

## OVERVIEW AND SCRUTINY COMMITTEE

**Date of Meeting:** 22<sup>nd</sup> June 2015

**Present:** Councillor A Robertson (Chair)  
Councillors Eaton, Haworth, Hughes, Kenyon, Lythgoe,  
McMahon and Sandiford

**In Attendance:** Katie Gee, Corporate Officer  
Phil Seddon, Head of Finance and Property Services  
Andrew Buckle, Head of ICT and Customer Services  
Councillor Alyson Barnes, Leader of the Council  
Councillor Ashworth, Portfolio Holder for Customer Services and  
Health  
Pat Couch, Scrutiny Support Officer

4 members of the public

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**NB:** As this was the first meeting in the new municipal year and there were new members on the Committee, the Chair asked everyone to introduce themselves.

### 1. APOLOGIES FOR ABSENCE

There were no apologies for absence.

### 2. MINUTES OF THE LAST MEETINGS

**Resolved:**

That the minutes of the last meeting held on 9<sup>th</sup> March 2015 be agreed as a correct record and signed by the Chair.

### 3. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 4. URGENT ITEMS OF BUSINESS

There were no urgent items of business.

### 5. PUBLIC QUESTION TIME

The Chair agreed to deviate from the Procedure for Public Speaking and allow the members of the public to ask questions as the reports were discussed.

### 6. CHAIR'S UPDATE

There was no Chair's Update.

## **7. INTEGRATED PERFORMANCE REPORT - QUARTER 3**

The Corporate Officer presented the Council's Performance Report for Quarter 4 (January to March 2015), which showed that the Council was working well towards delivering its actions and performance indicators in its 2014-2015 Corporate Business Plan.

After a strong performance in Quarter 3, the Council has continued to perform well in Quarter 4, with 80% of actions finishing Quarter 4 green in status.

There were 9.1% of actions that were amber and Quarter 4 also finished with 10.9% of red actions.

The number of performance indicators that were green in status was 96%, meaning they were well on track. This is significantly more than the same period last year (20%). There was also only 1 indicator (4%) in red.

Customers were again waiting for even less time in our One Stop Shop (OSS) – 2.5 minutes less than targeted. The best month this Quarter for waiting times was January, with waiting times at just 6 minutes 36 seconds.

Planning applications determined on time have continued their strong performance this quarter, with all three applications (minor, major and other), significantly above their targets. Majors are 35% above, Minors are 11% above and Others are 145 above target.

STAN continues to have a strong performance this quarter, with the number of people accessing STAN being vastly over the target of 150, with 344 actually seen.

There had been a turnaround with household waste, which was now above target after many Quarters in red.

Council Tax collected at the end of Quarter 4 finished above target at 97.1%, and crime rates were below target.

Council staff sickness levels have performed excellently throughout the business plan year, which is a pleasing turnaround and finished the year 2.2 days below target.

In Quarter 4 the Council received 25 complaints, with one new complaint referred to the Ombudsman.

In Quarter 4 there were 39 compliments from a wide range of service areas. Compliments are recorded by category and the highest area of compliment this quarter was seen in 'Staff Member or Team', which saw 23 compliments.

The Council's risk Register continues to be closely monitored and mitigating actions taken where possible. Overall the majority (85%) of the Council's risks were

identified as Low Risk (Green), with only 3 Medium Risk (Amber) and 2 High Risks (Red).

A number of questions were asked as follows:

- Who sets the Performance Indicators, to which the Corporate Officer indicated that these are done in conjunction with the Managers and Portfolio Holders for each service area, who meet to go through all the Actions/PIs/Risks prior to the setting of their Business Plans each year.
- Household Waste which was now indicating Green, was welcomed by the Committee.
- Household Waste Composted – concern was raised about the lack of brown bins available and therefore would this impact on household bins. The Corporate Officer indicated that there will shortly be a targeted rec-cycle campaign throughout the Borough which hopefully would impact on future targets for household waste composted.
- A member of the public asked about the Urban Boundary Review which should have been undertaken in December alongside the Green Belt consultation. The Leader of the Council provided an explanation indicating that this was due to legal advice to ensure that future plans are as robust as possible, and took into regard the special status of the Green Belt. Changes to the Urban Boundary will be re-consulted upon as part of the Draft Local Plan Part 2 consultation, expected to commence in July this year, following approval by Council to re-consult.

#### **RESOLVED:**

1. That Corporate Scrutiny notes the level of performance and risks detailed in the report.
2. That Corporate Scrutiny continues to monitor the corporate risk register and the performance of those actions and performance indicators that are under achieving their target levels of performance.

#### **8. OVERVIEW AND SCRUTINY ANNUAL REPORT 2014/15**

The Chair presented the Annual Report for 2014/15, 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 15th July 2015.

Members thanked the Scrutiny Support Officer for her hard work and support during the year.

**RESOLVED:**

1. That the Overview and Scrutiny Annual Report 2014/15 be noted.
2. That the report be presented to Full Council in July for approval.

**9. OVERVIEW AND SCRUTINY WORK PROGRAMME 2015/16**

The Scrutiny Support Officer asked Members to consider and approve the ideas put forward by elected members and Council Officers.

Regular items which are included in the work programme are as follows.

- Quarterly Performance Reports
- Council policies as required
- Budget Scrutiny
- Complaints and Compliments
- Presentations from Partners which this year will include, Coastal Healthcare (MIU at Rawtenstall), Healthwatch, Police, Green Vale Homes, Leisure Trust and Rossendale Transport.

The Scrutiny Support Officer asked members to consider how they may wish to take the following projects forward.

- Provision for Carers in Rossendale – to invite someone from Carers Link to talk to the Committee and then decide if a Task and Finish Group could make a difference if this area was looked at further.
- Dog Fouling – in the first instance ask for a report from Council Officer and once more information is gathered decide if a Task and Finish Group should be established – The Leader of the Council felt that the way forward was for this area to be scrutinised further.
- Anti-Social Behaviour and Crime – Once we had received our annual presentation from the Police, Members to decide if they wish for an in-depth review of this subject – either by looking at particular wards where crime was on the increase or to look at the Borough as a whole.
- Counter Fraud Scheme – This follows on from work already undertaken on Rogue Landlords and the same membership will look at the pilot scheme, following Government funding.
- North West Ambulance Service – This task group had its first meeting in May 2015, followed by visits to Rossendale Ambulance Stations and the 111 and 999 centres in Broughton and Bolton. The task group will continue its work.

**RESOLVED:**

1. That the Work programme, as above, be approved.

2. That the report be presented to Full Council on 15<sup>th</sup> July.

**10. EXCLUSION OF THE PUBLIC AND PRESS**

That the public and press be excluded from the meeting during consideration of the following item of business on the grounds that it involves disclosure of exempt information relating to the financial or business affairs of any particular person (including the authority holding that information) under Part 1 Paragraph 3 of Schedule 12A to the Local Government Act 1972.

**11. REVENUES, BENEFITS, ONE STOP SHOP AND CONTACT CENTRE OPTIONS FOR POST 1<sup>st</sup> OCTOBER 2016**

The Head of Finance and Property Services asked Members to consider and approve the preferred option for the provision of the Revenues, Benefits, One Stop Shop and Contact Centre Options for post 1<sup>st</sup> October 2016.

Members raised questions to which the Head of Finance and Property Services, together with the Head of ICT and Customer Services responded.

The meeting commenced at 6.30pm and closed at 8.05pm

Signed .....  
(Chair)

Dated .....

## **OVERVIEW AND SCRUTINY COMMITTEE**

**Date of Meeting:** 29<sup>th</sup> June 2015

**Present:** Councillor A Robertson (Chair)  
Councillors Bleakley, James Eaton (substituting for Sandiford),  
Janet Eaton, Haworth, Kenyon, Lythgoe, McMahon, Oakes  
(substituting for Hughes) and Steen

**In Attendance:** Sharon Rourke, Coastal Health Care  
Leoni Williams, Coastal Health Care  
Neil Greaves, Healthwatch  
Councillor Christine Lamb, Portfolio Holder, Operational  
Services and Development Control  
Councillor Ashworth, Portfolio Holder for Customer Services and  
Health  
Councillor Cheetham  
Pat Couch, Scrutiny Support Officer

3 members of the public

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### **1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Hughes and Sandiford.

### **2. MINUTES OF THE LAST MEETINGS**

**Resolved:**

That the minutes of the last meeting held on 2<sup>nd</sup> March 2015 be agreed as a correct record and signed by the Chair.

### **3. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **4. URGENT ITEMS OF BUSINESS**

There were no urgent items of business.

### **5. PUBLIC QUESTION TIME**

The Chair agreed to deviate from the Procedure for Public Speaking and allow the members of the public to ask questions as the reports were discussed.

A question was raised in relation to a progress update on the year end return for Rossendale Leisure Trust which the Scrutiny Officer agreed to make enquiries and respond direct.

Another question was raised in relation to the last minutes about the exclusion of public and press under Part 1 Paragraph 3 of Schedule 12A to the Local Government Act 1972. The former Chair of Rossendale Transport responded to the question.

## **6. CHAIR'S UPDATE**

The Chair informed the Committee that further clarification would be sought in a query regarding how many people are affected in Rossendale regarding the disposal of their blood contaminated articles. The Scrutiny Support Officer has asked for the item to be put on the joint health meeting which is taking place on 1<sup>st</sup> July with the Council's health lead and the CCG.

## **7. ROSSENDALE'S PRIMARY HEALTHCARE CENTRE (MINOR INJURIES UNIT)**

Sharon Rourke, Head of Urgent Care presented 'The Story So Far' on the Minor Injuries Unit at Rossendale Primary Care Centre.

In July 2014, Coastal Health Care took over the running of the Minor Injuries Unit, with the aim:

- To provide quality care close to home
- Help relieve pressure on A & E departments through avoidance of unnecessary admissions

The unit opens 8am-8pm seven days per week, 365 days a year, accepting referrals from 111 via signposting and GP Practices.

Patient Satisfaction Surveys are given to all patients who attend the unit and they are achieving on average a response of 29 completed surveys per month. The Commissioners (CCG) request 20 per month.

When they took over the unit they were commissioned to receive 10,000 per year and during the first year they have actually seen 10,058, an average of 857 patients per month, with Monday and Tuesday being the 'peak days'.

93% of patients were seen within one hour and 7% had to wait between 1-2 hours. 82% of patients were treated and completed at the MIU, others were referred elsewhere including referral to GP, with 44 not needing follow-up.

The top two reasons that people are attending the unit are a) sprains and strains b) pain in limb.

Sharon explained that they have a strong Clinical Governance processes within the organisation and are committed to improving aspects of care.

Leoni Williams, Operational Services Lead at the MIU and Sharon, responded to a number of questions raised by Members including:

- Whilst it is a great facility there was a need to develop it further.
- People don't attend the unit because it looks closed
- Need for increased opening of the x-ray facility as it is only open 9-4.45pm Monday to Friday.
- Is there a possibility of offering Minor Ailment Service within the Unit?
- Need for improved signage
- Are there any plans to use the vast ground floor space?
- Whilst the MIU keep a record of ailments, are Blackburn doing the same?
- Is it a not-for-profit organisation?
- Who can refer to Physiotherapy?
- How many patients and why are patients not referred direct to Fairfield instead of Blackburn for x-ray?
- A query regarding ambulance utilizations of the MUI, to redirect patients away from A&E
- A number of data queries in relation to patient presentations

A concern was raised by a member of the public that the gates close at 6.30pm and patients have to use the car park opposite the health centre on Bacup Road.

Sharon and Leoni agreed to convey the issues raised above by the members to the Clinical Commissioning Group

**Resolved:**

The Chair thanked Sharon and Leonie for their informative presentation.

**8. HEALTHWATCH PRESENTATION**

Neil Greaves, Acting Director of Operations at Healthwatch presented an update on their work since its commencement in April 2013.

Healthwatch is a not for profit organisation, with a network of over 150 independent Healthwatch organisations in England.

Healthwatch gather evidence based feedback from the public and look at local trends to identify areas of concern.

They have a database of over 6,000 people throughout Lancashire, with 31 volunteers who carry out visits and talks to the public to ensure their views and experiences are heard by those who commission and provide services. This enables the people of Lancashire to influence change and improve the quality of health and social care services.

They have new plans for 2015/16 and aim to deliver 5 key projects as follows:

- Community and on-line activity – increase use of social media and interactions with local media
- Develop an Engagement Database – surveys, provide feedback about service, hold public events
- Roadshows – a new mobile bus to reach out to the public



- Recruit and train a cohort of volunteers – mystery shopping, mock CQC assessments, engaging with the public
- Scrutiny of Residential Care – recruiting a team of 4 on a fixed term contract till March 2016

To run Healthwatch they receive core funding of £438k and project funding of £150k. There are 9 members of staff with 4 new staff commencing shortly Healthwatch Lancashire also have 31 active volunteers who have all gone through a stringent application process including DBS checks.

Neil indicated that he would take on board the views of members discussed during the MIU presentation including the problem on signage.

A number of questions were raised as follows, which Neil responded.

- Unclear as to how healthwatch feeds in
- Concern about the future of Calderstones Hospital NHS Trust
- Issue around signposting for Complaints – where do patients go?
- Concern about the effectiveness of Healthwatch

**RESOLVED:**

The Chair thanked Neil for his presentation.

The meeting commenced at 6.30pm and closed at 8.35pm

Signed .....  
(Chair)

Dated .....