

Subject:	Overview and Scrutiny: • Annual Report 2015/16 • Work Programme 2016/2017	Status:	For Publication
Report to:	Council	Date:	6 th July 2016
Report of:	Scrutiny Support Officer	Portfolio Holder:	Legal and Democratic Services
Key Decision:	<input type="checkbox"/> Forward Plan <input type="checkbox"/>	General Exception <input type="checkbox"/>	Special Urgency <input type="checkbox"/>
Equality Impact Assessment:	Required:	No	Attached: No
Biodiversity Impact Assessment	Required:	No	Attached: No
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1.	RECOMMENDATION(S)
1.1	That Council approves the Overview and Scrutiny Annual Report 2015/2016 (Appendix A).
1.2	That Council notes the Overview and Scrutiny Work Programme 2016/2017 (Appendix B).
1.3	That the final reports of the Task and Finish Groups be presented to the Overview and Scrutiny Committee, in consultation with the Portfolio Holder, prior to being considered by the Cabinet, Council or other relevant organisation.

2. PURPOSE OF REPORT

- 2.1 To receive information on the Annual Report for Overview and Scrutiny for 2015/16, which was approved by the Overview and Scrutiny Committee at their meeting on 20th June 2016. This will be forwarded to all Directors, Heads of Services and other relevant organisations to promote the work of scrutiny in Rossendale.
- 2.2 To inform members of the Annual Work Programme for Overview and Scrutiny for 2016/2017, which was agreed by the Overview and Scrutiny Committee at their meeting on 20th June 2016.

3. CORPORATE PRIORITIES

- 3.1 The matters discussed in this report impact directly on the following corporate priorities:
- **Regenerating Rossendale:** This priority focuses on regeneration in its broadest sense, so it means supporting communities that get on well together, attracting sustainable investment, promoting Rossendale, as well as working as an enabler to promote the physical regeneration of Rossendale.
 - **Responsive Value for Money Services:** This priority is about the Council working collaboratively, being a provider, procurer and a commissioner of services that are efficient and that meet the needs of local people.
 - **Clean Green Rossendale:** This priority focuses on clean streets and town centres and well managed open spaces, whilst recognising that the Council has to work with communities and as a partner to deliver this ambition.

4. RISK ASSESSMENT IMPLICATIONS

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

5. BACKGROUND AND OPTIONS

- 5.1 The Council's Constitution requires Overview and Scrutiny to produce an annual report outlining its work. The report attached at **Appendix A** highlights the work of the Overview

and Scrutiny Committee, together with the work of the Task and Finish Groups and Response Groups during 2015/16.

- 5.2 In relation to the Work Programme 2016/17: there was an opportunity for members of the public to complete an online form on the Council's website. Scrutiny forms were also made available in the One Stop Shop and an email was sent to Heads of Service, and Managers asking for ideas. The committee agreed its Work Programme for 2016/2017 at its first meeting on 20th June and this is attached at **Appendix B**.

COMMENTS FROM STATUTORY OFFICERS:

6. SECTION 151 OFFICER

- 6.1 Where any financial implications do arise, they will be considered by members as part of the annual budget process.

7. MONITORING OFFICER

- 7.1 No additional comments.

8. POLICY IMPLICATIONS AND CONSULTATION CARRIED OUT

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

The four main principles of scrutiny are:-

- Empowering local people working with their local representatives, to challenge the Council and other agencies to deal with local concerns.
- Ensuring that the views and concerns of local people are heard at the heart of the local authority.
- Enabling local councillors as community champions to take the lead in raising issues for scrutiny.
- Reinforcing the scrutiny functions as a way to get things changed and improved so that local communities can see tangible results.

- 8.2 Consultation has been undertaken with the following in the development of the Overview and Scrutiny Work Programme 2016/17:

- Internal consultation with Directors, Heads of Service and Managers.
- Councillors.
- General public via the Council's website and the One Stop Shop.

9. CONCLUSION

- 9.1 That Overview and Scrutiny continues to develop its work over the next 12 months.

- 9.2 A commitment to the Work Programme will ensure that Overview and Scrutiny continues to improve its way of working.

No background papers

OVERVIEW AND SCRUTINY ANNUAL REPORT

2015/16





**Councillor Amanda Robertson,
Chair**

A MESSAGE FROM THE CHAIR OF OVERVIEW AND SCRUTINY

This Overview and Scrutiny Annual Report 2015/16 highlights some of the significant activity of the work of the Overview and Scrutiny Committee and Task and Finish Groups.

This year we reduced the scrutiny structure to have just one overarching Overview and Scrutiny Committee and the usual Task and Finish Groups. This appears to have worked well.

It is important for scrutiny members to be involved in decisions at an early stage to ensure they influence the

decision making process and play an important role as a 'critical friend'.

The work undertaken during 2015/16 has been wide-ranging and members, in examining the issues, have considered best practice and taken evidence from interested parties, highlighting the issues that informed the recommendations as a result of their work.

We have found this year more than any other year, that members of task and finish groups have difficult decisions to make because of the financial situation of local authorities, not just in Rossendale but nationally.

Particular thanks goes to those external to the Council who gave up their time to attend meetings and contribute to the work of both the Overview and Scrutiny Committee and Task and Finish Groups.

As always, I would like to thank all members for the contributions they have made throughout the year. I would also like to thank Pat Couch, Scrutiny Support Officer and all other members of the Committee and Member Services Team, who have

helped support the scrutiny process throughout the year.





Councillor Sean Serridge, Portfolio Holder for Legal and Democratic Services

Rossendale Borough Council aims to provide the best possible services for our residents. Overview and Scrutiny is a crucial process in ensuring we are delivering those services, and are giving best value to local people.

The relationship between executive and non-executive members continues - we are all working together to ensure every effort is made to protect frontline services, yet achieve the required savings.

The Council's Overview and Scrutiny Committee has continued to support the Cabinet in providing challenge and

assurance in respect of policy development and review across the Council and its partners, acting as a 'critical friend'.

In relation to partners, the scrutiny process involves itself with external organisations and they recently worked in partnership with North West Ambulance Service to review the service it provides to Rossendale people. This involved task group members spending a day in the Rawtenstall Health Centre to seek the views of patients on their thoughts of the ambulance service.

Both councillors and officers continue to work together in these difficult and challenging times ahead to ensure the best provision of services for the people of Rossendale.

A handwritten signature in blue ink, reading "Sean Serridge".



INTRODUCTION

What is Overview and Scrutiny?

The Overview and Scrutiny process is a principal way of achieving open, democratic accountability for the provision of public services.

All local authorities operating a Cabinet and Scrutiny model have a Cabinet made up of the Leader of the Council and in Rossendale there are four other members who make up the Cabinet.

The Overview and Scrutiny (O & S) role is carried out by non-Cabinet members. In Rossendale we have one committee made up of 10 politically balanced members.

Overview and Scrutiny is not a decision making body, but a body which monitors and influences those that are i.e. Cabinet. They report their work back to Cabinet who would decide if any recommendations made by the Overview and Scrutiny Committee are accepted, and if not, why.

In Rossendale the Overview and Scrutiny Committee has a role in performance monitoring, enabling members to scrutinise detailed performance reports on a quarterly basis.

Scrutiny members/non-Cabinet members undertake reviews (called task and finish groups). These are made up of five members who are appointed to look in-depth at particular issues and make recommendations which may suggest a change in policy or service provision. The report would then be submitted to the Overview and Scrutiny Committee, prior to submission to Cabinet.

What we do not do!

Overview and Scrutiny is not a mechanism for the investigation or settling of individual complaints. The Council has a separate process for this. It is also not able to look at individual planning or licensing decisions.

Overview and Scrutiny does welcome suggestions from councillors and the general public as to issues that can be looked at by the overview and scrutiny process.

This can be done by **emailing:**

democracy@rossendalebc.gov.uk or send in your views to: Committee and Member Services, The Business Centre, Room 213, Futures Park, Bacup, OL13 0BB.



Work of the Overview and Scrutiny Committee over the year

Performance Reports - Quarterly

During the year the committee received quarterly performance reports and asked a number of questions of officers.

Performance Indicators are set in conjunction with 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.

If any performance indicators were behind target an action plan for each of these has to be completed by the appropriate officer, with actions being taken to improve performance. If by the following quarter targets had not improved, then the committee would ask the officer in charge to attend the next meeting to explain why the targets were not being achieved.

It has been agreed that Overview and Scrutiny should establish a task and

finish group to look at how Rossendale Council is reacting to setting their own performance targets and whether these are sustainable/workable, and set at the appropriate level.

Annual Ombudsman Letter/General Complaints

This is another regular item that the Committee receives and during 2014/15 the Ombudsman received 25 enquiries or complaints about the Council and they conducted detailed investigations into just 2 of these, which were both “not upheld”.

In relation to formal complaints, there had been 115 complaints, the majority of which were in relation to customer service, application processing, or an action, response or communication.

The Council also received 170 compliments, which was an increase on the previous year.

Local Council Tax Scheme 2016/17

The Council was required to have any revisions to the above scheme in place by 31st January 2016. Therefore, a report was presented to the committee on the Local Council Scheme 2016/17. There were approximately 3500 people who would be affected by the CTS within Rossendale.

It was noted that it was important that the Council continued to try and protect the most vulnerable.

Dog Fouling Enforcement

In September 2015 the Overview and Scrutiny Committee received a presentation from an officer in relation to the Council’s current level of service and enforcement activities around dog fouling in Rossendale.

In 2009 the Council adopted 4 Dog Control Orders under the Clean Neighbourhoods and Environment Act 2005, but in October 2014 these were converted to Public Space Protection Orders to give all Councils new powers

if there are activities taking place in a public space which are having (or likely to have) a detrimental effect on the quality of life for those in the locality.

After receiving the report it was agreed to establish a task and finish group.

Presentation on the ICT System

A member requested that this item be put on a scrutiny agenda and in November the Head of Customer Services and ICT presented members with an overview of the Council's ICT systems, the current arrangements, future arrangements and outlined the security measures that were in place.

Data losses were discussed and it was noted that the biggest threat was manual data loss or user error.

Strict security measures were enforced and it was noted that an auditor had been refused entry to the Data Centre because they did not have their ID.

The Council did not sell customer details.

Extensive security testing was clarified and the Council was regularly audited by LCC, Grant Thornton, DWP, PSN and 'penetration testing' was carried out.

The committee were also informed that steps were taken to keep ahead of ever changing threats.

Other Reports

The following is a list of other reports that the committee received during 2015/16.

- Social Media/Networking Policy for Members
- Annual Equality Report
- Council Tax and Council Tax Support Sanctions and Prosecution Policy
- Combined Authority Report
- Conservation Strategy

External Scrutiny

The committee also received a number of presentations from external organisations as follows:

Coastal Health Care

In July 2014, Coastal Health Care took over the running of the Minor Injuries Unit at Rawtenstall Health Centre, 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.

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'.

The Portfolio Holder for Customer Services and Health, together with the Scrutiny Support Officer meet bi-monthly with the Clinical Commissioning Group to receive performance activity within the MIU and to keep updated on any health related issues for Rossendale.

Healthwatch

The 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 on 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.

The committee were informed of their plans for 2015/16 and aim to deliver 5 key projects.

The committee raised concerns in relation to:-

- a) Unclear as to how healthwatch feeds in
- b) Concern about the future of Calderstones Hospital NHS Trust
- c) Issue around signposting for complaints and where patients go
- d) Concern about the effectiveness of Healthwatch

Accrington and Rossendale College (ACCROSS)

In November 2015 the committee received a presentation from the Principal, Accrington & Rossendale College who provided an update on the Stubblelee Vocational Centre and Rossendale's provision.

The Stubblelee Vocational Centre had been relocated to the Accrington Campus due to small numbers, declining demand, travel to learn and the withdrawal of funding for adult courses.

The Rossendale provision was currently 400 adult learners and 75 apprentices with 31 Rossendale employers. There were 750 Rossendale residents on programmes at the Accrington Campus.

Future plans included a partnership with Jobcentre+, the Bacup Townscape Heritage Initiative and developing the Stubblelee Centre.

Some learners sent to the Stubblelee Vocational Centre were mandated learners from Jobcentre+ and class numbers had declined.

There were at least 4 excellent colleges in the north west area and the market was very competitive. Higher level students would travel to learn and were more like to take out loans to study.

A joined up approach with other colleges was being undertaken with regards to some courses.

The college was continuing to lobby the government and the local MPs and remained optimistic regarding the challenges it was facing.

Cosy Homes in Lancashire

James Sommerville, Cosy Homes in Lancashire (CHiL) Development Manager gave a presentation and updated members on the CHiL project.

The aim of the project was to reduce energy bills, create warm homes, reduce carbon emissions, but with a focus on health and wellbeing.

All local authorities in Lancashire had signed an agreement to participate in the one year pilot.

In Rossendale 3069 homes were classified as being in fuel poverty, with Rossendale being 124th worst in England.



There was a definite need to advertise this scheme, as whilst this commenced on 1st September, installing only began in December and only 4 Rossendale people had enquired about the scheme.

Police Presentation

Under the Police and Justice Act and the related statutory guidance from the Home Office on the overview and scrutiny of Crime and Disorder, the committee continues to monitor all types of crime and disorder issues, including the performance reports on progress against crime indicators.

Inspector Steve Rides presented the 2015/16 annual crime figures, which highlighted that all crime was up by 233, totalling 2974 crimes for Rossendale.

It was suggested that a task and finish group be established later in the year to look closely at crime statistics.

Leisure Update

Rossendale Leisure Trust (RLT)

The committee annually receive presentations from both Rossendale Leisure Trust (RLT) and Community Leisure Association Whitworth (CLAW).

In February 2016 the Senior Manager of RLT presented at update on some of the key achievements as follows:

- a)** Their best financial performance in the past five years with a turnover of £1.89m and a forecast year end position with the budget allocation
- b)** Continued growth of membership including the on-going success of the Passport to Leisure scheme for Rossendale's low income families and increasingly successful GP referral programme
- c)** Key events such as the Rossendale Sports Awards, Rossendale Triathlon

and Haslingden Football Tournament being a success and collectively engaged all parts of the community

The huge success of the opening of the Grip and Go, both in terms of engagement and in terms of financial performance (picture below)



The committee also heard of some of the key challenges for RLT as follows:

a) An ongoing risk of new entrants to the market including new budget gyms

which could have a significant impact on the Leisure Trust

b) The need to carefully monitor the quality of services provided to local residents to ensure standards are as high as possible

c) The upcoming re-opening of the Haslingden Pool would need to be carefully monitored

Community Leisure Association Whitworth (CLAW)

As with the RLT, the committee receives an annual update from The Community Leisure Association Whitworth who provided a report which highlighted their key achievements during 2015/16, which included:

a) Increase in wedding bookings and more people taking up the wedding packages on offer

b) Increase in swimming lessons

c) Introduction of social media at both facilities, which has led to an increase in customer network

d) The Café Gallery at the Leisure Centre was well used

A number of actions were identified to reduce operational costs at both the Riverside and at the Leisure Centre as follows:

a) reduce overheads such as utility costs

b) Introduce a paperless system

c) review of financial management processes

d) new domestic hot water system including showers at the Leisure Centre

Rossendale Transport

The Managing Director of ROSSO (Rossendale Transport) provided members with an update on the progress of the bus company.



ROSSO has a fleet of 100 buses, with 225 staff and an annual

turnover of £9.3m and an annual wage bill of £3.5m.

Members were pleased to be informed that they have 3 painted buses which connect to the local community, one being Britannia Coconutters, this has evolved into a sponsorship arrangement whereby the vehicle takes the dancers to local events where they perform in the summer months.

The whole bus fleet was now DDA compliant, well ahead of the 1st January 2017 deadline.

New ticket machines were introduced in 2014 which enabled managers to have a clearer view of the business and its passengers purchasing trends.

The Managing Director explained the opportunities and challenges for the bus company indicating that the key issue was Lancashire County Council's decision to withdraw contracted bus services, which had cost ROSSO over £250k per annum in revenue.

CONSULTATION RESPONSE GROUPS

There is a small group of members who are invited to respond to consultations as we receive them in the office. Below is the list of those that the Council has responded to:

- Post Office Crawshawbooth
- LCC Polling District and Polling Places Review
- Lancashire Fire and Rescue Budget consultation
- Local Government Boundary Commission Electoral – Polling District and Places Review for Lancashire

TASK AND FINISH GROUPS

Task and Finish groups may be established by a Scrutiny Committee for the purpose of conducting an in-depth review of any service, policy or issue that affects the Borough, which falls under the remit of that committee.

Usually there are five politically balanced members on a task and finish group (non-Cabinet members) who at the first meeting agree a Chair and also the Terms of Reference for the group.

Below is information on the task and finish groups that have been established over the last twelve months.

North West Ambulance Service (NWAS)

Whilst Lancashire County Council has a statutory duty to scrutinise health services we are aware that because of the size of county it cannot always look at detailed local issues.

In November 2014 the Overview and Scrutiny Committee received a presentation from NWAS and concerns were expressed at the response times for Rossendale which at the time were well below target.

A task and finish group was established in April 2015 and completed its work in October 2015, having held six meetings, visited the two local ambulance stations and also the A & E at the Royal Blackburn Hospital. Site visits were also undertaken to the 111 service in Bolton and the 999 Control Centre in Broughton.

We invited the Community First Responders (CFR) to explain their role.

Community First Responders are volunteers who give their time freely to help care for people and save lives in their community.

First Responders provide support to the regular Ambulance Service by attending 999 calls in and around the community to provide the earliest possible intervention for patients in the

first few minutes until the arrival of an ambulance.

The ambulance service dispatcher is able to send Community First Responders to a range of incidents; they are dispatched at the same time as the ambulance crews but because they are often in more rural areas can often arrive before the ambulance.

Rossendale currently has 26 qualified CFRs, with 6 additional CFRs trained and awaiting completion of the vetting process. Rossendale has the highest in East Lancashire (Burnley 12, Padiham 2, Colne 4, Blackburn with Darwen 12 and Accrington 6).

The final report with recommendations was sent to the North West Ambulance Service, Clinical Commissioning Group and East Lancashire Hospitals NHS Trust for comments which were received in February 2016.

Counter Fraud Scheme

This group was established following on from the Rogue Landlords Task and Finish Group which was held in 2014/15.

The group were informed that the Council had identified a number of properties that had been 'deleted' or rated zero exempt from the Valuation Office Agency (VOA) database, which would have a direct financial impact on revenue to the Council.

Rossendale was one of a number of authorities that was successful in a funding bid and received £150k to look at the Valuation Office Agency Fraud-Pilot Assessment of Non Domestic Rates and Council Tax. This enabled the Council to explore and challenge the deletion and exemptions of both residential and non-domestic properties from the VOA's Rating List, where owners have knowingly submitted proposals to avoid paying relevant property taxes.

Members were informed of available funding from the Department of

Communities and Local Government's Counter Fraud Fund, which provided local authorities with the opportunity to boost capability and capacity in tackling non-benefit fraud and make real financial savings from reducing the cost of fraud.

The task group wanted to understand how the Council intended to identify how fraud/avoidance has been committed and measures the Council were putting in place to recoup these costs.

A new post dedicated to the Counter Fraud Scheme was identified for this project and the initial number of exemptions from March 2015 was 181.

From the 181 exemptions mentioned above, 46 letters were sent out. Eight of these were conflicting letters where the Council knew the owner/liable party was incorrect and 38 were general letters where the Council had no land registry documentation to confirm the up-to-date owner.

Of the 46 general letters, only 6 hadn't replied and 2 of those had been amended by the billing team following separate information being provided. Therefore, in real terms only 4 had not replied.

At the completion of the work of the task and finish group 16 accounts had been amended which resulted in £27,077.19 being written on in Council Tax debt, of which £20,832.02 was down to the exemption exercise highlighted above, with a further £4,245.17p due following miscellaneous investigations still relating to exemptions/discounts.

The new post had proved a success as the project had generated more money than the costs of the post and any other expenses, and as such this had been a worthwhile project.

The various exercises being undertaken by the officer as part of the project was financially beneficial to the Council in reducing fraud and recouping costs.

Cabinet responded to the recommendations of the group in

March 2016 and accepted all the recommendations. A further progress update on whether the recommendations have been implemented will be requested in November 2016.

Dog Fouling

This task and finish group commenced its work in October 2015.

The group met four times and took into account the report presented to the committee in September. The report highlighted that one of the highest sources of complaints by the public to local councillors concerned dog fouling, but these complaints were not taken into account in the formal complaints the Council receives. Between April 2014 and March 2015, 22 complaints about dog fouling were made to the Operations Team directly.

When looking at other local authority websites, it was clear that our website needed to be improved and ensure the information provided was clear and up

to date with current legislation and contact details included.

When making our recommendations it was agreed that we would need to revisit this piece of work in four months when the new manager was in place within the Operations Team, as he may have a different opinion on how to progress with dog fouling within the Borough.

The Phase 1 report would be sent to the Cabinet for comments on the recommendations in June 2016.



One recommendation was to erect new signage in designated areas of the Borough and ask all councillors to

inform the Operations Team of areas within their ward which they feel would benefit from having a sign erected.

These have now been printed and the above photo is of Councillor Lamb, Portfolio Holder for Operational Services and Development Control, along with Councillor Oakes a member of the task and finish group and Councillor Ashworth, showing off the new signs.

The report will be sent to Cabinet in the new municipal year for their comments.

Phase 2 of this piece of work will commence in July and be reported in next year's Annual Report.

Performance Management Process

Whilst writing this report, a task and finish group was established to look at the Council's performance management process.

The purpose being was that it appeared unclear to members, particularly those new to scrutiny as to how targets were set; how targets are selected; what benchmarking takes place; what processes are used to monitor targets, and how the process is quality assured.

Further work will be taking place during 2016/17 and will be reported in next year's Annual Report.

TASK AND FINISH UPDATES FROM

In the last report two task and finish groups had completed their work but Cabinet had not enough time to respond to the recommendations until the new municipal year.

Therefore, the Land Transaction Task and Finish Group report went back to Overview and Scrutiny in July 2015, where the Portfolio Holder and Head of Finance and Property Services presented their response to our recommendations.

The new process has now been adopted by the Council.

In September 2015 the Cabinet's response to the Green Vale Homes Task and Finish Group was presented to Overview and Scrutiny and it was agreed that regular meetings be arranged between the Chair of Overview and Scrutiny and the Chair of the Rossendale Action Partnership and Together Housing Group to ensure GVH tenants receive

appropriate levels of support that they require.

Meetings are now held on a quarterly basis, which enables the Council to speak to Officers from GVH on issues affecting local residents.

UPDATE ON RECOMMENDATIONS

Over the last 18 months, the Overview and Scrutiny Committee has asked for updates from officers/portfolio holders as to whether or not the recommendations of previous task and finish groups had been implemented and if not, why?

Rogue Landlords

The officer and portfolio holder responsible for Rogue Landlords attended the Overview and Scrutiny meeting in September to provide an update on the recommendations suggested in 2014/15 by the task and finish group.

Members were informed that 4 of the 6 recommendations had been implemented and reasons were provided as to why the other two would be given consideration at a later date.

Public Rights of Way

The officer and portfolio holder responsible for Public Rights of Way in Rossendale presented an update to Overview and Scrutiny in February 2015. This was a second update, as not much work had been undertaken when the update report was first presented to scrutiny.

Some of the recommendations had been implemented and reasons were given on why others had not.

UPDATE ON AREA BASED WORKING FROM 2013/14

In 2013, Overview and Scrutiny established a task and finish group to look at street cleaning as it was anticipated that the Council would experience around a 39% cut in its revenue budget by 2014. Therefore, it was agreed to use the scrutiny process as part of the savings review to look at potential savings to the street cleansing service.

Following completion of this piece of work, the committee asked for an update on whether the recommendations back then had been implemented and the outcomes of these changes.

The changes were introduced in late 2014 and the committee heard about the following improvements which included:

a) Improved communication, due to all collection vehicles working in the same area on the same day, providing a more consistent service

b) 2 Loaders from each vehicle were able to be redeployed on cleansing activities during periods when vehicles were travelling to and from tipping facilities.

c) 2% increase in recycling rates.

MEETINGS SCHEDULED FOR 2016/17

All the following meetings are open to the public and are held on a Monday evening at 6.30pm in the Council Chambers, Futures Park, Bacup.

20th June 2016

18th July 2016

5th September 2016

10th October 2016

7th November 2016

5th December 2016

16th January 2017

6th February 2017

13th March 2017

WORK PROGRAMME 2016/17

Overview and Scrutiny have asked the public for suggestions for the work programme for 2016/17.

At its first meeting on 20th June the Committee will look at the suggested items and decide which to take forward for 2016/17.

We already have two task and finish groups which began during 2015/16 and are continuing their work over the next few months. These are:-

- Dog Fouling Task and Finish Group
- Review of the Performance Management Task and Finish Group

Scrutiny

Making a difference

A magnifying glass with a black handle and a silver frame is positioned over the word 'Scrutiny'. The lens of the magnifying glass is focused on the letters 't', 'i', 'n', and 'y' of the word, making them appear larger and more prominent. The word 'Scrutiny' is written in a large, bold, black sans-serif font. Below it, the phrase 'Making a difference' is written in a smaller, bold, black sans-serif font.

OVERVIEW AND SCRUTINY WORK PROGRAMME 2016/17

1. INTRODUCTION

- 1.1 The Overview and Scrutiny Committee is required to produce and agree a plan of work that it intends to carry out in the forthcoming Municipal Year.
- 1.2 A local consultation process has been undertaken in the development of the work programme with officers, councillors and the public, who have contributed to suggestions via social media, website or completing a form available within the One Stop Shop.
- 1.3 The Work Programme below outlines the work of the Overview and Scrutiny Committee, as well as the work to be undertaken by Task and Finish Groups. Taking into consideration officer support requirements, there will only be two Task and Finish Groups at any one time.

2. Cabinet Member Involvement

- 2.1 Cabinet member involvement in scrutiny in 2015/16 was extremely worthwhile, especially with their involvement in Task and Finish Groups when Cabinet members were invited to answer questions, which helped when the group were putting together their recommendations.
- 2.2 Cabinet members are also invited to attend a relevant committee to answer questions for their portfolio service area.

3. Health Scrutiny

- 3.1 The Scrutiny Support Officer, along with a the Portfolio Holder for Customer Services and Health meets bi-monthly with the Rossendale Lead within the Clinical Commissioning Group (CCG) and the Rossendale Lead GP, Dr Tom McKenzie. Any issues are discussed and responded to quickly by the CCG. Any proposed changes are discussed at the meeting and if required partners will be asked to attend a future meeting.

The work programme is detailed below. Some of the topics are regular items taken to the committee. Policy development is influenced by the Forward Plan although other policy items – non key decision/updates are taken to committee as required/requested.

PLEASE NOTE: The programme may be amended as required.

OVERVIEW AND SCRUTINY	
1.	<p>Routine monitoring of the performance of the Council</p> <p>To review on a quarterly basis the Integrated Performance Report and invite officers of the Council to attend a future meeting if their service area is under achieving on its target.</p>
2.	<p>Policy Development</p> <p>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</p>
3.	<p>Budget Scrutiny</p> <p>To review the Medium Term Financial Strategy for 2017/18 in February 2017</p>
4.	<p>Complaints/Compliments</p> <p>a) To monitor formal complaints received by the Council b) To monitor Local Government Ombudsman complaints c) To receive information on the number of compliments received for each service area</p>
5.	<p>Councillor Call for Action (CCfA)</p> <p>To deal with any relevant Councillor Call for Action requests and determine the appropriate course of action</p>
6.	<p>Call-In</p> <p>To scrutinise decisions referred under the Call-In Procedure</p>

PLEASE NOTE: The programme may be amended as required.

OVERVIEW AND SCRUTINY COMMITTEE			
1.	20th June 2016	<ul style="list-style-type: none"> a) b) c) d) 	<ul style="list-style-type: none"> Quarter 4 Integrated Performance Report CCG - options for new models of care for primary medical services in Rossendale O & S Annual Report 2015/16 O & S Work Programme 2016/17
2.	18th July 2016	<ul style="list-style-type: none"> a) b) c) 	<ul style="list-style-type: none"> CLAW Leisure Update Consultation on the Procedure for Community Led Project Approval Portfolio Holder for Operations and Development Control on her role and responsibilities
3.	5th Sept 2016	<ul style="list-style-type: none"> a) b) 	<ul style="list-style-type: none"> Quarter 1 Integrated Performance Report Annual Equality Report
4.	10th Oct 2016	<ul style="list-style-type: none"> a) b) 	<ul style="list-style-type: none"> Ombudsman Annual Letter/Complaints Report Portfolio Holder for Customer Services and Health on her role and responsibilities
5.	7th Nov 2016	<ul style="list-style-type: none"> a) b) 	<ul style="list-style-type: none"> Q2 Integrated Performance Report Council Tax Support Scheme Update
6.	5th Dec 2016	<ul style="list-style-type: none"> a) b) 	<ul style="list-style-type: none"> Police crime statistics Leader and Portfolio Holder for Regeneration and Leisure and her role and responsibilities
7.	16th January 2017	<ul style="list-style-type: none"> a) 	<ul style="list-style-type: none"> RLT and CLAW Leisure Review
8.	6th February 2017	<ul style="list-style-type: none"> a) b) 	<ul style="list-style-type: none"> Budget 2017/18 Portfolio Holder for Resource and Performance on his role and responsibilities
9.	14th March 2017	<ul style="list-style-type: none"> a) b) c) 	<ul style="list-style-type: none"> Quarter 3 Integrated Performance Report Rossendale Transport Portfolio Holder for Legal and Democratic Services on her role and responsibilities

Suggestions from Officers, Councillors and the Public

Topic	Decision
Anti -Social Behaviour/Crime in the Borough	Following a presentation in February 2016, concern was raised at the increase of crime in the Borough and members requested a task and finish group be established
Impact on Welfare Reforms	<p>As the reforms only began in April 2016 it may be too early to look at the impact on Rossendale residents and therefore this is a piece of work that can be undertaken at a later stage, as it is an ongoing subject.</p> <p>The recommendations of the previous welfare reforms task and finish group was that this would be monitored through the Rossendale Action Partnership now called the Health and Wellbeing Partnership.</p>
Website reform including digital services	Look at the whole website and identify ways of improvement including digital services
State of the Roads in the Borough	Whilst this is the responsibility of LCC, some years ago we had a task and finish group which did some positive work and the members identified priority roads which needed looking at. These were repaired by LCC on a rolling programme. Members to decide if they wish to do this piece of work again, taking into consideration the concerns raised by the public.

The following two task groups will continue from 2015/16

- Dog Fouling Task and Finish Group to commence in July
- Review of the Performance Management Process Task and Finish Group ongoing group