



Please ask for Amanda Clayton
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The Chair and Members of Enterprise
and Wellbeing Scrutiny Committee

27 November 2019

Dear Councillor,

Please attend a meeting of the ENTERPRISE AND WELLBEING SCRUTINY COMMITTEE to be held on THURSDAY, 5 DECEMBER 2019 at 5.00 pm in Committee Room 3, Town Hall, Rose Hill, 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. Cabinet Member for Housing - Allocations Policy (Pages 3 - 8)

5.00pm
4. Cabinet Member for Business Transformation and Customers - Commercial Services (Pages 9 - 20)

5.30pm
5. Scrutiny Monitoring (Pages 21 - 28)

6.00pm

6. Forward Plan

6.10pm

<https://chesterfield.moderngov.co.uk/mgListPlanItems.aspx?PlanId=108&RP=134>

7. Work Programme for the Enterprise and Wellbeing Scrutiny Committee
(Pages 29 - 32)

6.20pm

8. Minutes (Pages 33 - 38)

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

For publication

Allocations Policy and IT System update

Meeting: Enterprise and Wellbeing Scrutiny Committee

Date: 5th December 2019

Cabinet portfolio: Councillor Chris Ludlow

Report by: Assistant Director for Housing

For publication

| | |
|---|---|
| Purpose of reviewing the topic | <ul style="list-style-type: none">• To oversee the implementation of the Council's new Allocation Policy and IT system for managing the Housing Register. |
| What are the objectives of the review? | <ul style="list-style-type: none">• To review the impact of the new Home Options Allocations Policy.• To review and consider the proposed improvements made by using a new IT system• To consider the customer experience of the bidding and lettings process |
| Progress to date | <ul style="list-style-type: none">• New item on the work programme |

1.0 **Background**

1.1 In 2018 the council conducted a full review of the Allocations Policy and the IT system used to deliver the choice-based lettings system for allocating properties.

1.2 The review resulted in the identification of a number of operational issues with the existing policy including:

- 12-month residency requirement
- Pre-allocation risk assessment

- Existing tenant transfers
- Points-based system of awarding priority
- Property size eligibility (number of bedrooms)
- Property size eligibility (number of bedrooms) during pregnancy
- Equity
- Adaptations

1.3 Each of the above listed issues were found to be excessively restrictive in terms of enabling allocation of accommodation to those most in need and by preventing the council from having a full and active housing register.

1.4 The Home Options Policy was approved on the basis that it would attract the following benefits:

- An on-line rehousing application
- Introduction of a simplified priority band system
- Ability to assess medical need using category groups
- Revision of residency requirement criteria
- Acceptance of out of borough applicants on to the housing register
- Introduction of an equity assessment
- Introduction of a time restriction on reapplying to the housing register after being rehoused
- Revision of property size (number of bedrooms) eligibility criteria.
- Introduction of a pre-allocation financial assessment of affordability.
- Revision of housing register exclusion times and financial levels.
- Alignment of the Allocations Policy with the Adaptations Policy 2017.

1.5 The IT system that the council used to manage the housing register and deliver the choice based letting service was out of date and no longer fit for purpose. In

addition to this the system could not be updated with the current supplier due a number of previously issued upgrades that had not been implemented by the council.

- 1.6 The procurement and acquisition of a new system, Locata, was approved. The benefits of the Locata system include:
 - Online application process
 - Continuous updates to ensure information held is up to date and accurate
 - Cloud based storage
 - Instant shortlisting of successful applicants
 - Email notifications for customers
 - Mobile device responsive to enable easy bidding
- 1.7 It was felt that both the policy and the out of date IT system were no longer fit for purpose and were providing for a very poor customer experience when applying for and bidding on council properties.
- 1.8 On the 17th July 2018 a report was presented to Cabinet seeking permission to consult upon a new Allocations Policy and IT system for managing the housing list.
- 1.9 Cabinet approved the recommendation resulting in a 6 week consultation programme with members, existing applicants, council tenants and key stakeholders.
- 1.10 A further report was presented to Cabinet on 23rd October 2018 presenting the feedback from the consultation process and recommending the approval to implement the new Allocations Policy and IT system.
- 1.11 Cabinet approved the recommendations and a final paper was presented to full council on 12th December 2018. Council approved the following recommendations on that date:

- That members note the feedback from consultation and approve implementation of the Home Options Policy, incorporating local differences for Chesterfield.
- That Cabinet recommend to full council the adoption of the new Home Options Policy.
- To rescind the Local Lettings Plan approved in June 2017.
- That any minor operational amendments to the Home Options Policy be approved by the Cabinet member for Homes and Customers and the Assistant Director for Housing

1.12 The implementation of the new allocations policy included the council joining the Derbyshire Home Options Partnership consisting of five other local authorities in Derbyshire.

2.0 **Current position and key milestones**

2.1 Since the approval by full council in December 2018 officers have been liaising with the service providers for the new IT system, Locata over the developments and specification to enable them to deliver the requirements of the new allocations policy.

2.2 The original aim was for both the system and policy to be implemented between May 2019 and June 2019.

2.3 Due to staffing resource issues within the legal team at Derbyshire Dales District Council, who are the lead authority for the Derbyshire Home Options Partnership, there has been considerable delay in formalising the legal documentation partnership agreement to a position where all 6 partners are able to sign.

2.4 This issue was raised with senior management within Derbyshire Dales District Council without success.

- 2.5 In order to overcome any additional delays and disruption to service an agreement was reached where the council have implemented temporary interim agreements to ensure that all legal requirements relating to GDPR are met.
- 2.6 This has enabled the council to “go live” with the new allocations policy and choice-based lettings system from 19th November 2019.
- 2.7 At the time of writing the number of applications on the new system is 1168 but this is increasing each day following the previous allocations system no longer being available.
- 2.8 A communications plan including briefing notes for staff and councillors is being developed together with additional support and information for applicants.
- 3.0 **Barriers/obstacles**
- 3.1 There have been very few issues or concerns raised by customers so far. Staff have been trained on the new system and specifically how to support customers who are not confident to process their application online themselves.
- 3.2 The main outstanding issue is that of the legal documentation which remains with the legal team in Derbyshire Dales District Council to review.
- 3.3 Every effort is being made to reach a solution to this issue as soon as possible.
- 4.0 **Conclusion**

- 4.1 There have been a number of lessons learned over the implementation process however the only remaining barrier as mentioned above is one that is not within our control.
- 4.2 The decision to find a solution to this issue and to proceed with implementation was a positive decision made in order to ensure a continuity of service and a better customer experience when searching and applying for a council property.
- 5.0 **Suggested scrutiny activity**
- 5.1 Report back in 6 and 12 months with further data and evidence to enable a more in-depth review of the impacts of the policy and IT system.

Document information

| Report author | Contact number/email |
|---|---|
| Carl Griffiths Housing Options Manager | 01246 345117 Carl.griffiths@chesterfield.gov .uk |
| Background documents | |
| None | |
| <i>This must be made available to the public for up to 4 years.</i> | |
| Appendices to the report | |
| Appendix A | |

For publication

Commercial Services

Meeting: Enterprise and Wellbeing Scrutiny Committee

Date: 5th December 2019

Cabinet portfolio: Councillor

Report by: Responsive Repairs Manager

For publication

| | |
|---|---|
| Purpose of reviewing the topic | <ul style="list-style-type: none">• To evaluate the commercial services provided by the council |
| What are the objectives of the review? | <ul style="list-style-type: none">• To establish what services the council can currently provide commercially• To examine how these services are marketed to the general public• To review the number of commercial jobs undertaken annually and the number of enquiries that are received• To consider the customer satisfaction levels (e.g. initial response times, lead time for work, standard of work, complaint handling) |
| Progress to date | <ul style="list-style-type: none">• New item on the work programme |

1.0 **Background**

- 1.1 Operational Services completed the first 'Commercial' project in August 2016 where we carried out a re-roof.

At this time there were limited publicity to the general public promoting the service and work was slow to come in. Predominantly the work we were getting were the 'smaller jobs'.

We sold and still sell our business on **'You can't put a price on peace of mind'**. A quality and reliable service carried out by an established local organisation.

The service was and still is managed by one Senior Technical Officer and the work completed by an established workforce picking the additional work up alongside there day to day housing repairs.

In March 2017 a leaflet was produced and placed in the information with the Council tax. Immediately the enquires trebled. We were unable to cope with demand of the enquires and potentially lost some opportunities.

We enrolled with Trusted Trader and have received a few enquiries through this scheme

In the first full year of trading 2017/2018

Income target for £150,000

Amount of quotations carried out 279

Amount of quotations won 125

Percentage won 44.8%

Amount of income realised £95,000

Second full year of trading 2018/2019

Income target for £180'000

Amount of quotations carried out 331

Amount of quotations won 296

Percentage won 89.4%

Amount of income realised £137'431.00

We cover all trade areas and completed in the first 12 months the following works as an example:

- Re-roofs
- Market Hall Café refurbishment
- Ashgate Croft School Toilet and kitchen refurbishments
- Stop tap Installations
- Cooker installations (new tenants –opportunity and regular income and peace of mind it's been installed safely)
- Doors and Windows
- Boiler Servicing
- Complete Heating systems
- Wet/bath room refurbs.
- Gardening/Landscaping (Use of Environmental Services)

2.0 **Current position and key milestones**

- 2.1 The typical work areas have not changed since 2016 and the listed items above remain the key areas of enquires however the service is growing in a controlled manner without overcommitting resources and impacting on the day to day delivery of the Housing Repairs service.

A sales leaflet was re-produced and delivered in the Council Tax information in March 2019 but the same impact was not seen and in March 2017.

Our current lead time from receiving an enquiry is 1 to 2 weeks but this depends on the workload at the time.

Some enquires are responded to and the work completed within 5 days.

At the end of October 2019 we had received/responded to 395 enquires to a value of £299'000.00. We were successful in winning 242 to a value of £106'000.00.

Our largest project to date is a small ground floor extension which started November 2019 at a value of £25'000.00. All works to be completed with the OSD workforce.

The work is predominantly for the private home owner but also worked for Council tenants who want to carry out their own home improvements with our permission.

Work has also been carried out to Private commercial businesses and charity based organisations has seen repeat business from the initial enquiry.

- Chesterfield Football club – Servicing and maintenance of Air Conditioning units, Legionella checks, plumbing and heating services.
- Ashgate Croft School - – Servicing and maintenance of Air Conditioning units, Legionella checks, plumbing and heating services.

Enquires have also been made and work completed to other Council services (Leisure Services, Bereavement Services) where this work would have previously been carried out by external contractors.

We have recently started working with our Private sector housing team and provided valuable support and services in this area. This work has historically been sublet to private contractors.

Customer Satisfaction forms are sent out on completion of the works and at the stage the final Invoice is produced and sent out to the customer. This was a recommendation from the Internal Audit.

On the return of the form the information is extracted and entered on to a spreadsheet.

Customer liaison is carried out by the Senior Technical Officer managing the work stream and deals with any queries or complaints we receive. Continuity is an important factor to us in ensuring the customer is dealing with one individual throughout the work.

Complaints are managed through the Councils Complaints, Comments and Compliments procedure for consistency.

Each job over £250.00 requires a 25% payment from the customer in advance. This is to assist in procurement of materials and any costs incurred prior to commencement of the work.

Less than £250.00 no deposit is taken due to the cost in admin of producing the invoice.

3.0 Barriers/obstacles

An obstacle has been and will be our pricing structure and a barrier in being competitive. In some cases we are competing against 'one man and his van' which is not achievable when considering our overheads and the ensuring we carry out the work complying fully with Health and Safety and trained employees.

We seek to purchase materials at a competitive rate though procurement processes. Our labour rate is the challenge and an obstacle in potentially winning more potential opportunities.

Limited resources to respond to an enquiry and deliver the service within a 'reasonable and acceptable timescale for the customer

Customer expectations and ensuring the income is received on completion of the works. Risk of not being paid for the works.

Ability to know whether a job has been profitable or not. Not having the technology to provide this critical information is a barrier to knowing whether it should be a service we continue to offer and provide.

4.0 Future plans

It is envisaged that the service will grow and continue to achieve additional income for CBC.

A robust and reliable competitive pricing structure to be achieved with the ability though technology to provide a profit and loss position for each job completed.

We see an opportunity to provide a 'full package' for larger projects (Extensions etc.) where we become a reliable 'One stop shop' that provides the service from start to finish utilising our skills but also the skill from other council departments working in partnership (Design and Planning, Building Control services)

5.0 Conclusion

An audit report in April 2019 gave the service a 'Reasonable' level of assurance. (Appendix 1&2)

There's a base to build on to deliver more of the same or expand to deliver larger projects. To expand will require additional resource to deliver the service.

There are challenges in competing in the private sector against smaller businesses when the 'cost' wins the work. This is not our strength.

Current arrangement does not impact on the day to day housing repairs.

6.0 Suggested scrutiny activity

6.1 *Identify areas for further scrutiny involvement (D&S Officer can advise).*

Document information

| Report author | Contact number/email |
|--|---|
| Dave Poole | dave.poole@chesterfield.gov.uk |
| Background documents | |
| These are unpublished works which have been relied on to a material extent when the report was prepared. | |
| <i>This must be made available to the public for up to 4 years.</i> | |
| Appendices to the report | |
| Appendix A | <i>Commercial Audit Report April 2019</i> |
| Appendix B | <i>Commercial Audit Report April 2019 – Progress report August 2019</i> |

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Internal Audit Report – Implementation Schedule

| | | | |
|----------------------|------------------|------------------------------|-----------------------------|
| Report Title: | Commercial Works | Report Date: | 5 th April 2019 |
| | | Response Due By Date: | 29 th April 2019 |

| | Recommendations | Priority (High, Medium , Low) | Agreed | To be Implemented By: | | Comments | Progress as at August 2019 |
|-----------|---|--|--------|-----------------------|------------|--|--|
| | | | | Officer | Date | | |
| R1 | It is essential that all income is banked promptly and that the Support Services Officer is made aware of income received in her absence to ensure income is fully accounted for with banking receipts being attached to the general receipt book | L | Yes | SH | April 2019 | This will be incorporated into cash collection processes carried out by Commercial Services. | Any payments taken by Environmental Services (ES) are logged (banking receipts completed) by the ES admin and past to OSD divisional secretary to put in the safe until such time the transfer to Revenues all takes places with all other income from OSD and ES. |
| R2 | It would be prudent to introduce periodic management checks to confirm accuracy of amounts banked | L | Yes | JC | April 2019 | | |
| R6 | It would be practical for a central record of quotes etc. for commercial work to be maintained to determine success quote ratio/profitability etc. and update of the | L | Yes | DP/SH | May 2019 | The existing spreadsheet will be amended to add this requirement on. | This recommendation has been actioned and all departments enter quotes on the |

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| Recommendations | | Priority (High, Medium , Low) | Agreed | To be Implemented By: | | Comments | Progress as at August 2019 |
|-----------------|--|--|--------|-----------------------|-----------|-----------------------------------|---|
| | | | | Officer | Date | | |
| | monitoring spread sheet | | | | | | central Commercial Spreadsheet managed by Dave Passell. The ratio of win loss can be calculated from data within the spreadsheet. Probability can be achieved by running a Job Costing report in Coins. |
| R7 | It may be beneficial to collate information from customer satisfaction surveys, particularly as high satisfaction rates would reflect well and could be utilised within any marketing strategy utilised. | L | Yes | DP | June 2019 | This process will be carried out. | New spreadsheet created to record Customer Satisfaction forms sent and received back recording results. Maintained by Admin team. |

| Recommendations | | Priority (High, Medium, Low) | Agreed | To be Implemented By: | | Disagreed | Comments | Progress as at August 2019 |
|-----------------|--|---------------------------------------|--------|-----------------------|------------|-----------|--|---|
| | | | | Officer | Date | | | |
| R11 | It may be prudent to introduce a secondary check in instances where the customer revises original job details e.g. | L | Yes | DP | April 2019 | | DP to check and discuss 'larger Value' works with Commercial Tech Officer. | Dave Passell confirmed that financial amendments to Commercial Works are emailed to Admin |

| Recommendations | Priority (High, Medium, Low) | Agreed | To be Implemented By: | | Disagr eed | Comments | Progress as at August 2019 |
|--|---------------------------------------|------------|--------------------------|-------------------|---------------|--|--|
| | | | Officer | Date | | | |
| Additional works, as audit testing identified two instances where losses were incurred primarily due to errors on revision to jobs | | | | | | Suggested trigger value £3000.00 | team and customer with copies saved within job folder in Commercial Works for a full audit trail. Commercial Spreadsheet updated with relevant revised costs/changes. |
| R12 The process to fully close jobs on the COINS system should be reviewed to ensure jobs are closed promptly. | L | Yes | DP | April 2019 | | | Dave Passell ensures the Admin team on completion of job that the Coins orders are completed and closed. |
| R13 The Staveley Town Council recharge spread sheet should be reviewed with overwritten cells remedied appropriately | L | Yes | DP | May 2019 | | SH to discuss with greenspaces officers and ensure this is corrected. | Confirmed that the spreadsheet has been amended and the monthly spreadsheet is active and updated. |

Please tick the appropriate response (✓) and give comments for all recommendations not agreed.

| | | | |
|-------------------------|--|-------|--|
| Signed Head of Service: | | Date: | |
|-------------------------|--|-------|--|

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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) |
|---------------------|--|---|--|-----------------------------|---|--|
| CCO1 Page 21 | 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) |
|--------|--|---|---|-----------------------------|--|--|
| 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. Report considered by CCO – 27.11.18. | Monitor as part of ongoing review of implementation of Universal Credit. |
| CCO5 | Community Rooms | CCO 26.09.19 (Min. No. 17) Cabinet 22.10.19 (Min. No. 54) | Community Rooms SPG report approved by CCO 26.09.19. Cabinet Response: 1. That the Cabinet Member for Housing initiates conversations with the Chesterfield Care Group regarding the hiring of community rooms. 2. That the Cabinet: a. Supports the refurbishment and retention of Bonsall Court as a community room. b. Notes and endorses the arrangements to lease Burns | March 2020 | | |

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| 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) |
|---------|--|---|---|-----------------------------|-----------------------------|--|
| Page 23 | | | <p>Close to the Umbrellas Cosy Group on a five year lease.</p> <p>c. Agree that alternative uses be explored for Monkwood Road in line with the Council's health and wellbeing priorities.</p> <p>3. That the website be updated and amended to include a central location for finding room hire information for all venues across the Council including the community rooms.</p> <p>4. That a dedicated phone line for community room enquiries be established within the Careline and Support Service with a voicemail facility.</p> <p>5. That the call centre staff be provided with up to date information on the hire of community rooms.</p> <p>6. That the promotion of community rooms on the Council's website be</p> | | | |

| 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) |
|--------|--|---|--|-----------------------------|-----------------------------|---|
| | | | <p>improved, making the rooms more obvious to potential hirers.</p> <p>7. That a new leaflet be produced that includes details of all the community rooms.</p> <p>8. That a promotional drive take place to coincide with the completion of the work to the sheltered schemes.</p> <p>9. That a booklet be produced that incorporates terms and conditions for the community rooms along with how to use the facilities in the rooms.</p> <p>10. That the door entry systems that have been installed at Wimborne Crescent and Winster Court be kept under review to understand if this is the most effective way for hirers to gain access.</p> | | | |

| 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) |
|--------------------|--|--|--|--|-----------------------------|--|
| EW6 Page 25 | Skills | EW 05.02.19 (Min. No 48) Cabinet 26.02.19 (Min. No 110) | Skills SPG report approved by Enterprise and Wellbeing 05.02.19 Cabinet Response: <ol style="list-style-type: none"> 1. That the Cabinet thanks the Enterprise and Wellbeing Scrutiny Committee for the report which highlights an important area of work for the Council and reflects our commitment to driving skills development in the Borough through our support of the Skills Action Plan and continued engagement with key partners and stakeholders. 2. That the Cabinet notes and endorses the recommendations, and acknowledges that the recommendations can be accommodated within the normal work programme and through partners. 3. That the decision to co-fund the Enterprise Co-ordinator post be deferred for consideration as a | Monitoring Action is being developed in consultation with senior officers to identify target dates for completion. | | Monitor progress – December 2019 |

| 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) |
|----------------|--|---|---|-----------------------------|-----------------------------|--|
| | | | <p>growth request as part of the budget setting process for 2020/21. The Cabinet recognises the positive impact of the Enterprise Co-ordinator for Chesterfield and that this is currently co-funded for 2 years until 2019/20.</p> <p>See SPG Report for recommendations.</p> | | | |
| EW7 Page 26 | Future Use of the Former QPSC Site | <p>EW 3.10.19 (Min. No. 20)</p> <p>Cabinet 22.10.19 (Min. No. 53)</p> | <p>SPG report approved by EW 3.10.19.</p> <p>Cabinet Response:</p> <ol style="list-style-type: none"> 1. That the use of the new sports pitch be monitored through the Council's normal management processes against the objective of balancing the need to achieve a commercial return and provide opportunities for community and health and wellbeing development. 2. That the marketing approach and pricing structure for the sports pitch be reviewed as necessary as part of the Council's overall marketing and | April 2020 | | |

| 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) |
|----------------|--|--|--|---|---|---|
| | | | pricing of its sports and leisure services. | | | |
| OP8 Page 27 | HS2 | OPSF 11.09.18 Cabinet 23.10.18 (Min. No. 48) | Cabinet Response: 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 | Following Parliament's consideration of the Hybrid Bill | Recommendations approved by Cabinet 23.10.18 Monitoring update considered by OPSF - 19.03.19 | Monitor after Hybrid Bill has been taken to Parliament. |

| 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) |
|--|--|---|---|-----------------------------|-----------------------------|--|
| | | | <p>establishing new Scrutiny Project Groups to look at particular aspects of HS2 as part of the future work programming discussions.</p> <p>See SPG Report for recommendations.</p> | | | |
| <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> | | | | | | |

WORK PROGRAMME: ENTERPRISE AND WELLBEING SCRUTINY COMMITTEE ON 4 DECEMBER 2018

| | Scrutiny Committee Date: | Business Item : | Status : | Raised by : | Cabinet Member Responsibility |
|---|---------------------------------|--------------------------|---|---|--------------------------------------|
| 1 | 04.12.18 | Homelessness | The Homelessness Reduction Act (2017) came into effect in April 2018. It was recommended that the Committee receive an update approximately 6 months following this, to measure the impact of the new legislation, and receive an update on how the Council's housing service is continuing to tackle homelessness. | <i>Scrutiny Work Programme Action Planning – March 2018</i> | <i>Homes and Customers</i> |
| 2 | 05.02.19 | Recycling/Climate Change | This provides members with an opportunity to receive an update on the Council's performance against waste and recycling targets, and on the new waste management contract that was approved during 2017/18. | Scrutiny Work Programme Action Planning – March 2018 | Health and Wellbeing |
| <i>Scrutiny Project Groups (SPG) :</i> | | | | | |
| 3 | Every meeting | Play Strategy | Member Consultation took place in early 2018. Public Consultation planned to take place during May 2018. John Ramsey attended 25.09.2018 to give an update. | <i>Scrutiny Work Programme Action Planning – April 2016</i> | <i>Homes and Customers</i> |

| | Scrutiny Committee Date: | Business Item : | Status : | Raised by : | Cabinet Member Responsibility |
|---|---------------------------------|---|---|---|---|
| 4 | Every meeting | Leisure, Sport & Cultural Activities | Nearing completion pending receipt of final contractor documentation. Awaiting update on final pieces of work to be completed on new QPSC. | <i>Enterprise and Wellbeing Scrutiny Committee</i> | <i>Homes and Customers</i> |
| 5 | Every meeting | Development of the site of the old Queen's Park Sports Centre | The report was presented to Cabinet on 5 December, 2017. Planning application has been approved, work due to commence November/December 2018. | <i>Scrutiny Work Programme Action Planning – March 2017</i> | <i>Health and Wellbeing/ Town Centres and Visitor Economy</i> |
| 6 | Every meeting | Skills | Project start report approved 25.9.18. | <i>Scrutiny Work Programme Action Planning – March 2018</i> | <i>Economic Growth</i> |
| Corporate Working Groups: | | | | | |
| 7 | Every meeting | Housing Revenue Account Business Plan Steering Group | Progress update received from Councillor Perkins on 17.04.18. | <i>Scrutiny Work Programme Action Planning – April 2016</i> | <i>Homes and Customers</i> |
| Items Pending Reschedule or Removal: | | | | | |
| 8 | 24.07.18 | Housing Supply and Impact of New | A report submitted to Cabinet on 20 February, 2018 stated that increased | <i>Scrutiny Work Programme</i> | <i>Homes and Customers</i> |

| | Scrutiny Committee Date: | Business Item : | Status : | Raised by : | Cabinet Member Responsibility |
|--|--------------------------|---------------------------|---|--|-------------------------------|
| | | Housing | provision had been made within the Housing Capital Fund to allow for the development of 100 housing units in the Chesterfield borough over a five year period. It is important that the impacts of this significant increase in housing on local infrastructure, schools and services are considered and monitored closely. | <i>Action Planning – March 2018</i> | |
| 9 | 25.09.18 | Allocations Policy | The Council's current Allocations and Transfer Policy was last reviewed in 2015, with changes being implemented in 2016. It is planned for a revised Allocations Policy is be developed and implemented in October 2018. | Scrutiny Work Programme Action Planning – March 2018 | Homes and Customers |
| 10 | 25.09.18 | Careline Response Service | Item on the Forward Plan regarding the review of staffing of the Careline service due to be received by Cabinet in September/October. | E&WSC | Homes and Customers |
| <i>New Business Items Proposed:</i> | | | | | |
| | | | | | |

Note: Items for monitoring (from scrutiny reviews and/or recommendations) are not included above but are listed in the Scrutiny Monitoring Form a separate item on the agenda. Items from the Forward Plan and Scrutiny Monitoring Form can be included in 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. KD = Forward Plan Key Decision].*

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ENTERPRISE AND WELLBEING SCRUTINY COMMITTEE

Thursday, 3rd October, 2019

Present:-

Councillor Catt (Chair)

| | |
|--|--|
| Councillors Caulfield D Collins Dyke Bagshaw | Councillors Coy Hollingworth Snowdon Simmons +++++ |
|--|--|

Martyn Hudson, Careline and Support Service Manager +
 Liz Cook, Assistant Director for Housing ++
 James Crouch, Housing Strategy and Enabling Manager +++
 Craig Alletson, Senior Architectural Assistant +++
 Carl Griffiths, Housing Options Manager ++++
 Ian Waller, Assistant Director for Health & Wellbeing +++++
 Brian Offiler, Democratic and Scrutiny Officer +++++

+ Attended for Minute No. 15
 ++ Attended for Minute No. 15, No. 17 and No. 18
 +++ Attended for Minute No. 17
 ++++ Attended for Minute No. 18
 +++++ Attended for Minute No. 20

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

Councillor Coy declared a non-pecuniary interest in agenda item 7 as she is a trustee of Pathways.

14 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Ludlow.

15 CABINET MEMBER FOR HOUSING - CARELINE FUNDING REVIEW

The Careline and Support Service Manager presented a report to the committee, giving an update on Derbyshire County Council's (DCC)

review of its eligibility criteria for funding people receiving a community alarm/telecare service.

The committee heard that DCC held a consultation earlier this year and had decided in June to implement their new policy from 1 November 2019. The new policy had eligibility criteria focussed on supporting adults with an eligible health and social care need as defined by the Care Act 2014.

It was noted that existing users would continue to receive funding if they remained in their current property or if they had to temporarily move to another property and this would equate to over 900 clients in Chesterfield. In the future, all residents would be assessed by DCC and the Careline service had requested more information on the exact criteria.

An evaluation of the impact that these changes will be carried out, including a risk assessment in the event that the funding is no longer available. Officers had started to gather information and case studies to demonstrate the role that the Careline service plays in the wider context of the health system within the county.

It was noted that DCC was carrying out a full review of its activities and funding for community alarms/telecare services, and expects to introduce any changes from 1st April 2021. A draft paper on this was expected in spring 2020.

RESOLVED –

1. That the report be noted.
2. That the Careline and Support Service Manager give a further update to the committee in 2020 when the draft review paper is available.

16 LOCAL GOVERNMENT ACT - EXCLUSION OF THE PUBLIC

RESOLVED –

That under Section 100(A)(4) of the Local Government Act, 1972, the public be excluded from the meeting of the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act.

17 CABINET MEMBER FOR HOUSING - NEW COUNCIL HOMES

The Housing Strategy and Enabling Manager presented a report to the committee which set out how the council identifies land to develop for housing and also factors impacting on the sustainability of new council homes.

A discussion took place around the pros and cons of modular construction methods versus traditional builds. The committee heard that a number of factors were considered when choosing construction methods; such as the number of properties being built, the time constraints for building and the time constraints for funding.

The Assistant Director for Housing assured the committee that modular builds would be considered at every opportunity, although there is a shortage of developers with this area of expertise. There was an awareness that modular builds can have a lower carbon footprint which fits with the council's aspirations to become carbon neutral. Further research would be necessary to look at the longevity of modular builds and assess different suppliers.

RESOLVED –

1. That the report be noted.
2. That a visit be arranged to the Heaton Court site to view the modular build houses once they were nearing completion

18 CABINET MEMBER FOR HOUSING - HOMELESSNESS

The Housing Options Manager presented a report to the committee giving a summary of the night shelter project following receipt of the final exit report from the Derby City Mission.

It was noted that the financial contribution made by the council to the night shelter project was £15,000 and the night shelter in turn contributed to our statutory duties under the Homelessness Reduction Act 2017 and the Rough Sleeper Strategy 2018. 40 people were able to access accommodation as a result of the help they received at the night shelter.

One of the key recommendations made for the night shelter for winter 2019/2020 was to increase the hours of the co-ordinator employed there. This had already been agreed at the time of the committee meeting. A key focus would be to increase the number of people going on to access

alternative accommodation and to work more closely with health providers to signpost users to other services.

Funding for the night shelter beyond 2019/2020 is not guaranteed as no grants had been agreed. It was proposed that the committee make a recommendation to Cabinet that the Council continue to work with the Derby City Mission and support the night shelter in securing funding for the foreseeable future.

RESOLVED –

1. That the report be noted.
2. That a recommendation be made to Cabinet that the Council continue to work with the Derby City Mission and support the night shelter in securing funding for the foreseeable future.

19 LOCAL GOVERNMENT ACT - RE-ADMISSION OF THE PUBLIC

RESOLVED –

That, after consideration of an item containing exempt information, the public be re-admitted to the meeting.

20 SCRUTINY PROJECT GROUP REPORT ON THE FUTURE OF THE OLD QUEEN'S PARK SPORTS CENTRE

The Chair of the Scrutiny Project Group presented a report on the Future Use of the Former Queen's Park Sports Centre Site. Three key aspects were highlighted to the committee;

- The design of the pitch and the surrounding landscaping to complement the heritage value of the park.
- The framework contract arrangement which worked effectively and enabled the project to be delivered in a timely manner and within budget.
- The marketing and pricing structure, which was designed to enable use of the pitch by a variety of existing and community groups. There had already been a very positive uptake with over 90% of the peak times already booked.

The project group was very pleased with the outcome and the Chair thanked the members of the Project Group for their work on this project and all those who had contributed to its work, particularly Ian Waller as

Assistant Director – Health and Wellbeing, Brian Offiler – Democratic and Scrutiny Officer and Councillor John Dickinson as Assistant Cabinet Member (until May 2019).

The Assistant Director for Health and Wellbeing echoed these sentiments. The committee heard that the key objective was to create something that fulfilled a need in the community but was also sympathetic to the heritage of the park. The landscaping had been started but by the spring time it should be completed. It was acknowledged that the feedback from members of the public had been fantastic.

RESOLVED -

That the report and recommendations be approved for submission to cabinet.

21 SCRUTINY MONITORING

The Committee considered the Scrutiny recommendations monitoring schedule.

RESOLVED -

That the Scrutiny monitoring schedule be noted.

22 FORWARD PLAN

The Forward Plan for the four month period 1 December, 2019 to 31 March, 2020 was presented for information.

RESOLVED –

That the Forward Plan be noted.

23 WORK PROGRAMME FOR THE ENTERPRISE AND WELLBEING SCRUTINY COMMITTEE

The 2019/20 Work Programme for the Enterprise and Wellbeing Scrutiny Committee was reported for information.

RESOLVED –

That the work programme be noted and updated to include the decisions of the current meeting.

24 **MINUTES**

RESOLVED –

The Minutes of the meeting of the Enterprise and Wellbeing Scrutiny Committee held on 18 July, 2019 were approved as a correct record and signed by the Chair.