

## **REPORT OF THE OVERVIEW AND SCRUTINY COMMITTEE**

1. This report summarises the business transacted at the meeting of the Overview and Scrutiny Committee on 10 October, including the work to date on the Task Groups relating to the Select Move Review and Play and Open Spaces Strategy. It also summarise the business that was considered at the Overview and Scrutiny Performance Panel meetings on 26 September and 5 December 2013.

### **OVERVIEW AND SCRUTINY COMMITTEE – 10 OCTOBER 2013**

#### **Executive Cabinet Minutes – 15 August 2013**

2. The Chief Executive gave a further update in relation to the Friday Street Health Centre. The Council was hoping to hold a meeting of all the relevant stakeholders to progress things further in the near future. The Chair advised that he would try to pursue the matter with the Clinical Commissioning Groups through his position as Chair of Health Scrutiny at Lancashire County Council.

#### **Overview and Scrutiny Review of Tourism and Promoting Chorley – Monitoring Report**

3. We received a final monitoring report that updated against the progress made in implementing the Executives response to the tourism and promoting Chorley task group recommendations. Progress had been made in all areas, with further events and attractions being staged to encourage more visitors to the borough.
4. In addition, the Committee was informed that the town centre master plan was currently being finalised and would be presented to the Executive Cabinet later in October. A campaign would then be developed to promote the town centre more effectively.

#### **Overview and Scrutiny Review of the Lancastrian**

5. The Committee received the final monitoring report that updated against the progress made in implementing the Executive's response to the Lancastrian task group recommendations. We were informed that there continued to be improved usage of the Lancastrian and income had more than doubled in 2012/13. The updated income position indicated that the Council were on target to meet the 2013/14 target of £11740.
6. The flexible pricing policy that had been introduced, following the review in 2012, continued to provide means of offering discounted initial bookings for frequent, regular bookings. A full refurbishment of the bar had now been completed with new furniture that made it a more attractive and welcoming facility that could also be utilised for small/informal meetings and events.

#### **Crime and Disorder Scrutiny**

7. The Committee was provided with options for the scrutiny of crime and disorder under our statutory duty to scrutinise the work of the Community Safety Partnership to ensure that local community issues are being dealt with effectively.
8. From the options given, Members noted that Chorley CCTV provision had recently undergone a review of operational hours and effectiveness and it was reported that a number of authorities had reduced their CCTV provision and in some cases, had decommissioned the service altogether. We decided to examine what the impact of such a decision had meant in these areas in order to inform any future decision that the Council may make on CCTV provision and investment.

## **Economic Development Strategy**

9. The Head of Economic Development and Executive Leader of the Council attended the meeting to talk about the work that was being undertaken to deliver Chorley's Economic Development Strategy.
10. The authorities' priorities were to create a vibrant town promoting and increasing inward investment, providing support to new and existing businesses, supporting young people through education, training and fostering entrepreneurship and to help reduce the gap in our most deprived communities.
11. Chorley had a fantastic record, 145 new business start-ups with the potential to create 542 jobs and a 8.1m turnover. Geographically there was a borough wide spread which was pleasing as rural land is often seen as more valuable housing land rather than for employment and business use.
12. The Leader commented that the authority was extremely passionate about the town's regeneration and development and was proud of its significant increase in new businesses. These statistics had resulted in other authorities across the country being interested in our approach.

## **Overview and Scrutiny Performance Panel – 26 September 2013**

### **Scrutiny Focus – Trial Re-Opening of Market Street**

13. The Panel considered a report of the Chief Executive on the key corporate project of the trial reopening of Market Street. The project aim was to revitalise the top end of Market Street to attract more shoppers and to boost trade in the area with an allocated budget of £47,000.
14. Councillor Alistair Bradley, Executive Leader attended the meeting for this item and provided us with an outline of the challenges experienced earlier in the year in progressing the project alongside Lancashire County Council as the highways authority. The delivery of the project had resulted in a number of lessons learned to ensure effective joint working, including the need for much greater forward planning and understanding the priorities of both Councils.
15. LCC had recently requested for districts to put forward projects to be included in their 2014/15 Commissioning Plan for highways and other environmental works. It was important to achieve a strategic approach to highway issues across the borough rather than based on an individual ward or county division basis.

### **Scrutiny Focus – Customer Dissatisfaction**

16. We considered a report of the Chief Executive that showed performance information on this issue which was one of the areas selected in November 2012 as a key measure of success in the Corporate Strategy. The performance target was a maximum of 20% of customer's dissatisfied with the service they receive from the Council and whilst this had been a challenging target, it had been set to reflect the Council's ambitions. An email survey of customers had replaced the previous phone and face to face survey.
17. The report provided the Panel with information that showed that the target was not being met and was consistently well above the target level. The reasons for the dissatisfaction had been investigated and it showed that the major cause was customers not receiving a response or not receiving a response in a timely manner. This could be further drilled down by service area and individual officers.

18. The Executive Leader reported that drilling down into the detail of why customers were not happy with the Council, enabled the Council to instigate changes in staff behaviours and approach. The highest number of complaints related to waste/bin collection but this was reflective of the high volume of customers for this service and was in proportion with the performance of other services across the Council.
19. We queried whether Ward Councillors should be provided with information about complaints and the Chief Executive agreed that this information could be mapped in line with the My Ward system. Members were starting to use this system and finding it useful. Councillor Kim Snape was trialling the My Account system and gave feedback on her experience to date.

### **Organisational Plan Monitoring**

20. We received a report informing us that there had been a change in reporting on business plan monitoring with the introduction of one organisational business plan in 2013/14 rather than departmental ones. The Chief Executive presented a report monitoring the Organisational Improvement Plan for 2013/14 which updated on the delivery of business improvement actions, highlighting those which were not delivering to target or had not yet been started. The report further highlighted performance indicators which weren't delivering to target.
21. We were also given a demonstration of the My Projects feature on the new intranet. This enables staff and Members to view progress and key milestones for all corporate strategy and business improvement projects across the Council.

## **OVERVIEW AND SCRUTINY PERFORMANCE PANEL – 5 DECEMBER 2013**

### **Chorley Partnership Performance Monitoring Quarter Two 2013/14**

22. The Panel received a report of the Chief Executive on the performance of the Chorley Partnership during the second quarter of 2013/14, from 1 July to 30 September. The report presented the priorities of the partnership groups and how successfully they had been delivering against those priorities, providing some contextual information on the work that had been delivered and what impact and outcomes had been achieved. Overall progress was excellent and of the 18 priorities identified across the Partnership, fifteen were rated as green, one was rated as amber and two had not started.
23. We sought further information on the potential pilot scheme that the Chorley Partnership Executive had agreed to undertake, looking at information sharing around vulnerable people in conjunction with Lancashire Fire and Rescue Service, the provision of the new meals on wheels service that is currently being trialled in the Western Parishes neighbourhood area and the Warm Homes Healthy People Programme that has been developed for the Winter with funding from Lancashire County Council.
24. With the slow progress and lack of regular updates regarding the Friday Street Health Centre we have asked officers to look at the possibility of inviting the relevant partners to meet with myself and the Vice Chair to discuss this in more detail and requested that officers make the necessary arrangements.
25. We requested a wide range of additional information with regards to the following:
  - Work currently being undertaking to reduce the statistics for Killed and Seriously Injured (KSI's)

- An update report on domestic violence, reporting versus detection was requested for the next meeting of the Panel.
- The proportion of activities related to sport in the programme of activities that has been developed for children across the borough.
- The decommissioning of services aimed at young carers.

### **Chorley Council Performance Monitoring Quarter Two 2013/14**

26. We received a report of the Chief Executive that set out the performance against the delivery of the Corporate Strategy and key performance indicators during the second quarter of 2013/14, 1 July to 30 September. The overall performance of key projects is excellent, with the majority of projects, either complete, on track, or scheduled to start in quarter three. Only one project, to develop a youth ambassador scheme, has been rated as amber due to issues relating to timescales in delivering initial actions; however work was now underway to bring the project back on track. Members asked if further consideration could be given to the methods available for young people to apply to become a young ambassador as it was important to realise that not everybody had internet access.
27. The key service delivery measures that were performing below target included the time taken to process Housing benefit/Council Tax benefit new claims and change events and we asked for a more detailed breakdown.
28. The Panel discussed in further detail, a number of items contained within the report and requested additional information on the number of long term empty properties in the borough and what enforceable action could be taken if any.

### **Scrutiny Focus – Health and Wellbeing**

29. The Chief Executive provided a report that provided contextual information and initial questions of the Panel for our scrutiny focus on performance relating to health and wellbeing.
30. The Public Health Observatories under Public Health England publish local health profiles which show how health in Chorley compares with the rest of England across a number of indicators. The profile indicates that the health of the people of Chorley is varied compared with the England average. Deprivation is lower than average and all-cause mortality rates had fallen over the last ten years, as have deaths from cancer and heart disease. The rate of adult physical activity is also better than the England average.
31. However, Chorley performs lower than the England average for a number of indicators that include, smoking in pregnancy, starting breast feeding, hospital stays for self-harm, people diagnose with diabetes and hip fractures in over 65's. This type of information (including the Chorley and South Ribble Joint Strategic Needs Assessment) had been used to inform Chorley and South Ribble Health and Wellbeing Plans which take a holistic approach to issues through early intervention and prevention measures.
32. The Chorley and South Ribble Health and Wellbeing Partnership has been operational for over 18 months and forms the key mechanism to communicate and convey local health priorities to the Lancashire Health and Wellbeing Board who take overall responsibility for improving health outcomes across the county under the new public health arrangements.
33. The Chorley and South Ribble Health and Wellbeing Plan identifies 3 core priorities of, accessibility, independence and activity. A number of actions support these priorities with progress regularly reported at meetings of the Health and Wellbeing Partnership. Performance of the plan was

monitored by the Chorley Partnership on a quarterly basis with the most recent reports showing excellent performance and all priorities rated green.

34. The indicative commissioning budget for Chorley and South Ribble CCG for 2012/13 was £224,416,000. An estimated baseline for the public health grant had been published by the Department of Health and had been based on public health spending during 2010/11. The estimated baseline for Lancashire is £45,891,000 which equates to £37 per person, based on historic need.
35. The Head of Health, Environment and Neighbourhoods reported that to be able to create a number of early intervention initiatives, an analysis of the ward and Lancashire public health indicator averages needed to be undertaken to produce the relevant targets in the required areas. Although it was sometimes difficult to assess where the intervention need was required as the relevant statistics were presently not measured, for example, what were the main causes of people over 65 needing a hip replacement. It was also intended that the Board would piggy back on a number of Lancashire based programmes to try to extend on services with limited resources.
36. Members thought that more needed to be done regarding mental health and asked for further information to be provided on the number of initiatives that were currently being undertaken in this area.

#### **OVERVIEW AND SCRUTINY TASK GROUP – SELECT MOVE**

37. At its last meeting the Group met with representatives for the main registered providers who have housing stock in Chorley to ascertain their views and aspirations of the Select Move allocations process. We are currently undertaking a survey with all people on our waiting list and

#### **OVERVIEW AND SCRUTINY TASK GROUP – PLAY AND OPEN SPACES STRATEGY**

38. The Group will consider its draft final report for the review at its next meeting. Using the health impact section of the Councils Integrated Impact Assessment, the Group have focused on the emerging Play Areas, Open Spaces and Playing Pitches Strategy as a way of testing if the assessment tool was robust and fit for purpose.

COUNCILLOR STEVE HOLGATE  
CHAIR OF THE OVERVIEW AND SCRUTINY COMMITTEE

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