

OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 8TH OCTOBER 2015, 6.30 PM
COMMITTEE ROOM 1, TOWN HALL, CHORLEY

AGENDA

APOLOGIES

1 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.

2 MINUTES

3 OVERVIEW AND SCRUTINY COMMITTEE

(Pages 3 - 8)

To confirm the minutes of the Overview and Scrutiny Committee meeting held on 16 July 2015 (enclosed)

4 OVERVIEW AND SCRUTINY PERFORMANCE PANEL

(Pages 9 - 14)

To note the minutes of the Overview and scrutiny Performance Panel held on 24 September 2015 (enclosed)

5 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.

6 SCRUTINY OF EXECUTIVE CABINET

6A EXECUTIVE CABINET MINUTES

(Pages 15 -
20)

To consider the Executive Cabinet minutes of the meeting held on 27 August 2015 (enclosed)

6B NOTICE OF EXECUTIVE DECISIONS

To consider the Notice of Executive Decision published on 29 September 2015 [click here](#)

7 PCSO'S - ROLES AND RESPONSIBILITIES IN CHORLEY

Report of the Director of Public Protection, Streetscene and Community (to follow)

Representatives of Lancashire Constabulary will be present at the meeting to answer any questions.

8 FINAL MONITORING REPORT OF THE OVERVIEW AND SCRUTINY TASK GROUP ON SELECTMOVE

(Pages 21 - 28)

Report of the Director of Customer and Advice Services (enclosed)

9 SCRUTINY WORK PROGRAMME 2015/16

(Pages 29 - 30)

To consider the Scrutiny Work Programme for 2015/16 (enclosed)

10 REPORTS FROM THE TASK AND FINISH GROUPS

Single Front Office - Task and Finish Group

To receive a verbal update on the inquiry from the Chair, Councillor Alistair Morwood.

To approve the scoping of the review (to follow)

11 ANY URGENT BUSINESS PREVIOUSLY AGREED WITH THE CHAIR

GARY HALL
CHIEF EXECUTIVE

Electronic agendas sent to Members of the Overview and Scrutiny Committee Councillor John Walker (Chair), Councillor Hasina Khan (Vice-Chair) and Councillors Aaron Beaver, Eric Bell, Paul Clark, Margaret France, Mark Jarnell, Margaret Lees, Matthew Lynch, June Molyneaux, Greg Morgan, Alistair Morwood, Debra Platt and Kim Snape.

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MINUTES OF OVERVIEW AND SCRUTINY COMMITTEE

MEETING DATE Thursday, 16 July 2015

MEMBERS PRESENT: Councillor John Walker (Chair), Councillor Hasina Khan (Vice-Chair) and Councillors Aaron Beaver, Eric Bell, Paul Clark, Margaret France, Mark Jarnell, Margaret Lees, Matthew Lynch, June Molyneaux, Greg Morgan, Alistair Morwood, Debra Platt and Kim Snape

OFFICERS: Simon Clark (Head of Health, Environment and Neighbourhoods) and Victoria Willett (Performance and Partnerships Manager)

APOLOGIES: None

OTHER MEMBERS: None

15.OS.1 Minutes

15.OS.1a Overview and Scrutiny Committee

RESOLVED – That the minutes of the Overview and Scrutiny Committee meeting held on 16 April 2015 be confirmed as a correct record for signing by the Chair.

15.OS.1b Overview and Scrutiny Performance Panel

RESOLVED – That the minutes of the Overview and Scrutiny Performance Panel held on 22 June 2015 be noted.

15.OS.2 Declarations of Any Interests

There were no declarations of interests.

15.OS.3 Public Questions

There were no questions by any members of the public.

15.OS.4 Scrutiny of Executive Cabinet

15.OS.4a Executive Cabinet Minutes

Members considered the minutes of the Executive Cabinet meeting held on 25 June 2015.

RESOLVED – That the minutes be noted.

15.OS.4b 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.

The Chair reminded Members that they could request further information on any forthcoming decisions to be brought to the Overview and Scrutiny Committee for their consideration before any decision was made.

RESOLVED – that the Notice of Executive Decisions be noted.

15.OS.5 Scrutiny Reporting Back - Annual Report 2014/15

Members considered the Overview and Scrutiny Annual Report that detailed the work of the Committee in 2014/15, including the specific outcomes from the Task Groups and the Committee's role in crime and disorder scrutiny, other performance and holding the Executive to account.

Members were pleased with the amount of work that the Committee had undertaken over the year.

RESOLVED – That the report be noted and submitted to the next meeting of full Council for information.

15.OS.6 Scrutiny Work Programme Report 2015/16

The Committee received a report of the Chief Executive that sought agreement of the work programme for the Overview and Scrutiny Committee for 2015/16.

Members have repeatedly raised the Council's Contact Centre as an area to be reviewed and it has been an area that the Performance Panel had looked at in previous years.

The Council are committed to the delivery of a Single Front Office where services are delivered as far as possible at the first point of contact. It is intended that the migrating of processes to the front office will achieve significant savings and improve and sustain good performance in service delivery.

The project has resulted in a lot of changes to working processes across the Council and staff are undertaking an intense training programme to ensure its success. A review by Members at this stage of its delivery was considered to be quite timely and the Committee appointed Councillor Alistair Morwood to Chair a Task Group to undertake this review.

Councillors, Mark Jarnell, Margaret Lees, Matthew Lynch, June Molyneaux, Greg Morgan and Debra Platt all agreed to take part in the review.

A number of other topics were also suggested that included Communications, Child Sexual Exploitation (CSE), the Council's responsibilities under the Counter Terrorism Act and the work of the PCSO's in Chorley.

Members were concerned about the current level of PCSO provision across the borough particularly in view of the recent reduced budgets. It was agreed to invite the relevant representatives of Lancashire constabulary to the next meeting of the Committee to talk about the PCSO's roles and responsibilities.

The Chair explained that the Executive Member (Customer and Advice Services) would be attending a meeting of the Panel in December to answer questions about his portfolio. This would be a good opportunity to speak to him about how key service information is communicated between the different teams across the Council.

It was also agreed that the Committee would seek to undertake future scrutiny reviews on Child Sexual Exploitation, the Counter Terrorism Act and Voluntary, Community and Faith Sector (VCFS) and that the Work Programme would be update to reflect this.

RESOLVED

- 1. That a review of the Single Front Office be undertaken and Chaired by Councillor Alistair Morwood.**
- 2. That representatives of Lancashire Constabulary be invited to the next meeting of the Committee to talk about the work of the PCSO's in Chorley.**
- 3. That the Work Programme be updated to reflect future scrutiny reviews on Child Sexual Exploitation, the Counter Terrorism Act and VCFS.**
- 4. That the Executive Member (Customer and Advice Services) be asked to explain how key service information is communicated between teams across the Council at the Overview and Scrutiny Performance Panel in December.**

15.OS.7 Neighbourhood Working Review - Response of the Executive Cabinet

The Committee received a report of the Director of Public Protection, Streetscene and Community that provided the Executive Cabinet's response to the Overview and Scrutiny Task Group review of Neighbourhood Working.

The Chair of the Task Group, Councillor June Molyneaux was pleased that all of the recommendations had been accepted, apart from one, (Recommendation 4) relating to the provision of a single point of contact on neighbourhood matters for parish councils and community groups.

RESOLVED – That the report be noted.

15.OS.8 Integrated Impact Assessment - Second Monitoring Report

The Chief Executive submitted a report that updated the Committee on the progress made against the recommendations of the Overview and Scrutiny Task Group relating to the Health and Wellbeing element of the Integrated Impact Assessments.

This was the final monitoring report and good progress had been made. Since the last update report, all staff and Members had received training on the new process and using the new template, 11 Integrated Impact Assessments had been completed as part of the approved Play, Open Space and Playing Pitch Strategy.

In response to an action in the Council's Annual Governance Statement, a wider review of the Council's Equality Scheme is due to take place by the end of September and the Integrated Impact Assessments will form part of this wider in depth review.

RESOLVED – That the report be noted.

15.OS.9 Final Report of the Overview and Scrutiny Task Group on Public Transport Issues in Chorley

The Committee received the final report of the Overview and Scrutiny Task Group's review on Public Transport Issues in Chorley. Councillors June Molyneaux and Matthew Lynch presented the groups findings and drew Members attention to the 15 recommendations that would highlight to the Executive the importance of considering all public transport needs for its residents when undertaking all relevant Council projects as good transport links are extremely important for both residents of the borough and visitors to Chorley.

RESOLVED – That the final report of the Overview and Scrutiny Task Group – Public Transport Issues in Chorley be submitted to the next meeting of Executive Cabinet in August.

15.OS.10 Exclusion of Press and Public

RESOLVED - That press and public be excluded for the following items of business on the ground that it involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

15.OS.11 CCTV Infrastructure Upgrade - Procurement Update

The Committee received a report of the Director of Public Protection, Streetscene and Community updating them on the procurement of the upgrade of the CCTV Infrastructure. This report would also serve as the first monitoring report of the Overview and Scrutiny Review that had recommended the upgrading of CCTV in Chorley.

A procurement process is currently underway which links the upgrade work to the renewal of a service and maintenance contract for the system. A provisional capital budget of £250,000 had been agreed to provide the upgrade work and the revenue provision to provide the service/maintenance contract is currently £25,000 per annum.

The contract period is set at three years which provides the successful contractor with an opportunity to phase the upgrade work and it is expected that the Council will benefit from a reduction in service and maintenance costs as new and upgraded equipment replaces the current equipment provision over the three year life of the contract. All Members had received this information along with guidance about the new Code of Practice that provided guidance on where and why a new CCTV camera was to be sited.

Executive Cabinet had recently approved the evaluation process to be used in determining the successful contract bidder and granted delegated authority to the Executive Member for Public Protection to award the contract to the winning bidder in accordance with the proposed selection criteria. The new contract would commence

on October so it was agreed that the second monitoring report be delayed until March 2016. This would be amended in the Work Programme for Overview and Scrutiny Committee.

RESOLVED – That the report be noted.

Chair

Date

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MINUTES OF	OVERVIEW AND SCRUTINY PERFORMANCE PANEL
MEETING DATE	Thursday, 24 September 2015
MEMBERS PRESENT:	Councillor John Walker (Chair), Councillor Hasina Khan (Vice-Chair) and Councillors Paul Clark, June Molyneaux and Alistair Morwood
OFFICERS:	Lesley-Ann Fenton (Director of Customer and Advice Services), Paul Whittingham (Development Control Manager), Victoria Willett (Performance and Partnerships Manager), Jason Mills (Policy and Communications) and Dianne Scambler (Democratic and Member Services Officer)
APOLOGIES:	Councillor Debra Platt
OTHER MEMBERS:	Councillor Paul Walmsley (Executive Member (Public Protection))

15.OSP.5 **Declarations of Any Interests**

There were no declarations of any interests.

15.OSP.6 **Minutes**

RESOLVED – That the minutes of the Overview and Scrutiny Performance Panel meeting held on 24 April 2015 be confirmed as a correct record for signing by the Chair.

15.OSP.7 **Performance Focus - Planning Context**

The Chair welcomed Councillor Paul Walmsley, Executive Member for Public Protection and Paul Whittingham, Development Control Team Leader the meeting who were attending to answer questions on the scrutiny performance focus topic that had been identified for further discussion by the Chair and Vice Chair of the Overview and Scrutiny Committee.

The Committee received a report on planning performance and an overview of the different types of planning applications that the Council processed. 'major' planning applications are developments of over 10 units or floor space of over 1,000 square metres, 'minor' applications are categorised as developments of 10 units or less and which have a maximum combined gross floor space of no more than 1,000 square metres and 'other' applications cover, householder developments, change of use and certificates of lawfulness. It was also brought to member's attention that the

majority of the Development Control Teams workload is made up from the latter two categories and that the timescales for their completion are more stringent than for those of the major applications.

It was also highlighted that the Council's Constitution was a major factor in the amount of applications that had to be determined at the Development Control Committee with members having to determine all applications for housing developments of three houses or above instead of under delegated powers in line with other authorities. This was something that had been constitutionally changed a few years ago, in response to a large number of applications being submitted for smaller housing developments on garden land across the borough.

There was however a view by officers which was supported by the Panel and the Executive Member that the scheme of delegation was an area that could be reviewed and possibly tweaked to help ease the large volume of applications needing to be considered at Development Control Committee. Any reduction in the amount of applications to be determined by Committee would also help to save the Council money and increase efficiencies.

Planning performance at the end of 2014/15 was above target for 'major' applications and off track but within threshold for 'minor' and 'other'. At the end of quarter one, 2015/16, performance for 'major' applications remained excellent, however 'minor' applications are now off track and 'other' applications significantly off track.

Comparative statistical information was also provided of the authority's performance in relation to its nearest neighbours group, based on performance in the first quarter, although with not having information on the number of applications these authorities were processing, it was accepted that this information was difficult to quantify.

As the performance for 'minor' and 'other' applications was more than 5% off target at the end of the first quarter, an action plan had been prepared setting out all the issues and action to be taken to improve performance.

It was explained that recent new advice issued by the Government within the National Planning Practice Guidance (NPPG) on Section 106 had meant that the delegation of officers to determine applications of one or two dwellings had been removed and had to be referred to Committee before the Section 106 process could be started. Although, this had since changed, it had had a massive impact on the length of time taken to process these types of applications.

There had also been performance issues with regard to the external supplier of the householder planning application service which had been intended to relieve the pressure due to a vacancy within the planning team. This has since been resolved by a change of personnel and the team are starting to see improvements in performance targets.

Whilst the Executive acknowledged the reduction in the performance statistics, they were more concerned about quality rather than quantity and had set the team a mandate that was more around the resident's experience of the service and that despite performance being off track, customer satisfaction with the planning service remains high.

The report also gave an overview of the difficulties the planning team were experiencing in producing accurate performance data for the service. Monthly data had not been input on to the council's performance management system since April 2015 due to capacity issues, making it difficult for the policy team to effectively monitor and identify service delivery issues early. However the 1st quarter figures had been produced and submitted to Government as required.

It was explained that the authority's current IDOX reporting system that was used by many services across the Council was no longer fit for purpose for readily calculating planning performance due to a recent change in legislation by central government on what should be taken into account of when calculating performance. Negotiations were currently underway to upgrade the system and it was hoped that this would be rectified by the beginning of April 2016, if not sooner. In the meantime, the Development Control Team Leader was spending 2 days each quarter manually inputting the figures and was confident that the data now being produce was accurate. Confirmation was also given that the Director was seeking to address the capacity issues to ensure performance could be calculated and entered into the performance management system on a monthly basis.

The Chair thanked Councillor Paul Walmsley, Executive Member (Public Protection) and Paul Whittingham for attending the meeting.

RESOLVED

- 1. That the report be noted.**
- 2. That the Executive Member (Public Protection) agreed to a review of the current delegated powers arrangements with a view to reducing the amount of applications to be determined by the Development Control Committee.**

Councillor Hasina Khan (Vice Chair) left the meeting.

15.OSP.8 Monitoring of the Organisational Plan 2015/16

The Committee received a report of the Chief Executive that reported progress on the delivery of the Organisational Plan 2015/16 and the performance of corporate and local indicators.

The Plan contained all priority improvement activity being undertaken by the organisation in 2015/16 and included information on:

- corporate strategy projects
- business improvement projects
- budget growth items
- neighbourhood priority projects

Overall progress was good with 86.5% of the Council's corporate priority projects set out in the Corporate Strategy rated green or complete and with 72.2% of the 72 indicators measured achieving or exceeding their target, with a further 11.1% performing within the 5% threshold.

All projects are recorded in the MyProjects system along with detailed milestones and tasks so that progress can be monitored and managed throughout the year.

Only four projects were rated Amber and an explanation as to why along with the action being taken to address any issues was provided.

Progress of the neighbourhood priorities is monitored regularly and reported at the neighbourhood are meetings, 50% of the projects were rated green with a further 20.8% having already been completed. Some projects, 16.6% not yet started were due to seasonal delivery targets.

The Panel asked a number of questions in relation to the following:

Chorley Flower Show:

Assurances were given the show had been delivered within budget. However, this year had mainly been around establishing the show as a main contender in its field and feedback received to date was extremely positive that this would be achieved. In deed preliminary talks had already taken place and a date identified for next year.

Destination Play Area, Astley Park:

It was reported that use of the facility remained high and that antisocial behaviour incidents had reduced considerably. A recent resident satisfaction survey had shown that satisfaction with the borough's play and open spaces had increased dramatically.

Extra Care Scheme, Fleet Street Project:

The Chief Executive and Director of Customer and Advice Services had recently met with Lancashire County Council to discuss the Council's business case and justification for asking the County Council to contribute £1,85m to the project and were given reassurance that this was being looked at. A HCA bid of £2,868,750 to contribute to the capital costs of the construction of the scheme has been submitted. The Council has received feedback informally from the HCA that the proposal was the best schemes in the North West and had been referred to the evaluation Panel in London. An announcement on whether the Council's bid as been successful or not is expected sometime in October. Once the funding is secured, the development will need to go before Council for approval to progress and subsequently the scheme proposals to be approved Planning Committee.

School Place Projections:

Initial meetings have been held with LCC education to enable an understanding of the processes used by the County Council. Where CIL contributions have been obtained in some areas, part of the funds available is to increase school capacity and to facilitate this, the Council needs to understand the county's school expansion plans.

Bengal Street Depot Site:

As the decision to lease part of the site out to Recycling Lives was not now taking place, the Chair asked about the possibility of the whole of the site being used as car parking as part of the proposals for the extension of the Market Walk shopping development.

Friday Street Health Centre:

Financing of the development is extremely complex but all partners are still very committed to the project. By keeping the project on the Council's corporate plan it ensures that the delivery of the centre is kept high up on everyone's agenda.

Sickness absence:

Although this performance indicator was performing off target, it was noted that the target value was extremely low at an average of 2 days per employee FTE lost through sickness absence. It was explained that good performance was always challenged and attempts made to drive it down further. The target also showed that the wide range of health initiatives that the Council invested in was working in retaining such high standards.

RESOLVED – That the report be noted.

Chair

Date

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**MINUTES OF****EXECUTIVE CABINET****MEETING DATE****Thursday, 27 August 2015****MEMBERS PRESENT:**

Councillor Alistair Bradley (Chair), Councillor Peter Wilson (Vice-Chair) and Councillors Graham Dunn, Adrian Lowe and Paul Walmsley

MEMBER RESPONSIBLE:

Councillors Hasina Khan and Matthew Lynch

COUNCIL CHAMPIONS:

Councillors Julia Berry, Jean Cronshaw and Gordon France

OFFICERS:

Lesley-Ann Fenton (Director of Customer and Advice Services), Jamie Carson (Director of Public Protection, Streetscene and Community), Alex Jackson (Legal Services Team Leader), Carol Russell (Democratic Services Manager), Susan Guinness (Head of Shared Financial Services), Simon Clark (Head of Health, Environment and Neighbourhoods), Asim Khan (Head of Customer, ICT and Transactional Services) and Ruth Rimmington (Democratic and Member Services Officer)

APOLOGIES:

Councillor Beverley Murray

OTHER MEMBERS:

Councillors Charlie Bromilow, Henry Counce, Margaret France, Greg Morgan, Mick Muncaster and John Walker

15.EC.137 Minutes of meeting Thursday, 25 June 2015 of Executive Cabinet

Decision: The minutes of the meeting of the Executive Cabinet held on 25 June 2015 be confirmed as a correct record and signed by the Executive Leader.

15.EC.138 Declarations of Any Interests

There were no declarations of any interests.

15.EC.139 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.

15.EC.140 Report of Overview and Scrutiny Task Group - Public Transport Issues

The Chair of the Overview and Scrutiny Committee, Councillor John Walker, presented the report.

Councillor Walker thanked the Chair, members of the Task Group and officers involved with the inquiry.

Members noted that Lancashire County Council had made a plea to the Government regarding funding for rural transport.

Decision: Approval granted that the report of the Overview and Scrutiny Task Group be received and accepted for consideration. The Executive Cabinet's response to the recommendations would be reported to a future meeting.

15.EC.141 Revenue and Capital Budget Monitoring 2015/16 Report 1 (End of June 2015)

The report of the Chief Executive was presented by the Executive Member (Resources), Councillor Peter Wilson. The report 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 2015/16.

The projected revenue outturn currently showed a forecast underspend of £444,000 against budget (including savings made in Market Walk financing costs). The report proposed that Council should approve the use of most of the forecast overspend for the funding of service improvements, £106,000 would be added to General Balances if all proposals were approved.

The Council's Medium Term Financial Strategy proposed that working balances should reach £3.0m over the 3 year lifespan of the MTFS to 2017/18 due to the financial risks facing the Council. This was an increase from previous years' strategies and had been set to match the total budget deficit currently forecast for 2017/18. A budgeted contribution into General Balances of £350k was contained within the new investment package for 2015/16. The current forecast to the end of June showed that the General Fund balance could be around £2.744m by the end of the financial year, after adding the £106,000 underspend.

Decision:

- 1. Approval granted that the full year forecast position for the 2015/16 revenue budget and capital investment programme be noted.**
- 2. Approval granted that the forecast position on the Council's reserves be noted.**
- 3. Request Council approve the set aside of £100,000 from in-year revenue underspends to fund one-off capital payments to secure recurrent revenue savings on ICT contracts.**
- 4. Request Council approve the use of £39,000 held in reserves for the former NEETs programme to invest in the Town Centre Grants Programme and a further sum of £61,000 be funded from in-year savings.**
- 5. Request Council approve the use of £36,000 from in-year revenue underspends for capital investment in Christmas lighting for the town centre and Market Walk.**

6. Request Council approve the Single Front Office Apprenticeships at an estimated cost of £56,000 for two years, and that the unspent budget at 2015/16 year-end be carried forward in an earmarked reserve.
7. Request Council approve the proposed additions and re-profiling of the Capital Programme to better reflect delivery in 2015/16. This requires £166,000 revenue financing of the CCTV Programme to be brought forward from 2016/17 and 2017/18, which would be financed from a reserve earmarked for capital financing. In addition it is recommended that the budget for revenue financing of CCTV should be increased by £85,000, to be met from the forecast underspend.

Reasons for recommendation(s)

To ensure the Council's budgetary targets are achieved.

Alternative option(s) considered and rejected

None.

15.EC.142 Chorley Council Performance Monitoring - First Quarter 2015/2016

The report of the Chief Executive was presented by the Executive Member (Resources), Councillor Peter Wilson. The report set out the performance against the delivery of the Corporate Strategy, and key performance indicators during the first quarter of 2015/16.

Overall performance of 2014/15 key projects was good, with 83% of the projects on track or complete. Three projects were rated amber; deliver improvements to Market Street, progress key employment sites, and develop and agree plans for delivery of the Friday Street Health Centre. These rating were due to issues relating to timescales, however, work was now underway to bring these projects back on track.

Councillor Bradley explained that businesses relocating to Chorley had 18 months to create jobs which means there could be a time lag in realising the associated employment opportunities. When working with inward investors it could take a significant amount of time to reach the application stage and although work was ongoing to progress cases to this stage, by the end of quarter one 2015/16 there were no new Choose Chorley grant applications approved. There were currently two Choose Chorley grant applications ongoing and it was anticipated that these would create a significant number of employment opportunities during 2015/16.

Decision: Approval granted that the report be noted.

Reasons for recommendation(s)

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.

15.EC.143 Houses in Multiple Occupation - Adoption of Standards

The report of the Director of Public Protection, Streetscene and Community was presented by the Executive Member (Public Protection), Councillor Paul Walmsley.

The report sought adoption of standards for the provision of accommodation in Houses in Multiple Occupation (HMO's).

Houses in Multiple Occupation (HMO) were defined as premises where there were at least three tenants being accommodated who formed more than one household and there was sharing of facilities such as toilet, bathroom or kitchen. A household was defined as either a single person or members of the same family living together.

There were certain requirements over and above the general housing standards in the private rented sector that must be met for HMOs, and in some cases, HMOs of a particular size could only be operated if licensed by the Council. Currently there were estimated to be around 15 HMO's in Chorley, two of which were of a size requiring a licence to operate.

Historically, standards in HMO's had been maintained through periodic inspection by Council officers and liaison with landlords to ensure satisfactory standards in relation to property repair, provision of shared facilities and fire protection measures. However, this sector of the housing market was becoming increasingly popular and property developers were increasingly seeking to procure large premises for conversion to HMO type accommodation, as it filled a market gap between hostel/lodging type accommodation and fully self-contained housing accommodation.

In order to promote consistency of provision in this type of accommodation it was proposed that the Council should adopt a set of standards against which HMO landlords could be advised to provide and where the HMO was licensable the standards could be conditional on the HMO licence being granted.

Decision: Approval granted to adopt the standards for accommodation in HMO's as set out in Appendix A of the report.

Reasons for recommendation(s)

1. To ensure the Council has appropriate and consistent standards against which providers of houses in multiple occupation can be assessed.
2. The adoption of these standards will provide useful guidance to landlords who provide HMO accommodation that does not require a licence to operate and clear licence conditions applicable to HMO's that do require a licence.

Alternative option(s) considered and rejected

Having no adopted standards is rejected on the basis that these standards provide a useful benchmark against which this HMO type of accommodation can be measured.

15.EC.144 Exclusion of the Public and Press

Decision: To exclude the press and public for the following items of business on the ground that it involved the likely disclosure of exempt information as defined in Paragraphs 1 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

15.EC.145 Civics Review

The confidential report of the Chief Executive was presented by the Executive Member (Resources), Councillor Peter Wilson.

The report updated on proposals for restructuring Civic Services and sought authority to implement the changes.

Decision:

- 1. Approval granted to the changes proposed to the structure of Civic Services (to include the Cleaners), outlined at paragraphs 20-26 for consultation.**
- 2. Approval granted for delegated authority to the Executive Member (Resources) to receive the consultation responses and subject to there being no opposition to agree to the implementation of the changes.**

Reasons for recommendation(s)

The proposed structure will ensure improved service delivery, address issues with work life /balance raised with staff, provide savings in the future and ensure continuity in delivery.

Alternative option(s) considered and rejected

Not doing the restructure will lead to a continuation of the issues highlighted in this report.

15.EC.146 Information Security Framework

The confidential report of the Director of Customer and Advice Services was presented by the Executive Member (Customer and Advice Services), Councillor Graham Dunn.

The report presented the updated Information Security Framework (ISF) following consultation with all affected stakeholders, highlighted changes made to the ISF and the consolidation of a number of existing policies taking into account changes and advancements in technology. The report set out the roll-out of the updated ISF for both staff and members.

Decision:

- 1. Approval granted to the updated Information Security Framework for staff and councillors.**
- 2. Approval granted that any subsequent changes that may be necessary be approved by the Executive Member (Customer and Advice Services) under delegated powers following consultation with interested parties.**

Reasons for recommendation(s)

The existing Information Security Framework is out of date and does not cover all of the security risks that are faced by the Council. A number of previously separate policies have been combined into one cohesive framework suitable for all technology users and the structure has been changed in order to simplify the document.

Alternative option(s) considered and rejected

1. Retaining, updating and ensuring consistency between separate existing documents.
2. Dividing the Information Security Framework into a large number of distinct policies.

15.EC.147 Single Front Office midterm report

The confidential report of the Director of Customer and Advice Services was presented by the Executive Member (Customer and Advice Services), Councillor Graham Dunn.

The report provided an update on progress made in the implementation of the Single Front Office (SFO) and proposed changes based on experience from the first year of operational delivery.

Decision:

- 1. Approval granted that the following changes report be noted:**
 - a. To continue with supporting and developing staff in generic skills, enable them to retain and/or develop one area of specialism plus one other service in line with service needs outlined in Appendix A.**
 - b. Calls to be routed to staff within the SFO with appropriate skills to complete the service request at the first point of contact.**
- 2. Approval granted to develop three further opportunities for staff to train in Council Tax and Housing Benefits.**
- 3. Approval granted to create three apprenticeship posts in support roles for a fixed term period of two years.**

Reasons for recommendation(s)

To re-align the SFO implementation programme based on operational experience and knowledge gained in the first year.

Alternative option(s) considered and rejected

Following the original plan to train all staff to be fully generic in every service area. Operational experience, feedback from staff and knowledge gained during the first year of the SFO project has shown that this option is not the most effective.

Chair

Date



Report of	Meeting	Date
Director of Customer and Advice Services	Overview and Scrutiny Committee	8 th October 2015

REPORT TO PROVIDE A MONITORING UPDATE FOLLOWING THE OVERVIEW AND SCRUTINY TASK GROUP INQUIRY INTO SELECTMOVE

PURPOSE OF REPORT

1. This report provides the final update on progress made to implement the fifteen recommendations made by the Overview and Scrutiny Task Group which looked into Select move. The final report of the task group was published in April 2014 and it was endorsed by Executive Cabinet in August 2014.

RECOMMENDATION(S)

2. To note the final updates provided in section 12.

EXECUTIVE SUMMARY OF REPORT

3. This report provides the final update on the outstanding actions from the Overview and Scrutiny Task Group inquiry into Select move.

CORPORATE PRIORITIES

4. This report relates to the following Strategic Objectives:

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

BACKGROUND

5. In 2013, 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.
6. Objectives were agreed to investigate and evidence whether Select Move is meeting the needs to the satisfaction of the applicants, by reviewing a) the application processes b) the allocation processes and c) the standard of allocated properties.

7. Desired Outcomes of the review included to secure a choice-based lettings service that meets the needs of Chorley residents, and to identify areas of improvement on condition of property at handover, and finally, to reduce waiting times and lists.
8. Following a detailed review, including desk top analysis and engagement with partners and customers, the task group concluded that Select Move does largely meet our customers' needs, as satisfaction is good and allocations are being made within a period we considered to be reasonable. The majority of customers when asked if the Council 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).
9. Reducing the waiting list was a desired objective and this has been achieved. A recent snapshot taken on 31/8/2015 illustrates the total waiting list (which includes those not in housing need but seeking social housing) as 938. This figure was 1522 when the overview and scrutiny task group was first initiated in September 2013.

Chorley Select Move Households as of 31st August 2015						
Band / Bedroom Need	A	B	C	D	E	Total
1	12	53	77	127	217	487
2	6	17	48	115	134	322
3	1	5	7	49	32	97
4+	1	4	3	14	16	38
Total	20	79	135	305	399	938

Source: Select Move Data

10. The table below illustrates the number of recorded lets made within the past three full years, rising from 561 in 2012/13 to 638 in 2014/15.

Chorley Social Housing Let Via Select Move by Year					
Bedrooms / Year	1	2	3	4+	Total
2012/13	204	225	121	11	561
2013/14	189	269	151	7	616
2014/15	180	287	157	14	638

Source: Select Move Data

11. The implementation of the majority of the recommendations require the willingness and cooperation of our partners, particularly Registered Providers of Social Housing (RPs) as the Council no longer has any housing.
12. Below is the list of fifteen recommendations and the corresponding final update on progress made to date.

Overview & Recommendation	Scrutiny	Update
That there continues to be regular monitoring by the Council of the level of net migration into Chorley,		Net Inward migration is monitored in the Housing Team on a monthly basis. The figures below demonstrate a significant reduction in net inward

<p>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%.</p>	<p>migration to Chorley.</p> <table border="0"> <tr> <td>2012/13:</td> <td>7.8%</td> </tr> <tr> <td>2013/14:</td> <td>8.8%</td> </tr> <tr> <td>2014/15:</td> <td>-0.8%</td> </tr> <tr> <td>Q1 2015/16:</td> <td>-2.7%</td> </tr> </table>	2012/13:	7.8%	2013/14:	8.8%	2014/15:	-0.8%	Q1 2015/16:	-2.7%
2012/13:	7.8%								
2013/14:	8.8%								
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Q1 2015/16:	-2.7%								
<p>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 Registered Providers look to raise their offer to the same standard across all providers</p>	<p>RPs continue to be committed to letting properties and eliminating voids and so each has provisions for flexibility when it comes to facilitating a let. This flexibility can vary from new kitchen units, additional decoration or even carpets. There are also provisions for help with moving.</p>								
<p>That each Registered Provider review the provision for a decoration allowance for new tenants and review its level, increasing it where necessary, to ensure it is sufficient.</p>	<p>All RPs in Chorley continue to offer a decoration allowance at a similar amount per room for new tenants and all have the flexibility to vary this offer dependant on the condition of the property they are moving into and also their vulnerability. RPs feel that unless a tenant is vulnerable (in which case decoration may be undertaken on their behalf) decoration is a personal choice and should be undertaken by the tenant.</p>								
<p>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.</p>	<p>As reported previously, each RP has in place a service offer for customers around digital inclusion. These include specialist officers who work on an outreach basis, providing customers with practical help to learn how to use their own technology and or help to access online systems where a customer is unsure what they need to do.</p> <p>The Council has a corporate project to promote digital inclusion and this involves a series of drop in events across the borough to enable customers to learn digital skills and be able to do things for themselves which includes accessing Select move.</p>								
<p>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</p>	<p>As above, the Councils roll out of the digital access events will include locations in the rural areas which will ensure vulnerable residents have access to assistance to develop digital skills.</p>								
<p>That the partnership considers undertaking a process of proactive marketing to those who are not</p>	<p>As reported previously, for those customers who are identified as experiencing some difficulties, either because of a lack of access to a computer</p>								

<p>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.</p>	<p>or because they are unable to use the technology, steps will be put in place to assist them.</p> <p>As above, each RP have measures in place to provide assistance to those who need it</p>
<p>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</p>	<p>All RPs are committed to providing photographs on their adverts and following the review, there have been no complaints received regarding the lack of photographs on adverts. Standard practice is for an RP to include a photograph of the actual property to be let or a picture of a similar property (or artist impression where new build).</p>
<p>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.</p>	<p>This project is being led by the Registered Providers and the Council are fully committed to being engaged.</p>
<p>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</p>	<p>Direct matches are recorded on the system and the figures reported on the quarterly monitoring report which is presented to the Select move Steering Group on a quarterly basis. The reports demonstrate that RPs are recording these.</p>
<p>That the partnership ensures that any affordability policies or tests are consistent across Registered Providers and that these policies do not wholly exclude groups of customers.</p>	<p>As reported previously, some of the RPs are operating affordability policies which include looking at customer’s financial circumstances and their ability to afford to run a home and budget. The councils housing staff will engage with RPs where any issues arise in individual cases and no complaints have been received regarding the operation of such policies.</p>
<p>That the partnership ensures that as part of any affordability policy, there are provisions available which will help customers to improve their circumstances in</p>	<p>Each of the RPs with these policies offers assistance to customers with income maximisation and financial inclusion in order to address fundamental issues and improve customer’s prospects of being allocated a</p>

<p>order to pass any assessment of affordability threshold in order to secure a property and that these are consistently available across all Registered Providers.</p>	<p>property.</p>
<p>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.</p>	<p>The Council has an excellent working relationship with the two main developing RPs in Chorley and have delivered a good supply of affordable housing in recent years.</p> <p>2012/13 - 183 units were delivered</p> <p>2013/14 – 129 units were delivered</p> <p>2014/15 - 165 units were delivered</p>
<p>That the partnership amends the banding notification letter to include confirmation as to the evidence on which the banding is based.</p>	<p>This was implemented previously.</p>
<p>That the partnership recognises the importance of treating social housing customers with dignity and respect and that customer service standards are met.</p>	<p>Each RP has internal mechanisms for collecting information regarding customer satisfaction and report that there is overall high satisfaction from their customers. A relevant point is that occasionally negative decisions regarding allocations need to be made and therefore 100% customer satisfaction may not always be achievable. However it was agreed between the RPs that existing customer care policies and standards of each respective partner is sufficient to ensure a consistent standard of service is delivered.</p>

13. In conclusion, the scrutiny review of Select move has demonstrated that the system is effective and meets customer’s needs. There has been an upgrade of the Select move system to version 8 which has delivered improvements for both the customer and also the back office.
14. The most significant issue concerning Select move, namely that of inward migration has been addressed through the implementation of a policy revision. The monitoring data illustrates the impact these measures have had on ensure customers with a local connection to the borough have the greatest chance of securing homes in Chorley.

LESLEY-ANN FENTON
 DIRECTOR OF CUSTOMER AND ADVICE SERVICES

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Appendix

Graphs to Illustrate Migration Fluctuations

Figure 1

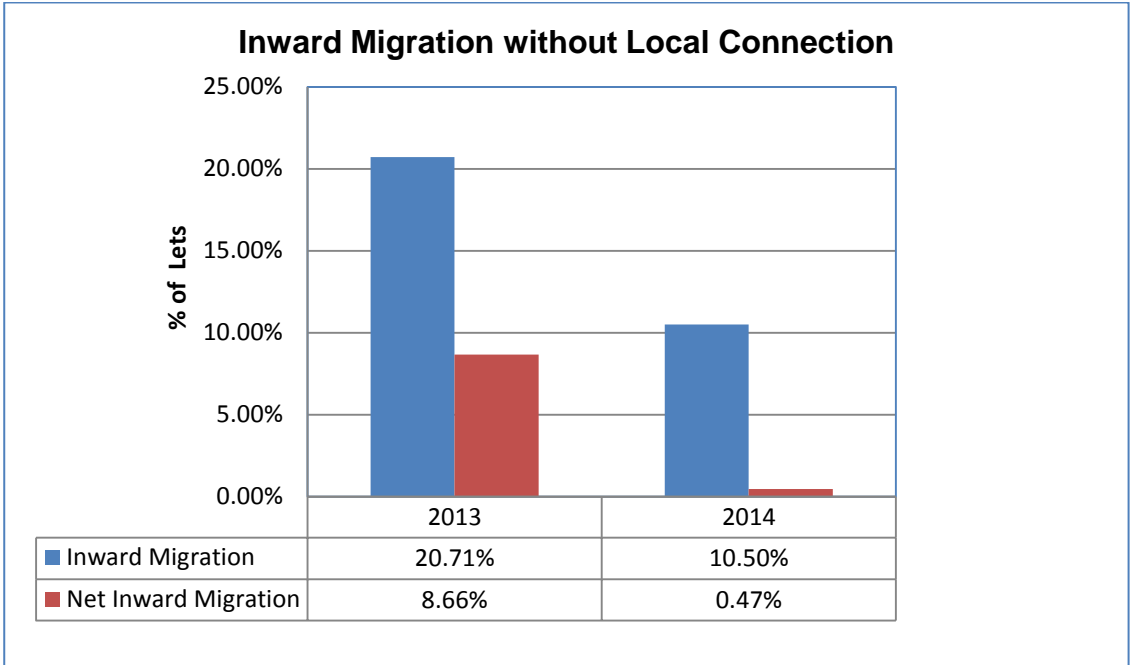
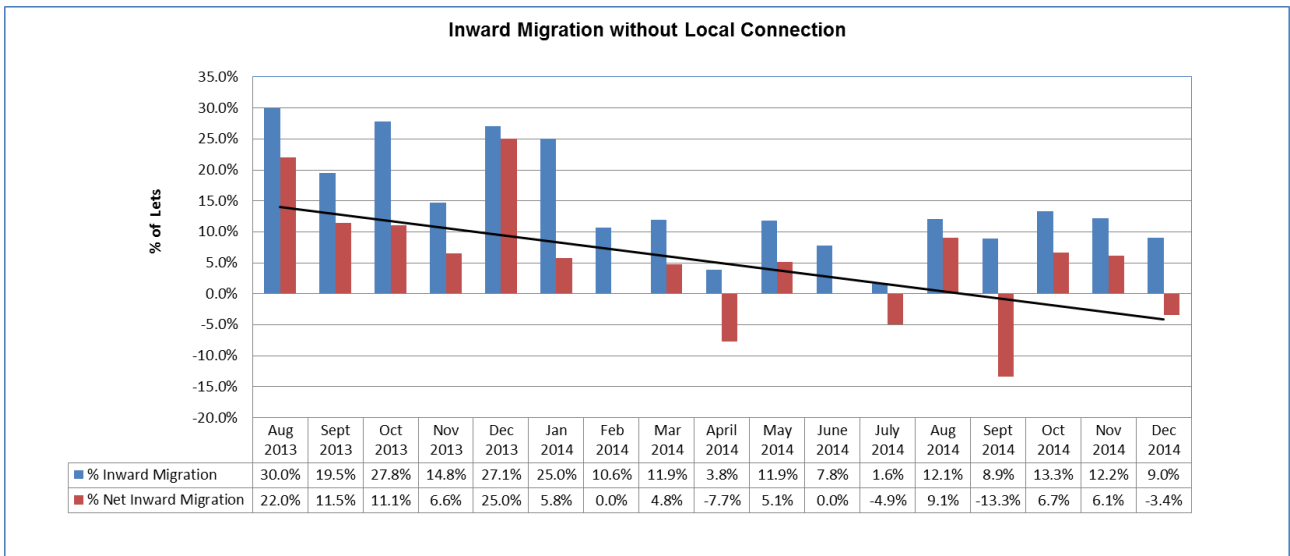


Figure 2



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OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2015/16

	22 Jun OSPP	16 Jul OSC	24 Sep OSPP	8 Oct OSC	3 Dec OSPP	28 Jan OSC	10 Mar OSPP	31 Mar OSC
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To be considered:

Panel Meeting (OSPP) to consider Council and related performance in addition to scrutiny of key service areas	*		*		*		*	
Overview and Scrutiny Performance Panel minutes		*		*		*		*
Executive Cabinet Minutes		*		*		*		*
Notice of key decisions		*		*		*		*
Budget Scrutiny						*		
Health Scrutiny								
Annual Reporting Back Report		*						
Overview and Scrutiny Work Programme for the year		*		*		*		*

Scrutiny Reviews:

Adoption of Estates				delayed				
CCTV Provision and Infrastructure		1M						2M
Health Impact Assessment		2M						
Neighbourhood Working		R				1M		
Public Transport Issues		FR						
Select Move Lettings Scheme				2M				
Single Front Office				S				

Potential topics for future reviews

Child Sexual Exploitation								
Counter Terrorism Act								
Communications					*			
PCSO's				*				

Crime and Disorder Scrutiny:

Scrutiny of the Community Safety Partnership								*
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Key:

Task Group Reviews:

- S Scoping of the review
- C Collecting and considering evidence
- FR Final report of the review
- R Feedback and response from the Executive Cabinet
- M Monitoring Reports, 1 2 and 3 (if required)
- V Verbal update from the Chair
- ML Member Learning Session

Acronyms

- OSC Overview and Scrutiny Committee
- OSPP Overview and Scrutiny Performance Panel

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