



Please ask for Brian Offiler
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The Chair and Members of
Community, Customer and
Organisational Scrutiny Committee

10 July 2018

Dear Councillor,

Please attend a meeting of the COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE to be held on TUESDAY, 17 JULY 2018 at 5.00 pm in Committee Room 1, Town Hall, Chesterfield, 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 22 May, 2018 attached.

4. Cabinet Member for Health and Wellbeing - Effectiveness of Town Centre Public Spaces Protection Orders (Pages 11 - 48)

5.05 pm – Chesterfield Community Safety Partnership Plan 2018/19; Crime Performance Report (May 2018) (Not for Publication) and PSPO Update Report attached.

5. Scrutiny Project Groups Progress Update

6.00 pm - Council Owned Community Rooms Scrutiny Project Group - Verbal Report.

6. Scrutiny Monitoring (Pages 49 - 54)

6.15 pm - Scrutiny Committee Recommendations - Implementation Monitoring Schedule attached.

7. Forward Plan

6.25 pm – Forward Plan of Key Decisions – 1 August – 30 November, 2018 (available via link below:)

<http://chesterfield.moderngov.co.uk/mgListPlanItems.aspx?PlanId=92&RP=134>

8. Work Programme for the Community, Customer and Organisational Scrutiny Committee (Pages 55 - 58)

6.30 pm – Work Programme attached.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Randy', written in a cursive style.

Local Government and Regulatory Law Manager and Monitoring Officer

COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

Tuesday, 22nd May, 2018

Present:-

Councillor P Innes (Chair)

Councillors Borrell
L Collins

Councillors Dyke

Councillor Caulfield ++
Councillor J Innes +++

Damon Bruce, Head of Customer Services +++
James Creaghan, Public Health Lead (Mental Health), Derbyshire County
Council +

Clare Fowkes, Operational Benefits Manager +++
Shirley Hallam, Environmental Services Manager ++
Brian Offiler, Democratic and Scrutiny Officer
Ian Waller, Assistant Director – Health and Wellbeing +

+ Attended for Minute No. 4
++ Attended for Minute No. 5
+++ Attended for Minute No. 6

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

No declarations of interest were received.

2 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Flood, Niblock and Sarvent.

3 **MINUTES**

The Minutes of the meeting of the Community, Customer and Organisational Scrutiny Committee held on 20 March, 2018 were presented.

RESOLVED –

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

4 **CABINET MEMBER FOR HEALTH AND WELLBEING - PROGRESS REPORT ON FOOD POVERTY, MENTAL HEALTH AND DEPRIVATION**

The Assistant Director - Health and Wellbeing and the Public Health Lead (Mental Health), Derbyshire County Council, presented a report to update Members of the current projects, programmes and issues across Chesterfield relating to the need to improve health and wellbeing outcomes and reduce inequalities since the previous report to the Scrutiny Committee in September 2017.

The report referred to the progress which had been made in delivering the Chesterfield Health and Wellbeing Locality Plan through the work of the Chesterfield Health and Wellbeing Partnership, including:

- Continuing delivery of physical activity initiatives to support improving health outcomes, despite the bid for Sport England 'Local Delivery Pilot' funding having not been successful;
- A Health and Wellbeing Network group having been established in Loundsley Green;
- A collaborative approach to dealing with issues caused by loan sharks / doorstep lending;
- Holiday Hunger programmes targeting children and young people in Barrow Hill, in addition to Rother and Hasland. It was confirmed that it was hoped to coordinate these with existing initiatives and assets where possible, such as the Staveley Community Cafe;

- Working with the voluntary sector to support access to premises for local initiatives, such as the memorial hall at Barrow Hill and the community hub at Holme Hall;
- The establishing of Local Integration Boards by Autumn 2018 to help remove barriers to people gaining employment;
- A pilot project being developed to target those most at risk of falling and to identify the best prevention strategies for individuals;
- Proactive attempts to mitigate the impact of the introduction of Universal Credit, including increased use of foodbanks and other support services (Citizens Advice, Derbyshire Unemployed Workers Centre, Derbyshire Law Centre) and identifying places where people could access IT to submit and maintain online claims. Members suggested using community premises and services, especially local schools, to facilitate access to IT equipment and provision of information to raise awareness of support available.

It was noted that in the coming year the Health and Wellbeing Partnership would focus on work to address social isolation in the Staveley area, across the lifecourse covering first time mothers, children and young people, those of working age and those who were retired.

The Committee expressed its appreciation of the work being undertaken to improve health and wellbeing and the Chair thanked the Assistant Director - Health and Wellbeing and the Public Health Lead (Mental Health) Derbyshire County Council for their contribution to the meeting.

RESOLVED –

- (1) That the ongoing work through the Health and Wellbeing Partnership be supported.
- (2) That progress on the work to improve health and wellbeing in the borough be considered further by the Committee later in 2018.

5 SCRUTINY MONITORING

The Environmental Services Manager presented the Scrutiny Progress Monitoring Report on the Scrutiny recommendations on Friends Groups,

which had been considered by Cabinet on 14 November, 2017 (Cabinet Minute No. 81, 2017/18).

It was noted that actions were proposed in the monitoring report to address each of the scrutiny recommendations, and it was suggested that it would be helpful for the Environmental Services Manager to discuss these with Councillor Caulfield, Lead Member of the Scrutiny Project Group, prior to the proposals being reported to Cabinet for further review and final decision.

The Chair thanked the Environmental Services Manager and Councillor Caulfield for their contribution to the meeting.

RESOLVED –

- (1) That the proposed actions in respect of the scrutiny recommendations on Friends Groups be supported for reporting to Cabinet.
- (2) That progress on the implementation of the recommendations be reported to the Committee in January, 2019.

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

The Head of Customer Services and the Operational Benefits Manager gave a presentation to update Members on progress in the implementation of Universal Credit (UC) in Chesterfield since the previous report to the Committee in January, 2018.

The presentation provided updated information on the measures taken and the continuing work to support residents claiming or transferring on to UC and to minimise adverse impacts on them, including:

- 660 households were in receipt of UC; 338 Council tenants with UC as their income were claiming Council Tax Support;
- Maximising income for claimants – 652 new awards / increases in benefits had been achieved in 2017/18, which had resulted in annual increased benefit entitlement of £790,352 and increased backdated arrears payments of £366,826;

- Review of claims for Employment Support Allowance (ESA) – 97 claimants had received increased weekly awards totalling £4,513 and increased arrears payments of £416,573;
- Discretionary Housing Payments (DHPs) – 449 (from a total of 530) requests for DHP had been granted in 2017/18, 84 of whom were in receipt of UC, resulting in a total of £48,488 being paid to UC recipients (from a total of £249,029). The DHP budget available for 2018/19 would reduce to £235,699;
- Assisted digital support had been provided to 279 customers since 29 November, 2017. The three PCs in the Customer Service Centre were currently adequate to support this;
- 93 personal budgeting support interviews had been completed since 29 November, 2017, although 40% of those invited had not attended. Attempts were being made to improve take up rates;
- The rent collection performance had improved from 95.6% of collectable debt in 2016/17 to 96.2% in 2017/18, with overall rent arrears being reduced from £1.88m to £1.59m by the end of 2017/18;
- Direct managed payments of rent were being received for 209 tenants (37.7% of those on UC);
- Positive relationships had been built with staff at the Chesterfield Job Centre and Department for Work and Pensions (DWP);
- Staveley Job Centre was due to rollout to full service UC on 11 July, 2018.

It was noted that case studies were currently being developed and it was suggested that these be distributed to members of the Committee for information once available.

Members expressed their appreciation of the work being undertaken to assist claimants, particularly through the assisted digital support to enable them to submit and maintain their online claims. Members were of the view that the availability of computer terminals and such support in the Staveley area once UC went live there would be invaluable, to assist people for whom travelling in to Chesterfield may be difficult. It was

therefore proposed that the possibility of making terminals available at the Healthy Living Centre, if possible with some assisted digital support available at set times, be considered.

The Chair thanked the Head of Customer Services and the Operational Benefits Manager for their contribution to the meeting.

RESOLVED -

- (1) That the presentation be noted, that copies of the presentation be made available to all Members for their information and that the ongoing work on implementation of UC be supported.
- (2) That it be recommended to the Cabinet Member for Homes and Customers that consideration be given to making computer terminal(s) available at the Healthy Living Centre in Staveley, and if possible providing assisted digital support to be available at set time(s) each week, prior to Universal Credit being rolled out in the Staveley area in July, 2018, in order to enable claimants to submit and maintain their online claims for Universal Credit.
- (3) That a progress report be submitted to the meeting of the Committee in November, 2018.

7 FORWARD PLAN

The Committee considered the Forward Plan for the period 1 June – 30 September, 2018.

RESOLVED –

That the Forward Plan be noted.

8 WORK PROGRAMME FOR THE COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

The Committee considered the overall Scrutiny Work Programme for 2018/19 which had been approved at the meeting of the Overview and Performance Scrutiny Forum on 8 May, 2018, and the draft Scrutiny Work Programme for the Community, Customer and Organisational Scrutiny Committee for 2018/19.

RESOLVED -

That the draft Scrutiny Work Programme for the Community, Customer and Organisational Scrutiny Committee for 2018/19 be approved and updated to include the decisions of the current meeting.

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Chesterfield Community Safety Partnership plan 2018-19

Last updated 26/06/2018

Priority 1 :- Substance Misuse. Working to tackle the impact of drugs and alcohol on communities.							Progress to date
Key Action	Owner / Lead Agency	Measure of success	Priority area	PCC Priority	RAG Status	Funding allocation	
Work with partners and stakeholders including Licensees to develop lasting solutions to Anti-social behaviour driven by the use of alcohol and drugs. This will include the development of the INTOXICATED campaign and locally Who's Taking You Home.	CBC DCC Police CSP	Reduction in violence and ASB reported on Town Centre section. Contact to be made with Evonne Henschcliff, stay cute & dilute.	1				<ul style="list-style-type: none"> Taxi stickers for all areas have now been received and ready for use. Christmas radio campaign is booked from 1st Dec to 31st Dec.
To monitor the Public Space protection order and other areas of work including the PCC Summit to reduce ASB, begging and rough sleeping in the town centre	CBC Ester Thelwell Dianne Illsley PCC	Reduction in violence and ASB reported on Town Centre section. Reduction in dog related issues in local parks.	1				<ul style="list-style-type: none"> Stage two of the projects is about to be put in place glass panels in B& bus shelters . Interventions continue to take place and retailers have stated there have been improvements.
Key Action	Owner / Lead Agency	Measures of Success	Priority area	PCC Priority	RAG Status	Funding allocation	
To support the work of local Churches and faith groups to provided overnight sheltered accommodation to homeless people.	CBC DCC Police Voluntary Sector	To support the rehabilitation and housing of homeless individuals	1			£500.00	£500.00 from each CSP with match funding from SMART = 3K.
Key Action	Owner / Lead Agency	Measure of success	Priority Area	Update (with date)	RAG Status	Funding allocation	
To use all powers available to partners and stakeholders relating to ASB and Violence issues and monitor Licenced premises.	VAL CBC Licencing DCC CSP Police Licencing	To continue to reduce the number of problem premises at the local VAL meetings. To continue monthly meetings at the VAL.	1				
Key Action	Owner / Lead Agency	Measure of success	Priority area	Update (with date)	RAG Status	Funding allocation	
Continue the work to eliminate the effect of drug dealing in our local communities, for partners and stakeholders to minimise the	CBC Neighbourhoods Police	Number of identified premises	1			C/N	No properties identified at moment 26/6/18

effects of County Lines on our local estates and neighbourhoods. Continuation of SNT and CLAM Meetings to share intel.	CSP LOCPGB						
Key Action			Priority area				
To continue the work of the established County Lines Action Meeting CLAM and report any best practise at a County level for development of a Derbyshire protocol. Continue to update and develop the County Lines Action Plan and support other areas to develop an equivalent plan.	CSP CBC Neighbourhoods Police	Development of final protocol and identified Safeguarding measures. Training. Development day for support staff.	1			C/N	<ul style="list-style-type: none"> No identified properties at present. 26/6/18. Cuckoo, check list has been circulated for staff and professionals.

Priority:- 2 Organised Crime Groups							
Key Action		Measure of success	Priority Area	Update (with date)	RAG Status	Funding allocation	
Continue the work to eliminate the effect of drug dealing in our local communities, for partners and stakeholders to minimise the effects of County Lines on our local estates and neighbourhoods.	CBC Neighbourhoods CSP Police	Number of disrupted premises	2	•			
Key Action	Owner / Lead Agency	Measure of success	Priority Area	Update (with date)	RAG Status		
To attend and support the work of the local OCG group to use a number of interventions and actions to disrupt the activity of identified OCG's	DCC Probation CSP	A reduction in identified organised crime groups	2			C/N	CSP staff attending this group for information sharing and support the work of the OCG group.
Key Action			Priority Area.				
Joint working to investigate and tackle the impact locally of Modern day Slavery. Identifying	CSP LSOCP POLICE	Identified cases in Derbyshire/Chesterfield.	2				

victims, sharing information, supporting victims. And.to improve public awareness of Modern Slavery., PURSUE ,PREVENT, PROTECT,PREPARE.	PCC DCC						
E-learning module.	Katya Bates DCC						

Priority:- 3 Cyber Crime							
Key Action		Measure of success	Priority Area	Update (with date)	RAG Status		
To develop and inform members of the public about internet security and cyber safety. Particularly <ul style="list-style-type: none"> Older residents Children. Also look at using Child Exploitation on-line protection agency. Also develop working streams with Locality and Commissioning Group for children and young adults.	DCC CSP Police		3				
To work with and contribute to the development of the county wide Cyber-crime action plan.	DCC Dianne Illsley Dave Harrison.		3			C/N	Continuing to contribute to this via CSO meeting at DCC.

Priority: 4 Improving Support for Victims							
Key Action		Measure of success	Priority Area.	Update (with date)	RAG Status		
Radio Campaign	All	Number of hits on PEAK FM website.	4				
Ask for Angela. A project to support members of the public who feel afraid in the night time economy.	CBC, Police PUBWATCH CSP Licencing.	Number of premises using this tool and how many people have benefited from the scheme.	4	14 th May			Ask for Angela has been implemented by Police licencing, Shopwatch SVS and local licences. The project is now up and running in most licenced premises on the borough. More work needs to be done to evaluate how many times this project is used. A radio campaign will also be used locally to advertise this

							product.
To conduct a Town Centre audit of interventions, projects, and facilities, then to investigate any further best practice we may be able to adopt.	Police CBC CSP DCC	To increase facilities that may improve the Town Centre appeal to visitors and local residents.	4				
Key Action							
Building Better Opportunities Programme.	Police Insp Steve Johnson	To look at accessing BLF and European Social Funding	4				
Priority:- 5 Anti-social Behaviour							
Key Actions	Owner / Lead Agency	Measure of success	Priority Area	Update (with date) Priority Area	RAG Status	Funding allocation	
Work to continue to tackle Anti-Social behaviour in our neighbourhoods and open spaces. This will include a number of measures,	CSP CBC Police		5				Patrols are continuing in the local parks and hot spot areas. Eastwood park meeting has been suspended until any further issues are identified.
• Enforcement			5				
• Prevention/diversionary.			5				Various diversionary activities have been booked via extreme wheels in local hot spot areas.
• Support for victims			5				
• Open Spaces			5				Patrols continue where problems have been identified.
• Funding for long term solutions			5				
Key Action	Owner / Lead Agency	Measure of success	Priority Area	Priority Area	RAG Status	Funding allocation	
To develop an information sharing protocol, PEEP for the Statutory Partners to share information with the voluntary sector. To make the agreement GDPR compatible.	Dianne Illsley CSP		5				This will be developed at a county level and implemented locally once available.

Priority:- 6 Domestic violence and Hate Crime.							
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Key Actions		Measure of success	Priority area	Update (with date)	RAG Status	Funding allocation
To deliver the County plan in relation to domestic violence.	DCC Dianne Illsley		6			Contribute to DCC action plan.

Key Actions	Owner / Lead Agency	Measure of success	Priority area	Update (with date)	RAG Status	
Support the work of SV2,	Dianne Illsley Sally Godwin		6			Ask Angela.
Support the work of the Elm Foundation	CSP	To support the use of personnel alarms and security measures. Member of staff to work from CSP office	6			Officer from organisation working from CSP Office.
To work with DCC in relation to Hate Crime agenda.	Dianne Illsley Tracy Coats	To support any project work locally agreed by DCC.	6			C/N

Priority:- 7 Integrated Offender Management.						
Key Actions		Measure of success	Priority Area	Update (with date)	RAG Status	Funding allocation
To continue to support the project by attending meetings and contributing to the overall agenda at a County level		Measures to be agreed with project leads.	7			C/N Buddy Trackers supplied to IOM £750.00
Key Actions	Owner / Lead Agency	Measure of success	Priority Area.	Update (with date)	RAG Status	
To take local interventions using ASB tools to prevent further offending and manage conduct locally. CBO's and injunctions.	Police.		7			

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By virtue of paragraph(s) 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

17 JULY, 2018

UPDATE REGARDING THE PUBLIC SPACE PROTECTION ORDER

REPORT BY: Ian Waller – Assistant Director Health and Wellbeing

1.0 Background

- 1.1 Chesterfield Community Safety Partnership implemented a Public Space Protection Order (PSPO) on 15th December 2017. This order has been in place now for approximately 6 months and covers Chesterfield Town Centre.
- 1.2 Officers from both the Police and the Council patrolled the dispersal area for the first two weeks and issued 48 dispersal notices in relation to certain individuals, but refrained from issuing Fixed Penalty Notices until after the Christmas period. This was the agreed approach that the council took to help embed the PSPO.
- 1.3 It was felt that this approach, namely putting individuals on notice before undertaking enforcement was a more appropriate approach given the time of year and the nature of the order in place and would help to prevent criticism from the media and the public.

2.0 Current Position

- 2.1 Due to the dedication of the Officers involved in its enforcement, the PSPO based on the results from the first few months of operation, appears to be having the desired effect. Please see below the number of interventions that have taken place since the 15th of December 2017.

Actions	No.
PSPO/TC – Enquiry	6
PSPO/TC – Complaint	6
PSPO/TC – Patrol	5
PSPO/TC- Warning	51
PSPO/TC – Require to pick up items	2
FPN – Dispersal	6
FPN – Loitering & begging	1
ASB – Other	1

- 2.2 Since the introduction of the PSPO, calls for service and reports to the Community Safety Office have dropped significantly. In addition the authority is also receiving positive feedback from retailers and members of the public.

For example the East Midlands Chamber, through Business Watch reported;

`...some of the retailers have seen a vast improvement in the last 2 or 3 weeks. They feel this is probably due to the PSPO being in place...`

- 2.3 We have been able to identify a core group of individuals who are not responding to the interventions. These individuals will be targeted with injunctions, and other interventions, whilst still being offered support from local homeless agencies to turn their lifestyles around.
- 2.4 Chesterfield Community Safety Partnership has been working with the Police and Crime Commissioner through a Summit meeting whose sole

focus was the successful delivery of the PSPO. The Summit meeting had 2 working groups attached to the main group;

1. *Enforcement*

2. *Treatment and support.*

It has been acknowledged that these two groups have worked well to tackle the complex issues highlighted in the operation and delivery of the PSPO. However it has also been recognised that moving forward the continued success of the PSPO will come from closer working and a joined up approach when dealing with enforcement and support.

- 2.5 Consequently at the most recent Town Centre Summit meeting held on the 25th April 2018, it was suggested and agreed that these two groups having fulfilled their initial brief would merge to continue the work on prevention and rehabilitation.
- 2.6 It was identified that all the partners attend the North Derbyshire Homeless Forum and therefore to reflect the most effective and efficient method of working it was agreed that partners would meet after the homeless forum so that the PSPO had a dedicated session with all appropriate partners present.
- 2.7 The work to continue to monitor the PSPO will sit as part of the Community Safety Partnership Plan. The Partnership will, as a result of the format outlined above, also attend the North Derbyshire Homeless Forum to discuss any emerging issues identified and importantly be able to direct and support any identified required interventions.
- 2.8 Through seeking to provide suitable wrap around services and support functions for the most vulnerable the PCC has engaged a local Church Group to look at operating a night shelter in Chesterfield from October 2018. The Partnership will work with the Church group to ensure that this is an effective programme that provides support, help and guidance to the vulnerable and monitor progress of this project and provide appropriate guidance to mitigate any issues that could arise from this intervention.

3.0 Summary

- 3.1 Based on the overview outlined above, the introduction of the PSPO has achieved the desired outcomes. Through effective partnerships, close working of the enforcement officers and a true collaborative approach to making a difference the first six months of the PSPO have been a success.
- 3.2 The joining of enforcement and treatment / support sub groups is a positive progression to further coordinated working to achieve the desired outcomes. Partners remain focussed on ensuring the PSPO continues to be effective and a further update will be provided at the next Town Centre Summit on the 24th October 2018, 10.00am – 12pm, Committee Room 1, Chesterfield Town Hall.

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 49	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.	May 2019	Monitoring report considered by CCO – 22.05.18	Monitor progress – 22.01.19.
CCO4	<i>Implementation of Universal Credit</i>	CCO 22.05.18 (Min. No. 6) <i>Cabinet Member for Homes & Customers</i>	<i>Consider making computer terminal(s) available at the Healthy Living Centre in Staveley, and if possible providing assisted digital support to be available at set time(s) each week, prior to Universal Credit being rolled out in the Staveley area in July, 2018.</i>	<i>Response from Cabinet Member due 6.08.18</i>		

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.

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FOR PUBLICATION

Overview and Scrutiny Committee Reporting Form for Recommendations to Cabinet/Cabinet Members

(This form comprises the formal method of conveyance of recommendations of the Council's Overview and Scrutiny Committee's to Cabinet/Cabinet Member for formal consideration, when a formal written report is not being produced by the Overview and Scrutiny Committee).

Scrutiny Committee :	Community, Customer and Organisational Scrutiny Committee
Date of Meeting :	22 May, 2018
Subject / Report Title :	Implementation of Universal Credit
Cabinet Responsibility :	Homes and Customers
Report by :	Presentation – 'Universal Credit Update' by Damon Bruce, Head of Customer Services and Clare Fowkes, Operational Benefits Manager
Recommendation of the Community, Customer and Organisational Scrutiny Committee for Cabinet Member consideration :	
<p>That the Cabinet Member for Homes and Customers considers making computer terminal(s) available at the Healthy Living Centre in Staveley, and if possible providing assisted digital support to be available at set time(s) each week, prior to Universal Credit being rolled out in the Staveley area in July, 2018, in order to enable claimants to submit and maintain their online claims for Universal Credit.</p>	
Supporting Information :	
<p>Evidence from the implementation of Universal Credit in Chesterfield has shown that a significant number of people have not had online access – three PCs in the Customer Services Centre have been well used and assisted digital support has been provided to 279 claimants since November 2017.</p> <p>It is anticipated that it may be difficult for some claimants from the Staveley area to travel into Chesterfield once Universal Credit goes live there in July, and that the provision of this kind of facility within Staveley will enable more claims to be successfully submitted and maintained.</p>	

<p>Cabinet Member Response Timetable :</p>	<p>To consider and respond to the recommendation of the Community, Customer and Organisational Scrutiny Committee within 2 months.</p>
<p>Cabinet Member Response:</p>	<p>Councillor H Bagley, Cabinet Member for Homes and Customers – 16.07.18</p> <p><i>Firstly I would like to thank Scrutiny for their ongoing interest in Universal Credit and to ensuring that we as a council are doing all we can to help our residents.</i></p> <p><i>I have considered your recommendation carefully and whilst I am keen to support residents I have some concerns regarding the recommendation from Scrutiny.</i></p> <p><i>We are working very effectively with our public and voluntary sector partners to support people in Chesterfield and Staveley in understanding and claiming Universal Credit.</i></p> <p><i>The Chesterfield Partnership’s UC sub group have mapped all the support that is available (not just PC provision) and this includes a number of locations in Staveley and Chesterfield where PCs are already available for public access. Based on our experience of successfully supporting customers through the introduction of Universal Credit in Chesterfield, I believe there is currently sufficient provision for Staveley. Locations already providing this facility include Staveley Job Centre Plus, Staveley Library, Staveley Town Council Office, Staveley Speedwell Rooms (free Wifi), Staveley Speedwell Rooms (being developed to coincide with Speedwell Eatwell community café), together with other locations in Chesterfield.</i></p> <p><i>I can confirm however that the demand and provision will be regularly monitored and if there is a shortfall of PC provision in Staveley, this will be addressed by the Chesterfield Partnership UC sub group with any additional PCs being located in safe and secure locations in Staveley, together with the appropriate levels of support.</i></p> <p><i>Therefore I am sorry that I am unable to support your recommendation but look forward to continuing to work with you on this important issue.</i></p>

Date signed-off:	5 June, 2018
Signed-off by :	Councillor Peter Innes Chair, Community, Customer and Organisational Scrutiny Committee
Author / Contact :	Brian Offiler Democratic and Scrutiny Officer 01246 345229 Brian.offiler@chesterfield.gov.uk

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CHESTERFIELD BOROUGH COUNCIL

**WORK PROGRAMME :
COMMUNITY, CUSTOMERS AND ORGANISATIONAL SCRUTINY COMMITTEE for 17 JULY, 2018**

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
	17.07.18	Effectiveness of PSPO Town Centre Order	Order approved in October 2017 and implemented in December 2017.	<i>Scrutiny Work Programme Action Planning – 2018</i>	<i>Health & Wellbeing</i>
	2.10.18	Crime and Disorder Scrutiny (with Police & Crime Panel Update and Monitoring Reports)	Reports considered by CCO on 20.03.18. Progress reports requested for 25.09.18.	<i>Statutory requirement at least once per year</i>	<i>Health & Wellbeing</i>
	2.10.18	Face to Face Service Delivery		<i>Scrutiny Work Programme Action Planning – 2018</i>	<i>Homes and Customers</i>
	27.11.18	Implementation of Universal Credit	Report considered by CCO on 22.05.18. Progress report requested for 27.11.18.	<i>Scrutiny Work Programme Action Planning – 2016, 2017 & 2018</i>	<i>Homes & Customers, Health & Wellbeing</i>

CHESTERFIELD BOROUGH COUNCIL

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
	27.11.18	Food Poverty, Mental Health & Deprivation	Report considered by CCO on Food Poverty, Mental Health and Deprivation on 22.05.18. Progress report requested for late 2018.	<i>Scrutiny Work Programme Action Planning – 2016, 2017 & 2018</i>	<i>Health & Wellbeing</i>
	22.01.19	Communications and Engagement Strategy	Report considered by CCO on 20.03.18. Revised strategy scheduled for approval in July 2018.	<i>Scrutiny Work Programme Action Planning – 2017 & 2018</i>	<i>Deputy Leader, Governance</i>

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	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
<i>Scrutiny Project Groups :</i>					
	17.07.18	Council Owned Community Rooms	Approved by OP – 8.05.18. Lead Member – Cllr Caulfield	<i>Scrutiny Work Programme Action Planning – 2018</i>	<i>Homes & Customers</i>
<i>Monitoring Items :</i>					
	22.01.19	<i>Monitoring:</i> Friends Groups	SPG report considered by Cabinet on 14.11.17. – corporate officer working group to consider resource implications. Monitoring report considered by CCO on 22.05.18	<i>Friends Groups SPG, CCO 19.09.17</i>	<i>Health & Wellbeing</i>

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	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].