

OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting: 29th February 2016

Present: Councillor A Robertson (Chair)
Councillors Bleakley, Eaton, Haworth (for part of the meeting),
Hughes (late), Kenyon, Lythgoe, McMahon, Sandiford (for part of
the meeting) and Steen (for part of the meeting)

In Attendance: Katie Gee, Corporate Officer
Ken Masser, Rossendale Leisure Trust
Inspector Steve Rides, Lancashire Constabulary
Phil Seddon, Head of Finance and Property Services
Pat Couch, Scrutiny Support Officer
Councillor Cheetham (for part of the meeting)

3 members of the public

1. APOLOGIES FOR ABSENCE

Apologies were received from Christine Ashcroft and Lisa McDowell from Community Leisure Association Whitworth (CLAW) who were unable to attend due to another meeting.

2. MINUTES OF THE LAST MEETING

Resolved:

1. That the minutes of the meetings held on 1st February 2016 be agreed as a correct record signed by the Chair, subject to inclusion in Item 7 (Combined Authority) to read:

The Chief Executive confirmed that his time spent on the combined authority was minimal and it was not impinging on his other duties.

2. That the minutes of the meeting held on 9th February 2016 be agreed as a correct record and signed by the Chair.

Concern was expressed by some members about the format of the minutes which were not easy to read as the bullet points needed joining up to ensure the question and answer to questions were together. There was also concern about bullet points throughout the minutes. It was agreed to revert back to the original minute format.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

5. PUBLIC QUESTION TIME

The Chair agreed to deviate from the Procedure for Public Speaking and allow the members of the public to ask questions as the reports were discussed.

6. CHAIR'S UPDATE

The Chair informed the Committee that at the November meeting a question was raised about Performance Indicators for licensing applications. A response from the Licensing Department indicated that they do not want to bring in performance targets at present because they were looking at changing the policy. However it would be reviewed at a later date.

7. PRESENTATION FROM INSPECTOR RIDES, LANCASHIRE CONSTABULARY

Inspector Steve Rides was welcomed to his first Overview and Scrutiny meeting and he informed Members that he took up the post in October 2015, based at Waterfoot Police Station, covering the whole of Rossendale. He provided the following information which covered April 2015 – date.

- a) All crime was up 233 crimes totaling 2974 crimes
- b) All burglary crime was up by 1 crime, with burglary dwelling also up slightly
- c) Robbery – personal was up 7, with a total of 16 and business robbery up 4
- d) Violence against persons were up 194
- e) Sexual offences up 17, within that rape was up 7 and other sex offences up 10
- f) Criminal damage up 17 offences
- g) Alcohol related crime was up 120

Theft from motor vehicles was down 52 and it was thought that this was because of media coverage reminding people not to leave items visible in their cars.

Members were informed of a new grading system with Grade 1 requiring immediate 999 response and Grade 2 for a response within one hour.

From 1st February Community Policing Neighbourhood Team Response Officers would be based at Waterfoot working from 7am-11pm Monday to Thursday and 7am-2am Friday and Saturday, working in 3 teams of 5 Officers. After 11pm cover was provided from Burnley.

There was discussion on the fatal accidents which had occurred in Haslingden. Inspector Rides informed members of the Road Watch scheme which involves police working together with local communities at sites where people were worried about road safety.

Community Road Watch teams monitor and record driver behaviour so that action can then be taken. This might include warning letters or police visits to motorists and ultimately, prosecutions.

A member asked about the role of CCTVs in helping to identify offenders. Inspector Rides commented that whilst they do provide the capability to catch offenders the CCTV cameras were not always monitored. He indicated that it was better having a police presence in hot spot areas.

Concern was expressed to Inspector Rides that when the public ring to inform people that a crime had been committed, they did not receive a reply from the Police and asked how Police handle complaints. Inspector Rides indicated that they had an Initial Investigation unit but do not always deploy Police to visit a person's home. A suggestion was made that if someone contacts the Police regarding a crime they should be given a timescale as to when a response would be received to update them on their particular case i.e. has an offender been caught.

Inspector Rides also informed members of a new model around 'Early Action' with two officers with a specific role to look around such people as the homeless. They were going through a recruitment campaign in the police force and it was hoped that some of these Officers would go into 'Early Action' team.

Members asked for an update on the names of local police officers to enable Councillors to contact them. Inspector Rides agreed to send these through to the Scrutiny Support Officer.

There was discussion about Special Constabulary and Inspector Rides confirmed that at the present time there were none aligned to Rossendale.

A member praised the 'In the Know' campaign which was a very useful scheme.

Inspector Rides indicated that a new scheme 'SURE' (Support Understanding Reassuring Elderly), had recently been set up to support elderly residents.

A question was asked about how the police manage young people who use substances but also have mental health issues. In response Inspector Rides indicated that the Early Action team look at who the best people are to pick the issue up and refer appropriately.

Inspector Rides agreed to pick up the issue of parking restrictions with Lancashire County Council and the need to enforce this. Concern was raised that Parkwise officers were not visible within the Borough.

RESOLVED:

That Inspector Rides be thanked for his attendance at the meeting and that he send information through to the Scrutiny Support Officer to forward to members of the Committee as detailed above.

8. INTEGRATED PERFORMANCE REPORT – QUARTER 3

The Corporate Officer presented the Council's performance report for Quarter 3 (October – December 2015), which showed that the Council was working effectively towards delivering its actions and performance indicators in the 2015-2016 Corporate Business Plan.

The following information was brought to the committee's attention:

- In relation to the Council's Corporate Business Plan 57 actions, 50 (88%) were green in status, 6 (10%) were Amber and 1 (2%) was red.
- In relation to the Council's 23 performance indicators, 17 (74%) were green in status, 4 (17%) were Amber and 2 (9%) were red.
- Since Q2, two performance indicators relating to the provision of STAN had been removed.
- There were two 'red' performance indicators at the end of Q3 – percentage of household waste composted and working days lost due to sickness
- Three performance indicators had changed to amber status in Q3, compared to green status in Q2 these being a) % of calls answered within 20 seconds b) time take to process new HB claims c) time taken to process HB change in circumstances
- There had been an increase in the number of complaints compared to Q2
- There has been a reduction in the number of compliments compared to Q2
- That a Task and Finish group had been established to look at the Council's Business Plan targets/risk management

A question was asked about Risk CS&ICT1 – failure to ensure business continuity and staff capacity in the Customer Services and ICT service area. The Corporate Officer indicated that a corporate ICT disaster recovery plan had been tested on 3 February and it took 3 hours 30 minutes to back up everything.

In relation to the Individual Registration, a member asked what the difficulties were and the Corporate Officer agreed to make enquiries with the Elections Manager.

A member expressed concerns about the whole process of setting rigorous and relevant performance measures and the way that these were fed back to elected members in order for them to make informed comments and decisions. It was not necessary to discuss this further as a task and finish group has been set established to look at the whole process, which would begin work in March.

The same member commented that concerns had been expressed at an earlier meeting that one of the very few targets not being met had an action plan that was not an action plan and simply a restatement of what was in Covalent. This was a key area relating to staff attendance and the supposed action plan gave no indication of how the issue would be addressed. He indicated that it was disappointment when the same statements were simply repeated each quarter, which raised the question

of what was the purpose of the meetings. This would be discussed in more detail within the task and finish group.

A further concern related to the cover report and the need to include more information when highlighting a particular subject area. The example given was that 27 air quality sampling points across Rossendale had identified two places which had been declared air quality management areas, but these two areas whilst highlighted in the main report were not named within the cover report. A comment was made that reading the cover report was a lot clearer to understand than the main report.

Resolved:

1. That Overview and Scrutiny notes the levels of performance as detailed in the report.
2. That Overview and Scrutiny continues to monitor performance of those actions and performance indicators that are under-achieving target levels of performance.
3. That the Committee note that a Task and Finish Group to look at business target settings had now been established and would have its first meeting on 23rd March 2016.

NB: At this point Councillors Haworth, Sandiford and Steen left the meeting.

9. LEISURE REVIEW UPDATE – ROSENDALE LEISURE TRUST (RLT)

The Senior Manager from Rossendale Leisure Trust provided an update on the key milestones/highlights achieved during 2015/16, together with some of the key risks/challenges for the upcoming 12 months.

He thanked the local Councillors on the Board of the Leisure Trust and also Council Officers who had supported the Trust over the last six month.

The following information was brought to the committee's attention:

- Their best financial performance in the past five years with a turnover of £1.89m and a forecast year end position with the budget allocation
- The huge success of the opening of the Grip and Go, both in terms of engagement and in terms of financial performance, with people attending from all over the North West including Blackpool and Leeds
- Continued growth of membership including the on-going success of the Passport to Leisure scheme for Rossendale's low income families and increasingly successful GP referral programme
- Key events such as the Rossendale Sports Awards, Rossendale Triathlon and Haslingden Football Tournament being a success and collectively engaged all parts of the community
- An ongoing risk of new entrants to the market including new budget gyms which could have a significant impact on the Leisure Trust

- The upcoming re-opening of the Haslingden Pool would need to be carefully monitored
- The need to carefully monitor the quality of services provided to local residents to ensure standards were as high as possible
- The contract for the GP referral scheme which offers local people exercise on prescription has been retendered. The grant historically worth £100k per annum was to be awarded in March and if the funding was lost it would impact the Trust financially as well as the availability and delivery of services to Rossendale residents

A member indicated that he liked the format of the report and the re-branding had helped the Leisure Trust move forward.

A question was asked regarding whether the Trust employed staff on zero hour contracts to which the Committee was informed that some did have zero hour contract but it was not a large proportion and some workers are casuals working on the Grip and Go. The Leisure Trust were working with the Council's HR department to ensure contracts were used appropriately.

When asked about adult swimming lessons, it appeared that 99% uptake for swimming lessons was for children and that the take up for adult swimming lessons was low. Aqua aerobics was provided on the Exercise on Prescription, but enquiries would be made as to whether swimming was provided as well.

A member indicated that the Leisure Trust had provided some fantastic high level support to the HAPPI group who had taken over the Haslingden pool.

RESOLVED:

That the Overview and Scrutiny Officer note the contents of the report and thanked the Senior Manager of Rossendale Leisure Trust for his attendance.

10. LEISURE REVIEW UPDATE – COMMUNITY LEISURE ASSOCIATION WHITWORTH (CLAW)

In the absence of the Secretary and Trustee of CLAW and the Riverside Event Manager, the report was presented to the meeting.

It was agreed by all Members that presence of Officers from CLAW was needed to enable the Committee to fully review and monitor their performance and answer questions.

It was also felt that more financial information was required from CLAW and the Committee asked that they attend a future meeting and provide more financial information to the Committee similar to as they did in the past.

RESOLVED:

That the Officers from CLAW be asked to attend the next meeting of the Committee on 14th March and bring along more financial information for the Committee to review and monitor.

The meeting commenced at 6.30pm and closed at 8.20pm

Signed
(Chair)

Dated