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The Chair and Members of
Community, Customer and
Organisational Scrutiny Committee

16 January 2018

Dear Councillor,

Please attend a meeting of the COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE to be held on TUESDAY, 23 JANUARY 2018 at 5.00 pm in Committee Room 2, Town Hall, Chesterfield, S40 1LP, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' interests relating to items on the Agenda.
2. Apologies for Absence
3. Minutes (Pages 3 - 10)

Minutes of the Meeting of the Community, Customer and Organisational Scrutiny Committee held on 21 November, 2017.

4. Cabinet Member for Business Transformation - Progress Report on Workforce Strategy (Pages 11 - 14)

5.05 pm – Progress Report on Workforce Strategy attached.

5. Cabinet Member for Homes and Communities - Progress Report on Implementation of Universal Credit (Pages 15 - 20)

5.25 pm - Progress Report on Implementation of Universal Credit attached.

6. Forward Plan

6.25 pm – Forward Plan of Key Decisions – 1 February – 31 May, 2018
(available via link below):

<http://chesterfield.moderngov.co.uk/mgListPlanItems.aspx?PlanId=83&RP=134>

7. Scrutiny Monitoring (Pages 21 - 22)

6.30 pm – Scrutiny Committee Recommendations – Implementation Schedule attached.

8. Work Programme for the Community, Customer and Organisational Scrutiny Committee (Pages 23 - 26)

6.35 pm – Work Programme attached.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Randy', with a stylized flourish at the end.

Local Government and Regulatory Law Manager and Monitoring Officer

COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

Tuesday, 21st November, 2017

Present:-

Councillor P Innes (Chair)

Councillors Borrell
 Dyke
 L Collins

Councillors Flood
 Sarvent
 Niblock

Councillor Bagley +
Councillor Blank ++
Councillor J Innes +
Damon Bruce, Head of Customer Services +
Clare Fowkes, Operational Benefits Manager +
Brian Offiler, Democratic and Scrutiny Officer
Rachel O'Neil, Customers, Commissioning and Change Manager +
Donna Reddish, Assistant Director, Policy and Communications ++

+ Attended for Minute No. 25
++ Attended for Minute No. 26

**22 DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS
RELATING TO ITEMS ON THE AGENDA.**

No declarations of interest were received.

23 APOLOGIES FOR ABSENCE

No apologies for absence were received.

24 MINUTES

The Minutes of the meeting of the Community, Customer and Organisational Scrutiny Committee held on 19 September, 2017 were presented.

RESOLVED –

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

25 CABINET MEMBER FOR HOMES AND CUSTOMERS - PROGRESS REPORT ON IMPLEMENTATION OF UNIVERSAL CREDIT

The Cabinet Member for Homes and Customers, the Assistant Cabinet Member, the Customer, Commissioning and Change Manager, the Head of Customer Services and the Operational Benefits Manager presented a progress report to the Committee on the implementation of full service Universal Credit (UC) following the previous report to Committee in July, 2017.

The report outlined the measures taken and the continuing work to support residents claiming or transferring on to UC and to minimise adverse impacts on them, including:

- Maximising income through reviewing that Housing Benefit and Council Tax Support claimants were receiving the right amount of Employment and Support Allowance and reviewing that UC claimants have claimed Council Tax Support;
- Use of Discretionary Housing Payments where appropriate;
- Identifying errors in UC payments;
- Three officers trained to provide personal budgeting support, with a fourth officer by the end of December;
- Updated information available via the website, and rents and housing staff trained to be able to advise tenants, to enable claims to be submitted as soon as possible;
- Assisting claimants to set up e-mails and access the internet at points across the borough;
- Considering reprofiling of Council Tax payments during the waiting period for UC;

- Use of the trusted landlord portal (operational from 22 November) to speed up the award of housing costs and requests for managed payments;
- Engaging with Department for Work and Pensions (DWP) to raise general areas of concern;
- Analysing the impact of UC on rent and Council Tax arrears.

Arising from Members' questions it was explained that:

- For claimants on zero hours contracts their income would be assessed in each calendar month and they would need to reapply for UC following any month when their income had exceeded the amount at which UC would be payable;
- The amount of personal budgeting support and officer resource required would be kept under review as the number of UC claimants increased over the next few years, including training for those staff, such as Tenancy Sustainment Officers and Recovery Officers, who had regular contact with claimants as well as County Council Welfare Rights staff. It was noted that elected Members could signpost and encourage residents to appropriate support;
- Staveley and Brimington were not due to go on to full service UC until April 2018;
- Where advance payments were claimed by those who were transferring from other benefits these could be repaid over a 12 month period;
- Information was being provided on support available, and benefits staff could refer claimants to foodbanks. Printed information was being finalised and it was suggested that this include a QR code to facilitate downloading of up-to-date details. This information could be made available for Members via the Aspire intranet.

The Committee thanked the Head of Customer Services and the Operational Benefits Manager for the proactive work undertaken, and the Chair thanked them, the Cabinet Member, the Assistant Cabinet Member and the Customer, Commissioning and Change Manager for their contribution to the meeting.

RESOLVED -

- (1) That the report be noted.
- (2) That a progress report be submitted to the next meeting of the Committee in January, 2018.

26

CABINET MEMBER FOR GOVERNANCE - COMMUNITY ENGAGEMENT

The Cabinet Member for Governance and the Assistant Director of Policy and Communications presented a report on community engagement service improvements following the 2015 findings of the Queen's Park Sports Centre scrutiny project group and other related community engagement and consultation scrutiny discussions.

The Council's Community Engagement Strategy, which had been approved by full Council in October, 2014, incorporated community engagement standards and included a set of guiding principles informing how the Council carried out community engagement activities, in order to avoid legal challenges. The standards were attached as an appendix to the report.

The community engagement group, which was chaired by the Cabinet Member for Governance and included representatives from all relevant service areas, was the custodian of these standards for the Council and supported the co-ordination of community engagement activity.

The report outlined the process to be followed for each community engagement project, including:

- Stakeholder analysis to determine who could be affected and which people or organisations had an interest in or influence on the policy, proposal or service;
- Development of a community engagement methodology and communication plan, including pre-consultation dialogue with key stakeholders for large scale consultation and engagement activities, such as for the tenancy agreement changes;

- Identification of the appropriate type of community engagement - information giving, community consultation, community involvement or devolved responsibility;
- Use of tools, techniques and technology, including 'activote electronic voting system, electronic and paper surveys, focus groups and informal meetings, the mobile housing office, the Council website, online petitions, the Council's Comments, Complaints and Compliments system and social media.

It was noted that the Community Engagement and the Internal/External Communications strategies were due for renewal in 2018/19, with the aim of combining these into an overarching strategy to continue to improve the combined engagement and communication offer.

Arising from Members' questions and comments it was explained that consultation methods were tailored to be appropriate for different groups to seek to achieve responses from a representative proportion and that responses could be weighted if this was not achieved. Where necessary to encourage participation, especially by 'hard to reach' groups, appropriate prizes or incentives were offered relevant to the subject. Consultation events were arranged at the most appropriate times for the target audience, including daytime and evenings.

It was noted that reference was made to it not always being possible to fully meet expectations arising from consultation, and that information was provided within the annual consultation on setting Council Tax to show that only a minority of the bill was for the Borough Council – it was suggested that this could be shown by visual graphics.

Members were pleased to note the progress which had been achieved in respect of the recommendations from the Queen's Park Sports Centre scrutiny project group in 2015, which were included on the Scrutiny Monitoring Schedule.

The Chair thanked the Cabinet Member and the Assistant Director of Policy and Communications for their contribution to the meeting.

RESOLVED –

- (1) That the report be noted.

- (2) That the possibility of including the review of the Community Engagement and Internal/External Communications strategies scheduled for 2018/19 in the Scrutiny Work Programme for 2018/19 be considered at the annual scrutiny work programming days.

27 SCRUTINY MONITORING

The Committee considered the Scrutiny recommendations monitoring schedule. It was noted that item CCO3 in respect of monitoring the implementation of the recommendations on Friends Groups had been added to the schedule following the Cabinet decision on 14 November, 2017 to commission a corporate officer working group to consider the resource implications of implementing the Committee's recommendations. It was proposed to schedule monitoring of this for May, 2018.

Following consideration of the report on Community Engagement at Minute No. 26 above, the Committee was satisfied that the recommendations in respect of item CCO2 had been satisfied and that this item be removed from the monitoring schedule.

RESOLVED -

- (1) That monitoring of the Cabinet decision on the scrutiny recommendations on Friends Groups be included on the monitoring schedule for May, 2018.
- (2) That the item on monitoring the recommendations in respect of community engagement be removed from the monitoring schedule.
- (3) That the Scrutiny monitoring schedule be approved.

28 FORWARD PLAN

The Committee considered the Forward Plan for the period 1 December, 2017 – 31 March 2018.

RESOLVED –

That the Forward Plan be noted.

29 **WORK PROGRAMME FOR THE COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE**

The Committee considered the list of items included on its Work Programme for 2017/18.

The Committee agreed to defer consideration of the progress report on Cultural Venues from January to March, 2018.

RESOLVED -

- (1) That consideration of the progress report on Cultural Venues be deferred from January to March, 2018.
- (2) That the work programme be noted and updated to include the decisions of the current meeting.

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CABINET MEMBER FOR BUSINESS TRANSFORMATION - PROGRESS REPORT ON WORKFORCE FIT FOR THE FUTURE

Workforce Strategy

- During 2017 the Workforce strategy was revised and rewritten to focus on liP themes and feedback and employee survey results. Revised workforce strategy approved by GPGS Board and reconstituted WFS group (including Cllr Flood) working on revised themes which are:
 - Management development
 - Performance management
 - Building capability
 - Communication
 - Recognition and reward
 - Organisational roles and responsibilities

- Service manager meetings were refocused to WFS agenda and during 2017 a variety of topics were covered e.g. generic management objectives and 'what good looks like' in terms of qualities of good managers; responses to employee survey results and manager action planning in response.

- The Workforce strategy group has worked on the following during 2017:
 - Development of a competency framework (to be rolled out with service managers and above for 2018/19)
 - Guidance on team meetings and communication and use of core brief for council
 - Governance and decision making and appropriate levels of decision making

- Additionally the core brief process has been devised by the communications team and supported by CMT

- The Workforce strategy will be updated once the Investor in People report has been issued March 1st 2018.

Aspire Learning

- In March 2017 the online learning platform aspire learning was launched to 60% of the workforce to enable them to access mandatory training and ensure compliance within limited budgets across the council.

- During 2017 over 70 courses were reviewed and tailored to CBC requirements and approximately 50% of staff have been completed mandatory training for safeguarding and data protection and a further 665 courses have been completed online.

- A decision was taken by the council to enable all staff to have access to the systems by giving them a council email address and to support this group of staff, the HR team provided training throughout November 2017 to over 200 staff so they could access emails, aspire intranet and aspire learning and myview for payslips.
- To maximise the value of the annual cost of learning pool it was also decided to develop an online annual appraisal system to increase visibility and accountability of the process. This enabled the council to achieve a completion rate of 89% in 2017.
- HR have also developed an on-boarding and corporate induction package online which will be formally launched in February 2018.

Apprenticeships

- Since April 2017 the council has been paying over 0.5% of it's paybill to HMRC as an apprentice levy to be returned to the council as an allowance to spend on apprenticeship training. This amounts to approximately £7,000 per month. Alongside this government set targets for all public sector organisations to achieve a certain number of new apprenticeships each year; the target for CBC is 23 new apprentices each year.
- Shifting the emphasis to an employer led programme has meant that CBC has been able to procure the training from a variety of different providers and leverage extra value through the procurement process. CBC currently has 4 different providers delivering 9 apprenticeship programmes to 23 apprentices. Of these 23 apprentices 16 are existing employees and 7 are new recruits into the organisation. These are:
 - Customer service – Chesterfield College
 - Business administration – Qube Learning Ltd
 - Digital Marketing – JGW
 - L3 Management – JGW
 - L4 Construction Management - Chesterfield College
 - L6 Chartered Legal Executive – Sheffield College
 - L2 Trowel – Chesterfield College
 - L2 Plumbing – Chesterfield College
 - L3 Wood Occupations – Chesterfield College

The targets set are for the year September to August and we are currently collating apprenticeship requests from annual PDR's to feed into the next round of recruitment for apprentices to start in September 2018.

Commercial skills training

- Following the collation of learning and development requests for 2016 and the significant number of requests for commercial awareness training, and that this is a key area of focus in the Workforce Strategy, it was decided to

commission a local provider to develop a bespoke pilot programme for Venues, VIC and Museum staff

- The trainer worked with HR and Management to tailor the programme to the business needs and workshops were delivered to two separate groups – management and staff. In total 4 workshops were delivered with over 50 staff attending at a total cost of £2000.
- The management workshop was a full day and covered the following topics:
 - Information needed for strategic commercial decisions – PESTLE and SWOT analysis; exploration of shared patterns and themes across services
 - Customer segmentation – who are the different customers and what do they want
 - Making strategic commercial decisions – exploring how to make commercial decisions
 - Sales prevention officer – thinking creatively about the barriers to becoming more commercial
 - The competition – brief look at Porters 5 forces model as a way of analysing the competition
 - Stakeholder analysis – a brief consideration of the stakeholder’s role in enhancing commerciality
 - Creating a commercially focused culture – exploring what managers can do to create a culture within their teams that support a commercial focus
 - Developing individuals’ commercial skills – how to use coaching and feedback to develop the skills of individuals
 - Action plan.
- The staff workshop was 3.5 hours long and covered the following topics:
 - Selling – the good, the bad and the ugly; exploring what makes customers buy or not
 - Understanding the needs and wants of our customers – looking at ways to ethically sell what customers want or need e.g. covering features and benefits of products and cross selling
 - Opportunities to sell – exploring how certain techniques (questioning and suggestive selling; selling on; selling up) can improve sales
 - Barriers to selling – groups explored the ‘sales prevention officer’
 - Summary and actions

Evaluation

- The workshops were well received by those who attended with the majority rating the course as good and many found the course interesting and enjoyable.
- Since the workshops have been delivered a range of activities have been developed to generate further income e.g.
 - Charging or asking for donations for events
 - Charging for events add-ons – certificate, print outs, colouring sheets

- Memory/Education loan box charges
- New interactive donation box
- Twice annual cross team commercial meetings
- Taking pictures of stock to promote on social media (e.g. stocking fillers)
- A full evaluation is being considered by CMT and recommendations will be considered for rolling this model out to other service areas.

Investor in People

- A decision was taken by SLT that accreditation would be sought under liP and the process of review began in November 2017 with an online survey being issued to all staff and members. The council needed a 25% completion rate to pass to the next stage of the assessment process and a 37% completion rate was achieved.
- The second stage of the assessment process was submission of data and evidence relating to workforce management and leadership and interviews on site with a selection of staff and members. These took place during January and the final report will be submitted to the council on March 1st 2018.

Kate Harley
HR Manager
January 12 2018

Community, Customer & Organisational Scrutiny Committee

– 23 January, 2018

Chesterfield Borough Council – Full Service Universal Credit

Update January 2018

<p>Maximising income -</p>	<p>Universal Credit is a less generous benefit meaning that many disabled claimants will have less income. Claimants that go through managed migration onto Universal Credit have their income prior to Universal Credit transitionally protected. A review of Housing Benefit and Council Tax Support claimants receiving Employment and Support Allowance Income Related identified a number of claimants that were not receiving the right amount of Employment and Support Allowance. They were missing the severe disability premium.</p> <p>The Benefits Advisor has checked approx. 1,100 cases to date with approx. 750 remaining.</p> <p>She has contacted 81 customers which in turn have generated to date 28 cases that have attracted an additional award of benefit at an average of £66.92 per week (£3,479.84 per annum) per customer. A total ongoing additional benefit award across all 28 customers amounts to £97,435.52 per annum.</p> <p>Of the 28 cases, 25 have received a backdated arrears payment. The total amount of arrears paid across the 25 customers amounts to £196,091.43. This is an average of £7,003 per customer.</p> <p>This is purely an in house initiative identified by our Benefits Advisor.</p>
<p>Discretionary Housing Payments –</p>	<p>As at 15.1.2018 out of the 2017-18 DHP budget 15.03% of awards amounting to £33,383 (16.09% of value of awards) is for Universal Credit recipients. This is 55 awards out of the 366 total DHP awards.</p> <p>This is a high percentage since the number of Universal Credit claimants is currently low under Live Service.</p> <p>We have 43k left of the 2017-18 budget left to spend/allocate</p>

<p>Identification of incorrect UC payments -</p>	<p>Benefit assessors processing Council Tax Support claims for Universal Credit recipients currently contact the DWP where they identify errors in awards. For example missing support for housing costs.</p>
<p>Personal Budgeting Support-</p>	<p>We now have 3 Benefits Officers and a Rents Officer trained to offer Personal Budgeting Support to Universal Credit recipients.</p> <p>There are also a number of staff in Tenancy Sustainment that can now offer this service.</p> <p>Since 29th November we have completed a total of 25 Personal Budgeting Support Interviews which are proving to be very effective.</p>
<p>Website -</p>	<p>The website is updated to include a Universal Credit header on the Chesterfield Borough Council home page.</p> <p>This then directs customers to a page that gives background information around Universal Credit with a link to find out if they should now claim UC rather than Housing Benefit. This is done via a post code checker.</p> <p>Once the post code has been checked – for those customers who should now claim UC they are able to use a free online calculator to check their benefit entitlement. This is available to both ‘Renters’ and ‘Non Renters’.</p> <p>It also gives information on:-</p> <ul style="list-style-type: none"> • Where to get help in their local area • How to claim • Introduction to Universal Credit • When different groups will be affected • What changes might trigger a move to Universal Credit <p>There is also a page titled – Are you ready for Universal Credit? This provides a raft of information from how to make a claim, what support is available and where, and also what information will be required and in what format to be able to make a claim.</p>
<p>Claim form -</p>	<p>The new shortened claim form for Council Tax Support only customers is now operational and proving effective in streamlining the process of claiming.</p> <p>This will avoid unnecessary data capture and confusion. The existing form will continue to be used for pension aged claimants</p>

	and those working aged claimants still required to claim Housing Benefit
UC start date -	There is an ongoing emphasis on ensuring that anyone contacting our office regarding HB is checked to ensure they are claiming the correct Benefit. This then ensures customers are signposted correctly at the first point of contact.
Staff Training -	Initial training is now complete and will be ongoing as the service develops and the UC legislation settles down.
Assisted Digital claiming -	<p>Chesterfield Borough Council is providing a service where people can access the internet and have help setting up emails and assisted claiming.</p> <p>Front Office and some selected Back Office staff are now trained to offer this service, which is now published on our website. This is a service actively promoted by the DWP.</p> <p>Since 29th November 2017 we have completed a total of 95 Assisted Digital Claims. Customers are very appreciative of this assistance.</p> <p>There are currently 3 customer facing PC's with which to provide this service, however, as the scheme progresses there will need to be discussions to extend this to possibly 5 PC's.</p> <p>It is also worth noting that since we are in Central Chesterfield we have been approached by a limited number of other customers that fall in local LA districts. There are potentially discussions to be had with these LA's to provide funding or resource from their funding to assist with assisting these residents. We have not been turning these customers away as it undoubtedly helps with the Chesterfield economy.</p>
Council Tax Support Take Up for Universal Credit claimants -	<p>We already issue a take up letter where we know someone is in receipt of Universal Credit and has not claimed Council Tax Support. We have also done a detailed take up campaign reviewing cases that have not made a claim despite being invited to.</p> <p>We will carry out another take up exercise as soon as the Employment and Support Allowance take up exercise detailed above has been completed.</p>

Council Tax Collection	<p>We have started a study of council tax collection and Universal Credit recipients to inform our payment profiling and recovery activity – this is ongoing due to the nature of the billing year.</p> <p>We want to see if pre-profiling payments with a month free during the 6 week wait will help.</p>
Rent collection and recovery procedures –	<p>Ongoing review of rent recovery action. Where we know a tenant is in receipt of UC we target via phone and letter to advise that they will be paid housing costs and need to pay rent etc....</p> <p>The review of rent recovery action is an ongoing process as this needs to remain reactive, and we need to ensure we are consistently effective and efficient.</p> <p>When we know a tenant is in receipt of Universal Credit we target the customer via phone and letter to advise that they will be paid housing costs and will have a need to pay rent etc.</p> <p>The Trusted Landlord Portal is now an effective tool which enables the recovery team to clarify rent charges, and to apply for managed payments quicker if required – see below.</p>
Trusted Landlord Portal -	<p>The Trusted Landlord Portal is now operational.</p> <ul style="list-style-type: none"> - Enable DWP to request rent verification and speeds up the award of housing costs. - Another route for us to request managed payments (i.e. help for housing costs paid to us as the landlord direct)
Engagement with housing -	<ul style="list-style-type: none"> - Conversation has started with the role of tenancy support workers and lettings officers in signposting and assisted digital claiming - Ongoing conversation about the removal of housing costs being paid for overlapping tenancies - Period 29.11.17 to 01.04.18 where housing costs for temporary housing is funded through UC. <p>Housing staff have received UC training</p>
Engagement with the DWP	<p>We are raising areas of areas of concern with the DWP. The main area at the moment is that changes to housing costs are taken back to the beginning of the assessment. We do have the situation where someone with housing costs ending day 28 of an</p>

	<p>assessment period will have no support for housing costs for the whole of the period. DWP confirm this is under review</p> <p>Regular meetings with the DWP. Last one 15.01.18 where discussions included</p> <ul style="list-style-type: none"> - Notifying the DWP of council tenant rent changes to avoid being asked to pay back managed payments - Length of time tenants have to notify the DWP of a change of rent of tenancy - Assisted digital support – problems with service centres refusing to take telephone claims for complex cases - The problem with not being able to submit a claim for UC without a bank account
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Rent arrears

Because Universal Credit is not administered by CBC we do not know the details of every tenant in receipt of Universal Credit. What we do know is which of our Council Tax Support claimants are in receipt of Universal Credit. We are able to extract this information from the benefits system and data match it via property reference to the Housing Northgate System.

At the end of November we had 135 council tenants claiming Council Tax Support with Universal Credit as their income. This has now increased to 177 We know that:

- Previously we had 107 tenants with rent arrears amounting to total arrears of £64,558, with an average rent arrears figure (for those in arrears) of £603. We now have 125 tenants in rent arrears amounting to total arrears of £77,609.33, with average arrears figure of £621.00.

This is compared to an average figure of £649 arrears on the 01.09.17

considering the average arrears figure has only increased by £46 shows how effective our processes are in managing these arrears.

- We have a total of 39 cases on managed payments which is 22% of those tenants we know are in receipt of Universal Credit. The process of managed payments is very fluid as many cases are regularly reviewed by the DWP.

- 13 tenants are paying their rent via direct debit, as at the end of November there were 11.

We can expect an increase in arrears as the gateway to Universal credit includes those residents with limited capability to work.

Council Tax arrears

We know that sanctions are having an impact on the ability to pay council tax since the maximum Council Tax award is 91.5%. Many claimants on the old style legacy benefits have council tax arrears. We have started a study of council tax arrears payment history of a sample of Universal Credit recipients – this is still ongoing.

We know that Council Tax Support is not always being claimed for Universal Credit recipients. Please see summary of support.

SCRUTINY COMMITTEE RECOMMENDATIONS - IMPLEMENTATION MONITORING SCHEDULE

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
EW5 Page 21	New Leisure Facilities (SPG) (<i>now Leisure, Sport and Cultural Activities SPG including various sub groups</i>)	EW 23.04.15 (Min. No. 70)	To approve the on-going work of the Project Group in respect of the continuing monitoring of the construction, transfer to and the operation of the new leisure centre facilities.	6 month progress report	SPG to attend meeting with Leisure Centre Build Programme Board to sign off the Phase 1 work.	Next EW5 leisure progress report TBA.
CCO1	Statutory Crime & Disorder Scrutiny Ctte	CCO 29.09.11 (Min. No. 44)	Progress report on sharing information re alcohol related health problems and hospital admissions.	6 monthly wef 29/09/11.	Statistics requested for each 6 monthly meeting	Agreed on 08.01.15 that statistics on alcohol related health problems / hospital admissions be reported to each 6 monthly meeting.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
CCO3	Friends Groups	CCO 19.09.17 (Min. No. 19) Cabinet 14.11.17 (Min. No. 81)	Friends Groups SPG report approved by CCO 19.09.17. Considered by Cabinet 14.11.17. – corporate officer working group to consider resource implications and to report to CCO and Cabinet.	6 month progress report – 22.05.18.		Monitor progress – 22.05.18.
<p>Abbreviations Key : OP = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. EW = Enterprise and Wellbeing Scrutiny Committee). TBA (to be agreed). * Note recommendation wording may be abridged.</p>						

CHESTERFIELD BOROUGH COUNCIL

**WORK PROGRAMME : COMMUNITY, CUSTOMERS AND ORGANISATIONAL SCRUTINY COMMITTEE for
23 JANUARY 2018**

Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
23.01.18	Implementation of Universal Credit	Report considered by CCO on 21.11.17. Progress report requested for 23.01.18.	<i>Scrutiny Work Programme Action Planning – 2016 & 2017</i>	<i>Homes & Customers, Health & Wellbeing,</i>
23.01.18	Workforce Fit for the Future	Report considered by CCO on 11.07.17. Scrutiny Member included on Workforce Strategy Steering Group. Progress report requested for 23.01.18.	<i>Scrutiny Work Programme Action Planning – 2016 & 2017</i>	<i>Business Transformation</i>
20.03.18	Cultural Venues	Report considered by CCO on 11.07.17. Progress report requested for 23.01.18.	<i>Scrutiny Work Programme Action Planning – 2016 & 2017</i>	<i>Town Centres & Visitor Economy</i>

CHESTERFIELD BOROUGH COUNCIL

Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
20.03.18	Food Poverty, Mental Health & Deprivation	Report considered by CCO on Health Scrutiny / Deprivation, including Press Red work on 19.09.17. Progress report requested for 20.03.18.	<i>Scrutiny Work Programme Action Planning – 2016 & 2017</i>	<i>Health & Wellbeing</i>
20.03.18	Crime and Disorder Scrutiny (with Police & Crime Panel Update and Monitoring Reports)	Reports considered by CCO on 19.09.17. Progress reports requested for 20.03.18.	<i>Statutory requirement at least once per year</i>	<i>Health & Wellbeing</i>

CHESTERFIELD BOROUGH COUNCIL

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
Scrutiny Project Groups :					
Monitoring Items :					
	22.05.18	Monitoring: Friends Groups	SPG report considered by Cabinet on 14.11.17. – corporate officer working group to consider resource implications.	<i>Friends Groups SPG, CCO 19.09.17</i>	<i>Health & Wellbeing</i>

CHESTERFIELD BOROUGH COUNCIL

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
<i>Items Pending Reschedule or Removal:</i>					
<i>New Business Items Proposed :</i>					

Note:

Members may wish to schedule items from the Forward Plan and Scrutiny Monitoring Form into the work programme.

[KEY to abbreviations :

OP = Overview and Performance Scrutiny Forum.

CCO = Community, Customer and Organisational Development Scrutiny Committee.

EW = Enterprise and Wellbeing Scrutiny Committee.

TBC = To be confirmed].