



Please ask for Charlotte Kearsey
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The Chair and Members of Overview
and Performance Scrutiny Forum

5 November 2018

Dear Councillor,

Please attend a meeting of the OVERVIEW AND PERFORMANCE SCRUTINY FORUM to be held on TUESDAY, 13 NOVEMBER 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. Deputy Leader - Council Plan and Corporate Performance progress update (Pages 3 - 28)

5:05pm to 5:20pm

4. Deputy Leader - Budget Monitoring and Medium Term Financial Forecast

5:20pm to 5:50pm

5. Forward Plan (Pages 29 - 30)

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5:50pm to 5:55pm

6. Scrutiny Monitoring (Pages 31 - 34)

- *Update on Town Centre Scrutiny Project recommendations.*

5:55pm to 6:05pm

7. Scrutiny Project Group Progress Updates

- *HS2 SPG*

6:05pm to 6:10pm

8. Work Programme for the Overview and Performance Scrutiny Forum (Pages 35 - 36)

6:10pm to 6:15pm

9. Joint Overview and Scrutiny

6:15pm to 6:20pm

10. Overview and Scrutiny Developments

6:20pm to 6:25pm

11. Minutes (Pages 37 - 44)

6:25pm to 6:30pm

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

Progress on the Council Plan – Year 4– 2018/19 – 2nd Quarter position

Meeting:	Overview and Performance Scrutiny Forum
Date:	<i>13 November 2018</i>
Cabinet portfolio:	Deputy Leader
Report by:	Assistant Director – Policy and Communications

1.0 Purpose of report

1.1 To report and discuss the progress made during the fourth and final year of delivery of the Council Plan 2015 – 2019.

2.0 Background

2.1 In 2015/16 the Council moved from the production of a one year plan to a four year strategic Council Plan following a recommendation from the Local Government Association's peer challenge in late 2013. A four year Council Plan is one element of the Council's response to this which, along with a revised medium term financial plan and strengthened transformation programme, is enabling the Council to plan effectively for the financial and policy challenges it faces.

3.2 The plan defines the Council's key priorities and aims, based on those identified by Executive Members and officers and taking account of a wide range of evidence. The plan is aimed at providing focus, setting out priorities that will require

collected corporate effort during the period. It is not an attempt to describe every service that the Council will provide; this will be covered by service plans on an annual basis.

- 3.3 To deliver year four of the plan 32 key activities were identified for priority delivery during 2018/19 this includes some priorities carried over from 2017/18.

4.0 Council Plan 2018/19 commitment progress

- 4.1 Of the 32 key activities for delivery during 2018/19 four have been completed and a further 22 remain on target (81% rated as green). This is a significant improvement from the Q1 position where 50% of the activities were rated as green. The Corporate Management Team have re-prioritised and challenged performance bringing the majority of activities back on track.

- 4.2 91% of the priorities for a thriving borough remain on target compared to 73% in quarter 1, 71% on target for improving quality of life compared to 67% and 73% for value for money compared to 25%.

- 4.3 Five activities are currently rated as amber and one as red. This includes some projects of a significant size and complexity for example securing the first phase of delivery for the Staveley and Rother Valley Corridor. This project involves a number of key stakeholders and a complex mix of activities required to start delivery, progress can be slowed by any of these factors. Officers continue to work with and negotiate with partners to bring this site forward.

- 4.4 The development of a formal Health and Wellbeing Strategy is also currently rated as amber. While the development groundwork has been undertaken, the formal strategy has not yet been approved via the Chesterfield Health and Wellbeing Partnership however action plans produced are being

delivered to avoid delays to front line delivery and improved outcomes for communities.

4.5 Due to the sustained financial challenges facing local authorities there has been a significant focus on the value for money strand of the Council Plan and on day to day financial management. The majority of activities are currently rated as green due to this sustained effort across the Council. Where projects are rated as amber this is primarily due to the size, scale and complexity of the activity for example the ICT improvement programme. Due to a challenging competitive climate the estimated income from the catering company is unlikely to be reached during the life of the Council Plan. The Corporate Management Team will continue to focus efforts around the value for money theme in order to maintain and improve progress.

4.6 Progress information for the key activities is available at Appendix A.

5.0 Performance indicators

5.1 32 indicators have been identified as key to Council Plan and core service delivery (in addition to the satisfaction data gathered in 2017/18) The data available so far is attached at Appendix B.

5.2 32 key indicators are currently being tracked. Eight of the indicators can only be measured once per annum for a year end outturn. Of the remaining 24 indicators which can be measured quarterly 79% are now on target compared to 75% at quarter 1.

5.3 Despite challenging circumstances we have maintained or improved performance on several key economic indicators and customer focused activity:

- Maintained 100% on local labour clauses but increased the percentage of jobs secured for local people from 42% to 72%
- There has been a reduction in the number of young people not in education, employment or training
- Town Centre occupancy and market stall occupancy remain on track
- The number of complaints in key service areas have reduced and customer contact times via the call centre have been maintained
- Our social media presence continues to grow with 15, 205 people following the Council on either Twitter or Facebook

5.4 An area of concern however is the reduction in performance across the planning application measures. This is an area where investigation has indicated that increased demand on the service and capacity issues has impacted on service delivery. The Assistant Director – Economic Growth is bringing forward proposals for consideration by Joint Cabinet and Employment and General Committee in December which will respond to this challenge.

6.0 Next Steps

6.1 The corporate management team are continuing to drive improvement to ensure delivery of the year 4 Council plan activities by year end in March 2019. This report will also be presented for challenge at Finance and Performance Board in November with further reports scheduled for January 2019.

2018/19 Council Plan key activity progress – Quarter 2

Summary:

Green – 26 / 32 (81%)

Amber – 5 / 32 (16%)

Red – 1 / 32 (3%)

Our Priority – to make Chesterfield a thriving borough

Aim	Activity number	Activity	RAG	Progress
Maximise the impact of skills related programmes for the benefit of Chesterfield businesses and residents to enhance the local economy.	1	Ensure the effectiveness of local labour clauses on 100% of all major planning applications.		<p>We are continuing to secure local labour clauses on all major planning applications. Once secured we work with developers to support and advise them on clause implementation and facilitate introductions to local partners (i.e. College). This includes advice on local recruitment, links with local training providers and information about how they can best explore local supply chain opportunities.</p> <p>We are now working on the development and implementation of employment and skills plans for the following sites:</p> <ul style="list-style-type: none"> • William Davies Homes (Dunston Grange – Newbold) • Jomast Developments (Co-op Elder Way) • MJ Developments (The Gates, Knifesmithgate – complete)

- Avant Homes (Cranleigh Road, Woodthorpe)
- Gleeson Homes (Erin Road, Poolsbrook)
- Gordon Lamb (Expansion Discovery Way)
- Huber Car Park Systems (MSCP, Saltergate)
- Kier Construction (Waterside Development)

In the reporting period for Q1 we showed you a video demonstrating the value of this activity in helping generate apprenticeship opportunities. In the last quarter we have tried to demonstrate the impact on local businesses. The following video demonstrates how local window company MW Window Systems have benefitted from nearly £100,000 of contracts and employed more people as a result. This can be seen in the following link

<https://www.youtube.com/watch?v=YpzbxqhgKSs&feature=youtu.be>

As a result of local labour activity, the following outcomes having been achieved during 2018/19 so far:

- 2 x meet the buyer events
- 97 x local jobs
- 4 x apprenticeships
- £3.6m of local contracts
- Enterprise Adviser Support for Newbold Academy (William Davies Ltd)
- Work Experience and careers talks at Chesterfield College and Parkside School (Kier Construction & Huber)
- Presentation to Chesterfield Champions August

			<p>Breakfast on impact of local labour resulting in a number of local businesses asking to be included in the local labour database / take part in meet the buyer activity.</p> <p>Current focus is on monitoring local labour clauses for their effectiveness, so that good practice can be shared/adopted and maximum impact be derived for Chesterfield's economy.</p> <p>The local labour clauses policy has been continued in the new draft Local Plan.</p>
	2	Host an annual skills conference aligned with local and regional growth priorities.	<p>Following the success of the 2017/19 conference a 2018/19 conference has been scheduled for 2018/19 on 13.2.19. This event will incorporate Talgo's Skills Education, Employment plans (subject to a successful bid), as well as being well aligned with National Apprentice Week and options for School/ 6th form leavers.</p> <p>We are currently working with partners including Chesterfield College and CEC/Careers Enterprise to finalise the agenda and key speakers for the event.</p>
Start on site with the regeneration of the Staveley and Rother Valley Corridor and ensure that local benefits are maximised	3	Working with landowners to secure planning permission for the first phase of development.	<p>Discussions ongoing with DCC, developers and HS2. Meeting with DCC Highways and St Gobain arranged with intention of resolving outstanding highways issues.</p> <p>Chatsworth Settlement Trustees have agreed flood</p>

as plans develop for the proposed HS2 maintenance depot.				remediation approach with Environment Agency and are now carrying out modelling of remediation strategy prior to submitting application end of 2018/early 2019.
	4	Preparing a major scheme business case for the Regeneration Route.		<p>AECOM now appointed by DCC and are preparing design and business case for route (including specification, structures and initial cost estimates), initial case to be incorporated into the Housing Infrastructure Fund bid submission in December. Regular update meetings with AECOM, DCC and landowners being held to monitor progress, identify challenges and solutions.</p> <p>Meetings held with HS2 to seek clarification on impact of proposed Infrastructure maintenance depot on route of Chesterfield Staveley regeneration route through site. HS2 will not confirm if the route can be accommodated in advance of submission of Hybrid Bill (early 2020). CBC/DCC and landowners to prepare co-ordinated response to HS2 consultation on draft Environmental Impact Assessment expected later this year.</p>
Extend the town centre offer for our residents and visitors.	5	Progress the Town Centre masterplan.		New events including the Motor Fest and Auto Jumble were successful with over 100 stalls and 150 cars on show throughout the town. Traders, exhibitors and retailers reported via the town centre forum that this had brought significant footfall into the town centre. Footfall counters in Vicar Lane indicated 15,000 visitors on site that day. We are now looking at the

potential for future events and are working with the organisers to develop and grow a similar event next year.

The Market Festival which took place on 25 October, which included a 1940's Market. There was an improved offer with year with vehicles, music and entertainment throughout the day. The successful Beer Festival in the Assembly Rooms was themed as part of our extensive World War 1 100 years commemoration.

The Christmas Switch on Event, taking place on Sunday 18 November, will see the market area busy with stalls, funfairs, street entertainment and street food. The Switch On will take place in New square at 4:45pm, hosted by Peak FM and the character of Paddington Bear. This will be an opportunity to showcase the Pantomime characters and signal the start to Christmas in Chesterfield.

We have agreed with Edge Events, who delivered the Food and Grooves festival in May, to deliver a Christmas themed event on the Market called "Festive Street Food and Craft Market". This is taking place the week prior to Christmas, running from Friday 14 December to Monday 17 December. We are looking to deliver up to 40 additional Christmas themed stalls, with a strong influence on food. This will stand in conjunction with our regular traders and trading days, adding a bigger and better offer to the town for

				<p>all to benefit from.</p> <p>The Artisan Market will take place on Sunday 23 December, a week earlier than usual to hit the Christmas trade and bring an additional offer on the final shopping days of Christmas.</p>
	6	The Saltergate multi-storey will be refurbished to provide more parking spaces and achieve the highest national standards.		<p>Work has started on the new multi storey car park on the Saltergate site. It is anticipated that works will be complete by May 2019.</p> <p>Work is continuing to progress on the former Co-Op store on Elder Way, with the works due to be substantially complete in November 2018 with the new hotel set to open January 2019.</p>
Sustain town centre occupancy levels at 90% or higher and increase occupancy levels at the outdoor market, reaching 90% by the end of the period.	7	Consider combining the two separate markets in the town centre to provide a single larger market in the town 'square'.		The smaller market space has been used successfully for a series of events and specialist markets and will continue to be used as a flexible space within the town centre. A bid has been submitted for funding to support the reconfiguration of the market.
Adopt a growth strategy that recognises the impact to Chesterfield's economy from the range of significant	8	Adopt a revised growth strategy for Chesterfield's economy.		A draft growth strategy has been prepared, approved by Cabinet for consultation with partners and will return to Cabinet and Council for approval and adoption before the end of 2018.

growth opportunities emerging in Chesterfield, including HS2 and Peak Resort.				
Increase the value of the visitor economy by at least 5%, bringing in an additional £7m per annum.	9	Developing a visitor economy action plan.		A brief has been prepared for the visitor economy action plan. Initial workshops have been undertaken and a report will be presented to Cabinet and Council for approval once the priorities have been agreed.
	10	Supporting the development of the Peak Resort gateway.		Feasibility is underway and a set of relationship parameters have been agreed with Peak Resort. Architects have been commissioned to undertake a design to inform the feasibility report. The finished report will be brought to Cabinet in the new year.
	11	Supporting the development of Peak Resort Phase 2.		We are continuing to work with Peak Resorts, the SCRIF funded works have been successfully completed to budget. We have met with public sector partners and Peak World Wide to develop an integrated development plan and programme. We have supported in discussions with potential partners to the project where appropriate to help support and promote the project, and ensure Chesterfield's communities benefit.

Our Priority – to improve the quality of life for local people

Aim	Activity number	Activity	RAG	Progress
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Work with our partners to improve the health and well-being of people in the borough and reduce the gap in health outcomes between the most and least deprived.	12	Adopt a 'health in all policies' approach to ensure that health and wellbeing outcomes are considered and positive actions embedded in all council policies and plans.		DCC Health Audit checklist will be trialled on CBC draft Local Plan, which is a key milestone in terms of developing the principle of health in all policies. A working group is being set up by planning to commence this review. Further development work will be undertaken in this area to ensure positive actions are embedded in our policies and plans.
	13	Produce a Health and Wellbeing Strategy and supporting action plan to identify opportunities and interventions to deliver improved health outcomes and reduce inequality.		All the background work for the development of a strategy has been undertaken, including engagement with key stakeholders. The development of the strategy will need to be taken forward through the Chesterfield Health & Wellbeing Partnership Group which is the key multi-agency forum to support the introduction of the strategy. The partnership group is now directly engaged with place based interventions that will inform next steps.
	14	Continue to develop and deliver the Chesterfield Health and Wellbeing Partnership locality plan to improve health and wellbeing outcomes and reduce inequality.		The Partnership is working effectively and delivering a range of interventions which is positively impacting outcomes and reducing inequality. This will continue as the partnership develops place based interventions. Importantly the multi-agency nature of this group is ensuring that there is greater co-ordination of interventions.
	15	Partnership delivery of community-led actions for increasing participation in physical activity in our seven		There is a wide range of work being undertaken on addressing inactivity and obesity through a range of partners. A programme of structured intervention was introduced in Rother and this has delivered

		most deprived neighbourhoods by developing social capital and enhancing community assets.		significant successes although it identified a range of challenges that will inform future activity. This was then extended into Barrow Hill and has developed well through close working with key partners. We will continue to develop relationships with partners to support improving participation in physical activity which will include a focussed project in the Staveley and Poolsbrook area as part of the Health and Wellbeing Partnership place based interventions; Direct interventions have taken place in Poolsbrook launched in October 2018.
	16	<p>Deliver a multi-agency falls prevention project to reduce the number of people falling and the impact of falls by</p> <ul style="list-style-type: none"> • Reducing the risk of falls by raising awareness amongst public health professionals and the public • Making every contact count by ensuring key professionals identify and signpost potential falls risks using a system-wide falls pathway approach with the aim of prevention • Ensuring adequate community-based delivery of exercise, strength and 		This is in the delivery stage now following its successful development in partnership with Derbyshire County Council, Public Health, CCGs, local acute and community Trusts, primary care and CBC. The project in addition to information and awareness raising local information is being used to identify three groups of people most at risk of falling. Those identified will then be invited to participate in a home based falls assessment and appropriate interventions where need is identified. Place Alliance lead this project. Currently finalising funding to support the pilot project. Analysis on the impact of this project will be fed back upon completion.

		balance activities for those identified as at risk of falling.		
		<p>Deliver a multi-agency alcohol health improvement project to reduce the impact of alcohol-related illness by</p> <ul style="list-style-type: none"> • Identifying target groups based on patterns of alcohol consumption and deliver actions to targeted high risk groups to reduce harm. • Delivering actions to hard-to-reach groups with multiple health issues to reduce harm • Delivering targeted interventions through the alcohol licensing regime to ensure compliance with licence conditions and policy around minimum pricing, managing alcohol sales and reducing excessive alcohol consumption at licensed premises. 		<p>Further work required in this area in terms of identification of target groups, and from this, appropriate interventions.</p> <p>The licensing team are proactive in their management of the license trade working effectively with the police to ensure licensing conditions are met and complied with.</p>
		Deliver a multi-agency obesity health improvement		This is currently being developed as part of the Health and Wellbeing Partnership locality work for

		project focussing on childhood obesity by targeted actions within one school cluster area with elevated levels of childhood obesity to increase physical activity and support healthy eating.		<p>Poolsbrook.</p> <p>Launch programme undertaken in October 2018.</p>
Provide and expand our homelessness support and prevention services in partnership with Bolsover and North East Derbyshire councils.	17	Undertake a review and implement a new IT system to process and monitor homeless presentations with a key focus on homeless prevention.	✓	<p>A new IT system has been procured and has been in use since April 2018.</p> <p>The system provides a more efficient case management system so that we can support people more effectively. This includes the development of personal housing plans for customers which offer bespoke journeys into more permanent housing solutions.</p>

Our Priority – to provide value for money services

Aim	Activity number	Activity	RAG	Progress
Ensure the council has a balanced budget each year, making up the reduction in central government grant through savings and increased income.	18	<p>Retain budgetary discipline and income maximisation strategy including (2017/18 and 2018/19):</p> <ul style="list-style-type: none"> Budget challenge and vacancy control Focusing on maximising 		<p>The September Medium Term Financial Plan revision shows the Council's General Fund finances have slipped into a small deficit projection for 2018/19 of £168,000. The Housing Revenue Account is expected to balance.</p> <p>The General Fund position has worsened due to</p>

		<p>core income streams (leisure centres, venues and business units etc.)</p> <ul style="list-style-type: none"> • Careful investment in new projects and activities that generate a realistic/material return – using the business case approach • Exploration of external grant funding opportunities • Continuing the focus on operational service efficiencies • Reviewing cost/spend arrangements with service providers 		<p>higher wage costs and a fall in income in some areas. Action is being taken to address these over the next 6 months and bring the budget back to balance.</p> <p>On our capital programme the Saltergate car park is under construction, the Co-op building is undergoing its refurbishment with a new Premier Inn hotel opening in the new year and progress continues on Waterside, Northern Gateway etc.</p> <p>Like all Councils we continue to face escalating financial deficit challenges as government income from revenue support grant and new homes bonus falls to zero by 2020/21. We have to become completely self-sustaining, reliant entirely on the income we raise by this date. Our costs continue to increase including both pay and non-pay adding further budgetary pressures. We are committed to making IT and capital investments to generate income and efficiencies to counter-act this reduction in central support income.</p>
Develop a rolling five year plan for the use of our surplus land assets, investing in opportunities that will bring sustained revenue	19	Continue to work with Derbyshire partners on the 'One Public Estate' initiative including ensuring all asset information is available via the project database.		We continue to work in partnership with public sector colleagues across Derbyshire on the One Public Estate programme. All CBC asset information has been uploaded to the project database which will provide an easier and more effective way to identify potential asset

to the council to use for delivering services.				<p>duplication and opportunities.</p> <p>Chesterfield Borough Council is leading on a depot review for the North East of the county and has secured feasibility study funding for the project. The study will be completed in May 2019 leading to recommendations with a view to asset rationalisation and efficiencies which can then be considered by partner agencies.</p> <p>We are currently working with the project lead to secure further funding for the One Public Estate programme with a major funding bid being developed for December 2018.</p>
	20	Revise the Corporate Asset Management Strategy and complete a review of surplus asset disposal plans for 2017 - 2021.		The Asset Management Strategy is currently being developed for discussion at Asset Management Board and then for approval at Cabinet/ Council. Asset disposal plans are developed and monitored via the board.
	21	Develop detailed asset disposal plans for 2018/19 and complete an external review of disposal process.		Asset disposal plans are developed and challenged via the Asset Management Board with monitoring and regular review. A review of the success of 2018/19 activities will take place in Spring 2019.
	22	Review success of 2017/18 disposal plan and the 2018/19 plan.	✓	The review has taken place and findings discussed at the officer land disposals group. The findings showed that external factors were the most common cause for delays to major

			receipts due in 2017/18 which led to receipts falling in early 2018/19. Processes are being reviewed There are also improvements needed to the process for smaller sites where disproportionate work can take place.
	23	Look at how we can develop our land for housing or retail uses.	An independent report on potential housing delivery (funded through an LGA support programme) has now been received and recommendations will be made subject to these findings. These are expected to be presented to Finance and Performance Board in November. Residential and commercial opportunities have been identified as part of the work being done on the HS2 growth strategy. A number of potential commercial and industrial sites are also being reviewed since these are likely to be more resilient than retail opportunities in the future. A bid for developing new industrial units on CBC land has been submitted to the Derbyshire Business Rates Retention growth fund.
Take a more commercial approach where appropriate, including developing new services and selling existing services to new	24	Catering function to be launched in 2017 with estimated annual earnings of £75,000 and expanded through the area.	Our catering operation at Queen's Park Café continues to improve with further changes taking place with suppliers and menus. We have invested in an additional team leader role to drive the improved food offer, customer satisfaction levels and profitability.

customers.				<p>Similar improvements are also taking place at the Market Hall café and we are participating in more town centre events including the market festival and Christmas lights switch on.</p> <p>We continue to grow the brand through our social media platforms and participation at events such as the upcoming fireworks display at Stand Road.</p>
	25	Decide if we want to build houses and business premises that we sell or rent.		<p>Our new build scheme at Rufford Close is progressing well and due for completion in November. We have a pipeline of build projects scheduled with the next build commencing on site at Manor Drive in early 2019.</p> <p>Consultancy support (funded by DCLG) has been commissioned to review future delivery models and a report on options is being prepared.</p>
	26	Begin to offer our wide range of environmental services on a commercial basis.		<p>Environmental services continue to build up their commercial activities. In quarter two £47k of income has been generated via commercial activity including gardening, tree works, drainage and building cleaning.</p> <p>Plans are in place for the final six months of the year to more actively market out cleaning service for commercial waste containers, having taken delivery of new equipment in October.</p>

				We will also be offering a trade waste recycling services, initially concentrating in Chesterfield town centre.
Improve the technology that supports our service delivery and increase the skills and capacity of our staff to work in a more commercial manner.	27	Deliver commercial skills training to our staff so that they can provide excellent customer services while maximising income.	✓	Training had been carried out with key services including the venues staff, This has led to improved front of house customer service skills and given staff the tools and techniques to support increased income levels including upselling and cross selling.
	28	Help more of our customers to access Council services online safely and securely.		<p>As our online service delivery increases we are investing time in ensuring that our website is clear and accessible. During 2018/19 we have undertaken a review of accessibility on our websites which has identified further areas of improvement to ensure we continue to provide high quality online services. We also have an ongoing programme of information and data assurance to ensure our customers data is safe with us.</p> <p>Our customers can access help and support with accessing our services including online services at our customer services centre. During 2018/19 our staff have been particularly pro-active in supporting people with their online applications during the universal credit role out.</p>
	29	Implement 1 st phase and 2 nd phase of digital	✓	The ICT review has been completed and a digital improvement roadmap been developed.

		improvements, so that we can improve service availability, efficiency and quality through greater automation – 10 services online.		Improvements have been made to the CBC website so that it is easier for customers to find information and access services. We continue to expand the range of services available online examples include customer enquiries, Freedom of Information enquiries, some planning requests, reporting issues with waste and recycling, paying council tax or business rates, requesting housing repairs etc.
	30	Implement ICT technology that supports data sharing, standardises processes and improves automation and workflow so we can reduce processing times and errors.		<p>ICT improvement programme has been approved and delivery will commence during 2018/19. There will be a focus on:</p> <ul style="list-style-type: none"> • Increased resilience • Improved performance • Increased data security • Effective digital customer services provision <p>Recruitment is currently underway to boost the resource capacity and capability to deliver an approved business as usual service and the digital innovation and transformation programme.</p>
	31	Implement an Assisted Digital customer programme so that we can meet the needs of our service users.		This forms part of the ICT improvement programme detailed at 30.
	32	Achieve 3* SOCITM Better Connected rating for our website.		We continue to work hard to maintain our performance in this area. So far in 2018/19 we have maintained a rating of 3 or above.

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2018/19 Council Plan and core delivery indicators – Quarter 2

Indicator	2017/18 outturn	2018/19 target	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 outturn
% local labour clauses in eligible major developments	100%	100%	100%	100%		
% jobs secured by local people on developments with local labour clauses.	New for 2018/19	40%	42%	72%		
% young people not in education, employment or training	370	Reduction from baseline 475 (2015)	410	400		
Number of businesses in the Borough	3340	Increase	Data available for 2018/19 outturn			
% Town centre shops occupied	93%	Above 90%	92%	91%		
Market – average stall occupancy	37%	Maintain	44%	44%		
Net new dwellings completed	110	175 estimated	Data available for 2018/19 outturn			
Net new affordable homes completed	19	8	Data available for 2018/19 outturn			
% of major planning applications determined within 13 weeks	90%	Above 80%	100%	83%		
% of minor planning applications determined within 8 weeks	91%	Above 85%	92%	71%		

% of other planning applications determined within 8 weeks	92%	Above 85%	91%	92%		
Number of homeless preventions per annum	901	Over 500 per annum (125 per quarter)	148	78		
Number of homeless acceptances	23	Reduction	7	1		
Net promoter score – Winding Wheel	65%	Increase	Annual survey – data available for 2018/19 by Q3			
Net promoter score – Pomegranate Theatre	80%	Maintain	Annual survey – data available for 2018/19 by Q3			
Satisfaction levels for users of the Museum	New approach for 2018/19	N/A	Annual survey – data available for 2018/19 by Q2			
Satisfaction levels for users of the Visitor Information Centre	New approach for 2018/19	N/A	Annual survey – data available for 2018/19 by Q2			
Number of green flag awards for parks and open spaces	5	5	5	5		5
Number of complaints - green spaces	76	Reduction	23	14		
Number of complaints - streetscene	203	Reduction	90	54		
Participation in parks and open spaces events and activities (Number of people engaged in events and activities at CBC parks and open spaces)	69500	Increase	23950	35925		

Satisfaction with pest control service	100%	90%	91%	100%		
Satisfaction with noise control service	75%	75%	Annual survey – data available for 2018/19 outturn			
Average time to answer revenues, benefits and rents calls - seconds	56	Under 1 minute	50	59		
Average time to answer environmental services calls - seconds	41	Under 1 minute	29	44		
Average time to answer switchboard services calls - seconds	40	Under 1 minute	30	47		
Average time to answer housing repairs hotline calls - seconds	59	Under 1 minute	46	55		
Percentage of Corporate complaints dealt with within Corporate target	100%	100%	97%	95%		
Number of visitors to the Council's website	469340	535000 by end of 2018/19	Data available for the 2018/19 outturn			
Achieve at least SOCITM 3* rating for the website	3	3	3	3		
Increase number of followers on corporate Twitter account	7303	8000 by end of 2018/19 (approx. 174 per quarter)	7395	7501		
Increase number of followers on corporate Facebook account	7167	4500 by end of	7305	7704		

		2018/19				
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Agenda Item 5

Please follow the link below to view the latest Forward Plan:

<https://chesterfieldintranet.moderngov.co.uk/mgListPlanItems.aspx?PlanId=97&RP=134>

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ISCRUTINY 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 31	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	Implementation of Universal Credit	CCO 22.05.18 (Min. No. 6) Cabinet Member for Homes & Customers 16.07.18	Re. provision of computer terminal(s) and support for Universal Credit claimants in Staveley area. Cabinet Member's response noted by CCO – 17.07.18 (Min. No. 14) – computer terminals and support available at several locations within Staveley area – provision to be monitored.	6 monthly progress reports	Cabinet Member's response noted by CCO – 17.07.18	Monitor as part of ongoing review of implementation of Universal Credit.

OP7	Town Centre review	OPSF 13.03.18 Cabinet 24.04.18 (Min. No. 164)	Full Cabinet response received on 08.10.18 and circulated to the OPSF members.	6 monthly progress reports	Awaiting detailed response to recommendations from Cabinet	Progress update 20.11.18
Page 33 OP8	HS2	OPSF 11.09.18 Cabinet 23.10.18 (Min. No. 48)	Cabinet Response: <ol style="list-style-type: none"> 1. That the Cabinet thanks the Overview and Performance Scrutiny Forum for the first class work that has been taken forward in looking at how the Council is preparing for HS2 and, in particular, for the Forum's efforts in broadening and deepening the understanding of Council Members of the subject matter. 2. That Cabinet notes and endorses the recommendations of the Overview and Performance Scrutiny Forum. 3. That Cabinet endorses, in particular, the Forum's recommendation to establish a new Skills Scrutiny Project group and resolves to defer to the Overview and Performance Scrutiny Forum further consideration of the merit of establishing new Scrutiny Project Groups to look at particular 	6 monthly progress reports	Recommendations approved by Cabinet 23.10.18 Monitoring of the implementation of the recommendations due 19.03.18	Progress update 19.03.19

			<p>aspects of HS2 as part of the future work programming discussions.</p> <p>See SPG Report for recommendations.</p>			
<p><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).</i></p> <p><i>* Note recommendation wording may be abridged.</i></p>						

CHESTERFIELD BOROUGH COUNCIL

WORK PROGRAMME: OVERVIEW AND PERFORMANCE SCRUTINY FORUM for November 2018

	Scheduled Meeting Date(s):	Business Items :	Status :	Raised by:	Cabinet Member Responsibility
1	20.11.18	Council Plan and Corporate Performance	To receive progress on the Council Plan. Report last received 08.05.18.	<i>Scrutiny Work Programme Action Planning – February and March 2018</i>	<i>Deputy Leader</i>
2	20.11.18	Budget	Budget Monitoring Report for the first half of 2017/18 received on 28 November, 2017 along with the update medium term financial plan. Update received on 03.07.18	<i>Scrutiny Work Programme Action Planning – February and March 2018</i>	<i>Leader</i>
Items Pending Reschedule or Removal:					
Scrutiny Project Groups:					
	<i>Every meeting</i>	HS2	Arose during Scrutiny Work Programming for 2017/18, agreed to include on Work Programme at OPSF 9.5.17. PSR approved 27/06/17. OPSF considered and	<i>Scrutiny Work Programme Action Planning –</i>	<i>Economic Growth</i>

Work Programme as agreed by O&P 16.01.2018

CHESTERFIELD BOROUGH COUNCIL

	Scheduled Meeting Date(s):	Business Items :	Status :	Raised by:	Cabinet Member Responsibility
			approved recommendations on 11 September, 2018. Recommendations approved by Cabinet 23 October, 2018.	<i>March 2017</i>	
Corporate Working Groups:					
New Business Items Proposed:					

Note: Members may wish to agree items from the Forward Plan (FP) and Scrutiny Monitoring Schedule for the work programme. *[KEY to abbreviations: O&P = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. E&W = Enterprise and Wellbeing Scrutiny Committee. TBC = to be confirmed].*

OVERVIEW AND PERFORMANCE SCRUTINY FORUM**Tuesday, 11th September, 2018**

Present:-

Councillor P Innes (Chair)

Councillors Borrell
Caulfield
L CollinsCouncillors Flood
Perkins

Rachel Appleyard, Senior Democratic and Scrutiny Officer +
 Charlotte Kearsey, Democratic and Scrutiny Officer
 Rachel O'Neil, Customers, Commissioning and Change Manager ++

+ Attended for Minute No. 15

++ Attended for Minute No. 16

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

No declarations of interest were received.

14 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Barr, Callan, Dyke, Falconer and Sarvent.

15 CABINET MEMBER FOR GOVERNANCE - SCRUTINY

The Senior Democratic and Scrutiny Officer attended to provide a further report on the Communities and Local Government Select Committee (CLGC) report on the Effectiveness of Local Authority Overview Scrutiny Committees.

The Senior Democratic and Scrutiny Officer advised the Committee that guidance from the Government was due out at any time.

The Select Committee inquiry provided an opportunity to review the effectiveness of Overview and Scrutiny at Chesterfield Borough Council (CBC). In light of this the Senior Democratic and Scrutiny Officer provided

an example of a questionnaire that would be sent to every scrutiny member to obtain their feedback. The questionnaire would be emailed and posted out to members. It was hoped that the all responses to the questionnaire would be received by the end of October, 2018.

RESOLVED –

1. That the report be noted.
2. That the questionnaire results be brought to a future Overview and Performance Scrutiny Forum meeting by the Senior Democratic and Scrutiny Officer.

16 CABINET MEMBER FOR BUSINESS TRANSFORMATION AND CABINET MEMBER FOR ECONOMIC GROWTH - DIGITAL STRATEGY

The Assistant Director – Customers, Commissioning and Change attended to provide a progress update on the development of the Digital Strategy.

The strategic direction for the development of the ICT Improvement had been approved by Cabinet. The strategic direction aimed to:

- Continue development of digital council services;
- Implement platform infrastructure;
- Take a cloud first approach to hosting;
- Undertake replacement of the Council's core network;
- Undertake a programmed refresh of the Council's systems and ageing hardware;
- Implement improved productivity tools.

The Members were informed that the programme would provide a number of benefits which included an increased resilience, improved performance, increased data security and effective digital customer services provision.

Negotiations had been completed with Arvato to return ICT and some HR services in house, with no additional budget requirement to do so. The transfer date for the service transition had been scheduled for 18 October, 2018 and the deed of variation for each service had been completed.

A transition plan had been developed and was being implemented. An interim transition manager had been recruited for six months to support the work.

The affected staff within the ICT and HR service areas would TUPE transfer on their Arvato terms and conditions. Trade Union briefings and initial staff engagements had taken place.

Members enquired whether there would be a smooth transfer of services and were advised that a smooth and quick transfer would depend on the information received from Avarto. Members also enquired whether salaries been budgeted for in the improvement plan and were advised that they had been.

The Chair thanked the Assistant Director for providing the update and for carrying out the work required to bring the services in house.

RESOLVED –

1. That the update be noted.
2. That an update on the Digital Strategy be brought to the Overview and Performance Scrutiny Forum on 19 March, 2019.

17 FORWARD PLAN

The Forward Plan was considered.

RESOLVED –

That the Forward Plan be noted.

18 SCRUTINY MONITORING

The Scrutiny Monitoring Schedule was considered.

RESOVLED –

That the Scrutiny Monitoring Schedule be approved.

19 **SCRUTINY PROJECT GROUP PROGRESS UPDATES**

HS2 Scrutiny Project Group

Lead Member of the project, Councillor Flood, presented the report of the scrutiny project group and asked Member to approve the recommendations and delegate authority to amend the wording of a recommendation to include reference to Local Enterprise Partnerships.

The scope for the project was approved by the OPSF on 27 June, 2017. The scope set out the aims of the project group which were to ensure the Council worked in partnership with others to ensure a joined up cohesive approach to future changes and to contribute to a shared vision for the opportunities that the HS2 development would bring to the borough and the wider area.

RESOLVED –

1. That the recommendations of the Scrutiny Project Group's review of HS2, as detailed below, be approved to be recommended to Cabinet:
 - i. That a Skills Scrutiny Project Group be established.
 - ii. That the Skills Scrutiny Project Group examine how schools are proposing to work in partnership with the National Rail College and other education providers to better equip pupils to enter the work place.
 - iii. That the Enterprise and Wellbeing Scrutiny Committee obtain a report from the Skills Scrutiny Project Group regarding the impact of mental health issues affecting the employability of 18-24 year olds.
 - iv. That the number and impact of Local labour Agreements in maximising opportunities for growth of jobs connected with HS2 be monitored.

- v. That the Skills Scrutiny Project Group encourage the East Midlands Councils to lobby HS2 Ltd to include specific recommendations for the employment of Ex-Armed Forces personnel with relevant skills in their Local Labour Agreements.
- vi. That a report be brought to Overview and Performance Scrutiny Forum before and after the Hybrid Bill has passed and the report will include detail on delivery bodies and infrastructure plans.
- vii. That a report be brought to Overview and Performance Scrutiny Forum after the Hybrid Bill has passed to address how evolving effects on properties will be monitored and include plans for dealing the negative impacts of construction work on the Infrastructure Maintenance Depot spur, including traffic management.
- viii. That an annual report be brought to the Overview and Performance Scrutiny Forum about the progress of the cohesive approach between the Council and partners.
- ix. That coordinated and overarching Public Relations be put in place to minimise the negative impacts of HS2 and to ensure that residents are kept fully informed about the mitigating process taking place.
- x. That the way social media and digital innovation is used to improve communications and reinforce the positive impacts of HS2 be monitored.
- xi. That a report be brought to the Enterprise and Wellbeing Scrutiny Committee on the plans and progress of the construction phase and remediation of the Infrastructure Maintenance Depot site to ensure scrutiny monitoring of the process.
- xii. That the HS2 Scrutiny Project Group support the development of a Visitor Economy Strategy.

- xiii. That continuing Cabinet Member and Officer support for any future adhoc Scrutiny input relating to HS2 be provided.
- xiv. That further consideration be given to the need to have new HS2 specific Scrutiny Project Groups after the Hybrid Bill and following further work up to 2022. It is considered essential that future reports on transport and highways, Local Enterprise Partnerships, housing, health and wellbeing and the Local Plan include HS2 as an integral part of all considerations.

20 WORK PROGRAMME FOR THE OVERVIEW AND PERFORMANCE SCRUTINY FORUM

The Work Programme for the Overview and Performance Scrutiny Forum was considered. The Chair noted that there were no changes to the Work Programme.

RESOLVED –

That the Work Programme be approved.

21 JOINT OVERVIEW AND SCRUTINY

The Joint Chairs had attended a meeting of the Sheffield City Region Scrutiny Board to meet the new Mayor and a new Chair of the Board had been appointed.

22 OVERVIEW AND SCRUTINY DEVELOPMENTS

There were no updates.

23 MINUTES

The Minutes of the Overview and Performance Scrutiny Forum held on 3 July, 2018 were presented.

RESOLVED –

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

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