

**Minutes of: OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE**

**Date of Meeting:** 9 June 2009

**PRESENT:** Councillor Sandiford (Chair)  
Councillors L Barnes, Crawforth, Evans, Farrington,  
Forshaw, Lamb, Morris, Neal, Stansfield, H Steen,  
Thorne

**IN ATTENDANCE:** Miladur Rahman, LSP Delivery Officer  
Kris Barker, Consultant Co-ordinator  
Pat Couch, Scrutiny Support Officer

**ALSO PRESENT:** 1 Member of the public

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**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Essex, Portfolio Holder, Finance and Resources, Councillor Janet Graham, Portfolio Holder, Communities and Neighbourhoods and Bernard Divine (Co-opted Member).

**2. DECLARATIONS OF INTEREST**

No declaration of interests were made.

**3. URGENT ITEMS**

There were no urgent items for discussion.

**4. PUBLIC QUESTION TIME**

There were no questions raised under this item.

**5. CHAIRS UPDATE**

The Chair welcomed everyone to the meeting.

She informed Members that the Overview and Scrutiny Management Board would be holding a further three meeting during the year to receive updates from both Policy and Performance Overview and Scrutiny Committees, together with updates on the work of the Task and Finish Groups.

The Chair indicated that the Councillor Call for Action, once approved by the Council could impact on the work of Overview and Scrutiny.

The Chair asked for Members approval to the following programme for the year:

September meeting – to receive a presentation on the Rossendale Health Campus and also a presentation from the Principal of Accrington and Rossendale College on developments for students in Rossendale following the closure of the college in Rawtenstall in 2007.

November meeting would be to receive a presentation on the performance on the Crime and Disorder Reduction Partnership following new legislation. An invite would also be sent to the Chair of the Local Strategic Partnership to give a presentation on their performance.

February meeting would be a presentation on the Council's budget for 2010/2011.

The above programme was agreed by Members.

## **6. PLACE SURVEY**

Miladhur Rahman, LSP Delivery Officer presented Kris Barker, Consultation Co-ordinator, Collaborative Research and Consultation Service, who was asked to analyse and interpret the results of the PLACE Survey for each district.

He informed the meeting that the national survey replaces the BVPI and General Household Satisfaction Survey. The survey was sent to a random 3,800 people in Rossendale and 1,300 (34%) responded.

The main purpose of the survey was to capture 18 of the 198 national indicators with additional questions also covered to make it more meaningful. The survey previously only looked at local Council services only, but now includes all public service providers (Police, Fire, health, LCC).

Members raised concern at the way the statistics had been set out and asked for clearer information to be disseminated to them. Kris Barker indicated that the full results of the survey had yet to be published.

There has been a big improvement in the overall level of satisfaction with the local area as a place to live. 72% are satisfied with their local area, compared to 64% in 2006.

Respondents were asked about how satisfied they were with a range of public services. GP's and the Fire Service receive the highest satisfaction scores whilst dentists receive the lowest amount of satisfaction. Overall satisfaction with both the County and Borough Council's is low with around one-third of people currently satisfied.

Members expressed concern for the low satisfaction rating with the Borough Council and County Council. The Chair indicated that the Council needed to be asking questions of the people of Rossendale as to why they were dissatisfied.

Looking at specific services, most have shown a decline in satisfaction since 2006. This pattern has been seen repeatedly across the East Lancashire. The largest drop in Rossendale can be seen for sports and leisure facilities from 53% satisfaction in 2006 to 37% satisfaction in 2008.

The Chair asked for a breakdown of area, age and gender of those who felt that satisfaction had fallen, due to the increase in GP referrals to leisure services (exercise on prescription etc).

Kris Barker indicated that the survey showed that whilst the Council had progressed in some areas, there was a need for a partnership approach to service improvement and the need to improve residents' perception of being able to influence local decision making.

The survey would be repeated in 2010, although they were using the Citizen Panel to repeat a number of the questions again in 4 or 5 months time, which will be a 'refresh' not a replacement of the survey.

**Resolved:**

1. That a breakdown of information in relation to Leisure be provided to Members following publication of the survey.
2. That Mr Barker be thanked for presenting the early results of the survey.
3. That a further update be presented to the Management Board in 12 months.

**7. OVERVIEW AND SCRUTINY ANNUAL REPORT 2008/09**

The Chair presented the Annual Report for 2008/09, which was a combined report of the work of Overview and Scrutiny Committees, Task and Finish Groups and other relevant scrutiny information.

The Scrutiny Support Officer indicated that the report would be presented to the Full Council meeting on 24<sup>th</sup> June 2008.

1. That the Overview and Scrutiny Annual Report 200809 be noted.
2. That the report be presented to the Full Council for approval.

## 8. WORK PROGRAMME 200/10

The Committee considered the ideas put forward by members of the public, elected members and Council Officers.

The projects for inclusion in the 2009/10 Work Programme were agreed as follows:-

- Update on Recommendations made during the last two years - to look at how many recommendations made by Overview and Scrutiny have been accepted and which have been implemented. Also to look at what impact these recommendations have had.
- Dentistry – To establish ‘light touch’ task and finish group to look at the provision of dentists in Rossendale.
- Tourism – The Performance Overview and Scrutiny Committee will invite the Tourism Officer to a meeting to inform them of what is available to promote tourism locally.
- Review of Partnerships – for Performance Overview and Scrutiny to receive bi-monthly reports from the Council’s Partners ie Green Vale Homes
- Review of Enforcement – Policy Overview and Scrutiny to review all enforcement services during the year to ensure that services demonstrate how they are adhering to the Regulators’ Compliance Code. It was agreed by Members that Enforcement of Dog Fouling and Litter should be introduced immediately. The Scrutiny Officer to make further enquiries.
- Value for Money of the Council’s Services – to establish a long term task and finish group to review a selection of services to ensure the Council is providing value for money services.
- Reviewing Local Area Agreements and Multi Area Agreements – a long term task and finish group be established to review performance management arrangements of each of the LAA theme groups

### **Resolved:**

That the Work Programme be approved.

**The meeting commenced at 6.30pm and closed at 8.05pm**

**Signed .....** (Chair)

**Date.....**