continue after 2015/16 and beyond, therefore, a reduction in the region of £0.350m had been assumed in 2016/17 although this would be subject to change as part of the CSR 2014. This resulted in a forecasted budget deficit totalling £2.709m.

Early planning and preparation had enabled the Council to address the forecasted budget deficit in advance of 2014/15. Consistent with last year's budget setting process, a balanced budget position had been achieved with no further permanent use of NHB to fund the financial commitments within the base budget.

This presented an opportunity to invest in the Council's Corporate Strategy for a further year despite the significant reductions in grant funding. The investment projects link to the Corporate Strategy and the priorities contained within it. The New Investment Programme, now in its second year, supported the delivery of the Corporate Strategy priorities. The potential new programme of investments was set out in Appendix Two with more detailed individual mandates for each proposal in Appendix Three.

The Council would address the significant budget deficit in the longer term to 2016/17 brought about in the main by cuts to core funding and Central Government's austerity measures. Despite a balanced budget being achieved for 2014/15 further action would be required to achieve the same budget status in future years.

Options that would be considered over the next three year MTFS period included the re- engineering of services to fundamentally review service provision to reduce net expenditure and improve efficiency. Also, a programme of reducing the Council's debt position which had an impact on the revenue account including a possible accelerated rate at which the Pension Fund deficit was clawed back and income generation schemes as a continuation of the projects implemented to date. Finally, increases in Council Tax.

Members noted that the project "Town Centre Masterplan" included the development of a prospectus for the civic quarter. This was dependant on the site and other factors. The prospectus would be developed internally and shared with partners as appropriate.

Decision made

Approval granted to the contents of the report in order to start the Budget Consultation process and noted the following proposed budget items in particular:

- **Council Tax to be frozen in 2014/15.**
- **The proposed New Investments for 2014/15 and 2015/16.**
- **The balanced budget position for 2014/15.**
- **The forecasted budget position to 2016/17.**

Reason(s) for decision

To progress the Council's 2014/15 Budget Setting process to achieve an approved and balanced budget.

Alternative option(s) considered and rejected

Setting the budget is a statutory responsibility.

14.EC.6 REVIEW OF THE COUNCIL TAX SUPPORT SCHEME AND DISCOUNTS AND EXEMPTIONS

The Executive Member for Resources, Policy and Performance presented a review of the first year of the council tax support scheme and the discounts and exemptions for empty properties, which were implemented in April 2013.

Collection rates for council tax from council tax support recipients and those affected by the changes to discounts and exemptions had been better than modelled. The number of claims for council tax support had decreased during the financial year, and the number of long term empty properties had decreased.

The schemes had been in operation for less than one year, and the review set out in the report outlined that the changes had been successfully implemented and the overall impact on individuals was difficult to fully estimate at this point, particularly with other changes being made nationally through welfare reforms.

Members discussed the number of empty properties and noted that landlords appeared to be turning round properties quicker than previously, including Registered Social Landlords.

Decision made

1. **Recommendation to Council supported that the proposed council tax support scheme and discounts and exemptions for empty properties and second homes be presented for approval.**
2. **Approval granted that the other precepting authorities be consulted on the proposed scheme.**

Reason(s) for decision

The council is required to adopt a scheme for council tax support and discounts and exemptions for empty properties. In adopting the scheme last year, the council agreed to review the scheme after the first year and make any necessary changes.

Alternative option(s) considered and rejected

To not make change the schemes. This was rejected as the schemes are currently operating successfully and have only been in place since April 2013.

14.EC.7 MEMBER INFORMATION SYSTEMS

The Executive Member for Resources, Policy and Performance presented the report which sought approval for the members IT desktop and associated home package to be replaced entirely with data enabled tablet devices empowering members to access information systems beyond home and office boundaries.

The drive for efficiencies had led to improvements in digital systems across the Council. The proposed roll out of tablet devices for members and officers would improve access to these systems. Members would be empowered to access information on the move to support engagement with their communities.

Several members had volunteered to engage in a proof of concept exercise using tablet devices for a trial period. The project was facilitated by Member Support Working Group. Two device types were trialled and a third rejected on lack of operational merit. The iPad was the most favoured and would present the least user issues which had also been the experience of other local Councils.

A number of criterions were set and feedback gathered at the end of the trial period. Improvements suggested would contribute to the final configuration of devices before roll out.

Members queried several points including the use of Office 365 and Lync in the future, wi-fi, 4G connectivity, 1 GB data usage and the ability to print. Training and support would be available and the detailed roll out plan would be forwarded to Members for their information.

Decision made

1. **Approval granted to the proposals outlined at Option 1 of the report.**
2. **Approval granted that upon issue of the tablet device, the current desktop and associated peripherals be withdrawn.**
3. **Approval granted for the use of tablet devices for officers is agreed if clear business benefits can be achieved in support of the councils Digital Strategy.**
4. **Approval granted that procurement of iPad devices, data bundles and protective cases be agreed followed by a phased roll out and training in 2014.**

Reason(s) for decision

The proposals are in keeping with the council's drive towards improving access to digital information. Option 1 is the favoured solution for business use and Public Service Network (PSN) requirements.

Alternative option(s) considered and rejected

Option 2 would require contributions from member's allowances and likely to cause security concerns for PSN compliance. A like for like replacement of the current desk top provision was also considered and rejected.

14.EC.8 GIS STRATEGY 2014-2017

The Executive Member for Resources, Policy and Performance presented the report which sought approval of the GIS Strategy 2014-17 and provided information on the work completed since approval of the last strategy in 2008.

The strategy set out how the council would use GIS to enable digital access to information and data, and how it could be used to improve service productivity and performance, enabling staff to work efficiently through the use of desktop and mobile systems.

Business intelligence from the use of GIS would support day to day operational management of services and inform decisions on resource planning.

The strategy proposed development of applications to support ward/parish based information that would be available online through the Council website. It was particularly pertinent to provide geographical insight for Council members about service requests such as Planning, Licensing applications and fly tipping.

The GIS Strategy would support the implementation of both the council's ICT Strategy 2014-17 and Digital Strategy 2014-17.

Members noted that the Council were working with LCC to map their assets and that the function relating to "My Parish" would be operational by the end of the year.

Decision made

Approval granted to the GIS Strategy 2014-17.

Reason(s) for decision

The use of GIS is integral to the Council's ICT infrastructure providing significant business intelligence and support for the delivery of day to day services. Approval of the strategy will continue to support the development and priorities for GIS over the period 2014-17.

Alternative option(s) considered and rejected

None.

14.EC.9 DIGITAL STRATEGY 2014-2017

The Executive Member for Resources, Policy and Performance presented the Digital Strategy 2014 – 17 for consideration and agreement.

Reductions in local government financing meant that services needed to be delivered in a more efficient way and working practices needed to be streamlined in order to reduce costs. Much investment had been made in technology and the Council needed to make the most effective use of the digital opportunities available.

Members noted that an integrated impact assessment would be undertaken on the strategy to assess its implications, particularly for different equality strands. The strategy's aim to make online the preferred channel for customers was not at odds with the council's Equality Scheme. The strategy would not preclude customers from using other channels to access services and alternative approaches such as face to face support could be made available for customers.

Decision made**Approval granted to the Digital Strategy 2014 – 2017.****Reason(s) for decision**

The Digital Strategy 2014 - 2017 sets out the principles and outcomes for the digital delivery of services and information provision over the coming three years. These principles and outcomes will ensure services are provided in a way that will meet customer expectations and allow the efficient delivery of those services.

Alternative option(s) considered and rejected

None.

14.EC.10 APPROVAL FOR THE CONTRACT AWARD PROCEDURE AND EVALUATION CRITERIA: SKATE PARK ON JUBILEE RECREATION GROUND, ADLINGTON

The Executive Member for Resources, Policy and Performance presented the report which sought approval for the award procedure and evaluation criteria for the tender of design and installation of a concrete skate park on Jubilee Recreation Ground in Adlington.

The Council obtained Section 106 monies from the Grove Farm development in Adlington which specified that £103,000 be used to improve play facilities on Jubilee Recreation Ground in Adlington. In conjunction with Councillors from Adlington, an outline project plan was written to scope out the delivery of this project.

Extensive consultation had been carried out with young people and residents from Adlington in three individual sessions throughout September and October 2013 and the results of this consultation analysed. 100% of those consulted agreed that the play area needs to be improved, no one objected to the site being improved. Young people and surrounding residents were asked what they would like to see improved on site.

A skate park was the most popular option along with improved surfacing, next was dynamic play equipment and football along with more seating. A further consultation was carried out with the young people to determine preference of the design of the skate park and to provide the brief that would be given to the tenderers.

Decision made

1. Approval granted to the procurement approach of advertising tenders through the Chest e-tendering system using an open invitation to all companies who specialise in free form concrete skate design and installation. It would be a fixed price contract of a maximum of £100,000.
2. Tenders would have to pass the qualification questions first which assessed their financial position, health and safety policies, insurance cover, previous experience and equality, upon which they would be evaluated to establish the best skate park submission based on:-
 - 25% fulfilment of the brief in the design.
 - 25% design quality, play value, robustness, safety compliance, functionality,
 - 10% user involvement proposals for company to work with young people,
 - 10% appropriateness of design in site context,
 - 10% contract management structure/ability to meet timescale,
 - 5% maintenance liability,
 - 5% warranty/guarantees,
 - 5% previous project references and experience,
 - 5% cost.

Reason(s) for decision

Under the Council's Contract Procedure Rules approval by the Executive Cabinet of contract award procedure and evaluation criteria for tenders greater than £75,000 in value is required.

Alternative option(s) considered and rejected

To not agree contract award procedure and evaluation criteria would fail to comply with the Council Procurement rules.

14.EC.11 EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED – To exclude the press and public for the following items of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Schedule 12A to the Local Government Act 1972.

14.EC.12 CREATING A SINGLE FRONT OFFICE: STAFFING REVIEW OF REVENUES, BENEFITS, CUSTOMER SERVICES AND PLANNING BUSINESS SUPPORT

The Executive Member for Resources, Policy and Performance presented the report which sought approval for the phased restructure of the Revenues and Benefits, Customer and Transactional, and the Planning Business Support teams within the Customer, ICT and Transactional Service.

The report set out the principles that would inform the change, which included developing a single front office where services were delivered as far as possible at the first point of contact.

Migrating processes to the front office would enable an immediate reduction in management costs, and in the longer term would enable significant reductions in the back office.

Decision made

1. **Approval granted to the principles for the long term organisational business model set out a paragraph 23 of the report.**
2. **Approval granted to the proposed structure detailed in the report, for consultation.**
3. **Approval granted to the remodelling and extension of the Customer Service Centre at Union Street to support capacity for increased front office space and digital inclusion initiatives.**
4. **Approval granted to delegate authority for approval for the final structure to the Executive Member for Resources, Policy and Performance.**

Reason(s) for decision

To ensure that the council has a fit for purpose staffing structure and business model with the right capacity and skills to ensure delivery of the forthcoming changes.

Alternative option(s) considered and rejected

To not change the structure of the revenues and benefits, planning support and customer services teams.

Some consideration to a shared service model has previously been undertaken with South Ribble Council but remains incompatible with the council's proposed operating model at the present time.

14.EC.13 STRATEGIC HOUSING RESTRUCTURE

The Executive Member for Homes and Business presented the report which provided details of a review of the Strategic Housing Team, including the outcome of an informal consultation exercise, and proposals for a new structure.

Decision made

1. **Approval granted that the establishment changes proposed in the body of the report be implemented subject to the statutory staff and Union consultation period.**
2. **Approval granted that delegated power be given to the Executive Member for Homes and Business to make the decision to sign off any amendments to the proposals contained within the report as a result of the consultation.**
3. **Approval granted that the budgetary changes proposed with the report be approved.**

Reason(s) for decision

This will deliver the objectives identified in the review and identify £24,249.00 cashable savings.

Alternative option(s) considered and rejected

None.

Executive Leader

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Executive Cabinet

Minutes of meeting held on Thursday, 13 February 2014

Present: Councillor Alistair Bradley (Executive Leader in the Chair), Councillor Peter Wilson (Deputy Leader of the Council) and Councillors Beverley Murray, Terry Brown, Dennis Edgerley and Adrian Lowe

Also in attendance

Lead Members: Councillors Steve Murfitt, June Molyneaux, Christopher France, Julia Berry and Danny Gee

Other Members: Councillors Eric Bell, Henry Caunce, John Dalton, Anthony Gee, Steve Holgate, Keith Iddon, Hasina Khan, Paul Leadbetter, Marion Lowe, Greg Morgan and John Walker

Officers: Gary Hall (Chief Executive), Lesley-Ann Fenton (Director of Partnerships, Planning and Policy), Chris Moister (Head of Governance), Simon Clark (Head of Health, Environment and Neighbourhoods), Jamie Dixon (Head of Streetscene & Leisure Contracts), Mark Chambers (Principal Management Accountant), Michael Coogan (Strategic Housing Officer), Victoria Willett (Partnership Officer) and Ruth Rimmington (Democratic and Member Services Officer)

Members of the public: None.

14.EC.14 APOLOGIES FOR ABSENCE

No apologies for absence were received.

14.EC.15 MINUTES

RESOLVED - The minutes of the meeting of the Executive Cabinet held on 16 January 2014 be confirmed as a correct record and signed by the Executive Leader.

14.EC.16 DECLARATIONS OF ANY INTERESTS

No Members declared an interest in respect of items on the agenda.

14.EC.17 PUBLIC QUESTIONS

The Executive Leader reported that there had been no requests from members of the public to speak on any of the meeting's agenda items.

14.EC.18 FINAL REPORT - HEALTH AND WELLBEING BENEFITS OF THE PLAY, OPEN SPACES AND PLAYING PITCH STRATEGY

Councillor Steve Holgate, Chair of the Overview and Scrutiny Committee, presented the report of the Overview and Scrutiny Task Group – Tourism and Promoting Chorley.

The purpose of the Inquiry had been to review the Council's Integrated Impact Assessment, which was the tool which was used to ascertain whether the Council's policies and procedures were robust and fit for purpose. The Health Impact Section of the document was used to assess whether or not, health and wellbeing opportunities were being maximised.

The inquiry focused on the emerging Play, Open Spaces and Playing Pitch Strategy as a way of testing the current health impact arrangements contained within the Integrated Impact Assessment tool.

Councillor Berry, Chair of the Task Group, highlighted the need for training on the Council's Integrated Impact Assessment.

Decision made

To receive the report of the Overview and Scrutiny Task Group and accept it for consideration, with a view to the Executive Cabinet's recommended response to the recommendations being reported to a future meeting.

Reason(s) for decision

To review the Council's Integrated Impact Assessment, which was the tool which was used to ascertain whether the Council's policies and procedures were robust and fit for purpose.

Alternative option(s) considered and rejected

Not to review.

14.EC.19 REVENUE AND CAPITAL BUDGET MONITORING 2013/14 REPORT 3 (END OF DECEMBER 2013)

The Executive Member for Resources, Policy and Performance presented a report which set out the provisional revenue and capital outturn figures for the Council as compared against the budgets and efficiency savings targets set for the financial year 2013/14.

The projected revenue outturn currently showed a forecast underspend of £118k against budget.

The forecast of outturn excluded several special items, including any underspends on committed items expected to be carried forward into 2014/15; income generated from Market Walk and Section 31 grant received to compensate the Council for loss of Business Rates as a result of Small Business Rate Relief.

The Council had expected to make overall target savings of £200k in 2013/14 from management of the establishment and a total saving of £150k had been achieved to the end of December. Further savings should be made as the year progresses but if the remaining target was not achieved, budget efficiencies would be identified elsewhere to ensure the target for the year was achieved.

The Council's Medium Term Financial Strategy proposed that working balances were to be maintained at a level no lower than £2.0m due to the financial risks facing the Council and the current forecast to the end of December showed that the General Fund balance would be £2.152m.

In response to a query Councillor Wilson explained that the latest projection of net income to be received from Market Walk was £160k in 2013/14. It was recommended that the final surplus at year end be divided between two reserves: an equalisation reserve to smooth any fall in forecast income from Market Walk in future years; and a Change Reserve which would assist in funding future organisational change.

Decision made

Recommendations to Council:

1. **Note the forecast position for the 2013/14 revenue budget and capital investment programme.**
2. **Approve the transfer to a change reserve and equalisation account, based on a 50:50 split, net income received from Market Walk in 2013/14.**
3. **Approve a budget virement of £31k from the 2013/14 budget growth item Supporting the Expansion of Local Businesses (Business Improvement Growth Grant) to Starting in Business Grants.**
4. **Note the forecast position on the Council's reserves.**

5. **Approve the transfer of residual budget from the Leisure Centres capital improvement works to Astley Hall and Park Development Plan.**
6. **Request Council approve the proposed re-profiling of the Capital Programme to better reflect delivery in 2013/14.**
7. **To approve the use of revenue funding from the Small Business Rate Relief to replace borrowing as funding for short life capital schemes to achieve revenue savings in 2014/15 and beyond.**

Reason(s) for decision

To ensure the Council's budgetary targets are achieved.

Alternative option(s) considered and rejected

None.

14.EC.20 CHORLEY COUNCIL PERFORMANCE MONITORING QUARTER THREE 2013/14

The Executive Member for Resources, Policy and Performance advised that the report set out performance against the Corporate Strategy and key performance indicators for 1 October to 31 December 2013.

Overall performance of key projects was excellent, with the majority of the projects now complete. Of those that were yet to be completed, 100% were rated as green and scheduled for completion by the end of quarter four. Performance of projects from the new Corporate Strategy, approved in November 2013, would be reported formally from quarter four.

Overall performance of Corporate Strategy and key service measures remained strong. 72% of the Corporate Strategy measures and 71% of the key service measures were performing above target or within the 5% tolerance.

The Corporate Strategy measures performing below target were; the percentage of customers dissatisfied with the way they were treated by the council, the percentage of domestic violence detections and the number of affordable homes delivered. The key service delivery measures performing below target were; the time taken to process housing and council tax benefit new claims and change events and the percentage of major planning applications determined within 13 weeks. Action plans had been developed to outline what action would be taken to improve performance.

Members discussed the detection rates for domestic violence and noted that a partnership approach was essential in tackling domestic violence. The Police were the lead agency on this indicator and further information had been requested on this complex problem. It was noted that the way Lancashire County Council commissioned services in this area would be changing over the coming months.

The indicator relating to customers dissatisfied with the way they were treated by the council was discussed. The key was to find the reasons why customers were dissatisfied and put solutions in place. These solutions would be outlined in the next performance report. There would be instances where the customer would not be happy with the outcome, but this might not be because they had received bad service, but because they weren't happy with a decision e.g. a planning decision.

It was noted that future reports would show the trend and the change from the previous report.

Decision made

That the report be noted.

Reason(s) for decision

To facilitate the on-going analysis and management of the Council's performance in delivering the Corporate Strategy.

Alternative option(s) considered and rejected

None.

14.EC.21 CHORLEY PARTNERSHIP PERFORMANCE MONITORING QUARTER THREE 2013/14

The Executive Member for Resources, Policy and Performance presented a report which set out the priorities and performance of the Chorley Partnership for 1 October to 31 December 2013.

The report presents the priorities of the partnership groups and how successfully they had been delivering against those priorities. This was a move away from using performance indicators towards providing some contextual information regarding the work that had been delivered and what impact and outcomes this had achieved.

Overall progress against priorities was excellent, of the eighteen priorities identified across the partnership, seventeen were rated green and one was rated amber.

Members noted the Meals on Wheels pilot with volunteers from Runshaw College and Help Direct to support socially isolated older people. A model of 'community kitchens' had been developed and piloted in western parishes, whereby pubs and garden centres were turned into luncheon clubs, supported by Runshaw College and Help Direct volunteers

Members supported the establishment of a project group with health partners including Lancashire Care Foundation Trust and Chorley and South Ribble CCG, to progress the delivery of the Friday Street Health centre. Lancashire Care Foundation Trust was leading on the development and this group would hold partners to account to ensure that progress was being made.

In response to a query it was noted that the Working Together With Families programme was currently working with 133 families across Chorley, not Lancashire as stated in the report. This was ahead of programme target and the Chorley model had been recognised by the Government as good practice.

Members noted the figures in relation to the reducing young people not in Education, Employment or Training (NEETs) target and that the Scheme with Runshaw College had had a positive impact on getting young people into apprenticeships.

Decision made

That the report be noted.

Reason(s) for decision

To facilitate the on-going analysis and management of the Chorley Partnership's performance.

Alternative option(s) considered and rejected

None.

14.EC.22 ASTLEY DEVELOPMENT PLAN

The Executive Member for People presented the report which provided an update on development work in Astley and sought approval for the five year development plan - Astley 2020.

Consultation regarding the future development of the site had taken place during August 2013 together with discussion with key stakeholders. A five year development plan from 2014-19, known as Astley 2020, had been produced that detailed actions covering five key areas:

1. Astley Hall and Park conservation.
2. Improving the visitor offer and experience.
3. Business development to support a sustainable business model.
4. Heritage partnership development.
5. World War I commemoration.

The consultation had received 176 responses from a diverse audience and key stakeholders including Astley Advisory Group, Friends of Astley Park, Chorley Natural Society and the Town Centre Forum. The results clearly demonstrated support for a number of the proposals with strong support for events infrastructure, destination play area, sensory garden, fountain feature and temporary events car parking.

Existing and proposed funding would support the delivery of some elements of the development. However, significant funding would be required to fully deliver Astley 2020. This would require external funding through a suitable source such as the Heritage Lottery Fund. Preliminary discussions had taken place and a joint HLF bid together with Chorley Remembers would provide the best option for a further funding submission.

Members queried plans for WWI commemoration and noted these would be shared with Members when available.

It was confirmed that all of the items within the museum at Astley Hall had been catalogued electronically as part of the museum accreditation process.

A report would be presented to Executive Cabinet in the new municipal year updating Members on the work being undertaken in those Parks and open spaces managed by the Council across the Borough.

Decision made

1. **To note the update on development outlined in the report.**
2. **Approval granted to the five year development plan, Astley 2020, and the further development work as detailed in the action plan be implemented, subject to funding.**
3. **Approval granted for an initial expression of interest including a first round Heritage Lottery Fund (HLF) bid be prepared and submitted together with Chorley Remembers to support the delivery of Astley 2020.**

Reason(s) for decision

To maximise the use of Astley Hall and Park by improving the facilities for visitors and residents together with conserving and maintaining the site.

Alternative option(s) considered and rejected

Not to develop Astley Hall and Park on the scale outlined.

14.EC.23 RENEWABLE AND LOW CARBON ENERGY SUPPLEMENTARY PLANNING DOCUMENT

The Executive Member for LDF and Planning presented a report which sought endorsement of the draft Renewable and Low Carbon Energy Supplementary Planning Document (SPD) for consultation.

The SPD expanded on Core Strategy Policy 28 and provided further guidance on the implementation of this policy. Details were provided on various renewable and low carbon energy technologies, their requirements and the planning issues associated

with each technology that would need to be addressed as part of any planning application.

The technologies covered by the SPD were; wind turbines, solar power, hydropower, biomass, heat pumps and combined heat and power

Guidance on each of the technologies had been brought together from a variety of sources in accordance with the National Planning Policy Framework (NPPF) and the guidance set out in Planning Practice Guidance for Renewable and Low Carbon Energy, DCLG, July 2013.

In accordance with both of these documents, buffer zones or separation distances had not generally been applied as many factors needed to be taken into consideration when determining whether the impact of a proposal was acceptable, not just distance. There were separation guidelines associated with the safety of wind turbines.

Members noted that the SPD highlighted supplementary information that would be necessary to submit with a planning application for any of the technologies covered within the SPD, such as an Environmental Impact Assessment.

Decision made

1. **Approval granted to the draft Renewable and Low Carbon Energy Supplementary Planning Document, for consultation.**
2. **Approval granted that delegated authority be granted to the Executive Member for LDF and Planning to approve minor changes and amendments prior to the consultation.**

Reason(s) for decision

To ensure that guidance is produced to provide advice on how the climate change and renewable and low carbon energy scheme policies as set out in the Core Strategy are to be implemented.

Alternative option(s) considered and rejected

None.

14.EC.24 PERMISSION TO CONSULT ON THE REFRESHED PRIVATE SECTOR HOUSING ASSISTANCE POLICY

The Executive Member for Homes and Business presented a report which sought to consult on the refreshed draft Private Sector Assistance Policy.

Disabled Facilities Grants (DFGs) remained a statutory duty to provide for qualifying customers to enable them to live independently in their current homes. The refreshed policy now also looked at how applications from all tenures were prioritised, the relationship with Registered Providers, and had more detail on the role of Lancashire County Council. Service standards, conditions and eligibility for DFGs were also covered.

Following the withdrawal of Regional Housing Pot money, the Council was no longer able to offer the Energy Efficiency Assistance scheme or the Minor Repairs Assistance grant. However, the Council carried out an enabling, assistance and signposting role to connect customers up to new and existing schemes both nationally and locally which could improve the energy efficiency or general condition of their homes.

The refreshed policy was planned to last for a year, April 2014 to March 2015, after which it would be reviewed. National and local policy and budgets were currently subject to change beyond March 2015. The Council were monitoring these impending

changes, seeking to influence where possible, to ensure Chorley was not disadvantaged.

It was noted that an Overview and Scrutiny inquiry was ongoing into the delivery of DFGs at Lancashire County Council.

Information in relation to housing standards and fuel poverty would be included within the Policy as context prior to publication. Information was sought on whether there would be people in adapted social rented properties who would be affected by the Under Occupancy (Spare Room Subsidy) Regulations and if so how was this being addressed. It was confirmed that those tenants would be eligible to apply for Discretionary Housing Payments (DHP) if they were struggling to maintain the tenancy. Information on the number of applicants in adapted social rent properties would be forwarded to Councillor Leadbetter.

Decision made

1. **Approval granted to publish the draft Private Sector Housing Assistance Policy for consultation 28 February to 19 March 2014 so it may be adopted in time for the 2014/15 financial year.**
2. **Approval granted that any minor changes to the draft policy following the consultation can be approved by the delegated authority of the Executive Member for Homes and Business in consultation with the Director of Partnerships, Planning and Policy. Any significant changes to be brought back to the Executive Cabinet.**

Reason(s) for decision

Due to national and local policy changes it has become necessary to have a renewed strategy and the document requires to be consulted on before it can be adopted. The refreshed draft policy reflects the current services on offer which have changed since the 2012-14 version due to national legislation and funding changes.

Alternative option(s) considered and rejected

Due to changes in national and local policy not refreshing the policy was considered inappropriate.

14.EC.25 EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED – To exclude the press and public for the following items of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Schedule 12A to the Local Government Act 1972.

14.EC.26 APPROVAL FOR THE CONTRACT AWARD FOR RESURFACING OF THREE TOWN CENTRE CAR PARKS

The Executive Member for Resources, Policy and Performance presented a report which sought approval to award the contract for resurfacing and improvements to the Portland Street and Flat Iron car parks. The report also sought approval to award the contract for tarmacing the Fleet Street “free” car park behind the former McDonald’s site to become a pay and display car park (an additional 70 spaces) with a small number of free spaces.

Once the recommendations for contract award were approved discussions would start with the contractor to agree a suitable programme of work. Work would not take place on Portland Street and the Flat Iron at the same time and the Tuesday market would remain on the Flat Iron.

Once an initial programme had been agreed the Town team, which includes local businesses and traders, would be informed. Although there would be some disruption

to the car parks whilst this work takes place it was necessary to improve standards and should result in a long term boost to the town centre.

Decision made

1. **Approval granted to the award of the contract for the resurfacing of Portland Street and Flat Iron car parks.**
2. **Approval granted to the award of the contract for the tarmacing of the Fleet Street “free” car park behind the former McDonald’s site and improvements to the Fleet Street short stay car park.**

Reason(s) for decision

Under the Council’s Contract Procedure Rules approval by the Executive Cabinet of contract award for tenders greater than £ 75,000 in value is required.

Alternative option(s) considered and rejected

To not agree contract award procedure and evaluation criteria would fail to comply with the Council Procurement rules.

Executive Leader

Executive Cabinet

Minutes of meeting held on Thursday, 20 March 2014

Present: Councillor Alistair Bradley (Executive Leader in the Chair), Councillor Peter Wilson (Deputy Leader of the Council) and Councillors Beverley Murray, Terry Brown, Dennis Edgerley and Adrian Lowe

Also in attendance

Lead Members: Councillors Steve Murfitt, June Molyneaux, Christopher France, Danny Gee and Jean Cronshaw

Other Members: Councillors Eric Bell, Henry Counce, John Dalton, Harold Heaton, Paul Leadbetter, Roy Lees, Marion Lowe, Greg Morgan and John Walker

Officers: Gary Hall (Chief Executive), Jamie Carson (Director of People and Places), Simon Clark (Head of Health, Environment and Neighbourhoods), Kath Knowles (Housing Manager (Strategy)), Sarah James (Partnerships Manager), Victoria Willett (Policy and Partnership Officer), Alex Jackson (Senior Lawyer) and Ruth Rimmington (Democratic and Member Services Officer)

Members of the public: One

14.EC.27 APOLOGIES FOR ABSENCE

No apologies for absence were received.

14.EC.28 MINUTES

RESOLVED - The minutes of the meeting of the Executive Cabinet held on 13 February 2014 be confirmed as a correct record and signed by the Executive Leader.

14.EC.29 DECLARATIONS OF ANY INTERESTS

No Members declared an interest in respect of items on the agenda.

14.EC.30 PUBLIC QUESTIONS

The Executive Leader reported that there had been no requests from members of the public to speak on any of the meeting's agenda items.

14.EC.31 LGA PEER CHALLENGE FEEDBACK

With the agreement of the Chair the items to be presented by the Executive Member for Resources, Policy and Performance were taken first.

The Executive Member for Resources, Policy and Performance presented shared the findings of the LGA peer challenge which took place in January.

The challenge team had been made up of six senior officers and Members from other authorities who carried out a 'health check' around five 'core component areas' and one focus area, which was economic development.

Following initial background research, the peer challenge team met with over 50 officers, Councillors, partners and stakeholders. The findings of the review were set out in a presentation and letter enclosed with the agenda. The letter was extremely positive, identifying strengths in terms of leadership, ambitions, staff culture, performance, partnership working, delivery and more. Also included in the letter were six key suggestions and ideas for consideration.

Members commented that the exercise had been constructive, in particular the positive comments about the engagement of officers and members of the public.

Decision made

That the letter and next steps be noted.

Reason(s) for decision

To support the council's long terms outcome of being an ambitious council that continually strives to improve.

Alternative option(s) considered and rejected

None.

14.EC.32 LEGAL RESTRUCTURE

The Executive Member for Resources, Policy and Performance presented a report which sought the authority to restructure the Legal Services Team.

The restructure had been prompted because one of the senior solicitors had gained a promotion at another authority. This, along with the qualification of the two paralegals presented an opportunity to make the legal service more robust.

The proposal provided greater resilience to the team increasing the number of solicitors to three. The provision of a team leader role with responsibilities for day to day staffing issues provided an immediate "in-room" management presence and support, as well as providing a more incrementally progressive structure. The retention of a paralegal post provided an opportunity to further develop an employee as had been the case within the team previously.

Decision made

- 1. Approval granted to consult staff on the proposed structure.**
- 2. Delegated authority granted to the Executive Member for Resources, Policy and Performance to receive the consultation responses and subject to their being no opposition agree to the implementation of the new structure.**
- 3. Approval granted that the proposed changes to solicitors implied terms and conditions of employment be agreed.**

Reason(s) for decision

The proposed structure reflects the work being undertaken by members of the team and will provide a resilient legal service to the Council.

Alternative option(s) considered and rejected

To take no action and recruit to the vacant post was rejected as this would not address issues concerning the day to day management of the team, recognise the level of work being required by the paralegals or provide any reward or recognition to the team members.

14.EC.33 REVIEW OF THE MEALS ON WHEELS PILOT

The Executive Member for Resources, Policy and Performance provided the Executive Cabinet with an overview of the findings of the recent evaluation of the Meals on Wheels pilot service. It recommended the way forward and sought approval to undertake a procurement exercise to enable the continuation of the service.

The Meals on Wheels pilot had been implemented as part of a larger piece of work to address social isolation amongst older people in Chorley by connecting communities through food. The project looked to develop a pilot Meals on Wheels service, building on current provision by developing a service that not only delivered hot meals to

people's homes, but also provided some extra support and safety checks, along with a level of company and social interaction. The service was targeted at the more vulnerable members of the community who needed more support and were most at risk of becoming socially isolated.

Overall, the service had been very well received and levels of customer satisfaction were high across the board; 100% of customers stated that they were very or fairly satisfied with 78% very satisfied.

Members discussed the subsidised nature of the scheme and the projected take up of the extended scheme.

Members noted that whilst this type of provision would usually fall within the remit of upper tier authority social care provision, there were benefits to the council of supporting this service. It provided the opportunity to engage with a key target population, coordinate local partnership provision and prevent more complex issues with more significant downstream costs for the Council and its partners.

Members agreed that the focus would be good quality food and the quality of the care aspect of the service.

Decision made

1. **Approval to the proposal for the continuation of the Meals on Wheels Service subject to successful completion of the pilot period on the 4 April 2014.**
2. **Approval for the completion of a procurement exercise, the proposed approach and associated evaluation criteria.**
3. **Delegated authority granted to the Executive Member for Resources, Policy and Performance to approve the preferred provider.**

Reason(s) for decision

It is estimated that the overall value of the Meals on Wheels contract over a period of 4 years will be worth more than £100k, therefore it is important, in order to conform to procurement rules and demonstrate transparency that Member approval is obtained.

Alternative option(s) considered and rejected

The alternative option would be to let the pilot run to its conclusion without any consideration of future service provision. This has been rejected on the basis that the pilot has clearly demonstrated a demand and a need for the service with benefits for both the customer, the organisation and wider partners.

Councillor Peter Wilson left the meeting at 6.15.

14.EC.34 REPLACING THE 3 TIER FORUM

The Executive Member for Economic Development and Regeneration presented a report which sought approval to establish pilot arrangements with Lancashire County Council to replace the current 3 Tier Forum.

The 3 Tier Forum was a Lancashire County Council meeting of the seven County Councillors and seven Borough Councillors and one Parish Councillor which was introduced by the County Council in 2011/12, across all districts as a replacement to the Lancashire Locals. At the time, Parish Councils expressed considerable concern that they did not have sufficient representation on the new forum.

In recent months the County Council indicated it wished to review existing 3TF arrangements and had invited views and ideas on alternatives, including looking at different arrangements for different districts. Chorley and Lancaster Councils have been approached to pilot new arrangements and discussions have taken place

between the leadership of both Chorley and Lancashire County Councils and a proposal had now been developed.

Chorley's proposal was to take the best of current successful liaison arrangements with the parish and town councils, build in existing neighbourhood working provision and integrate County Council representation. This minimised duplication and would hopefully ensure full involvement and participation from the three Council tiers.

The new joint body would primarily be a consultative forum and would consider strategic issues which impacted on local communities. Membership would be: all seven County Councillors; the eight Borough Councillors which Chaired the eight Neighbourhood Area meetings; an additional Councillor who represented Chorley town (as a non parished area); and one councillor representative from each of the Parish and Town Councils in the Borough.

Members agreed that one system would not fit all of the Borough's within Lancashire and the importance of questions being received in advance to enable responses to be given to people at the meeting. It was also important that the relevant officers be in attendance at the meeting.

Members supported the aspiration that the pilot would not damage the positive relationship the Council had with the Parishes through the Borough Parish Liaison, and noted that there was still the option to call a meeting of the Borough Parish Liaison.

Decision made

1. **Approval granted to the proposed pilot arrangements with Lancashire County Council to replace the existing Lancashire County Council 3 Tier Forum and Chorley Borough/Parish Council Liaison Meeting with a new body which included all three levels of local government in Chorley, entitled the Chorley 3 Tier Liaison.**
2. **Approval granted that the terms of reference and procedural details for this new body be as set out in Appendix 1 to the report.**
3. **Approval granted that, subject to Lancashire County Council also agreeing this proposal at their Cabinet meeting on 8 May 2014, full Council be asked to agree the necessary Constitutional changes to replace the Borough Parish Liaison with the new joint arrangements and Annual Council in June 2014 be asked to appoint Members to the new body.**
4. **Should Lancashire County Council, in considering this proposal at their Cabinet meeting in May, make comment or disagree with any element of these proposals then the Executive Leader, in consultation with the Chief Executive be given delegated authority to discuss and resolve matters with the County Council and report back.**

Reason(s) for decision

This proposal aims to allow meaningful consultation and discussion about strategic issues across the full three tiers of local government. It builds LCC inclusion and involvement into a successful existing borough parish liaison meeting in Chorley.

Alternative option(s) considered and rejected

Discussions have taken place with Lancashire County Council on alternative options and this appears to best meet the requirements and resources available at both Councils to support meetings.

14.EC.35 NEIGHBOURHOOD PRIORITIES

The Executive Member for Places updated Members on the delivery of the 24 neighbourhood priorities in 2013/14 and sought approval for the new 24 neighbourhood priorities to be delivered in 2014/15.

Of the original twenty four priorities twenty one had been delivered to the satisfaction of the neighbourhood area meetings held in January/February 2014.

Neighbourhood Areas had been invited to submit three key priorities or actions for their areas during the round of neighbourhood area meetings in January/February 2014 and Councillor Lowe thanked those people who had submitted priorities. The Neighbourhood Area meetings had determined a total of 24 priorities across the eight neighbourhood areas.

Members discussed the budget allocation for the priorities. The budget had not been exceeded and all priorities had an evidence of need. There was an aspiration that partners would contribute to the delivery of the priorities.

Participation at the neighbourhood meetings had continued to ensure engagement with parish councils, county council members and registered social landlords as well as Ward Councillors.

Decision made

1. **Approval granted to the 24 priorities and actions identified through the recent round of Neighbourhood Area meetings and for delivery in 2014/15 as listed in Appendix 1 to this report.**
2. **The successful delivery of neighbourhood priorities in 2013/14 as listed in Appendix 2 to the report be noted.**

Reason(s) for decision

To progress the priorities determined by the neighbourhood area representatives for the benefit of the communities within their respective neighbourhood areas during 2014/15.

Alternative option(s) considered and rejected

None.

14.EC.36 EXCLUSION OF THE PUBLIC AND PRESS

RESOLVED – To exclude the press and public for the following items of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Schedule 12A to the Local Government Act 1972.

14.EC.37 KEY PARTNERSHIPS MONITORING REPORT

The Executive Member for Economic Development and Governance presented a confidential report updating Members on the performance of the council's key partnership arrangements.

The key partnerships performance report had been produced in accordance with the requirements of the council's key partnerships framework. It informed Members of the performance of the council's key partnerships against targets set for the current year, any emerging issues including whether the contract was on budget or subject to any overspend or underspend of budget. It also gave an assessment of the key partner's financial strength and stability.

Overall performance of all of the key partnerships was generally strong and the financial assessments of the partnerships were positive, with the financial standing of all key partnerships either remaining the same or improving.

Decision made

That the letter be noted.

Reason(s) for decision

To ensure effective monitoring of the council's key partnerships.

Alternative option(s) considered and rejected

No alternative options considered.

14.EC.38 PROPERTY SERVICES CONTRACT

The Executive Member for Economic Development and Governance presented a confidential report which informed Members of an additional proposal from Liberata to extend the current Property Services Contract for a period of 3 years

Decision made

To reject the proposal and continue with bringing the property service back in house.

Reason(s) for decision

1. If recommendation (a) is accepted this will provide the budgeted savings sought by the Council and provide a continuity of service provision with Liberata.
2. If recommendation (b) is accepted the proposed savings whilst within those budgeted by the Council do not overcome the benefits of bringing the service in house.

Alternative option(s) considered and rejected

None.

14.EC.39 VCFS COMMISSIONING 2014 – APPROVAL OF PROVIDERS

The Executive Member for People presented a confidential report requesting approval for the providers for the contracts procured through the VCFS commissioning process (replacement of core funding).

Decision made

1. **Approval granted to the providers at paragraph 14 and officers to develop contracts for 2014/15 with the options to extend on an annual basis for up to three years.**
2. **Approval granted to grant delegated power to the Executive Member for Resources, Policy and Performance and the Executive Member for People to approve the provider for the arts and employability programme for young people following the completion of the commissioning process.**

Reason(s) for decision

The recommendations are based on an open and competitive procurement process, and need to be accepted to ensure that contracts can be signed and services can be delivered to support Chorley's communities.

Alternative option(s) considered and rejected

Not to present any recommended providers.

14.EC.40 COTSWOLD SUPPORTED HOUSING: PHASE 5 OF THE CAPITAL INVESTMENT PROGRAMME - APPROVAL TO ACCEPT THE SUCCESSFUL TENDER AND PROCEED

The Executive Member for Homes and Business presented a confidential report which sought approval to proceed to appoint the contractor P.J. Services to carry out phase 5 of the investment works at Cotswold Supported Housing.

Members agreed it would be positive step to write to firms within Chorley to encourage them to register on the Chest.

Decision made

Approval granted to the appointment of P.J. Services who submitted the best value tender.

Reason(s) for decision

The tender submitted by P.J. Services represents the best value on the basis of both cost and quality.

Alternative option(s) considered and rejected

The only other option considered was to do nothing. This option was not progressed as it is important that this work is done to improve the overall accommodation for both customers and staff and to reinstate the 25th flat to ensure compliance with Supporting People requirements and the contract with them.

Executive Leader

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Chorley Council –Notice of Executive decisions

1. This document gives 28 days notice of ‘key’ and other major decisions which the Executive Cabinet and Executive Members expect to take. The document is updated as required and is available to the public on the Council’s website at www.chorley.gov.uk or from the Town Hall, Market Street, Chorley, PR7 1DP.
2. A ‘Key’ Decision is defined as:
 - a) A, Any executive decision which is likely to result in the Council incurring significant expenditure or the making of savings where there is:
 - a change in service provision that impacts upon the service revenue budget by £100,000 or more; or
 - a contract worth £100,000 or more; or
 - a new or unprogrammed capital scheme of £100,000 or more.
 - b) Any executive decision which will have a significant impact in environmental, physical, social or economic terms on communities living or working in two or more electoral wards. This includes any plans or strategies which are not within the meaning of the Council’s Policy Framework set out in Article 4 of the Council’s Constitution.
 - c) Under the Access to Information Procedure Rules set out in the Council’s Constitution, a ‘Key’ Decision may not be taken, unless 28 days notice have been given in this document;
 - d) The law and the Council’s Constitution provide for urgent key decisions to be made, even though they have not been included in this document in accordance with General Exception and Special Urgency provisions.
3. The Executive Cabinet is made up of the Executive Leader, Deputy Leader and four Executive Members with the following portfolios:

Executive Leader and Executive Member (Economic Development and Governance)	Councillor Alistair Bradley
Deputy Executive Leader and Executive Member (Resources, Policy and Performance)	Councillor Peter Wilson
Executive Member (People)	Councillor Beverley Murray
Executive Member (Homes and Business)	Councillor Terry Brown
Executive Member (LDF and Planning)	Councillor Dennis Edgerley
Executive Member (Places)	Councillor Adrian Lowe
4. Copies of the Council’s Constitution and agenda and minutes for all meetings of the Council may be accessed on the Council’s website: www.chorley.gov.uk. If there are any queries, including objections to items being considered in private, please contact the Council on 01257 515151 or email contact@chorley.gov.uk.

Gary Hall, Chief Executive

Last updated: 28 March 2014

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
June							
Final Report of the Overview and Scrutiny Task Group - Select Move	Executive Cabinet			26 Jun 2014	No	Details can be found here: https://democracy.chorley.gov.uk/ieListMeetings.aspx?CId=709&Year=0	Report of the Director of Partnerships, Planning and Policy
Revenue and Capital Budget Monitoring 2013/14 Report Four	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	A new or unprogrammed capital scheme of £100,000 or more	26 Jun 2014	No	Details can be found here: https://democracy.chorley.gov.uk/mgIssueHistoryHome.aspx?IId=30775	Report of the Chief Executive
Chorley Council Performance Monitoring Quarter Four 2013/14	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		26 Jun 2014	No	Details can be found here: https://democracy.chorley.gov.uk/mgIssueHistoryHome.aspx?IId=30500	Report of the Chief Executive

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Chorley Partnership Performance Monitoring Quarter Four 2013/14	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		26 Jun 2014	No	Details can be found here: https://democracy.chorley.gov.uk/mgIssueHistoryHome.aspx?IId=30501	Report of the Chief Executive
Central Lancashire Biodiversity and Nature Conservation Supplementary Planning Document	Executive Cabinet	Executive Member (LDF and Planning)	A significant impact in environmental, physical, social or economic terms on communities living or	26 Jun 2014	No	The National Planning Policy Framework, March 2012: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6077/2116950.pdf	Report of the Director of Partnerships, Planning and Policy
Lancashire County Council policy for payments to waste collection authorities	Executive Cabinet	Executive Member (Places)	A significant impact in environmental, physical, social or economic terms on communities living or	26 Jun 2014	Paragraph 3: information relating to the financial or business affairs of any particular person including the authority holding that information	No	Report of the Director of People and Places

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Future meetings							
Chorley Council Performance Monitoring Quarter One 2014/15	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		28 Aug 2014	No	The previous report will be posted here	Report of the Chief Executive
Chorley Partnership Performance Monitoring Quarter One 2014/15	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		28 Aug 2014	No	The previous report will be posted here	Report of the Chief Executive
Revenue and Capital Budget Monitoring 2014/15 Report One	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	A new or unprogrammed capital scheme of £100,000 or more	20 Nov 2014	No	The previous report will be posted here	Report of the Chief Executive

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Chorley Council Performance Monitoring Quarter Two 2014/15	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		20 Nov 2014	No	The previous report will be posted here	Report of the Chief Executive
Chorley Partnership Performance Monitoring Quarter Two 2014/15	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		20 Nov 2014	No	The previous report will be posted here	Report of the Chief Executive
Revenue and Capital Budget Monitoring 2014/15 Report Two	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	A new or unprogrammed capital scheme of £100,000 or more	12 Feb 2015	No	The previous report will be posted here	Report of the Chief Executive

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Chorley Council Performance Monitoring Quarter Three 2014/15	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		26 Mar 2015	No	The previous report will be posted here	Report of the Chief Executive
Chorley Partnership Performance Monitoring Quarter Three 2014/15	Executive Cabinet	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		26 Mar 2015	No	The previous report will be posted here	Report of the Chief Executive

Future meetings of the Executive Cabinet where there is an intention to hold part of a meeting in private: 26 June 2014, 28 August 2014, 23 October 2014, 20 November 2014, 22 January 2015, 12 February 2015 and 26 March

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Executive Member Decisions							
Town Centre Grants Package, Shop Front Improvement Grant/Shop Floor Refurbishment Grant/Business Rate Subsidy: Sparkle Accessories, 8 Chapel Street	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		June 2013	Yes, paragraph 3 (information relating to the financial or business affairs of any particular person including the authority holding that information)	Details can be found here: http://democracy.chorley.gov.uk/ielIssueDetails.aspx?Id=28298&Opt=3 http://democracy.chorley.gov.uk/ielIssueDetails.aspx?Id=28298&Opt=3	Report of the Director of Partnerships, Planning and Policy
Fuel Procurement	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	A contract worth £100,000 or more	January 2014	Para 3	No	Report of the Director of People and Places

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Town Centre Shop Front Improvement Grant: B&M Holdings, 9-11 Cheapside	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		March 2014	Paragraph 3: information relating to the financial or business affairs of any particular person including the authority holding that information	Details can be found here: https://democracy.chorley.gov.uk/ielIssueDetails.aspx?IId=28298&Opt=3	Report of the Director of Partnerships, Planning and Policy
Town Centre Shop Front Improvement Grant: Star Business Solutions NW Ltd, 73 Bolton Street	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		March 2014	Paragraph 3: information relating to the financial or business affairs of any particular person including the authority holding that information	Details can be found here: https://democracy.chorley.gov.uk/ielIssueDetails.aspx?IId=28298&Opt=3	Report of the Chief Executive

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Corporate Debt Management and Recovery Policy	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		April 2014	Paragraph 3: information relating to the financial or business affairs of any particular person including the authority holding that information	No	Report of the Chief Executive
Town Centre Shop Front Improvement Grant: The Sun Salon, 71 Bolton Street	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		April 2014	Paragraph 3: information relating to the financial or business affairs of any particular person including the authority holding that information	Details can be found here: https://democracy.chorley.gov.uk/ielIssueDetails.aspx?IId=28298&Opt=3	Report of the Director of Partnerships, Planning and Policy

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Town Centre Shop Front Improvement Grant: Stills Decorators, 8 Pall Mall	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)	Deputy Executive Leader, Executive Member (Resources, Policy and Performance)		25 Apr 2014	Paragraph 3: information relating to the financial or business affairs of any particular person including the authority holding that information	Details can be found here: https://democracy.chorley.gov.uk/ielIssueDetails.aspx?IId=28298&Opt=3	Report of the Director of Partnerships, Planning and Policy
Scrap Metal Dealers Act 2013	Executive Member (Places)	Executive Member (Places)		February 2014	Para 1: Information relating to any individual.	No	Report of the Director of People and Places

Details of the Decision to be taken	Decision to be taken by	Relevant Portfolio Holder	Reason the decision is key	Earliest Date decision can be taken	Will the public be excluded?	Are there any background papers?	Documents to be considered by Decision taker
Authority be delegated to the Executive Member for LDF and Planning to approve minor changes and amendments to the Renewable and Low Carbon Energy Supplementary Planning Document prior to the consultation	Executive Member (LDF and Planning)	Executive Member (LDF and Planning)		February 2014	No	Details can be found here: https://democracy.chorley.gov.uk/mgIssueHistoryHome.aspx?IId=33166	Report of the Director of Partnerships, Planning and Policy

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Report of the Overview and Scrutiny Task Group – Select Move April 2014



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1. PREFACE

The Scrutiny inquiry into the Select Move Choice Based Lettings scheme was requested by Members of Chorley Council after concern was raised about the accessibility & user- friendliness of Select Move and also the perception that people from outside the sub region and without local connection were accessing properties in Chorley.

The scrutiny examined in detail how the scheme operates, exploring the profile of customers who use it. This included looking at how often customers use it and accessing their views about it, the work of the Registered Providers who participate in the scheme. Whether or not there is a consistency of approach was reviewed in particular.

The task group engaged with both partners and customers to ensure that all perspectives were considered and to ensure the scrutiny was balanced.

The findings were mainly positive and Select Move was demonstrated to be a fit-for-purpose, effective way for a number of partners over a sub-regional footprint, to work collaboratively to allocate social housing.

Notwithstanding the above, there are some important improvements which can be made to the scheme, including ensuring necessary safeguards for those who are not equipped to access digital services.

I would like to thank the Task Group Members for their deliberations, the officers and the external representatives and the residents of Chorley who made a contribution to this report. The representations we received have proved invaluable and enabled us to produce a set of recommendation that we feel will improve the present procedures and policies to better serve our residents of Chorley.



Councillor Graham Dunn (Chair)

2. EXECUTIVE SUMMARY

The Overview and Scrutiny Committee asked the Task Group to undertake a scrutiny inquiry to look at the Select Move Choice Based Lettings scheme, of which the Council is a member, alongside 9 Registered Providers of social housing (hereafter referred to as RPs). The Select Move scheme is the method by which social housing in Chorley (in addition to Preston and South Ribble) is allocated.

Objectives

To investigate and evidence whether Select Move is meeting the needs to the satisfaction of the applicants, by reviewing

- 1) The application processes
- 2) The allocation processes
- 3) The standard of allocated properties

Desired Outcomes

- 1) To secure a choice- based lettings service that meets the needs of Chorley residents.
- 2) To identify areas of improvement on condition of property at handover.
- 3) To reduce waiting times and lists.

Members were keen to ensure that all seven equality and diversity strands were fully taken into consideration throughout the review and were keen to work effectively in partnership with the Registered Providers to facilitate any improvements across the board.

Task Group Membership

Councillor Graham Dunn (Chair)
Councillor Hasina Khan (Vice Chair)
Councillor Alison Hansford
Councillor Steve Holgate
Councillor Paul Leadbetter
Councillor June Molyneaux
Councillor Steve Murfitt
Councillor Paul Walmsley

Officer Support:

Lead Officers

Lesley-Ann Fenton, Director Partnerships, Planning and Policy
Zoë Whiteside, Head of Housing

Support Officers:

Michael Coogan, Principal Strategic Housing Officer
Stuart Dewhurst, Housing Team Leader (Options)

Democratic Services

Dianne Scambler Democratic and Member Services Officer

Meetings

The meeting papers of the Group can be found on the Council's website www.chorley.gov.uk/scrutiny. This includes the inquiry project outline and other relevant information on policy and procedures.

Contribution of Evidence

The Task Group would like to thank all those who have provided evidence and contributed to the Inquiry. Section 4 contains the details of those involved

3. LIST OF RECOMMENDATIONS

The Executive Cabinet is asked to consider the following recommendations:

1. That there continues to be regular monitoring by the Council of the level of net migration into Chorley, including periodic reporting to the Overview & Scrutiny Committee, to ensure the new policy achieves the overall aims of prioritising Chorley properties for those with a connection to the borough, and migration does not exceed 10%.
2. That each Registered Provider review their processes for handing over properties at relet stage, including both recording the time taken to prepare a property ready for a let and also the level of assistance for new tenants. That all RPs look raise their offer to the same standard across all providers
3. That each Registered Provider review the provision for a decoration allowance for new tenants and review its level, increasing it to ensure it where necessary to ensure it is sufficient.
4. That the partnership consider the provision of surgeries or drop in sessions for customers to allow face to face support and demonstrations of how to perform certain tasks on the Select Move system.
5. That any provision for surgeries or drop-in include the rural areas and are promoted to ensure that older people are aware of them and able to attend.
6. That the partnership considers undertaking a process of proactive marketing to those who are not bidding regularly and offer to provide assistance. This should include promotion of any drop- in sessions, mailing out of the newsletter and assisting bidding on properties by proxy.
7. That the Registered Providers within the partnership are encouraged to provide more details in their property adverts, including detail of any specific local connection provisions (for example in rural villages) and also the provision of photographs on the majority of adverts.
8. That the partners continue to work collaboratively to develop a database of adapted properties which will ensure that when an adapted property becomes available, it can be advertised with all of the relevant information to ensure it is appropriately allocated.
9. That the Registered Providers within the partnership endeavour to include any properties which are to be direct matched, on the Select Move system, clearly specifying it is not available for other applicants, in order to enhance transparency and integrity in the scheme.
10. That the partnership lobbies Abritas to implement the new system upgrade in order to improve the customer interface.

11. That the partnership ensures that any affordability policies or tests are consistent across RPs and that these policies do not wholly exclude groups of customers.
12. That the partnership ensures that as part of any affordability policy, there are provisions available which will help customers to improve their circumstances in order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers.
13. That the Council continues to work with Registered Providers in order to enable new affordable housing of the right type and tenure is available so local housing need is met.
14. That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based,
15. That the partnership recognise the importance of treating social housing customers with dignity and respect and that customer service standards are of utmost priority

4. BACKGROUND AND CONTEXT

Local authorities have a legal responsibility to ensure social housing is allocated to people in greatest need and these duties exist regardless of whether or not they still own social housing stock. For those authorities where a large scale voluntary stock transfer (LSVT) has taken place, and this applies to Chorley, the duties include assessing customers for social housing and ensuring that the legally defined categories of those in most need, namely 'reasonable preference categories' are given sufficient priority.

Select Move is a Choice Based Lettings Partnership that replaced traditional waiting list systems whereby each Registered Provider and local authority held its own waiting list and associated Allocations Policy and customers would have to apply to each one, in order to be considered for housing. Choice Based Lettings allocation systems were introduced towards the end of the last decade and were very much promoted nationally as good practice, enabling customers to have a choice of home and also ensuring transparency in the process of social housing allocation.

Chorley Council became a partner to the Select Move partnership in 2011 and prior to that date; a manual system of allocations was in place, which comprised a points-based policy, with customers being offered a property by officers as they moved to the top of the waiting list. There were penalties for customers who refused the offer of a property without justification.

Select Move is very much a partnership approach, based on the premise that all partners share the same Allocations Policy, same procedures and processes for assessing housing applications and jointly procure and manage the software necessary to administer the system. The partners share the costs of the software and work collaboratively to agree any system configurations and policy and procedural matters.

The Select Move system is a computer software product (provided by Abris Software) and customers predominantly access the system via the internet, with applications, bidding and correspondence between provider and customer taking place digitally.

Applications can also be made in hard copy, telephone or face-to-face. Support and advice is available. Applications are assessed in accordance with a published Select Move Allocations Policy and supporting evidence must be provided in order for officers to accurately make an assessment of their housing need. There is also a smart phone version of the site available.

The Allocations Policy sets out how applications will be assessed and each application is prioritised into a band. There are five bands, from band A to E and briefly these include the following categories (please see policy document for full details):

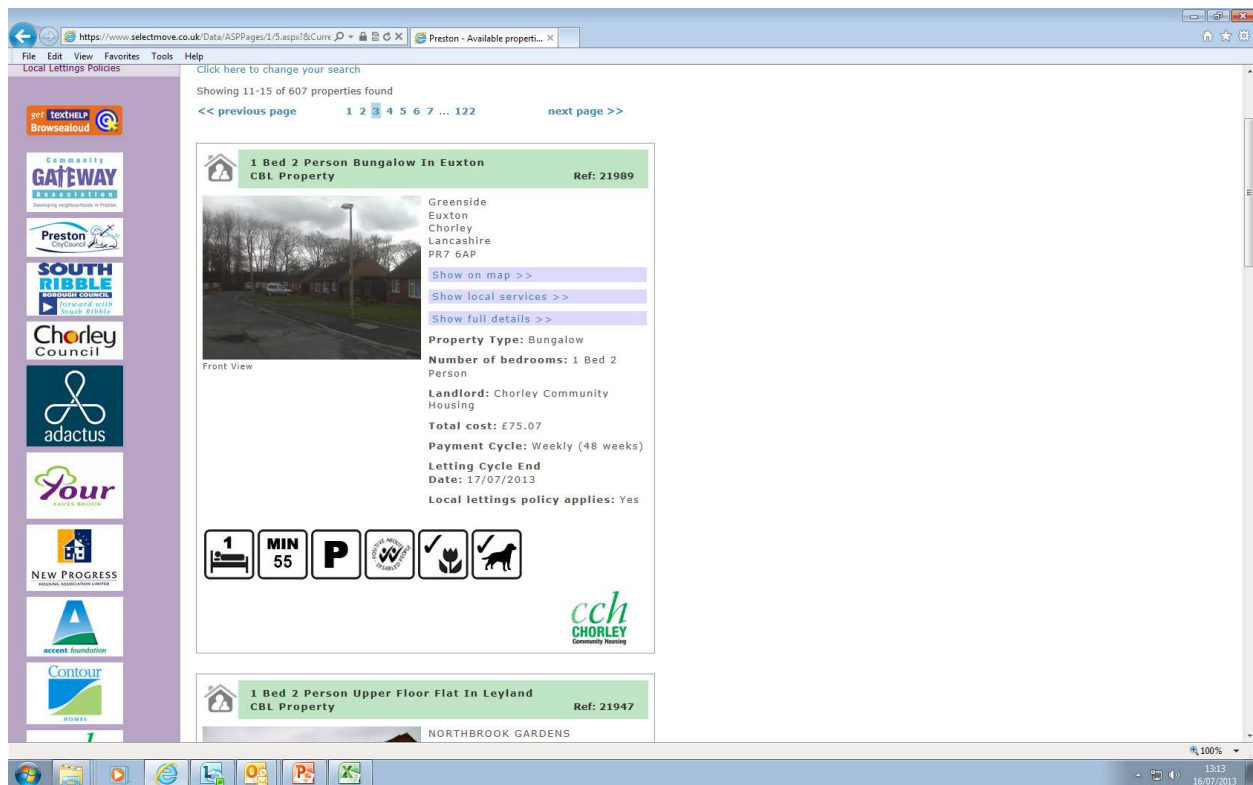
Banding Criteria

Band	Overview of qualifying criteria
A	Medical/Welfare grounds-immediate life threatening condition which is seriously affected by the condition of the current housing Hospital discharge /or to prevent hospital admission (e.g. elderly) Protection of vulnerable adults or children Care leavers Release adapted properties Exceptional need to move (e.g. domestic abuse) Statutory overcrowded Private sector with category one hazard (HHSRS) Leaving supported accommodation and ready for independent living
B	Statutory homeless Under occupying by two bedrooms or more Overcrowded by 2 bedrooms or more Medical grounds- urgent need to move Need to give or receive essential long term care Homeless prevention
C	Entitled to reasonable preference due to non-priority homeless, intentionally homeless or otherwise homeless Need to move due to hardship Applicant without ground level access or in upper floor accommodation with one child under age of 10 years, including pregnancy. Accommodation lacks basic facilities
D	An applicant employed or undertaking training Positive community contribution Need to give or receive support Under occupying and likely to face hardship Over occupying by 1 bedroom
E	No housing need i.e. customers that do not qualify for additional preference but would like to move to alternative accommodation

Select Move is a web- based system and properties which are available are advertised each week by the Registered Providers on the website, with information about property₉

type size and location with photographs being shown (though often they are not added). Applicants express their interest by placing 'bids' using their unique account, rather than waiting to be allocated a property. A shortlist of interested applicants is then created and the Registered Provider which manages that particular property then reviews the shortlist and allocates the property to the most appropriate applicant according to the policy. The scheme promotes choice and sustainable communities since tenants are more likely to stay in a property that they have chosen themselves. Available properties are advertised for a particular band, based on a quota which is published in the policy. The quotas for bands A-E are 40%, 30%, 20%, 10% and 0% respectively.

The figure below illustrates the customer view when looking at Select Move.



The current partnership consists of the three central Lancashire authorities of Chorley, Preston and South Ribble along with nine Registered Providers that collectively have stock across the three boroughs.

The partners are governed by a Steering Group that is responsible for the strategic overview of the scheme, with senior representatives from all of the partner organisations attending. An Operational Group also exists and meets regularly to discuss day to day matters and specific issues or casework.

The Task Group was established to investigate the impact of the Select Move scheme for customers, considering if it meets our customer needs and expectations, how the

scheme operates and how policy is applied. The Task Group also considered what improvements could be identified which would further enhance the scheme. Some concerns had been raised about issues of inward migration to Chorley of those without a local connection to Chorley, particularly given the volume and availability of new build accommodation in Chorley as a result of the affordable housing programme.

The social sector in Chorley represents 13% of the total stock, which is approximately 6200 homes in total.

The largest stockholding Registered Provider is Chorley Community Housing (CCH) with 52% of the total stock or 3,200 units. Places for People are the second biggest, with 36 % or 2,200 units.

During the course of this scrutiny exercise, the Select Move Allocations Policy was reviewed and refreshed, partly in response to the Localism agenda and the new statutory guidance issued regarding the allocation of social housing. However, one key driver for reviewing the policy was the need to ensure local connection was a priority factor for customers and Chorley Council were strong advocates of this, particularly given the scale of the affordable programme in the Borough and the demand these properties generated.

The revised policy was ratified by all the partners respective Executive Cabinets and Boards and was implemented in February 2014. Part of this process required all customers on the housing register to complete a short review form and for local connection information to be verified. This exercise has essentially cleansed the housing register and has resulted in a reduction in the overall number of customers registered on Select Move. However the exercise is not yet complete and once it is, there are indications that it will reduce the total number of applicants currently on the housing register.

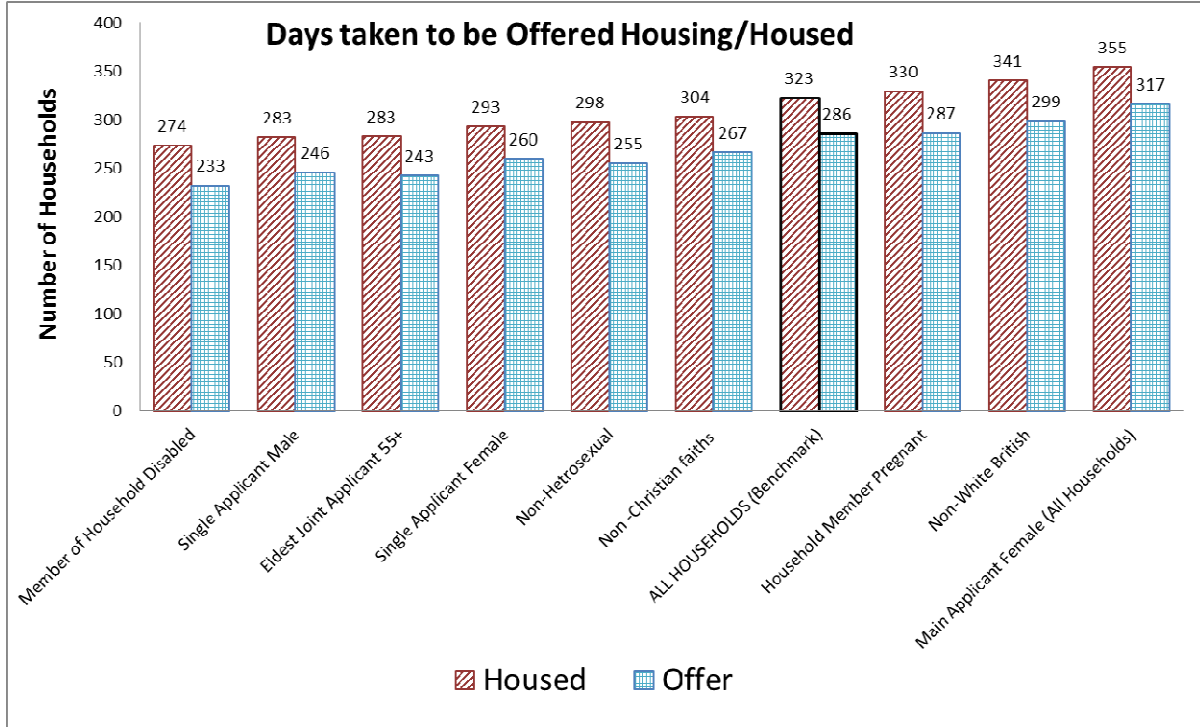
The current housing register breakdown for customers living in Chorley is:

	Band A	Band B	Band C	Band D	Band E	Total
Bedroom Need						
1 bed	14	75	60	126	335	610
2 bed	5	14	40	141	173	373
3 bed	2	7	10	44	42	105
4 bed	0	4	5	13	18	40
Total	21	100	115	324	568	1,128

The total number on the housing register is currently 1128. This figure includes all the applications currently held by all the partners (i.e. including those held by both the Council and also all of the RPs). As of the 14th February 2014, 54% of the customers on the register had completed the review process and as part of that, had their local connection verified. Chorley Council has completed all of its applications, resulting in a 67% reduction of applicants on the register. Whilst it is expected that a majority of these customers will have a local connection to Chorley, there remains some work to be done by RPs to complete this exercise and this is being undertaken at the time of writing.

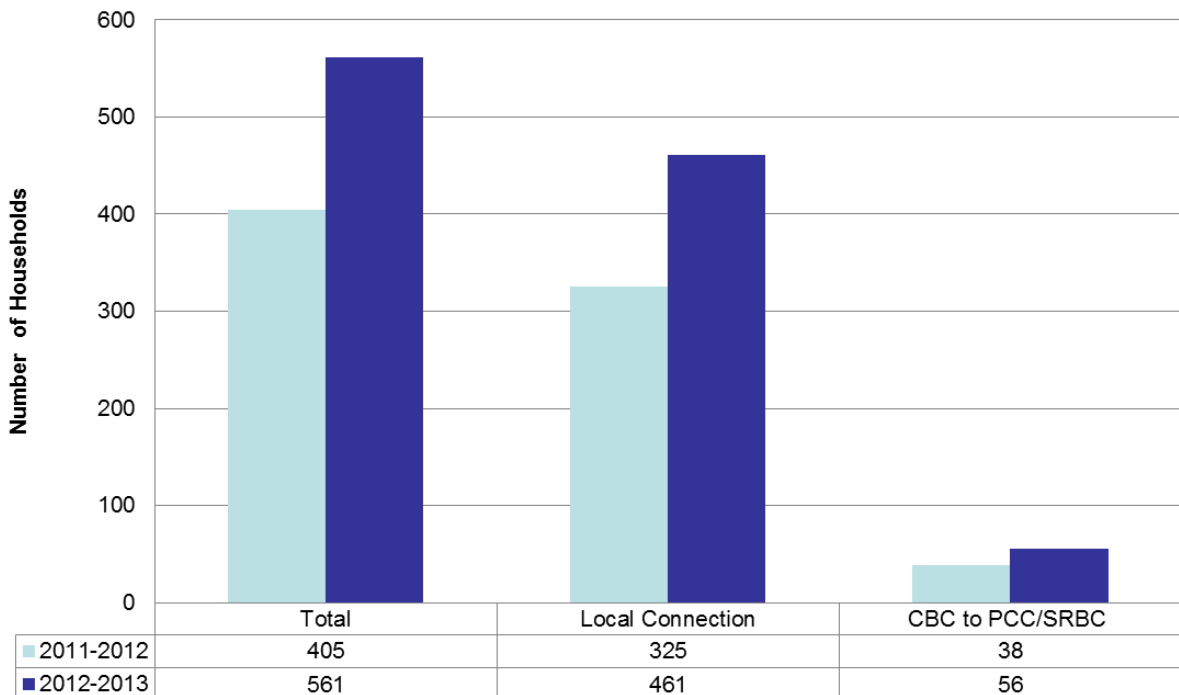
Days on Select Move before Housed

The Task Group was interested in finding out more about the length of time customers wait to be allocated a property. The figure below shows the number of days waited by customer profile and overall these figures are considered to be reasonable, given the size of the register and the relative size of the social rented stock in Chorley.



Chorley Select Move Lets

This table below illustrates the number of lets made in the past two years and illustrates the decline in net migration to Chorley of those without a local connection to the borough. Net inward migration was confirmed as 10.4% in 11/12 and 7.8% in 12/13. It was thus falling even before recent further changes in policy to ensure local connection.



5. METHOD OF INVESTIGATION

The Group were provided with three presentations from the following officers:

Michael Coogan, Principal Strategic Housing Officer
Stuart Dewhurst, Housing Team Leader (Options)
Zoe Whiteside, Head of Housing

An overview of the Select move system, what Choice based lettings is and how it works.

Statistical information requested by members, including bidding behaviour, customer profiles and inward migration.

The findings of the Select Move Customer survey.

The evidence considered included statistical breakdown of those people registered on the Select Move lettings scheme, including information about those with the following characteristics:

- Ethnic origin of household
- Faith of main applicant
- Sexuality of main applicant
- Gender of Main & Sole Applicant
- Rural Households
- Ages of Oldest Joint applicant By Household size
- Member of the Household Pregnant
- Member of Household has Disability

Information was provided as to who has been on Select Move the longest and analysis of bidding history and analysis of bidding activity was provided.

Analysis of the total number of lettings made prior to the introduction of Select Move in comparison to after Select Move was implemented.

The levels of migration were also reviewed, including the percentage of net migration (i.e. the inward migration of customers securing property in Chorley without a local connection to Chorley minus those with a local connection moving outwards to Preston or South Ribble).

The RT Hon Lindsay Hoyle MP for Chorley

Lindsay Hoyle MP provided written evidence to the Task Group, drawing on his contacts with his constituents.

Registered Providers

The five Registered Providers with the largest stockholding in Chorley were invited to attend to meet with members from the Task Group on 7 November 2013. The following representatives attended:

Richard Houghton	Chorley Community Housing
Rachel Page	New Progress Housing Association
Steven Amos	Places for People Housing Association
Vicky Young	Contour Housing Association

Apologies were received from Paul Spencer, Housing Manager North West, Accent Housing Group.

The Registered Providers were provided with an overview of the aims of the overview and scrutiny review in addition to a number of questions in advance. This was to enable the Registered Providers to prepare and also stimulate debate at the meeting. The questions explored:

- provision for front line service for Select Move customers,
- what steps they were taking to improve the customer experience,
- processes and procedures regarding undertaking pre letting assessments and skipping of customers on the shortlists,
- measures being put in place to respond to under occupancy,
- what steps are taken before letting to ensure properties are let a good standard.

Resident Representations: Customer Survey

A Customer Satisfaction survey was undertaken in order to obtain feedback on the processes relating to the Select Move lettings scheme. The survey was posted out, with pre-paid envelopes to 1790 households in Chorley, comprising of 1,442 active applicants and a further 348 customers who had successfully secured a new home using the Select Move system.

The survey questions were devised from discussions at the Task Group meeting and were posted the week commencing 18 November 2013 and the final ones received in January 2014.

The first survey to existing housing applicants generated a return of 16.7% (228 responses) and the second survey to those who had secured housing in the past 6 months generated a return of 18.9% (71 responses).

The survey responses were collated and the findings studied.

Resident Representations: Customer Drop In

In addition to the customer survey, members of the Task Group were keen to meet customers in person, to give them an opportunity to hear from customers about their experiences and concerns, and also any ideas they had about making the service better.

The survey had asked customers if they would be interested to attend a drop in session and subsequently 38 customers indicated they would. Therefore as this was a greater level of interest than anticipation, it was decided to randomly select 50% of the customers to invite to meet the Task Group members, and the remaining 50% were contacted to thank them for their offer of assistance and provide an opportunity to share their thoughts or comments about letters of invitation were sent to these customers and five customers attended.

The drop in session was structured, with two panels of Task Group members established to meet the customers, and each panel supported by an officer. There was also a member of the Housing Options team available to provide individual advice and support to any customers asking specifically about their application. These discussions took place outside of the panels.

The drop-in sessions were very successful and enabled productive and informative discussions between customers and the Task Group members to take place.

6. FINDINGS AND RECOMMENDATIONS

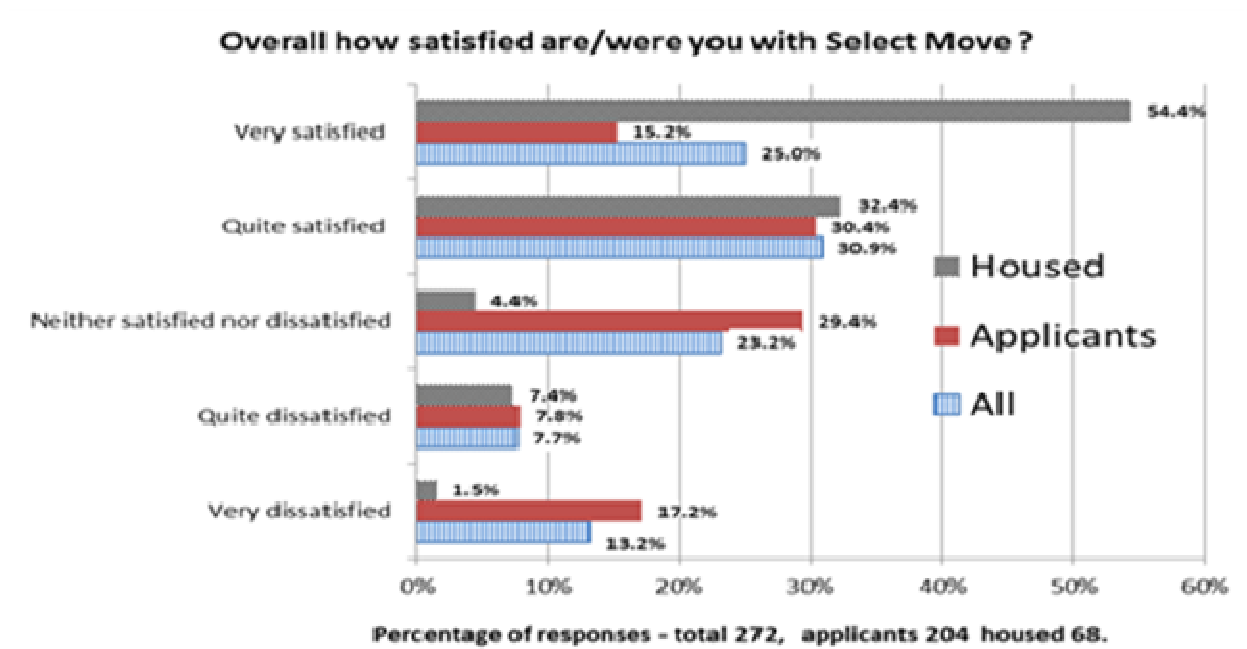
Customer Satisfaction

It was found that overall satisfaction with Select Move was good, with 25% of all customers saying that they were ‘very satisfied’ with the scheme, the figure increasing to 54.4% for those who were successfully housed in the past 6 months.

The majority of customers are satisfied (55.9%) with Select Move and satisfaction in those housed (86.8%) is almost double that of current applicants (45.6%). Over 7 in ten respondents preferred Select Move to the previous system and customers housed were more likely to bid frequently than those on the waiting list, and in total 68.7% of respondents bid at least every month. 70.0% of those housed managed this within a year, with 34.3% being housed within 4 months of applying.

Lack of bidding was partially down to internet access/ability and with a preference for dealing with people, but it is also down to personal choice. There was an overwhelming response to the question we asked customers about returning to the previous system of allocations, with 82.6% saying ‘no’.

During the drop in session, some customers expressed concerns regarding the quality of the customer care they received from staff across the partnership. In particular, the customers we spoke to felt that there was a lack of respect for them and that this was because they were applying for social housing. There was also evidence to suggest that customers had experienced issues with their personal documentation being lost by the provider dealing with their application and that this was distressing and caused delays with their application.



Recommendation

That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based,

Recommendation

That the partnership recognise the importance of treating social housing customers with dignity and respect and that customer service standards are of utmost priority

Moving into a property

The task group examined each of the respective Registered Providers processes for letting a property to a new tenant, including any assistance with decorating materials, choice of finishes when works are being undertaken (such as new kitchens or bathrooms) and generally customers views about the standard of accommodation at relet.

It was found that there were no major concerns about property standard, with 70% of customers satisfied with the condition of their property at letting. However, there was a variation in what Registered Providers offered prospective tenants with regard to decorating material. Where a property is in a bad state, it would nearly always be decorated by the Registered Provider before handover but in the case of some properties needing some redecoration some Registered Providers would give an allowance to new tenants, usually at a level well below the cost of a decent job.

Recommendation: That each Registered Provider review their processes for handing over properties at relet stage, including recording both the time taken to prepare a property ready for a let and also the level of assistance for new tenants. That all Registered Providers will look to raise their offer to the same standard of the best across all providers.

Recommendation: That each Registered Provider reviews the provision for a decoration allowance for new tenants and review its level, increasing it to ensure it where necessary to ensure it is sufficient.

Accessibility of Select Move

Accessibility to the scheme was reviewed and it was concluded that the partnership as a whole needs to be more proactive in supporting customers to develop skills in using computer technology. Whilst 68.4% of respondents found Select Move easy to use, there is a minority who are not bidding regularly and who told us they were unable to bid or access the website.

Of our survey respondents, 42.9% of all respondents said that they bid every week and interestingly, 72.1% of those customers who had been housed in the last 6 months had bid every week. However, there is evidence to suggest that a sizeable proportion of customers on Select Move do not bid regularly, with the survey finding 21% of current applicants had never bid.

It was concluded that customers valued the information presented on the Select Move system and this includes both advert text and also photographs of the available properties. Of our survey respondents, 67.2% stated that a photograph on the advert was 'very important'. It was also found that customers preferred the adverts to state specifically and clearly if that the property was restricted to a particular group or if the property was to be directly matched to a customer.

The survey suggested that a proportion of customers do not use Select Move online, either because they do not have access to a computer (28.3%) or because they do not know how to use a computer (26.7%). Of the customers who responded to the survey, 13.9% said that they were unable to bid or did not know how to.

Recommendation: That the partnership consider the provision of surgeries or drop in sessions for customers to allow face-to-face support and demonstrations of how to perform certain tasks on the Select Move system.

Recommendation: That any provision for surgeries or drop-in include the rural areas and are promoted to ensure that older people are aware of them and able to attend.

Recommendation: That the partnership considers undertaking a process of proactive marketing to those who are not bidding regularly and offer to provide assistance. This should include promotion of any drop-in sessions, mailing out of the newsletter and assisting bidding on properties by proxy.

Recommendation: That the Registered Providers within the partnership are encouraged to provide more detail in their property adverts, including detail of any specific local connection provisions (for example in rural villages) and also the provision of photographs on the majority of adverts.

Recommendation: That the partners continue to work collaboratively to develop a database of adapted properties which will ensure that when an adapted property becomes available, it can be advertised with all of the relevant information to ensure it is appropriately allocated.

Recommendation: That the Registered Providers within the partnership endeavour to include any properties which are to be direct matched, on the Select Move system, clearly specifying it is not available for other applicants, in order to enhance transparency and integrity of the scheme.

Local connection

The task group found that a number of steps have been taken in order to minimise the net migration of those without a local connection, into Chorley properties. These measures have proved reasonably successful and the very recent review of the Select Move Allocations policy will further enhance this.

Recommendation: That there continues to be regular monitoring by the Council of the level of net migration into Chorley, including periodic reporting to the Overview &

Scrutiny Committee, to ensure the new policy achieves the overall aims of prioritising Chorley properties for those with a connection to the borough, and migration does not exceed 10%.

Affordability

The national welfare reform agenda and the introduction of changes for those claiming benefits has led Registered Providers to consider what the costs of renting a home are and if prospective tenants can afford properties they are bidding for.

Understandably, Registered Providers are concerned about the future viability of their business and so appear to be taking steps to ensure customers are able to meet the costs of running their new home. However, given the legal responsibilities placed on the local authorities under the homelessness and housing legislation (and these duties do not apply to Registered Providers), it is in the Council's interest to work with Registered Providers and ensure that any future policy does not prevent certain customers, such as those who are homeless or who have high priority for housing, from accessing accommodation.

The latest Statutory Guidance for social housing confirms that social housing is to go to those in 'greatest housing need' and therefore whilst Registered Providers may seek to obtain a balance in their communities, including providing social housing for working households, this must not be to the detriment of those who are in housing need and whom need support in order to access training and employment.

Recommendation: That the partnership ensures that any affordability policies or tests are consistent across Registered Providers and that these policies do not provide blanket exclusions for certain groups of customers.

Recommendation: That the partnership ensures that as part of any affordability policy there are provisions available which will help customers to improve their circumstances in order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers.

Recommendation: That the Council continues to work with Registered Providers in order to enable new affordable housing of the right type and tenure is available so local housing need is met.

7. CONCLUSION

The Task Group was established to investigate and evidence whether Select Move is meeting the needs of, and satisfaction levels of applicants, by reviewing:

- a) The application processes
- b) The allocation processes
- c) The standard of allocated properties

This work was undertaken with the first desired objective to ascertain if Select Move is a choice based lettings service that meets the needs of Chorley residents. The Task Group panel conclude that Select Move does largely meet our customers' needs, as satisfaction is good, allocations are being made within a period we considered to be reasonable and also the majority of customers when asked if we should revert back to the old system, said that we should not. Choice and personal preference are key elements of the scheme and so these were found to have a bearing on how long a customer may wait until they secure a property (for example, some customers prefer to wait for a particular street or area until they place a bid on a property).

There are some areas of Select move we need to improve. However with the refreshed Allocations Policy and also the forthcoming system upgrade, which promises to improve the customer interface and experience, Select Move will increasingly meet need. Further, the introduction of a smartphone friendly version of the website will further enhance access for customers.

Our second desired outcome was to identify areas of improvement on condition of property at handover and whilst we revealed no major concerns, there are some suggestions for our partners which will improve the customer experience.

Our third desired outcome was to reduce waiting times and lists. The policy refresh work which is currently underway at time of writing, in ensuring that qualification and local connection are fully assessed and verified. Indications are that this will result in a distillation of the housing register. The new local connection provisions within the revised policy will ensure those with a local connection to Chorley are given priority for all available homes in Chorley, minimising the levels of inward migration. This is important particularly given the volume of new affordable housing developments in Chorley.

8. GLOSSARY OF TERMS

Allocation

The letting of a social property by a Registered Provider or Council

Nomination

The putting forward of a household in housing need by the Council to be housed by a Registered Provider

Allocation policy

The policy which determines how social properties are let.

Skipping

The act of passing over a bidding applicant to a lower priority applicant on a short list

Affordability

Determines whether a household has sufficient means to meet its housing needs

Migration

The movement of a household from one Council area to another

Abritas

The company which develops and supplies the software Select Move uses along with the majority of similar Choice Based Letting Systems nationwide

Choice Based Lettings

The method of letting social properties through a proactive 'bidding' system to allow customer choice, rather than waiting to be allocated a property on a traditional waiting list

Registered Provider

A provider of social housing who is registered with the Homes and Communities Agency including the all major Housing Associations

Chorley Council



Scrutiny Inquiry Project Outline Template

OVERVIEW AND SCRUTINY REVIEW - PROJECT OUTLINE

Review Topic:**CCTV PROVISION IN CHORLEY****Objectives:**

To undertake a thorough review of the CCTV system operated in Chorley in order to inform future CCTV provision.

To provide options for future systems from “gold plated” through to minimal/no CCTV provision – with information on likely impact as well as an overall preferred option.

Desired Outcomes:

One recommended level of CCTV provision and a CCTV system for the future which takes into account the impact of surveillance for the Council, the police, partners and residents, balanced alongside the budget implications for the Council.

Terms of Reference:

The task group will consider information and hear evidence under the following areas in order to inform the final report and recommendations to Executive Cabinet:

- background information on the current system – infrastructure, capital and revenue costs, maintenance issues, coverage and staffing levels.
- the results of the audit being undertaken on the effectiveness of the CCTV system – activity/operational hours/outcomes, etc
- technical and financial information about different CCTV systems (with different levels of coverage) on the market and the impact of reduced hours of coverage, or reduced numbers of cameras
- comparative information from other authorities where available -either with different service levels or with similar demographics/levels of crime
- consider other aspects of CCTV – eg the benefits in serious crime cases; prevention of escalation of criminal activity; benefits to the town centre economy and radio links for businesses.

- the views of stakeholders eg police, RSLs, town centre businesses, the public and parishes which have CCTV cameras installed and run by the Council

Equality and diversity implications:

Risks:

That the full benefits of CCTV are not measurable

Venue(s):

Town Hall but with a site visit to Chorley's CCTV system at the Police Station

Timescale:

Start: start 27 January 2014

Finish: completion April 2014

Information Requirements and Sources:

Documents/evidence:

- Report to O & S Committee on 9 January 2014 on current provision
- Draft Policy on Overt CCTV Surveillance
- Results of internal audit report on CCTV effectiveness, due March 2104

Witnesses: (who, why?)

- Police – key partner in terms of provision of infrastructure and use of CCTV images
- RSLs, possibly CCH and Places for People
- Town centre business representatives eg Chamber of Commerce including links to town centre radio provision
- Representative from another local authority about their system eg West Lancs, a comparison with Ormskirk as town of similar size and crime levels.

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

- Technical information about other systems and their purchase/running costs
- Public views – survey results on public perception
- Written views of parish/town councils which have CCTV cameras monitored centrally

Site Visits: (where, why, when?)

- Chorley CCTV station
- Possibly another CCTV station – to be reviewed - possibly West Lancs

<p>Officer Support:</p> <p>Lead Officer: Simon Clark</p> <p>Democratic & Member Services Supportr: Carol Russell/Dianne Scambler</p>	<p>Likely Budget Requirements:</p> <table border="1"> <thead> <tr> <th style="text-align: left;"><u>Purpose</u></th> <th style="text-align: right;"><u>£</u></th> </tr> </thead> <tbody> <tr> <td>Total</td> <td style="text-align: right;">_____</td> </tr> </tbody> </table>	<u>Purpose</u>	<u>£</u>	Total	_____
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Provisional meetings planner

27 January 2014	Scoping of review
18 February 2014	Interviews with key partners (question setting to be done in advance of this meeting)
25 March 2014	Technical and other information on alternative systems
8 April 2014	Bring information together for final report and recommendations

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Report of	Meeting	Date
Chief Executive	Overview and Scrutiny Committee	10 April 2014

OVERVIEW & SCRUTINY TRAINING PROPOSAL

PURPOSE OF REPORT

- To put forward a proposal for providing a Member training workshop for overview and scrutiny.

RECOMMENDATION(S)

- Members views are requested on the training proposal set out in paragraphs 5 and 6 below.

Confidential report Please bold as appropriate	Yes	No

CORPORATE PRIORITIES

- This report relates to the following Strategic Objectives:

Involving residents in improving their local area and equality of access for all		A strong local economy	
Clean, safe and healthy communities		An ambitious council that does more to meet the needs of residents and the local area	X

BACKGROUND

- The Council has not undertaken any training on overview and scrutiny for a number of years. There has been a number of one off training opportunities through other Councils but not a full in house session on scrutiny and the Chair feels it would be useful to arrange a workshop for the new Council year. This is also a topic which has been requested through Member personal development plans and a generic workshop session covering the key elements of good scrutiny would be both valuable for newer councillors and be a useful refresher for more experienced members. The session would be open to all councillors – not just those on Overview and Scrutiny Committee. The proposal below is to bring in external trainers to provide a more objective approach and perhaps give new direction and focus to scrutiny work in Chorley.

TRAINING PROPOSAL

- INLOGOV is a branch of the University of Birmingham who have a long standing reputation for training within local government and recognised expertise in the area of overview and scrutiny. INLOGOV trainers recently ran a scrutiny workshop at County Hall for Lancashire County Councillors which was very well received. The proposal is to ask that they run something along similar lines here in Chorley. An initial approach has confirmed that they could offer a full day session at a cost of £950. This would be delivered by either Andrew

Coulson or John Cade. It I suggested that this could be run from 2.00pm to 7.00pm with refreshments at around 4.30 to 5pm. A suggested date is Tuesday 15 July 2014 – but views on these timings and date are requested.

6. The proposal is that the event will be workshop style with the following content :

- how to prepare for scrutiny committees or short-life task and finish groups
- the relationships between scrutiny chairs and scrutiny officers
- how to choose a small number of topics for scrutiny investigations
- how to plan and develop questions
- how to get what you want from those who come to answer questions
- innovative ways of collecting evidence
- how to make recommendations effective
- the nature of scrutiny leadership
- the party political dimension

7. Members views on the suggestions set out in paragraphs 5 and 6 above, are requested.

IMPLICATIONS OF REPORT

8. This report has implications in the following areas and the relevant Directors’ comments are included:

Finance	x	Customer Services	
Human Resources		Equality and Diversity	
Legal		Integrated Impact Assessment required?	
No significant implications in this area		Policy and Communications	

COMMENTS OF THE STATUTORY FINANCE OFFICER

9. The cost of this training at £950 can be met from the current year’s member development budget.

COMMENTS OF THE MONITORING OFFICER

10. There are no specific monitoring officer comments but it is useful for Council’s to undertake a regular refresh on the principles and effectiveness of scrutiny.

**GARY HALL
CHIEF EXECUTIVE**

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Carol Russell	5196	1 April 2014	***

	11 July	25 July	26 Sept	10 Oct	5 Dec	9 Jan	13 Mar	10 April
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Performance Monitoring Panel Meeting (to consider Council projects, Directorate and LSP monitoring)		*	*		*		*	
Performance Monitoring Panel Minutes	*			*		*		*
Update Report on Section 106 monies								*
Notice of key decisions	*			*	*			*
Executive Cabinet minutes	*			*	*			*
Budget Scrutiny								
Health Scrutiny	*							

Scrutiny Reviews

Adoption of Estates								F
Allotments	3M							
CCTV Provision								S/C
Lancastrian				3M				
Private Rented Housing Inspection	F							1M
Play and Open Spaces Strategy (Health Scrutiny)				S/C		R		
Select Move				S/C		V		R
Tourism and Promoting Chorley				3M				

Potential topics for future reviews

Development Control processes and procedures								
Health review, including provision in Chorley East								
Maintenance of highways, in particular potholes								
The role of the Police and Crime Commissioner								
Chorley's contact call centre								
Public Transport issues								

Crime and Disorder

Review of crime performance						*		
								*

Work Programme	*			*	*			*
Annual Report	*							

Reported Annually
 Update report on Section 106 monies
 Annual Report

Key
Policy Development and Review of Council Services and External Scrutiny

- S Scoping
- C Collecting and considering evidence
- R Report
- F Feedback and action from EC
- M Monitoring 1 2 and 3
- V Verbal Update
- ML Member Learning Session

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