

# Overview and Scrutiny Committee

**Thursday, 8 October 2015**

**Present:** Councillor John Walker (Chair), Councillor Hasina Khan (Vice-Chair) and Councillors Eric Bell, Paul Clark, Margaret France, Mark Jarnell, Matthew Lynch, June Molyneaux, Greg Morgan, Alistair Morwood, Debra Platt and Kim Snape

## **Also in attendance**

**Councillors:** Paul Walmsley (Executive Member (Public Protection))

**Officers:** DCI Jonathan Clegg (Lancashire Constabulary), Neil Sladen (Lancashire Constabulary), Lesley-Ann Fenton (Director of Customer and Advice Services), Simon Clark (Head of Health, Environment and Neighbourhoods), Zoe Whiteside (Head of Housing) and Dianne Scambler (Democratic and Member Services Officer)

## **15.OS.12 DECLARATIONS OF ANY INTERESTS**

There were no declarations of any interest.

## **15.OS.13 MINUTES**

## **15.OS.14 OVERVIEW AND SCRUTINY COMMITTEE**

**RESOLVED – That the minutes of the Overview and Scrutiny Committee held on 16 July 2015 be confirmed as a correct record for signing by the Chair.**

## **15.OS.15 OVERVIEW AND SCRUTINY PERFORMANCE PANEL**

**RESOLVED - That the minutes of the Overview and Scrutiny Performance Panel be noted.**

## **15.OS.16 PUBLIC QUESTIONS**

There were no questions from any member of the public.

## **15.OS.17 SCRUTINY OF EXECUTIVE CABINET**

### **15.OS.17a Executive Cabinet Minutes**

Members considered the minutes of the Executive Cabinet held on 27 August 2015, in particular the minute relating to the Single Front Office midterm report and the Chair asked Councillor Morwood to update the Committee on the work currently being undertaken by Members on the Single Front Office review.

The Group have undertaken a number of meetings and participated in the shadowing of customer services staff in the contact centre, as well as

receiving a demonstration on the MyAccount system and the development of the new website to be launched shortly.

A scoping document had now been prepared and was submitted to the Committee for approval.

The Committee commented on the changes in the development of customer services staff that had been reported to Executive Cabinet as this seemed to be a move away from initial thinking on generic roles and asked if the Task Group would look into the reasons for this change.

#### **RESOLVED**

- 1. That the minutes of the Executive Cabinet held on 27 August 2015 be noted.**
- 2. That the scoping of the Single Front Office review be approved.**

#### **15.OS.17b Notice of Executive Decisions**

The Committee considered the list of Executive Decisions that was published on 29 September 2015 and asked for further information on the Waste Contract update be provided.

#### **RESOLVED**

- 1. That the report be noted.**
- 2. That further detail be provided on the Waste Contract update.**

#### **15.OS.18 PCSO'S - ROLES AND RESPONSIBILITIES IN CHORLEY**

The Committee welcomed DCI Jonathan Clegg and PS Neil Sladen to the meeting who were attending to answer questions of the members in relation to the deployment of Police Community Support Officer's (PCSO) in Chorley.

Councillor Paul Walmsley, Executive Member (Public Protection) was also attending along with the Head of Health, Environment and Neighbourhoods, Simon Clark.

The Director of Public Protection, Streetscene and Community had submitted a report to enable the Committee to meet the Council's statutory obligation to undertake an annual scrutiny review of the Chorley and South Ribble Community Safety Partnership with the particular focus for 2015/16 being PCSO deployment in Chorley.

It was explained in the report that PCSO's are employed by Lancashire Constabulary to support the work of the police particularly in the role of neighbourhood or community policing. PCSO numbers had increased steadily since their introduction several years ago and in Chorley the base number was around 22 in number.

For a number of years Chorley Council, through a Memorandum of Understanding, has augmented this base number through an arrangement with the Constabulary that originally part funded 50% of the cost of an

additional PCSO, amounting to 22 additional PCSO' at a cost to the Council of £242,000 in 2009.

In 2012, the authority agreed with the Constabulary to part fund a further 5 PCSO's at the same rate, increasing our annual contribution to £297,000. This means that there are currently a total of 49 PCSO's in Chorley, of which 27 are additional provision, part funded by the Council.

However, Members noted, that whilst the Council's contribution of £11,000 per PCSO has stayed static it now no longer provides 50% of the cost of a PCSO. In real terms it now amounts to approximately 33% of the cost. The annual Council contribution of £297,000 levers in an additional £584,000 worth of resource from the Constabulary who fund the remaining.

Members are aware of the financial constraints being place on the Constabulary and as a result of those constraints a review of PCSO numbers across Lancashire has been undertaken based on risk and threat. On that basis, the Constabulary have determined that the base number of PCSO's for the Chorley area will be set at 14. However, given the authority's level of contribution the Constabulary are able to increase PCSO numbers deployed in Chorley to a total of 27 PCSO's.

In addition the Constabulary are seeking to task and deploy a small number of the PCSO resource away from geographic policing duties (i.e. patrols and visibility), to early intervention and prevention case work. This application of resources to early intervention and protection work is one that accords with the Councils focus for resources allocation, in that directing resources upstream reduces the need for expensive crisis intervention later.

PS Neil Sladen delivered a presentation on the work of the Police Early Action Team. The team had been allocated 4 PCSO's at the start of September who had been deployed as follows:

- Youth Intervention/Family Support – 2 X PCSO's
- High Intensive Users (HIU's) – 1 X PCSO
- Cadet Support – 1 X PCSO

A further 4 PCSOs are projected to be redeployed in January 2016 which the Early Action Team are looking to utilise in areas like primary schools, restorative justice interventions and working in partnership with Barnardo's on organised crime gangs (OCGs)

It was emphasised that all PCSO's were still undertaking late shifts and weekend working; they continued to be highly visible, engaging with and reassuring the community and gathering intelligence. The work that they were now undertaking for the Early Action team should be viewed positively as a different way of problem solving to prevent issues from worsening.

Early action is essentially prevention but not traditional prevention, it is people focused prevention. Early action is not a totally new approach, it is essentially problem solving, getting to the root cause of the issue at the earliest opportunity and involves a multi-agency approach with a family or

individual, intervening early to prevent problems occurring rather than picking up the up the pieces.

There are essentially three types of early action:

**Primary Prevention:**

Preventing or minimising the risk of problems arising. Examples of this are the school education programme about Child Sexual Exploitation and National Health Campaigns such as 5 a day.

**Secondary Prevention:**

Targeting individuals or groups at high risk or showing signs of a particular problem to try and stop it occurring. For example a teenager going missing for the first time and threatening self-harm.

**Remedial intervention:**

Intervening once there is a problem, to stop it from getting worse, examples of this are offender management and youth offending prevention activity.

As a result of early intervention individuals are less likely to enter the criminal justice system and less likely to need services of police and other agencies in the future. This will in turn reduce demand on frontline resources.

Members asked how this new way of working would be promoted as they thought that the Constabulary needed to get the message out to the residents about role changes. This had been recognised by the police and there was to be a force campaign delivered shortly. Some of this was also around, changing attitudes internally within the force, to get officers thinking differently about their approach.

Members were assured that police personnel whether it be community beat managers, neighbourhood police officers or PCSO's were allocated in response to risk and need and a request to provide statistics on the amount of fixed penalty notices was agreed to be provided.

The Committee discussed what performance monitoring information was available to evidence measurable outcomes. It was explained that whilst the Constabulary had masses of statistical data the main reliance on whether or not the early intervention was working was anecdotal evidence that could take a long time to achieve, sometime years. The Early Action team were starting to build up a number of case studies that were often powerful stories, amounting to real changes in a person's life that were attributed to early intervention and in the longer term would save valuable resources. It was agreed by the Committee that these new ways of working would need time to embed into the service and asked if DCI Clegg and PS Sladen would return to a future meeting of the Committee to see how the team has progressed.

The Chair, thanked the police officers and the Executive Member (Public Protection) for their attendance at the meeting.

Councillor June Molyneaux left the meeting.

The Committee agreed that it would have been helpful to have had representation from the Neighbourhood Policing Team (NHPT) at the meeting to provide the detail on PCSO deployment in the neighbourhood policing arena and thought that it would be a good idea to invite them to the next meeting of the Committee in January to gain their perspective of the changes as Members were still concerned about the impact that the reduction in PCSO's and deployment of some to Early Action would have on neighbourhood policing

In addition Members were very clear that they would like to see both quantitative and qualitative data in terms of PCSO deployment and their impact and asked if this too could be provided at its next Committee meeting for their consideration before inviting DCI Clegg and PS Sladen back to their meeting in March to review the six months of PCSO deployment into Early Action. The Committee will then finalise a report with recommendations arising out of its findings for the Councils Executive to consider.

#### **RESOLVED**

- 1. That the report be noted.**
- 2. That both quantitative and qualitative data be requested from Lancashire Constabulary relating to PCSO deployment and thir impact for the next meeting of Overview and Scrutiny Committee in January 2016.**
- 3. That a representative from the Neighbourhood Policing Team (NHPT) be invited to the next meeting of Overview and Scrutiny Committee in January 2016 to provide the detail on PCSO deployment in the neighbourhood policing arena.**

Councillor Debra Platt left the meeting.

#### **15.OS.19 FINAL MONITORING REPORT OF THE OVERVIEW AND SCRUTINY TASK GROUP ON SELECTMOVE**

The Committee received a report of the Director of Customer and Advice Services that provided the final update on progress made to implement the fifteen recommendations made by the Overview and Scrutiny Task Group which looked into Select move. The final report of the task group was published in April and had been endorsed by Executive Cabinet in August 2014.

Following a detailed review, that included desk top analysis and engagement with partners and customers, the task group concluded that Select Move does largely meet customer's needs, as satisfaction was good and allocations made within a period considered to be reasonable.

Reducing the waiting list was a desired objective of the review and this has been achieved. A recent snapshot taken illustrated the total waiting list to be 938 which was dramatically much reduced from 1522, the figure at the start of the review.

Information was requested on how many cases on the waiting list were 'transfer' cases, and if so how many 'transfers' had been made. This was in relation to reports of management moves or direct matching.

The implementation of the majority of recommendations required the willingness and cooperation of partners, particularly the Registered Provers of Social Housing (RPs) as the Council no longer has any housing stock and the Committee were provided with an update against each of the 15 recommendations with the following progress being highlighted:

Net Inward migration continues to be monitored in the Housing Team on a monthly basis, and the team are now able to demonstrate a significant reduction from 7.8% in 2012/13 to -2.7% in quarter one of 2015/16.

To increase the awareness and use of Select Move, the Council is undertaking a corporate project to promote digital inclusion that involves a series of drop in events across the borough to enable customers to learn digital skills that will include the Select move online system.

The Council is continuing to work with Registered Providers in order to enable new affordable housing and have successfully delivered a good supply across the borough, with a further 165 units being delivered in 2014/15.

Members noted the good progress that had been made, there were however still some concerns about the state of some properties when being allocated and Members were asked to report specific issues with the relevant registered providers.

#### **RESOLVED**

- 1. That the report be noted.**
- 2. That information on the number of transfer cases be provided to members of the Committee**

#### **15.OS.20 SCRUTINY WORK PROGRAMME 2015/16**

The Committee considered the Overview and Scrutiny Committee Work Programme for 2015/16.

The final monitoring report of the Adoption of Estates review had been delayed due to a long term staff absence within the planning team. However, members asked if this could be brought to the next meeting of the Committee in January as it was long overdue.

The group also discussed the suggested topics that could be undertaken as the next scrutiny review of the Committee and agreed that Democratic Services would email out to members of the Council towards the end of the year for the nomination of a Chair and membership.

#### **RESOLVED**

- 1. That the report be noted.**

- 2. That the Director of Public Protection, Streetscene and Community be asked to present the final monitoring report of the Adoptions of Estates review to the next meeting of the Overview and Scrutiny Committee in January 2016.**

Chair