



Please ask for Brian Offiler
Direct Line: 01246 345229
Email committee.services@chesterfield.gov.uk

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

16 September 2020

Dear Councillor,

Please attend a meeting of the COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE to be held on THURSDAY, 24 SEPTEMBER 2020 at 5.00 pm, the agenda for which is set out below.

This meeting will be held virtually via Microsoft Teams software, for which members of the Committee and others in attendance will receive an invitation. Members of the public will be able to access Part 1 (Public Information) of the meeting online by following the link [here](#).

AGENDA

Part 1 (Public Information)

1. Declarations of Members' and Officers' interests relating to items on the Agenda.
2. Apologies for Absence
3. Local Government Act 1972 - Exclusion of Public

To move "That under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 3 and 7 (respectively) of Part 1 of Schedule 12A of the Act".

Part 2 (Non Public Information)

4. Cabinet Member for Town Centres and Visitor Economy - Chesterfield Visitor Economy (Pages 5 - 34)

5.05 pm – Report of Assistant Director – Economic Growth attached.

(For Items 5 - 7 the Committee will sit as the Council's designated Crime and Disorder Committee in accordance with Section 19 of the Police and Justice Act 2006)

5. Cabinet Member for Health and Wellbeing - Progress Report on Community Safety Partnership (Pages 35 - 92)

5.45 pm - Chesterfield Community Safety Partnership Progress Report attached.

6. Local Government Act 1972 - Re-admission of the Public

Re-admission of the Public following consideration of items containing exempt business.

Part 1 – (Public Information)

7. Cabinet Member for Health and Wellbeing - Update as Chesterfield Scrutiny Member of the Derbyshire Police and Crime Panel (Pages 93 - 104)

6.15 pm – Minutes of the Meetings of the Derbyshire Police and Crime Panel held on 25 June and 13 August, 2020 attached.

(For the Remaining Items the Committee will sit in its standard capacity as the Community, Customer and Organisational Scrutiny Committee)

8. Cabinet Member for Business Transformation and Customers - Progress Report on Implementation of Universal Credit (Pages 105 - 124)

6.25 pm – Progress Report attached.

9. Scrutiny Monitoring (Pages 125 - 132)

6.55 pm – Scrutiny Committee Recommendations Implementation Monitoring Schedule attached.

10. Forward Plan

7.00 pm – Forward Plan of Key Decisions 1 October, 2020 – 31 January, 2021 available via link below:

<https://chesterfield.moderngov.co.uk/documents/1118/Printed%20plan%20September%202020.pdf?T=4>

11. Work Programme for the Community, Customer and Organisational Scrutiny Committee (Pages 133 - 134)

7.05 pm – Draft Overview and Scrutiny Work Programme for 2020/21 attached (to be considered at the Meeting of the Overview and Performance Scrutiny Forum on 17 September, 2020).

Yours sincerely,

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

Local Government and Regulatory Law Manager and Monitoring Officer

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank

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

Document is Restricted

This page is intentionally left blank

PUBLIC

Agenda Item 3

MINUTES of a meeting of the **DERBYSHIRE POLICE AND CRIME PANEL** held on 25 June 2020 via Microsoft Teams.

PRESENT

Councillors F Atkinson (Amber Valley Borough Council), M Bagshaw (Chesterfield Borough Council) A Barrow (High Peak Borough Council), R Bright (Derbyshire Dales District Council), V Clare (Erewash Borough Council), D Collins (Chesterfield Borough Council), J Frudd (Erewash Borough Council) C Hart (Derbyshire County Council), D McGregor (Bolsover District Council) (substitute member), J Patten (South Derbyshire District Council), P Pegg (Derby City Council), G Potter (Derby City Council), M Potts (NE Derbyshire District Council), J Smale (Derby City Council), B Woods (Derbyshire County Council) and V Newbury & Dr S Handsley (Independent Member).

Derbyshire County Council officers also in attendance: Paul Stone, (Finance & ICT) I Walters (Democratic Services) and L Wild (Legal Services).

Also in attendance: H Dhindsa, Police and Crime Commissioner, K Gillott, Deputy Police and Crime Commissioner, D P Peet, Chief Executive (OPCC), A Dale, Chief Finance Officer (OPCC) and P Goodman, Chief Constable

9/20 **APPOINTMENT OF CHAIR RESOLVED** that V Newbury be appointed as Chair of the Derbyshire Police and Crime Panel for the ensuing municipal year.

V Newbury (in the Chair)

10/20 **APPOINTMENT OF VICE-CHAIR RESOLVED** that G Potter be appointed as Vice-Chair of the Derbyshire Police and Crime Panel for the ensuing municipal year.

11/20 **APOLOGIES FOR ABSENCE** Apologies for absence were submitted on behalf of Councillors R Mee, C Moesby and P Niblock.

12/20 **MINUTES RESOLVED** that the minutes of the meeting of the Derbyshire Police and Crime Panel held on 23 January 2020 be confirmed as a correct record.

13/20 **MATTERS ARISING** Complaints Procedure (Minute 4/20 refers)
Following comments from members, it was confirmed that although a meeting of the working group that had been established to review the complaints procedure had been arranged, it never convened, largely due to the covid-19 situation. This would now be progressed again and those previously invited with the addition of Councillor Hart would be contacted to arrange a new date.

14/20 **COVID -19 -UPDATE** The Police and Crime Commissioner provided members with an update on the work that he and Derbyshire Constabulary had been carrying out during the Covid-19 pandemic.

Members had received a copy of the detailed briefing report in advance of the meeting and an earlier briefing had been issued to members some weeks ago.

Peter Goodman, Chief Constable attended the meeting and also made comment on the work that had been undertaken during the covid-19 pandemic and praised the work of all those involved

Members were given the opportunity to ask questions or make comments which were duly noted or answered.

The Chair noted that the Chief Constable was due to retire shortly and placed on record the Panel's thanks and appreciation to Peter for his service to the Derbyshire Constabulary and wished him a long and happy retirement.

The Chief Constable responded by saying that it had been a privilege to work in Derbyshire and that he had received tremendous support from a great team around him. He thanked all of his staff, the Police and Crime Commissioner and his office, and The Police and Crime Panel for the excellent working partnerships that had been established during his time in office.

RESOLVED to note the update

15/20 **MEMBER QUESTION & ANSWER SESSION** Members were provided with a written response to the Police and Crime Panel to the pre-submitted questions raised by individual Panel members.

Councillor Atkinson: With Tory austerity driven cuts to Policing budgets and to other services which support our communities. in particular youth provision, would the PCC comment on the Chief Constable's remarks to the PCP at our last meeting that austerity has had a negative impact on policing in Derbyshire by giving examples of where this might be the case?

PCC Response : I have reported to the Panel previously that the cuts to policing since 2010 that formed part of the government's austerity policy has had a major impact on policing in our city and county. The Panel will be aware that Derbyshire lost approximately 450 police officers and nearly 300 police staff and, as the Chief Constable stated in his open letter dated 13th January 2020 regarding police funding, this meant that "the Constabulary has been operating at a level at which we have only been able to deliver essential service." Even the promised extra police officers, whilst needed and welcome, will not take Derbyshire Constabulary back to its pre-austerity numbers of police officers and does nothing to address the loss of PCSOs and police staff.

As well as impacting on the Forces ability to prevent and investigate crime, those cuts to police numbers affected public confidence in the police with nearly every community I visited raising the issue of the lack of police visibility and requesting a greater police presence. This is an issue that has troubled me greatly because our model of policing very much depends on the relationship between the police and the community they serve.

Austerity has also impacted on the services provided by partner agencies, often resulting in increased demand on policing. One of the most obvious areas had been cuts to children's services budgets. The loss of youth services for example, has placed greater demands on the police with the public now regularly turning to the police as the lead agency to deal with anti-social behaviour involving young people. Police officers dealing with this type of "quasi-youth work" then have less time available to deal with other demands. Another noticeable consequence has been that both principle local authorities have contributed less to their respective MASH sites, making it more difficult for meaningful information sharing and early intervention to happen.

The recent flooding incidents brought to light the extra demand placed on the police call centre by the public telephoning the police for non-policing highway emergencies when they are unable to contact their local authority out of hours. Whilst that particular instance was perhaps an extreme occurrence, other examples have also been brought to my attention.

My office has also experienced increased demand, both in terms of victim services and requests for funding, due to some partners either withdrawing or reducing their provision of services. This has included my office stepping in to take over responsibility for the commissioning of standard risk domestic abuse services in the City that would have otherwise been lost.

As you know my office runs a number of grant schemes throughout the year and I have noticed a real upturn over the course of my four years in office of the number of applications for projects delivering activities for young

people. This year for example, over fifty percent of funding requests for large grants were from organisations working with young people, many of these applications cited the loss of council youth provision as part of their rationale for seeking my funding. Whilst I have been able to support a number of these applications, I have not been able to support all of them and my funding is of a one-off nature rather than on going.

Another key issue we have faced is support for those who have mental health issues or other vulnerabilities. As I have explained to the Panel in the past this is a key priority for me as too much time is spent by our contact centre and by staff and officers dealing with issues that would be better dealt with by mental health and other professionals. In response I have driven forward the delivery of the mental health triage hub, based within our contact centre, that sees professionals from a variety of agencies working together to get the right support to those who need it. Once again, money and police time spent on plugging this gap isn't then available for use on more obvious policing activities.

It could be said that policing is a victim of its own success. It is seen as the service of last resort and is often where people turn to when they are not getting services elsewhere. However, as resources for all public services are under significant strain this impacts on the police's ability to deliver against its core functions as it is picking up the slack from elsewhere.

Councillor Potter : How many Derbyshire Constabulary Police Officers and Civilian staff are or have been employed on secondments within any organisations serving outside the Derbyshire Constabulary area since 2010?

PCC Response : There have been 60 individual officers who have been on secondment in the last 10 years.

There have been 36 Police Staff who have been on secondment. Of these 96, 16 have been seconded but have worked within the East Midlands region.

My Chief Executive is about to go on a 6 month secondment to lead on work around the policing submission for the Spending Review from the Association of Police & Crime Commissioners and National Police Chiefs' Council linking into the Home Office who will ultimately make the submission to the Treasury.

RESOLVED to note the question and answer session

16/20 **CHALLENGE TOPIC : SAFER NEIGHBOURHOOD TEAMS – DERBYSHIRES APPROACH** Hardyal Dhindsa, PCC, informed the Panel

of the role and function of neighbourhood policing and Safer Neighbourhood Teams (SNTs).

Neighbourhood policing was a fundamental part of how Derbyshire Constabulary sought to keep its communities safe. There were 94 SNTs covering Derby City and Derbyshire. (Details of these were given in Appendix A to the report)

It was clear from the #D383 tour and conversations with the public that a visible neighbourhood presence provided reassurance to local communities and was greatly valued by the people of Derbyshire. The PCC's belief in the importance of neighbourhood policing had ensured it has remained a cornerstone of Derbyshire's approach at a time when neighbourhood resources had seen significant cuts in other police force areas. This neighbourhood presence was supported by other parts of policing which dealt with higher threat and risks to keep the public safe, but were less visible to the public. A good combination of the two is required to effectively 'Make Derbyshire Safer Together'.

Much of the work is based on the College of Policing's guidelines for effective neighbourhood policing which is based on seven guidelines or pillars. These were:

Engaging Communities Working with the police and crime commissioner to deliver and support neighbourhood policing and ensure it is built on effective engagement and consultation with communities.

Solving Problems Ensuring officers, staff and volunteers use structured problem solving to deal with local priorities, working collaboratively with communities and, where appropriate, private, public and voluntary sector partners.

Targeting Activity Ensuring policing activities within neighbourhoods are targeted according to the needs of different communities, taking account of threat, risk, harm and vulnerability.

Promoting the Right Culture Promoting an organisational culture that encourages the public to participate in neighbourhood policing. We will take steps to ensure that all police contact with colleagues, partners and the public seeks to build trust and is consistent with procedural justice.

Building Analytical Capability Ensuring there is sufficient analytical capacity and capability necessary for problem solving.

Developing officers, staff and volunteers Supporting and equipping officers, staff and volunteers to work in neighbourhood policing and ensure they receive learning and continuing professional development on the areas identified in these guidelines.

Developing and sharing learning Working with the College of Policing, the wider police service, partners and academia to identify and share learning about neighbourhood policing and current threats.

Over the past 18 months the force had reviewed its approach to SNTs. This was intended to consider the previous allocation of resources and determine if they met the current threat and risks faced to ensure that the investment or uplift of additional resources were placed in the right place. The force also renewed its approach to neighbourhood policing to ensure the best return on this additional investment to deliver the best outcomes for our communities.

It was important to note that whilst the delivery of SNTs was a policing response, it was heavily reliant on engagement with and support of other partners in order to make Derbyshire Safer Together. Long term sustained problem solving cannot be achieved as a single agency.

Following the increase in Council Tax precept agreed by the Panel, the PCC and Chief Constable agreed to invest in a refresh of the Operation Relentless approach to tackling volume issues within communities.

Specific areas of focus included targeting burglars, car thieves and those involved in robbery offences.

Officers had been carrying out a series of warrants, identifying handlers of stolen goods, conducting checks of scrap metal dealers and locking up suspects in a concerted effort to reduce burglary, auto crime and robbery.

SNTs would be engaging with local people to mark items and issue crime prevention advice to keep themselves, their homes and vehicles safe.

A proactive media plan was in place to inform the public about Operation Relentless activity and to share results. As part of the campaign journalists are being invited to accompany officers on a series of warrants and events to help also raise public awareness of the activity that was taking place.

The Operation would run for the next year; as part of the suite of activity, there would be the opportunity for Local Policing inspectors to bid for funding to facilitate innovative problem-solving projects to tackle issues that were a concern to local communities. These projects would be informed by

'Derbyshire Talking' and the 'Derbyshire Alert Survey Tool' which would provide an evidence base for identifying what mattered most to local communities.

In summary, Neighbourhood policing was at the heart of public confidence and feelings of safety. The force recognises this and is ensuring it develops best practice, has a sustainable partnership problem solving approach and mindset, with professionalised roles and motivated staff to deliver the best outcomes and services that it can.

Members were given the opportunity to ask questions or make comments which were duly noted or answered.

RESOLVED to note the report

17/20 **ANNUAL RETURN FOR GRANT FUNDING FOR APRIL 2019 TO MARCH 2020** Members were asked to consider the position regarding grant funding available to the Police and Crime Panel from the Home Office for the period of April 2019 to March 2020 and to inform members of the grant funding available for the year 2020/21.

In establishing Police and Crime Panels, the Home office agreed that funding would be available to ensure that there was a Police and Crime Panel for the police area able to carry out its scrutiny functions and responsibilities as set out in the Police Reform and Social Responsibility Act 2011. A limited grant was provided on application to each Local Authority acting as the Host Authority for the provision of administrative and management support to facilitate the Panel.

The grant available does vary from year to year. For the financial year 2019-2020, the funding available is a grant of up to £67,100. The letter dated 16th August 2019 confirming the offer of the grant was attached at Appendix 1 to the report and the grant agreement was attached at Appendix 2. The grant was paid upon application and a return detailing costs incurred. Usually, there was a requirement to report at the mid-point of the year as well as at the end of the financial year. However, this year, the Home Office had agreed that the return need only be provided at the end of the financial year. Details of the return for 2019-2020 were provided to the Home Office in early March and are attached at Appendix 3 to the report.

Costs claimed for panel administration included officer time in supporting and advising the Panel as well as administrative costs in respect of the production and circulation of reports (including printing and postage), the cost of meeting rooms and training. For this year costs claimed had included the training session provided by Frontline Consulting in October 2019; attendance at the National Conference for Police (fire) and Crime Panels in

November 2019; subscriptions to the regional network and the national network; and catering for the training event and meetings.

The grant could also cover member expenses and allowances. However, the Panel arrangements for the Derbyshire Police and Crime Panel confirm that no allowance or expenses payments would be made by the Panel itself to councillor members and that any allowances or expenses payment which may be made to councillor members arising out of Panel Membership shall be determined and borne by the appointing council for each Panel member individually. Derbyshire County Council as the host authority reimbursed reasonable expenses to independent members provided that this is agreed as part of the annual budget approved by the Panel.

Details of the grant for the financial year 2020/2021 had now been received and a letter dated 29th May confirming a grant of up to £67,100 was attached at Appendix 4 to the report. A report regarding the formulation of a plan to maximise the use of the available funding will be brought for consideration by the Panel to the next meeting.

Members made a number of comments in relation to how the figures in the report were presented and it was agreed that these would be provided in a more easy to read format in the report to the next meeting.

Members also reiterated their comments made at previous meetings of the need for some dedicated scrutiny officer support to the panel and that some of the available grant should be used towards this

The issue of payment of allowances to the Panel's Independent members was raised and after discussion it was agreed that this would be investigated further and included in the report to the next meeting,

RESOLVED (1) to note the position regarding grant funding for the year April 2019 to March 2020;

(2) to note the funding available for the year 2020/2021;

(3) that a future report regarding the formulation of a plan to maximise the use of available funding would be brought for consideration by the Panel to the next meeting; and

(4) that this report would include details of the allowances available to the Panel's Independent Members.

18/20 **ANNOUNCEMENTS FROM THE PCC** Hardyal Dhindsa, the Police and Crime Commissioner announced the following:

The recruitment process for a new Chief Constable following P Goodman's retirement had begun, with interviews scheduled for the end of July. Once an appointment was made a Confirmation Hearing of the Police and Crime Panel would be required and a date for this would be arranged by the Panel's officers.

The National Association of Police and Crime Commissioners (NAPCC) and the National Police Chiefs Council (NPCC) were actively reviewing all procedures following the impact of the death of George Floyd and the Black Lives Matter campaign.

The next meeting of the Strategic Priorities Assurance Board was on Monday 29 June 2020 and details were available on the OPCC website

Announcements would be made shortly on the strengthening of victim support services following maximum funding being secured.

RESOLVED to note the announcements from the Police and Crime Commissioner.

19/20 **FORTHCOMING EVENTS** It was noted that the National Police and Crime Panels annual conference would be held later in the year and more details would be provided at the September meeting.

20/20 **DATE OF NEXT MEETING** **RESOLVED** to note that the next meeting of the Derbyshire Police and Crime Panel would take place on Thursday 10 September 2020 commencing at 10.00am

This page is intentionally left blank

MINUTES of a meeting of the **DERBYSHIRE POLICE AND CRIME PANEL** held on 13 August 2020 via Microsoft Teams.

PRESENT

V Newbury (In the Chair)

Councillors F Atkinson (Amber Valley Borough Council), A Barrow (High Peak Borough Council), V Clare (Erewash Borough Council), J Frudd (Erewash Borough Council) C Hart (Derbyshire County Council), R Mee (Erewash Borough Council), P Niblock (Chesterfield Borough Council), J Patten (South Derbyshire District Council), P Pegg (Derby City Council), G Potter (Derby City Council), M Potts (NE Derbyshire District Council), G Purdy (Derbyshire Dales District Council) (substitute member), J Smale (Derby City Council), B Woods (Derbyshire County Council) and Dr S Handsley (Independent Member).

Derbyshire County Council officers also in attendance: E Crapper (Director of Organisation Development and Policy) R Savage (Improvement & Scrutiny) I Walters (Democratic Services) and L Wild (Legal Services).

Also in attendance: H Dhindsa, Police and Crime Commissioner, K Gillott, Deputy Police and Crime Commissioner, D Peet, Chief Executive (OPCC), A Dale, Chief Finance Officer (OPCC), and M Carruthers-Watt (Independent member of the interview panel)

Apologies for absence were submitted on behalf of M Bagshaw (Chesterfield Borough Council), R Bright (Derbyshire Dales District Council) D Collins (Chesterfield Borough Council) and C Moesby (Bolsover District Council)

21/20 CONFIRMATION HEARING FOR THE APPOINTMENT OF CHIEF CONSTABLE The meeting had been convened to undertake a confirmation hearing in respect of the proposed appointment of the Chief Constable.

Mr H Dhindsa, Police and Crime Commissioner, had provided the Panel with:-

- the name of the candidate – Mrs Rachel Swann;
- the application process and the criteria used to assess the candidate's suitability for appointment;
- why the candidate satisfied those criteria; and

- the terms and conditions on which the candidate was to be appointed.

The Commissioner addressed the Panel with regard to Mrs Swann's suitability for appointment and was questioned by Panel Members.

Mrs Swann was questioned in detail by Panel Members with regards to her proposed appointment.

The public and press were then excluded from the meeting whilst the Panel reviewed the proposed appointment.

The meeting was then re-opened to the public and the press.

RESOLVED to recommend to the Police and Crime Commissioner that Mrs Rachel Swann should be appointed to the post of Chief Constable for a 5 year term.

For Publication

Community, Customers & Organisational Scrutiny Committee

24th September 2020

Progress Report on Implementation of Full-Service Universal Credit in Chesterfield Borough Council (CBC)

1. Background

1.1 Universal Credit (UC) Full Service was successfully implemented in Chesterfield in late November 2017 and Staveley Town in June 2018. The scheme replaced the following benefits:

- Child Tax Credit
- Housing Benefit (HB)
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Working Tax Credit

1.2 The impact of these changes has been monitored by the Scrutiny Committee since inception with reports to date all confirming ongoing positive delivery despite a very challenging system for staff teams and claimants in terms of both complexity, and accessibility.

1.3 In March 2020 the UK and England were consumed by a coronavirus (Covid 19) which subsequently had a devastating impact on society and the UK benefits system.

Between 1st March 2020 and 6th August 2020 Chesterfield Universal Credit take up increased by 166%.

- 1.4 The Benefits team has worked closely with the DWP, partners and stakeholders to both manage and where possible influence plans and arrangements to ensure the best possible outcomes have continued to be achieved for both existing and new claimants and CBC.

2. Current Position

- 2.1 COVID 19 has meant that more people have needed support of the Welfare State since March 2020. All members of the CBC Benefits Service have continued to work either in the office or at home to ensure that the full service was provided during these uncertain times.
- 2.2 Chesterfield Borough Council Benefits Service had to deal with an increase in Council Tax Support claims and reports of changes of circumstances reported in a short period of time, for example,
- 463 CTS form requests between 01.03.20 to 09.04.20 compared to 156 in the same period in 2019.
 - Between 01.03.20 and 01.05.20 we received from the DWP 1239 notifications of new Universal Claims compared to 403 in the same period in 2019.
 - 6800 working age households in Chesterfield have received Council Tax Support so far in 2020-21 and we expect over 8000 working age households to receive some amount of Council Tax Support in 2020-21, compared to 7100 in the whole of the 2019-20 year.
- 2.3 Priority has been given to the processing of claims and extra hours have been worked to help keep the workload up to date. Current levels are being managed well.

New online digital claiming has been successfully introduced and has resulted in 50% of claims now being submitted electronically which is proving a welcome addition to claims application and processing for both customers and the Benefits team.

- 2.4 The council brought forward the online Housing Benefit and Council Tax Support claim which went live on the 20th May 2020. This was to ensure that residents had an alternative way to claim

especially those self-isolating. As at 14th September, 485 on-line claims have been made.

The Benefits team are expecting another increase in claims when the furlough scheme ends in October.

- 2.5 There has been an increase in fraudulent claims for Universal Credit. Originally the most common fraud was vulnerable people being assisted to claim Universal Credit and taking some of the advance from them. The team are now seeing an increase in actual identify theft with no apparent involvement of the person whose identity is used to make a claim. Fraud increased during the COVID-19 lockdown with some of the usual security checks being relaxed by the DWP.

The CBC Benefits Team are following advice provided by the DWP if a fraudulent Universal Credit claim is identified.

- 2.6 The Benefits Team continue to work tirelessly to ensure the best possible service for claimants. It is acknowledged that the service teams have a great deal of influence upon the well-being of individuals on both mental and financial levels.
- 2.7 Despite the impact of Covid 19 success to date continues to be achieved via proactive local networking and also proactive client communication. The benefits team have developed new ways of working utilising alternative systems, devices and processes where necessary and agile working including working from home.
- 2.8 All staff remain trained to a high level and also give advice and collaborate with other agencies such as CAB who are the lead UC claims organisation working for the DWP. Details are included throughout the report showing the impact of COVID.
- 2.9 CBC and Arvato partners remain a best practice partnership. The continued commitment from the Council and Elected Members is ensuring the best reputation possible for the organisation, whilst simultaneously looking after the best interest of the service users.
- 2.10 Universal Support covering assisted claiming and budgeting support transferred to the Citizens Advice Bureau (CAB) from 1st April 2019 and remains in place. The Benefits team continue to support the UC claims process where appropriate to do so which

ensures claimants are not placed at risk through any process gaps that may arise.

- 2.11 The Benefits team regularly attend the Health and Well Being group reporting and sharing information and planned development work to support residents and manage UC in Chesterfield and Staveley collaboratively with partners.
- 2.12 Recent contact with the CAB requesting data on assisted claims completed to date has not yet received a response, and therefore the service team have been unable to produce reliable data on current volumes.
- 2.13 The Council and Arvato have published a HMRC Help to Save tool which is a type of savings account. It allows certain people entitled to Working Tax Credit or receiving UC to get a bonus of 50p for every £1 they save over 4 years.
- 2.14 Managed migration remains delayed with the main migration originally scheduled for starting in January 2020 with an expected end date of June 2024. This was rescheduled to start again in November 2020 but unfortunately this has now been suspended again with no reactivation date known yet.
- 2.15 From 16th Jan 2019 anyone with a severe disability premium in their legacy benefit cannot claim UC until managed migration. The council has started to take Housing Benefit (HB) claims again for these claimants. Recent information from the DWP suggests that for this exemption of people with the Severe Disability Premium, claiming Universal Credit will continue until January 2021.
- 2.16 From 1st February 2019 households with more than two children wanting to make a new claim for support with housing costs continue to claim UC rather than HB.
- 2.17 The DWP issued a report dated 21st February 2019 regarding correcting past underpayments of Employment and Support Allowance (ESA) through two phases of work which were completed by December 2019. On average the DWP reported that

affected individuals may be entitled to up to £4000 in arrears (rounded), but the actual amount would vary amongst individuals and depend on their circumstances. There is currently no update on entitlement claims as at September 2020.

- 2.18 From 15th May 2019 mixed age couples, (where one member is pension age and one is working age) became in-eligible for pension credit and Housing Benefit. A couple continue to have to claim UC which is a lesser amount. The numbers affected by this remain relatively low at around 12 households affected.
- 2.19 The Discretionary Housing Payment (DHP) Budget allocated to CBC for 2019-20 reduced from £235,699 to £189,696, a reduction of £46,003 equating to approximately 20%. Current payments are being managed within budget and numbers maintained - but recipients are receiving less. The DHP budget for 2020-21 was increased from £189,696 to £257,306.

The current position around DHP this year is fairly consistent with where it should be by this time of the year:

	2020-21
Budget	£257,306
Paid and Committed at 03.09.20	£102,756
Percentage paid and committed	39.94%
Available to award	£154,549
Spent on UC recipients	66%
DHP awards (claimants with awards)	180
DHP refusals	17
DHP applications outstanding	15
Average award	£465

The budget would be subject to review and any changes will be confirmed as and when able.

- 2.20 The beginning of 2020 saw a reduction in DHP applications, which could be in part attributable to the ceasing of customer contact and recovery action in response to COVID. There has been some proactive action by CBC officers to ensure take up in the form of a letter to Universal Credit claimants where it was identified that they

have rental costs (**Appendix 3**). The team have ensured they are as proactive and as reactive as possible to ensure the best financial assistance for our customers.

2.21 Benefits sanctions are applied where a claimant fails to meet one or more conditions of their benefit claim; without good reason, the benefit could be stopped or reduced. This is a benefit sanction. Not everyone that is initially referred for failing to meet the conditions of their claim will receive a sanction. Where a claimant's benefit is reduced, the claimant may be eligible for a hardship payment. Benefits sanctions remain suspended since March 2020. Chesterfield Job Centre are currently encouraged to speak with customers but are not encouraged to impose any harsh sanctions.

2.22 Nationally - As at August 2019 2.39% of UC claimants in the conditionality group were having a payment deduction as a result of a sanction. This is compared to 0.06% JSA claimants and 0.05% ESA claimants in the work conditionality group. The highest JSA sanction rate since 2012 was 1.78% in Oct 2013 and for ESA 1.14% in April 14. No further data available due to the sanction suspension.

2.23 The following information gives an overview of basic facts and figures relating to UC and for the year to August 2020:

	<u>Period of measurement</u>	<u>Numbers</u>	<u>Notes</u>
Number of Universal Credit notifications from the DWP for the assessment of Council Tax Support	29.11.2017 to 31.03.2018	3,671	
	01.04.18 to 31.03.19	23,856	
	01.04.19 to 31.03.20	25,348	
	01.04.20 to 31.08.20	5,534	
	Total	58,409	
Housing benefit transitional payments – 2-week extension of Housing Benefit Number of awards -	11.04.18 to 31.08.20	898	New legislation from 11.04.18

Take up letters for Council Tax Support for Universal Credit recipients	29.11.17 to 31.08.20	6,213 2020-21 high was April when 687 take up letters were issued	New procedure introduced from 18.01.19 to ensure follow up for those people that will qualify for CTS but have not claimed by our Benefit Advisor. Some quite vulnerable have been helped to claim.
Number of Council Tax Support claims live in payment for Universal Credit recipients	As at 31.12.19 Of which council tenant (June 20)	3,008 1,470	
Benefit take up activity to identify underpayments of Employment and Support Allowance to ensure transitional protection when the claimants migrates onto Universal Credit – arrears of ESA Potential take up Identified increase in awards Arrears payment value	As at 31.12.19	351 247 to date £904,293.95	
<u>Discretionary Housing Payments made to Universal Credit recipients</u> Number of awards – Value of awards – Percentage of total DHP awards - Percentage of DHP spend - Number of awards – Value of awards – Percentage of total DHP awards - Percentage of DHP spend -	01.04.18- 31.03.19 01.04.19-31.03.20	237 £131,337 53.62% 54.77% 241 £126,516 66% 66%	Total DHP awards in 2018-19 to date is 398 valuing £218,268. 92.6% of 2018-19 DHP allocation of £235,699 has been spent/committed
Universal Credit assisted claims	29.11.17 -30.11.19	707 (of which 112 in 19-20)	Universal Support transfers to the Citizens Advice

Universal Credit budgeting support	29.11.18 -31.03.18	and 3 in July 20) 190	Bureau from 01.04.19. Continued support being provided where required from CBC for assisted claims only Note offices closed April to July 2020
Food bank vouchers issued as part of budgeting support	Since 27.11.18	36	

2.24 The CBC Benefits team continue to feedback and challenge the DWP to ensure best possible information is available to inform future decisions and influence positive change.

2.25 At the November 2018 Scrutiny meeting officers were asked to explore whether it was possible to increase opportunities for access to IT to enable claimants to keep their online journals updated; and whether printed information about where IT access and advice was available - could this information be provided for local distribution. The position was reported in March 2019 and remains unchanged but is monitored to ensure any required action can be considered:

- That information is coordinated through partners and this is updated frequently in tandem with ongoing changes to processes implemented by the DWP. Information distributed generally can become outdated quickly and create challenges for both staff coordinating and the customer complying if anything is out of date. The staff team information is comprehensive and is managed at contact points so as to be readily available to ensure customers receive timely, accurate and up to date information and can also be offered support as needed.
- General distribution is not considered to add significant value and could potentially create claim issues.
- Food Bank information continues to be made available where support need is identified with any claimants. Vouchers are to be distributed through the CBC team. A

meeting between the Food Bank Manager and our Benefits advisor took place in mid-September 2019. It was decided that vouchers should only be issued by CBC staff where the customer is being seen for other reasons such as rent arrears advice and not for 'walk ins'.

- Access to IT remains a concern due to the majority of contact with customers being remote rather than on site. However, there is no negative customer feedback received suggesting the take up of claims is being affected.
- Introduction of full UC migration will bring increased volume and potential greater IT access and support demand; this will require careful consideration. Managed migration roll out was planned for 2020; however, the DWP announced in November 2019 that they do not have any set plans for managed migration at the moment, with no further details yet provided.

3. Financial Information

- 3.1 The financial information provided is affected by circumstances surrounding COVID-19 including the increase in Universal Credit claimants, reductions in people's incomes affecting ability to pay and the pausing of rent recovery activity.

CBC Rent team analysis of tenants that are in receipt of/have been affected by UC – current tenants is attached as **Appendix 1**

- 3.2 The position is that unlike HB it is not known exactly how many tenants are currently receiving UC. This is an ongoing analysis. The CBC Benefits team continue to carry out reconciliation for managed payments to identify which tenants are recorded by the Rent team as having managed payments but there is no claim for Council Tax Support.
- 3.3 The difference between the Rent team figures and the Benefit team figures (see 3.5 and **Appendix 2**) is because:
- Not everyone claiming UC will claim Council Tax Support or the claim is yet to be assessed

- Not everyone claiming UC will qualify for Council Tax Support
- People are on and off UC which is reflected in the Council Tax Support figures but not in the rent figures

3.4 The total number of households occupying council tenancies in arrears increased from 3510 in August 2019 to 3826 in August 2020. The percentage of rent collected as at collection week 21 in 2019 was 91.48% compared to 84.97% in 2020.

3.5 The Council can expect that the actual number of Council tenants currently receiving UC will fall somewhere between the 2239 figure provided by the Rent team and the 1470 figure provided by the Benefit team.

3.6 CBC rent arrears for those people claiming Council Tax Support (CTS) with Universal Credit is attached as **Appendix 2**. This does show a similar trend to the rents section figures reported at 3.4. Both areas are subject to ongoing monitoring by respective CBC teams.

4. **Future Considerations**

4.1 The DWP have reported an underpayment of Employment and Support of up to £870 million. This is for claims made in the period January 2011 to October 2014. This includes the Severe Disability Premium not being considered. The DWP were due to report on this by December 2019. CBC are yet to receive any outcome to this exercise. The result of this delay is that people are still migrating onto UC via natural migration that should have the Severe Disability Transitional Protection that was introduced in January 2019. Compensation for those naturally migrating to UC is less than the transitional protection sum will be, but the award of compensation payments is being applied.

4.2 The exercise carried out by the Benefits Team to identify underpayments of the Severe Disability Premium in Employment and Support awards have helped to minimise the number of

households naturally migrating onto UC where there is an underlying entitlement to the Severe Disability Premium. There has been a change in procedures and practices to minimise the risk of people claiming UC incorrectly.

- 4.3 Limited capability for DWP claim decisions not being made or delayed continues to mean ongoing risk of underpayments of UC. Unfortunately, these delays have been exasperated by DWP resources during the COVID 19 pandemic.
- 4.4 Sole Occupiers with others named on a tenancy even though they are not resident only have UC award calculated using 50% or less housing costs. The DWP now classify these as 'untidy tenancies' and procedures are in place to identify these to reduce the number of people not being paid based on 100% liability.
- 4.5 CBC has started some analysis of Council Tax arrears of working age claimants claiming Council Tax Support (CTS) to measure the impact of the maximum CTS being set at 8.5%. This will help inform changes to the CTS scheme that CBC decide to make in the future. For 20-21 the hardship grant is currently plugging the 8.5% gap, however, a discussion will be required to determine whether the 8.5% can be reduced moving forwards.
- 4.6 Since the 7th April DWP have not collected any Housing Benefit debts from DWP Benefits due to DWP COVID staff resourcing. This is approximately a reduction of £5,000 per month. Whilst the DWP have advised that they are resuming recovery, the team have been told to expect a slow reintroduction and that no new referrals are being taken at the moment.
- 4.7 From 22nd July anyone moving from Income Support, Jobseekers Allowance Income Based or Employment and Support income related to Universal Credit will receive a two-week run on of their payments. This mirrors the existing rules for Housing Benefit that are already in place.
- 4.8 There is an opportunity for Chesterfield Borough Council to be involved with the new **DWP Kickstart programme** and this is

currently being explored by the Economic Development team as part of activity that falls within the CBC skills action plan.

- There are currently 1167 eligible UC claimants registered at Chesterfield JCP and a further 267 registered from the Staveley Office.
- The activity would align with the commitments under the objective within the Corporate plan to develop an inclusive approach to growth. An initial expression of interest has been submitted to DWP for Chesterfield Borough Council to act as an intermediary organisation.
- The Kickstart scheme was launched on 2nd September and grant applications can be made by businesses who can provide a minimum of 30 placements – grants will cover wages and associated NI costs at NMW rates plus £1500 per placement to support set up, training and support costs.
- Where SMEs want to take part but can't support 30 placements, they can do so via an intermediary organisation - Grants are as above but the intermediary organisation can claim £300 per placement and potentially a proportion of the £1500 (as agreed with the hosting employer).

5 Conclusions

- 5.1 Chesterfield continues to perform positively managing UC through proactive work with stakeholders at local, regional and national level.
- 5.2 Claimants continue to be well supported and resources delivering service are proving to be appropriately skilled and trained to provide sustainable delivery. On-going changes to entitlements and policy such as assisted claiming and budgeting, CTS recovery will now mean different ways of working both internally and with claimants and external partners.
- 5.3 Risks linked to implementation of full UC migration will need careful monitoring, forward planning and resource allocation in terms of capacity and training. This must ensure any negative impact on claimants and the CBC budgets is maintained at the lowest possible level.

- 5.4 Service delivery such as Assisted Digital Claim support is already creating challenges for both the organisation, claimants and CBC services. Future resourcing will need further review.
- 5.5 Introduction of on line digital claiming has proved beneficial for both service users and the benefits team.
- 5.6 Questions should continue to be raised by the Benefits team requiring timely responses from the DWP to ensure claimants are paid correctly and on time – or that the DWP at least recognise that any resultant underpayments being made will require rectification. Further contact with the DWP is to be actioned as necessary.
- 5.7 The DWP continues to limit communications and decision making to the customer both directly and through the online customer journals. CBC and other organisations are having on going challenges in coordinating and successfully sign posting customers to receiving UC during the application process and the right levels of entitlement. This position means increased risk to successful CBC revenue budget targets being met and debt escalation occurring. This has certainly been a test for the UC system itself but also for LA's in terms of delivery and more importantly for customers themselves.
- 5.8 In a positive light, the UC system has meant that customers have not had to claim for multiple benefits at once which would have meant dealing with multiple agencies at the same time.
- 5.9 Ultimately, the Council can be confident that all identified customers with an entitlement to Universal Credit are being engaged and the appropriate contact channels are open. However, there is a risk that contact and take up could increase, with the reintroduction of recovery activities.

This page is intentionally left blank

been affected by UC – current tenants:

	Nov-18	Feb-19	Sep-19	Nov-19	09.12.19	Dec-19	06.01.20	Jul-20
Number of households	976	1130	1582	1749	1762	1796	1790	2239
Total Balance	358,659.00	363,863.00	579,485.00	645,285.00	499,474.00	693,850.00	568,910.00	903,341.50
Average balance	367.48	322.00	366.29	368.97	283.47	386.33	301.07	403.46
In arrears	755	840	1180	1296	1247	1349	1330	1673
Average arrears for those in arrears	513.49	490.56	513.49	530.76	460.13	544.12	459.01	571.46

The 09.12.19 and 06.01.20 columns show the reduction of arrears after the managed payments from the DWP have been credited to tenant's rent accounts.

This page is intentionally left blank

Council Tenant rent arrears information for Council Tax Support recipients in receipt of Council Tax Support

APPENDIX 2

<u>Universal Credit recipients</u>	<u>25.06.17</u>	<u>08.04.18</u>	<u>11.11.18</u>	<u>17.02.19</u>	<u>03.11.19</u>	<u>10.11.19</u>	<u>31.12.19</u>	<u>10.06.20</u>
Total Number	122	337	672	831	1250	1250	1237	1470
Balance owed	58,023.10	112,420.74	231,072.40	329,364.79	461,866.83	359,535.39	470,962.70	526,283.50
Average balance	475.60	333.59	343.86	396.35	369.49	287.63	380.73	358.01
Average balance for those in arrears	649.99	465.38	474.08	493.80	500.57	432.51	514.55	530.07
Zero balance	4	12	23	24	38	43	39	33
Credit balance	23	59	121	141	213	267	228	351
Direct debit	6	27	73	90	183	183	186	195
Managed Payment	16	77	228	300	487	487	484	752
Average balance for those on Managed Payments	631.67	350.06	605.72	722.94	710.24	495.88	674.58	561.87
Average balance for those paying by Direct Debit					26.82	78.33	107.39	-23.12
<u>All tenants for comparison</u>								
Average rent arrears - all tenants			69.56	85.82	76.41		99.25	131.54
Average arrears for those in arrears			300.49	330.99	313.82		343.64	418.87
Average arrears for HB claimants in arrears			178.57	180.70	128.35		133.50	152.22
Average arrears for tenants not receiving HB			371.81	408.47	381.53		416.31	497.48
Average balance for HB claimants					1.66		4.02	4.99

UC account balances	number of accounts
----------------------------	---------------------------

17/02/2019 03/11/2019 10/11/2019 31/12/2019 10/06/2020

In credit	192	213	267	228	351
0 balance	38	38	43	39	33
< £100	148	186	171	134	150
£100 to £499	430	465	514	483	522
£500 to £999	217	221	168	246	265
£1000 to £1499	77	74	45	62	88
£1500 to £1999	32	27	23	20	35
£2000 to £2499	13	15	9	13	14
£2500 to £2999	5	4	3	5	6
£3000 to £3499	3	3	3	2	4
£3500 to £3999	3	1	1	2	1
£4000 to £4449	0	2	2	1	0
£4500 to £4999	1	1	1	1	1

Dear

Discretionary Housing Payments

It is possible that extra help may be available towards your rent through the Discretionary Housing Payment scheme. This is money the Government provides Local Authorities to help people in exceptional hardship who need extra help with their housing costs. The payments are normally a one off payment or for a limited period only.

In order to apply, you must be in receipt of Housing Benefit or the Universal Credit Housing costs element and your Housing Benefit or Universal Credit does not meet your full rent liability.

If you wish to make a claim, please complete and return the enclosed form. If you are living in a privately rented or Housing Association property, please provide proof of your rent costs too.

We only have a limited amount of money for Discretionary Housing Payments, so not all claims will be successful.

This page is intentionally left blank

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 125	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. 6 monthly progress reports considered by CCO – 26.03.19 and 30.01.20.	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	March 2020		November 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)
Page 127			<p>arrangements to lease Burns 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</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>rooms on the Council's website be 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> (italics = Agreed by Scrutiny Committee but not yet considered by decision making body) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
EW6 Page 129	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 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)
			<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 130	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 	December 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 131	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>			

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.

Overview and Scrutiny Work Programme 2020/21										
	OPSF 17.09.20	EW 01.10.20	OPSF 19.11.20	EW 3.12.20	OPSF 21.01.21	EW 04.02.21	OPSF 18.03.21	EW 01.04.21	OPSF 13.05.21	
	CCO 24.09.20		CCO 26.11.20		CCO 28.01.21		CCO 25.03.21		CCO 20.05.21	
	EW 01.10.20								EW 27.05.21	
Scrutiny project groups:	September	October	November	December	January	February	March	April	May	
Climate change - air quality	From previous work programme									
Community safety and providing for young people	From previous work programme									

Items for committee:

Overview and Performance Scrutiny Forum

Climate Change Action Plan	OPSF						OPSF		
Northern Gateway/Elder Way	OPSF						OPSF		
Arvato and Kier - lessons learnt			OPSF						
Council Plan progress update			OPSF						
Budget update			OPSF						
Covid-19 emergency planning/business continuity			OPSF						
ICT Improvement Programme					OPSF				OPSF
Council's commercial approach					OPSF				OPSF
OSC Annual Work Programme	OPSF								

Customer, Community and Organizational Scrutiny Committee

Chesterfield Visitor Economy	CCO				CCO				CCO
Implementation of Universal Credit	CCO						CCO		
Statutory Crime and Disorder	CCO						CCO		
Investing in our staff - apprenticeships			CCO						
External communications			CCO						
Food and energy poverty					CCO				CCO

Enterprise and Wellbeing Scrutiny Committee

Parks and Open Spaces Strategy/Play Strategy		EW						EW	
Delivering the 5 year housing supply and the impact of planning reform		EW						EW	
Homelessness, accommodating released prisoners and winter provision				EW					EW
Commercial Services (T&F group)				EW		EW		EW	
Schemes and trials for increasing recycling						EW			

Monitoring of previous scrutiny project group recommendations:

Community Rooms			CCO				CCO		
Future use of the former QPSC site				EW				EW	
Skills				EW				EW	
HS2					OPSF				

This page is intentionally left blank