Chorley Council

OVERVIEW AND SCRUTINY COMMITTEE
THURSDAY, 6TH JULY 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.

MINUTES

2   MINUTES OF MEETING THURSDAY, 30 MARCH 2017 OF OVERVIEW AND SCRUTINY COMMITTEE   (Pages 3 - 6)

3   MINUTES PUBLIC PACK, 22/06/2017 OVERVIEW AND SCRUTINY PERFORMANCE PANEL   (Pages 7 - 10)

To note the minutes of the Overview and Scrutiny Performance Panel held on 22 June 2017 (enclosed).

4   PUBLIC QUESTIONS

Members of the public who have requested the opportunity to ask a question(s) on an item on the agenda will be asked to put their question(s) to the Committee. Each member of the public will be allowed to ask one supplementary question within his/her allocated 3 minutes.

SCRUTINY OF THE EXECUTIVE CABINET

5   EXECUTIVE CABINET MINUTES   (Pages 11 - 16)

To consider the Executive Cabinet minutes of the meeting on 22 June (enclosed).

Meeting contact Cathryn Filbin on 01257 515123 or email cathryn.filbin@chorley.gov.uk

6 **NOTICE OF EXECUTIVE DECISIONS**

To view the latest notice of Executive Decisions click here.

7 **SCRUTINY REPORTING BACK - ANNUAL REPORT 2016/17**

To consider the annual report of the work undertaken by the Overview and Scrutiny Committee in 2016/17 (enclosed).

8 **REPORTS FROM TASK AND FINISH GROUPS**

A **ROLLOUT OF SUPERFAST BROADBAND - TO RECEIVE THE FINAL REPORT OF THE INQUIRY (ENCLOSED)**

B **CCTV PROVISION AND INFRASTRUCTURE - UPDATE REPORT (TO FOLLOW)**

C **LEISURE CONTRACT - TO RECEIVE A VERBAL UPDATE ON THE INQUIRY FROM THE CHAIR**

9 **OVERVIEW AND SCRUTINY WORK PROGRAMME**

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

10 **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, Zara Khan, Paul Leadbetter, Matthew Lynch, June Molyneaux, Greg Morgan, Alistair Morwood, Steve Murfitt, 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

Chorley Council

MINUTES OF	**OVERVIEW AND SCRUTINY COMMITTEE**
MEETING DATE	**Thursday, 30 March 2017**
MEMBERS PRESENT:	Councillor John Walker (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Charlie Bromilow, Paul Clark, Jane Fitzsimons, Gordon France, Matthew Lynch, June Molyneaux, Greg Morgan, Alistair Morwood, Mark Perks and Debra Platt
OFFICERS:	Chris Sinnott (Director (Policy and Governance)) and Cathryn Filbin (Democratic and Member Services Officer)
APOLOGIES:	Councillor Margaret Lees and Kim Snape

17.OS.13 Declarations of Any Interests

There were no declarations of interest received.

17.OS.14 Minutes

a   Minutes of Overview and Scrutiny Committee held on 26 January 2017

AGREED – That the minutes of the Overview and Scrutiny Committee held on 26 January 2017 be approved as a correct record for signature by the Chair.

b   Minutes of the Overview and Scrutiny Performance Panel held on 9 March 2017

AGREED – That the minutes of the Overview and Scrutiny Performance Panel on 9 March 2017 be noted.

17.OS.15 Public Questions

There were no public questions for consideration.

17.OS.16 Executive Cabinet Minutes

AGREED – That the minutes of the Executive Cabinet meetings held on 16 February and 16 March 2017 be noted.

17.OS.17 Notice of Executive Decisions

Members considered the Notice of Executive Decision published on 28 March 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.

17.OS.18   Monitoring reports

a   Final Monitoring Report - Overview and Scrutiny Task Group Review: Staff Sickness Absence

The Committee received the final monitoring report from the Director of Policy and Governance which provided an update of progress made against the recommendations of the Staff Sickness Absence task group review, which were agreed at the Executive Cabinet on 20 June 2016.

It was reported that the biggest proportion of sickness absence was within the Customer and Digital Directorate, which was to be expected as it had the greatest number of staff and also contained the majority of the manual workforce.

The highest number of sickness absence days lost throughout the Council was due to stress/depression. The Director of Policy and Governance explained that a person suffering from this type of condition would often require a significant period of sickness absence, as the cause needed to be identified before a remedy could be found. However, members were reassured that the Council was proactive in trying to identifying instances of stress/depression in its workforce to prevent absences occurring and had a number of support initiatives that would be activated as soon as this type of condition was reported.

Members of the Committee also received a summary of the results of the sickness absence surveys which was detailed in the appendix to the report. The purpose of the surveys (which was a recommendation from the review), was to gain an understanding on how the sickness absence policy was being received by employees. The majority of employees felt that the staff sickness policy was fair and that that they felt supported by their manager and the Human Resources team while absent from work and on their return. .

AGREED – That the report be noted, and that the number of work related accidents .

b   Final Monitoring Report - Overview and Scrutiny Task Group Review: Single Front Office

The Committee received the final monitoring report from the Director of Customer and Digital which provided an update of progress made against the recommendations of the Single Front Office Task Group review.

It was reported that all of the recommendations have been implemented, the progress of which included -
•   On-line forms were continuing to be developed
•   Further digital training being planned as part of the Chorley inner East project.
•   Further engagement was due to take place with parish clerk to improve digital access and support for more parishes. Support would also be made available to partners exploring Cyber Cafés opportunities throughout the borough.
•   A general review of software would be conducted to ensure information made available to customers as part of the workflows and processes stages, was clear and accurate.

Members of the Committee were pleased with the progress made against the recommendations. However, there was concern that individual staff had not been signposting customers to other organisations correctly. In response the Director of Policy and Governance would raise this issue with the Director of Customer and Digital.

AGREED – That the report be noted, and that employees from the Contact Centre understood the correct response when referring customers to other organisations.

c   Final Monitoring Report - Overview and Scrutiny Task Group Review: Public Transport Issues in Chorley

Since the Executive Cabinet accepted the task group recommendations in November 2015, there had been significant changes to transport provision within the borough, mainly due to Lancashire County Council's budget review.

The Director of Policy and Governance informed the Committee that the Council had continued to subsidise the 109A/24A and 6/6A services covered in the first monitoring report. In addition the Council was funding a temporary new service (7C), and was working with Lancashire County Council to provide a permanent solution.

A number of the recommendations required the Council to lobby transport service providers, and work with other organisations to improve resident access across the borough were still ongoing. In addition, the Committee was informed that a Chorley transport plan would be considered as part of the Economic Development refresh.

AGREED – That the report be noted.

17.OS.19   Report from the Task and Finish Group - Rollout of Superfast Broadband by BT

The Rollout of Superfast Broadband Task Group met on 22 March and appointed Councillor Kim Snape as the Chairperson. Members received a presentation from the Lancashire Superfast Broadband team, which included an update from BT. Members requested further information from Lancashire Superfast Broadband and BT and was able to consider several potential recommendations during the meeting. The next meeting will be held early April, with a view to reporting before the end of the Municipal Year.

17.OS.20   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 2017/18.

AGREED – that the next review would be on the topic of the Leisure Contract. Membership of the review would be sought following the annual Council meeting.

17.OS.21   Any urgent business previously agreed with the Chair

The Chair informed the Committee that Ofwat had been in discussion with United Utilities about its charging policy for schools in response to contact made by Chorley Council.

Ofwat reported that United Utilities had stated that it would consider reviewing its charging policy for schools. Once United Utilities had considered whether to change its policy or not they are expected to report their decision to Ofwat, who will advise the council accordingly.

Chair   Date

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Chorley Council

MINUTES OF	**OVERVIEW AND SCRUTINY PERFORMANCE PANEL**
MEETING DATE	**Thursday, 22 June 2017**
MEMBERS PRESENT:	Councillor John Walker (Chair), Councillor Roy Lees (Vice-Chair) and Councillors Matthew Lynch and June Molyneaux
OFFICERS:	Jamie Carson (Director (Early Intervention and Support)) and Cathryn Filbin (Democratic and Member Services Officer)
APOLOGIES:	Councillor Greg Morgan and Alistair Morwood
OTHER MEMBERS:	Councillor Beverley Murray

17.OSP.35 Declarations of Any Interests

There were no declarations of interest received.

17.OSP.36 Minutes of meeting Thursday, 9 March 2017 of Overview and Scrutiny Performance Panel

AGREED – That the minutes of the Overview and Scrutiny Performance Panel held on 9 March 2017 be confirmed as a correct record.

In response to a request made by members of the Performance Panel, it was **AGREED – that the Performance Panel be informed at least two weeks prior to each meeting what the performance focus would be to allow members of the Performance Panel the opportunity to formulate their own questions.**

17.OSP.37 Performance Focus: Early Intervention and Support

The Chair of the Performance Panel welcomed Councillor Beverley Murray, Executive Member (Early Intervention) and Jamie Carson, Director (Early Intervention) to the meeting.

A selection of corporate and local performance measures for the Early Intervention and Support directorate had been provided at appendix 1 of the report. Performance at quarter 3 2016/17 was generally positive, with the majority of indicators rated green and exceeding target. Performance in relation to leisure centre visits was particularly strong for both young and older people, with a 5.4% and 10.7% increase respectively in visits compared to last year. Indicators rated off track were mainly related to volunteering and also proactive housing inspections with fewer inspections completed compared to the same time last year.

The proactive housing inspection service introduced in 2015 with very positive take up had helped build a strong picture of the quality of private rented sector properties. The Council has continued to offer proactive inspections to housing benefit claimants in private rented

properties. However, take up was at the discretion of the claimant and once a property had been inspected, the Council would not re-contact until after that period, which may explain why there had been fewer inspections this year.

The Executive Member (Early Interventions) gave further background to the report which included –

Volunteering
The report indicated that the number of new volunteers recruited was off track against target and lower than the same time last year, and the number of groups signed up to Chorley Time Credits was also off track against the target, but had increased compared to the same time last year. The Executive Member (Early Intervention) reassured the Performance Panel that there was no need for concern. The majority of existing groups and volunteers had already signed up to Chorley Time Credits which would take account of the targets not being met.

The number of hours earned through volunteering increased by 47%. It was felt that this was reflective of the success of the Time Credits earn and spend model with new incentives for people to keep contributing their time. The next step was to encourage groups to extend the services they provide, with support from the Council, to encourage new volunteers.

In response to questions raised by the Performance Panel, the Executive Member (Early Intervention) clarified –
- The purpose of Time Credits was to reward those who volunteered their time.
- Volunteers would also qualify for Time Credits for 'one-off' events such as community clean up days.
- Spending Time Credits offers opportunities for health and wellbeing activities for volunteers to enjoy.
- Time Credits earned in Chorley can be spent in other areas of the country.
- Time Credits were actively promoted by the VCFS. It was also understood that community centres promoted the use of Time Credits. However, community centres and anywhere that brought groups together would be checked to ensure that Time Credits was being promoted.
- The data recorded in the report did not include those people who volunteered but did not claim Time Credits.

The Director (Early Intervention and Support) added that peoples' perceptive of volunteering was vastly underestimated; in the last survey about volunteering it was clear that many people regularly undertook voluntary activates, but did not considering themselves as a volunteer (ie 'running the line at their child's football matches, or helping an elderly neighbour)

Neighbourhoods.
In 2016/17 there was twenty two neighbourhood priority projects completed within the 8 neighbourhood areas, which were delivered in partnership with local communities and key partners.

For 2017/18 there are 24 new neighbourhood preferred projects had been proposed. The projects included planting schemes, footpath improvements and work to support families with healthy meals and financial management.

The Executive Member (Early Intervention) stated that the majority of projects brought to the neighbourhood area meetings were based on environmental improvements, which was understandable as many residents wanted this type of improvement to their neighbourhood. However, neighbourhood areas should also consider initiatives/projects which would improve the health and wellbeing of residents.

During debate, there was a consensus that parish council's should be encouraged to use Community Infrastructure Levy (CIL) monies that had been awarded to them to fund or contribute towards funding the preferred projects. This would allow the delivery of more ambitious projects that would make a real impact in their neighbourhood and improve the lives of residents. The Director (Early Intervention and Support) added that the use of CIL monies could also be used to provide transport solutions for young people in their parish to attend the Youth Zone regularly.

Integrated Community Wellbeing
The Performance Panel was reminded that the Integrated Community Wellbeing Service was established in April 2017 and was being developed over three phases:
1. Enabling
2. Transformation
3. Evaluation

The enabling phase had now largely been completed this involved the refurbishment of two floors of the Union Street offices. The move was successful and approximately 120 Lancashire Care staff was now collocated with 50 Chorley Council staff. All staff where working to the Council's WorkSmart principles including paperless office spaces, and a directory of services had been created to help give teams an understanding of the various services within Integrated Community Wellbeing.

The commencement of phase 2 had already begun with the focus being on transforming and integrating the service. This involved further internal communications and staff engagement as well as integration work-streams to improve delivery and reduce duplication across both Chorley Council and LCFT services through streamlining the process improvement, Phase 2 would also develop new ways of working based on learning from the work of the Chorley Public Service Reform Partnership.

The Executive Member (Early Intervention) explained the purpose of the service was to help communities to thrive, stay healthy and remain housed. It was also about finding a solution(s) to whole situations that a resident finds themselves in rather than targeting only part of the problem. The Integrated Wellbeing Services was taking the learning from pilot projects that had taken place, and rolling them out throughout the borough. By doing this, it was envisaged more people would get help at an earlier stage, stopping them from reaching crisis point.

Monitoring reports will be presented to the Executive Cabinet and the Integrated Community Wellbeing Board, of which the Executive Member (Early Intervention) is a member. The main targets being monitored included –
• Measures of health and wellbeing
• Self-assessment framework (to ascertain what additional assistance had been given beyond the original request)

The Performance Panel was reminded that a Member Learning Session would be taking place on Monday, 3 July 2017 the aim of which was to provide members with an update on the development of the Integrated Community Wellbeing Services.

AGREED – That the report be noted, and that elected members are reminded of the Member Learning Session taking place on the 3 July on the topic of the Integrated Community Wellbeing Services through InTheKnow.

17.OSP.38 Organisational Plan Review 2016/17 and Business Planning 2017/18

The Performance Panel considered a report of the Director of Policy and Governance which reviewed the delivery of the Single Organisational Plan Projects for 2016/17 and presented the Service Business Plans for 2017/18 delivery.

It was reported that the approach to business planning for 2017/18 had changed resulting in the development of service level business plans for each service/team rather than a single organisational plan. This approach had been introduced to establish a consistent process for business planning across the organisation with a focus on strategic priorities and organisations transformation including future business models. This new process looked to strengthen staff engagement with the business planning process and increase awareness of service level risk and equality considerations.

Appendix 1 of the report detailed the 2016/17 Organisational Plan position statement as at the end of 2016/17 for each project. Appendix 2 listed service identified projects for the four directorates.

During debate, Members of the Performance Panel raised a number of issues relating to the information contained in the report which included the following projects –

- Deliver improved CCTV provision; a progress report was requested for the meeting of the Overview and Scrutiny Committee on 6 July 2017.

- Chorley Council employment support fund with Runshaw College; in response to the concerns raised by the Performance Panel, the Director (Early Intervention and Support) explained that this project needed to be a partnership with Runshaw College due to funding arrangements. However, it was acknowledged that there was scope for working with other local colleges in surrounding boroughs.

- School place projections; it was understand by the Performance Panel that the Director (Business, Development and Growth) was collating the school place projections analysis and asked that it be circulated to members.

    AGREED –

    1. **An update report on the latest position of CCTV be considered at the meeting of the Overview and Scrutiny Committee on 6 July 2017.**

    2. **A report detailing school place projections be circulated to elected members.**

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MINUTES OF	**EXECUTIVE CABINET**
MEETING DATE	**Thursday, 22 June 2017**
MEMBERS PRESENT:	Councillor Alistair Bradley (Chair), Councillor Peter Wilson (Vice-Chair) and Councillors Beverley Murray, Paul Walmsley and Graham Dunn
OFFICERS:	Gary Hall (Chief Executive), Jamie Carson (Director (Early Intervention and Support)), Asim Khan (Director (Customer and Digital)), Mark Lester (Director (Business, Economic and Growth)), Chris Moister (Head of Legal, Democratic & HR Services), James Thomson (Principal Management Accountant), Andrew Daniels (Communications and Events Manager), Debbie Wilson and Ruth Rimmington (Democratic and Member Services Officer)
APOLOGIES:	Councillor Adrian Lowe
OTHER MEMBERS:	Councillors Aaron Beaver, Eric Bell, Gordon France, Tom Gray, Paul Leadbetter, Roy Lees, Sheila Long, Matthew Lynch, June Molyneaux, Richard Toon and John Walker

17.EC.73 Minutes of meeting Thursday, 16 March 2017 of Executive Cabinet

DECISION: The meeting of the Executive Cabinet meeting held on 16 March were confirmed as a correct record for signature by the Executive Leader.

17.EC.74 Declarations of Any Interests

There were no declarations of interest received.

17.EC.75 Public Questions

There were no public questions.

17.EC.76 Update of Community Infrastructure Levy Regulation 123 List

The Executive Member for Economic Development and Public Service Reform presented the report of the Director of Business, Development and Growth which informed Members about the update of the Community Infrastructure Levy (CIL) Regulation 123 List.

The List specified the infrastructure projects to be funded in part by CIL in Chorley and included schemes such as transport improvements, health facilities and education provision.

A 4 week consultation was held with appropriate stakeholders and the list of schemes requested for inclusion was set out in the report. Not all schemes requested were appropriate for the List.

It was noted that it would be useful to distribute a briefing paper to Town and Parish Councils regarding CIL and for them to contact the Council with any specific queries.

Decision
1. **Approval granted for the revised changes to the Regulation 123 List for a four week consultation to Monday, 17 July 2017**
2. **Approval granted for any changes following consultation to be made by Executive Member (Economic Development and Public Service Reform).**

Reasons for recommendation(s)
To update infrastructure schemes and reflect changes to the Regulation 123 List.

Alternative Options Considered and Rejected
None.

17.EC.77 Chorley Council Performance Monitoring Report - Fourth Quarter 2016/17

The Executive Member for Resources presented the report of the Director of Policy and Governance.

The report set out performance against the Corporate Strategy and key service delivery measures for the fourth quarter of 2016/17. Project performance was assessed based on the delivery of key projects outlined within the new 2016 strategy and against the measures in the 2015 Corporate Strategy along with key service delivery measures for individual services.

Overall, performance of key projects was good, with nine (64%) of the projects rated as green and four (29%) of projects were currently rated amber. One project (7%) was now complete and outcomes had been recorded.

Performance of the Corporate Strategy indicators and key service delivery measures was also good. 73% of Corporate Strategy measures were performing on or above target and 70% of key service delivery measures were performing on or above target or within the 5% threshold. Those indicators performing below target had action plans outlined with measures which would be put into place to improve performance.

Members highlighted that the Time taken to process all new claims and change events for Housing Benefit and Council Tax benefit was below target, but noted that this was a very challenging target.

The indicator relating to Growth in business rate base was below target. Members noted that the 2017 revaluation had resulted in this reduction in gross rateable value. The Executive Leader requested that if Members were aware of any companies who were struggling with their Business Rates to contact the Council.

Although the indicator Number of projected jobs created through inward investment was below target a number of potential re-locations were in the pipeline and would be progressed over the next quarter.

Decision
Approval granted that the report be noted.

Reasons for recommendation(s)
To facilitate the on-going analysis and management of the Council's performance in delivering the Corporate Strategy.

Alternative Options Considered and Rejected
None.

17.EC.78 Provisional Revenue and Capital Outturn 2016/17

The Executive Member for Resources presented the report of the Chief Executive which presented the provisional revenue outturn figures for the Council as compared against the budgets and efficiency savings targets set for the financial year 2016/17.

The report presented the provisional outturn figures for the 2016/17 capital programme and update the capital programme for financial years 2017/18 to 2019/20 to take account of the re-phasing of expenditure from 2016/17 and other proposed budget changes.

The accounts were provisional at this stage and 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.

Decision
1. **Approval granted to note the full year outturn position for the 2016/17 revenue budget and capital investment programme.**
2. **To request Council approval for slippage requests and other transfers to reserves outlined in Appendix 2 of the report to finance expenditure on specific items or projects in 2017/18.**
3. **To request Council approval for the contribution of £49,000 from in-year revenue underspends to the Change Management Reserve to finance one-off redundancy and pension strain costs arising from transformation and shared service strategies. This will supplement the £200k budget set aside in 2017/18 to increase the reserve.**
4. **To request Council approval for the contribution of £49,000 from in-year revenue underspends to the Buildings Maintenance Reserve to finance one-off costs relating to office utilisation and transformational change.**
5. **Approval granted to note the 2016/17 outturn position on the Council's reserves.**
6. **Approval granted to note the impact of the final capital expenditure outturn and the re-phasing of capital budgets to 2017/18 and approval to the additions to the 2016/17 capital budget outlined in paragraph 77.**
7. **To request Council approval of the financing of the 2016/17 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.

17.EC.79 Digital Strategy 2017 - 2020

The Executive Member for Customer, Advice and Streetscene Services presented the report of the Director of Customer and Digital which presented and sought approval of the Digital Strategy 2017 – 2020.

The four key elements of the strategy were;
a. increasing digital take up;
b. increasing digital inclusions;
c. working smarter; and
d. developing a positive culture which puts customers at the heart of everything we do.

Members highlighted the importance of engaging with Town and Parish Councils on this.

Decision
Approval granted for the Digital Strategy 2017 – 2020.

Reasons for recommendation(s)

The Digital Strategy (2017-2020) sets out the Council's aspirations to change and improve the way many residents interact with the Council and the way that we work by maximising the benefits that technology can bring, leading to more efficient delivery of services.

Alternative Options Considered and Rejected
1.   A significant proportion of the projects within the strategy are reliant of the Council's ICT infrastructure being upgraded, therefore there is a limit to how much progress can be made in delivering the Digital strategy projects, in the first year.
2.   For this reason, an alternative option would be to postpone approval of this strategy for 12 months until the new ICT infrastructure is in place.
3.   This has been rejected as there is still a lot which can be either delivered or planned during this period.

17.EC.80 ICT Strategy 2017 - 2020

The Executive Member for Customer, Advice and Streetscene Services presented the report of the Director of Customer and Digital which sought approval for the ICT Strategy 2017-2020.

ICT Services must be in a position to support the council as it moves forward over the next three years with likely significant change in relation to its operating model. The strategy delivered a flexible and robust ICT Service that was capable of responding to the future needs of the organisation.

Assurances were given that any training required would be provided.

Decision
Approval granted for the ICT Strategy 2017 – 2020.

Reasons for recommendation(s)
The ICT Strategy is a key document for the Council to ensure that it continues to meet the needs of the business. The current strategy expired in March 2017 and a new strategy is required to take the service forward.

Alternative Options Considered and Rejected
None.

17.EC.81 Building Control Fees

The Executive Member for Public Protection presented the report of the Director of Customer and Digital which informed Members about the proposal to amend the current Schedule of Charges for the Council's Building Service.

Decision
Approval granted to consider and accept the revised Schedule of Charges for the Building Control Service with a view to commencing 1 August 2017.

Reasons for recommendation(s)
To ensure the Council's budgetary targets are achieved and the service is charged at a rate relevant to the service provided to our customers.

Alternative Options Considered and Rejected
None.

17.EC.82 Exclusion of the Public and Press

Decision

Approval granted that the press and public be excluded for the following item of business on the grounds that it involves the likely disclose of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government act 1972.

17.EC.83 Approval for the contract award procedure and evaluation criteria for the procurement of ICT Infrastructure

The Executive Member for Resources presented the report of the Director of Customer and Digital which sought approval for the contract award procedure and evaluation criteria for procurement of ICT infrastructure in line with the ICT Strategy 2017-2020.

Decision
1. Approval granted for the contract award procedure using the Crown Commercial Service Frameworks to advertise the tenders on the CHEST for the provision of hardware and printers. Tenders to be evaluated to establish the most economically advantageous tender based on 80% and 20% quality criteria.
2. Approval granted for the contract award procedure for professional services to implement the procured hardware and software which would be published on the CHEST e-tendering portal and run as a Chorley procurement exercise. Tenders to be evaluated to establish the most economically advantageous tender based on 80% cost and 20% quality criteria.
3. Approval granted for the final contract awards to be made by Executive Member (Resources).

Reasons for recommendation(s)
Under the Council's Contract Procedure Rules approval by the Executive Cabinet for contract award for tenders greater than £75,000 is required.

Alternative Options Considered and Rejected
To not agree contract procedure and award would fail to comply with the Council's Procurement rules.

Chair   Date

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Scrutiny Reporting Back

Chorley Council's Annual Report on Overview and Scrutiny in 2016/17

CONTENTS

1. MEMBERSHIP OF OVERVIEW AND SCRUTINY COMMITTEE 2016/17

Councillor John Walker
Chair of Overview and Scrutiny Committee 2016/17

Councillor Roy Lees
Vice Chair of Overview and Scrutiny Committee 2016/17

Councillors Charlie Bromilow, Paul Clark, Jane Fitzsimons, Mark Jarnell, Margaret Lees, Matthew Lynch, June Molyneaux, Greg Morgan. Alistair Morwood, Mark Perks, Debra Platt and Kim Snape

2 INTRODUCTION BY THE CHAIR AND VICE CHAIR OF OVERVIEW AND SCRUTINY COMMITTEE

Once again the Overview and Scrutiny Committee has had a busy year undertaking a varied and extensive work programme and two task group reviews. Councillor John Walker was appointed Chair of the Committee for another year and Councillor Roy Lees was welcomed as Vice Chair. There were also several new members welcomed to the Overview and Scrutiny Committee.

The Overview and Scrutiny Performance Panel, consisting of six members met quarterly to monitor the Council's Organisational Plan and Business Planning performance, along with a focus on a number of different service issues.

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The two task group reviews which were established by the Committee were to undertake reviews on the topics of -
- Child Sexual Exploitation
- Rollout of Superfast Broadband

The Committee continued to receive six monthly monitoring reports following the Executive Cabinet's response on the implementation of outcomes and measure success from past scrutiny reviews:

Neighbourhood Working – the majority of the recommendations had either been implemented or were in the process of being implemented. The Committee had been pleased with the progress made on the recommendations and the number of initiatives which had taken place since the Neighbourhood Working task group review had taken place in 2014. The Committee recommended that members be kept fully informed of the progress made and of events due to take place.

Public Transport Issues in Chorley – since the Executive Cabinet accepted the task group recommendations in November 2015, there had been significant changes to transport provision within the borough, mainly due to Lancashire County Council's budget review. The Committee was informed that the Council was subsidising the 109A/24A and 6/6A bus services and was funding a temporary new service (7C). As a result of the recommendations from the task group, the Council continued to lobby transport service providers, and work with other organisations to improve resident access across the borough. In addition, the Committee was informed that a transport plan for Chorley would be considered as part of the Economic Development Strategy Refresh. Meanwhile the Council was continuing to work with Lancashire County Council to provide a permanent solution to Chorley's transport issues.

Single Front Office – progress on the task group recommendations had continued to progress which included:
- On-line forms being developed
- Further digital training being planned as part of the Chorley Inner East project.
- Further engagement was due to take place with parish clerks to improve digital access and support for more parishes. Support would also be made available to partners exploring Cyber Café opportunities throughout the borough.
- A general review of software was also to be conducted to ensure information made available to customers (as part of the workflows and processes stages) was clear and accurate.

Staff Sickness Absence – progress had been made on all the task group recommendations. The figure for quarter one for 2016/17 had shown an increased level of staff sickness absence which totalled 2.01 days lost per employee compared to the target figure of 1.75 days lost per employee. However, there had been a reduction in the number of days lost when compared with the previous years which totalled 2.19. It was confirmed that the figures for quarter 2 had reduced.

3   CHALLENGING PERFORMANCE

The Overview and Scrutiny Performance Panel focused on the performance elements of scrutiny, and considered all monitoring information. Scrutinising performance is a key role for scrutiny and one of the benefits to the dedicated resources was that a smaller number of members were able to drill down to the detail in key areas and adopt some consistency in approach.

The panel for 2016/17 consisted of the following membership -
Councillor John Walker (Chair)

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Councillor Roy Lees (Vice Chair)
Councillor Matthew Lynch
Councillor June Molyneaux
Councillor Alistair Morwood
Councillor Mark Perks

The Panel met four times within the last twelve months, considering the Council's Corporate Strategy, key projects and monitoring that captured all the directorate and service level business improvement plans.

Each meeting also considered an additional performance focus, where the panel looked at directorates.

3.1 Community Development

By invitation, Councillor Beverley Murray, Executive Member (Early Intervention) and Jamie Carson, Deputy Chief Executive/Director (Early Intervention and Support) were in attendance.

Members of the Panel were provided with an update on the latest position on staffing following the Council's management restructure which resulted in some minor changes to the team. The Health and Wellbeing team had an additional Community Development Officer post. Get Up and Go sessions continued to attract positive levels of participation with a total of 26,642 young people attending sessions in 2015/16, which was an increase of over 20% on 2014/15.

The team continued to support local clubs and groups with 155 groups supported in 2015/16 which vary from luncheon clubs through to larger organisations such as the Prince's Trust. The total number of groups supported was lower than the same time last year (200 in 2014/15) which reflected a more targeted approach and also additional support was available from within the sector, for example from the VCFS Network.

3.2 Customer and Digital

Asim Khan, Director (Customer and Digital) was in attendance.

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. Members of the Panel received information about each service, feedback on their performance and any changes that had been implemented since the senior management restructure took place in 2016.

3.3 Review of PCSOs

Chris Sinnott, Director (Policy and Governance) was in attendance.

The Panel was informed that for the southern division (Chorley, South Ribble, Preston and West Lancashire), there were 47 part-funded posts, 27 of those being funded by Chorley Council. It was reported that Lancashire Police had 51 fully-funded PCSO posts across the division. However, none of those posts were provided to Chorley. It was therefore suggested, and later confirmed, that the fully funded posts where deployed elsewhere in the southern division, where partner contributions were lower.

The Panel raised concern about the report's findings and in its view Chorley Council was not receiving value for money on its investment. The outcome of the discussion resulted in the report being referred to the Overview and Scrutiny Committee and circulated to all Members in advance of the Special Council meeting on 28 February 2017 which considered the Council's budget position for the next financial year.

3.4 Shared Services

Chris Sinnott, Director (Policy and Governance) was in attendance.

The Panel considered a report which detailed the performance of those services which were shared with South Ribble Borough Council.

The Business Improvement Plan translated those output and measures into specific deliverables and targets which needed to be achieved during 2016/17. The plan also covered the shared procurement service which continued to perform strongly.

To address the challenges facing local government it had been agreed that the Council would pursue an ambition to achieve integrated public services for the borough which would need to include further sharing of back office functions under different structures. The Council's Transformation Strategy also included an action to proactively investigate shared service opportunities.

3.5 Business, Development and Growth

Mark Lester, Director (Business, Development and Growth) was in attendance

The Director of Business, Development and Growth attended the meeting to answer questions in relation to the Business, Development and Growth directorate. The directorate, which was formed as part of the organisational restructure in May 2016, 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.

Future priorities for the directorate included –
- A refresh of the Economic Development Strategy.
- Identifying and bringing forward employment sites

4 KEY MESSAGES FROM SCRUTINY TASK GROUPS AND CRIME AND DISORDER

4.1 Rollout of Superfast Broadband – Chaired by Councillor Kim Snape

The topic of Superfast Broadband has been raised by residents over a number of years and identified as a potential task group topic. The Overview and Scrutiny Committee wanted to undertake a short review on the rollout, the current provision of Superfast Broadband and plans for any remaining properties. The task group was established and met twice in March and April 2017.

The objective of the task group was to understand the issues and concerns by BT and Lancashire County Council (LCC) on the rollout of Superfast Broadband, in particular:
1. How the areas to receive Superfast Broadband were prioritised and what will happen to those areas not eligible.
2. To understand why the speed of Superfast Broadband is not consistent throughout the borough and to receive the average speed of Superfast Broadband throughout Chorley.
3. To gain an understanding of the publicity campaign undertaken to make residents aware that they are able to access Superfast Broadband.
4. To understand if there are any budgetary implications due to the savings required by LCC.

The desired outcomes of the task group was -
- To gain an understanding of how areas were prioritised and the timescale for completion on the rollout.

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- To be informed on other initiatives that LCC are exploring for those residents who will not qualify for Superfast Broadband.
- To make recommendations in line with the Council's Digital Strategy.

The final report, including recommendations, will be presented at the Overview and Scrutiny Committee on the 6 July 2017 before being referred to the Executive Cabinet for consideration.

4.2 CRIME AND DISORDER: Child Sexual Exploitation – Chaired by Councillor Roy Lees

This year's scrutiny focus for crime and disorder, and the first task group of the year, was on the topic of Child Sexual Exploitation (CSE). CSE has been in the media spotlight for the last few years due to many high profile cases. Many of the investigations into CSE identified significant failings within local authorities and other public bodies across the country. The Committee wanted to review the Council's own policies and procedures to ensure they were robust and fit for purpose.

A task group was established and met five times between August and November 2016. The final report provided detailed information from the witnesses which the task group interviewed; the evidence received and the task group's deliberations.

At its meeting on 16 February, the Executive Cabinet was asked to consider and implement the following recommendations:

1. That the Council should raise awareness with elected members and officers,
   - by continuing to support campaigns raising awareness of CSE and other safeguarding issues;
   - by continuing to deliver training programmes to elected members and officers of the Council in regards to CSE; and by working with partners to produce an appropriate package of training specifically relating to CSE to be delivered to the targeted officers who already receive safeguarding training.

2. Ensure both Members and officers have an understanding of the partnership approach adopted and the key early intervention opportunities, whereby every contact with a child or young person matters.

3. Ensure both Members and officers have an understanding of the referral pathway in place for suspected cases of CSE or where there is a potential risk of CSE taking place.

4. That the Licensing and Public Safety Committee be requested to extend the CSE training beyond the taxi trade to the wider licensing community. To ensure a successful roll out, a distinct and comprehensive action plan should be first drawn up to include resource implications.

5. The Council should work with, and support partners in producing appropriate material/delivering events to raise CSE awareness amongst parents and guardians.

6. That a representative from Parklands Academy and a primary school be invited to put forward recommendations to the Chorley and South Ribble Community Safety Partnership.

7. The Council should improve links with all schools to ensure that the list of relevant contacts for each school is accurate and kept up to date.

8. In raising awareness about CSE, elected members are informed about those circumstances where CSE exists or where there is a potential for CSE to develop, so that they can ensure

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they follow personal safety guidance in carrying out their ward councillor role. This matter to be referred to the Member Support Working Group for their consideration and guidance.

9.   The Council should support and help develop a CSE awareness campaign with partnership agencies and the public using social media.

10.   The Council should continue to raise awareness within the community, for example, by developing best practice toolkits used by fellow local authorities for voluntary community and faith sector organisations and licensees (taxi's and others).

5   CHALLENGING THE EXECUTIVE

In addition to challenging the Executive Members through the Performance Panel, the Committee worked together positively with the Executive Leader and the Executive Cabinet in scrutinising their proposals, which included the Community Infrastructure Levy (CIL) 123 list.

6   FINANCIAL SCRUTINY

At its meeting held in January 2017 the Committee welcomed the Executive Member (Resources) who attended to provide an overview of the draft budget proposals for 2017/18, including a forecast for the following two years to 2019/20 and also present the relevant proposals in respect of -
 * The use of forecast resources identified in 2017/18
 * Budget consultation

It was reported that the budget forecasts over the next three years had been updated to take account of a number of issues which included:
 * 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.

Despite the unprecedented decline in Government funding, the Council had maintained effective budgetary planning and continued delivering investment in its priorities while maintaining 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.

During debate, there was a consensus that difficult decisions had to be made to protect services, and that it was important that a contingency strategy be adopted in anticipation of any further Government announcement which would further affect council funding. The committee noted that there was some budget saving potential in procurement and shared service arrangements. The Executive Member (Resources) also stressed 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.

7   OTHER TOPICS CONSIDERED

7.1 LCC Health Scrutiny Committee: A & E Services at Chorley Hospital

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In October, County Councillor Steve Holgate, Chair of LCC Health and Adult Social Care Scrutiny Committee and the Council's representative that sits on this Committee, Councillor Hasina Khan attended the meeting to present the findings of a recent task group review which considered the temporary closure of the A & E Department at Chorley Hospital.

Discussion at the meeting was dominated by the recent announcement that the A & E Department would be re-opened on a part-time basis from mid-January 2017 following the occupation of the Urgent Care Unit. This announcement followed an independent report that had been commissioned by NHS England and NHS Improvement on the temporary closure of the A & E Department following public pressure. The report's findings concluded that the department could re-open on a part-time basis from mid-January once the Urgent Care Unit was fully operational.

Following the meeting, the Chair of the Committee wrote to the Chair of the Commissioning Group on behalf of the Committee seeking early occupation of the Urgent Care Unit so that personnel could be redeployed to the A & E Department. A response was received which explained the reasons why the early occupation of the Urgent Care Unit could not be brought forward. The letter, also explained that the expertise required in the A & E Department was not the same as those required for the Urgent Care Unit, therefore personnel could not redeployed as suggested.
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7.2 Flooding issues across the borough

A total of 426 properties in the borough had been confirmed as flooded as a result of Storm Eva on 26 December 2015. The DCLG and LCC issued guidance and criteria to councils to help those people affected by flooding. Based on that guidance and criteria the Council set up its own Flood Relief Scheme.

The Committee received a breakdown of financial assistance awarded to those properties affected. In addition, it was reported that –

- 214 residents also applied to the government for a Property Level Resilience Grant worth up to £5,000 per property. As part of the application process a survey carried out by Pell Frischmann of each property to ascertain the most effective form of prevention work appropriate.
- LCC was also in the process of undertaking a Section 19 investigation to ensure that their legal obligations had been met and that affected communities had been identified and appropriate county-wide prioritised actions put in place.

Following clarification, it was confirmed that there had been only one report of a farm being flooded as a result of Storm Eva. After initial contact was made with the resident, further approaches from the Council had proved unsuccessful.

7.3 Section 106 update

Following an Internal Audit investigation into the identification of missed Section 106 trigger points, the Committee wanted to satisfy itself that robust measures had been implemented to prevent further trigger points being missed, which had resulted in a loss of revenue to the Council.

It was reported that the Governance Committee had been provided with details of the work that had been undertaken to prevent a reoccurrences of trigger points being missed, and to mitigate the loss of income to the Council by ensuring that a robust system was now in place.

The Governance Committee would continue to monitor this activity.

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7.4 United Utilities charging policy for schools

United Utilities charging policy for schools had been of great concern to Members of the Council, so much so that a resolution was made in 2016 for a letter to be sent expressing those concerns on behalf of the Council. Although a reply to the letter was received from United Utilities, the response did not alleviate Members concerns.

The Chair of the Committee invited representatives from Ofwat to attend the meeting in March 2017 to discuss Members concern. Ofwat chose to defer the invitation on this occasion to allow United Utilities the opportunity to review their policy once again.

Meanwhile, the Chief Executive of United Utilities wrote a letter to the Chief Executive of Lancashire County Council stating that it had reviewed its policy for charging schools and that a concession rate was to be introduce in 2018/19 which for the majority of schools would represent a reduction of approximately 40% in their overall water bill. United Utilities had also decided to provide a credit to schools for 2017/18 worth approximately 15% of their wholesale site area charges.

8 CONCLUSION AND THE YEAR AHEAD

It has been an interesting year for scrutiny, resulting in some key recommendations on topics of concern to Members and the public. Challenges ahead are to continue to scrutinise areas of interest for Members and their constituents; to follow up on the implementations of scrutiny recommendations, to work more effectively with our partners on scrutiny and to continue to challenge the Executive in a constructive way with recommendations that result in positive outcomes for the residents in Chorley.

The Council will hold four meetings of the Overview and Scrutiny Committee and four meetings of the Overview and Scrutiny Performance Panel in 2017/18, Councillor John Walker, will remain Chair and Councillor Roy Lees remain as Vice Chair, we also welcome some new Members to the committee.

The topic for the first task group has already been agreed and will be on the subject of the Leisure Contract.

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Report of the Overview and Scrutiny Task Group - Rollout of Superfast Broadband

June 2017

Introduction

The topic of Superfast Broadband has been raised by residents over a number of years and identified as a potential task group topic. The Overview and Scrutiny Committee wanted to review the rollout, current provision of Superfast Broadband and plans for any remaining properties.

A task group was established and met twice in March and April. This report details information about the witnesses with whom the task group met; the information the task group received and the conclusions that the task group reached. It also includes a list of recommendations that the task group wish to put forward to the Executive Cabinet for their consideration and implementation.

I would like to thank my fellow members of the task group, those partners and officers of the council who gave presentations and information at the meetings.

Councillor Kim Snape - Chair of the Overview and Scrutiny Task Group

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Recommendations

For Superfast Lancashire
1. To have discussions with Virgin about the current issues in Buckshaw, Rivington and White Coppice and encourage them to provide Superfast Broadband.
2. To highlight the issues of new estates not having Superfast Broadband from the outset with Broadband Delivery UK (BDUK).
3. To provide hints and tips on resolving broadband issues, including residents speaking to their own provider first before speaking to other providers and not placing electrical devices next to the router etc for distribution to Councillors and Town/Parish Councils.
4. To utilise different technologies available to provide Superfast Broadband to white areas (having minimal coverage and open market review failure).

For BT
1. To update the call centre operative information in regard to Superfast Broadband accessibility, particularly around Wheelton, to avoid no further distress to residents who enquire going forward.
2. To review structures in areas which flood, to ensure that they are located in the best place.

For Chorley Council
1. To consider methods of encouraging new properties to have access to Superfast Broadband from the outset.
2. To liaise with BT about new developments, both residential and commercial.
3. To lobby Broadband Delivery UK (BDUK) to give broadband the same status as utilities.
4. To raise awareness with the public and businesses that the service would not upgrade automatically – there is a need to order Superfast Broadband from their provider if they wish to receive the service.
5. To include an action to investigate the provision of town centre WiFi within the new Digital Strategy.
6. To work with the Combined Authority through the Digital Lancashire project to implement these recommendations.
7. To support the future projects within the Digital Strategy,
   • integration of My Account and eCitizen,
   • the continuation of digital skills training to give the right training to the right people in a flexible way,
   • a tablet loan scheme,
8. To tailor digital skills training to the needs of particular groups
9. To ask Town / Parish Councils to advertise digital skills training in their newsletters,
10. To highlight the availability of good digital access within the Economic Development Strategy as a selling point for businesses to re/locate to Chorley.
11. To create a role within the Members' Allowances Scheme for Member Responsible for Customer and Digital Services.

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Membership of the Task Group

Councillor Kim Snape (Chair)   Councillor Alistair Morwood
Councillor John Dalton   Councillor Matthew Lynch
Councillor Gordon France   Councillor June Molyneaux
Councillor Sheila Long   Councillor Mark Perks B Ed (Hons)

Officer Support
Chris Sinnott, Director (Policy and Governance)
Ruth Rimmington, Democratic and Member Support Officer

Scoping the review

The objectives were to understand the issues and concerns by BT and Lancashire County Council (LCC) on the rollout of Superfast Broadband, in particular:

1. How the areas to receive superfast broadband were prioritised and what will happen to those areas not eligible.
2. To understand why the speed of superfast broadband is not consistent throughout the borough and to receive the average speed of superfast broadband throughout Chorley.
3. To gain an understanding of the publicity campaign undertaken to make residents aware that they are able to access Superfast Broadband.
4. To understand if there are any budgetary implications due to the savings required by LCC.

The desired outcomes were:

• To gain an understanding of how areas were prioritised and the timescale for completion on the rollout.
• To be informed on other initiatives that LCC are exploring for those residents who will not qualify for superfast broadband.
• To make recommendations in line with the Council's Digital Strategy.

Witnesses

The following witnesses met with the task group and shared information:

• Gemma Johnson, Project Manager from Lancashire Superfast Broadband
• Nick Kershaw, Project Officer from Lancashire Superfast Broadband
• Rebecca Huddleston, Head of Customer Transformation, Chorley Council
• Paul Heyworth, Business Advisor, Chorley Council

Background

Officers from Superfast Lancashire attended a meeting to advise that Superfast Lancashire was a collaboration between Lancashire County Council (LCC), British Telecom (BT), Broadband Delivery UK (BDUK) and Blackburn with Darwen and Blackpool Councils.

LCC secured around £37 million of Public Sector Investment to intervene in 'white' areas (in additional to commercial rollout). A 'white' area is defined as having minimal coverage and open market review failure.

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Phases of the contract

Contract One of the Superfast Lancashire programme consisted of 21% of the fibre rollout. 67% was BT/Openreach commercial fibre rollout and 9% was other operators' high speed broadband services. This left 3% remaining.

At the end of Contract One (Lancashire wide) 137,007 premises, 9,000+ eligible businesses (in the 'white' area) and 100+ business sites had access to Superfast Broadband. 454 Small Medium Enterprises (SMEs) had received business support related to the exploitation of Superfast Broadband access and 934 structures had been built and were providing service.

Contract Two, referred to as the Superfast Extension Programme (SEP) will deliver a further 2% to achieve 99% coverage, leaving 1%. This final 1% will be addressed through future plans such as Gainshare Advance, and only when demand is identified.

Superfast Lancashire enabled deployment to the final third of Lancashire that is not commercially viable for operators. By March 2016 it was planned that 97% of Lancashire homes and businesses would have access to broadband speeds above 24mbps, and 99% by March 2018. The 97% was achieved by June 2016. It is not cost effective to use public money to enable some rural areas.

Technology

There are main three types of technology used by BT:
1. Copper ADSL & ADSL2+ - This provides speeds of up to 20Mbps downstream and up to 2Mbps upstream.
2. FTTC (Fibre to the Cabinet) - Up to 80Mbps downstream and up to 20Mbps upstream.
3. FTTP (Fibre to the Premises) - Up to 330Mbps downstream and up to 30Mbps upstream

Hardest to reach areas

Work started in September 2016 on the Superfast Extension Project (SEP). There has been an additional £7.6m in external funding for this project which is expected to conclude by the end of December 2017. More than 11,000 extra homes will gain access to fibre broadband through the project. The SEP will be more expensive than the first phase, as it targets delivery in the hardest to reach areas involving more build and use of Fibre to the Premise (FTTP).

A consultation has recently been undertaken with providers to highlight areas still to be covered through commercial rollout. BT is modelling in white areas and LCC and BDUK will review this. BT will sell access to their network to other providers, where Virgin has a closed network.

A potential funding stream for additional work is the European Agricultural, Farming and Rural Development Fund (EAFRD). The aim of LEADER is to create jobs and help businesses grow, which will then benefit the rural economy.

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In preparation for this, LCC have acknowledged the need to identify geographic 'white' areas for targeting and as such the Superfast Lancashire team are assessing the final 1%, the hardest to reach premises, against rural postcodes and business locations, to construct clear evidence of the demand and economic impact of intervention in these areas.

The closing date for applications was May 2017. Further information can be found here: http://www.lancashire.gov.uk/rural-development/about-the-fund.aspx

Going forward

Officers from Superfast Lancashire advised that LCC will review technologies, costs and consider funding options, including:

1. External Funding

2. Better Broadband Scheme
The Government has committed to giving access to 2Mbps download speed to every premises in the UK. As part of this commitment, local bodies in conjunction with Broadband Delivery UK (BDUK) are making available the option of a subsidised 'better broadband' scheme for eligible premises. This provides support towards the cost of equipment and installation of an alternative broadband connection so that a basic broadband service can be purchased for a first year cost of no more than £400 (taking account of any up front costs and the 12 month service charges). The subsidised installation can also be used to access higher cost packages with higher speeds or greater monthly data caps.

Customers will only be eligible if their premises does not have access to speeds of more than 2Mbps. Note: as well as the major broadband networks such as BT Openreach and Virgin Media, customers may also be able to get a basic broadband service from other suppliers who have coverage within the area.

If customers are eligible for a subsidised installation they will be able to choose a service from any of the retail service providers that are part of the scheme, each of which will be offering a variety of packages based around the amount of data they need and the speed of the connection.

Further information can be found here:
http://www.lancashire.gov.uk/council/strategies-policies-plans/corporate/superfast-broadband

3. Gainshare Advance
This is revenue Lancashire County Council is entitled to from BT under the contract in relation to connections above 20%. The initial estimate had been £6 million, but modelling has been made in relation to £4m due to a value for money assessment, whereby the £2m remains unallocated at this time. These hardest to reach areas will benefit from Gainshare Advance.

4. BT's Community Fibre Partnerships
A Community Fibre Partnership is where BT works with a local group – this can be the residents of a rural village or a block of flats in a city centre or even a group of business owners in an industrial park – that isn't covered in an existing fibre upgrade

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plan to find a solution to bring fibre to their area. There usually needs to be a joint funding arrangement, where BT cover the costs in line with their commercial model used throughout the country and the community has the option to self-fund the remaining gap. BT looks for solutions to be as affordable as possible. Further information can be found here: http://www.communityfibre.bt.com/

There is an organisation called Independent Networks Co-operative Association (INCA) whose members are private, public and third sector organisations promoting, building and supporting the creation of next generation broadband networks throughout the UK. Members include large and small companies, fibre, wireless and satellite providers, cities, rural councils and community schemes. http://www.inca.coop/

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Officers from Superfast Lancashire advised that by December 2018 up to 97.5% of Chorley will benefit from Superfast Broadband coverage through further rollouts. This is a 3.8% increase from the 93.7% of Chorley covered by Superfast Broadband after Phase One.

Phase One
- 2,748 postcodes in Chorley were identified in 2013 (equalling 49,679 premises. 18,363 were classified as 'white' and eligible for public funding.
- 17,212 premises were able to receive superfast fibre broadband.
- This left 1,151 premises.
Under current future build plans 703 white premises are eligible through SEP and Gainshare, which leaves 448 premises.

Around 600 further premises are due to benefit through Openreach's Commercial programme, including new premises on Buckshaw Village, as well as two cabinets related to the Milestone Meadow area of Buckshaw and Foxglove Drive area of Whittle-le-Woods. Members noted that many residents of Buckshaw Village expect Superfast Broadband to be available as it is a relatively newly built village. The following website can be used to check when fibre service will be available https://www.homeandwork.openreach.co.uk/when-can-i-get-fibre.aspx

Less than four years after Superfast Lancashire deployment began, coverage in Chorley significantly increased. In May 2013, coverage in Chorley lagged both the UK and Lancashire average at >30Mbps and overall fibre broadband. By February 2017, fibre coverage had increased by +35%, while >30Mbps had increased by almost 33%. Chorley was already ahead of the UK Government target of 95% of homes and business having access to >24Mbps by the end of December 2017.

Helping residents

Adoption of Fibre Broadband is high within Chorley, with an average of 41.3%. Members considered the take up of Superfast Fibre Broadband in different wards within Chorley and noted potential issues with residents being aware that an order needs to be placed with a service provider to upgrade and that residents need to regularly check for availability.

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Members felt that it may be helpful to provide hints and tips on resolving broadband issues, including residents speaking to their own provider first before speaking to other providers and not placing electrical devices next to the router etc. This information can then be distributed to Councillors and Town/Parish Councils.

There are issues with unreliable data, with residents being told by BT they can't have Superfast Broadband, when they actually can. Any cases should be referred to the Superfast Lancashire team for them to investigate via email: superfast@lancashire.gov.uk.

Speed tests
There is a website that members of the public can use to access speed test information http://www.thinkbroadband.com/speedtest.html#page_content. The Internet Service Providers will offer packages with up-to speeds and Superfast Fibre Broadband is any speed in excess of 24mbps. Comparison sites such as https://www.uswitch.com/broadband/ provide such information.

Allocations within a structure for fibre broadband are based on a first come, first served basis. Availability on structures can change in very short timescales and might explain why a resident had an issue with one particular supplier. There is a procedure in place that once a structure is nearly full to request BT to increase capacity.

Training
Some residents, particularly older residents benefit from some training to get online. LCC have a Digital Inclusion Programme, part of which includes free training sessions delivered in Libraries across the County. In addition, Chorley Council also has an established digital inclusion programme and organises regular beginners' sessions in community venues across the borough. Sessions can start with the absolute basics and residents can learn on Council laptops or bring their own laptop and tablet if they have one.

There has been marketing initially by BT, in schools and on structures. The Superfast Lancashire team have launched a revamped website www.superfastlancashire.com.

Funding
Officers from Superfast Lancashire confirmed that the budget for the Superfast Lancashire project is not affected by the LCC budget cuts, as the funding is leverage to secure external funding.

Digital Strategy for Chorley Council
The Head of Customer Transformation, Chorley Council, advised that the Digital Strategy is under review and due to be considered by Executive Cabinet in June.

There are four strands of the updated strategy:
1. Increasing digital take up: it is cheaper for the Council for residents to access services online and there are increasing customer expectations to be able to access services digitally. Future projects included the integration of My Account and

eCitizen. Online services should be 'digital by default' – designed specifically for the web.

2. Increasing Digital inclusion: The Council has a Digital Inclusion Officer with a remit to make to digital services more accessible as not all residents have access or can afford access. This includes the provision of access points across the Borough and the provision of training. Work is being undertaken with partners to achieve this, both for residents and businesses. Following training programmes, and where there is the demand and interest local people have volunteered to continue to run local computer clubs, so that people have sustained and sustainable support to practice and develop their skills further. Future projects included digital skills training, free Town Centre Wi-Fi and a tablet loan scheme.

The advertisement of the training sessions was considered and noted that leaflets were distributed in the locality, but word of mouth was also an effective tool as the sessions were all fully booked. Members could suggest areas/localities for training if they were aware of a need. The Council were working with partners to provide and signpost training.

3. Working smarter: Chorley Council staff need to have the right tools, training and encouragement to be able to work in a smarter and more efficient way, resulting in improved productivity.   Future projects include the redevelopment of theloop (intranet) and delivery of voice over IP.

4. Putting customers first: Customers should be at the heart of everything we do as a Council, and providing excellent customer services was a key element of that. Future projects included embedding customer service values and responsibilities, through incorporating it into the Council's organisational development and training plan and also developing a plan to migrate further services into the Single Front Office.

Economic Development Strategy for Chorley Council

The Council's Business Advisor advised that part of the Economic Development Strategy aims to help businesses grow, and sometimes this means businesses having an online presence. Previously some rural areas have struggled with the provision and reliability of broadband, but businesses that receive advice from the Council are reporting that this issue is decreasing. Businesses are not always aware of the need to order Superfast Broadband.

Sessions are run on a regular basis, by the Council, to give advice to businesses on the use of social media and the web.

There is a need to ensure new developments have the infrastructure for Superfast broadband from the outset, and to lobby for broadband to have the same status as utilities. Virgin has been in touch with the Council to discuss new business development areas that are in the planning stages to consider the provision of broadband from the outset. This will be a massive benefit to businesses and can be used as a selling point for businesses to relocate to Chorley.

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Some businesses rely on having access to reliable broadband, for example, Members highlighted a pub using wireless devices to place food and drink orders. Any cases can be referred to the Superfast Lancashire team for them to investigate.

There is potential for Chorley Council to consider taking responsibility for laying cables within the Town Centre to progress the Digital Strategy / Town Centre Masterplan. If there is free Wi-Fi in the Town Centre there will be massive benefits for the local businesses.   Superfast Lancashire is meeting with District Councils to discuss their needs to facilitate a co-ordinated approach with Network providers where possible.

Chorley Council

OVERVIEW AND SCUTINY 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
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		FR		R				1M
Leisure Contract		V						
Potential topics for future reviews								
Counter Terrorism Act								
Communications								
Community Racial Integration								
Flooding								
Waste Management Contract								
Crime and Disorder Scrutiny:								
Community Safety Partnership – Child Sexual Exploitation		R				1M		

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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