

Subject:	Overview and Scrutiny Annual Report 2019/20 and the Work Programme 2020/21	Status:	For Publication
Report to:	Overview & Scrutiny Committee Full Council	Date:	15 th June 2020 15 th July 2020
Report of:	Committee & Member Services Officer	Portfolio Holder:	Corporate Services
Key Decision:	<input type="checkbox"/> Forward Plan <input type="checkbox"/>	General Exception	<input type="checkbox"/> Special Urgency <input type="checkbox"/>
Equality Impact Assessment:	Required:	No	Attached: No
Biodiversity Impact Assessment	Required:	No	Attached: No
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1.	RECOMMENDATION(S)
1.1	The Overview and Scrutiny Committee is invited to note and comment on the Overview and Scrutiny Annual Report 2019/20 prior to being recommended to Full Council for approval.
1.2	The Overview and Scrutiny Committee is invited to note and comment on the Overview and Scrutiny Work Programme 2020/21 prior to being recommended to Full Council for approval.

2. PURPOSE OF REPORT

2.1 To provide members with the Overview and Scrutiny (O&S) Annual Report for 2019/20 and to inform them of the Work Programme for 2020/21.

3. BACKGROUND

3.1 The Annual Report and Work Programme are documents that are required to be produced each year and laid before the O&S Committee and Full Council. These documents cover all of the Council's Corporate priorities and the work of O&S crosses all service areas of the Council.

3.2 The Annual Report summarises the work undertaken by O&S during the 2019/20 municipal year and details how the committee carried out its work. The report highlights the Task and Finish Group work and Appendix 1 of the work programme sets out the status of each recommendation.

3.3 The Work Programme 2020/21 sets out the proposed work to be carried out by the O&S Committee during the 2020/21 municipal year. The document provides an idea of what will be brought to the O&S Committee, is fluid and allows room for new items as they occur.

3.4 Consultation took place on the Work Programme and the responses are at the end of the Work Programme document. A meeting took place with the Chair of O&S, an opposition representative and officers and the documents were also sent to Corporate Management Team.

4. RISK

4.1 There are no specific risk issues for members to consider arising from this report.

5. FINANCE

5.1 Where any financial implications do arise from recommendations, they will be considered by Members as part of the annual budget process.

6. LEGAL

6.1 There are no specific legal implications arising from this report. The report fulfils the obligations within the Council's Constitution to report annually to the O&S Committee and to Full Council.

7. POLICY AND EQUALITIES IMPLICATIONS

7.1 The scrutiny process was introduced by the Local Government Act 2000 The purpose of the Overview and Scrutiny Committees is to help improve the way the Council works and to make sure it gets its decisions and policies right. Task and Finish Groups support specific focused pieces of work to produce a report and recommendations.

The four main principles of scrutiny are:-

- Empowering local people working with their local representatives, to challenge the council and other agencies to deal with local concerns
- Ensuring that the views and concerns of local people are heard at the heart of the local authority
- Enabling local councillors, as community champions to take the lead in raising issues for scrutiny

Reinforcing the scrutiny functions as a way to get things changed and improved so that local communities can see tangible results.

8. CONCLUSION

8.1 The Annual Report 2019/20 summarises the work carried out by the O&S Committee and the Work Programme 2020/21 provides an outline of the work to be carried out during the 2020/21 municipal year.

Background Papers

Document	Place of Inspection
Overview & Scrutiny Annual Report 2019/20	Appendix 1
Overview & Scrutiny Work Programme 2020/21	Appendix 2

**OVERVIEW & SCRUTINY
COMMITTEE**

ANNUAL REPORT

2019/20

**FOREWORD FROM THE 2019/20 CHAIR OF OVERVIEW AND SCRUTINY,
COUNCILLOR JANICE JOHNSON**



This Report highlights the activity and work of the Overview and Scrutiny committee and the Task and Finish Groups during 2019/20.

It is a pleasure to work with the task and finish groups as there is such good cooperation and positive input from all members regardless of political persuasion. I am particularly proud of our work to implement the Holiday Hunger pilot scheme and our work on suicide prevention. I would like to thank all members, officers and external partners for their work on this.

I am grateful for those external to the Council who gave up their time to attend meetings and who have contributed to the work of both the Overview and Scrutiny Committee and the Task and Finish Groups.

**MESSAGE FROM COUNCILLOR SEAN SERRIDGE – PORTFOLIO HOLDER FOR
CORPORATE SERVICES 2019/20**



Overview and Scrutiny is a crucial process that ensures we are delivering both Council services and those services of its partners in an appropriate way.

The Council's Overview and Scrutiny Committee continues to support and at the same time, challenge the Cabinet in providing assurance in respect of policy development and review across the Council and its partners, acting as a 'critical friend'.

The Committee continues to work hard on Task and Finish Groups and has tackled some difficult subjects, including holiday hunger and suicide.

Both councillors and officers continue to work together to ensure the best provision of services for the people of Rossendale and I have confidence that the scrutiny process will make sure we do this.

1. Overview and Scrutiny – The Basics

- 1.1 The Overview and Scrutiny process is a way of achieving open and democratic accountability for the provision of public services.
- 1.2 All local authorities operating a Cabinet and Scrutiny model have a Cabinet made up of the Leader of the Council and Cabinet members.
- 1.3 The Overview and Scrutiny (O&S) role is carried out by non-Cabinet members. In Rossendale we have one politically balanced committee made up of 10 members and one co-opted member.
- 1.4 The Overview and Scrutiny Committee is supported by one officer who works 30 hours per week in Committee and Member Services. The Corporate Management Team lead on O&S is currently the HR Manager.
- 1.5 Overview and Scrutiny is not a decision making body, but is a body which monitors and influences those that are, i.e. the Cabinet. Overview and Scrutiny report their work back to the Cabinet who then decide whether recommendations will be accepted, and if not, why not.
- 1.6 In Rossendale the Overview and Scrutiny Committee has a role in performance monitoring, which enables members to scrutinise detailed performance reports on a quarterly basis.
- 1.7 Scrutiny members/non-Cabinet members undertake reviews which are called Task and Finish Groups (T&F). These are usually made up of 5 members who are asked to look in-depth at particular issues and make recommendations which may suggest a change in policy or service provision.
- 1.8 Overview and Scrutiny is not a mechanism for the investigation or settling of individual complaints from the public or members. The Council has a separate complaints process and a member enquiry service. Nor can Overview and Scrutiny look at individual planning or licensing decisions.
- 1.9 Overview and Scrutiny welcomes suggestions from councillors and the general public regarding issues that could be investigated. Committee and Member Services consult with the public, councillors and managers each year and their suggestions are considered for the Annual Work Programme.
- 1.10 In May 2019 the Ministry of Housing, Communities and Local Government released 'Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities'. The Council continues to work in line with statutory guidance and the Constitution, and the Chair, Vice-Chair and Officers attend Scrutiny Networks where possible.

2. Internal Scrutiny

2.1 Quarterly Performance Reports

The committee continues to receive the quarterly performance reports. If the committee feels a service area's performance requires further investigation, then the relevant senior officer can be called to committee. If members feel it necessary once the officer has attended committee, then the Performance Management Task and Finish Group may be reinstated to scrutinise matters further. During 2019/20 the Operations Manager was called to the committee to provide clarification on recycling targets. Following on from this, the Operations Team provided a live demonstration of the new in-cab technology in refuse vehicles and provided an update on implementation at the March 2020 meeting.

2.2 Pre-Decision Scrutiny

The committee received a variety of reports during 2019 with some of them being part of the annual work programme and some being brought to O&S for a specific reason and discussion, including:-

- As part of the Council's formal budget-setting process, the committee examined the 2020/2021 budget proposals.
- Alongside the 2020/2021 budget proposals, pre-decision Scrutiny was undertaken on:-
 - Debt Management Policy
 - Revised Common Allocations Policy
- Annual Equality Report.
- Local Government Ombudsman Annual Letter and Council Feedback (Complaints) Update.
- RIPA update – O&S committee is required to have a quarterly update on the use of RIPA. This was done verbally in the Chair's update and is timed in with the quarterly performance reports. It should be noted that the Chair is not able to give specific details if RIPA has been used and all enquiries should be directed to the Monitoring Officer.
- The Council did not receive a Service Assurance Team/Capita update in 2019, as officers realised all relevant information was now contained in the quarterly performance reports. A separate report would only duplicate virtually identical information. An officer attended the November 2019 meeting to answer any queries about SAT/Capita performance and targets.

3. External Scrutiny

3.1 The committee received a number of presentations from external organisations as follows, which are summarised below.

'To act as the Council's Crime & Disorder Committee'

3.2 As set out in the O&S Terms of Reference, the committee monitors crime and disorder issues and under the Police and Justice Act and related statutory guidance from the Home Office on the scrutiny of crime and disorder,

Lancashire Police are invited to the committee each year to give a presentation on performance and progress against crime indicators. Inspector Clarke attended in January 2020.

3.3 Rossendale Leisure Trust (RLT) and CLAW Update

Rossendale Leisure Trust presented their annual update in January 2020 via a YouTube video, accompanied by a short summary document. The video was very well received and informed members of the Trust's key achievements during the year. This year's update incorporated CLAW's performance.

3.4 Rossendale Together Barnfield (RTB)

After a suggestion from an elected member during the work programme consultation, RTB attended the October 2019 committee and updated members on work carried out and future plans. Going forward, RTB will be invited on an annual basis.

3.5 Transdev

Transdev agreed to attend the March 2020 committee and provided an update on services. A frank and constructive Q&A session took place and members were provided with a contact email for reporting service issues. It should be noted that Transdev are under no obligation to attend the O&S Committee.

3.6 Updates were also received from grant recipients, who are required to update the O&S Committee on an annual basis:-

- Bacup Credit Union
- First Choice Credit Union
- Citizens Advice

4. **Task and Finish Group work in 2019/20**

4.1 Task and Finish Groups are established by the O&S Committee to conduct an in-depth review of any service, policy or issue that affects the borough. Usually there are five politically balanced members (non-Cabinet Members) and at the first meeting a Chair and Terms of Reference are agreed. Due to resources, only two groups are able to operate at the same time.

4.2 Holiday Hunger

This group was established following a notice of motion to Full Council which highlighted the issues faced by children in receipt of free school meals in the school holidays. The group recommended the establishment of a pilot scheme over the 2019 summer holidays. The Communities Team brought together the community networks and groups and worked with the schools. A report was taken to the October 2019 committee which outlined how the pilot scheme had worked.

4.3 Suicide Rates

This group was set up to examine suicide rates in Rossendale. Work took place between October 2019 and January 2020 and the group's recommendations were endorsed by Corporate Management Team and accepted in full by the Cabinet. The final report went to the January 2020 O&S Committee. Officers are continuing to implement the recommendations and report back to a future meeting (provisionally June 2020).

4.4 Copies of task and finish group reports are available on the council's website via the link below:-

https://www.rossendale.gov.uk/downloads/download/10718/task_and_finish_group_reports

5. **How has Scrutiny made a difference?**

5.1 O&S continues to perform the important function of holding the executive (the Cabinet) to account, carrying out task and finish work and reviewing policies and strategies before implementation. The following is worth reiterating and noting:-

- Establishment of a Holiday Hunger pilot scheme during the 2019 summer holidays.
- The Task and Finish Group regarding suicide in Rossendale made 12 recommendations and these are being implemented by officers. To date almost all members of staff and elected members have completed some form of suicide awareness training.
- Policy development – the committee was consulted on and provided feedback on several policies before they were approved by Full Council or Cabinet and this included the annual budget reports.

5.2 A document which sets out the status and progress of O&S Task and Finish Group recommendations is attached at Appendix 1.

6. **2020/21 Meetings and Work Programme**

6.1 The O&S Committee meetings for 2020/21 are confirmed and listed in the Committee Schedule. The O&S Committees take place at 6.30pm in the Council Chamber. Please note there are two O&S meetings in November 2020, and the latter will be treated as the December meeting.

6.2 The Work Programme is a separate document and sets out the basic work to be carried out by O&S Committee during 2020/21.

RAG Status

Incomplete
Ongoing
Complete
Unknown

Task and Finish Group	Recommendation	Responsible Officer/Team	Update	RAG Rating	Notes
Holiday Hunger	Rec 1: That a pilot scheme is established within schools and the community network to look at constant source of fresh food available to those who require it.	Communities	Pilot scheme took place during the 2019 summer holidays.	Completed	Although complete from a T&F point of view, further officer work will be required to ensure future schemes can run successfully.
Holiday Hunger	Rec 2: This scheme will address the immediate issue of hunger, and once established, address hunger during the longer six-week holidays.	Communities	Pilot scheme took place during the 2019 summer holidays.	Completed	Although complete from a T&F point of view, further officer work will be required to ensure future schemes can run successfully.
Holiday Hunger	Rec 3: That although the council is not responsible for this service, it is agreed that officers are able to provide co-ordinating assistance to enable the schools and the networks to work together.	Communities	Pilot scheme took place during the 2019 summer holidays.	Completed	Although complete from a T&F point of view, further officer work will be required to ensure future schemes can run successfully.

Rossendale

BOROUGH COUNCIL

Task and Finish Group	Recommendation	Responsible Officer/Team	Update	RAG Rating	Notes
Suicide in Rossendale	Rec 1: The council signs up to a 'Time to Change' and promotes the '6507' project.	Clare Law/HR		Completed	
Suicide in Rossendale	Rec 2: Offer and encourage the appropriate training through Healthier Lancashire and South Cumbria (HLSC) and LCC and other suitable providers to all staff and partners in line with the developing training matrix.	Clare Law/HR	This is ongoing and is being rolled out across staff and members in a variety of formats – online and training sessions.	Completed	Member training session held 11/02/20. Officer training completed online.
Suicide in Rossendale	Rec 3: That the PPU unit adds suicide awareness training to its training for taxi drivers and how this can be promoted in licensed premises and work with landlords.	Phil Morton/ PPU		Ongoing	External training provider can add this to the training, however this has been delayed by the CV-19 pandemic.
Suicide in Rossendale	Rec 4: That the Council's Health Champion liaises with the Samaritans.	Councillor Brennan		Ongoing	Continues to liaise.
Suicide in Rossendale	Rec 5: The council's facilities are made available to partners and organisations to host training and awareness	HR	Dates the chamber is free January to March have been given to the trainer.	Ongoing	Sessions postponed due to CV-19 pandemic.

Rossendale

BOROUGH COUNCIL

Task and Finish Group	Recommendation	Responsible Officer/Team	Update	RAG Rating	Notes
	events.				
Suicide in Rossendale	Rec 6: The Zero Suicide Alliance training will be raised with business leaders.	Cath Burns	Done	Completed	
Suicide in Rossendale	Rec 7: The Samaritans' 116 123 number will be promoted	HR & Communications Team	Number printed on 'emergency cards'.	Completed	
Suicide in Rossendale	Rec 8: The appropriate use of language around suicide will be promoted.	HR & Communications Team	Officers will continue to use the correct language.	Completed	Completed but to be adhered to going forward.
Suicide in Rossendale	Rec 9: The issue will be raised on agendas at Community partnership meetings.	Communities Team	Officers will raise issues on agendas where appropriate.	Completed	Meetings have be postponed due to CV-19 pandemic.
Suicide in Rossendale	Rec 10: That a member of council staff continues to attend the Suicide Prevention and Self Harm Reduction Strategy Group.	Communities Team	Officer has made contact and will attend meetings.	Completed	
Suicide in Rossendale	Rec 11: That awareness raising through digital means and social media is undertaken.	HR & Communications Team	Use of social media to raise awareness has taken place.	Completed	Completed but the council will engage with official campaigns going forward.
Suicide in Rossendale	Rec 12: That the council feeds back actions taken	Communities Team	Officer to liaise with LCC Public Health going	Completed	Ongoing feedback and liaison.

Rossendale

BOROUGH COUNCIL

Task and Finish Group	Recommendation	Responsible Officer/Team	Update	RAG Rating	Notes
	to the LCC Public Health so that these actions may be measured.		forward.		

**OVERVIEW AND SCRUTINY
WORK PROGRAMME 2020/21**

1. INTRODUCTION

- 1.1 The Overview and Scrutiny Committee is required to produce and agree an Annual Work Programme.
- 1.2 As always, to develop the work programme, a local consultation process was undertaken with managers, councillors and members of the public, who were asked to contribute to the Work Programme. Contributions could be made via social media, the Council's news website, via the democracy email address or a hard copy form within the One Stop Shop.
- 1.3 There is a scrutiny form on the website and people are welcome to submit ideas through the year.
- 1.4 This programme outlines the work of the Overview and Scrutiny Committee and the proposed work to be undertaken by Task and Finish Groups. Due to officer resources, there should be no more than two Task and Finish Groups running at one time.

2. CABINET INVOLVEMENT

- 2.1 In November 2016 the Cabinet resolved that the two main recipients of Council grants, being the Citizens Advice and the Credit Union would update the Council on its work and that this would be done via the Overview and Scrutiny Committee. These groups continue to attend annually.

3. HEALTH SCRUTINY

- 3.1 At the time of writing the report, the Portfolio Holder for Customers and Communities represents Rossendale Council on the Rossendale Strategic Health Partnership which is attended by GPs, the CCG and other health professionals who work in Rossendale. They also represent Rossendale on the East Lancs Health and Wellbeing Partnership and LCC Health Scrutiny Committee.
- 3.2 The Portfolio Holder chairs the Rossendale Health and Wellbeing Partnership, which is attended by the CCG Locality Manager and is open to any elected member to attend.
- 3.3 Issues of concern can be raised via the Portfolio Holder at any of these meetings.

4. STANDING AGENDA ITEMS

4.1 The Council's Constitution outlines the items which Overview and Scrutiny considers on a regular basis and in addition, Overview and Scrutiny can look at other non-key decision/updates as required or requested. The items outlined in the Constitution are detailed below:-

4.1.1 Routine Monitoring of the Performance of the Council

To review on a quarterly basis the Performance Report and invite officers of the Council to attend a future meeting if their service area is under-achieving on its target. Alternatively, if a service area is falling behind on their targets, the Performance Management Task and Finish Group may be re-convened to look into the matter.

4.1.2 Policy Development

- a) To deal with emerging policy and assist the Council in reviewing and developing policy as detailed in the Forward Plan.
- b) Review and scrutinise decisions taken internally by the Cabinet, individual Cabinet members or officers of the Council.

4.1.3 Scrutiny of the Council's Budget

To be consulted and make recommendations on the Council's annual budget setting each year.

4.1.4 Complaints/Compliments

- a) To monitor formal complaints received by the Council
- b) To receive information on the number of compliments received for each service area
- c) To monitor Local Government Ombudsman Complaints.

4.1.5 Councillor Call for Action (CCfA)

To deal with any relevant Councillor Call for Action requests and determine the appropriate course of action.

4.1.6 Call-In

To scrutinise decisions referred under the Council's Call-In Procedure.

5. WORK PROGRAMME CONSULTATION FEEDBACK

5.1 As noted in Section 1 of this report, consultation took place via councillors, managers, the news website, Twitter, Facebook and hard copy forms in the One Stop. As this work programme consultation was carried out during the Covid-19 pandemic, public responses were understandably limited. However, suggestions were received from Councillors/Officers which are listed at Appendix 1.

5.2 A Zoom meeting was held with the O&S Chair, opposition representative, CMT Lead and Committee staff on 11th May 2020 at which the suggestions were discussed and a plan of how to implement them agreed. This document was

then set before CMT on 19th May 2020 for their information and for input and comments and suggestions regarding timescales.

6. 2020/21 WORK PROGRAMME AND PROPOSED AGENDAS

- 6.1 The draft work programme below is based on previous agendas, required updates from Task and Finish Groups and the standing items outlined in Section 4.
- 6.2 Although the Work Programme is formally agreed, it may be amended by the Overview and Scrutiny Committee as required. The table below sets out the basic agendas and a rough idea of which reports should go to each committee. It is important to ensure that there is room for Task and Finish Group reports and for any other items or policies which will occur during the year.
- 6.3 The Forward Plan is tabled at each meeting for information and to allow members to see which items are going to Cabinet. Items in *italics* are suggestions from the Work Programme consultation.
- 6.4 New for 2020/21 – the March committee will be trialed as a dedicated ‘Partner/Grant Recipient Meeting’. This means that the partners such as leisure and our grant recipients would all attend on one evening to give short, uninterrupted presentations, with a short Q&A session after each presentation.

Note: the table below is an outline of the items that are expected to come to O&S Committee and other items/policies/suggested items will be added as required.

Meeting	Items
15 th June 2020	<ul style="list-style-type: none"> - O&S Annual Report 2019/20 - O&S Work Programme 2020/21 - Task and Finish Work Update: Suicide in Rossendale - Quarter 4 Performance Report - The Forward Plan
6 th July 2020	<ul style="list-style-type: none"> - <i>Victim Support and related agencies</i> - The Forward Plan
14 th September 2020	<ul style="list-style-type: none"> - Quarter 1 Performance Report - Annual Equality Report - The Forward Plan
12 th October 2020	<ul style="list-style-type: none"> - RTB Update - The Local Government Ombudsman’s Annual Letter and the Council’s Annual Complaints Report - The Forward Plan
2 nd November 2020	<ul style="list-style-type: none"> - Quarter 2 Performance Report - <i>Economic Development Update - TBC</i> - Council Tax Support Scheme 2019/20 (only if major changes) - The Forward Plan
30 th November 2020	<ul style="list-style-type: none"> - <i>Strategic Housing Update on services</i> - The Forward Plan

Meeting	Items
18 th January 2021	<ul style="list-style-type: none"> - RTB Update - Annual Update from Lancashire Police - The Forward Plan
1 st February 2021	<ul style="list-style-type: none"> - Quarter 3 Integrated Performance Report - 2021/22 Budget Reports - The Forward Plan
8 th March 2021	<ul style="list-style-type: none"> - Partner Scrutiny Meeting (Grant recipients – Credit Unions and Citizens Advice, RLT, CLAW, Ski Slope, The Whitaker). - The Forward Plan

7. CONCLUSION

- 7.1 Engagement with members of the public continues to be an issue, which is acknowledged in statutory guidance. This year, the scrutiny form and press release asked people to consider what they wanted a scrutiny review to achieve.
- 7.2 It is important to understand what O&S can effectively scrutinise and to concentrate the committee's efforts on those items. It should be noted that Lancashire County Council has its own Scrutiny Committees, processes and protocols.
- 7.3 Consultation responses notwithstanding, the programme outlined above provides members with a clear plan of work and engages with our partners and grant recipients. There is also room available for additional items to be added throughout the year and for items to be moved as necessary.

Appendix A

Suggestion	Comment/Decision
Climate Change	The Climate Change Strategy will go to O&S prior to approval and added to a committee agenda when it is ready. O&S may wish to focus on an aspect of the strategy for Task and Finish Group.
More training for councillors on representing the council/own personal views – e.g. public perception when someone who is known as a Cllr is commenting in a public forum.	Not O&S – Monitoring Officer to pick up via member training.
Private rented sector – what are the problems for local residents and if the council can do anything to get better private sector accommodation.	Housing Strategy is being developed and will come before O&S – to be added to an O&S agenda when ready.
COVID-19 Response includes the legacy for communities businesses and voluntary groups, the financial impact and council tax and hardship support.	This can be addressed by Task and Finish Group work. Look at response and recovery plans going forward. Provisional date – Autumn 2020.
Volunteering – opportunities, challenges and support.	Include in Covid-19 work.
Homelessness – including sofa-surfing – How much of a problem is it and what support is available?	Housing Strategy is being developed and will come before O&S. However, O&S will invite Strategic Housing to deliver an update to O&S Committee on services and work being carried out.
Council Tax Collection Policy – O&S to review our policy for council tax collection and review/compare against best practice.	When it is due to be revisited, the policy should come to O&S for review. Some of this may fall under the remit of the Covid-19 response work.
Domestic abuse – update on services for both women and men in Rossendale and their effectiveness.	Invite Victim Support and other relevant organisations to O&S to discuss services and the impact on residents in Rossendale.
Flooding – impact of measures put in place previously, impact of 2019/20 flooding on communities and next steps.	Member briefing to be arranged to update members on this. Members may wish to keep this under consideration for future T&F work.
Bacup Town Centre – promoting the town centre, parking, blue badge spaces, public transport links.	Need to know the outcome of the bid in June, can invite Economic Regeneration to give an update on regeneration works in Bacup. This item can be added to an agenda

Suggestion	Comment/Decision
	when appropriate.
Bacup & Haslingden regeneration/ Spinning Point 1 & 2 and learning points.	Add to future agenda when appropriate.
Speeding issues on roads in Rossendale, particularly Whitworth.	To be raised with Lancashire Police as part of their annual update to O&S.