

**AGENDA ITEM D3**



# SCRUTINY

## **PROGRESS UPDATE REPORT TO THE MANAGEMENT COMMITTEE - 5 DECEMBER 2011**

Version Number:	1	Team:	Committee and Member Services
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## 1. Purpose of the Report

To provide an update on the overall work of the Policy Overview and Scrutiny Committee, Performance Overview and Scrutiny Committee, Task and Finish Groups and Response Groups.

## 2. Performance Overview and Scrutiny - 26<sup>th</sup> September 2011 and 24<sup>th</sup> October 2011

### 26<sup>th</sup> September 2011

The Head of Legal and Democratic Services presented the Annual Complaints report and the Ombudsman's Annual Letter. There had been continued improvements in Ombudsman enquiry response times and out of the 8 cases referred to the investigative team there had been no cases of maladministration reported. Members requested that future reports should include the number of people who had requested a review, year on year comparisons of complaints figures and that the terms "justified" and "unjustified" should be changed to "substantiated" and "unsubstantiated". The report went to Council on 28<sup>th</sup> September.

The Head of Customer Services and ICT presented the Capita Monitoring and Performance Report. In April 2009 there were 6746 live benefit claims, rising to 7179 by the end of March 2010 and further rising to 7238 by the end of March 2011. Capita's performance against key indicators was very good for the 2010/11 financial year and has remained so for Q1 of 2011/12. Benefit Fraud delivered by Capita had been brought back to the Council under the Public Protection Unit.

The Head of People and Policy presented the Quarter 1 Performance Report which highlighted some of the service area improvements for a number of Performance Indicators. Members noted that Household Waste Composted, was awaiting information from various sources including Lancashire County Council and that NI 16 LAA (serious acquisitive crime rate) PSA 23 and NI 20 LAA (assault with injury crime rate) were new indicators currently being developed for reporting on crime.

### 24<sup>th</sup> October 2011

The Committee received the second progress report on Regulations of Investigatory Powers Act for the period from 1<sup>st</sup> July to 30<sup>th</sup> September 2011. The report indicated that the council had authorised directed surveillance on nil occasions and no requests had been refused. Two authorisations granted last quarter had now been closed.

The Communities Manager gave a brief overview of the evaluation of the refresh of the grants to outside bodies grant funding, outlining 'What Worked Well and What Didn't Work So Well'. The Communities Manager and Community Engagement Officer explained the grants process and the peer review that was carried out by Help Direct and Burnley Borough Council.

The Committee also received a confidential report from Rossendale Transport Limited.

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### 3. Policy Overview and Scrutiny 12<sup>th</sup> September 2011 and 31<sup>st</sup> October 2011

#### 12<sup>th</sup> September 2011

The Committee received the following reports:

- Impact of Housing Reforms on Strategic Housing
- Conservation Area Appraisals, Boundary Reviews and Management Proposals Plans

#### 31<sup>st</sup> October 2011

The Committee received the following reports:

- Debt Collection Process for Works in Default
- Tell Us Once Service Implementation
- Update on the Community Impact Assessment Process

In relation to the Debt Collection Process for Works in Default, a further update would be brought to the next meeting.

In relation to the Tell Us Once service, members recommended that the Cabinet report should include more detailed information on where someone could obtain a death certificate.

### 4. TASK AND FINISH GROUPS

#### Young People's Services

After agreeing the terms of reference in August the group started their work and received presentations/updates as follows:

##### 8<sup>th</sup> September

- Projects and activities delivered by Rossendale Leisure Trust
- Children's Trust Action Plan
- Background information on strategies/activities around the borough

##### 19<sup>th</sup> October

Visit to the Boilerhouse – White Horse Project

Visit to the Old Fire Station - Young People's Service

##### 27<sup>th</sup> October

- Lancashire Care Foundation Trust – Contraception and Sexual Health Service for young people
- Results of recent consultation services to young people

#### Domestic Violence

The first meeting of the Domestic Violence Task and Finish Group took place on 7<sup>th</sup> September where the terms of reference were agreed, together with a list of people the group would like to interview as part of this piece of work. The task group has since met and received presentations/updates as follows:

##### 29<sup>th</sup> September

- The work of the STAR centre and financial issues
- Services provided by Victim Support
- Information from other local authorities

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12<sup>th</sup> October

- Visit to the STAR Centre

13<sup>th</sup> October

- Funding information from the Director of Customers and Communities
- Update on the work of the Children's Trust

17<sup>th</sup> October

- Visit to the East Lancashire Women's Refuge

3<sup>rd</sup> November

- East Lancashire Drug and Alcohol Team
- Domestic violence and homelessness services in the borough

**Visit to the Birthing Suite**

Members visited the Birthing Suite at Rossendale Primary Healthcare Centre on 15<sup>th</sup> November. The suite offers low risk, minimal intervention facilities. Since opening there have been 17 births with another 14 expected before January.

**5. RESPONSE GROUPS**

These are meetings requested by the Chief Executive to respond to consultations that the Council receive. Over the last few months we have responded to the following:

- Fire and Rescue Service
- LCC changes to the 464 Subsidised Bus Services (ongoing)

**6. HEALTH MEETING**

The Chair of Overview and Scrutiny Management and the Scrutiny Support Officer met with the Rossendale Commissioning Lead from the Primary Care NHS Trust on 2<sup>nd</sup> September to discuss what was happening locally.

**7. RECOMMENDATIONS**

The Overview and Scrutiny Management Committee is asked to note the progress work undertaken by members.

Carolyn Sharples, Committee and Member Services Manager  
**25<sup>th</sup> November 2011**

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