

OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 6TH OCTOBER 2016, 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 HEALTH SCRUTINY

Members of the Committee will receive a verbal update on the work of Lancashire County Council's Health Scrutiny Committee, by Chorley Council's representative, Councillor Hasina Khan.

To view the agenda for the last meeting of the Health Scrutiny Committee which took place on 20 September [click here](#). It contains the report in to the Emergency Care Crisis – Chorley (item 5), and the accompanying attachments.

MINUTES

3 MINUTES OF THE OVERVIEW AND SCRUTINY COMMITTEE, 7 JULY 2016 (ENCLOSED)

(Pages 5 - 10)

4 MINUTES OF THE OVERVIEW AND SCRUTINY PERFORMANCE PANEL, 22 SEPTEMBER 2016 (ENCLOSED)

(Pages 11 - 14)

To note the minutes of the Overview and Scrutiny Performance Panel meeting held on 22 September 2016 (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.

SCRUTINY OF THE EXECUTIVE CABINET

6 EXECUTIVE CABINET MINUTES

To consider the Executive Cabinet minutes of the meeting held on 30 June 2016 and 25 August 2016.

A MINUTES OF EXECUTIVE CABINET MEETING HELD ON 30 JUNE 2016 (ENCLOSED)

(Pages 15 - 22)

B MINUTES OF EXECUTIVE CABINET MEETING HELD ON 25 AUGUST 2016 (ENCLOSED)

(Pages 23 - 28)

To consider the minutes of the Executive Cabinet meetings -

7 NOTICE OF EXECUTIVE DECISIONS

To view the latest notice of Executive Decisions [click here](#).

8 FLOODING ISSUES ACROSS THE BOROUGH

Report of the Director of Customer and Digital (to follow).

9 SECTION 106 UPDATE

Members of the Committee will receive a verbal update from the Director of Policy and Governance.

10 FINAL MONITORING REPORT - OVERVIEW AND SCRUTINY TASK GROUP (NEIGHBOURHOOD WORKING)

Report of the Director of Early Intervention and Support (to follow).

11 FIRST MONITORING REPORT - OVERVIEW AND SCRUTINY TASK GROUP (PUBLIC TRANSPORT ISSUES)

Report of the Director of Policy and Governance (to follow).

12 OVERVIEW AND SCRUTINY TASK GROUP: REVIEW OF THE SINGLE FRONT OFFICE - RESPONSE OF EXECUTIVE CABINET

(Pages 29 - 34)

To consider the response of the Executive Cabinet to the recommendations of the Overview and Scrutiny Task Group on the Single Front Office review (enclosed).

13 OVERVIEW AND SCRUTINY TASK GROUP: STAFF SICKNESS ABSENCE - RESPONSE OF EXECUTIVE CABINET

(Pages 35 - 36)

To consider the response to the Executive Cabinet to the recommendations of the Overview and Scrutiny Task Group of the Staff Sickness Absence review (enclosed).

14 REPORT FROM THE OVERVIEW AND SCRUTINY TASK GROUP - CHILD SEXUAL EXPLOITATION

(Pages 37 - 38)

Councillor Roy Lees, Chair of the Overview and Scrutiny Task Group in to Child Sexual Exploitation will provide a verbal update on the progress of the review so far.

The scoping document for this review is enclosed.

15 **OVERVIEW AND SCRUTINY WORK PROGRAMME**

(Pages 39 - 40)

To consider the Scrutiny Work Programme for 2016/17 (enclosed).

16 **OVERVIEW AND SCRUTINY TRAINING**

Members of the Overview and Scrutiny Committee are reminded that there will be a special Scrutiny Member Learning Session on Monday, 24 October 2016 from 5.30pm until 8pm. Steve Sienkiewicz, who is the North West trainer for the Centre for Public Scrutiny (CfPS) will be delivering this interactive session which will cover how scrutiny works, what it means and how to 'call in' a decision, it will also cover the behaviour and culture of scrutiny, encouraging positivity, and looks at the importance of the power to influence.

The session is open to all members to attend and some senior officers.

For refreshment purposes (which will be available from 5pm), if you would like to attend, please can you accept the meeting request that has been sent out to you.

17 **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 Roy Lees (Vice-Chair) and Councillors Charlie Bromilow, Paul Clark, Jane Fitzsimons, Gordon France, Margaret Lees, Matthew Lynch, June Molyneaux, Greg Morgan, Alistair Morwood, Mark Perks, Debra Platt and Kim Snape.

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

To view the procedure for public questions/ speaking click here <https://democracy.chorley.gov.uk/documents/s67429/Appendix%203%20Standing%20Orders%20Aug%202016.pdf> and scroll to page 48

This page is intentionally left blank



MINUTES OF	OVERVIEW AND SCRUTINY COMMITTEE
MEETING DATE	Thursday, 7 July 2016
MEMBERS PRESENT:	Councillor John Walker (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Paul Clark, Jane Fitzsimons, Mark Jarnell, Margaret Lees, Matthew Lynch, Greg Morgan, Alistair Morwood, Mark Perks, Debra Platt and Kim Snape
OFFICERS:	Carol Russell (Democratic Services Manager) and Chris Sinnott (Director (Policy and Governance))
APOLOGIES:	Councillor Aaron Beaver and June Molyneaux
OTHER MEMBERS:	Councillor Hasina Khan and County Councillor Steve Holgate.

16.OS.49 Declarations of Any Interests

There were no declarations of interest received.

16.OS.50 LCC Health Scrutiny Committee : A & E Services at Chorley Hospital

At the invitation of the Chair and Vice of the Committee, Councillor Steve Holgate, Chair of LCC Health & Adult Social Care Scrutiny Committee attended the meeting to talk about the temporary closure of the Accident and Emergency Department at Chorley Hospital. Also in attendance was Councillor Hasina Khan as the Council's representative on that Committee

County Councillor Holgate provided the Committee with a summary of the investigation that the Health Scrutiny Committee had undertaken on the downgrading of Chorley Hospital's accident and emergency service to an urgent care centre.

The downgrading had taken place in early April with no warning. The Lancashire Teaching Hospital NHS Trust had not advised or consulted local authorities on the change and it came as a major shock to staff and residents. The inquiry undertaken by the Health Scrutiny Committee has focused on why the change had taken place, its impact and what local hospital services would look like going forward. There had been a series of three meetings to gather evidence:

1. The Committee met with representatives of the Hospital Trust and heard about the shortage of trained staff and the use of locums. There had been a long term problem in attracting and recruiting suitably qualified staff, culminating in the

decision on temporary closure. The Clinical Commissioning Group for Chorley, South Ribble and Preston had also been interviewed as the funding provider. It appeared that they had not stepped in early enough to deal with the staffing issues.

2. The Committee then met with the NHS Education North West (formerly known as the Deanery) who provide training places for health clinicians and whose responsibility it is to ensure there are enough trained staff coming through the system to meet future service needs. The Committee heard that only 50% of staff who undertake training actually complete it and are available once qualified, due to career changes, family commitments etc. Training places had also been reduced in recent years. On qualifying, a significant number of staff relocated to countries like Australia. Recruiting trained staff from Europe was often of limited success as the training structure was different. Staff from the Indian Sub Continent were more likely to remain as the structure of health services, and therefore their training, was similar to the UK. Recruitment from abroad also required improved support from the Home Office.

The Committee also met/heard representations from local MPs

3. The Committee had looked at the position going forward in attracting staff. Those looking to advance their career, would choose to apply to hospitals who provide services for trauma; paediatrics, surgery and intensive care. Chorley Hospital was not in this position and this was a clear obstacle to successful recruitment. Early August would see the Hospital deciding whether or not they had sufficient staff to reopen accident and emergency services. A request had been made for information on how the closure had impacted on other local A & E services in Preston, Wigan, Bolton and East Lancashire but this hadn't yet been received.

It was anticipated that the final report of LCC Health Scrutiny Committee, including recommendations, would be published before the end of July.

Members asked a number of questions of Councillors Holgate and Khan including why there hadn't been earlier notification of the recruitment problems and an action plan to address this; whether the gradual downgrading of the services at the Hospital was a deliberate strategy; whether there had definitely been a danger to patient safety in the decision to close Chorley A & E services; and whether the services were likely to reopen.

In response, County Councillor Holgate did think there had been a failure to put together an action plan for recruitment at an early enough stage and that there was a longer term strategy of downgrading. Closure of the service had been on medical advice about patient safety and that couldn't be challenged. If the service did reopen in August there would still be questions about its longer term future.

Councillor Walker, Chair of the Committee, thanked Councillors Holgate and Khan for their attendance and information, Members would await their final report and the decision of the Hospital Trust on the reopening of accident and emergency services at Chorley Hospital.

RESOLVED – that the final report of the LCC Health Scrutiny Committee be circulated to Members of the Committee as soon as it is publicly available, with a view to holding a Special Meeting of the Overview and Scrutiny Committee in August.

16.OS.51 Minutes

a Minutes of meeting Thursday, 31 March 2016 of Overview and Scrutiny Committee

Councillor Lynch referred to Minute No. 176.OS.42 on PCSO deployment in neighbourhood policing, specifically comments from Inspector Cox regarding PACT meetings. Astley Village, Buckshaw and Euxton PACT meeting no longer took place and whilst there had been an offer of a drop in event, this did not appear to have been arranged.

RESOLVED –

- 1. That the minutes of the last meeting of the Overview and Scrutiny Committee held on 31 March 2016 be approved as a correct record for signature by the Chair; and**
- 2. That the Chair of the Committee writes to Inspector Cox regarding specific plans for the replacement of PACT meetings.**

b Minutes of the meeting Thursday, 16 June of the Overview and Scrutiny Performance Panel

Councillor Margaret Lees referred to Minute No 16.OSP.20 on the Organisational Plan, specifically in relation to food banks indicating that there had been a slight decline in the number of people presenting themselves at the food banks in the last 12 to 18 months. In her experience as a Trustee of Living Waters and from links to other charities this did not appear to be the case and this position was supported by other Councillors.

Chris Sinnott advised that additional information would be circulated but information available to the Council through those presenting as homeless and from Living Waters suggested a steadying off of demand with no further approach to the Council by Living Waters for support. People were being offered support in other ways.

Councillor Mark Perks asked for a correction to the wording of Minute No.16.OSP.20 on Working in Schools.

RESOLVED –

- 1. That the minutes of the meeting of the Overview and Scrutiny Performance Panel held on 16 June 2016 be noted and the wording in relation to Minute No.16.OSP.20 Working in Schools, be revised to insert “There was a further discussion about the need for providers and schools to share information to ensure that those children and families in need of assistance are identified and supported effectively.”**

2. **The Performance Panel should continue to monitor the position in relation to the demand for food banks with a view to potentially undertaking further scrutiny of this area in the future.**

16.OS.52 Public Questions

There were no public questions for consideration.

16.OS.53 Scrutiny of the Executive Cabinet

a Minutes of Executive Cabinet Meetings

RESOLVED –

1. **That the minutes of the Executive Cabinet meetings held on 17 March and 30 June 2016 be received;**
2. **That in respect of the Scrutiny Review of Sickness Absence, the Chair requested that the Executive Member for Resources respond as soon as possible to the report's recommendations, with a view to implementing them in the very near future; and**
3. **That the Executive be urged to respond to the Scrutiny Review of the Single Front Office report as soon as possible. Further to ongoing concerns about contact centre telephone response rates, it was agreed that performance information would be brought to the next meeting of the Performance Panel for consideration.**

b Notice of Executive Decisions

Members considered the Notice of Executive decisions published on 21 June which gave notice of key and other major decisions which the Executive Cabinet and Executive Members expected to take.

RESOLVED – that the Notice of Executive Decisions be received.

16.OS.54 Scrutiny Reporting Back - Annual Report 2015/16

Members received the report of the Chair and Vice Chair on the work of the Overview and Scrutiny Committee, the Performance Panel and the Task Groups in 2015/16. The report would be forwarded to full Council for their meeting in July as required by the Council's Constitution.

The report contained summary information on the key areas of work undertaken by the Committee including:

- **Challenging Performance** including inviting Executive Members to the Committee to talk about their portfolio performance specifically on time credits; the play and open space strategy; planning; welfare reforms; Market Walk and the town centre.
- **Task Group Reviews** on the Single Front Office and Staff Sickness Absence
- **Crime and Disorder Scrutiny** on PCSO deployment in neighbourhood policing
- **Call in** of an Executive Member decision on Community Action Plans
- **Financial Scrutiny** of the draft budget proposals for 2016/17

The Chair thanked Members and Officers for their contributions to the work of the Committee in 2015/16.

RESOLVED – that the Annual Report be noted and forwarded to the Council meeting on 19 July 2016.

16.OS.55 Overview and Scrutiny Work Programme

Members considered a draft work programme for the Overview and Scrutiny Committee, Performance Panel and Task Group topic areas for 2016/17.

The Chair reported that the next Task Group topic was Child Sexual Exploitation (CSE) and Safeguarding Issues. A Task Group had been established consisting of Councillors Roy and Margaret Lees; Sheila Long; Richard Toon; Kim Snape; Alistair Morwood; John Dalton; and Mark Jarnell. Reviewing this topic would also fulfil the crime and disorder scrutiny requirement for the year. The first meeting of the Task Group would take place on 2 August with Louise Elo, Head of Early Intervention and Support as lead officer.

RESOLVED –

- 1. That the suggested work programme for the Committee, Performance Panel and Task Groups for 2016/17 be agreed with the following additions:**
 - a. The Chair of the Task Group looking into CSE be Councillor Roy Lees.**
 - b. That a report on Flooding Issues across the Borough be submitted to the next meeting of the Committee in October (with a view to potential further scrutiny by a task group).**
 - c. That information on staff training particularly in relation to customer services be submitted to the next meeting of the Performance Panel.**
 - d. Information on the Council's approach to removal/enforcement of flyposting on lamp posts be circulated to Members of the Committee.**
 - e. That a potential Task Group topic of a review into the rollout of Superfast Broadband by BT be added to the work programme. This was to look into claims that it was not as widely available as the provider was claiming.**

Chair

Date



MINUTES OF OVERVIEW AND SCRUTINY PERFORMANCE PANEL

MEETING DATE Thursday, 22 September 2016

MEMBERS PRESENT: Councillor John Walker (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Matthew Lynch, June Molyneaux, Alistair Morwood and Mark Perks

OFFICERS: Asim Khan (Director (Customer and Digital)), Victoria Willett (Performance and Partnerships Manager), Kate Cronin (Policy Officer) and Cathryn Filbin (Democratic and Member Services Officer)

OTHER MEMBERS: Councillor Charlie Bromilow

16.OSP.21 Minutes of meeting Thursday, 16 June 2016 of Overview and Scrutiny Performance Panel

AGREED – That the minutes of the Overview and Scrutiny Performance Panel meeting held on 16 June 2016 be confirmed as a correct record subject to an addition to minute 16.OSP.19 Performance Focus: Community Development Working in Schools that paragraph has been amended as follows –

Working in Schools; and how the Council engaged with them. The Panel was informed that the Council worked closely with some schools, but not others. Schools were not required to buy in services from Chorley Council; they can choose which service provider they wanted to work with, even if that was a neighbouring authority. However, when it came to borough wide activities such as the Chorley Grand Prix, all schools within the borough were invited to take part.

Councillor Perks asked a number of questions relating to early intervention prevention, particularly those schools the council had little contact with.

16.OSP.22 Declarations of Any Interests

Councillor Matthew Lynch declared an interest during discussions relating to item 16.OSP.24 – Community Action Plans in his role as Chair of the Clayton Brook Action Plan.

16.OSP.23 Performance Focus - Customer and Digital Context

Members of the Panel received a report which provided contextual information in respect of the Customer and Digital directorate performance.

The Chair welcomed Asim Khan, Director of Customer and Digital to the meeting, who attended to answer questions in relation to the Customer and Digital directorate.

Following the organisational restructure in May 2016, the Customer and Digital Directorate encompassed the following services –

- Customer and Transactional Services
- Revenues and Benefits
- Planning and Development Control
- Waste and Streetscene
- ICT

The primary focus of the Directorate was on providing end to end customer services, dealt with at the first point of contact wherever possible and promoting the use of digital channels as a straightforward and efficient way of managing services.

As the contact centre was undergoing a period of change, the panel focused their performance questions towards council tax and benefits processing, planning, streetscene and waste services.

Council Tax and Benefits

The Panel noted that the performance indicator for Council Tax collected at the end of quarter two, was down by 0.05% on the previous year's figures which equated to less than £10,000 of the Chorley precept. However, it was expected at the end of quarter four the figures would be comparable with those for the same period in 2015/16.

In response to queries about conflicting information in regards to the performance figure for 'Average time taken to process new claims and change events' the Director of Customer and Digital explained that the performance target in 2015/16 was 10 days. However, for 2016/17 that performance target had been reduced to 6 days. The results therefore showed that although performance had improved when comparing the figures for the same period the previous year, the figure was still over the 6 day performance target. The Director of Customer and Digital explained that there was mitigating factors behind the delay, and the target was expected to be reached by the end of the quarter 4. It was acknowledged that the set target was challenging, but achievable.

In response to questions about the collection of council tax arrears the Director of Customer and Digital explained the statutory process for the collection of arrears and the court arrangements. The timescale between first bill and court appearance was between six to eight weeks. Payment arrangements could be set up during this time with each case being considered on its own merits. It was inevitable that some debt would not be recoverable for various reasons (insolvency and death etc). On these occasions the provision for writing off bad debt was reported as part of the Council's financial statement.

Streetscene

It was explained that the way performance figures were monitored in the past were not accurate, and that a different way of monitoring the performance indicator should be introduced.

The changes would include the introduction of new technology and a change in service culture. It was therefore expected that the new working arrangements would take between 12 to 18 months for accurate data to be recorded and further 12 months before monitoring performance could take place.

Other challenges for the services included –

- Fundamental review in terms of assets/depot
- Procurement review
- Succession planning
- Opportunity to improve health and safety

A report detailing the future and challenges that the service will face, including recommendation would be presented to members for consideration in the near future.

Waste

The indicator 'number of missed collections per 100,000 collections of household waste' had performed better than target at the end of quarter one and was on target as of August 2016.

Through debate, a number of issues were considered –

- missed bin collection
- bins not being returned
- assisted collections being missed
- bins not being collected from the back of houses
- waste being spilt on to the ground and left by the operatives

There was a general consensus that the quality of service was dependant on a number of factors including different crews and different customer expectations.

The Director of Customer and Digital advised that there was regular contact with the contractor, Veolia Waste Management, to monitor contractual standards in terms of service delivery. Debate then turned to the waste contract which was in year eight of a ten year agreement and future procurement to ensure continued high service standards.

Members of the Panel also debated recent changes to recycling and the introduction of permits at Lancashire County Council recycling centres including any impact this had on fly tipping. There was an agreement that the amount of waste allowed at the recycling centres needed to be more widely publicised.

The Director of Customer and Digital welcomed the Chair suggestion that the Overview and Scrutiny may wish to review the waste management contract prior to the start of the procurement process.

Planning

Accurate performance monitoring was also a key focus for the Planning team.

At the moment there was an element of manual assessment. However, there was no way of validating these results. Changes would be introduced which would allow more accurate reliable monitoring by using information from IT systems. It was expected that the first set of monitoring figures under this new arrangement would be available by the end of the next quarter.

Members of the Panel also discussed staffing arrangements and the payment of Community Infrastructure Levy.

On behalf of the Panel the Chair thanked the Director of Customer and Digital for his attendance and congratulated him on the steps that he had already implemented to improve the services discussed.

16.OSP.24 Performance Monitoring - First Quarter 2016/2017

Members of the Panel received a report from the Director of Policy and Governance which set out the performance against the delivery of the Corporate Strategy and key performance indicators during the first quarter of 2016/17 (1 April 2016 to 30 June 2016).

Overall performance of 2015/16 key projects was good, with 88% of the projects on track or complete. Two projects (12%) were rated as off track –

- Progress the delivery of Friday Street Health Centre – rated red due to external factors
- Delivery of Community Action Plan – rated amber following a review of scope.

(Councillor Matthew Lynch declared an interest in the discussion of the delivery of Community Action Plans in his role as Chair of the Clayton Brook Community Action Plan.)

Actions to address the issues had been identified in both cases and were currently being implemented.

Performance of the Corporate Strategy indicators and key service delivery measure was also good. 80% of the Corporate Strategy indicators and 86% of the key service measures were performing above target of within the 5% tolerance. Those indicators performing below target were –

- % of 16-18 year olds who were not in education, employment or training (NEET) – it was reported that Preston College had changed the way it reported its figures, and as a result releases their figures early. It was expected that this % would even out.
- % of customer dissatisfied with the services they had received from the Council

Action plans had been developed and the report outlined what actions were being taken to improve performance.

During debate, members of the panel discussed various aspects of the report which included

- Number of homelessness preventions and reliefs
- Number of young people taking part in 'Get Up and Go' activities
- Chorley Public Service Reform Partnership – particular highlights included the delivery of a number of key test beds to inform future integrated working.

Councillor Perks reported that he had an understanding of what Chorley Public Service Reform Partnership had achieved in Chorley inner east but this was due to his role on the Combined Fire Authority. Councillor Perks added that it was important that all members were made fully aware of the activities of what the Council, with its partners are achieving as part of this partnership.

AGREED – That the report be noted, and further information be circulated to members on the success of Chorley Public Service Reform Partnership and the details of the measures relating to prevention of homelessness.

Chair

Date

**MINUTES OF****EXECUTIVE CABINET****MEETING DATE****Thursday, 30 June 2016****MEMBERS PRESENT:**

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

MEMBER RESPONSIBLE:

Councillors Matthew Lynch and Alistair Morwood

COUNCIL CHAMPIONS:

Councillors Jean Cronshaw

OFFICERS:

Gary Hall (Chief Executive), Jamie Carson (Director (Early Intervention and Support)), Chris Sinnott (Director (Policy and Governance)), Louise Elo (Head of Early Intervention), Rebecca Huddleston (Head of Customer Transformation), Chris Moister (Head of Legal, Democratic & HR Services) and Andrew Daniels (Communications and Events Manager)

APOLOGIES:

None

OTHER MEMBERS:

Councillors June Molyneaux, Richard Toon and Paul Leadbetter

16.EC.1 Minutes of meeting Thursday, 17 March 2016 of Executive Cabinet

Decision: The minutes of the Executive Cabinet meeting held on 17 March 2016 were confirmed as a correct record for signing by the Executive Leader.

16.EC.2 Declarations of Any Interests

No declarations of any interests were received.

16.EC.3 Public Questions

There were no questions received from any member of the public.

16.EC.4 Exclusion of the Public and Press

Approval that the press and public be excluded for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

16.EC.5 Digital Health Village, Euxton Lane

The report of the Chief Executive was presented by the Executive Leader and Executive Member (Economic Development and Public Service Reform). The report updated on progress made to bring forward land allocated for development at Euxton Lane and the Digital Health Village. The report also made Members aware of the proposed Digital Office Park at the site, a potential commercial venture for the Council, which is subject to an application by the Council for European funding.

Decision:

That the report be noted.

Reasons for recommendation(s)

1. To bring Members up to date with the positive progress both in developing the Digital Health Village and bringing forward the employment land, and in particular the Digital Park Office, at Euxton Lane in readiness for considering a more in depth report at Council with regards to the Council's commitment to the Digital Office Park as a commercial venture.
2. To expand the Council's investment portfolio as a means to generate revenue in order to supplement local taxation income streams.

Alternative options considered and rejected.

The development of the Euxton Lane site solely for employment uses was rejected on financial viability grounds. Likewise, the site's entire development for residential use would be a major deviation from the Chorley Local Plan and not provide benefits of growing the digital and health sector economies and creating jobs locally.

At this point in the meeting the press and public were admitted back into the room**16.EC.6 Final report of Overview and Scrutiny Task Group - Staff Sickness Absence Review**

In the absence of the Chair of Overview and Scrutiny, and Chair of the Task Group, Councillor John Walker, the Leader of the Opposition, Councillor Paul Leadbetter presented the final report of the Overview and Scrutiny Task Group's review on Staff Sickness Absence.

It was reported that the Task Group felt that the current increase in the levels of sickness absence for 2015/16 did not suggest any underlying cause for concern and felt that the Council's current Sickness Absence Policy and approach to short and long term staff sickness absence was fair and proportionate to manage staff sickness effectively and requested that the Executive Cabinet accept and approve the

recommendations which were mainly around training for managers to maintain a consistent approach to the implementation of the new policy across the authority.

Decision: The report of the Overview and Scrutiny Task Group was received and accepted for consideration, with a view to the Executive Cabinet's recommended response to the recommendations being reported directly to the next meeting of the Overview and Scrutiny Committee.

16.EC.7 Revenue and Capital Budget Monitoring - Provisional Outturn 2015-16

The report of the Chief Executive was presented by the Deputy Leader and Executive Member (Resources). The report presented the provisional outturn figures for the Council as compared against the budget and efficiency savings targets set for the financial year 2015/16.

The report set out the provisional outturn figures for the 2015/16 Capital Programme and updated the Capital Programme for financial years 2016/17 to 2018/19 to take account of the re-phasing of expenditure from 2015/16 and other proposed budget changes.

The accounts were provisional at this stage and were also subject to final checking and scrutiny by the Council's external auditor. Should there be any significant changes to the outturn as a result of this process a further report would be submitted to Executive Cabinet.

Members noted that the total Business Rates Retention (BRR) receipts for 2015/16 were less than anticipated. This had been brought about as a result of the Valuation Office Agency appeals process and a decision made by the VOA, outwith this usual process, to significantly reduce the Rateable Value of the M6 Service Station at Charnock Richard, a decision backdated to 1 April 2010. The vagaries of the system has meant that this reduction in financial performance actually creates an underspend of £0.415m against the anticipated budget position.

In response to a query in relation to the allocation of Section 106 money, the Leader advised that a document would be circulated to all Members shortly on how Section 106 and Community Infrastructure Levy (CIL) money was raised and allocated

Decision:

- 1. That the full year outturn position for the 2015/16 revenue budget and capital investment programme be noted.**
- 2. To recommend to Full Council the approval of slippage requests and other transfers to reserves as outlined in Appendix 2 of the report to finance expenditure on specific items or projects in 2016/17.**
- 3. To recommend to Full Council the approval of the set aside £80,000 from the 2015/16 surplus on Market Walk and £70,000 from other in-year revenue underspends to the Buildings Maintenance Fund to finance asset improvements in 2016/17.**
- 4. To recommend to Full Council the approval of the transfer of £50,000 from in-year revenue underspends to the Buildings Maintenance Fund to finance asset improvements in 2016/17.**
- 5. That the 2015/16 outturn position on the Council's reserves be noted.**

6. To recommend to Full Council the approval of the transfer of the £0.415m underspend in respect of the Central Business Rates Retention (BRR) Levey Budget to the BBR Equalisation Reserve.
7. That the impact of the final capital expenditure outturn and the re-phasing of capital budgets to 2016/17 be noted and approval of the additions and deletion to the 2015/16 capital budget outlined in paragraphs 96 to 99.
8. To recommend to Full Council the approval of the financing of the 2015/16 Capital Programme to maximise the use of funding resources available to the Council.

Reasons for recommendation(s)

To ensure the Council's budgetary targets are achieved.

Alternative options considered and rejected

None

The Executive Leader, Councillor Alistair Bradley left the meeting at 6.30pm and the Deputy Leader, Councillor Peter Wilson took the Chair**16.EC.8 Equality Scheme Refresh 2016**

The report of the Director of Policy and Governance was presented by the Deputy Leader and Executive Member (Resources) and was a revised and updated version of the Council's Equality Scheme for the Executive Cabinet consideration.

The scheme represents the authority's most recent approach towards equality and diversity based on a comprehensive review of legislation, data and best practice. It outlined the Council's approach, the processes undertaken and the strategies and policies in place to ensure that the authority continued to undertake its duties as defined by the Equality Act 2010. The scheme also contained an action plan appended to the report that outlined the key activities to be undertaken over 2016/17 to enhance and improve performance.

Decision:

Approval of the updated Equality Scheme 2016 granted.

Reasons for recommendation(s)

1. Our Equality Scheme sets out our vision for equality. If approved, the scheme will outline the steps we will be taking over the coming years to proactively promote equality and diversity through our roles as a service provider, community leader and employer. It also enables us to set out our plans as to how we will meet the Equality Act 2010 in terms of both general duties and the specific public sector duty.
2. A strong commitment to equality and diversity will not only help us to meet our legal requirements but will also provide benefits to our local communities. As an organisation that is committed to understanding and shaping its services around customer needs, we need to be able to recognise and adapt to the diverse nature of our local communities.

Alternative options considered and rejected

1. To continue with the existing Equality Scheme.

2. Continuing with our current Equality Scheme is not considered an option as, whilst comprehensive, the current scheme is outdated and does not reflect our most up to date approach towards equality and diversity considerations as an organisation.

16.EC.9 Chorley Council Performance Monitoring Report - Fourth Quarter 2015/16

The report of the Director of Policy and Governance was presented by the Deputy Leader and Executive Member (Resources). The monitoring report set out performance against the delivery of the Corporate Strategy, and key performance indicators during the fourth quarter of 2015/16, 1 January to 31 March 2016.

The report also provided an update on the performance of last years, 2014/15 Corporate Strategy projects and the outcomes achieved. The majority of projects (89%) had been successfully completed and are rated green with highly positive outcomes that had been developed and taken forward in 2016/17. Only one project, which will continue to be progressed through the 2016/17 Corporate Strategy is currently rated red; 'Progress the delivery of Friday Street Health Centre'. This rating reflected recent delays to progress, pending the outcomes of a review by the Clinical Commissioning Group which will influence future funding.

Members were informed that the performance of the Corporate Strategy indicators and key service delivery measures remains excellent with 84% of the Corporate Strategy indicators and 90% of the key service measures performing above target or within the 5% tolerance.

Members were informed that the Economic Masterplan for Botany Bay had progressed and had an agreement in principle with the landowners. The next steps would be to consult with ward councillors and local residents over the next couple of months before applying for planning permission.

Decision:

That the report be noted.

Reasons for recommendation(s)

To facilitate the ongoing analysis and management of the Council's performance in delivering the Corporate Strategy

Alternative options considered and rejected

None

16.EC.10 Fixed Penalty Notices - Fly-Tipping Report

The report of the Director of Early Intervention was presented by the Executive Member (Public Protection). The report highlighted new regulations that allow local authorities to issue fixed penalty notices for those caught fly-tipping.

The report recommended that Chorley Council set its penalty fee to £400, with a reduction to £200, is paid with 10 days of the notice being issued. This was in line with the national default if no local penalty is set.

Members were advised that local authorities are responsible for investigating and clearing small scale fly-tipping on public land and that larger fly-tipping (classed as a lorry load or more) is the responsibility of the Environment Agency. There are typically 800 incidents of fly-tipping the borough each year and the issuing of a fixed penalty notice is only one tool available to the Council, along with prosecution through the Courts.

Members were pleased to see this course of action being taken by the Council and urged the authority to publicise the scheme as much as possible to get the message across that the Council will prosecute. Thanks were also given to the Neighbourhood Officers who worked really hard to identify the culprits and educate people to help change behavioural patterns.

Decision:

- 1. Delegated authority was granted to the Deputy Chief Executive/Director of Early Intervention to implement the Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016 and in turn, grant delegated authority to designated officers within the Council and PCSO's to issue Fixed Penalty and PCSO's to issue Fixed Penalty Notices for fly-tipping.**
- 2. Approval granted for the fixed penalty to be set at £400 in the Chorley Borough, reduced to £200 if paid in full within 10 days of the notice being issued.**

Reasons for recommendation(s)

The exercising of the new regulations will deter people from committing the act and financially punish offenders, so enabling some of our costs to be retrieved and change behaviours within the community.

Alternative options considered and rejected.

If no decision as to the amount is agreed then the legislation sets the default amount of fine at £200.

16.EC.11 Chorley VCFS Commissioning - End of year two review

The report of the Chief executive was presented by the Executive Member (Early Intervention). The report provided an update on the performance of the commissioned VCFS providers during 2015/16, year two of the three year contract.

Overall performance of all of the commissioned providers remained excellent and all of the organisations have met or exceeded all the aims as set out in their contracts.

Contract reviews have been undertaken with each of the providers to consider overall performance and gave an opportunity to highlight any issues in delivery and an update on each of the contracts was appended to the report.

Delivery of the final contract year has now commenced and monitoring will continue to take place on a quarterly basis, with final year monitoring and evaluation planned for the end of March 2017.

Decision:

That the report be noted.

Reasons for recommendation(s)

To ensure effective monitoring of the council's commissioned providers.

Alternative options considered and rejected.

None

16.EC.12 Executive Cabinet Response to the Overview and Scrutiny Task Group Review of the Single Front Office

The report of the Director of Customer and Digital was presented by the Executive Member (Customer and Advice Services). The report provided the response to the Overview and Scrutiny Task Group Review of the Single Front Office undertaken in 2015 and reported to Executive Cabinet in February 2016.

All the recommendations were accepted and the report outlined the actions that had already been taken to address each one and progress made to date.

Councillor Dunn thanked all those who had contributed to the inquiry.

Decision:

Approval granted to accept the recommendations made by the Overview and Scrutiny Task Group Review of the Single Front Office as outlined in the report.

Reasons for recommendation(s)

To provide a response to the recommendations made by the O&S task group review of the implementation of the Single Front Office.

Alternative option(s) considered and rejected

None

16.EC.13 Exclusion of Press and Public

Approval that the press and public be excluded for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

16.EC.14 Key Partnerships monitoring report

The report of the Director of Policy and Governance was presented by the Deputy Leader and Executive Member (Resources) and provided an update on the performance of the Council's key partnership arrangements.

Overall performance of all the key partnerships was generally strong and the financial assessments of the partnerships are positive with the financial standing of the majority of key partnerships remaining strong or improving.

Decision:

That the report be noted.

Reason for recommendation(s)

To ensure effective monitoring of the Council's key partnerships

Alternative options considered and rejected

None

Chair

Date



MINUTES OF	EXECUTIVE CABINET
MEETING DATE	Thursday, 25 August 2016
MEMBERS PRESENT:	Councillor (Chair), Councillor Peter Wilson (Vice-Chair) and Councillors Paul Walmsley and Adrian Lowe
MEMBER RESPONSIBLE:	Councillors Danny Gee, Matthew Lynch and Alistair Morwood
COUNCIL CHAMPIONS:	Councillors Jean Cronshaw
OFFICERS:	Gary Hall (Chief Executive), James Thomson (Principal Management Accountant), Fiona Daniels (Housing Options and Support Manager) and Dianne Scambler (Democraic and Member Services Officer)
APOLOGIES:	Councillors Alistair Bradley, Beverley Murray and Graham Dunn
OTHER MEMBERS:	Councillors Charlie Bromilow, Marion Lowe, Eric Bell, Henry Counce, Keith Iddon, Greg Morgan and John Walker

16.EC.15 Minutes of meeting Thursday, 30 June 2016 of Executive Cabinet

Decision: The minutes of the Executive Cabinet meeting held on 30 June 2016 were confirmed as a correct record for signing by the Deputy Executive Leader.

16.EC.16 Declarations of Any Interests

There were no declarations of any interests.

16.EC.17 Public Questions

There were no questions received from any member of the public.

16.EC.18 Chorley Council Performance Monitoring Report - First Quarter 2016/17

The report of the Director of Policy and Governance was presented by the Deputy Leader and Executive Member (Resources). The monitoring report set out the Council's performance against the delivery of the Corporate Strategy and key performance indicators during the first quarter of 2016/17, 1 April to 30 June 2016.

Overall performance of the 2015/16 key projects was good, with 88% on track or complete. Only two projects (12%) are currently rated as off track, the delivery of the Friday Street Health Centre is rated red due to external factors outside of the Council's control and the Delivery of the Community action Plans, currently rated amber following a review of scope. Actions to address the issues have been identified in both cases and were being implemented.

Members discussed the merits and disadvantages of the Community Action Plan pilot scheme that had been recently undertaken and the Cabinet agreed that lessons had been learnt throughout the process. A full review of all of the Community Action Plans would be undertaken over the next few months.

It was also reported that the Botany Bay Masterplan was progressing well and that the Council would continue to work with all relevant stakeholders including nearby residents on the proposals. It was anticipated that the Masterplan would be brought to a future Council meeting to agree a broad direction of travel before undertaking a more formal consultation. A planning application was expected to be considered early in 2017.

Performance of the Corporate Strategy indicators and key service delivery measures was also good with 80% of the Corporate Strategy indicators and 86% of key service measures performing above target or within the 5% tolerance. Only two indicators were performing below target, the percentage of 16-18 year olds who are not in education, employment or training (NEET) and percentage of customer's dissatisfied with the service they had received from the Council. Action plans had been developed to improve performance and recent results were already showing improvement.

Decision:

That the report be noted.

Reason for recommendation(s)

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

Alternative options considered and rejected.

None

16.EC.19 Revenue and Capital Budget Monitoring 2016/17 Report 1 (end of June 2016)

The report of the Chief Executive was presented by the Deputy Leader and Executive Member (Resources). 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 2016/17.

The projected revenue outturn showed a forecast underspend of £245,000 against budget, however no action was required at this stage of the year. The latest forecast excluded any variation to projected expenditure on investment items added to the budget in 2016/17 and any remaining balances at year end would be transferred into specific reserves and matched to expenditure in future years.

In the 2016/17 budget the expected net income from Market walk after deducting financial costs was £0.942m with the latest projection showing a forecast return of £1.002m. The overall forecast of capital expenditure in 2016/17 is £14.006m.

The Council is expected to make an overall target saving of £150k in 2016/17 from management of the establishment, with savings of £100k already having been achieved for the year.

The Council's Medium Term Financial Strategy proposes that working balances will reach £4.0m over the three year life span of the MTFs to 2018/19 due to the financial risks facing the Council. A budgeted contribution into General Balances of £500k is contained within the new investment package for 2016/17 with the current forecast to the end of June showing that the General Fund balance could be around £3.430m by the end of the financial year. Following approval of the recommendations in the report, the forecast balance would reduce to £3.363m and be on target to achieve £4.0m by 2018/19.

Decision:

- 1. That the full year forecast position for the 2016/17 revenue budget and capital investment programme be noted.**
- 2. That the forecast position on the Council's reserves be noted.**
- 3. Approval of the use of £67,000 from in-year revenue underspends to invest in the Retail Grants Programme**
- 4. Approval of the use of £15,000 revenue savings against the Meals on Wheels budget to contribute towards the additional Christmas Lighting costs in 2016 and make this a permanent budget virement for future years.**
- 5. Approval of the use of £25,000 from in-year revenue underspends to finance the review that will be undertaken to identify empty homes brought back into use and increase the subsequent increase in the New Homes Bonus grant.**
- 6. That the changes to the Capital Programme to reflect delivery in 2016/17 be noted.**

Reasons for recommendation(s)

To ensure the Council's budgetary targets are achieved.

Alternative options considered and rejected.

None.

16.EC.20 Exclusion of the Public and Press

Approval that the press and public be excluded for the following items of business on the grounds that they involve the likely disclose of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

16.EC.21 Select Move Policy Amendments

The report of the Direct of Early Intervention and Support was presented by the Deputy Leader and Executive Member (Resources). The report outlined the outcome of the consultation and subsequent amendments to the Select Move Allocations Policy.

Following approval by the Executive Cabinet to consult upon the amendments to the Select Move allocations policy, a consultation programme had been undertaken and involved gathering input from customers, stakeholders and partner agencies. A summary of the consultation comments were provided in appendix one of the report and were in the main, minor changes.

It was explained that once all the partners within the Select Move partnership had obtained final sign off from their respective boards and Elected Members, an implementation plan would be established, that would also involve working with the software provider Abritas to make the necessary changes to the system in order to maintain the policy changes.

Decision:

- 1. Adoption of the amendments to the Select Move common allocations policy to be implemented in accordance with the plan developed by the Select Move Partnership.**
- 2. Approval to extend the pilot to allocate 25% outside the allocations policy for another 12 months.**

Reasons for recommendation(s)

To adopt the Select Move changes to the common allocations policy and continue to implement in accordance with the plan developed by the Select Move partnership.

Alternative Options Considered and Rejected

To refuse to accept the proposed changes could likely result in the Registered Providers giving notice to withdraw from Select Move and the Council has no powers to prevent this and Chorley Council would operate on and assess households using a different policy. The demise of Select Move would result in the need for the Council to revert back to the old nominations system, whereby the Registered Providers provide the Council with a proportion of their voids as nominations on some of their stock. To operate a different policy from Registered Providers and our neighbouring authorities within the Select Move scheme would not only be confusing for the applicant but could prove to be a disadvantage for Chorley applicants in obtaining permanent housing.

16.EC.22 Cotswold Supported Housing, Concierge Service Contract

The report of the Director of Early Intervention and support was presented by the Deputy Executive Leader and Executive Member (Resources). The report provided details of the procurement exercise being undertaken to renew the contract for the delivery of the concierge service for Cotswold Supported Housing, including the evaluations criteria which would be used to award the contract.

Decision:

1. **Approval of the contract award procedure, evaluation criteria and weightings which will be used to award a new contract for the provision of night caretaking and concierge service at Cotswold Supported Housing.**
2. **Delegated authority granted to the Executive Member (Resources) to award the contract to the successful bidder.**

Reasons for recommendation(s)

In accordance with the Council's contract procedure rules, approval of the contract award procedure and evaluation criteria to be used is required from the relevant Executive Member portfolio.

Alternative Options Considered and Rejected

1. The option to extend the current contract with Sector would not comply with the Council's procurement rules.
2. The option to tender for a concierge service for another one or three or more years contract was considered. However, another one year contract was felt to be too short and more continuity of service is required, whilst more than a two year contract was felt to be too restrictive for a changing and improving service.

Chair

Date

This page is intentionally left blank



Report of	Meeting	Date
Director (Customer and Digital) (Introduced by the Executive Member for Customer and Advice Services)	Executive Cabinet	30 June 2016

EXECUTIVE CABINET RESPONSE TO THE OVERVIEW AND SCRUTINY TASK GROUP REVIEW OF THE SINGLE FRONT OFFICE

PURPOSE OF REPORT

- To provide the Executive Cabinet's response to the O&S Task Group on the Review of the implementation of the Single Front Office undertaken in 2015 and reported to Executive Cabinet in February 2016.

RECOMMENDATION(S)

- It is recommended that Members accept the recommendations made by the O&S Task Group Review of the implementation of the Single Front Office as outlined in the table contained in the main body of the report.

EXECUTIVE SUMMARY OF REPORT

- The Council's Overview and Scrutiny Committee established a task group in June 2015 to review the implementation of the Single Front Office.
- The task group reported its findings and recommendations to the Council's Executive Cabinet in February 2016 and this report provides the Executive response to those recommendations.
- All recommendations are accepted and this report outlines the actions which will be taken to address each of the recommendations and also any progress already made to date.

Confidential report Please bold as appropriate	Yes	No
--	-----	-----------

Key Decision? Please bold as appropriate	Yes	No
--	-----	-----------

Reason Please bold as appropriate	1, a change in service provision that impacts upon the service revenue budget by £100,000 or more	2, a contract worth £100,000 or more
	3, a new or unprogrammed capital scheme of £100,000 or more	4, Significant impact in environmental, social or physical terms in two or more wards

REASONS FOR RECOMMENDATION(S)

(If the recommendations are accepted)

- 6. To provide a response to the recommendations made by the O&S task group review of the implementation of the Single Front Office.

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED

- 7. None.

CORPORATE PRIORITIES

- 8. 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	✓

BACKGROUND

- 9. The Single Front Office project was approved by the Executive in January 2014. The project aim was to create a Single Front Office where services are delivered end-to-end as far as possible at the first point of contact
- 10. In June 2015 an The O&S task group was established to:
 - a. Ensure that the implementation of the SFO is successful and meets all the principle objectives of the project;
 - b. Ensure that the customer experience, response times and productivity and performance targets continues to improve; and
 - c. Maximise the use of technology to improve the effectiveness and efficiency of service delivery.
- 11. The task group took evidence from a number of sources which included a wide range of performance data and they also met with officers to discuss their use of the My Account system and shadowed staff in the Council’s contact centre.
- 12. In the final report the O&S task group concluded that the implementation of the Single Front Office contributed to the work that the Council is currently undertaking to create efficiencies. In addition the Single Front Office was found to have many examples of good working practices and the recommendations endorse the expansion of the principles into other service areas across the Council.

RESPONSE TO RECOMMENDATIONS

- 13. The table details the Executive Cabinet response to each of the recommendations made by the task group and the actions taken and planned.

O&S Task Group Recommendation	Executive Cabinet Response	
	Actions completed	Actions planned
1. Member Learning Session to be delivered to all Members of the Council on the Single Front Office to help Councillors understand what the Council are trying to achieve and the reason why.	Agreed.	A member learning session will be arranged to communicate the objectives, principles and successes of the Single Front Office.
2 The implementation of the Single Front Office, agreed by Executive Cabinet and finalised in March, although only part way through has already demonstrated improved efficiencies and has had an impact on productivity. The Group endorse the current approach being taken by the authority and support its expansion in other areas.	Agreed. The recent senior management restructure has more closely aligned our customer-facing services of Planning, Streetscene and Grounds Maintenance with the Single Front Office. The Planning Support project is nearing completion and the changes put in place will support productivity in this area.	A thorough understanding of the other service areas and collection of detailed baseline performance data will need to be acquired. Following this an action plan will be developed detailing how the approach will be taken forward in other areas.
3. That the Group supports the continued development, implementation of and migration of accessible services online.	Agreed. Council tax applications for single person discount and certain reliefs and exemptions can now be made online. The Planning Support project has moved the planning application process online.	Further on-line forms are being developed and are being acquired as part of software contract renewal such as DHP applications. Further software is being tested which will allow improved access for customers to council tax and business rates accounts and to their housing benefit claim information.
4. That the Council continues to engage with those residents who need additional support to access services online	Agreed. The Council's Digital Inclusion Officer post now sits within the Single Front Office and is better placed to work with the frontline team to encourage more residents to access services online Introductory sessions to support people to get online are now being held on a regular basis out in the community and take up is increasing.	The Digital Inclusion Officer will work directly from the Customer Services Centre and One Stop Shop on a Tuesday, actively helping customers to access services online and sign up for My Account.
5. That online tutorials are made available for residents to help them make effective use of the My Account system.	Agreed. A tutorial has already been developed for the planning weekly list to help customers access this online and this is in use.	An online tutorial for My Account will be developed and made available on the website and social media.
6. That dialogue on the My Account system be improved at	Agreed. Staff using the My Account	The wording for all stages of

<p>the necessary stages to provide better information to residents regarding assurances on the status of jobs and the transfer of requests to other partner organisations.</p>	<p>system have been reminded that notes on the service requests are visible to customers where the customer and also of the importance of keeping customers up-to-date with progress.</p>	<p>the My Account workflow and processes is under review to ensure the information made available to customers is as clear and accurate as possible.</p>
<p>7. That the process for requesting the addition of an asset to the Council's Asset Register be better promoted to residents using the My Account system.</p>	<p>Agreed.</p>	<p>Consideration be given to adding a service request type to My Account specifically for the addition of assets to the Council's asset register or redirect to existing enquiry form.</p>
<p>8. That My Account training be made available to Parish Councils.</p>	<p>Agreed. A training session has been held for Parish Councillors.</p>	<p>Where further interest is shown additional sessions will be held.</p>
<p>9. That an option be considered on the My Account system that will allow customers to enter service requests when that specific option is not available to select.</p>	<p>Agreed.</p>	<p>A review will be carried out of the enquiries received through the 'General Enquiry' service request. This will indicate where there is a need for an additional form for a specific service request or further information for customers about where to report issues.</p>
<p>10. That a Suggestion Box be considered on the My Account system that will allow customers to feedback and promote ownership of the system by the residents of the borough.</p>	<p>Agreed. There is a service request type for the website which is what customers currently use to feedback to us about online issues.</p>	<p>Consideration will be given to how this could best be facilitated within the current configuration of the My Account system.</p>
<p>11. That the Task Group supports the Council's review of all its correspondence with the aim of improving this method of communication to its residents and details of how to register on the My Account system be incorporated into its design.</p>	<p>Agreed Work has already been undertaken on the review of correspondence in planning and Housing Benefits. As part of this review consideration has been given to the most effective way to promote online access to services.</p>	<p>Review of correspondence will continue to take place as part of the SFO development plan. Consideration will be given to the development of an icon for My Account which could be easily incorporated into the Council's corporate templates used for customer contact.</p>
<p>12. That the Council looks at ways to improve the process of customer call backs across the authority.</p>	<p>Agreed. Staff have been encouraged to monitor call backs and to keep customers better informed generally by information on The Loop and in Core Brief.</p>	<p>A more targeted approach will be developed with managers to help focus on the areas of most concern.</p>

IMPLICATIONS OF REPORT

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

Finance		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

15. The Executive Cabinet responses to these recommendations have no additional budgetary implications for the Council over and above what has already been agreed.

COMMENTS OF THE MONITORING OFFICER

16. There are no comments.

ASIM KHAN
DIRECTOR (CUSTOMER AND DIGITAL)

Background Papers			
Document	Date	File	Place of Inspection
Report of the Overview and Scrutiny Task Group – Single Front Office	December 2015	http://mod/documents/s61339/Final%20Report%20-%20Single%20Front%20Office%20Review.pdf	Mod Gov
Report Author	Ext	Date	Doc ID
Helen Sutton	5449	15/06/16	OandSRrecommendationsEC30062016

This page is intentionally left blank



Report of	Meeting	Date
Director of Policy and Governance	Overview and Scrutiny Committee	6 October 2016

OVERVIEW AND SCRUTINY MONITORING REPORT - STAFF SICKNESS ABSENCE

PURPOSE OF REPORT

1. To respond to the report of the Overview and Scrutiny task group that examined staff sickness absence for 2015/16 and provide an update on progress in delivering against the recommendations.

RECOMMENDATION(S)

2. That the responses be noted.

EXECUTIVE SUMMARY OF REPORT

3. An overview and scrutiny task group looked at staff sickness absence as the figures for 2015/16 were significantly higher than the target set for the year. Their final report was presented to Executive Cabinet on 30 June 2016. This report provides an update of the progress made in responding to the 4 recommendations contained within the report.
4. The table below details the recommendations arising out of the review and the progress made against each:

O&S Task Group Recommendation	Progress
1. Employees to complete a survey, a minimum of three weeks following their return to work after a period of absence to provide feedback to HR on their experience of the application of the Sickness Absence Policy.	30 questionnaires have now been issued with about 20 now returned. Full data analysis still has to be done on the questionnaires, but from the initial view they are positive and staff understand the policy and feel supported.
2. Managers should receive refresher training on applying the Sickness Absence Policy to ensure a consistent approach across the Council.	Agreed, to be done through an eLearning package. HR have implemented spending more time with managers coaching them prior to conducting absence meetings to ensure greater consistency of approach across the Council. This is going well and being positively received although it has only taken place on a handful of occasions.
3. Review the wording in the letter that employees receive when the Sickness Absence Policy is triggered.	The letter has been reviewed. Although no changes were made to the letter, the email that goes with the letter to managers has been reviewed to include more specific details about how letters should be given to the employee. This is to ensure that the letter is in line with the council's policy, but that managers are better

O&S Task Group Recommendation	Progress
	able and prepared to provide context and explanation to employees.
4. To review the current performance measure for sickness absence monitoring and establish a range of measures using figures prior to the policy being introduced when compared with current information.	A new target set at 7 days per employee. Last year's target was 6 days per employee. The figure was set using data for Chorley for last 5 years and looking at district data across the North West.

Confidential report Please bold as appropriate	Yes	No
--	-----	----

CORPORATE PRIORITIES

5. 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

CURRENT DATA

- 6. The final figures for attendance ended at 9.33 days lost per employee, broken down to 3.28 short term and 6.05 long term. Long term sickness was particularly high for 2015/16 with comparable data for the year previous being at 3.37 days lost.
- 7. Quarter 1 figures for 2016/17 are 2.01 days lost per employee, broken down to 0.94 short term and 1.07 long term. This is up on the yearly target which is 1.75 for Q1, but a reduction for the same period in 2016/16 which was 2.19 days lost.
- 8. Council policies are being adhered to and all cases are being closely managed.

IMPLICATIONS OF REPORT

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

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

CHRIS SINNOTT
DIRECTOR OF POLICY AND GOVERNANCE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Jane McDonnell	5371	28 September 2016	***

Scrutiny Inquiry Project Outline

OVERVIEW AND SCRUTINY INQUIRY PROJECT OUTLINE

Review Topic: Child Sexual Exploitation

Objectives:

- To understand the definition and issues surrounding Child Sexual Exploitation;
- To gain an understanding of the Council's policies and procedures and how they complement those of our partners;
- Identify those services that were most likely to receive intelligence about service users who were potentially at risk or those perpetrating the abuse and understand the reporting mechanisms officers use to report such intelligence.

Desired Outcomes:

- An understanding of the Council's policies and procedures and how they complement those of our partners;
- To make recommendations on any changes to the Council's process and procedures to ensure they are as robust as possible;
- An understanding of the role of the Councillor in the future management and control of services;
- For all Councillors to undertake on-line Child Sexual Exploitation and Safeguarding training.

Terms of Reference:

To understand the Council's requirements in protection of those children and young people who are being/or at risk of being sexually exploited.

To identify key services that have the potential to receive intelligence about those children and young people who were being sexual exploited or at risk of being so, and possible perpetrators of the exploitation either directly or indirectly.

To ensure that the Council's policies and procedures are robust and ensure that any gaps identified were adequately addressed.

To ensure all Councillors are made aware of their responsibilities when it comes to identifying and reporting Child Sexual Exploitation.

Equality and diversity implications:

Risks:

Whether partners will engage with this process

Venue(s):

Town Hall, Market Street, Chorley

Timescale: 4 months

Start: August 2016

Chair: Councillor Roy Lees

Finish: November 2016

Information Requirements and Sources:

Documents/evidence: (what/why?)

NSPCC website – Real Voices : child sexual exploitation in Greater Manchester
<https://www.nspcc.org.uk/fighting-for-childhood/news-opinion/real-voices-child-sexual-exploitation-greater-manchester>

Witnesses: (who, why?)

Representatives from the DETER Team, Lancashire Police
 Representatives from the education sector (eg pastoral care representative)
 Representatives from Children’s Services
 Representatives of relevant agency from the voluntary sector

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

Site Visits: (where, why, when?)

Officer Support:

Lead Officer: Louise Elo

Democratic and
 Member Services Officer: Cathryn Filbin

Likely Budget Requirements:

<u>Purpose</u>	<u>£</u>
Total	_____

Target Body¹ for Findings/Recommendations

(Eg Executive Cabinet, Council, partner) Executive Cabinet

¹ All project outcomes require the approval of Overview and Scrutiny Committee before progressing





OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2016/17

	16 Jun OSPP	7 Jul OSC	22 Sep OSPP	6 Oct OSC	1 Dec OSPP	26 Jan OSC	9 Mar OSPP	30 Mar OSC
--	----------------	--------------	----------------	--------------	---------------	---------------	---------------	---------------

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 Executive Decisions		*		*		*		*
Flooding issues across the Borough				*				
Budget Scrutiny						*		
Health Scrutiny		*		*		*		*
Section 106 update				*				
Annual Reporting Back Report		*						
Overview and Scrutiny Work Programme for the year		*		*		*		*

Scrutiny Reviews:

Neighbourhood Working				2M				
Public Transport Issues				1M				2M
Single Front Office				R				1M
Staff Sickness Absence				R				1M

Potential topics for future reviews

Counter Terrorism Act								
Communications								
Community Racial Integration								
Flooding								
Rollout of Superfast Broadband by BT								
Waste Management Contract								

Crime and Disorder Scrutiny:

Community Safety Partnership – Child Sexual Exploitation				*		FR		
--	--	--	--	---	--	----	--	--

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

This page is intentionally left blank