

## **OVERVIEW AND PERFORMANCE SCRUTINY FORUM**

**Tuesday, 10th January, 2017**

Present:-

Councillor P Innes (Chair)

Councillors	Borrell	Councillors	Flood
	Callan		Sarvent
	Derbyshire		Caulfield
	Dyke		

Anita Cunningham, Policy and Scrutiny Officer  
 James Drury, Executive Director +++  
 Martin Elliott, Committee and Scrutiny Co-ordinator  
 Martin Key, Health and Wellbeing Manager ++  
 Rachel Lenthall, Committee and Scrutiny Co-ordinator  
 Rachel O'Neil, Customers, Commissioning and Change Manager +  
 Esther Thelwell, Senior Environmental Health Officer ++

+ Attended for Minute No. 40  
 ++ Attended for Minute No. 41  
 +++ Attended for Minute No. 40 and 41  
 ++++ Attended for Minute No. 42

### **38 DECLARATIONS OF MEMBERS' AND OFFICERS INTERESTS RELATING TO ITEMS ON THE AGENDA**

No declarations of interest were received.

### **39 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors J Barr and Perkins.

### **40 CABINET MEMBER FOR BUSINESS TRANSFORMATION - GREAT PLACE, GREAT SERVICE PROGRESS REPORT**

The Customers, Commissioning and Change Manager and Executive Director, James Drury, attended to provide members with a progress

update on the Great Place, Great Service (GP:GS) transformation programme.

The Customers, Commissioning and Change Manager began with an introduction to the programme which had been reviewed and revised in December 2015. The programme was based on 6 key pillars and members were informed of the progress made for each pillar along with plans for the next 6 months. The key points for each pillar were:

Customer Service Delivery – There had been improvements to the rent collection process and public website. Developments had been made in procurement, Resource Link and the customer charter. The Customer Service Excellence accreditation had been retained and the support services review was underway. The next steps would be to develop and implement a Customer Services delivery plan.

Workforce Development – The pay and reward project and living wage had been implemented and occupational health drop in sessions had started. The E-Learning system was in development and the Investors in People (IIP) review had been completed. In the next 6 months the apprentice programme would be implemented, there would be improvements to leadership skills and capabilities, and work undertaken towards IIP re-accreditation.

Members asked if physio appointments for staff had been considered as part of the Occupational Health review. The Customers, Commissioning and Change Manager advised that the review had been done in consultation with COPE, the occupational health services provider, who had provided the recommendations, however members' comments would be fed back to the HR group.

ICT Development – The Council's new intranet, aspire, had been implemented and was increasingly used. Wi-Fi had been implemented in key public access buildings and the roll out of laptops and tablets for agile working was on-going. The Information Assurance Manager had been recruited and the Information Governance Framework and corresponding security policies developed. A digital strategy was in development along with some improvements to the ICT infrastructure and mobile telephony contract. The Public Services Network accreditation and annual ICT health check would take place in the coming months and there would be a complete contractual review of the Public Private Partnership contract.

Members recognised the need for significant work to the ICT core infrastructure and advised that they were still experiencing problems with ModGov and emails on their Ipads. James Drury advised that he would raise these issues with ICT.

Estate Rationalisation – Chesterfield Borough Council had continued to be a key partner in One Public Estate activity. The electronic property information mapping service (Epims) had been completed and the data was available to ward members. Derbyshire County Council's Register Office would relocate to the Town Hall from September 2017 as part of the Town Hall refurbishment project. The next steps would involve the development of a detailed asset management plan and the commencement of work on the museum store.

Commercialisation – The Commercial Strategy had been approved and training procured. Commercialisation work had been undertaken in the building service and Market Hall catering; in addition, work to establish authority owned companies for the crematorium and building control had begun. In the next 6 months the commercial work programme would be implemented and work to reduce the subsidies in Venues and Leisure by increasing income would take place.

Following the government's announcement of the locations of 14 planned Garden Village developments, members asked if there would be one built near Chesterfield. The Executive Director replied that Chesterfield had applied for one near Staveley but had been rejected. In relation to the commercialisation of the building service, members asked if greater clarity could be made of the services the council offers. The Customers, Commissioning and Change Manager advised that this would be fed back.

Development and Implementation of a Target Operating Model – The Target Operating Model had been developed and a Project Monitoring Office (PMO) had been implemented to track and manage change across the council. The PMO process would be embedded and member agreement would be sought on the new ways of working for the museum and venues.

The Customers, Commissioning and Change Manager advised that the GP:GS programme remained complex and faced some challenges due to limited resources. She added that it was important to communicate to the

whole council that the Town Hall refurbishment was only one part of the GP:GS programme.

Members thanked the Customers, Commissioning and Change Manager and the Executive Director for attending and providing the update.

### **RESOLVED –**

1. That the progress report be noted.
2. That the progress achieved and the planned work be supported.
3. That further progress be brought to the Overview and Performance Scrutiny Forum in 6 months' time.
4. That members take any issues arising from the GP:GS update to the work programme action planning day on 1 February, 2017, or alternatively notify the Policy and Scrutiny Officer to feed into the work programming process.

### **41 CABINET MEMBER FOR HEALTH AND WELLBEING - REPORT FROM THE HEALTH AND WELLBEING MANAGER ON THE HEALTH AND WELLBEING STRATEGY**

The Health and Wellbeing Manager and Senior Environmental Health Officer attended to provide members with an update on the Health and Wellbeing strategy and changes to Public Space Protection Orders (PSPOs).

#### **Health and Wellbeing Strategy**

The Health and Wellbeing Manager began by advising members of the factors which influence health. Historically, the emphasis had been put on NHS treatment to improve health; however there had since been a shift of focus to lifestyle issues and living environments. Creating more jobs and utilizing the Council's controls on housing and planning were seen as key drivers behind making improvements to public health in targeted areas.

The Health and Wellbeing Manager explained the 7 domains of deprivation which make up the indices of multiple deprivation. Chesterfield's position amongst the English local authority districts included in the indices of multiple deprivation had worsened since 2010.

The deprivation figures were divided into 32,844 Lower Layer Super Output Areas (LSOAs) and more of Chesterfields LSOA's fell within the top 10% of most deprived areas in England than in 2010. From these figures, the Health and Wellbeing Manager summarised that the inequality gap in Chesterfield was widening.

The Health and Wellbeing Manager provided a summary of the health profile of Chesterfield borough residents. Key areas of concern included the number of children living in low income families and the number of children in Year 6 that were classified as obese. There were increasing gaps in life expectancy in the most deprived areas compared to the least deprived areas. In addition, a number of other health issues were significantly worse than the England average.

The Council was looking at various ways to drive improvements in health and wellbeing, these included providing fit and proper housing, maintaining good partnerships with other local authorities and outside bodies, and focussing on improving general activity. The development of the strategy must fit within existing health and wellbeing policies and align with the Council plan priorities. To support the development of the strategy, a Chesterfield Health and Wellbeing Partnership was set up 18 months ago which aligns its priorities with the Derbyshire Health and Wellbeing Board and other local partners.

The Health and Wellbeing Manager highlighted the key areas where improvements were being driven. These included obesity in children, inactivity, prevention of falls to reduce hip fractures and reductions in alcohol intake.

Members had concerns that under 25s caught drinking in an alcohol free zone were no longer taken to the GP for help. The Health and Wellbeing Manager advised that in some PSPO areas, the police had trialled offering a course on alcohol instead of a conviction. In addition, it could be possible to enforce a reduction in licensed hours under an Early Morning Restriction Order (EMRO). Members felt that this would not address the problems with people pre-loading with alcohol before going out. The Health and Wellbeing Manager replied that there would be opportunities to work with the licensed trade to prevent the sale of alcohol to intoxicated people.

Members felt that there needed to be community led approach however the current community work needed improving. The Health and Wellbeing

Manager replied that community work takes a long time to establish and a community group was ready to start work in Barrow Hill along with plans to set up a cluster in Staveley. There would be an evaluation of the projects before rolling them out in other areas.

Members suggested that more well-paid jobs were needed as people in low-waged jobs may not earn enough. The Executive Director added that there was partnership working taking place with employers and the college to boost the types of employment opportunities available.

Members raised concerns about care homes closing down and asked if there were any statistics on the amount that had ceased to operate. The Health and Wellbeing Manager advised that he would report back to members when he had that information.

### **PSPOs**

The Senior Environmental Health Officer attended to provide members with an update on the development of a new PSPO to provide for enhanced dog control. The Health and Wellbeing Manager also outlined options for updating the existing Designated Public Place Order (DPPO) to extend controls on street drinking and related anti-social behaviour.

There were currently 6 dog control orders adopted by the Council in locations across the borough. As part of the review on the introduction of a new PSPO for dog control, the number of complaints for dog fouling, dogs off lead and dogs causing alarm or distress were analysed. In addition, a public consultation based on the current dog control orders was carried out from Monday 26 September to Friday 4 November, 2016. The consultation showed support for the current controls as well as the proposal for three new offences under PSPOs. Before implementation, further consideration would be given to the areas where the PSPO would be enforced, as well as the additional costs incurred.

Members were concerned that the current signs were too small and the new signs needed to be bigger. There were also issues with dog dirt being found on football pitches used by junior teams. The Senior Environmental Health Officer advised that football pitches were being considered as part of the PSPO.

The Health and Wellbeing Manager informed members of the options to use a PSPO instead of a Designated Public Place Order (DPPO) to give

the police extra powers to tackle anti-social behaviour and drinking. Consideration of the options was still at an early stage and a further meeting with key stakeholders and partners would take place to develop a new PSPO, followed by a consultation period.

Members thanked the Health and Wellbeing Manager and Senior Environmental Health Officer for attending and providing the update.

## **RESOLVED –**

1. That the progress report on the Health and Wellbeing Strategy be noted and supported.
2. That further progress on the Health and Wellbeing Strategy be brought to the Overview and Performance Scrutiny Forum in 6 months' time.
3. That the progress report in respect of dog controls under a new PSPO be noted.
4. That the results of the public consultation on dog controls and the next steps in respect of dog controls under a new PSPO be noted.
5. That the early discussions on possible changes to the street drinking controls and proposed next steps be noted.
6. That members take any issues arising from the updates on the Health and Wellbeing Strategy and PSPOs to the work programme action planning day on 1 February, 2017, or alternatively notify the Policy and Scrutiny Officer to feed into the work programming process.

## **42 SCRUTINY PROJECT GROUP PROGRESS UPDATES**

The Committee and Scrutiny Co-ordinator, Martin Elliott, provided a report which reviewed and evaluated the Scrutiny Project Group on Concessions on Fees and Charges.

The project group's report was considered by Cabinet on 12 January, 2016 and all the recommendations had been approved. In accordance with the recommendation, an officer and member working group was established in May 2016 to devise a corporate concessions policy. The

corporate concessions policy was approved by Cabinet in November, 2016 and all of the project group's recommendations had been implemented.

The Committee and Scrutiny Co-ordinator advised that in order to complete the review in a timely manner, the following key factors were instrumental in the project group's approach:

- Linking the project with the council's priorities and vision;
- Being results focussed;
- Referring back to the project scope throughout the review;
- Ensuring that all of the objectives set out in the initial project scope are "SMART";
- Distributing the research activity workload evenly between all members of the project group;
- Holding regular project group meetings;
- Focussing project group meetings on achieving objectives;
- Involving the relevant Cabinet Members from the outset;
- Using effective organisational and time management skills;
- Having good communication between the group members, the project group lead and officers throughout the project, and between the project group lead, the Committee and Scrutiny Co-Ordinator and the Policy and Scrutiny Officer during the report writing and decision making process;
- Maintaining the availability of dedicated officer support to the project group throughout the entire process.

Members felt that the report provided an accurate evaluation of the project and emphasized that each project needed to have a clear focus. Members thanked the Committee and Scrutiny Co-ordinator for attending and providing the report.

#### **RESOLVED –**

1. That the review and evaluation of the Scrutiny Project Group on Concessions on Fees and Charges be noted for future Scrutiny Project Group work.
2. That the review into Concessions on Fees and Charges be agreed as complete and removed from the Monitoring Schedule.



The Scrutiny Monitoring Schedule was considered by the Forum.

**RESOLVED –**

1. That the Monitoring Schedule be approved.
2. That the following items be removed from the Monitoring Schedule:
  - OP4 Review into External Communications
  - OP5 ICT Developments (under Great Place, Great Service)
  - OP6 Services Fees and Charges Concessions

**44 FORWARD PLAN**

**RESOLVED –**

That the Forward Plan be noted.

**45 WORK PROGRAMME FOR THE OVERVIEW AND PERFORMANCE SCRUTINY FORUM**

The Policy and Scrutiny Officer advised that the first scrutiny work programme action planning day would be on 1 February, 2017 which would give all members the opportunity to raise items for consideration. Members were asked to encourage all members to attend the work programming days.

**RESOLVED –**

That the work programme be approved.

**46 JOINT OVERVIEW AND SCRUTINY**

The Policy and Scrutiny Officer advised Members that there had been no meetings of the Joint Overview and Scrutiny Panel due to changes taking place in the partnership working arrangements with North East Derbyshire District Council and Bolsover District Council. The Joint Board currently oversee two partnership arrangements, Internal Audit and Building Control, however Building Control had been undergoing a transformation project to become a unified Derbyshire-wide service operated as a limited company. In response to a member's question, the Policy and Scrutiny

Officer was not aware that the Joint Overview and Scrutiny Panel had looked into the matter of air pollution.

**RESOLVED –**

That the update be noted.

**47 OVERVIEW AND SCRUTINY DEVELOPMENTS**

The Policy and Scrutiny Officer advised Members that the Members Development Working Group had supported the proposals of offering training on procurement and questioning skills. The procurement training would take place on 19 January, 2017 and be delivered in house, all members had been invited to attend the training. The arrangements for the questioning skills training were still being developed.

**RESOLVED –**

That the update be noted.

**48 MINUTES**

**RESOLVED –**

That the Minutes be approved as a correct record and signed by the Chair.