

OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting: 12th November 2018

Present: Cllr Lythgoe (Chair)
Cllrs L. Barnes, Janet Eaton, Fletcher, Johnson, Kempson,
Morris, Procter, Robertson
Zieda Ali, Co-opted Member

In attendance: Sam Plum, Director of Communities
Clare Law, HR Manager
Guy Darragh, Economic Development Manager
Alison Wilkins, Locality Manager
Ian Walker, Service Assurance Team Leader
Richard Peters, Community Specialist Paramedic
Jenni Cook, Committee & Member Services Officer

Also Present: Cllrs Ashworth, Bromley, Essex, Haworth, Hughes and Lamb
0 press
2 public

1. APOLOGIES FOR ABSENCE & SUBSTITUTIONS

1.1 Apologies for absence had been received from:

- Councillor Gill – Councillor Fletcher substituting
- Councillor Kenyon – Mayoral duties

2. MINUTES OF THE LAST MEETING

Resolved:

That the minutes of the meeting held on 15th October 2018 be approved as a correct record.

3. DECLARATIONS OF INTEREST

3.1 Councillor Morris noted that the Haslingden Task Force was mentioned in item E2 (Quarter 2 Performance Report July – September 2018), however this was not a pecuniary or non-pecuniary 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 he would allow questions to be asked on each item as it was discussed.

6. CHAIR'S UPDATE

- 6.1 Membership of the Holiday Hunger Task and Finish Group had been established and the first meeting would be held before Christmas.

7. UPDATE FROM THE COMMUNITY SPECIALIST PARAMEDIC

- 7.1 Richard Peters provided members with an update on the Community Specialist Paramedic (CSP) role and ambulance response targets (ARP) with the following information highlighted:-
- He had been recruited in October 2016 as a result of O&S task and finish group work with the role becoming permanent in October 2017. There were currently 12 CSP posts across the North West and the North West Ambulance Service (NWAS) aspired to increase that number significantly.
 - The previous response targets were noted and the new ARP response standards were explained, along with the current mean response times and categories.
 - C1 had a target of 7 minutes. In 2017 this had been 12:41 and in 2018 11:06.
 - C2 had a target of 18 minutes. In 2017 this had been 34 minutes and in 2018 28 minutes.
 - C3 had a target of 1 hour. In 2017 this had been 1:07 and in 2018 1:10.
 - Long waits were investigated by NWAS and additional resources such as Community First Responders and managers were dispatched where available.
 - Outcomes were noted and approximately half of patients fell under the 'see and convey to A&E category'. In 2017 18.37% of patients had been seen and treated and in 2018 this was 18.55%.
 - Work had been ongoing at Blackburn Hospital around new units and trialling of a minor chest pain unit.
 - Investment in front line staff was key and sepsis training and frailty training was ongoing.
 - Resource changes were outlined including the removal of part time single staffed RRVs at Accrington, Stacksteads (though still staffed where possible), Nelson and Blackburn. These would be replaced by new doubled staffed emergency ambulances at Blackburn 13:00-01:00 and then 20:00-08:00, Accrington 14:00-02:00, and at Nelson a UCS ambulance had been upgraded to an emergency ambulance 10:00-22:00.
 - Estates changes were outlined and within Rossendale the Stacksteads and Rawtenstall ambulance stations would close and the service would move to shared premises at Rossendale Police Station in Waterfoot. The Community First Responders had already moved into the premises.
- 7.2 Members and members of the public commented on the report and the CSP answered queries as follows:-

- Patients were not always conveyed to A&E via ambulance and own transport, taxis etc could be used. This was often a judgement call on the part of the paramedic, and paramedics were risk adverse.
- Winter pressures – work to address this included a falls car based at Burnley which utilised a paramedic and an occupational therapist.
- Morale was discussed and it was noted that demand for the services had increased.
- The 111 service was discussed and noted and the alternatives to A&E or calling an ambulance should be publicised.
- When ambulances were called to motorway incidents, those spaces were backfilled if resources were available.
- Strategic parking rarely took place as units were almost always on an incident when on shift.
- Lancashire County Council had a Health Scrutiny function and enquiries could be made as to any work regarding ambulance response times and figures. Enquiries could also be made of the East Lancashire CCG.
- In respect of cleaning out between calls, spare vehicles were available and would be used whilst a deep cleaning service took place.

Resolved:

1. The update was noted and the Community Specialist Paramedic was thanked for his time.

Note: Richard Peters left the meeting.

8. CAPITA MONITORING AND PERFORMANCE REPORT

8.1 The Service Assurance Team Leader provided an update on the Capita and One Stop Shop (OSS) performance as follows:-

- Council tax collection rates had risen and were 96.5% for 2017/18 with the 2018/19 quarter 2 rates on target at 56.1%.
- There had been a sharp rise in NNDR collection at 98.4% last year which appeared to be largely driven by the 2017 revaluation and changes to rate relief schemes.
- Some movement on the figures could occur due to Tesco/Jacks in Rawtenstall and some of these rates could fall into next year's figures.
- OSS waiting times were noted and there had been an issue in August which had been resolved. Four new staff had been recruited.
- Benefit processing times were within target and it was noted that 'within target' was a historical anomaly within the contract. The average time to process a claim was at the top end of the target scale at 6.4 days and this was being monitored.
- The housing benefit overpayments performance was significantly above target. This was due to a combination of account reviews and DWP initiatives. The move onto universal credit would also impact on this target.
- The accuracy of claim processing remained within target.

- Appeals submitted to the Valuation Tribunals Service were noted and there were around 12 of these cases. The low data did make this a difficult performance indicator to monitor and was now an annual target.
- Work around the new homes bonus had resulted in £42k.
- Work had taken place around single person discount claims and 121 of these claims had been cancelled. This corresponded to approximately £45k in removed discount with the Rossendale share being around £7k.
- The Revenues and Benefits contract was currently out to tender. Members would receive a formal update on this as per the procedures.

8.2 Members and members of the public commented on the report as follows:-

- The officer clarified the NNDR situation with Tesco/Jacks.
- It was noted that the reduction in taxi drivers would have contributed to the decrease in footfall in the OSS.
- Provisions such as incentives and penalties in the new contract were discussed.
- Some service areas such as planning had statutory processing times and some areas did not.
- The officer outlined the process regarding non-payment of NNDR, summons, liability orders and bailiffs. It was noted that this was a national issue.

Resolved:

The report was noted.

9. QUARTER 2 PERFORMANCE REPORT (JULY – SEPTEMBER 2018)

9.1 The Chair noted the report and that a summary sheet and revised figures had been circulated.

9.2 Members and members of the public discussed the report as follows:-

- Parks investment – work was ongoing to establish and work with more community groups and a Play Area Strategy was being developed.
- An improvement in fly-tipping figures was noted and this appeared to be bucking the national trend.
- The report was clear and the narrative was useful. Arrows could be reintroduced to make the direction of travel clearer.
- Risk still required work and clarification with regards to the Audit and Accounts Committee.
- The 27 hectares of employment land noted on page 7 of the performance report was expected to generate around 1.600 jobs, depending upon the mix of sites.
- Work was ongoing to tackle the recycling figures with media campaigns, videos, education and it was noted that residents would still receive stickers on their bins.
- Concerns were raised regarding trees, weeds and gullies in Whitworth and Sam Plum would make the schedules and tracking data available to the member.

- Members requested to be notified when the street sweepers and other vehicles were in their area – Sam Plum would pick this up.

Note: Councillor Eaton left the meeting.

- Discussion took place on the condition of the road up to the tip and whether this was RBC or LCC's land. Sam Plum would look into this.
- The success of the Rossendale Works scheme was noted and had resulted in 16 people finding jobs.
- The Parks and Operations team were congratulated on their work around the parks, war memorials and cenotaph in the run up to Remembrance events. The Pride groups had also worked hard.
- Health and wellbeing work was outlined and within Rossendale some areas around obesity, smoking rates, exercise, mental health and low breastfeeding rates had been identified. Work would be undertaken to 'piggyback' onto national campaigns to get positive messages into the area.
- The M66 Group membership was outlined and it was noted that this was an officer group chaired by the Director of Economic Development. An overview of the meeting and aims was given.
- Members were updated on the work of the Haslingden Task Force, external funding bids and community engagement.
- CCTV – tenders had been received, however further information was required from all bidders. This work was ongoing.
- Crime and community safety was discussed. The work of the ASBRAC meetings was noted and councillors would let Alison Wilkins know of any issues in their area and feedback would be provided.

Resolved:

The report and update was noted.

10. THE FORWARD PLAN

- 10.1 The Committee and Member Services Officer noted the Forward Plan and the proposed agenda for the December meeting.

The meeting started at 6.30pm and finished at 8.40pm