



**MINUTES OF OVERVIEW AND SCRUTINY PERFORMANCE PANEL**

**MEETING DATE** Thursday, 12 March 2015

**MEMBERS PRESENT:** Councillor John Walker (Chair), Councillor June Molyneaux (Vice-Chair) and Councillors Julia Berry, Mark Jarnell, Greg Morgan, Alistair Morwood and Alistair Bradley

**OFFICERS:** Rebecca Huddleston (Head of Policy (Communications)) and Dianne Scambler (Democratic and Member Services Officer)

**APOLOGIES:** None

**OTHER MEMBERS:** Councillor Alistair Bradley, Executive Leader

**15.OSP.67 Minutes**

**RESOLVED – That the minutes of the Overview and Scrutiny Performance Panel meeting held on 4 December be confirmed as a correct record for signing by the Chair.**

**15.OSP.68 Declarations of Any Interests**

No declarations of interest were received.

**15.OSP.69 Scrutiny Focus - The Chorley Public Service Reform Board**

The Panel received a report of the Chief Executive that provided contextual information and proposed initial questions to promote discussions regarding the performance of the Public Service Reform Board.

The Executive Leader, Councillor Alistair Bradley attended the meeting to present the report and answer questions of the Panel.

Councillor Bradley explained that in April 2014, the Chorley Partnership had changed to become the Chorley Public Service Reform Board. This was to focus the partnership on a collaborative approach to transforming public services. Whilst being ambitious, this has enabled the Board to move from a traditional 'local strategic partnership' approach and structure, to one that has real focus and objective on improving services for the residents of Chorley by bringing together leaders from across public services that will consider how they can make changes within their organisations to improve quality and access of services.

The Board is chaired by Councillor Alistair Bradley and members of the board include, Chorley Council, Lancashire County Council, Lancashire Fire and Rescue Services, Lancashire Constabulary, Lancashire Teaching Hospital, Chorley and South Ribble CCG, Lancashire Care NHS Trust, VCFS Network, Live Well Champion, Age UK Lancashire, Department for Work and Pensions, Runshaw College and a business representative from Porter Lancastrian.

The Board operates to a terms of reference with its key objective being to work together to ensure high quality public services with the best outcomes and value for residents and provide better coordinated and integrated services which are intelligence led. This objective would be delivered through an annual work plan and Councillor Bradley provided Members with an update on the work to date.

The Board has been successful in securing funding from five main partners including this council and other funding streams to enable them to appoint a programme office and access to external funding opportunities to pump prime transformation work. This includes a jointly funded officer, who is based at Chorley Council; the programme office is currently funded from 1 October 2014 to 1 October 2015 and is tasked with the delivery of the work plan.

The work plan 2014/15 exists as a series of three enabling workstreams (data sharing, assets and commissioning) it was thought that if the Board could deliver some agreements and improvements in these areas, it would lay the foundations for future integration and joint working. Two were rated as green and one amber.

The aim of the intelligence led services and sharing intelligence work stream was to overcome the barriers to data sharing and better use of the intelligence that each organisation holds about vulnerable people to target support where it is most needed. This work was nearing completion and included a baseline of data held by each partner and the establishment of a working group to look at the barriers to sharing and develop an Information Data Sharing Agreement. Plans were in place to start sharing data and using intelligence across partners to support vulnerable and high end service users from March onwards.

As part of the integrating assets work stream, work had been completed on the development of a coordinated list of assets across partners in Chorley to recommend integrating assets by co-location of services, transfer or reduction in assets to make savings of 10% across the borough. A number of recommendations had been progressed that worked towards the integration of assets by co-location of services, transfer or reduction in assets.

The Leader gave examples of how partners could contribute assets such as the use of buildings or allocation of staff instead of just contributing funding to facilitate different ways of working, this included use of the Fire Station at Washington Lane.

Under the joint commissioning work stream, although slowest to get going, work was now underway to consider current commissioning processes with an ultimate aim to develop a locality based commissioning hub which would enable partners to jointly commission services needed within Chorley, to ensure non-duplication of services and economies of scale. Most of the partners had different footprints so this work was difficult and progressing slowly.

The development of a Chorley Wellbeing and Resilience system was currently underway that would bring together services that could promote and support wellbeing. The Board had successfully bid for a £1.23m Transformation Challenge Award along with Lancashire County Council and Rossendale Council. This was due to begin in April 2015 and a Programme Board was now in place that would report into the Chorley Public Service Reform Board.

Performance of the priorities is monitored by quarterly highlight reports that are prepared for each of the workstreams. These contain information on progress made, as well as identifying any issues or risks. A performance dashboard would also be implemented from April, which would give additional information that the Board could use to monitor a range of key indicators for Chorley that would also be presented alongside the highlight reports. It will focus on the three themes of Start Well, Live Well and Age Well. It was envisaged that now that some of the workstreams are starting to produce tangible outputs, they could be monitored through this process to ensure that they are producing measurable outcomes in the future.

An away day of the Board had taken place in February 2015 to review the progress made so far and to develop a draft work plan for 2015/16 which would be taken to the Board for approval in April.

The Board had move away from an Independent Chair a number of years ago, in the last restructure of partnership working, as it was less business focussed, although there was a representative from the private sector on the Board. The Council had implemented a new dedicated business forum that would run alongside the Public Services Reform Board until it was considered appropriate to combine them as it was the view from Central Government for the Public Sector to be operated on a more commercial basis.

The business forum enabled representatives from both business and education to work together on issues such as employment growth and targeted the right skill sets for schools and colleges' that were needed in the borough.

It was also explained that Councillor Khan shadowed the Leader on the Public Services Reform Board so that there was a link to the Health and Wellbeing Board. Each of the nine Health and Wellbeing Board's in Lancashire have a different approach and the County Council is not keen to standardise them, believing that they should respond dependent to local need.

The Panel were keen to ensure that the outcomes from the Board were communicated to Elected Members to ensure that they were kept abreast of any changes. It was acknowledged that the Council were looking to new ways of collaboratively working with its partners and that a new regime would help to achieve this. In order to facilitate this, it was extremely important that Members were kept fully informed so that they too could adapt to the new role and champion different ways of working.

The Chair thanked the Executive Leader for attending the meeting.

## **15.OSP.70 Business Plan Monitoring Statement**

The Chief Executive submitted a report that provided an update on the performance of the Organisational Plan that included the 20 key projects set out in the Council's

Corporate Strategy. It was reported that overall good progress was being made with 84% of projects rated green or complete.

The report also provided an update on all the corporate strategy and local performance indicators which can be reported at this time. Performance was good with 70% of the 40 indicators which can be measured achieving or exceeding their target and a further 17.5% performing within the 5% threshold.

The Organisational Improvement Plan for 2014/15 contained a series of projects and objectives that set out the main improvement actions to be undertaken during the year by the organisation. This included the key projects as set out in the 2013/14 Corporate Strategy. The Plan also set out a number of business improvement, budget growth and neighbourhood priority projects that had been agreed in April 2014 and were due to run until the end of the financial year and in some cases for larger projects into 2015/16 and beyond.

The Corporate Strategy 2014/15 included 20 key projects. At the end of December 2014 overall performance of the key projects was excellent with the majority of projects either completed or on track. At the end of the third quarter, 16 projects were rated green; three projects were complete, with only one project being rated as amber. As part of the Corporate Strategy two projects, the Friday Street Health Centre and the Chorley Youth Zone had been carried over into the 2014/15 – 2016/17 Corporate Strategy.

A further two projects, the development of Astley Park and the Play and Open Spaces Strategy, are two much larger programmes of work with delivery scheduled over a number of years. These two projects would continue to be delivered and monitored through the delivery of the 2015/16 Organisational Plan and beyond. The remaining 13 projects were expected to be completed by the end of March 2015.

A breakdown of organisational plan projects by Corporate Priority was provided for the Panel. Where projects had been rated amber or red and explanation about the issue(s) and action(s) that are being taken to address them was provided.

Delivery of 22 of the 24 neighbourhood priorities would be completed by 31 March 2015. The project to provide additional off-street parking in Croston is undeliverable due to lack of sites available and completion of the project to deliver improvement works at the Eaves Green centre was dependent on third party owners of land and property.

The construction of the Buttermere Community Centre had commenced building works in January 2015, but would continue into 2015/16, along with the marketing of the Civic Pride campaign.

The reduction of long term empty properties to 195 was slightly off target at 206, however, an Empty Properties Officer had recently been recruited and it was expected that this figure would improve.

The Town Centre and Steeley Lane Pilot Action Plans were rated as Red. This was a two year project that was due to be completed, however issues with Lancashire County Council and Network Rail had forced the suspension of the project.

Councillor Berry reported however that the residents of Steeley Lane had been happy with the works that had been completed to date. There had been a more co-ordinated approach and works had been undertaken in response to consultation.

The delivery of the Year 1 actions of the ICT strategy had been rated amber, as seven of the 26 objectives which were due to be completed by the end of March 2015, have had their original timescales revised. Each of the objectives would now be incorporated into the delivery of the Year 2 actions and monitored as part of the 2015/16 organisational plan.

Performance of the Council's indicators is good with 70% of the 40 corporate and local performance indicators either achieving or exceeding their target and a further 17.5% performing within the 5% threshold.

The seven indicators that were outside the target but within the 5% threshold included the overall employment rate, average days per employee (FTE) per year lost through sickness absence, percentage of minutes circulated with 10 days and percentage of occupancy at the Council's community centres.

However the following five indicators were currently off target and were performing outside the 5% threshold, Members discussed the actions being taken by the Council to address this.

- Number of long term empty properties in the borough
- Percentage of customers dissatisfied with the service they received from the Council
- The level of avoidable contact
- Average time taken to process new claims and change events for Housing and Council Tax
- Number of older people (65+) visiting Council leisure centres.

The 2015/16 organisational plan is currently being developed, services should have by now held business planning sessions to discuss project delivery over the 2014/15 and also identify any new projects beyond business as usual for 2015/16.

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

Chair

Date