

To register a question for Public Question Time please email your question to democracy@rossendalebc.gov.uk before 9am Monday 5th July.

Public Question Time will be conducted remotely via Zoom, access details below.

Meeting of: The Council

Wednesday 7th July 2021 at 6.00pm or at the conclusion of Question Time and Public Engagement whichever is the later.

***Venue:** Council Chamber, The Business Centre, Futures Park, Bacup. OL13 0BB



***Please note this meeting will be accessible in the Council Chamber for essential attendees only (elected councillors and supporting officers). All other access will be remote as detailed below.**

Join Zoom Meeting (please allow time for set up if accessing for the first time):

<https://zoom.us/j/95728023249?pwd=T1c5M3ZjVzNrdFVGdzRuUnRoTXdYUT09>

Meeting ID: 957 2802 3249

Passcode: 479216

Please note that a waiting room will be in place for the Zoom meeting and public will be admitted at 6.00pm.

To join by phone or mobile:

Dial 02034815240 then when prompted enter the ID number followed by # e.g. 95728023249#

When prompted confirm with another # To mute and unmute yourself press *6

(Alternate dial in number: 02039017895)

Supported by: Carolyn Sharples, Committee and Member Services Manager Tel: 01706 252422

Email: democracy@rossendalebc.gov.uk

ITEM		Lead Member/Contact Officer
A.	BUSINESS MATTERS	
A1.	Apologies for Absence	
A2.	To approve and sign as a correct record the minutes of 21 st May 2021.	
A3.	Urgent Items of Business To note any items which the Chair has agreed to add to the Agenda on the grounds of urgency.	
A4.	Declarations of Interest <i>Members are advised to contact the Monitoring Officer in advance of the meeting to seek advice on interest issues if necessary.</i> Members are requested to indicate at this stage, any items on the agenda in which they intend to declare an interest. Members are reminded that, in accordance with the Local Government Act 2000 and the Council's Code of Conduct, they must declare the nature of any personal interest and, if the interest is prejudicial, withdraw from the meeting during consideration of the item.	Clare Birtwistle, Monitoring Officer 01706 252438 clarebirtwistle@rossendalebc.gov.uk

The agenda and reports are also available for inspection on the Council's website <https://www.rossendale.gov.uk/>. Other formats are available on request. Tel 01706 217777 or contact Rossendale Borough Council, Futures Park, Bacup, OL13 0BB

اردو বাংলা



Large Print



Tape



CD



Braille

B.	Communications from the Mayor, the Leader or Head of Paid Service To receive any communications from the Mayor, the Leader, or the Head of the Paid Service that they may wish to lay before the Council.	The Mayor, Councillor Oakes, The Leader, Councillor A.Barnes and Neil Shaw, Chief Executive 01706 252447 neilshaw@rossendalebc.gov.uk
C.	RECOMMENDATIONS FROM THE CABINET AND OTHER COMMITTEES	
C1.	Recommendation of the Overview and Scrutiny Committee To consider the Digital Strategy report.	Councillor Hughes/Adam Allen, Director of Communities 01706 252428 adamallen@rossendalebc.gov.uk
C2.	Recommendation of the Overview and Scrutiny Committee Overview and Scrutiny Annual Report and Work Programme	Councillor Serridge/ Clare Birtwistle, Monitoring Officer 01706 252438 clarebirtwistle@rossendalebc.gov.uk
D.	ORDINARY BUSINESS	
D1.	Climate Change Update To consider the Climate Change update.	Councillor Lythgoe/Adam Allen, Director of Communities 01706 252428 adamallen@rossendalebc.gov.uk
E.	NOTICES OF MOTION	
E1.	To consider a notice of motion submitted by Councillors Serridge and James Eaton To consider a notice of motion as set out in item E1 regarding the proposed boundary changes.	Councillor Sean Serridge Councillor James Eaton
E2.	To consider a notice of motion submitted by Councillors Foxcroft and Thompson To consider a notice of motion as set out in item E2 regarding climate change.	Councillor Foxcroft Councillor Thompson
E3.	To consider a notice of motion submitted by Councillors Rigby and Morris To consider a notice of motion as set out in item E3 regarding openness and transparency.	Councillor Rigby Councillor Morris
E4.	To consider a notice of motion submitted by Councillors Adshead and Stevens To consider a notice of motion as set out in item E4 regarding plastics.	Councillor Adshead Councillor Stevens
E5.	To consider a notice of motion submitted by Councillors S. Barnes and Serridge To consider a notice of motion as set out in item E5 regarding right to food.	Councillor Samara Barnes Councillor Sean Serridge



Neil Shaw
Chief Executive

Date Published: 29th June 2021

Re-published: 6th July 2021

COUNCILLOR BARBARA ASHWORTH, MAYOR

MINUTES OF: THE ANNUAL MEETING OF THE COUNCIL

DATE OF MEETING: 21st May 2021

**PRESENT: The Mayor Councillor Ashworth (in the Chair)
Councillors Adshead, A. Barnes, S. Barnes, Cheetham, James Eaton, Essex, Foxcroft, Gill, Haworth, Hughes, Johnson, Kempson, Lythgoe, MacNae, Marriott, Neal, Oakes, Pendlebury, Powell, Procter, Rigby, Rooke, Serridge, Steen, Stevens, Thompson, Walmsley, Whitehead and Woods.**

**IN ATTENDANCE: Carolyn Sharples, Committee and Member Services Manager
Stephanie Carroll, Civic Services Officer and Leader's PA
John Illingworth, Mayor's Attendant**

**ALSO PRESENT: By remote access - public and guest observers.
Clare Birtwistle, Head of Legal Services / Monitoring Officer**

At the start of the meeting a silence was observed as a mark of respect following the death of His Royal Highness The Prince Philip, Duke of Edinburgh.

CIVIC MATTERS

1. Election of the Mayor

The Mayor invited nominations for the position of Mayor for the Municipal Year 2021/2022. Councillor Jackie Oakes was proposed by Councillor Andrew Walmsley and seconded by Councillor Margaret Pendlebury.

Resolved:

That Councillor Jackie Oakes be appointed as the Mayor for the Municipal Year 2021/2022.

NB: The New Mayor, Councillor Jackie Oakes, chaired the meeting from this point forward.

2. Election of the Deputy Mayor

The Mayor invited nominations for the position of Deputy Mayor for the Municipal Year 2021/2022. Councillor Anne Cheetham was proposed by Councillor Margaret Pendlebury and seconded by Councillor Alyson Barnes.

Resolved:

That Councillor Anne Cheetham be appointed as the Deputy Mayor for the Municipal Year 2021/2022.

3. Presentation and Vote of Thanks to the Retiring Mayor

Councillor Alyson Barnes moved the vote of thanks and spoke in relation to the retiring Mayor, seconded by Councillor Margaret Pendlebury, to which Councillor Ashworth responded.

Resolved:

That the grateful thanks of this Council be offered to Councillor Barbara Ashworth for the excellent manner in which she has fulfilled her duties as Mayor.

BUSINESS MATTERS

4. Apologies for Absence

Apologies for absence were received for Councillors Lynda Barnes, Sue Brennan, Janet Eaton, Ann Kenyon, Denis Kostyan and Granville Morris.

5. Minutes of the last meeting

Resolved:

That the minutes of the meeting held on 17th March 2021 be signed by the Mayor as a correct record.

6. Urgent Items of Business

There were no urgent items of business.

7. Declarations of Interest

There were no declarations of interest.

8. Retiring Councillors – Vote of Thanks

Councillor Sean Serridge spoke in relation to those councillors who had retired following the Elections on 6th May 2021, this was seconded by Councillor Margaret Pendlebury.

Resolved:

That the grateful thanks of this Council be offered to Tom Aldred, Pam Bromley, Dorothy Farrington, Andrea Fletcher, Val Roberts and David Stansfield for their hard work throughout their service as elected members of the Borough.

9. Election of Councillors

The Committee and Member Services Manager reported that the following persons had been elected councillors on 6th May 2021 and had each made the necessary Declaration of Acceptance of Office. The Mayor welcomed all new and returned councillors to the Council.

Resolved:

That it be noted that the following persons were elected on 6th May 2021.

Name of Person Elected Ward

Gemma Rooke	Cribden
Janice Johnson	Eden
Janet Whitehead	Facit and Shawforth
David Foxcroft	Goodshaw
Laura-Beth Thompson	Greenfield
Barbara Ashworth	Greensclough
Samara Barnes	Hareholme
Alan Woods	Helmshore
Andrew Walmsley	Irwell
Steve Hughes	Longholme
Andy MacNae	Stacksteads (by-election)
Jenny Rigby	Whitewell
Marilyn Procter	Worsley

The Mayor wished them well in their role as a councillor.

10. Communications from the Mayor, the Leader or Head of Paid Service

There were no communications from the Mayor, Head of Paid Service or Leader of the

Council.

11. Urgent decisions

Council noted the Special Urgency Decision taken 20th April 2021 relating to a contract variation as detailed on the public notice.

12. Political Balance, Committees and Outside Bodies

The Council considered the Political Balance, Committees and Outside Bodies report.

An amendment was moved by Councillor Neal and seconded by Councillor Essex that:

Appendix B be amended to reflect that Councillor Powell would replace Councillor Neal on Licensing Committee and that Councillor Neal would not be on Appointments and Appeals Committee or Standards Committee.

Members voted on the amendment which became the substantive motion.

Resolved:

That the Council confirm appointments proposed by the various political groups as set out in the following appendices:

- Appendix A - Draft political balance calculation
- Appendix B - Draft committees of the Council, working groups, member champions and other meetings
- That Appendix B be amended as follows: that Councillor Powell replace Councillor Neal on Licensing Committee and that Councillor Neal would not be on Appointments and Appeals or Standards.

Reason for Decision

To ensure that the Council can effectively conduct its business.

Alternative Options Considered

None.

(The meeting commenced at 6.30pm and concluded at 7.15pm)

Signed.....

(Chair)

Date

Subject:	Digital Strategy	Status:	For Publication
Report to:	Full Council	Date:	7 th July 2021
Report of:	Director of Communities	Portfolio Holder:	Communities
Key Decision:	<input checked="" type="checkbox"/> Forward Plan <input checked="" type="checkbox"/>	General Exception	<input type="checkbox"/> Special Urgency <input type="checkbox"/>
Equality Impact Assessment	Required:	Yes	Attached: No
Biodiversity Impact Assessment	Required:	No	Attached: No
Contact Officer:	Adam Allen	Telephone:	01706 252428
Email:	adamallen@rossendalebc.gov.uk		

1. RECOMMENDATIONS

- 1.1. That Full Council approve the proposed new Digital Strategy.
- 1.2. That Full Council approve the proposed roadmap to translate the Digital Strategy into a clear programme of projects over the lifetime of the strategy which will be consulted upon with Overview and Scrutiny Committee.

2. PURPOSE OF REPORT

To present the Digital Strategy to Council for approval and to explain the next steps in its implementation.

3. BACKGROUND

- 3.1. In the past 12 months, the council have achieved success in improving its ICT and digital systems. This includes the implementation of secure remote and home working, Microsoft Office 365 and introducing virtual meetings using both Teams and Zoom. All back office systems are available remotely to all staff that require them.

Enterprise licensing agreements have been renegotiated and established with key ICT vendors including Microsoft, Oracle, NPS, Cisco, Net App and Civica. This has resulted in improved commercial agreements and financial savings which have been reinvested in other improvements. An ongoing procurement plan is in place to maximise commercial opportunities and return on investment.

- 3.2. However, overall the council is behind the curve in terms of digital services. Many recent improvements have been internally focused and there is a need to set a longer-term vision for digital services that supports the ambitions in the new Corporate Plan and one which puts the Rossendale residents and businesses (our customers) at the heart of what we do. Putting the customer at the centre of our digital transformation is a key theme of the strategy and includes a commitment to tackle digital exclusion. In practice this will include continuing to provide face to face contact and telephone contact for those that favour this form of contact. However, digital services will be developed in order that, overtime they become the channel of choice for residents.

4. THE DIGITAL STRATEGY

- 4.1. Our vision is:

“Rossendale Borough Council will put the customer at the heart of its services and utilise technology to improve the lives of residents and the efficiency and effectiveness of all Council Services.”

- 4.2. How the council interacts with residents is a key determining factor in how the council is perceived. It is recognised that any future digital developments must be accessible to all and it is also recognised that direct customer contact with residents should be a focus. As a consequence the council is undertaking a Customer Service Excellence Programme to support this strategy. This programme will provide training to all staff on customer service excellence along with improvements to the customer journey.

To support the Customer Service Excellence programme, changes have already been made to the design of the One Stop Shop to allow for a greater choice of access by customers. The Rossendale One Stop Shop was one of only a few in the country that has remained open to appointments also catering for vulnerable customers during the COVID pandemic.

The One Stop Shop service delivery has also been improved to cater for customer requests such as adopting an appointment based service to prevent customers having to travel to Bacup in order to see a customer service agent. The new ways of working allows customers to be serviced in their own home providing greater flexibility and speed of service. This new approach has resulted in a reduction in repeat visits, as an initial phone call can ensure we get it right first time.

The One Stop Shop supports the methodology of the Customer & Digital Strategy by offering a face to face provision via appointment for customers who are unable to access services digitally.

- 4.3. Improving our digital delivery provides a number of benefits. It allows access to information and services 24/7 and in many cases allows much simpler and faster transactions. Digital interaction can be much more cost effective to the council. Face to face contact can cost up to £8.62 per interaction compared with a 15 pence cost for a website transaction. Refreshing the website and other customer facing channels will be one of the earlier projects to be delivered in order to release savings for reinvestment in front line services. The strategy includes a digital citizen programme which will involve work with community groups in order to improve the IT skills of residents.

- 4.4. The Digital Strategy will be delivered across four themes:

- **Digital Customer**

- To provide the best possible experience of interacting with the council and ensuring we get things right first time.
- To provide the preferred method of contact for the customer whilst encouraging residents to go digital and supporting digitally excluded residents to become digitally included.
- We will embed customer engagement and feedback into all areas of the council's digital work, we will consult and engage for all major change work across the council.
- To use data and customer engagement to understand our customers better and to continually improve the services that we provide.

- **Digital Workforce**

- To embed a culture within the council where technology is embraced by all staff to improve our services to the customer.

- **Digital Infrastructure and Digital Security**

- To ensure that all data and systems operated by the council are efficient, effective, secure and safe.

- 4.5. Following feedback from the Overview and Scrutiny Committee, it has been agreed that we will adopt a digitally inclusive design process for the website by using Members, Officers, customers and external experts such as Ability Net to test the usability of the website during the design process.
- 4.6. The Digital Strategy is attached as Appendix 1 and it describes the high level actions required to deliver on the key overarching objectives across the four themes. Included within the strategy is a digital roadmap, which illustrates the projects that will deliver the strategy and the chronology of their implementation.
- 4.7. Funding for improvements in the current financial year (2021/22) will be met through existing budgets. The first full year of delivery will take place in 2022/23 and funding for this will be established through the Councils established MTFS budget setting process. As the delivery plans are developed, they will be consulted upon with the Overview and Scrutiny Committee. Larger capital projects will be subject to a full business case and approved through cabinet.
- 4.8. Consultation has taken place with all political parties and Overview and Scrutiny Committee as part of the development of the strategy. As a consequence, the strategy has been amended to better emphasise areas such as data security and data use, improved community connectivity, accessibility; and customer and elected member engagement in developing services. It has also been requested that as detailed costings are established, that these are shared with Overview and Scrutiny for their input.

5. **RISK**

Investment in digital technology is one of the highest areas of spend for the council and it is essential that we have a clear rationale for future investment. This strategy provides that rationale. A full risk register will be developed as the projects are finalised and further authorisation for the major projects will be required as part of the overall capital programme.

6. **FINANCE**

- 6.1. Following agreement of the strategy and the roadmap, a fully costed programme will be developed. At a meeting of the Overview and Scrutiny Panel on 7th June 2021 it was requested that further details on individual project costs and timescales be brought back to be reviewed. The overall capital programme to implement the strategy will inform the development of the council's on-going Medium Term Financial Strategy.
- 6.2. The individual projects will be assessed on a case by case basis, with a fully costed business case being prepared for each project.

7. **LEGAL**

- 7.1. There are no specific legal implications arising out of the report at this time but further consideration will need to be given as the individual projects are commenced to ensure compliance with the council's Constitution, legislation and regulations.
- 7.2. Future ICT improvements will be compliant with all relevant data protection legislation.

8. **POLICY AND EQUALITIES IMPLICATIONS**

An Equality Impact Assessment has been completed for the programme as a whole, however this this will require updating as projects develop. This strategy helps to facilitate the current flexible working policy and agile working.

9. **CONCLUSIONS**

A Digital Strategy is an integral part of transforming the way in which the council delivers its services and how the council is perceived by residents. This strategy provides an ambitious vision and a deliverable work programme which will help transform our approach to delivering services to the residents of Rossendale.

Background Papers	
Document	Place of Inspection
Digital Strategy	Attached as Appendix 1

A “CUSTOMER FIRST” DIGITAL STRATEGY FOR ROSSENDALE

2021-2025



Rossendale
BOROUGH COUNCIL

OUR VISION

“Rossendale Borough Council will put the customer at the heart of its services and utilise technology to improve the lives of residents and the efficiency and effectiveness of all Council Services.”



INTRODUCTION

How we engage with our customers is fundamental to how the Council is perceived and to how effective our services are. We want services to be designed around what the customer wants and also to deliver those services in the most effective way. The council has a commitment to a **“customer first”** approach.

Delivering a “Customer First” approach increasingly relies on a strong digital offer which provides 24/7 access to services and up to date, accurate information.

Our Place, Our Plan, the Council’s Corporate Plan sets out an ambitious four year strategy for our valley based on four strategic priorities, these are for Rossendale to have a:



- Thriving local economy
- High quality environment
- Healthy and proud communities
- Effective and efficient council

**24/7 ACCESS
TO SERVICES AND UP TO DATE,
ACCURATE INFORMATION**

INTRODUCTION

Digitally transforming our services and our approach to Customer Excellence underpins the delivery of our Corporate Plan and this strategy sets out our priorities and a roadmap establishing a “digital first” approach. The strategy sets out over-arching strategic objectives which will be delivered across four themes.

The over-arching objectives of our Digital Strategy are:

- | | | |
|---|--|--|
| <ul style="list-style-type: none">• To provide the best possible experience of interacting with the Council and ensuring we get things right first time. | <p>These objectives will be delivered through our Digital Customer theme</p> | <p>80% as residents embrace our digital services.</p> |
| <ul style="list-style-type: none">• To provide the preferred method of contact for the customer whilst encouraging residents to go digital and supporting digitally excluded residents to become digitally included. | <ul style="list-style-type: none">• To embed a culture within the council where technology is embraced by all staff to improve our services to the customer. | <p>This strategy document establishes the Council’s approach to its digital transformation and outlines a high level action plan and the desired outcomes. The strategy also includes a digital roadmap that summarises the practical steps that are required in achieving our vision.</p> |
| <ul style="list-style-type: none">• We will embed customer engagement and feedback into all areas of the Council’s digital work, we will consult and engage on all major changes to how we deliver our customer services. | <p>This objective will be delivered through our Digital Workforce theme</p> <ul style="list-style-type: none">• To ensure that all data and systems operated by the Council are efficient, effective, secure and safe. | |
| <ul style="list-style-type: none">• To Use data and customer engagement to understand our customers better and to continually improve the services that we provide. | <p>This objective is delivered through our Digital Infrastructure and Digital Security themes</p> <p>This strategy builds on significant achievement such as all staff being equipped for agile working and a reduction in calls to the council of</p> | |

PUTTING THE “CUSTOMER FIRST”

“Putting customers at the heart of everything we do, designing easily accessible services for all, that respond to our customer’s current and future needs.”

Our customer first approach will ensure that our digital transformation is rooted in what the customer wants.

This will involve a commitment to engaging and understanding our residents needs in future service transformation and ensuring that no resident is excluded from council services as technology advances.

A Customer First approach goes beyond access to technology and services, it requires the highest level of customer care across the organisation and should be reflected in all our customer interactions.

A customer service excellence programme is underway which will complement our ambitious plan for digital transformation.

This programme will embed our customer standards across the organisation, ensure staff are regularly trained in excellent customer service and ensure that service delivery is based on true and honest engagement with customers.



CREATING A DIGITAL ROSSENDALE

Our Customer First digital approach is not about replacing our services with digital only options, it is about encouraging and enabling those who can use digital and go on-line, to do so. To achieve this we will continually aim to provide simple and easy to use digital services that overtime become the go to choice for customers. We will also provide support to those that struggle to use digital services. Through a digital citizen programme, we will encourage and support customers to interact with the council digitally. Digital provides many benefits for the customer including:

- Saving customers time and effort by making services available at a time most suitable to them with many services being available 24/7.
 - Digital interaction can be much more cost effective. Face to Face contact can cost up to £8.62 per interaction compared with 15 pence for a website transaction. These savings will be re-invested in improving services.
 - Creating new digital channels allows us to review how our services are delivered, becoming an important element in transforming services and ultimately in transforming the Council.
 - Redesigning our digital interface with the customer requires us to create a digital workforce which will result in internal processes becoming more efficient and it will allow us to better monitor customer standards. For example, our digital strategy is essential in delivering our flexible working policy.
 - A digital Rossendale will seek to include all customers of the Council on our digital journey. This will mean working with local businesses on the future digital infrastructure and working with partner organisations to connect us all together better.
-

DEVELOPING A DATA DRIVEN ORGANISATION

Rossendale uses its data to both commission and deliver services. However, we must become better at understanding and utilising the data we have available to us.

By managing our data better, we can make better informed decisions by identifying trends and patterns across the council. This can be used to improve and re-shape services to better meet the needs of our customers.

To do this we will:

- Get the basics right by ensure the data we collect is appropriate, accurate and stored in the correct systems, in the correct way and in accordance with the relevant data protection legislation. Appropriate retention periods will be applied and data will be held in a way that makes it easily reportable, without the need for manual intervention.
 - Deliver accurate, relevant and accessible data that can be used to support decision making in effectively predicting and planning, both tactically and strategically.
 - View our data as a priority asset for Rossendale and make better use of it strategically to help the people and businesses across the borough.
 - Develop a clear vision and approach to what we report and how we report it. This needs to be built upon the good practice and ensure confidence in the data we hold and publish.
 - Simplify data collection, storage and use, minimising the number of different systems we use. We will maximise the use of core ICT systems and stop procuring and using bespoke, non-integrated, methods of data recording such as individual spreadsheets.
-

DELIVERING THE STRATEGY

Creating a Digital Rossendale is about more than just technology. Its success will depend on the successful engagement of our customers, staff and partners. It challenges us all to think differently and to rethink how we deliver services. Our Customer & Digital Action Plan is in 4 sections to ensure that we deliver digital services focused on the Customer, whilst building a digital workforce and providing the right infrastructure not just for the council but also to seek opportunities within the community and with businesses. The fourth section aims to ensure that our systems are safe and secure, protecting our customers information and Council systems.

The action plan below is in four sections and each section describes the actions to be taken and the outcomes that are desired from completing each action, the sections are:



1. DIGITAL CUSTOMER

Our digital customer ambitions will be underpinned by our Customer First approach and in conjunction with our customer service improvement programme.

People expect services to be online and available on any device. Accessing simple council services online should be as easy as ordering from Amazon.

They should experience seamless services from us, with the opportunity to give feedback using the channels of their choice. This will reduce failure demand on our customer

service teams and business areas, and improve our resident, visitor and business experience of us.

The Council will provide services and information online to customers, members, partners and businesses through a number of key mediums, including the web, online accounts, forms, applications and social media.

Rossendale will adopt a digitally inclusive design process for the website by using Members, Officers and Customers to test the usability of the website during the design process.

Accessibility requirements aren't restrictions that need to be overcome - they're guidelines to improve online experiences for everyone.

Customers and businesses will be able to access our services 24 hours a day, from any location from any device. These online services will be designed to ensure that they are accessible, user-friendly and responsive to customer needs and make the best use of technologies available. The information and data will be more accessible through online Council channels, increasing accessibility and transparency.

In practice, enabling the digital customer will include practical support such as:

- The provision of clear, concise and up to date information on all services provided by the Council
- The provision of online forms for all service requests or applications
- The provision of assistance and support for all customers requiring support with Digital channels

Our approach is not to reduce choice in how customers interact with the Council, but to make digital the first choice for customers. This approach will drive the customer contact from traditional channels such as face to

face, postal and telephony to online delivery.

We recognise that not all users of Council services may be able to use digital services independently. To accommodate these customers, the Council will adopt an approach of Assisted Digital and we will retain face to face appointments. This will ensure that everybody has access to the service or information they need regardless of individual circumstances.

A key customer of the Council is our local business community and we aim to work with local businesses to seize

the opportunities that technology provides in being innovative and competitive. This will require the Council to work with businesses in leveraging in external funding.

OUTCOMES

By 2025 we will have delivered on the following key outcomes:

- To have significantly improved customer satisfaction with the Council, to reduce complaints and to ensure that services are delivered in a way that the customer desires and that we always aim to get it right first time
- To have a significantly improved online customer journey that provides customers with real time information and access to most council services when they need it
- To have residents and businesses which are confident in using digital services

STRATEGIC PRIORITIES

To achieve these outcomes we will focus on the following strategic aims:

- To implement a corporate “Customer First” programme to improve customer service in all areas through an all staff training programme and the embedding of customer standards
 - Undertake genuine customer engagement and research to ensure that future services reflect customer/communities wants and needs
 - Consolidate and redesign all our websites to make them clearer and easier to navigate on all devices, including all digital forms
 - Implement a new telephony and contact system that will streamline all contact with the council and will allow corporate contact monitoring and improvement
 - To develop a “Digital Citizen” programme which supports our most vulnerable communities to engage and use the digital approach
 - To work with local businesses to seek external funding to improve their digital capability
-

OUTCOMES

By 2025 we will have delivered on the following key outcomes:

- All staff being able to work effectively in the most convenient location and at the most convenient time to optimise productivity and reduce travel
- Staff who fully utilise the potential of council IT systems and who think of the customer first when developing front facing customer websites
- Much improved communication internally within the Council and externally with customers

STRATEGIC PRIORITIES

To achieve these outcomes we will focus on the following strategic aims:

- To provide the necessary devices and infrastructure to allow staff to access systems from any location to allow true agile working.
- Enable video conferencing across the council estate and to embed videoconferencing as our preferred method of meeting where this is more effective and productive.
- Implementing a unified communications system through telephony and the use of Microsoft Teams.
- To conduct an annual needs assessment with service managers to ensure that the most appropriate technological solutions are being implemented and that they are based on customer need.
- To launch a digital champions programme which upskills key staff across all services to support staff in their area and develop the digital offer

3. DIGITAL INFRASTRUCTURE

To provide a customer first approach and to develop a digital workforce it is critical that the council’s digital infrastructure is fit for purpose.

We recognise that broadband is still not affordable for everyone and across Rossendale our customers still face challenges with connectivity. This is why we will work with partners and lobby government to create a better-connected Rossendale, with accessible and faster broadband, Wifi,

mobile coverage including 5G and shared infrastructure.

Internally for the Council, this means systems that talk to each other on stable hosting platforms and utilising the best technology and modern architecture.

Our digital journey provides many associated improvements. Improved customer care and service efficiency and also an opportunity to minimise

the carbon emissions associated with our digital systems. This will contribute to the Council’s Carbon Reduction Strategy.

We will take a “Whole Council” approach when implementing our digital infrastructure which will include core ‘enterprise’ components such as; information, email, voice and data networks, hosting and client devices.

The following key approaches will be adopted:

Consolidation and Rationalisation

A reduction in the number of solutions and more joined up data, enabling services to share information resources and costs and co-ordinate actions more effectively. We will take a pragmatic approach to service provision, balancing the needs of agility, risk, value for money and user expectations.

Value for Money

Leveraging ‘Enterprise Agreement’ licensing opportunities and the scale of the Council to drive competitive pricing and support from key vendors. We will look to reduce both capital and revenue investments.

Service Agility

Users profiled into modern work styles, to ensure we provide them with the most appropriate devices and solutions needed - with secure access to corporate data and applications from a non-traditional office setting. Examples include; Office 365, Collaboration, Voice, Video conferencing and screen sharing capabilities, accessible from any location etc. Service Agility will facilitate the drive towards a ‘Paperless Office’.

Service Integration

Use of standard integration patterns and specification, to provide system integration and information exchange with new service delivery bodies,

partners and suppliers. Where interfacing / integration is required between any elements of the architecture, the Council will require the solution provider to support a Service Orientated Architecture / Application Programming Interface design pattern approach, therefore minimising the Council’s Total Cost Ownership.

Standards and Specifications

Adopted, implemented and governed use of best practice and industry proven standards and specifications. Examples include; Public Services Network, Government Digital Service - standards and specifications.

OUTCOMES

By 2025 we will have delivered on the following key outcomes:

- That all staff, Members and visitors have fast and reliable wireless access at all Council sites and to have exploited externally funded opportunities to improve connectivity within town centres and in poorly connected communities.
- A fully delivered digital roadmap that ensures that costs are minimised and all investment is in line with this strategy.
- To have continual independent reassurance that Council systems are safe and robust.
- To have a single safe and robust depository for all council data.

STRATEGIC PRIORITIES

To achieve these outcomes we will focus on the following strategic aims:

- Carry out a programme of connectivity improvements, increasing broadband width across all our sites and actively consider wider community and business Wi-Fi schemes in partnership.
- The development of a clear architectural vision for all council technology systems, minimising the need for specialist systems and maximising utilisation.
- To regularly audit our carbon footprint associated with our technology estate and embark on a greening programme in line with the Councils commitment to reducing carbon emissions.
- Continually review and refresh all existing and new technology policies and procurement.
- To achieve Tier 3, ISO 27001:2013 accreditation for all data centres.
- **Lobby Lancashire County Council, broadband providers and other key partners to ensure improved, affordable connectivity throughout the Rossendale area.**
- **Promote and support the government’s initiative to ensure access to gigabit-broadband by 2025.**

4. DIGITAL SECURITY

There are significant risks involved when digital systems are expanded to hold more information and connectivity is improved to increase productivity. Data protection legislation is an ever-growing demand and the sophistication of cyber threats are continually increasing.

The significance of information and related technologies is increasing in most aspects of business and public life, with the associated information security and cyber threats also increasing.

We therefore have a greater need to mitigate information risk and protect our information and related ICT assets from ever changing threats. Security is an essential part of managing information and it is critical that we embed digital security alongside our improved customer experience.

We will operate with data security as a priority, ensuring that every interaction will maintain the integrity, confidentiality and security of customer information, complying with legislative and security requirements. This will ensure every interaction is safe, secure and appropriate.

The Council will maintain and build on the work already achieved in information security. The Council complies with security and quality standards including the Public Services Network, Payment Card Industry security standards and the International Standards Organisation information security management system (ISO 27001:2013). It is committed to upholding the principles of the Data Protection Act and the General Data Protection Regulation which protects data personal to individuals from being misused.

We will ensure that appropriate security is built in to the architecture and is designed to provide defence in depth. Technologies which protect the Council from the effects of cyber-attack and help to prevent data loss are deployed and these are coupled with policy and user education.

OUTCOMES

By 2025 we will have delivered on the following key outcomes:

- Ensured that the retention and use of all customer information is to the highest possible standards
- To have minimised the risk of human error and data breaches when using council data systems
- Minimised the risk of cyber-attack

STRATEGIC PRIORITIES

To achieve these outcomes we will focus on the following strategic aims:

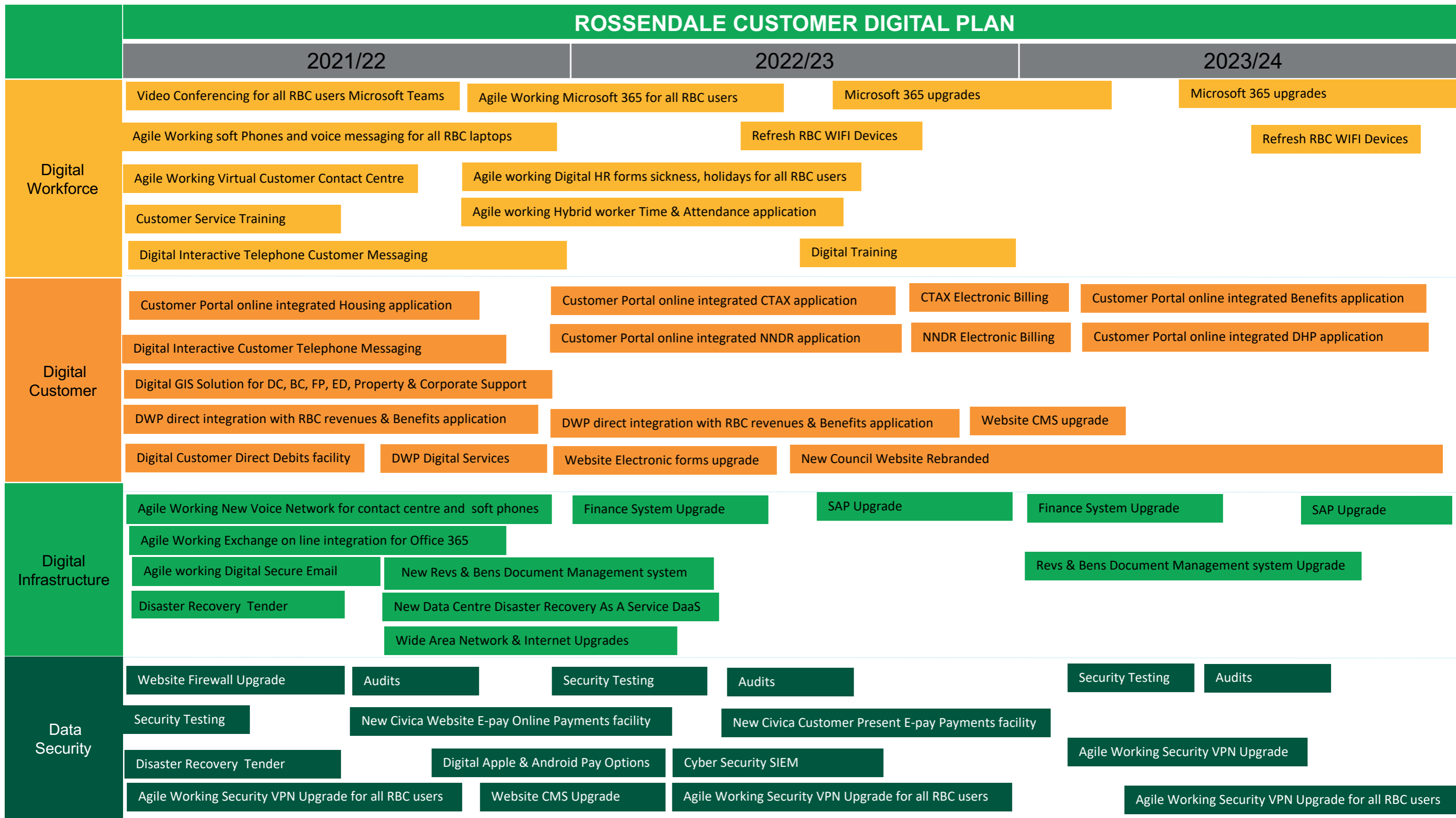
To achieve these outcomes we will focus on the following strategic aims:

- Development of a highly secure email facility that protects residents, Council and partner information. This will ensure every interaction is safe, secure and appropriate.
- To implement regular training with all relevant staff to ensure they are aware of the risks associated with personal data and our specific systems.
- Deliver a security infrastructure roadmap.

OUR DIGITAL ACTION PLAN AND ROADMAP

Achieving our ambitions will require significant investment in new technological solutions over the next four years. The attached action plan illustrates in more detail how the strategic aims will be achieved and the attached digital roadmap illustrates the technological projects that will be necessary to successfully implement the strategy.

The implementation of each of these steps will be closely monitored through the councils’ governance processes.



Rossendale Borough Council
The Business Centre, Futures Park
Bacup OL13 0BB
E: generalenquiries@rossendalebc.gov.uk
T: 01706 217777

www.rossendale.gov.uk

Rossendale
BOROUGH COUNCIL

Subject:	Overview and Scrutiny Annual Report and Work Programme	Status:	For Publication
Report to:	Council	Date:	7 th July 2021
Report of:	Committee & Member Services Manager	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
Contact Officer:	Carolyn Sharples	Telephone:	01706 252422
Email:	carolynsharples@rossendalebc.gov.uk		

1.	RECOMMENDATION(S)
1.1	That Council approve the Annual Report 2020/21 and Work Programme 2021/22.

2. PURPOSE OF REPORT

2.1 To inform of the work undertaken by the Overview and Scrutiny Committee during 2020/21 and the proposed Work Programme for 2021/22.

3. BACKGROUND

3.1 The annual report and work programme are required to be reviewed by the Overview and Scrutiny Committee and agreed at Full Council each year.

3.2 The annual report and work programme summarises the work undertaken during 2020/21 and sets out the proposed work to be carried out by the committee during the coming year in 2021/22. The work programme provides a draft of what is expected to be brought before the committee in 2021/22 and is a working document which allows for fluidity and for new items to be added as required.

3.3 Consultation took place on the work programme and the responses are detailed in Appendix 2.

3.4 A meeting also took place with the Chair of Overview and Scrutiny, an opposition representative and officers and the documents were also sent to Corporate Management Team for their input into the proposed agenda items and timescales for planned work.

4. RISK

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

5. FINANCE

5.1 All work must be contained within existing budgets and resources.

6. LEGAL

6.1 The committee is required to produce an Annual Report for Full Council.

7. POLICY AND EQUALITIES IMPLICATIONS

7.1 There are no specific policy and equalities implications. All work undertaken by the committee will have regard to equalities and follow Council policy.

8. CONCLUSION

8.1 The Annual Report and Work Programme summarises the work carried out by the Overview and Scrutiny Committee and provides an outline of the work to be carried out during the 2021/22 municipal year.

OVERVIEW AND SCRUTINY COMMITTEE

**Annual Report 2020/21 and
Work Programme 2021/22**

**FOREWORD FROM THE 2020/21 CHAIR OF OVERVIEW AND SCRUTINY,
COUNCILLOR JANICE JOHNSON**



This report highlights the activity and work of the Overview and Scrutiny Committee during 2020/21 and the expected programme of work for 2021/22.

It has been an unusual year which has impacted greatly on the committee's ability to carry out task and finish work. However, we have continued to meet and to make recommendations on reports and engage with our external partners.

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 the Overview and Scrutiny Committee.

**MESSAGE FROM COUNCILLOR SEAN SERRIDGE – PORTFOLIO HOLDER FOR
CORPORATE SERVICES 2020/21**



The Overview and Scrutiny process ensures that both Council services and those services of its partners, are delivered in an appropriate way.

The Council's Overview and Scrutiny Committee continues to support and challenge the Cabinet and provides assurance in respect of policy development and review, acting as a 'critical friend'.

Rossendale has faced an unprecedented situation this year with the impact of the Covid pandemic, and the Cabinet is grateful to the committee for continuing to meet and carry out its work.

Annual Report 2020/21

1. Overview and Scrutiny

- 1.1 The Overview and Scrutiny process is a way of achieving open and democratic accountability for the provision of public services.
- 1.2 Local authorities operating a Cabinet and Scrutiny model have a Cabinet made up of the Leader of the Council and Cabinet members who are appointed by the Leader to specific portfolios.
- 1.3 The Overview and Scrutiny function is carried out by non-Cabinet members and in Rossendale there is one politically balanced committee made up of 10 councillors and one co-opted member.
- 1.4 The Overview and Scrutiny Committee is supported by Committee and Member Services and the Head of People and Policy, who is the Corporate Management Team lead on Overview and Scrutiny.
- 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. The Overview and Scrutiny Committee 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, and councillors 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. These are usually made up of 5 councillors 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 settlement of individual complaints, as the Council has a separate complaints/member enquiry process. 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 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 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 councillors feel it necessary once the officer has attended, then the Performance Management Task and Finish Group may be reinstated to scrutinise matters further.

2.2 Pre-decision Scrutiny

The committee received a variety of reports during 2020/21 with some of them being part of the work programme and some being brought to Overview and Scrutiny for a specific reason and discussion, including:

- The Council's formal budget-setting process, the committee examined the 2021/22 budget proposals.
- Annual Equality Report.
- Local Government Ombudsman Annual Letter and Council Feedback (Complaints) Update.
- Regulation of Investigatory Powers Act (RIPA) update – Overview and Scrutiny 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 to coincide 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.

3. External Scrutiny

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

3.2 Victim Support

In July 2020 the Police and Crime Commissioner's Victims and Vulnerable People's Lead attended the committee and provided members with an update on domestic abuse services within Rossendale. The lead agreed to participate in the Council's planned Covid task and finish work.

3.3 Rossendale Together Barnfield (RTB)

The Chief Executive provided members with an update on the RTB partnership in October 2020.

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

As set out in the Overview and Scrutiny 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 2021 and answered questions from committee members.

3.5 Leisure Update

Rossendale Leisure Trust (RLT) presented their annual update in March 2021 as part of a dedicated Partner Scrutiny Committee.

3.6 Partner Scrutiny Committee

The March 2021 meeting was a dedicated Partner Scrutiny Committee and received the following updates:

- Bacup Credit Union
- First Choice Credit Union
- Citizens Advice
- RLT and Community Leisure Association Whitworth (CLAW)
- The Whitaker

4. **Task and finish group work in 2020/21**

4.1 Task and finish groups are established by the Overview and Scrutiny Committee to conduct an in-depth review of any service, policy or issue that affects the borough. These groups are usually comprised of five politically balanced councillors (non-Cabinet members) and at the first meeting a chairperson and terms of reference are agreed. Task and finish groups are limited to a maximum of two operating at any one time to ensure there are sufficient resources to undertake an effective review.

4.2 Covid

Owing to the impact of Covid, the committee put on hold its task and finish work during 2021 to allow officers, members and the Council's partners to assist with being part of the local support effort for residents.

4.3 Suicide Rates

This work took place during 2019/20 and an update report was presented to the committee in June 2020. The report updated members on the actions carried out to date and it is intended to revisit any outstanding actions in 2021/22.

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 Overview and Scrutiny 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. For 2020/21 the following is worth noting:

- The committee continued to meet and carry out its business during the Covid pandemic.
- Policy development – the committee was consulted on and provided feedback on policies before they were approved by Full Council or Cabinet and this included the annual budget reports.
- By June 2020, nine of the twelve recommendations of the Suicide Task and Finish Group had been achieved including:
 - o The council signing up to ‘Time to Change’ and promoting the ‘6507’ project.
 - o Offering and encouraging appropriate training through relevant providers to all staff and partners in line with the developing training matrix.
 - o Zero Suicide Alliance training was raised with business leaders.
 - o Promoting the Samaritans’ 116 123 number.
 - o Promoting the appropriate use of language around suicide.
 - o Raising the issue on agendas at Community Partnership meetings.
 - o Ensuring a member of council staff continues to attend the Suicide Prevention and Self Harm Reduction Strategy Group.
 - o Raising awareness through digital means and social media.
 - o Feeding back the actions taken to Lancashire County Council (LCC) Public Health so that these actions may be measured.

2021/22 Work Programme

6. Introduction

- 6.1 The Overview and Scrutiny Committee is required to produce and agree an Annual Work Programme which sets out the expected work to be carried out in the coming year.
- 6.2 Each year a local consultation is undertaken with managers, councillors and members of the public, who are asked to contribute suggestions to help develop the work programme. Contributions can be made via social media, the Council’s website, democracy email and a hard copy form is also available in the One Stop Shop. The online scrutiny form also allows people to submit ideas at any time throughout the year.
- 6.3 As well as outlining the work of the Overview and Scrutiny Committee the programme also identifies proposed work to be undertaken by task and finish groups, of which there can be two running at any one time.

7. Cabinet involvement

- 7.1 As well as being able to make work programme suggestions, Cabinet has previously resolved that the two main Council grant recipients (Citizens Advice and Credit Union) provide the Overview and Scrutiny Committee with an update on their work and these groups continue to attend annually.

8. Health Scrutiny

- 8.1 At the time of writing the report, the Portfolio Holder for Health and Leisure represents Rossendale Council on the East Lancashire Health and Wellbeing Partnership and LCC Health Scrutiny Committee.
- 8.2 The Rossendale Health and Wellbeing Partnership is open to any councillor to attend and issues of concern can be raised via the Portfolio Holder for Health and Leisure for any of these meetings.

9. Standing agenda items

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

9.1.1 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.

9.1.2 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.

9.1.3 Scrutiny of the Council's budget

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

9.1.4 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 Ombudsman enquiries via the annual letter from the Local Government Ombudsman.

9.1.5 Councillor Call for Action (CCfA)

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

9.1.6 Call-In

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

9.1.7 Forward Plan

The Forward Plan is tabled at each meeting for information and allows members to review which items are going to Cabinet for decision.

10. Consultation feedback

10.1 As noted at 6.2, consultation took place using various means from the end of March to mid-April, and the suggestions received are detailed in the appendix.

10.2 A meeting was held with the chair of Overview and Scrutiny, opposition representative, Corporate Management Team (CMT) lead and committee officer on 21st April at which the suggestions were discussed and a plan of how to implement them agreed. This document was presented to CMT on 4th May for their comments and also ask for their suggestions regarding appropriate timescales. Following these consultations the draft work programme for 2021/22 at 13 has been proposed.

11. 2021/22 Work Programme

11.1 The draft work programme in the table below is based on previous agendas, updates required from previous task and finish groups, new suggestions from the consultation and the standing items outlined at section 9.

11.2 Although the work programme is formally agreed, it may be amended by the Overview and Scrutiny Committee as required. The table at 13 sets out the basic agendas and planned reports/updates going 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 may be added to the Forward Plan during the year.

12. Conclusion

12.1 The programme provides members with a clear plan of work and engages with our partners and grant recipients. The work programme is a living document and will be amended throughout the year as necessary.

12.2 Details of the Overview and Scrutiny Committee meetings for 2021/22 can be found on the Committee Schedule on the Council website:

<https://www.rossendale.gov.uk/>

13. The draft programme for the meeting agendas is detailed below. Items in *italics* are suggestions from the work programme consultation.

Date	Topic	Proposed areas in scope
June	<i>Clean and Green Update</i>	To discuss the Operations Service with a specific focus on: <ul style="list-style-type: none"> • An overview of the service and key challenges including enforcement • Examining the 'clean and green' improvement plan including; fly-tipping, recycling, litter and improving parks
	Digital Strategy	To scrutinise the strategy with a specific focus on: <ul style="list-style-type: none"> • Examining how the strategy will be implemented • Discussing the action plan and how the success of the strategy will be monitored
	Quarter 4 performance report and RIPA update	To scrutinise the performance of the council's services and corporate projects
	Overview and Scrutiny Annual Report and Work Programme	To examine the previous year's progress and review the draft Overview and Scrutiny work programme for 2021/22.
July	Corporate Plan	To scrutinise the plan with a specific focus on: <ul style="list-style-type: none"> • Examining how the plan will be implemented • Discussing the action plan and performance monitoring
	Rossendale Leisure Trust Action Plan	To scrutinise the plan with a specific focus on: <ul style="list-style-type: none"> • How the partner is improving outcomes for residents e.g. health, leisure, culture • Examining how the plan will be implemented • Discussing the action plan and performance monitoring
	<i>Visitor Economy Strategy</i>	To scrutinise the progress of the borough's strategy with a specific focus on: <ul style="list-style-type: none"> • Progress in implementing year 1 of the strategy's action plan • Understanding the post Covid recovery of tourism businesses
	<i>Rossendale Works</i>	To examine progress of the Rossendale Works programme with a specific focus on: <ul style="list-style-type: none"> • The programme's progress in getting local people into paid work • The key outcomes from the programme to date and future plans

Sept	Partnerships improving the lives of local residents: <ul style="list-style-type: none"> • <i>Lancashire County Council</i> • <i>East Lancashire Clinical Commissioning Group</i> 	To scrutinise the effectiveness of external partners in improving the lives of Rossendale residents with a specific focus on: <ul style="list-style-type: none"> • How the partner is improving outcomes for residents e.g. road maintenance/gritting, health and leisure • How effectively are partners using any council funding (where applicable) • How the council can work more effectively with partners in the future
	Improving health outcomes	To scrutinise the draft Rossendale Health Strategy with a specific focus on: <ul style="list-style-type: none"> • Discussing and approving the proposed health prioritising • Constructively challenging the specific strategy objectives
	Play Strategy	To scrutinise the strategy with a specific focus on: <ul style="list-style-type: none"> • Examining how the strategy will be implemented • Discussing the action plan and how the success of the strategy will be monitored
	Quarter 1 performance report and RIPA update	To scrutinise the performance of the council's services and corporate projects
	Equality Report and Workforce Profile	To scrutinise the workforce profile in relation to equalities.
	Ombudsman's Annual Letter Annual Council Complaints Review	To scrutinise the Council's performance in dealing with/responding to complaints.
Nov	Partnerships improving the lives of local residents: <ul style="list-style-type: none"> • Lancashire Constabulary 	To scrutinise the effectiveness of external partners in improving the lives of Rossendale residents with a specific focus on: <ul style="list-style-type: none"> • Providing an update on the 101 service • How the partner is improving outcomes for residents e.g. crime outcomes • How effectively are partners using any council funding (where applicable) • How the council can work more effectively with partners in the future
	<i>Town centres</i>	To discuss progress on improving town centres with a specific focus on: <ul style="list-style-type: none"> • Bacup – progress on the 2040 Board and the Heritage Action Zone • Rawtenstall – public realm improvements and Covid recovery • Haslingden – the heritage lottery fund project
	<i>Climate Change Strategy Update</i>	To scrutinise the progress of the council's strategy with a specific focus on: <ul style="list-style-type: none"> • Progress in implementing year 1 of the strategy's action plan

		<ul style="list-style-type: none"> • Discussing plans of the use of the council's new carbon fund • Understanding plans for the Autumn climate change conference
	Council Tax Support Scheme	To scrutinise any revisions to the support scheme.
	Quarter 2 performance report and RIPA update	To scrutinise the performance of the council's services and corporate projects
Jan	Partnerships improving the lives of local residents: <ul style="list-style-type: none"> • Rossendale Leisure Trust (including CLAW, Ski Slope and The Whitaker) • <i>Together Housing</i> 	To scrutinise the effectiveness of external partners in improving the lives of Rossendale residents with a specific focus on: <ul style="list-style-type: none"> • How the partner is improving outcomes for residents e.g. health, leisure, culture and housing • How effectively are partners using any council funding (where applicable) • How the council can work more effectively with partners in the future
	<i>Housing</i>	To examine key housing challenges facing residents with a specific focus on: <ul style="list-style-type: none"> • The current approach to homelessness and the scale of the problem locally • Private rented sector – the problems for local residents and the challenges of private sector accommodation
Feb	2022/23 Budget	To scrutinise the draft budget for 2022/23 with a specific focus on: <ul style="list-style-type: none"> • Allocation of resources. • Planned fees and charges.
	Quarter 3 performance report and RIPA update	To scrutinise the performance of the council's services and corporate projects
March	Partnerships improving the lives of local residents: <ul style="list-style-type: none"> • Citizens Advice Bureau • Credit unions • <i>Food banks</i> 	To scrutinise the effectiveness of external partners in improving the lives of Rossendale residents with a specific focus on: <ul style="list-style-type: none"> • How the partner is improving outcomes for residents e.g. health and well-being • How effectively are partners using any council funding (where applicable) • How the council can work more effectively with partners in the future

Appendix 2 – Summary of work programme suggestions for 2021/2022

Suggestions	Comment/Decision
Tackling enforcement - litter / antisocial behaviour (<i>Cllr suggestion</i>)	An update has been scheduled for the June meeting (Clean and Green Update).
Street Cleanliness - littering of the roads - improving main arterial route appearances (<i>Cllr suggestion</i>)	As above.
Street litter-bin collection services and missed/overflowing bins reported. (<i>Cllr suggestion</i>)	As above.
Visitor Economy Strategy and Rossendale Works (<i>officer suggestion</i>)	Scheduled for the July meeting.
Policy to stop the overburdening of the retail businesses in town centres e.g. hot food and takeaways. (<i>Cllr suggestion</i>)	Town centre progress planned for the November meeting.
Police 101 service update (<i>Cllr suggestion</i>)	Police will be asked to give an update in November on the 101 service.
<p>Partner Scrutiny suggestions:</p> <ul style="list-style-type: none"> • LCC • Clinical Commissioning Group (CCG) • Together Housing • Food Banks • Rossendale Connected • East Lancs Railway • Fire Service <p>Note: this is in addition to existing partners who already attend on a yearly basis: Police, Citizens Advice, Credit Unions, The Whitaker and Leisure (RLT, CLAW, Ski Slope)</p>	<p>Dates have been suggested in the work programme, but the Overview and Scrutiny Committee will need to consider whether some of the partner suggestions would be more suited to a member briefing.</p> <p>Partner scrutiny to be focussed and address specific questions e.g. address how public funding has been spent, outline key priorities, whether targets have been met, what still needs to be addressed and any new developments.</p>

Previous suggestions being carried forward:

Suggestion	Comment/Decision
Private rented sector – homelessness and support available.	Scheduled for the January meeting.
Climate Change	Scheduled for the November meeting.
Town Centres: direction of travel, addressing empty shops, helping future businesses, regeneration, funding, promotion, parking, public transport links, lessons learned from past experience.	Scheduled for the November meeting.
Volunteering – opportunities, challenges, support and Covid legacy.	Member session organised - this will be covered in the Communities Briefing planned for all members in February.

Subject:	Climate Change Strategy	Status:	For publication
Report to:	Full Council	Date:	7 July 2021
Report of:	Director of Communities	Portfolio Holder:	Environment
Key Decision:	<input type="checkbox"/> Forward Plan <input type="checkbox"/>	General Exception	<input type="checkbox"/> Special Urgency <input type="checkbox"/>
Equality Impact Assessment:	Required:	yes	Attached: No
Biodiversity Impact Assessment	Required:	yes	Attached: No
Contact Officer:	Adam Allen, Director of Communities	Telephone:	01706 252492
Email:	adamallen@rossendalebc.gov.uk		

1. RECOMMENDATIONS

- 1.1. That Council note the progress of the first year of the Climate Change Strategy.
- 1.2. That Council agree the priority projects for the coming year.
- 1.3. That Council approve the recruitment of a Carbon Reduction Project Officer on a two-year fixed term to increase the council's capacity to progress projects in the strategy.
- 1.4. That Council delegate approval of individual projects funded from the Carbon Reduction Fund to the s151 Officer in conjunction with the Portfolio Holder for Resources and Climate Change Member Champion.

2. PURPOSE OF REPORT

To update Council on actions being taken to address the climate emergency and to agree priority areas of work for the forthcoming year.

3. BACKGROUND

- 3.1. In September 2019, the council declared a climate emergency and committed to take action locally through a Climate Change Strategy and Action Plan. The strategy and action plan were agreed in July 2020 and work has progressed on five priority actions over the past twelve months. A copy of the Strategy is attached as Appendix 1 for information.
- 3.2. The Cabinet appointed Councillor Adshead as the council's member Climate Change Champion. A working group has been established which meet monthly and includes Councillors Adshead and Lythgoe. A larger corporate group of officers meets quarterly to ensure that the climate emergency is considered in all areas of work of the council. The working group monitors the implementation of the strategy's action plan.

4. PROGRESS ON THE STRATEGY

- 4.1. Progress has been made in the delivery of the full ten-year action plan and there has been a particular focus in the past twelve months on the following four priority areas:
 - 4.1.1. **Working in partnership** – it is recognised in the strategy that we can have a much greater impact on climate change by working in partnership across Rossendale and mobilising local people, schools and business to play their part.

A Climate Emergency Network has been established which includes local residents, school pupils and a Headteacher, local farmers, supporting council officers and Elected Members. Dedicated sub groups have been established and already established groups that focus on sustainability topics are now connected with the network. A good example of this is sustainable transport. To support and energise the community to get more involved, a Community Carbon Reduction Fund is proposed (details on this are covered in section 5.3).

We have made connections with local business leaders and the Chamber of Commerce. This has resulted in a joint proposal for a business fund, which forms part of the proposed actions for the forthcoming year.

- 4.1.2. **Carbon audit for the council** – it is essential that we measure progress over the ten year life of the strategy. In order to do this the council commissioned a carbon audit of all council functions. This is the first time the council has had such an audit and this has proved more complex than originally anticipated. The audit is anticipated to be complete in the coming weeks and will be shared with members. Once complete it will be refreshed annually to monitor our impact. In addition, we are planning a borough-wide assessment of carbon emissions in partnership with Lancashire County Council.
- 4.1.3. **Electric vehicle charging points** – the borough now has seven public locations where electric vehicles can be charged (as well as an unknown but growing number of private charging points) in the borough. We want to increase this number and encourage the growth of residential charging points. We have been successful in obtaining funding through the Office of Zero Emission Vehicles to install four charging points in council owned car parks. This will allow further charging points to be added easily in future. This work has been delayed due to Covid, but is scheduled to take place during July 2021. The council will continue to review charging points in Rossendale and seek to add additional ones when external funding becomes available and encourage developers to consider these as part of new housing developments.
- 4.1.4. **The Rossendale Forest** - reducing carbon emissions is a priority rather than offsetting the emissions produced. However, there is great potential to increase tree coverage across the borough to form a Rossendale Forest. The council has an aspiration to plant a minimum of 16,000 new trees across Rossendale during the life of the strategy. Work with a range of partners has commenced and increased tree planting will commence in winter 2021. The council is updating its asset register which will assist in identifying land for planting. We will continue to assess the suitability of planting sites. Some smaller scale planting opportunities have been identified and are being progressed:
- Planting at Edgeside Park to take place as identified in the Masterplan. ESDRA to apply for tree packs ahead of planting in the winter.
 - Identified sites being shared with Ribble Rivers Trust for them to assess suitability of sites. They are seeking to plant up to 1,000 trees on sites in Rossendale during winter 2021.
 - A tree planting information sheet is being produced for community groups/schools/allotment societies. This will include relevant information like funding streams (Woodland Trust; free tree packs for schools/community groups), land ownership, important stakeholders.
 - Considering the establishment of woodland burial plots. This would help retain

current mature trees where ashes can be spread or buried and possible newly planted sites for full burials. A pilot site is being sought by the council as part of its asset review.

5. PRIORITY AREAS OF WORK FOR THE COMING YEAR

5.1. In the coming year, work will continue to build on the work of the past twelve months. This will include developing our engagement work, including a Climate Change Conference on 10th November 2021. Work will continue on the Rossendale Forest with our first planting taking place in Autumn/Winter 2021 and we will further develop our networks with communities and business.

5.2. A Carbon Reduction Capital Fund of £1m was agreed by Council in February 2020 as part of the Medium Term Financial Strategy. This was a major commitment by the council aimed at providing financial support to project undertaken by the council, local businesses and community organisations. This report makes recommendations as to how this fund should be earmarked and this is detailed in section 5.3. This fund will support the priorities in the coming year, in particular two grant funding schemes and a programme of works to council assets.

5.3. It is proposed that the priorities for the coming year are:

- **Initiate a programme of carbon reduction schemes** across the council based on the One Carbon World audit. This aims to establish the council as an exemplar of best practice in carbon reduction.
- **Launching a business carbon reduction grant scheme** – in partnership with the Chamber of Commerce this aims to encourage smaller local businesses to adopt carbon efficient technologies. Further detail on how the scheme will work is provided in the following section.
- **Launching a Community Carbon Reduction grant scheme** – many community groups are not in a position to be able to afford energy efficient boilers, insulation and lighting in their buildings. This scheme will support a limited number of the most effective schemes each year.
- **Review our planning guidelines** and developing supplementary planning guidance to promote low carbon development. As part of our new local plan, it will be possible to implement agreed supplementary guidance, which can ensure that carbon efficient design principles are adopted in new developments. This would be a significant step forward to influence housing developers to take carbon reduction measures more seriously.
- **Work with local Housing Associations and private landlords** to reduce the carbon reduction from their housing stock. This would seek to pump prime schemes that could then be financed through much higher levels of Government funding.
- **Launch a major recycling initiative and a non-recyclable plastic reduction campaign.** This initiative will look to get Rossendale to sign up to a zero plastics pledge along with a major publicity campaign to increase recycling rates. This will aim to make Rossendale a plastic free community by 2025.
- **Develop our cycling and walking initiatives.** Work is underway on a range of walking and cycling initiatives to improve health and to also boost our visitor economy. Increasing walking and cycling as an equally important role to play in tackling carbon emissions and we will look to support these initiatives where we can.
- **Developing the Rossendale Valley Green Growth Corridor** - working with our Rossendale Business Leaders, East Lancashire Chamber of Commerce and

partners across Lancashire, we are putting green technology at the heart of economic recovery by growing the local low carbon technologies sector. The Rossendale Valley Green Growth Corridor will support the clustering of green technologies as a location opportunity along the A56/M66 corridor for new green technology businesses, advanced manufacturing companies looking to diversify into green technologies, local supply chains as well as low carbon technology installation businesses. Working with partner colleges and BOOST, innovative ways are being explored to develop green tech workforce skills and business support infrastructure.

- Encouraging developers in the borough to **adopt the Home Quality Mark** to ensure high quality sustainable build standards and low carbon emissions.
- Continuation of the **review of all council owned land** to assess suitability for solar/wind energy schemes and tree planting.

The schemes above require work in partnership to develop in the next few months, however Council are asked in principle to agree these areas for priority in the coming 12 months.

- 5.4. Publicity and awareness raising is a key element of the future success of the strategy. Additional emphasis will be placed on communications and engagement activity in the coming twelve months. This will include a dedicated communications campaign on the Rossendale Forest, the Climate Change conference (in November) and efforts to prompt behaviour change with residents, businesses and schools.

6. CLIMATE PROJECT OFFICER AND CHANGE FUND

- 6.1. It is critical the council has sufficient capacity to drive forward climate change projects at the appropriate pace. It is proposed that a dedicated project officer be appointed to drive the work forward. It is proposed to fund the post through the unspent Communities budget in 2020/21 and 2021/22. The Communities team have been actively involved in supporting vulnerable people through Covid and this work has been funded by Covid related grants, enabling the release of some funding back to the General Fund. Subject to approval, this unspent budget will be allocated to fund a project officer for climate change for two years, who will sit within the Communities team.

- 6.2. It should be noted that the £1m Climate Change Fund is capital funding, which does require any spend to comply with capital spending guidance. This allows capital grant projects to be financed by the fund along with other capital projects within the council. It does not allow the funding of posts or publicity campaigns. There are external grants available at both a Lancashire level and a national level. A full examination of available external grant funding will take place to ensure that the council does not fund schemes that could be funded from elsewhere.

- 6.3. Capital funding is currently profiled at £250k per annum over the next four years of the strategy. It is proposed it is used to finance the following schemes in the coming year:

- 6.3.1. Carbon reduction projects within the council. This will include a programme of improvements to buildings, transport and waste initiatives.

- 6.3.2. A scheme to reduce the carbon emissions of small businesses in Rossendale. Agreement has been reached with the Chamber of Commerce for them to provide free consultancy and support to develop projects and for ourselves to fund part of the capital works. These improvement schemes are likely to include EV panels, LED lighting and heating improvements. It is suggested that:

- Smaller businesses are prioritised
- We contribute a maximum of 50% to projects (with projects generally expected not to exceed £5k). Projects costing more than this that have high impact on carbon reduction will be considered in more detail.

The Leisure Trust would be eligible for free consultancy support and it is suggested that feasibilities be undertaken to determine possible projects that could be financed through the fund.

6.3.3. A community building improvement scheme. This would be a grant scheme for community groups to improve community buildings carbon emissions up to a maximum of £5k per scheme. It would be expected that recipients would sign up to be Rossendale Climate Change Champions and actively support the climate change network in publicity.

6.3.4. Rossendale Forest. Under existing capital guidelines, 'forestry' cannot be classified as capital expenditure unless it can be proven that the 'trees embody service potential generally by improving the local environment and contributing to the well-being of the local area'. We will investigate the options for tree planting that do meet these criteria.

6.3.5. Contributions to possible walking and cycling schemes. Currently funding is available for this through Lancashire County Council, however there may be opportunities to unlock schemes using a small amount from the fund as match funding.

6.4. A Climate Change Fund Panel will be established to govern allocation of funding to projects. This panel will include, but will not be limited to the Portfolio Holder for Resources, the Climate Change Member Champion, the Section 151 Officer and the Director of Communities.

6.5. All bids must meet the following criteria:

- All recipients must be Rossendale based and all projects must take place in Rossendale
- Funding for successful schemes should not be available through other funding routes/grant schemes
- Must be evidence based and potential schemes will be judged on their impact on carbon reduction and how they best address the priorities of the strategy
- Schemes that provide added value by raising the awareness of the climate emergency will be given preference
- All successful bidders must become a Rossendale Climate Emergency partner and work with us in raising awareness
- Only one scheme per organisation will be funded in any one financial year
- A report detailing all funded schemes will be presented to Elected Members annually

7. RISK

A risk register has been developed for the strategy as part of the council's programme management process and these risks are monitored regularly. A public commitment has been made by the council to do what it can locally to tackle climate change. This report limits the risk of not delivering on that commitment by putting the resources in place to ensure delivery. This report identifies ways in which the risk of non-delivery can be mitigated.

8. FINANCE

- 8.1. Section 6, above, proposes to create a two-year fixed term project officer post. This post cannot be funded from the Climate Change capital fund. It is proposed the post be funded from the underspent Communities revenue budget in 2020/21 and 2021/22, which has resulted from staff being redeployed to Covid related work. Therefore the 2020/21 unspent Communities budget will be slipped into the current year to fund the post. The effectiveness of the role will be reviewed in 2022.
- 8.2. Council approved a £1m Carbon Reduction Fund in February 2021, phased over 4 years commencing in 2021/22. There are strict rules around the types of expenditure, which can and cannot be capitalised. Consequently each project will need to be assessed individually to make sure it is compliant.
- 8.3. To ensure projects can be commenced in a timely manner this report seeks approval from Full Council to delegate approval of individual projects funded from the Carbon Reduction Fund to the Section 151 Officer in conjunction with the Portfolio Holder for Resources and Climate Change Member Champion. These funding proposals will be overseen by a Climate Change Fund Panel.

9. LEGAL

There are no legal implications arising from this report. Each project will be subject to its own considerations on a case by case basis.

10. POLICY AND EQUALITIES IMPLICATIONS

None specific.

11. CONCLUSIONS

- 11.1. The council have made a public commitment to tackling climate change by taking action locally. Agreeing the strategy and a clear action plan in 2020 provided a clear programme of projects to deliver on this ambition. This has been further strengthened through the commitment to provide a £1m fund to make lasting change. Making progress has been challenging and the council is seeking ways to accelerate the impact it can make on this agenda.
- 11.2. A start that has been made. This includes strong political support, engagement of community and business partners. Actions have been progressed but it is critical that the council receives and understands the outcomes from the carbon audit, appoints the proposed project officer and accelerates its actions proposed in this report to make a stronger impact.
- 11.3. The report makes clear recommendations to Council as to what the priorities in the coming year should be and how the £1m Carbon Reduction Fund will be utilised. A further update to members will be provided next year to enable members to continue to track progress.

Background Papers	
Document	Place of Inspection
Rossendale Climate Change Strategy 2000-2030 Cabinet, 1 July 2020	Appendix 1 https://www.rossendale.gov.uk/meetings/meeting/1211/cabinet

NOTICE OF MOTION FOR FULL COUNCIL

UNDER PARAGRAPH 11.1 OF THE COUNCIL PROCEDURE RULES

The following Motion to be submitted to Full Council on the date indicated below:-	
<p>Rossendale has been the title of a parliamentary constituency since 1885. This council notes with great concern the draft proposal to split Rossendale in half and place the towns of Bacup and Whitworth with Burnley. This council finds the draft proposal completely unacceptable and resolves to write to the Boundary Commission expressing our view that the title Rossendale must be retained and this review should be used to once again reunite the Borough in a single constituency.</p>	
Date of Council Meeting:-	7 th July 2021
Notice submitted from	
Councillor Sean Serridge	Date: 24 th June 2021
Councillor James Eaton	Date: 24 th June 2021
Notice received and validated by S151 Officer: Karen Spencer	
Comments:	Date: 24 th June 2021
There are no financial implications to the Council.	
Notice received and validated by the Monitoring Officer: Clare Birtwistle	
Comments:	Date: 24 th June 2021
No legal comments.	
Notice received on behalf of the Head of the Paid Service and entered in the book open to Public Inspection	
Received by: Neil Shaw	Date: 24 th June 2021

NOTICE OF MOTION FOR FULL COUNCIL

UNDER PARAGRAPH 11.1 OF THE COUNCIL PROCEDURE RULES

The following Motion to be submitted to Full Council on the date indicated below:-	
<p>Our climate emergency is the biggest challenge facing the globe going forwards. As a council we should be doing everything in our power to make going green the natural and easy choice for our residents. To this end council resolves to</p> <ul style="list-style-type: none"> • Installing at least one electric vehicle charging points in all council owned and maintained car parks by the end of 2022 • Provide early guidance on all future housing developments that we expect all off road parking to include an electric vehicle charging facility within the plan and mandate this through conditions if necessary. 	
Date of Council Meeting:-	7 th July 2021
Notice submitted from	
Councillor Foxcroft	Date: 20 th June 2021
Councillor Thompson	Date: 20 th June 2021
Notice received and validated by the S151 Officer: Karen Spencer	
Comments:	Date: 24 th June 2021
There would be financial implications for the Council unless external funding can be accessed.	
Notice received and validated by the Monitoring Officer: Clare Birtwistle	
Comments:	Date: 23 rd June 2021
No legal comments.	
Notice received on behalf of the Head of the Paid Service and entered in the book open to Public Inspection	
Received by: Neil Shaw	Date: 20 th June 2021

NOTICE OF MOTION FOR FULL COUNCIL

UNDER PARAGRAPH 11.1 OF THE COUNCIL PROCEDURE RULES

The following Motion to be submitted to Full Council on the date indicated below:-	
<p>Openness and transparency are fundamental to the running of a council in order to build trust with residents. Covid-19 has made us work in and new different ways creating opportunities for residents across Rossendale to interact with their elected representatives. As we move forwards council commits to continue enabling this by:</p> <ul style="list-style-type: none"> • Ensuring all open door council meetings are webcast live by autumn 2021 • Making sure resident and member question time sections of council meetings are made part of the agenda and available for everyone on publication of meeting minutes immediately. 	
Date of Council Meeting:-	7 th July 2021
Notice submitted from	
Councillor Rigby	Date: 20 th June 2021
Councillor Morris	Date: 20 th June 2021
Notice received and validated by the S151 Officer: Karen Spencer	
Comments:	Date: 24 th June 2021
There may be additional financial implications for the Council.	
Notice received and validated by the Monitoring Officer: Clare Birtwistle	
Comments:	Date: 21 st June 2021
A constitutional change would be required in relation to question time in the event that the Notice of Motion is carried.	
Notice received on behalf of the Head of the Paid Service and entered in the book open to Public Inspection	
Received by: Neil Shaw	Date: 20 th June 2021

NOTICE OF MOTION FOR FULL COUNCIL

UNDER PARAGRAPH 11.1 OF THE COUNCIL PROCEDURE RULES

The following Motion to be submitted to Full Council on the date indicated below:-

This Council notes:

The Government Resources and Waste Strategy launched in 2018;
 The Declaration of Climate Emergency by this Council in September 2019;
 The Rossendale Borough Council (RBC) Climate Change Strategy and 10 year action plan published earlier this year (2021);
 The environmental impact of excess plastics in the natural environment
 and welcomes the Borough's first plastic free initiatives at 'The Bug' in Whitworth and 'Planet B' in Rawtenstall.

This Council therefore resolves:

- To develop a plastics strategy with the objective that Rossendale will become a Plastic Free Community by 2025;
- To set up a Plastic Free Working Group;
- To conduct an audit of single use plastics in RBC;
- To review recycling routes for plastics in RBC;
- To support Plastic Free Community initiatives in the Borough.

Date of Council Meeting:-

7th July 2021

Notice submitted from

Councillor Julie Adshead

Date: 21st June 2021

Councillor Joseph Stevens

Date: 21st June 2021

Notice received and validated by S151 Officer: Karen Spencer

Comments:

Date: 24th June 2021

There may be financial implications arising from this Notice of Motion.

Notice received and validated by the Monitoring Officer: Clare Birtwistle

Comments:

Date: 21st June 2021

No legal comments.

Notice received on behalf of the Head of the Paid Service and entered in the book open to Public Inspection

Received by: Neil Shaw

Date: 21st June 2021

NOTICE OF MOTION FOR FULL COUNCIL

UNDER PARAGRAPH 11.1 OF THE COUNCIL PROCEDURE RULES

The following Motion to be submitted to Full Council on the date indicated below:-	
<p>Within the UK we have been witnessing a crisis in food poverty over the last few years.</p> <p>We have now reached a tipping point and the levels of food poverty are devastating. This is an unacceptable situation for one of the richest nations in the world, and highlights the inequalities to be found in the UK in 2021.</p> <p>We have seen significant increases in the need to access food parcels and support over the last year as the consequences of the pandemic continue to be felt by many within the community.</p> <p>The National Food Strategy is the first independent review of the country's entire food system for over 75 years. Its purpose to set out what kind of food system we should be building for the future. Food poverty should be central to this strategy, and enshrining the right to food into law would clarify Government's obligations on food poverty and enable government bodies to be held to account on this vital issue.</p> <p>This Council resolves to:</p> <ol style="list-style-type: none"> 1. call on the 'right to food' to be incorporated into the National Food Strategy and asks that the Chief Executive writes to Henry Dimbleby, the Independent Lead on the Strategy, with such a request; and 2. note and give thanks for the superb efforts by many within our community on their work to fight food poverty, from those making donations to foodbanks, volunteers, businesses large and small, individuals and groups all working across Rossendale to support one another. 	
Date of Council Meeting:-	7 th July 2021
Notice submitted from	
Councillor Samara Barnes	Date: 24 th June 2021
Councillor Sean Serridge	Date: 24 th June 2021
Notice received and validated by S151 Officer: Karen Spencer	
Comments:	Date: 24 th June 2021
There are no financial implications to the Council.	
Notice received and validated by the Monitoring Officer: Clare Birtwistle	
Comments:	Date: 24 th June 2021
No legal comments.	

Notice received on behalf of the Head of the Paid Service and entered in the book open to Public Inspection

Received by: Neil Shaw

Date: 24th June 2021