

## **OVERVIEW AND SCRUTINY COMMITTEE**

THURSDAY, 30TH MARCH 2017, 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**

###### **A MINUTES OF OVERVIEW AND SCRUTINY COMMITTEE HELD ON 26 JANUARY 2017** (Pages 3 - 8)

To confirm the minutes of the Overview and Scrutiny Committee held on 26 January 2017 as a correct record for signature by the Chair (enclosed).

###### **B MINUTES OF THE OVERVIEW AND SCRUTINY PERFORMANCE PANEL HELD ON 9 MARCH 2017** (Pages 9 - 12)

To note the minutes of the Overview and Scrutiny Performance Panel meeting held on 9 March 2017 (enclosed).

##### **3 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 EXECUTIVE CABINET**

##### **4 EXECUTIVE CABINET MINUTES** (Pages 13 - 18)

To consider the Executive Cabinet minutes of the meetings held on 16 February (enclosed) and 16 March (to follow).

5 **NOTICE OF EXECUTIVE DECISIONS**

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

6 **MONITORING REPORTS**

A **FINAL MONITORING REPORT - OVERVIEW AND SCRUTINY TASK GROUP REVIEW: STAFF SICKNESS ABSENCE** (Pages 19 - 32)

Report of the Director of Policy and Governance (enclosed).

B **FINAL MONITORING REPORT - OVERVIEW AND SCRUTINY TASK GROUP REVIEW: SINGLE FRONT OFFICE** (Pages 33 - 38)

Report of the Director of Customer and Digital (enclosed).

C **FINAL MONITORING REPORT - OVERVIEW AND SCRUTINY TASK GROUP REVIEW: PUBLIC TRANSPORT ISSUES IN CHORLEY** (Pages 39 - 44)

Report of the Chief Executive (enclosed).

7 **REPORT FROM THE TASK AND FINISH GROUP - ROLLOUT OF SUPERFAST BROADBAND BY BT**

To receive a verbal update on the inquiry from the Chair of the Task Group.

8 **OVERVIEW AND SCRUTINY WORK PROGRAMME** (Pages 45 - 46)

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

9 **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.

Electronic agendas sent to Overview and Scrutiny Committee reserves (Councillors ) for information.

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**MINUTES OF OVERVIEW AND SCRUTINY COMMITTEE****MEETING DATE** Thursday, 26 January 2017**MEMBERS PRESENT:** Councillor John Walker (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Charlie Bromilow, Paul Clark, Jane Fitzsimons, Margaret Lees, Matthew Lynch, June Molyneaux, Greg Morgan, Alistair Morwood, Mark Perks, Debra Platt and Kim Snape**OFFICERS:** Chris Sinnott (Director (Policy and Governance)) and Cathryn Filbin (Democratic and Member Services Officer)**APOLOGIES:** Councillor Gordon France**OTHER MEMBERS:** Councillor Peter Wilson**16.OS.1 Declarations of Any Interests**

There was no declaration of interest received.

**16.OS.2 Minutes of the Overview and Scrutiny Committee, 6 October 2016**

**AGREED – That the minutes of the Overview and Scrutiny Committee held on the 6 October be approved as a correct record for signature by the Chair.**

**16.OS.3 Minutes of the Overview and Scrutiny Performance Panel held on 1 December 2016**

**AGREED – That the minutes of the Overview and Scrutiny Performance Panel on 1 December 2016 be noted.**

**16.OS.4 Public Questions**

There were no public questions for consideration.

**16.OS.5 Executive Cabinet Minutes**

**AGREED – That the minutes of the Executive Cabinet meetings held on 17 November 2016, 8 December 2016 and 19 January 2017 be noted.**

Matters arising – minutes of the Executive Cabinet meeting on 19 January, minute number 17.EC.53 – Community Infrastructure Governance Arrangements and Allocation of Funding to Infrastructure

It was noted that Community Infrastructure Levy (CIL) 123 list was to be reviewed. At the request of the Chair of the Committee, the Executive Member for Resources confirmed that once the

outcome of the review had been presented at Executive Cabinet and a resolution made, the report would be made available to the Neighbourhood Area Meetings taking place in June and July 2017.

#### **16.OS.6 Notice of Executive Decisions**

Members considered the Notice of Executive Decisions published on 20 January 2017 which gave notice of key and other major decisions which the Executive Cabinet and Executive Members were expected to make.

**AGREED – That the Notice of Executive Decisions be noted.**

#### **16.OS.7 Health Scrutiny**

**AGREED – That the Lancashire County Council Health Scrutiny Committee work plan be noted.**

#### **16.OS.8 PCSO deployment and funding**

At the Chair's discretion, the order of agenda items was changed so that item 9 a report on PCSO deployment and funding, was received ahead of item 8 on the draft budget proposals for 2017/18.

The Committee considered a report which had previously been presented to the Overview and Scrutiny Performance Panel on 1 December 2016. At that meeting, it was agreed that the report be referred to the Overview and Scrutiny Committee for further consideration and circulated to Chorley's elected members in advance of the special council meeting on 28 February.

A table contained within the report, which had been presented to the Joint Management Board of the Constabulary and the Police and Crime Commissioner, clearly demonstrated that Chorley Council made the highest contribution to part-funding PCSO posts across the county, and was significantly higher than other district councils.

In total, there were 47 part-funded posts in the southern division (Chorley, South Ribble, Preston and West Lancashire), of that number 27 posts were being part-funded by Chorley Council. It was also reported that Lancashire Police fully funded 51 posts across the division. It was therefore suggested that the fully funded posts were deployed elsewhere in the county where partner contributions were lower.

Since the meeting of the Performance Panel, Lancashire Police had confirmed that none of the fully funded PCSO posts had been deployed in the Chorley borough and that the authority part funded every post deployed.

Lancashire Police had been represented on a number of occasions at the Overview and Scrutiny Committee to provide details of how the Council's funding was spent. On each occasion when challenged about the work the PCSOs carried out within the borough, the response of the Lancashire Police had not satisfied members that the Council was receiving value for money.

The Committee was also informed that the risk and threat analysis which identifies the optimum number of PCSOs for the borough (14 PCSOs in 2015) was based on matter of judgement by Lancashire Police rather than a specific calculation.

There was a consensus amongst members of the Committee that the amount of funding for the provision of PCSOs should be reviewed as part of the budget setting proposals.

**AGREED – That the report be noted.**

**16.OS.9 Budget Scrutiny - 2017/18 draft budget and summary position over the medium term**

Members of the Committee considered a report on the 2017/18 draft budget and summary budget position over the medium term which was presented at the Executive Cabinet meeting on 19 January 2017. The report detailed the relevant proposals in respect of:

- The use of forecast resources identified in 2017/18
- Budget consultation

Councillor Peter Wilson, Executive Member for Resources attended the meeting to give an overview of the proposals and answer any questions of the Committee.

It was reported that the budget forecasts over the next three years had been updated to take account of the following:

- Council tax to be increased by 2% in 2017/18, 2018/19 and 2019/2020
- The Draft Local Government Finance Settlement 2017/18 to 2020/21 published on 15 December 2016.
- Progress against the current Medium Term Financial Strategy (MTFS) budget efficiency objectives including staffing reviews, contract savings and base budget reviews.
- Policy decisions taken to reduce the budget deficit and the movement to specific reserved to help the Council manage change and invest in future income generation
- Strategies to reduce the budget deficit in the medium term.

The Council had experienced significant reductions in funding since 2010/11. The funding received through the finance settlement had fallen from £8.5m in 2010/11 to £5.7m in 2016/17 with a forecast settlement of £4.221m in 2019/20. This figure excluded the New Homes Bonus grant that had recently been reduced by approximately £1.6m per year from 2018/19 onwards.

Despite the unprecedented decline in funding the Council had maintained effective budgetary planning so as to continue delivering investment in its priorities and maintain low Council Tax levels.

It was further reported that the Local Government Finance Settlement 2016 included core grant allocations for the forthcoming four years, from 2016/17 to 2019/20. To aide its medium term budget planning the Council opted to accept the government's offer of four year RSG allocations. In accordance with government requirements an Efficiency Plan was agreed at the Council meeting in September 2016.

Other notable issues contained within the report included –

- The revaluation on business in 2016 across the county increased by on average 6%, for Chorley Council's valuation, the figure actually reduced by 7%. This had led the government to reducing the Chorley Council's tariff to create a budget neutral effect of the revaluations.
- £339k of budget investment to be built into the base budget from 2017/18 onwards
- Budget efficiency savings totalling £416k had been achieved and identified for 2017/18.
- Proposed changes to the waste and recycling collection services
- The need to review and re-tender the Council's major contracts
- Achieve savings related to the Council's Transformation Strategy

In summing up the Council's budgetary position, the Executive Member for Resources reassured members of the Committee that although tough decisions had to be made, the authority was in a good position based on the assumptions detailed in the report.

During debate, members of the Committee agreed that difficult decisions had to be made and that it was important for a contingency plan to be in place in anticipation of any further government announcement which would affect Council funding. Members of the Committee noted that there was some budget saving potential in procurement and shared service arrangements. The Executive Member for Resources also impressed the importance of the Council continuing to

invest in major projects and events to generate income and attract businesses and home owners to the borough to ensure the Council's stability.

The consultation on the proposed budget for 2017/18 was due to close on 28 February.

The Chair thanked the Executive Member for Resources for attending the meeting and answering questions.

**Agreed – That the report be noted.**

*At this point Councillor Debra Platt left the meeting.*

#### **16.OS.10 Final report of the Crime and Disorder Scrutiny Task Group Review - Child Sexual Exploitation (CSE)**

The Committee received the final report of the CSE scrutiny Task Group, which was presented by its Chair, Councillor Roy Lees.

The CSE review took place between August and November 2016, during which time the group met 5 times. In order to gain a greater understanding of the topic, the task group interviewed witnesses from –

- Lancashire Police's Deter team,
- The Children's Society
- Parklands Academy

To gain a clearer understanding of the Council's roles and responsibilities in the detection and prevention of CSE, relevant officers of the Council were also interviewed.

It was reported that the Task Group was pleased with the work undertaken by the Council. However, it was felt that the authority could do more in regards to training and raising awareness. As a result the task group put forward ten recommendations to be considered by the Executive Cabinet.

The recommendations included

- Continue to support and deliver awareness raising initiatives with partner organisations
- Continuing to deliver training to specific officers
- Invite a representative from a high school and primary school to join the Chorley and South Ribble Community Safety Partnership
- Extend the current training delivered to member of the taxi trade to the wider licensing community.

The Chair of the Committee congratulated the Task Group for conducting a comprehensive review on this topic, and opened debate to the rest of the Committee. The report was met with general approval subject to minor formatting changes in regards to the positioning of the recommendations from the end of the report.

Both the Chair of the Committee and the Chair of the Task Group thanked members of the task group for their hard work and dedication shown during the review.

**AGREED – That the report which included ten recommendations contained within the report be referred to the next meeting of the Executive Cabinet on 16 February 2017 for consideration, subject to the recommendations being detailed earlier in the report.**

**16.OS.11 Overview and Scrutiny Work Programme**

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

As the CSE review had been completed, the Chair asked members of the Committee to consider the topic for the next Task Group which would be a mini-review to be completed by the end of the municipal year. On deciding the topic, members of the Committee considered the work programme, and the suggestion of an additional topic relating to the leisure contract which was to expire in the year 2020.

**AGREED –**

- **That the topic for the next mini Task Group would be the Rollout of Superfast Broadband by BT,**
- **To include the Leisure Contract as a potential review on the work programme.**

**16.OS.12 Any urgent business previously agreed with the Chair**

The Committee was informed that the Communities and Local Government Committee has launched an inquiry into the effectiveness of overview and scrutiny arrangements in England and whether local communities were able to contribute and monitor the work of their council.

As part of the review, councils had been invited to provide written evidence on a number of different aspects of the overview and scrutiny process.

**AGREED - That the Overview and Scrutiny Committee submit evidence to the review, and instructed officers to draft a response to be circulated to members of the Committee for approval.**

Chair

Date

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**MINUTES OF OVERVIEW AND SCRUTINY PERFORMANCE PANEL**

**MEETING DATE** Thursday, 9 March 2017

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

**OFFICERS:** Mark Lester (Director (Business, Development and Growth)), Victoria Willett (Performance and Partnerships Manager) and Cathryn Filbin (Democratic and Member Services Officer)

**APOLOGIES:** Councillor Roy Lees

**17.OSP.30 Minutes of meeting Thursday, 1 December 2016 of Overview and Scrutiny Performance Panel**

**AGREED – That the minutes of the Overview and Scrutiny Performance Panel held on 1 December 2016 be confirmed as a correct record.**

**17.OSP.31 Declarations of Any Interests**

There were no declarations of interest.

**17.OSP.32 Performance Focus - Business, Development and Growth Context**

The Performance Panel received a report which provided contextual information relating to the performance of the Business Development and Growth directorate.

On behalf of the Performance Panel, the Chair welcomed the Director of Business, Development and Growth to the meeting.

Members of the Performance Panel received a presentation from the Director of Business, Development and Growth.

The directorate, which was formed as part of the organisational restructure in May 2016, encompass the following services –

- Employment Skills and Business Support
- Development and Regeneration
- Markets and Town Centre (including the operational responsibilities for car parking)
- Property Services

The directorate was primarily focused on driving economic growth and building the business rate base through the delivery of the Economic Development Strategy, and was responsible for delivering a number of the council's strategic projects which included –

- Westaway Integrated Sports Facility

- Chorley Skills framework
- Improve the look and feel of the town centre
- Digital office park

Key items for discussion included –

- Performance in relation to job creation being strong with the performance measure rated green and exceeded target.
- Indicators for new business supported through grant funding and advice from the council which continued to meet target levels.
- Floor space brought forward as part of Chorley BIG (Business Improvement for Growth) was rated red at quarter 3, being 6.36% off target. Although there had been an increase in floor space being brought forward recently the figure still fell short of target.
- Chorley Works placement target of 100% had been exceeded.

Future priorities for the directorate included a refresh of the Economic Development Strategy. As part of the refresh performance targets would be reviewed to distinguish between performance measures within the council's control and those that were outside its control.

Presently, the Director of Business Development and Growth was reviewing staffing resources in the directorate. The purpose of this review was to establish the skills set and expertise available to ensure that staff resources were appropriately assigned. Other considerations included projects which would be best delivered in partnership with other organisations, and those the council could deliver itself.

During debate, members of the Performance Panel raised a number of queries which included –

- The definition of a work placement.
- Opportunities been identified as a result of the Cuerden development in the borough of South Ribble.

It was reported that following the Economic Development Strategy review, the main priority would be to identify and bring forward employment sites. It was important that the appropriate businesses were identified for the different sites and ensuring that the correct infrastructure was in place, which included digital and road network. To achieve this objective the council would need to engage with other service providers and sectors both regional and national.

In response to questions asked in relation to the Market Walk extension; the Director of Business Development and Growth had been encouraged by the way in which the project was developing.

#### **RESOLVED –**

- 1. That the report and verbal representation be noted.**
- 2. That the definition of work placement be clarified by the Director of Business, Development and Growth for members of the Performance Panel.**

On behalf of the Performance Panel, the Chair thanked the Director of Business Development and Growth for attending the meeting and congratulated his on the progress made since taking up his position in the authority.

Since the meeting a response has been circulated which provided clarification of the definition of work placement as defined by Job Centre Plus.

### **17.OSP.33 Performance Monitoring - Third Quarter 2016/17**

Members of the Performance Panel considered a monitoring report of the Director of Policy and Governance which set out the performance against the delivery of the Corporate Strategy, and key performance indicators during the third quarter of 2016/17 (1 October to 31 December 2016).

It was reported that overall performance of 2015/16 key projects was good, with 81% of the projects either on track or complete. The projects to 'Deliver the Westway Integrated Sports facility'

and 'Deliver the Chorley Skills framework' were rated amber. Actions to address the issues had been identified and were being implemented.

One project was rated red, 'Progress the delivery of Friday Street Health Centre'; the cause for which was due to external factors. It was reported that the Project Team was in regular dialogue and continued to work to ensure this project was recognised as a high priority by the Clinical Commissioning Group in support of the funding submission to the NHS England Estate and Technology Fund. At the point where confirmation to proceed with this project was given, all elements of the project would need to be refreshed. This would include scope, costs and timescales. For this reason it was reported that the project had been put on hold and would be removed from the monitoring report until the council received confirmation to proceed.

In relation to the performance of key service delivery measures, there were ten indicators that were reported at the end of the third quarter. Six of the key service delivery measures were performing on or above target.

Two key service delivery measures were performing worse than target, but within the 5% threshold.

- Supplier payment within 30 days
- % Council Tax collected.

Two key service delivery measures were below target at the end of quarter three –

- Time taken to process all new claims and change events for Housing Benefit and Council Tax benefit.
- Number of missed collections per 100, 000 collections of household waste;

Plans had been developed which outlined actions to be taken to improve performance.

Members of the Performance Panel discussed various aspects of the report included –

- The identification of digital access points across the borough
- The progress of the delivery of the Westway Integrated Sports facility.
- Health and wellbeing measures

**AGREED – That the report be noted and that members of the Performance Panel receive a list of digital access points across the borough.**

Since the meeting the list of digital access points across the borough has been circulated.

#### **17.OSP.34 Any urgent business previously agreed with the Chair**

The Chair thanked members of the Performance Panel, directors and officers for their contribution in 2016/17.

Chair

Date

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**MINUTES OF****EXECUTIVE CABINET****MEETING DATE****Thursday, 16 February 2017****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 Danny Gee, Matthew Lynch and Alistair Morwood

**COUNCIL CHAMPIONS:**

Councillors Gordon France, Jean Cronshaw, Margaret France and Marion Lowe

**OFFICERS:**

Gary Hall (Chief Executive), Jamie Carson (Director (Early Intervention and Support)), Asim Khan (Director (Customer and Digital)), Mark Lester (Director (Business, Development and Growth)), Jo Oliver (Waste and Streetscene Manager), James Thomson (Principal Management Accountant), Dianne Scambler (Democratic and Member Services Officer), Alex Jackson (Legal Services Team Leader) and Victoria Willett (Performance and Partnerships Manager)

**APOLOGIES:**

Councillors Margaret Lees

**OTHER MEMBERS:**

Councillors Aaron Beaver, Charlie Bromilow, Tom Gray, Paul Leadbetter, Roy Lees, June Molyneaux and Richard Toon

**17.EC.58 Minutes of meeting Thursday, 19 January 2017 of Executive Cabinet**

**Decision:** The meeting of the Executive Cabinet meeting held on 19 January 2017 were confirmed as a correct record for signing by the Executive Leader.

**17.EC.59 Declarations of Any Interests**

There were no declarations of any interests.

**17.EC.60 Public Questions**

There were no public questions.

**17.EC.61 Final report of Overview and Scrutiny Task Group - Child Sexual Exploitation**

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

The Task Group were encouraged by the work already undertaken by the council to raise awareness of this type of child abuse. However, it was felt that the council could play a bigger role in raising awareness with elected members, officers of the council, other organisations, and individuals.

The review had identified a set of recommendations that Members felt would keep CSE awareness at the forefront of people's minds and that the checks and balances suggested would ensure that the council does not become complacent about its responsibilities and role in the community.

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

**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.**

### **17.EC.62 Chorley Council Performance Monitoring Report - Third Quarter 2016/17**

The Executive Member (Resources) presented the report of the Director of Policy and Governance that set out the performance against the delivery of the Corporate Strategy, and key performance indicators during the third quarter of 2016/17. 1 October – 31 December 2017.

Overall performance of the 2015/16 key projects was good, with 81% of the projects either on track or complete. Only two projects (13%) were rated amber and actions plans for each of the projects were contained within the report. Only one (6%) was rated red, the delivery of the Friday Street Health Centre, due to a long standing issue regarding access to funding and although the project had undergone further consideration a part of a review by the Clinical Commissioning Group, clarification was still being sought on how this was progressing.

It was reported that this would be the final time that the 2015/16 Corporate Strategy projects would be reported to Executive Cabinet. Those projects, not yet completed, would either be carried over for delivery through the 2016/17 Corporate Strategy, were due to be completed in quarter four or alternatively would continue to be delivered through business as usual activity. Further details were appended to the report.

Performance of the Corporate Strategy indicators and key service delivery measures also remained good with 100% of the indicators and 80% of the key service measures performing well above target or within the 5% tolerance.

Two key service delivery measures that were performing below target were time taken to process all new claims and change events for Housing Benefit and Council Tax Benefit and the number of missed collections per 100,000 collections of household waste. Action plans for these indicators had been developed to improve performance in these areas.

In response to members, it was explained that the target for processing all new and change events for Housing Benefit and Council Tax Benefit within 6 days had been an ambitious one and had been changed from a previous target of 10 days to reflect the Council's ambitions in service delivery.

A 12 month training programme was currently underway in the Single Front Office which would mean increased resources being available to process benefit claims that would in turn improve on this indicator. It was however stressed, that each claim was dealt with individually and due to the sometimes sensitive nature of the service being provided, a review of the target maybe needed to ensure good customer care is maintained.

**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

**17.EC.63 Revenue and Capital Budget Monitoring 2016/17 Report 3 (end of December 2016)**

The Executive Member (Resources) presented the report of the Chief Finance Officer that 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 latest net revenue budget was £18.960m which had been amended to include approved slippage from 2015/16 and any other transfers from reserves. A full schedule of the investment budgets carried forward from 2015/16 and the new (non-recurrent) investment budgets introduced in the 2016/17 budget was appended to the report together with expenditure to date against these projects. The Council's approved revenue budget for 2016/17 included target savings of £150,000 from management of the staffing establishment which had already been achieved.

Following the recommendations made in September 2016 budget monitoring report, in year revenue underspends had been set aside to fund the Retail Grants Programme, Local Development Framework costs anticipated in 2017/18 and investment in the Public Realm works capital scheme.

The provisional outturn position for the Council based upon actual spend in the first nine months of the financial year was appended to the report and adjusted for future spend based upon assumptions regarding vacancies and service delivery. The latest forecast of capital expenditure in 2016/17 is £14.563m

The projected revenue outturn was currently showing a forecasted underspend of £298,000 against budget although no action was required at this stage.

In the 2016/17 budget, the expected net income for Market Walk after deducting financing costs is £1.002m, with the latest projection also showing a forecast outturn of £1.002m.

The Council's Medium Term Financial Strategy proposed that working balances would reach £4.0m over the three year lifespan of the MTFS to 2018/19 due to financial risks facing the Council. A budgeted contribution of £500k was contained within the new investment package for 2016/17. The current forecast to the end of December showed that the General Fund closing balance could be around £3.483m by the end of the financial year and following approval of the recommendations in the report, the forecast balance would be £3.283m and in line to achieve the target of £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. To request Full Council to grant approval for the contribution of £150,000 from in-year revenue underspends to the Change Management Reserve to finance one-off redundancy and pension strain costs arising from transformation and shared services strategies.**
- 4. To request Full Council to grant approval venue underspends to the Change Management Reserve to the Buildings Maintenance Reserve to finance one-off costs relating to office utilisation and transformational change.**
- 5. To request Full Council to grant approval of the following increases and additions to the capital programme:**

- a. £20k increase in the CCTV capital budget to complete the installation of CCTV equipment to be funded from underspends on the CCTV revenue maintenance budget.
  - b. £27k budget increase for Ranglett's recreation project for works to the surrounding roads to meet LCC requirements for a crossing.
  - c. £100k increase in the Astley 2020 budget to increase the Council's match funding for a HLF grant bid from £100k to £200K to secure a £2m HLF grant that is necessary to meet the scope of works required to fully renovate the Hall.
  - d. £2.947m for the purchase of HCA employment land to be funded through the sale of Council residential land and prudential borrowing.
  - e. £2.2m for the Bank Hall project of which the Council will act as the accountable body for receiving requests for HLF grant. The grant money will be paid to the Council and the Council will then pay monies over to the claimants.
6. To request Full Council to note the changes to the capital programme to reflect delivery in 2016/17 and 2017/18

#### Reasons for recommendation(s)

To ensure the Council's budgetary targets are achieved.

#### Alternative options considered and rejected

None.

### 17.EC.64 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 Paragraphs 1 and 3 of Part 1 of Schedule 12A to the Local Government Act 1972.

### 17.EC.65 Primrose Gardens Retirement Living Pre-Construction Services Agreement

The Executive Member (Customer and Advice Services) presented the report of the Director for Business, Economic and Growth that provided an update on the Primrose Gardens project and sought approval for entering into a contract with Eric Wright Construction to progress the first stage of site enabling works.

The main advantage of this approach is so that the Council can progress the site preparation whilst investing sufficient time for overall scheme costs to be refined and value engineered. It would also reduce the risk to the Council and will ensure that the final contract price is fully market tested.

An addendum report was also presented that provided an update on the work being undertaken to ensure that Primrose Gardens is viable for both capital and revenue financing.

#### Decision:

1. That the contract strategy be noted.
2. That the recommendation to use a JCT (D&B) 2016 form of contract for the construction contract be noted.
3. Approval granted for the Council to enter into a Pre-Construction Services Agreement Contract (PCSA) under the Lancashire Regeneration Property Partnership to enable the site preparation works to commence, including the demolition of the HSS Hire and St John Ambulance buildings.
4. The proposal to change the tenure mix of the scheme to 100% affordable rent was noted.
5. Executive Cabinet noted the strong possibility that additional HCA grant funding of approximately £300k will be secured which will ensure all capital costs are fully funded.
6. Executive Cabinet noted that the uplift in HCA grant requires the Council to commit a start on site before 31 March 2017. The PCSA satisfies this because it is with the same contractor and is our main development contractor. This will mean that the Council will



have entered into the HCA contract and will enable the first tranche of the grant (75% of the total) to be drawn.

7. Executive Cabinet also noted that officers will explore options to reduce the annual operational costs of the retirement village model. This will include the benchmarking of running costs against similar developments, a review of staffing and concierge services. It was also noted that officers will explore developing alternative models of generating income. This will include modelling income from the commercial aspects of the scheme and working with health colleagues around a step down/re-enablement for a block number of units.

#### **Reasons for recommendation(s)**

To ensure the project remains on track and deliverable and that the site enabling works are commenced whilst the full construction contract is prepared. This provides time for further risk control and contingency work to be undertaken without jeopardising the overall project.

#### **Alternative options considered and rejected**

Entering into the final construction contract immediately - This was rejected because of the levels of risk and because more detailed design work and cost engineering was required.

Delay the site preparation works pending the outcome of the two risk control measures. This was rejected because the overall project will slip and the HCA deadline will be missed therefore putting the grant award at risk. The site must be cleared in preparation for the development in any case as the two buildings (HSS Hire and St John Ambulance) have both reached the end of their useful life and would be a liability if they remain in use or empty.

Not progress the Primrose Gardens project. This was rejected as it was felt there is scope to investigate ways to develop a viable delivery model which is cost neutral and this work will be completed ahead of the final decision to appoint the construction contractor and progress the development.

### **17.EC.66 Proposed Waste and Streetscene Staffing Review**

The Executive Member (Streetscene) presented the report of the Director of Customer and Digital that sought approval for a new proposed structure in the Waste and Streetscene team for consultation.

Following the management restructure in April 2016 and approval of the Streetscene Modernisation Strategy a review of the structure was thought necessary to ensure the service is able to deliver the priority areas of work over the next few years. The review would also drive improvements in health and safety, productivity and quality of work delivered by the teams on site.

#### **Decision:**

1. **Approval of the proposed structure for consultation.**
2. **Delegated authority granted to the Executive Member (Streetscene) to approve the final structure, subject to there being no major changes following the consultation period.**
3. **Approval of the ERVS requests contained within the report.**

#### **Reasons for recommendation(s)**

It is necessary to look at changing the structure of the team to make sure it is best positioned to deliver the priorities of the council.

#### **Alternative options considered and rejected**

To continue with the current structure – This was rejected because the structure and capacity in the team would not deliver the priorities identified in the Streetscene Modernisation Strategy.

Chair

Date

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Report of	Meeting	Date
Director of Policy and Governance	Overview and Scrutiny Committee	30 March 2017

## **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 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:

<b>O&amp;S Task Group Recommendation</b>	<b>Progress</b>
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.	Questionnaires were issued between April 2016 – February 2017 with a 42% return rate. Detailed breakdown is contained in appendix A. It is felt no further analysis needs to take place.
2. Managers should receive refresher training on applying the Sickness Absence Policy to ensure a consistent approach across the Council.	The eLearning portal “Emerge” has now launched and includes an eLearning module on the importance of managing absence. All new managers will be asked to complete the eLearning and with an intention to roll out to all managers.
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 able and prepared to provide context and explanation to employees.

O&S Task Group Recommendation	Progress
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.

<b>Confidential report</b> Please bold as appropriate	Yes	No
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**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. Quarter 3 figures for 2016/17 are 5.73 days lost per employee, broken down to 2.53 short term and 3.20 long term. This is up on the yearly target which is 5.25 for Q3, but a reduction for the same period in 2015/16 which was 6.23 days lost.
- 7. Breaking down the data for 2016/17 up to December 2016 shows that the highest category for days lost is Stress & Depression losing a total of 701 days, with the next highest being operation. Roughly half of those absent with stress and depression are due to work related stress; however the actual number of employees absent was 5. We have support in place for people with stress and depression such as paid for counselling, CBT via Lancashire Mind, occupational health and various physical activities to help maintain good wellbeing.
- 8. The biggest proportion of sickness absence is within Customer & Digital Directorate this is to be expected as they have the greatest number of staff and also contain the majority of the manual workforce.

	Back & Neck	Other Muscular Skeletal	Stress/Depression	Infection	Neurological	Operation	Stomach, Liver, Kidney & Digestion	Total
Policy & Governance	5	35.38	20.47	19.41	16.3	3	26.63	<b>152.68</b>
Early Intervention	0	21	244	26.35	46.16	118.73	46.7	<b>516.94</b>
Customer & Digital	61	154.11	396	108.8	11	168	197.8	<b>1163.21</b>
Business Development & Growth	4.51	20	41	11	85.78	45.05	2	<b>213.84</b>
	<b>70.51</b>	<b>230.49</b>	<b>701.47</b>	<b>165.56</b>	<b>159.24</b>	<b>334.78</b>	<b>273.13</b>	

- 9. Council policies are being adhered to and all cases are being closely managed.
- 10. The current breakdown of attendance data is detailed.

11. For 2017/18 we are going to do further trend analysis considering regional and national figures local government figures. Taking account of recent Council data and any trends that are happening more widely.

**IMPLICATIONS OF REPORT**

12. 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	20 <sup>th</sup> March 2017	***

**APPENDIX A****SICKNESS ABSENCE SURVEY RESULTS**

Surveys were distributed to employees who were absent from work due to illness between April 2016 and February 2017. Different questions were asked dependent upon whether the employee had been absent long term or short term. The response rate was 42%.

**Findings****Long Term**

18 surveys were received from employees who were absent long term (21 working days or more pro rata). The directorate split was:

Customer and Digital – 10

Policy and Governance –1

Early Intervention and Support – 5

Business Development and Growth - 2

The following responses were received.

**My manager and human resources visited me during my absence.**

67% Strongly Agreed

28% Agreed

6% (1 respondent) Disagreed

**I felt supported by my manager during my absence.**

56% Strongly Agreed

44% Agreed.

**I felt supported by human resources during my absence**

33% Strongly Agreed

67% Agreed.

**I was offered appropriate support e.g. counselling, physiotherapy**

22% Strongly Agreed

78% Agreed.

**I understand the Council's attendance policy.**

56% Strongly Agreed

44% Agreed.

**I feel that the attendance policy was applied to me fairly.**

50% Strongly Agreed

50% Agreed.

**I felt supported by my manager upon my return to work**

89% Strongly Agreed

11% Agreed.

**I felt supported by human resources upon my return to work**

33% Strongly Agreed

61% Agreed

6% (1 respondent) disagreed

**I feel that the workplace adjustments (such as a phased return) helped my return to work.**

94% Strongly Agreed

6% Agreed.

#### **Additional comments**

6 additional comments were received:

4 employees described the process as “good” or “fair”.

1 employee felt that welfare visits were not a good use of officer time.

1 advised that they would have chosen a “not applicable” option for the question related to HR support.

#### Short Term

48 surveys were received from employees who were absent short term (20 working days or less pro rata).

The directorate split was:

Customer and Digital – 30

Policy and Governance – 4

Early Intervention and Support – 12

Business Development and Growth - 2

**I felt supported by my manager during my absence and upon my return to work.**

96% Strongly Agreed or Agreed.

4% Disagreed.

**I felt supported by human resources during my absence and upon my return to work.**

46% Strongly Agreed

31% Agreed

23% Disagreed

**I was offered appropriate support (e.g. counselling, physiotherapy, workplace adaptations)**

48% Strongly Agreed

29% Agreed

23% Disagreed

**I understand the Council's attendance policy.**

34% Strongly Agreed

63% Agreed

4% Disagreed

**I feel that the attendance policy was applied to me fairly.**

25% Strongly Agreed

71% Agreed

4% Disagreed.

*Between April 2016 and February 2017 25 employees triggered an absence meeting. 3 were issued with warnings. None appealed.*

6 respondents had triggered an attendance meeting due to their absence(s). 1 respondent was issued with a warning at this meeting.

**My manager explained the reason for the absence meeting to me.**

33% Strongly Agreed

67% Agreed

**I felt supported during the meeting.**

33% Strongly Agreed

50% Agreed

17% Disagreed

**I thought that the outcome of the meeting was fair.**

67% Strongly Agreed



17% Agreed

17% Disagreed

### **Additional comments**

14 additional comments were received:

8 employees describe a positive experience with managers described as "supportive", "understanding", and "caring".

2 employees expressed dissatisfaction at being invited to an absence meeting.

1 employee felt that the absence policy was implemented in her service but not in other (none specified) services.

1 employee thought that planned post-operative recovery should not require the same level of manager contact.

2 employees stated that HR were not directly involved in their short term absence.

### Analysis

In considering the negative responses:

2 employees did not feel supported in their return to work following a short term absence. 1 employee works in Customer and Digital and 1 in Early Intervention and Support.

11 employees did not feel supported by HR during their short term absence. 9 are from Customer and Digital, 1 from Early intervention and support, 1 from Policy and Governance.

11 employees were not offered appropriate support during a short term absence. 7 from Customer and Digital, 2 from Early Intervention and Support, 1 from Business Development and Growth, 1 from Policy and Governance.

2 employees did not understand the Council's attendance policy. Both employees were from Customer and Digital.

2 employees did not feel that the policy was applied to them fairly. 1 employee from Customer and Digital and 1 from Early Intervention and Support.

1 employee did not feel supported during their absence meeting, they are from Customer and Digital. This employee also did not think that the outcome of the meeting was fair. This employee was issued with a warning.

### Conclusion

Employees across the Council understand the attendance policy and feel that the long term absence policy is applied fairly and consistently. They feel supported by management and HR both during and after their absence.

Employees who are absent short term are less likely to feel supported by HR, although this may be due to limited HR involvement as the process is manager led.

Not all employees are being offered interventions to support them through a short term absence. There may be more work to be done to ensure managers are aware of what can be offered. Conversely, it may be that the support the Council offers is not appropriate to some types of illness, for example viral illness.

The employee who was issued with a verbal warning was unhappy with the process and felt unsupported.

More employees in Customer and Digital responded negatively to questions around the short term absence policy; however this may be due to a higher number of absences and therefore greater number of returns for this directorate. There is no trend which proportionately identifies greater levels of dissatisfaction to any specific directorate. It is possible that should the survey be repeated, service level could be incorporated, however this may impact on response rate and the accuracy of responses.

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6% Agreed.

**Additional comments**

6 additional comments were received:

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67% Agreed

**I felt supported during the meeting.**

33% Strongly Agreed

50% Agreed

17% Disagreed

**I thought that the outcome of the meeting was fair.**

67% Strongly Agreed

17% Agreed

17% Disagreed

### **Additional comments**

14 additional comments were received:

8 employees describe a positive experience with managers described as "supportive", "understanding", and "caring".

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The employee who was issued with a verbal warning was unhappy with the process and felt unsupported.

More employees in Customer and Digital responded negatively to questions around the short term absence policy; however this may be due to a higher number of absences and therefore greater number of returns for this directorate. There is no trend which proportionately identifies greater levels of dissatisfaction to any specific directorate. It is possible that should the survey be repeated, service level could be incorporated, however this may impact on response rate and the accuracy of responses.

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Report of	Meeting	Date
Director (Customer and Digital)	Overview and Scrutiny Committee	30 March 2017

## **REPORT TO PROVIDE A MONITORING UPDATE FOLLOWING THE OVERVIEW AND SCRUTINY TASK GROUP REVIEW OF THE SINGLE FRONT OFFICE**

### **PURPOSE OF REPORT**

1. To provide the final update on progress made to implement the recommendations made by the Overview and Scrutiny Task Group inquiry into the Single Front Office.

### **RECOMMENDATION(S)**

2. It is recommended that Members note the final update as outlined in the table contained in the main body of the report.

### **EXECUTIVE SUMMARY OF REPORT**

3. The Council's Overview and Scrutiny Committee established a task group in June 2015 to review the implementation of the Single Front Office. Findings were reported to Executive Cabinet in February 2016.
4. This report provides the final update on the outstanding actions from the Overview and Scrutiny Task Group inquiry into the Single Front Office.

<b>Confidential report</b> Please bold as appropriate	Yes	<b>No</b>
--	-----	-----------

<b>Key Decision?</b> Please bold as appropriate	Yes	<b>No</b>
--	-----	-----------

### **REASONS FOR RECOMMENDATION(S)**

#### **(If the recommendations are accepted)**

5. To provide a response to the recommendations made by the Overview and Scrutiny task group review of the implementation of the Single Front Office.

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

6. None.

### **CORPORATE PRIORITIES**

7. 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**

- 8. 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
- 9. In June 2015 an the Overview and Scrutiny 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.
- 10. 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.
- 11. In the final report the Overview and Scrutiny 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.
- 12. The task group reported its findings and recommendations to the Council’s Executive Cabinet in February 2016. All recommendations were accepted and this report provides the Executive response to those recommendations.
- 13. All recommendations were accepted and this report provides the final update on the outstanding actions.

**RESPONSE TO RECOMMENDATIONS**

- 14. The table details the recommendations made by the task group and the corresponding final update on progress made to date.

<b>OVERVIEW AND SCRUTINY Task Group Recommendation</b>	<b>Executive Cabinet Response</b>	
	<b>Actions completed</b>	<b>Actions planned</b>
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.	A Member Learning Session was held on 1 February 2016 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 customer-facing services of Planning, Streetscene and Grounds Maintenance with the Single Front Office. The Planning Support project for development control has been completed. The changes put in place have improved efficiencies and maintained productivity in this area.	The principles implemented for the development control service are planned to being replicated in enforcement and building control. A thorough understanding of the other service areas and collection of detailed baseline performance data is being undertaken. A new Streetscene and Grounds Modernisation Strategy 2017-20 was approved by Executive Cabinet on 19 January 2017. Action plans 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. A Second Adult Rebate form for housing benefit is also available online. Connect and Serve software has been live since July 2016 allowing improved access for customers to council tax and business rates accounts and to their housing benefit claim information. The Planning Support project has moved the planning application process online. The new garden collection service can be applied for online.	Further on-line forms are being developed and are also being acquired as part of software contract renewal such as Discretionary Housing Payment applications. iApply will be rolled out for BC & DC closely integrating the online application process with LOB applications. iApply will be enhanced to include other areas of online transactions such as TEN's for licencing.
4. That the Council continues to	Agreed.	Further digital training is planned including as part of the

<p>engage with those residents who need additional support to access services online</p>	<p>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.</p> <p>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. Hard to reach groups are targeted by delivering training sessions in Tatton Community Centre, Clayton Brook Village Hall.</p> <p>The Digital Inclusion Officer is working 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.</p> <p>There are now 18 digital access locations in Chorley.</p> <p>Introductory tablet training sessions have been held targeting older and disabled people.</p>	<p>Chorley inner East project, Whittle Village Hall, drop in support at Galloways Society for the Blind, Briary House Sheltered Housing Scheme and Union Street offices.</p> <p>Further engagement will take place with Parish Council Clerks to improve digital access and support for more of the parishes.</p> <p>Support will be given to partners exploring the idea of setting up Cyber Cafes in the borough.</p>
<p>5. That online tutorials are made available for residents to help them make effective use of the My Account system.</p>	<p>Agreed.</p> <p>A tutorial has already been developed for the planning weekly list to help customers access this online and this is in use.</p>	<p>The My Account system is under review. An online tutorial for My Account will be developed if appropriate and made available on the website and social media.</p>
<p>6. That dialogue on the My Account system be improved at 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>Agreed.</p> <p>Staff using the My Account 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 wording for all stages of the workflows and processes will be reviewed as part of the general review of the software 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</p>	<p>Agreed.</p>	<p>As part of the overall review of My Account, consideration will be given to adding a service request type to accommodate the addition of assets to the Council's asset register.</p>

residents using the My Account system.		
8. That My Account training be made available to Parish Councils.	Agreed. A training session has been held for Parish Councillors.	Where further interest is shown additional sessions will be held.
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.	Agreed.	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 any additional forms for a specific service request or further information for customers about where to report issues.
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.	Agreed. There is a service request type for the website which is what customers currently use to feedback to us about online issues.	As part of the review of the My Account system, consideration will be given to how this could best be facilitated within the current configuration of the system.
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.	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.	Review of correspondence will continue to take place as part of the SFO development plan. As part of the review of My Account, consideration will be given to the development of an icon for which could be easily incorporated into the Council's corporate templates used for customer contact.
12. That the Council looks at ways to improve the process of customer call backs across the authority.	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. Call back performance is regularly monitored by Senior Management Team.	A more targeted approach will be developed with managers to help focus on the areas of most concern.

**IMPLICATIONS OF REPORT**

15. 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**

16. 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**

17. There are no comments.

ASIM KHAN  
DIRECTOR (CUSTOMER AND DIGITAL)

<b>Background Papers</b>			
<b>Document</b>	<b>Date</b>	<b>File</b>	<b>Place of Inspection</b>
Report of the Overview and Scrutiny Task Group – Single Front Office	December 2015	<a href="http://mod/documents/s61339/Final%20Report%20-%20Single%20Front%20Office%20Review.pdf">http://mod/documents/s61339/Final%20Report%20-%20Single%20Front%20Office%20Review.pdf</a>	Mod Gov

<b>Report Author</b>	<b>Ext</b>	<b>Date</b>	<b>Doc ID</b>
Helen Sutton	5449	15/06/16	OandSRrecommendationsEC30062016



Report of	Meeting	Date
Chief Executive	Overview and Scrutiny Committee	30 March 2017

## **PUBLIC TRANSPORT ISSUES IN CHORLEY: FINAL MONITORING REPORT**

### **PURPOSE OF REPORT**

- To provide an update on progress in delivering against the recommendations made in the Overview and Scrutiny review of public transport issues in Chorley.

### **RECOMMENDATION(S)**

- That the report be noted

<b>Confidential report</b> Please bold as appropriate	Yes	<b>No</b>
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### **CORPORATE PRIORITIES**

- This report relates to the following Strategic Objectives:

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

### **BACKGROUND**

- During 2015/16, a task group of Overview and Scrutiny undertook a review of public transport issues in Chorley. In November 2015, the Executive Cabinet accepted the recommendations in the final report of the task group. This report provides an update on progress in delivering against the recommendations.

### **PROGRESS IN DELIVERY**

- The table below sets out the original recommendations from the Task Group, the Executive's response and an update on the progress in delivery.

Task Group recommendation	Executive Cabinet response	Update
1. That when the revised Lancashire County Council (LCC) criteria is applied to subsidised services operating in	Agreed. Executive Cabinet anticipate the revised criteria is likely to be applied as part of LCCs budget planning	Chorley Council has continued to subsidise the 109A/24A and 6/6A services covered in the first monitoring

<p>Chorley and appear to be detrimental, any issues or concerns will be referred to full Council requesting approval to lobby LCC to minimise the impact in Chorley.</p>	<p>from 2016/17 and beyond.</p>	<p>report. The council has put in place a new temporary service (the 7C) to provide a service for an area that would have been left without a service in more recent changes.</p> <p>The Executive is continuing to work with the operators and LCC to identify a sustainable solution for these services.</p>
<p>2. Should LCC take forward the 'Parish Partnership Offer' it is recommended that LCC consult and work with Cumbria County Council to explore how a Community Wheels type scheme could be undertaken and fully funded by LCC in Lancashire.</p>	<p>Agreed. It is currently unclear whether this offer will be pursued by LCC. However, should this proposal from LCC be taken forward, the Executive Cabinet or its representative will notify LCC and encourage them to engage with Cumbria CC.</p>	<p>Unclear if LCC have or will pursue this option.</p>
<p>3. That Chorley Council contact Cumbria County Council to gather more information on their approach to recruiting volunteer drivers and to work with LCC and parishes to implement best practice in Chorley.</p>	<p>Agreed.</p>	<p>Completed but no schemes yet worked up with Parish Councils, no Parish has come forward to highlight the removal of bus services as particularly detrimental to their residents. The offer and opportunity, is still there if Parishes so wish.</p>
<p>4. That the 'Parish Partnership Offer' (should it be progressed by LCC in the future) and the recruitment of volunteer drivers should be included as projects in the Rural Communities Action Plan and monitored accordingly.</p>	<p>Agreed.</p>	<p>£3k funding awarded to cover insurance, DBS checks and subsidise costs for volunteers.</p> <p>Council officers have been working with Dial A ride to identify and train volunteers.</p>
<p>5. That Chorley Council write to Lancashire County Council and all relevant operators to progress any issues raised by the</p>	<p>Agreed. Public Transport Issues can be included as a discussion item at a future Parish Liaison meeting.</p>	<p>Completed</p>



parishes that have not already been covered as part of this review.		
6. To explore the offer from Stagecoach to meet on a regular basis to develop better working relations and improve communications and include Lancashire County Council Representatives.	Agreed.	Relationships continue to develop in the council's work to maintain the bus services it is supporting.
7. That upon completion of the West Coast Strategic Studies process (expected April 2016) the Council will seek an update from, and continue to lobby Lancashire County Council and Network Rail on the establishment of a railway station in Coppull.	Agreed.	In progress but not included in the Lancashire Transport Plan as a priority.
8. That Chorley Council follows up Northern Rail's Commitment to looking at the lighting at Adlington station and if necessary also follow-up the delivery of the Customer Information Screens if installation does not take place in Summer 2015.	Agreed.	Northern secured the new rail franchise in April 2016 and their Station Improvement Fund (SIF) is being signed off in September 2016 for implementation by 2020. Works to Chorley's stations include LED lighting, CCTV and automated ticket vending machines at all stations and help points, digital customer information and PA systems at selected stations. We have yet to receive formal notification of what will be allocated to each of Chorley's station, but some works have already been undertaken at Chorley Station as part of the electrification works.. Officers to re-establish contact with Northern Rail to ascertain exact

		scope of works agreed and timescale.
9. Once the Council is aware of the new franchise holder (from February 2016), the Executive Cabinet to continue to lobby and raise the current rail issues, in particular to include additional rail services to Manchester Airport from Adlington from December 2016.	Agreed.	Northern Rail confirmed as franchise holder. Lobbying to be progressed
10. That consideration is given to including railway station enhancements and other public transport infrastructure across the borough in the Community Infrastructure Levy (CIL) 123 list revisions and be monitored by the Council to ensure funding is allocated and commitments are fulfilled.	Agreed. The CIL 123 list is to be reviewed shortly.	CIL review to commence April/May 2017
11. That any conditions made through the Buckshaw Village S106 agreement regarding the up-grading and re-opening of Alker Lane Bridge which will improve access to Buckshaw Railway Station from Astley Village is followed up by the Council to ensure commitments are fulfilled.	Agreed.	Update to be sought from Persimmon.
12. That the Future Governance Viability Working Group notes the contents of the report on the benefits and potential areas of focus for a Combined Transport Authority for Lancashire in order to improve public transport for Chorley residents and the Council	Agreed. A report to November Council is expected on the formation of a Combined Authority for Lancashire, part of which will include a Combined Transport Authority.	Completed

<p>to use the findings to influence any future discussions regarding the establishment of a Combined Authority and its role in transport provision.</p>		
<p>13. That Lancashire County Council re-considers the displaying of bus timetables at all bus stops and shelters across the borough and explores the possibilities of funding this service by the use of advertising by local companies.</p>	<p>Agreed. Executive Cabinet or its representative will inform LCC and encourage them to consider this recommendation.</p>	<p>Completed</p>
<p>14. That Lancashire County Council in conjunction with the operators explores better ways of communicating increased bus fares to its customers.</p>	<p>Agreed. Executive Cabinet or its representative will inform LCC and encourage them to consider this recommendation.</p>	<p>Not progressed yet</p>
<p>15. To highlight to the Executive Cabinet the importance of considering all public transport needs for its residents when undertaking all relevant Council projects. For example, the provision of bicycle racks and storage units and positioning of bus stops as part of the Market Walk development proposals.</p>	<p>Agreed.</p>	<p>No action required</p>

**IMPLICATIONS OF REPORT**

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

<p>Finance</p>		<p>Customer Services</p>	
<p>Human Resources</p>		<p>Equality and Diversity</p>	
<p>Legal</p>		<p>Integrated Impact Assessment required?</p>	
<p>No significant implications in this area</p>	<p>✓</p>	<p>Policy and Communications</p>	

**COMMENTS OF THE STATUTORY FINANCE OFFICER**

7. No comments

**COMMENTS OF THE MONITORING OFFICER**

8. No comments

GARY HALL  
CHIEF EXECUTIVE

There are no background papers to this report.

Report Author	Ext	Date	Doc ID
Gary Hall	5104	29 September 2016	O and S Transport first monitoring report


**OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2017/18**

	15 Jun OSPP	6 Jul OSC	21 Sep OSPP	12 Oct OSC	30 Nov OSPP	25 Jan OSC	8 Mar OSPP	22 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 Executive Decisions		*		*		*		*
Flooding issues across the Borough				*				
Budget Scrutiny						*		
Health Scrutiny		*		*		*		*
Annual Reporting Back Report		*						
Overview and Scrutiny Work Programme for the year		*		*		*		*

**Scrutiny Reviews:**

Rollout of Superfast Broadband by BT		R				1M		
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**Potential topics for future reviews**

Counter Terrorism Act								
Communications								
Community Racial Integration								
Flooding								
Waste Management Contract								
Leisure Contract								

**Crime and Disorder Scrutiny:**

Community Safety Partnership – Child Sexual Exploitation		R				1M		
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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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