

## OVERVIEW AND SCRUTINY COMMITTEE

**Date of Meeting:** 11th November 2019

**Present:** Cllr Johnson (Chair)  
Cllrs Brennan, Bromley, Janet Eaton, Gill, Kempson, Kenyon,  
Morris, Pendlebury and Procter

**In attendance:** Clare Law, HR Manager  
Ian Walker, Service Assurance Team Leader  
Jenni Cook, Committee and Member Services Officer  
Mia Starkie, Corporate Officer

**Also Present:** Cllr Lythgoe  
0 press  
2 public

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### 1. APOLOGIES FOR ABSENCE & SUBSTITUTIONS

- 1.1 Apologies for absence had been received from Councillor L. Barnes with Councillor Pendlebury substituting.

### 2. MINUTES OF THE LAST MEETING

**Resolved:**

That the minutes of the meeting held on 14<sup>th</sup> October 2019 be approved as a correct record.

### 3. DECLARATIONS OF INTEREST

- 3.1 There were no declarations of interest.

### 4. URGENT ITEMS OF BUSINESS

- 4.1 The Chair confirmed that there were no urgent items of business.

### 5. PUBLIC QUESTION TIME

- 5.1 The Chair noted that she would allow questions to be asked on each item as it was discussed.

### 6. CHAIR'S UPDATE

- 6.1 The Chair provided the following update:-

RIPA – it was confirmed that the council had not used its powers under RIPA during quarter 2. Officers would find out when RIPA had last been used.

## 7. QUARTER TWO PERFORMANCE REPORT (JULY – SEPTEMBER 2019)

7.1 The HR Manager introduced the Corporate Officer and the report which outlined the performance data for quarter two, being July-September 2019. Notable achievements were highlighted as follows:-

- Work continued with community groups and parks and open spaces. Quarter 2 had seen the official opening of the new remodelled play area at Stubblee Park. Work continued on the recycling strategy to promote recycling via social media platforms. Contamination in bins continued to be addressed. The combined recycling rate for quarter 2 was 33.1% which was an increase of the previous quarter (31.2%). Work continued on the on-street enforcement pilot with over 2,000 fixed penalty notices having been issued.  
In the Operations department, in-cab technology was being implemented which would have the long-term effect of giving additional capacity to Admin teams. New gym equipment and Wi-Fi had been installed at the Leisure Trust to improve the customer offer. The transition of the Housing Benefits system continued with a 'go live' date in quarter 3. Work continued on stage 2 of the Bacup 2040 Vision.
- The Examination in Public of the Local Plan had taken place and work continued on this. A collaborating scheme between the Council and LCC had been scoped which would look at an improvement scheme for the Rawtenstall gyratory.
- Two new officers had been appointed in Property Services who were dealing with the backlog of property lease rental enquiries and addressing other issues.
- Over 120 nominations had been received for the Community Awards which were taking place on 14<sup>th</sup> November 2019. The Communities Team, O&S Committee and community/voluntary groups had delivered the Holiday Hunger pilot scheme.
- Following the success of the Haslingden Street Fair, a new community group, 'Haslingden's Happening' was being established.
- Full Council had approved the use of Section 106 commuted sums to provide temporary accommodation and work was ongoing on this.

7.2 At the end of quarter 2, 90% of the corporate projects had a RAG rating of green. 75% of the performance indicators were green, with one performance indicator in red. This was '% of recoverable overpayments recovered (housing benefit) that are recovered during the period. The Service Assurance Team Leader provided clarification as follows:-

- Due to the introduction of Real Time information being received from the DWP, the targets had been altered. However, it had become apparent during subsequent quarters, once the rates had dropped to historical norms, that the target had been set very high.

7.3 There had been 26 compliments in quarter 2 with 20 of these being regarding 'staff member/team'. Complaints had dropped from 46 in quarter 1, to 32 in quarter 2. One enquiry had been received from the Local Government Ombudsman in quarter 2 which had been responded to within timescales.

- 7.4 Members and members of the public commented on the report as follows:-
- Information was request on fixed penalty notices; it was noted that a member briefing had recently taken place.
  - The Rawtenstall gyratory was considered the key junction of the highways problems in Rossendale as it was a bottle-neck and a full study had been carried out by LCC with information also available in the Local Plan documents.
  - In terms of the Housing Benefit issue, the officer confirmed that there was no obvious trend to explain the overpayment reasons. Capita could control the collection activity but not the inaccurate claims. A new Fraud Officer was in place and this may lead to more overpayments being found. Examples were given of some overpayments and recovery action.
  - Clarification was given of the role of Capita, Northgate and RBC officers.
  - Clarification was given of the RAG status and why some items did not have one.
  - Priority 1.5 had not been updated because current information would refer to quarter 3 and this report was in respect of quarter 2. A member briefing was taking place on 20<sup>th</sup> November 2019 regarding flooding.
  - CCTV in Operations vehicles was discussed and this would provide evidence and footage to assist with service requests and other matters.
  - It was confirmed that the council complied with data protection laws.
  - The process for reporting and investigating fly-tipping was clarified.
  - Improvements to Capita/Service Assurance IT systems would result in an improved customer interface and include paperless billing. Systems will go live 2<sup>nd</sup> December and the new functionality will then be rolled out going forward. Dog fouling was noted and there had been an increase in fouling in moorland areas, with risk to wildlife. Education and awareness was key and this matter would be raised with the PPU Manager.

**Resolved:**

That the update was noted.

**8. THE FORWARD PLAN**

- 8.1 The Forward Plan had been published with the agenda and tabled upcoming Cabinet decisions that the committee could consider for the O&S Committee.
- 8.2 In terms of December's meeting, the Credit Unions had been invited and the committee would be seeing the Adoption of a revised common allocations Policy.

**Resolved:**

The plan was noted.

**The meeting started at 6.30pm and finished at 7.30pm**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_