

## OVERVIEW AND SCRUTINY COMMITTEE

**Date of Meeting:** 16<sup>th</sup> September 2019

**Present:** Cllr Johnson (Chair)  
Cllrs L. Barnes, Janet Eaton, Gill, Kempson, Kenyon, Morris and Procter

**In attendance:** Clare Birtwistle, Legal Services Manager  
Guy Darragh, Economic Development Manager  
Carolyn Sharples, Committee and Member Services Manager  
Jenni Cook, Committee and Member Services Officer

**Also Present:** Cllrs A. Barnes, Hughes and Oakes  
0 press  
1 public

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### 1. APOLOGIES FOR ABSENCE & SUBSTITUTIONS

1.1 There were no apologies for absence.

### 2. MINUTES OF THE LAST MEETING

**Resolved:**

That the minutes of the meeting held on 17<sup>th</sup> June 2019 be approved as a correct record, subject to it being noted that Councillor Kenyon was present.

### 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 – the committee would be receiving RIPA (Regulation of Investigatory Powers) updates on a quarterly basis. The Chair confirmed that RIPA had not been used during the last quarter. If members had any queries on RIPA, they should contact the Monitoring Officer.

Holiday Hunger – there would be a full update on the holiday hunger work at the next meeting.

Excess Winter Deaths/Health & Wellbeing Plan – it had not been possible for someone from the ELCCG to attend the meeting to give a final update on the Health and Wellbeing Plan that had arisen out of the Excess Winter Deaths Task and Finish Group. Officers had been informed that the Plan would include a list of all the appropriate support services and would be circulated to the Rossendale Health and Wellbeing Partnership before the end of September. Members who sat on this group and other related groups had been asked to look out for the document.

## **7. BACUP THI UPDATE**

- 7.1 The Economic Development Manager took members through the Bacup THI Project Evaluation Document and highlighted the following points:-
- Bacup THI was a five-year project which finished in June 2019.
  - 15 buildings had been restored, 4 brought back from dereliction, extensive changes had taken place to public realm and over 500 people had attended community engagement events.
  - The unique delivery method of the Bacup THI was being used as an example of best practice.
  - The lessons learned from the project delivery were outlined and the forward strategy would include delivery of the Bacup 2040 vision.
- 7.2 Members and members of the public commented on the report as follows:-
- The document did not have page numbers.
  - Clarification was given regarding the diagrams in section 1.
  - The team was congratulated on the successful project delivery.
  - Discussion took place regarding Lee Quarry and motorbike provision/issues. It was clarified that this was in the ownership of LCC and any issues should be reported to their wardens.
  - It was noted that following the project the Woolworth building was being renovated by the owner.
  - Further council bids and potential future funding was noted.

### **Resolved:**

That the report was noted and the Bacup THI Team be congratulated on their hard work and successful delivery of the project.

## **8. COUNCIL FEEDBACK REVIEW AND LOCAL GOVERNMENT OMBUDSMAN ENQUIRIES**

- 8.1 The Committee and Member Services Manager introduced the report which outlined the annual complaints, compliments and Local Government Ombudsman (LGO) enquiries for 1<sup>st</sup> April 2018-31<sup>st</sup> March 2019. The following was highlighted:-

- 134 compliments had been received. A breakdown of these compliments was provided. The Operations Team had received the highest number of compliments regarding a staff member/team.
- 138 formal complaints had been received. The areas of most complaint during 2018/19 were in relation to action/response/communication, bins/bin collection and Council Tax charges/decision.
- Paragraph 5.4 of the report was referred to which outlined the lessons learned from complaints.
- 114 complaints had been resolved at stage 1, there had been 24 stage 2 reviews. Out of these 24 cases, 3 were referred onto the LGO by the complainant.
- The LGO had received 18 complaints about the council and made decisions on 19 complaints.
- 3 investigations took place during the period; 1 concerned Environmental Services and Public Protection (upheld) and 2 concerned Corporate and other Services (1 upheld and 1 not upheld).
- 16% of the complaints to the LGO had been generated by one individual and this was being monitored.
- Clarification was given regarding the late compliance report and it was noted that this was due to a dispute with part of the complaint. This was now resolved and the council had 100% compliance.
- The average time to respond to a complaint was 6.5 working days against a target of 10 working days.

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

- This was a very comprehensive report with lots of detail and members noted the inclusion of lessons learned.
- Forms of contact – it was clarified that the main form of contact for complaints was the online form, with compliments being submitted more personally, usually via email.
- Staff members were informed of compliments via regular communication emails.

**Resolved:**

That the report was noted.

**9. QUARTER ONE PERFORMANCE REPORT (APRIL – JUNE 2019)**

9.1 The Legal Services Manager outlined the report which contained the performance figures for April – June 2019, corporate projects, performance indicators and risks. The following was highlighted:-

- The report had been amended to make it easier to read and understand.
- A light refresh of the Corporate Strategy had taken place and was contained within the 'Plan on a Page' at Appendix 2.
- Overall performance on corporate projects, performance indicators and risks were noted as:
  - Corporate projects: 90% green and 10% red.
  - Performance indicators: 65% green, 12% amber, 4% red and 19% unknown.

- Risks: 60% amber and 40% red.
- In terms of performance indicators, the red status was noted with regards to Priority 1-1 'Percentage of the total tonnage of household waste which has been recycled – calendar year %'.
- Priority 2-6 '% of recoverable overpayments (Housing Benefit) that are recovered during period – target increased from 50% to 95% also had a red status. The council had no direct control over this figure and would continue to monitor.
- Compliments, complaints and LGO complaints had been reported on in the previous item.

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

- The document was good and easy to read.
- The document was a useful way to find out information on corporate projects.
- Targets were discussed and the Portfolio Holder for Communities and Customers would pick up the target for average speed of answering the phone.
- Operations would be asked to attend the next O&S meeting to provide information on the recycling levels.
- Finance would be asked to address the housing benefit target.

**Resolved:**

That the report is noted and the actions followed up on.

## 10. ANNUAL EQUALITY REPORT 2018/19

10.1 This was a report taken to the Committee each year and the council is required to publish its equality data. The report noted the council's achievements and progress with regards to equality as an employer and service provider. The following was highlighted:-

- The council supported projects and support services within the community, however it should be noted that as financial challenges and changes continue, this could have an impact.
- Equality impact assessments were undertaken as a part of policy-making.
- Following the work of the Equalities Task and Finish Group in 2017 the Council's Equality Policy was refreshed and agreed at Cabinet in July 2018.
- There were currently 167 members of staff and their profiles along with councillor profiles were noted within Appendix 2.

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

- Basic pay for females was higher than males.
- It would be clarified why sexual orientation was not included, but was included for the Disabled Facilities Grants (DFG) data.
- The report should help ensure that the council's recruitment remained inclusive.

**Resolved:**

1. That the report is noted and the actions followed up.

**11. THE FORWARD PLAN/TASK AND FINISH GROUP DISCUSSION**

11.1 The Forward Plan had been published with the agenda and tabled upcoming Cabinet decisions that the committee could consider for the O&S Committee.

11.2 A discussion took place regarding future committee agendas and potential Task and Finish Group work. The next Task and Finish Group would focus on suicide rates and the Chair/Committee Services Officer would research this matter.

**The meeting started at 6.30pm and finished at 7.35pm**

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

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