

REPORT OF OVERVIEW AND SCRUTINY

1. This report summarises the business considered at the meeting of the Overview and Scrutiny Committee on 16 July 2015 and the work to date on the Task Group relating to the Single Front Office review.

OVERVIEW AND SCRUTINY COMMITTEE – 16 JULY 2015

Scrutiny Reporting Back – Annual Report 2014/15

2. The Committee considered the Overview and Scrutiny Annual Report that detailed the work of the Committee in 2014/15, including the specific outcomes from the Task Groups that had been undertaken, the Committee's role in crime and disorder scrutiny, other performance and holding the Executive to account.
3. Members were pleased with the amount of work that had been undertaken during the year that had resulted in a number of recommendations being put forward to the Executive Cabinet for their consideration.

Scrutiny Work Programme Report 2015/16

4. We received a report that sought agreement of the Work Programme for the Committee in 2015/16. Members of the Committee have repeatedly raised the Council's Contact Centre as an area to be reviewed and it has also been an area that the Performance Panel has looked into in previous years.
5. We were informed that the Council are committed to the delivery of a Single Front Office where services are delivered as far as possible at the first point of contact. It is intended that the migrating of processes to the front office will achieve significant savings and improve and sustain good performance in service delivery.
6. The project has resulted in a lot of changes to working processes across the Council and staff are undertaking an intense training programme to ensure its success. A review by Members at this stage of its delivery was considered to be quite timely and the Committee appointed Councillor Alistair Morwood to Chair a Task Group to undertake this review.
7. A number of additional topics were suggested that included Communications, Child Sexual; Exploitation (CSE), the Council's responsibilities under the Counter Terrorism Act and the work and responsibilities of PCSO's across Chorley.
8. Members are concerned about the current level of PCSO provision across the borough particularly in view of recent reduced budgets. It was agreed to invite the relevant representatives of Lancashire Constabulary to the next meeting of the Committee to talk about the PCSO's roles and responsibilities.
9. I explained that the Executive Member (Customer and Advice Services) would be attending a meeting of the Panel in December to answer questions about his portfolio. This would be a good opportunity to speak to him about communications in the Council, in particular, how key information is communicated across the different teams in the Council.

10. It was also agreed that the Committee would seek to undertake future scrutiny reviews on Child Sexual Exploitation (CSE), the Counter Terrorism Act and the Voluntary, Community and Faith Sector (VCFS) and the Work Programme was updated to reflect this.

Neighbourhood Working Review – Response of the Executive Cabinet

11. We received a report of the Director of Public Protection, Streetscene and Community that provided the Executive Cabinets response to the Overview and Scrutiny's Task Group review of Neighbourhood Working. The Chair of the Task Group, Councillor June Molyneaux was pleased that all the recommendations had been accepted, apart from one, (Recommendation 4) relating to the provision of a single point of contact on neighbourhood matters for parish councils and community groups.

Integrated Impact Assessment – Second Monitoring Report

12. We received a report updating the Committee on progress made against the recommendations of the Overview and Scrutiny Task Group relating to the Health and Wellbeing element of the Council's Integrated Impact Assessments. This was the final monitoring report and good progress had been made.
13. Since the last update report, training had been provided for all appropriate staff and Members on the new process and using the new template and 11 Integrated Impact Assessments had now been completed as part of the approved Play, Open Space and Playing Pitch Strategy.
14. In response to an action in the Council's Annual Governance Statement, a wider review of the Council's Equality Scheme is due to take place by the end of September and the Integrated Impact Assessments will form part of this wider in depth review.

Final Report of the Overview and Scrutiny Task Group on Public Transport Issues in Chorley

15. The Committee received the final report of the Overview and Scrutiny Task Groups review on Public Transport Issues in Chorley. Councillors June Molyneaux and Matthew Lynch presented the groups findings and drew our attention to the 15 recommendations that would highlight to the Executive the importance of considering all transport needs for its residents when undertaking all relevant Council projects as good transport links are extremely important for both residents of the borough and visitors to Chorley

CCTV Infrastructure Upgrade – Procurement Update

16. We received a report of the Director of Public Protection, Streetscene and Community updating the Committee on the procurement of the upgrade of the CCTV Infrastructure. This report would also serve as the first monitoring report of the Overview and Scrutiny Review that had recommended the upgrading of CCTV in Chorley.
17. The contract period is set at three years which will provide the successful contractor with an opportunity to phase the upgrade work and it is expected that the Council will benefit from a reduction in service and maintenance costs as new and upgraded equipment replaces the current equipment provision over the three year life of the contract. The new contract will

commence in October so we agreed that the second monitoring report be delayed until March 2016.

Overview and Scrutiny Task Group – Single Front Office

18. At its first meeting the Group received a presentation that gave Members a high level overview of the delivery of the Single Front Office. This was followed up by a visit to the Contact Centre by Members to shadow Customer Services staff and receive a demonstration of the software that supports the front office. The Group has now completed its scoping of the review to be submitted to the next meeting of Overview and Scrutiny Committee in October.

Recommendation

19. To note the report.

COUNCILLOR JOHN WALKER
CHAIR OF OVERVIEW AND SCRUTINY COMMITTEE

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