

MEMBERS INTERESTS 2012

A Member with a disclosable pecuniary interest in any matter considered at a meeting must disclose the interest to the meeting at which they are present, except where it has been entered on the Register.

A Member with a non pecuniary or pecuniary interest in any business of the Council must disclose the existence and nature of that interest at commencement of consideration or when the interest becomes apparent.

Where sensitive information relating to an interest is not registered in the register, you must indicate that you have an interest, but need not disclose the sensitive information.

Please tick relevant boxes

Notes

	General		Notes
1.	I have a disclosable pecuniary interest.	<input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 below</i>
2.	I have a non-pecuniary interest.	<input type="checkbox"/>	<i>You may speak and vote</i>
3.	I have a pecuniary interest because it affects my financial position or the financial position of a person or body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest or it relates to the determining of any approval consent, licence, permission or registration in relation to me or any person or body described in 10.1(1)(i) and (ii) and the interest is one which a member of the public with knowledge of the relevant facts, would reasonably regard as so significant that it is likely to prejudice my judgement of the public interest	<input type="checkbox"/> <input type="checkbox"/>	<i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i> <i>You cannot speak or vote and must withdraw unless you have also ticked 5 or 6 below</i>
4.	I have a disclosable pecuniary interest (Dispensation 16/7/12) or a pecuniary interest but it relates to the functions of my Council in respect of: (i) Housing where I am a tenant of the Council, and those functions do not relate particularly to my tenancy or lease. (ii) school meals, or school transport and travelling expenses where I am a parent or guardian of a child in full time education, or are a parent governor of a school, and it does not relate particularly to the school which the child attends. (iii) Statutory sick pay where I am in receipt or entitled to receipt of such pay. (iv) An allowance, payment or indemnity given to Members (v) Any ceremonial honour given to Members (vi) Setting Council tax or a precept under the LGFA 1992	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i> <i>You may speak and vote</i>
5.	A Standards Committee dispensation applies.	<input type="checkbox"/>	<i>See the terms of the dispensation</i>
6.	I have a pecuniary interest in the business but I can attend to make representations, answer questions or give evidence as the public are also allowed to attend the meeting for the same purpose	<input type="checkbox"/>	<i>You may speak but must leave the room once you have finished and cannot vote</i>

'disclosable pecuniary interest' (DPI) means an interest of a description specified below which is your interest, your spouse's or civil partner's or the interest of somebody who you are living with as a husband or wife, or as if you were civil partners and you are aware that that other person has the interest.

Interest

Employment, office, trade, profession or vocation

Sponsorship

Prescribed description

Any employment, office, trade, profession or vocation carried on for profit or gain.

Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by M in carrying out duties as a member, or towards the election expenses of M.

	This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority— (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land	Any beneficial interest in land which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	Any tenancy where (to M's knowledge)— (a) the landlord is the relevant authority; and (b) the tenant is a body in which the relevant person has a beneficial interest.
Securities	Any beneficial interest in securities of a body where— (a) that body (to M's knowledge) has a place of business or land in the area of the relevant authority; and (b) either— (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

"body in which the relevant person has a beneficial interest" means a firm in which the relevant person is a partner or a body corporate of which the relevant person is a director, or in the securities of which the relevant person has a beneficial interest; "director" includes a member of the committee of management of an industrial and provident society;

"land" excludes an easement, servitude, interest or right in or over land which does not carry with it a right for the relevant person (alone or jointly with another) to occupy the land or to receive income; "M" means a member of a relevant authority;

"member" includes a co-opted member; "relevant authority" means the authority of which M is a member;

"relevant period" means the period of 12 months ending with the day on which M gives notice to the Monitoring Officer of a DPI; "relevant person" means M or M's spouse or civil partner, a person with whom M is living as husband or wife or a person with whom M is living as if they were civil partners;

"securities" means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

'non pecuniary interest' means interests falling within the following descriptions:

- 10.1(1)(i) Any body of which you are a member or in a position of general control or management and to which you are appointed or nominated by your authority;
- (ii) Any body (a) exercising functions of a public nature; (b) directed to charitable purposes; or (c) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union), of which you are a member or in a position of general control or management;
- (iii) Any easement, servitude, interest or right in or over land which does not carry with it a right for you (alone or jointly with another) to occupy the land or to receive income.
- 10.2(2) A decision in relation to that business might reasonably be regarded as affecting your well-being or financial position or the well-being or financial position of a connected person to a greater extent than the majority of other council tax payers, ratepayers or inhabitants of the ward, as the case may be, affected by the decision.

'a connected person' means

- (a) a member of your family or any person with whom you have a close association, or
- (b) any person or body who employs or has appointed such persons, any firm in which they are a partner, or any company of which they are directors;
- (c) any person or body in whom such persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or
- (d) any body of a type described in sub-paragraph 10.1(1)(i) or (ii).

'body exercising functions of a public nature' means

Regional and local development agencies, other government agencies, other Councils, public health bodies, council-owned companies exercising public functions, arms length management organisations carrying out housing functions on behalf of your authority, school governing bodies.

A Member with a personal interest who has made an executive decision in relation to that matter must ensure any written statement of that decision records the existence and nature of that interest.

NB Section 21(13) of the LGA 2000 overrides any Code provisions to oblige an executive member to attend an overview and scrutiny meeting to answer questions.

**CORPORATE AND ENVIRONMENTAL
OVERVIEW AND SCRUTINY COMMITTEE**

AGENDA ITEM: 6
HELD: 25 OCTOBER 2012
Start: 7.30pm
Finish: 10.20pm

PRESENT: Bailey (Chairman)

Councillors: Mrs Atherley- Mrs Kean
Mrs Blake McKay
Cheetham Ms Melling
Cropper Nolan
Delaney Oliver
Dereli Pendleton
Mrs C Evans Mrs Stephenson
Fillis Wright
Gibson

Officers: Assistant Director Community Services (Mr D Tilleray)
Head of Leisure & Cultural Services (Mr J Nelson)
Contracts Performance Manager (Mr P Samosa)
Housing Operations Manager (Ms L McGarry)
Property Services Manager (Mr P Holland)
Operations Street Scene Manager (Mr G Peter)
Assistant Solicitor (Mr T Sparrow)
Policy and Performance Officer (Ms A Grimes)
Planning Officer (Mr D Carr)
Principal Overview and Scrutiny Officer (Mrs C A Jackson)

In attendance: Chairman, West Lancashire Community Leisure (Mr J Bullock)
Contract Manager, West Lancashire Community Leisure (Mr M Snaylam)

24. APOLOGIES

There were no apologies for absence.

25. MEMBERSHIP OF THE COMMITTEE

In accordance with Council Procedure Rule 4, Members noted the termination of membership of Councillors Griffiths, Mrs Baybutt, G Hodson, L Hodson and Coyle and the appointment of Councillors Cropper, Cheetham, Gibson, Pendleton and Fillis for this meeting only thereby giving effect to the wishes of the Political Groups.

26. URGENT BUSINESS

There were no items of urgent business.

27. DECLARATIONS OF INTEREST

1. Councillors Fillis, Gibson and Oliver declared a non-pecuniary interest in relation to Agenda Item 7 (West Lancashire Community Leisure (WLCL) / Serco) as friends of the Chairman of WLCL.

2. Councillors Dereli and Oliver declared non-pecuniary interests in relation to Agenda Items 7 and 8 (WLCL /Serco and Olympics 2012 – Securing a lasting legacy for West Lancashire) - references to leisure at Edge Hill University, as employees of the University.
3. Councillor Bailey also declared a non-pecuniary interest in relation to Agenda Items 7 and 8 – references to leisure at Edge Hill University, stating that his wife is employed by the University.

28. DECLARATIONS OF PARTY WHIP

There were no declarations of a Party Whip.

29. MINUTES

The following minutes were considered.

30. MINUTES – 5 JULY 2012

RESOLVED: That the Minutes of the meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 5 July 2012 be received as a correct record and signed by the Chairman.

31. SPECIAL MEETING HELD ON 12 JULY 2012

RESOLVED: That the Minutes of the special meeting of the Corporate and Environmental Overview and Scrutiny Committee held on 12 July 2012 be received as a correct record and signed by the Chairman.

32. WEST LANCASHIRE LEISURE/SERCO - ANNUAL REPORT

Consideration was given to the presentation by John Bullock, Chairman and Mark Snaylam, Contracts Manager of West Lancashire Community Leisure (WLCL) as contained on pages 167 to 186 of the Book of Reports. The presentation included:

- An introduction from the Chairman of the Trust.
- The Trustees and profile of the Board's responsibilities.
- Changes affecting the management and provision of facilities at Park Pool; Skelmersdale Sports Centre and Beacon Golf Club.
- Activities and initiatives undertaken during 2011/12.
- An overview of 2013 and events planned including 'Road to Rio our Olympic Legacy'.
- An explanation of the dry and wet facilities offered at the Leisure Centres.
- A reflective look at highlights in 2011 including increase patronage; health and safety improvements; capital investment during 2011; development of staff; partnership working and more participation opportunities through Trust funding.
- Income and patronage in 2011 - 5% increase in wetside visits but a 7% drop in dryside visits from the previous year.

- Operational highlights – increase in patronage year on year and from 2004 (21%); community based special events; closer links to National Governing Bodies (ASA) and partnership working with Young Peoples Service to help reduce instances of juvenile nuisance around Skelmersdale; investment in Park Pool Gym of over £1/2 million; refurbished Burscough reception; swimming lesson growth; increase gym usage; improved health and safety scores and improved Quest and audit scores.
- Challenges – including managing energy costs; closure of Skelmersdale Sports Centre; reduction of “dryside” users; increasing patronage with a down turn in the market; moving the operation from ‘Good to Great’ - realise the potential of staff.
- The Way Forward – to increase patronage; business growth; integration of Beacon Park golf centre into the operation; increase swimming leisure usage; continuous improvement and development of staff; working with partners and community groups; offering more participation opportunities through Trust funding.

During the course of the presentation comments and questions were raised in respect of the following:

- Closure of Skelmersdale Sports Centre – help available to club users to find alternative accommodation and the dispersment of the Centre’s equipment.
- Acquisition of Beacon Golf Club, dry facilities and future plans for the site.
- Potential development around Nye Bevan facilities and involvement in the consultation process.
- Current and future approaches / applications relating to energy costs / energy efficiency at the Centres.
- Application of solar panels / wind turbines - energy efficiency and income benefits.
- The impact of the Olympics 2012 on Centre usage and sustainability of that legacy.
- Trust’s endeavours for charitable status or providence society status.
- Opportunities afforded to sports users with disabilities at the Centres.
- Income generated by food and beverage sales.

The Chairman and Contracts Manager of West Lancashire Community Leisure (WLCL) responded to questions and in relation to a comment from a Member on the condition of the wet changing room floor at Park Pool, the Contracts Manager undertook to raise this.

An invitation was also proffered by the WLCL representatives for community groups, including clubs / groups who represented disable and able bodied sports users to make contact with them in relation to the facilities available at the Centres.

During discussion on the provision of sports facilities in Skelmersdale at the request of a Member a proposal was put forward and seconded in the following terms:

“That Council work with West Lancashire Leisure Trust and Serco by forming a cross-party working group to consider all approaches to develop a Centre of Sports Excellence for Skelmersdale.”

On behalf of the Committee, the Chairman thanked the representatives from the Leisure Trust for their attendance, informative presentation and contributions to the discussion.

RESOLVED: A. That the representatives from the Leisure Trust be thanked for their presentation and attendance.

B. That the Cabinet consider the following recommendation:

That the Council work with West Lancashire Leisure Trust and Serco by forming a cross-party working group to consider all approaches to develop a Centre of Sports Excellence for Skelmersdale.

33. OLYMPICS 2012 - SECURING A LASTING LEGACY FOR WEST LANCASHIRE

Consideration was given to the report of the Assistant Director Community Services which gave details on progress since the review entitled 'Olympics 2012 – Securing a lasting legacy for West Lancashire' concluded in September 2009.

The Head of Leisure Services attended the meeting and provided an update and response to the recommendations arising from the review since its conclusion.

Member discussed, raised questions/comments in relation to:

- Edge Hill University Ormskirk campus use as a training camp for overseas athletes during the Olympic and Paralympics Games period and the links that had been forged, post-Olympics, with overseas athletes.
- The participation of local schools in activities throughout the Games period .
- The related events in Burscough and Ormskirk resulting from the Torch Relay passing through the Borough.
- Post Olympics business opportunities; sustainability, educational and economic benefits.

The Head of Leisure responded to questions highlighting the links that the University had made with American Samoa and Palau, and other island states, as well as the educational links that were assisting the Oceania states develop their national sports structure; expansion of sports-related courses at the University; the increase in sports participation and footfall at Sports Centres, the educational links with schools and future opportunities, including 'Road to Rio – an Olympic Legacy' linked to the Olympic/Paralympics in 2016.

RESOLVED: That the update and response to the recommendations arising from the review entitled 'Olympics 2012 – Securing a lasting legacy for West Lancashire' be noted.

34. MEMBERS ITEM - GRASS CUTTING IN WEST LANCASHIRE

Consideration was given to the presentation by the Contracts Performance Manager and Operational Street Scene Manager on Grass Cutting in West Lancashire which the Committee had determined at its previous meeting should receive further consideration. The presentation was supported by a handout, as contained on pages 187 to 188 of the Book of Reports, which gave details of the grassed areas, 1.5 million square metres of open public land, that is maintained by the Council.

The presentation detailed the grass cutting categories and schedules of rates undertaken; the grass cutting season and the areas maintained including verge work undertaken on behalf of the County Council; the maintenance of amenity areas in the Borough; grassed areas within the estates owned by the Council and the Council's responsibilities related to grassed areas within the cemeteries at Liverpool Road Skelmersdale and St Paul's Skelmersdale.

During the course of the presentation comments and question were raised in respect of:

- Maintenance of verges adjacent to roads.
- Maintenance of football pitches.
- Collection of grass for composting.
- Impact of the difficult summer weather conditions on grass maintenance operations.
- Number and deployment of grass cutting teams in the Borough.
- Responsibility of shrubs; bramble control in public areas.
- Road sweepers and leaf clearing operations.

The Contracts Performance Manager and Operational Street Scene Manager responded to comments and questions explaining the processes involved, timescales and measures that have been taken, particularly during the inclement summer wet weather to ensure that the grass cutting schedule was maintained.

RESOLVED: That the presentation be noted.

35. CYCLING IN WEST LANCASHIRE

Consideration was given to the following two items.

36. TRAVEL SURVEY EDGE HILL UNIVERSITY

Members considered an update on behalf of the Environmental Safety Officer Edge Hill University in relation to a travel survey being undertaken by the University with students during November 2012, referred to by that Officer in her presentation to Members earlier in the review. It had been confirmed that, as requested by Members, as part of that survey students were being asked detailed questions in relation to where they park. The results were expected in December 2012/January 2013 and a request had been made to the University for feedback on the results of that survey once these were available.

In discussion Members made reference to:

- Safe cycling routes between Skelmersdale to the Edge Hill Campus and Ormskirk.
- Problems for cyclists associated with raised kerbs.
- The increase in cycle use as a result of the success of British cyclists at the London 2012 Olympics.
- Clearer highway signage to warn other road users of “cyclists in the vicinity”.
- Maintenance of cycling signage and routes.
- Imaginative uses of 106 monies - to assist wider surface of cycle paths and improvement of subways connected to cycle paths.

A query was raised in relation to the bye-laws in the town centres that prohibited cyclists from the pedestrian areas and a request was made for more informed information on this.

Clarification was also sought in relation to the use of footpaths by cyclists; the possibility of lowering kerbs at particular junctions in the Borough to assist cyclists’ journeys and the use of subways routes by cyclists.

The Planning Officer (DC) on behalf of the Borough Planner made an undertaking to provide an update to the next meeting of the Committee.

RESOLVED: That the update in relation to the Travel Survey being conducted by Edge Hill University be noted.

37. PROJECT PLAN

Members reviewed the Project Plan. It was agreed that as a result of issues raised in the previous item that the review should continue with an update on behalf of the Borough Planner to the next meeting of the Committee and that the draft final report now be submitted to 21 February 2012 meeting.

RESOLVED: A. That the review of the Project Plan be noted.

- B. That an update on the issues relating to cycling as identified in the previous item be provided to the 13 December 2012 meeting and that the draft final report and final recommendations of the review be received at the Committee’s meeting scheduled for 21 February 2012 and the Project Plan be updated accordingly.

38. QUARTERLY PERFORMANCE INDICATORS (Q1 2012/13)

Consideration was given to the report of the Transformation Manager which detailed performance monitoring data for the quarter ended 30 June 2012, as contained on pages 135 to 150 of the Book of Reports.

In discussion Members raised questions and comments in respect of the following performance indicators:

- Downturn in some targets.
- WL106 Average time taken to remove fly tips (days) – Council land and public open spaces. Rights / removal of tipped waste on privately owned land.
- BV12 Working Days Lost Due to Sickness Absence – areas affected.
- Rationalising number of PI categories.
- OCL – NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events – detail relating to target.

RESOLVED: That the Council's performance against the indicator set for the quarter ended 30 June 2012 be noted.

39. ITEMS AT THE REQUEST OF A MEMBER/COUNCILLOR CALL FOR ACTION

Consideration was given to the report of the Borough Solicitor as contained on pages 151 to 165 of the Book of Reports that advised that three items, submitted by Members, attached as Appendices 1 – 3 of the report, and two ideas received for in-depth review.

- (a) At the request of Councillor Nolan an item relating to the use of Section 106 (S106) monies by developers, particularly in Skelmersdale (Appendix 1) had been submitted.

The Planning Officer, who was in attendance, at the request of the Chairman explained the criteria associated with the allocation of S106 monies, making reference to the National Policy Framework. The Assistant Solicitor also detailed some of the legal aspects associated with Section 106 agreements.

During the ensuing discussion Members asked questions and made comments on the use of S106 monies / agreements in relation to:

- public open spaces in the Borough;
- types of developments factories (transport schemes); housing (open space projects);
- Strategic Industrial Locations (SILs);
- timescales relating to the implementation;
- reports relating to Section 106 agreements / monies.

- (b) At the request of Councillor Coyle an item relating to the criteria associated with the allocation of homes and tenancies across the Borough had been submitted (Appendix 2).

The Housing Operations Manager attended the meeting updated Members of the changes taking place in relation to Tenure Reform explaining that more details would come forward in April 2013.

During the ensuing discussion Members asked questions and made comments in relation to:

- Tenants Handbook/Agreement.
- The role of the Landlord Services Committee (Cabinet Working Group).
- Consultation with Members regarding future changes.

- Current Housing Allocation Policy and related mechanisms for debt recovery; bidding for properties; application references.
- (c) At the request of Councillor Oliver an item relating to criteria relating to the siting and environmental issues of CCTV cameras across the Borough had been submitted (Appendix 3).

The Assistant Director Community Services explained the rationale in relation to CCTV and made reference to reports on CCTV already considered by Cabinet and the Executive Overview and Scrutiny Committee.

In discussion reference was made to:

- Opportunities to input into the siting of CCTV cameras.
 - Issues related to siting of cameras on commercial premises.
 - Relocation / expansion of the CCTV monitoring service.
 - Environmental implications.
- (d) Councillor Dereli provided an overview of the item, listed at paragraph 4.3 of the report, relating to Council Staffing Structures and in discussion reference was made to the following:
- Composition of the Staffing Structure
 - Allocation of staff throughout the Council – staff numbers in departments.

In response the Assistant Director Community Services made reference to the recent consideration by Council of the Major Service Review (MSR) item that detailed the changes within service areas. However, to assist the request from the Member for additional information on the Council's staff structure, provision of a Staff Structure Chart would be sought from the HR Business Partner – Transformation.

It was noted that ideas received for in-depth review would need future consideration as part of the Topic Selection Exercise if the Committee chose to undertake a review at a later date.

- RESOLVED:
- A. That the Members' items details in paragraph 4.1 and attached as appendices 1 – 3 be noted.
 - B. The Work Programme attached at Appendix 4 be noted.
 - C. That the Committee does not wish to consider the items submitted at Appendix 1 – 3 at a future meeting.
 - D. That the Work Programme be amended to reflect the continuation of the review 'Cycling in West Lancashire'.

- E That in relation to the suggested items detailed at 4.3 of the report, that these be noted and be retained for future consideration as part of the Topic Selection Exercise if the Committee chooses to undertake a review at a later date.

40. ITEMS FROM THE MEMBERS UPDATE

There were no items under this heading.

.....
Chairman

MEMBER DEVELOPMENT COMMISSION

AGENDA ITEM: 7
HELD: 27 NOVEMBER 2012
Start: 7.00pm
Finish: 7.20pm

PRESENT: Councillor Greenall (Chairman)
Councillor Mrs Houlgrave (Vice Chairman)

Councillors: Mrs Blake L Hodson
Mrs R. Evans Owen

Officers: Principal Overview & Scrutiny Officer (Mrs C A Jackson)
Member Services/Civic Support Officer (Mrs J Brown)

1. APOLOGIES

There were no apologies for absence received.

2. SUBSTITUTIONS

There were no substitutions.

3. DECLARATIONS OF INTEREST

There were no declarations of interest.

4. MINUTES

RESOLVED: That the Minutes of the meeting of the Member Development Commission held on 13 October 2011 be noted.

5. MEMBER TRAINING DEVELOPMENT STRATEGY

Members considered the report of the Borough Solicitor as contained on pages 5 to 14 of the Book of Reports, which was to consider the Member Training and Development Strategy.

RESOLVED: A. That the Member Training and Development Strategy attached at Appendix 1 be noted.

B. That the Member Development Group Representatives are Councillor Greenall (Conservative) and Councillor L Hodson (Labour).

6. MEMBER INDUCTION

Members considered the report of the Borough Solicitor as contained on pages 15 to 26 of the Book of Reports, the purpose of which was to provide feedback on the induction process offered to newly elected Members in May 2012.

Members commented that the Induction process and introductory training sessions provided were very informative and useful.

RESOLVED: That the report be noted.

7. MEMBER TRAINING - 2011/ 2012

Members considered the report of the Borough Solicitor as contained on pages 27 to 32 of the Book of Reports, which provided an update on Member training undertaken during 2011/12.

In discussion, Members asked questions and made comments in relation to:-

- Training events undertaken and their popularity
- The benefits of 'in-house' training
- The delivery of more training events locally

Reference was also made to opportunities to use interactive resource, where a training event is transmitted to a local venue, giving the opportunity to participate in that event without the extensive travel.

RESOLVED: That the update be noted.

8. MEMBER TRAINING - 2012 TO PRESENT

Members considered the report of the Borough Solicitor as contained on pages 33 to 36 of the Book of Reports, which provided an update on Member training undertaken since May 2012.

During discussion a request was made for further detail relating to cost and Member attendance at training sessions.

The Principal Overview and Scrutiny Officer made an undertaking to look into the expansion of the information provided in future reports.

RESOLVED: That the update be noted.

9. TRAINING EVENTS

The Principal Overview and Scrutiny Officer provided an update in relation to recently held 'in-house' training events and informed Members of the proposed Licensing and Gambling 'In-house' training event which is expected to run in February 2013, details of which would be circulated when available.

It was also explained that Members are regularly kept informed of upcoming training events offered by external providers, including training events relating to new legislation and 'free' events.

RESOLVED: That the update be noted.

10. MEMBER DEVELOPMENT COMMISSION WORK PROGRAMME 2012/13

Members considered the Work Programme as circulated on page 37 of the Book of Reports.

RESOLVED: That the Work Programme be updated to include the item ' Training Events' and 'Feedback from Member Development Representatives' for consideration at the next meeting of the Commission.

11. DATE OF NEXT MEETING

It was agreed the next meeting would be held in February 2013 subject to confirmation.



AGENDA ITEM: 8

CABINET: 13th November 2012

**CORPORATE OVERVIEW &
SCRUTINY COMMITTEE:
13th December 2012**

Report of: Transformation Manager

Relevant Managing Director: Managing Director (Transformation)

Relevant Portfolio Holder: Councillor I Grant

**Contact for further information: Helen Morrison (Extn. 5091)
(E-mail: helen.morrison@westlancs.gov.uk)**

SUBJECT: COMPLAINTS MONITORING

Wards affected: Borough wide

1.0 PURPOSE OF THE REPORT

1.1 To present data on complaints received by the Council from April 2011 to March 2012.

2.0 RECOMMENDATIONS TO CABINET

2.1 That the complaints data for 2011/12 be noted.

2.2 That the call in procedure is not appropriate for this item as the report is being submitted to the next meeting of the Corporate Overview and Scrutiny Committee on 13th December 2012.

3.0 RECOMMENDATION TO CORPORATE OVERVIEW & SCRUTINY COMMITTEE

3.1 That the report be noted.

4.0 BACKGROUND

- 4.1 Types, numbers and trends in complaints provide a valuable insight into the quality of services and can make a valuable contribution to improving them. In this respect they should also be considered alongside other information such as performance indicators and securing value for money.
- 4.2 In order to contextualise this report and particularly the number of “complaints” recorded, the reader’s attention should be drawn to the vast number of interactions the Council has with its customers/stakeholders across all of its service areas in any one year. For example, within the Contact Centre alone, there are around 190,000 contacts made each year. As a further means of scale, Street Scene Services are responsible for carrying out 3,715,764 domestic refuse and recycling collections per annum. Further detailed information can also be found at 5.4 below.
- 4.3 It can be difficult to determine what is or is not a complaint. The Council has defined a complaint as being a written expression of dissatisfaction with the quality of a service provided by the Council. Or to put it another way, when someone claims the Council has:
- failed to do something they should have done;
 - done something badly or in the wrong way,
 - or the complainant feels they have been treated unfairly or discourteously

The complaints procedure is therefore not simply logging initial service requests, e.g. – for pest control, missed refuse collections, housing repairs etc.

- 4.4 My service is responsible for managing overall co-ordination of the corporate complaints process.
- 4.5 If a complainant wishes to pursue an issue further after the Council’s own internal procedures have been exhausted, this can be raised with the Local Government Ombudsman (LGO) who will carry out investigations of their own.

5.0 CURRENT POSITION

- 5.1 The principal purpose of monitoring and responding to complaints is always to improve services. On the occasions where the Council acknowledged service should have been better, our focus is on putting the matter right AND preventing any re-occurrence. Even in those instances where actions have been in line with policies and procedures trends are now further examined corporately with input from staff, to see if there might be an underlying issue that might be further investigated in order to reduce the likelihood of future complaints.
- 5.2 This report provides Members with an update of complaints received during 2011/12. Data on the number of complaints, received by each section during this period is set out in Appendix 1 to this report. The numbers recorded are all written expressions of dissatisfaction and are not necessarily substantiated.
- 5.3 The figures for 2011/12 show an increase of 31 in the number of complaints received, when compared with 2010/11, i.e. from 76 in 2010/11 to 107 in 2011/12. Following investigation, it was established that 41 of the 107 received

were without merit i.e. the Council had complied with its own policies and procedures. Further details regarding the nature of the specific complaints are provided at Appendix 1.

5.4 Whilst complaints have increased, the numbers received should be put into perspective. As an example Street Scene Services received 11 complaints regarding collections, given that there are approximately 50,000 residential properties in the borough, this shows that 99.9% of residents are satisfied with the collection service. In relation to Planning services, 1039 applications were determined during this period and 13 complaints were received, which represents 1.25%. In all 13 of these, it was found that correct procedures were followed.

5.5 In relation to enquiries and complaints received by the LGO during 2011/12 the LGO, in her annual review letter, advised "I am pleased to say that I have no concerns about your authority's response times and there are no issues arising from the complaints that I wish to bring to your attention". During 2011/12 the total number of enquiries and complaints received by the LGO stood at 26. Of those 26 enquiries and complaints only 5 proceeded to an investigation during 2011/12, all of which were discontinued, as the LGO did not find sufficient evidence that the Council was at fault. By way of comparison in 2010/11 the total number of enquiries and complaints stood at 25, of which 10 proceeded to an investigation. Of those 10 cases, 8 were discontinued, 1 case was considered to be outside jurisdiction and 1 was classed as local settlement. The Council's performance in respect of LGO referrals has previously been the subject of a members update to the Corporate and Environment Overview and Scrutiny Committee.

6.0 SUSTAINABILITY IMPLICATIONS/COMMUNITY STRATEGY

6.1 The information set out in this report aims to help the Council to improve service performance and is consistent with the Sustainable Community Strategy in that it helps to deliver good quality services that are easily accessible to all.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

7.1 There are no current financial or resource implications arising from this report. Improving service delivery will prevent any unnecessary additional expenditure associated with 'putting things right', particularly if the problem is a common or persistent one.

8.0 RISK ASSESSMENT

8.1 Monitoring and managing complaints identifies areas where improvement to services may be required to prevent re-occurrence and helps to prevent these issues escalating to the Ombudsman.

9.0 CONCLUSIONS

- 9.1 The figures demonstrate that were there have been genuine complaints/issues these have been dealt with accordingly and wherever possible, improvements have been made to prevent re-occurrence. Future meetings will be held with service Complaints co-ordinators to help further ensure that additional improvements to service delivery are introduced wherever possible.
- 9.2 By taking complaints seriously the Council is ensuring that all genuine grievances are recognised and action taken to address the issue. The Councils positive record with the Ombudsman in terms of having no findings of maladministration demonstrates this.
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Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected Members and/or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

1. Complaints Received April 2011 to March 2012
2. Minute of Cabinet – 13 November 2012 (Corporate Overview and Scrutiny Committee only)

Appendix 1

<u>SERVICE</u>	<u>No. of Complaints 2007/08</u>	<u>No. of Complaints 2008/09</u>	<u>No. of Complaints 2009/10</u>	<u>No. of Complaints 2010/11</u>	<u>No. of Complaints 2011/12</u>	<u>Comments 2011/12</u>
Transformation	3	3	2	1	4	<p>Out of the 4 complaints received 2 of these were regarding Customer Services; 1 regarding the length of time the customer had to wait to get through to an advisor and the other regarding the information played on the welcome message. An apology was given regarding the waiting time during a busy period and an explanation was provided to the other customer, regarding why the Council has a welcome message and the importance of promoting online services on this.</p> <p>For the 2 other complaints, 1 was regarding the publicity for the closure of Council Offices during the Christmas period and the other was regarding incorrect promotion of direct dials by members of staff.</p> <p>In relation to the publicity of office closures, the Council has agreed to promote the holiday periods in all public areas in advance of the Christmas closedown.</p>

						A lot of work has been carried out regarding the promotion of direct dials and this includes, the intranet being updated to advise staff on direct dials, team briefing sessions and the removal of old direct dials.
Planning Services	7	8	8	12	13	Whilst there were 13 complaints received, investigations concluded that correct procedures were followed in each case.
Community Services	2	7	5	3	6	The complaints received were regarding Environmental Protection, Private Sector Housing and Technical Services. Correct procedures were followed in each case, however it was acknowledged that there were delays with one application for a disabled facilities grant and an apology was given to the customer. This has resulted in a review of processes and steps have been taken to improve service delivery where necessary.
Financial Services	7	10	19	19	22	Out of the 22 complaints received in relation to Council Tax, National Non-Domestic Rates, Benefits and Concessionary Travel, it was established that for 17 of the complaints, the Council had complied with its own policies and procedures. 4 resulted in apologies being made to customers and 1 resulted in records being adjusted.

Housing & Property Services	33	37	28	34*	50	<p>The Service has been encouraging service users to give feedback, as the Tenant Services Authority see complaints as a tool to drive service improvement and believe customers should be encouraged to complain, to enable the Council to use this information and learn from their feedback. As a result of this, the number of complaints received has increased.</p> <p>The main areas of complaint included: Property Services – these complaints mainly related to repair issues that had not been resolved after the initial enquiry and tenants believing that the repairs had not been completed quickly enough. Some tenants also felt that replacement works rather than remedial works should be carried out. Following feedback from tenants, we introduced a “Repairs Appointment” system in Spring 2012. This should improve satisfaction around completion times for repairs.</p> <p>Voids & Allocations – these complaints were mainly regarding the procedures for processing applications, allocation of properties and the length of time waiting for a property, conduct of staff and the level</p>
Property Services				15	28	
Voids & Allocations				12	8	
Rent & Money Advice				2	2	
Estate Management & Anti Social Behaviour				1	5	
Sheltered Housing				1	3	
Right to Buy					1	
Housing Strategy					1	
Housing Finance					1	
Programmed Works					1	
<i>(*Please note this figure included complaints regarding Homelessness,</i>						

<p><i>Private Sector Housing and Home Care Link. These sections are now part of Community Services, therefore the breakdown for these have been removed from Housing).</i></p>						<p>of service provided by the team. The Council's Customer Care approach has been reinforced with the team and procedures regarding application dates have also been reviewed to improve customer satisfaction.</p> <p>Rent & Money Advice – these complaints were regarding a recovery letter being issued following an agreement being made to pay arrears and a former tenant disputing their liability for rent arrears. Following investigation into the former tenant arrears it was confirmed to the complainant that the Council had acted properly and they were still liable to pay the debt.</p> <p>Estate Management – these complaints were regarding neighbour disputes, conduct of staff and Council Policy on supplying a TV aerial. In all instances it was found that the Service implemented Council policy and acted appropriately.</p> <p>Sheltered Housing – these complaints related to; policies for sheltered tenants at one particular scheme – this resulted in a befriending service being introduced to integrate new tenants into the scheme, with a view to roll out to other schemes. Bin</p>
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					<p>cupboards being used for storage – this resulted in a meeting with the tenant to resolve. Washing area being used to store bins – this resulted in officers liaising with colleagues in Street Scene to resolve this issue.</p> <p>The remaining complaints were regarding; the lack of information on the Council’s website regarding housing finance and the lack of contact with tenants regarding tenant involvement – this resulted in the information being updated on the website and also an officer from the Tenant Participation team making direct contact with the tenant. The Right to Buy process – this has resulted in procedures within the team being reviewed. The length of time taken to provide information and programmed works – this resulted in a replacement window being ordered.</p> <p>In all instances where the Service has established that something has gone wrong we have endeavoured to put this right and apologise to our customers.</p> <p>Whilst complaints did increase this year, it is positive to see that during</p>
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						the same period we recorded 76 compliments from customers, expressing their gratitude and satisfaction for the level of service they received.
Regeneration	4	1	0	0	1	This complaint was regarding the continuation of a lease on an industrial unit. This resulted in the lease being renegotiated.
Legal and Democracy	2	1	0	2	0	NIL

Street Scene	6	4	3	5	11	<p>All of the 11 complaints were concerning Refuse & Recycling. 6 were regarding missed collections, 3 regarding refuse/recycling containers not being returned properly following collections, 1 regarding changes to collection days and 1 regarding the delay in the delivery of replacement recycling receptacles.</p> <p>Discussions have taken place with the collection crews to ensure collections are completed and that containers are returned to the correct location. Waste Management Officers have also monitored the affected properties to ensure problems do not re-occur.</p>
Refuse				2		
Cleansing	6			2		
Recycling				1		
Grounds Maintenance				0		
Civic (Bulky Refuse)				0		
Collection Service				0		
Abandoned Vehicles				0		
Medical Collections				0		
Highways (LCC)				0		
Fly Tipping				0		
Bonfire Removal				0		
Trade Waste				0		
Total	64	71	65	76	107	

**CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:
13 DECEMBER 2012**

Cabinet: 13 November 2012

72. COMPLAINTS MONITORING

Councillor Grant introduced the report of the Transformation Manager which presented data on complaints received by the Council from April 2011 to March 2012.

In reaching the decision below, Cabinet considered the details set out in the report before it and accepted the reasons contained in it.

- RESOLVED: A. That the complaints data for 2011/2012 be noted.
- B. That the call-in procedure is not appropriate for this item as the report is being submitted to the next meeting of the Corporate Overview and Scrutiny Committee on 13 December 2012.

ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE – PROJECT PLAN

Title: 'Cycling in West Lancashire'

MEMBERSHIP:

Environmental Overview and Scrutiny Committee 2011/12:

Chairman: Councillor Mrs Blake Vice-Chairman: Councillor Pratt

Councillors: Ainscough, Aldridge, Mrs Atherley, Ms Baybutt, Cheetham, Gartside, Hennessy, Hodson, Mee, Ms Melling, McKay, M Pendleton, Mrs Pollock, Pye, Savage and Mrs Stephenson.

Corporate and Environmental Overview and Scrutiny Committee 2012/13:

Chairman: Councillor Bailey Vice-Chairman: Councillor Houlgrave

Councillors: Mrs Atherley, Mrs Baybutt, Mrs Blake, Coyle, Delaney, Dereli, Mrs C Evans, Greenall, Griffiths, G Hodson, L Hodson, Mrs Kean, McKay, Ms Melling, Nolan, Oliver, Mrs Stephenson and Wright.

TERMS OF REFERENCE

1. To undertake a review entitled 'Cycling in West Lancashire'.
2. To examine the priorities for linking key educational, employment and tourist attractions in West Lancashire.
3. To present a report of the Committee's findings to Cabinet and Council, as appropriate.

OBJECTIVES

The present –

- To understand what studies have been undertaken to date regarding cycling in the Borough.
- To understand current policies in relation to cycling in West Lancashire.
- To understand on-going and proposed initiatives in relation to cycling.

The future –

- To improve elected Members knowledge of transport studies/initiatives
- To identify possible future ways of working in partnership with neighbouring authorities and respective cycling organisations.
- To identify ways of promoting cycling across the Borough to improve health and well-being and help reduce the Borough's carbon footprint.
- To utilise West Lancashire's unique topography and location to promote West Lancashire as a cycling destination, helping to promote the Borough's visitor economy.
- To encourage cycling initiatives to help promote cycling to places of work/education helping to reduce congestion across the Borough.

Comparison:

An understanding of cycling initiatives within the County that could be relevant to West Lancashire and the benefits that have resulted.

Resources:

The Council's Borough Planner will provide technical support and guidance.
Officers across the Authority to be consulted as appropriate.
External contributions as identified during the course of the review.
Any funding requirements will be included in the recommendations of the Committee.

INFORMATION

The Sefton/West Lancashire Visitor Economy Project – The Local Sustainable Transport Fund (LSTF)

<http://www.sefton.gov.uk/default.aspx?page=11079>

Cycling in West Lancashire (West Lancashire Borough Council)

Cycling Lancashire

http://www.westlancsdc.gov.uk/living_in_west_lancs/roads_travel_and_transport/cycling.aspx

Sustrans

<http://www.sustrans.org.uk>

CTC – The UK national cyclists' organisation

<http://www.ctc.org.uk/>

Witnesses:

Who?	Why?	How?
Mr Alasdair Simpson, LCC Environment Directorate	To provide up-to-date information on cycling initiatives within the County, particularly those which are/could be of benefit to West Lancashire.	Attendance at a meeting
Mr Rob Hancock, Sustainable Travel Team, LCC	To give an overview of the different Travel Plan Types and their objectives	Attendance at a meeting.
Representative from Edge Hill (Ms Julia Dickinson, Environmental Safety Officer)	To share knowledge on cycle travel initiatives being undertaken/encouraged by the University.	Attendance at a meeting or in written form.
Project Manager/Director (Ms Maureen Fizzall) – Execelcic, West Lancashire Community Recycling Service (WLCRS)	To provide an insight into the work of WLCRS in relation to the recycling of cycles.	Attendance at a meeting.
Neighbouring Local Authorities	To share knowledge on cycling programmes/initiatives operating in their areas.	Update on behalf of Borough Planner at meetings.
Portfolio Holders for Planning & Technical Services, Health & Leisure, Community Safety and Regeneration	The Portfolio Holders whose remit includes that of planning, transportation, environmental strategy, health and leisure, community safety and regeneration.	Attendance as required.

Site Visits	
Where?	Why?
WLCRS	To observe the operation of and hear about the work of the service in relation to the recycling of cycles.
ESTABLISH WAYS OF WORKING	
<u>Officer Support</u>	
<p>Lead Officer (Environmental Overview & Scrutiny Committee 2011/12) - Jayne Traverse, Borough Economic Regeneration and Strategic Property Officer</p> <p>Lead Officer (Corporate and Environmental Overview & Scrutiny Committee 2012/13) – Dave Tilleray, Assistant Director Community Services</p> <p>Scrutiny Support Officer – Cathryn Jackson, Principal Overview and Scrutiny Officer</p>	
Officers reporting as and when required –	
<p>Ian Gill (Deputy Borough Planner)</p> <p>Dominic Carr (Planning Officer)</p>	
Reporting Arrangements	
<p>The Borough Planner, or Officers on his behalf, will contribute to the technical aspects of the review.</p> <p>The Assistant Director Community Services, or Officers on his behalf, will contribute as required.</p> <p>The Assistant Director Housing & Regeneration, or Officers on his behalf, will contribute as required.</p> <p>The Lead Officer (Borough Economic Regeneration and Strategic Property Officer) / Scrutiny Support Officer (Principal Overview and Scrutiny Officer) will co-ordinate the generic elements of the review.</p> <p>The Corporate & Environmental Overview and Scrutiny Committee to submit its report to Cabinet (March 2013 and Council (April 2013), as appropriate.</p>	
TIME SCALES	
Meeting 1 – 7 July 2011	
The review topic is agreed.	
Site Visit – 28 October 2011 – Execelcic West Lancashire Community Recycling Service (WLCRS) – To observe/hear about the recycling of cycles service.	
Meeting 2 – 3 November 2011	
To agree the Project Plan.	
To receive a presentation from Alasdair Simpson and Rob Hancock (Sustainable Travel Team, LCC) on the work being undertaken in the Borough in relation to cycling initiatives and provide information on “Travel Plans”.	
To receive a presentation on behalf of the Borough Planner on the Local Transport Plan, current schemes and the Local Sustainable Transport Fund (LSTF).	
To receive a presentation from the Project Manager/Director of Execelcic West Lancashire Community Recycling Service as a follow-up to the visit undertaken in October.	
To identify the next steps in the project.	

Meeting 3 – 23 February 2012

To receive a presentation from a Julia Dickinson of Edge Hill University in relation to alternative transport initiatives, particularly related to cycling, currently being undertaken at the University.

To receive a written report or presentation from Martin Trengove of West Lancashire Community Voluntary Service (CVS) to hear about current or future projects, if any, that may or could have links to the review topic.

To receive a general update on behalf of the Borough Planner on initiatives linked to the review topic.

To review the Project Plan.

Corporate and Environmental Overview & Scrutiny Committee:

Meeting 4 - 5 July 2012

To receive an update on behalf of the Borough Planner on the LSTF and other contributions as identified.

To agree future progress.

To review the Project Plan.

Meeting 5 – 25 October 2012

To receive a general update.

To review the Project Plan.

Meeting 6 – 13 December 2012

To receive an update on behalf of the Borough Planner on cycling issues as identified at the previous meeting.

To review the Project Plan.

Meeting 7 – 21 February 2013

Conclusion of the review.

To receive the draft final report and agree the final recommendations for submission to Cabinet and Council, if applicable.

To confirm the review date.

INFORMATION GATHERED

TO BE ADDED

CONCLUSION:

To be inserted at the end of the review.

RECOMMENDATIONS:

To be inserted following the conclusion of the work of the Committee.

REVIEW DATE: t.b.a.

**'MEMBERS UPDATE' REQUEST
CORPORATE AND ENVIRONMENTAL OVERVIEW &
SCRUTINY COMMITTEE**

MEETING: 13 December 2012

This form must be received by Member Services, 52 Derby Street, Ormskirk before 12 noon on Friday 30 November 2012.

(Any forms sent by fax should be sent to 01695 585082).

Members Update Issue: 3

Councillor:	Dereli
Article No:	1(a)
Subject:	Minutes of the LCC's Health Scrutiny Committee

If more information is required in relation to this item, please contact the officer indicated on the first page of the related report.

Please advise Member Services on 01695 585016 if at any time you wish to withdraw this item following receipt of further information or e-mail member.services@westlancs.gov.uk

1. What are your reasons for requesting the item?:

Particularly to ask for further information on issues raised at item 4 in the minutes: e.g. reference is made to liaison with CCGs, but how this will work in West Lancs is not clear, or whether conversations are already in hand between the council and the CCG members; also to districts having already been talking with GP representatives for two years – again details of how this is working, role of councillors, where this is being reported back etc.

There seems to be a potential opportunity to influence outcomes in terms of CCG constitution and direction in advance of the April handover, which the committee might engage with.

2. What outcome would you wish to see following discussion of the item?

That would depend on the answer to the questions above. If someone at West Lancs is having talks with the CCG then we could ask them to convey the views of the committee to the CCG – If that is not the case then the committee might wish to write to the CCG directly.

Either way regular, if brief, updates to the committee on this important issue would be useful.

FOR MEMBER SERVICES USE ONLY

Received by: Cathryn Jackson	Date of Committee: 13.12.12
Date: 30 November 2012 Time: 9.04	Managing Director informed <input checked="" type="checkbox"/>
Head of Service informed <input checked="" type="checkbox"/>	Chairman informed <input checked="" type="checkbox"/>
Contact Officer informed <input type="checkbox"/>	Portfolio Holder informed: <input checked="" type="checkbox"/>



ARTICLE NO: 1A

**CORPORATE & ENVIRONMENTAL
OVERVIEW & SCRUTINY
COMMITTEE:**

**MEMBERS UPDATE 2012/13
ISSUE:3**

Article of: Borough Solicitor

Relevant Managing Director: Managing Director (People and Places)

Relevant Portfolio Holder: Councillor Sudworth

**Contact for further information: Mrs. J.A. Ryan (Extn 5017)
(E-mail: jill.ryan@westlancs.gov.uk)**

**SUBJECT: MINUTES OF LANCASHIRE COUNTY COUNCIL'S HEALTH SCRUTINY
COMMITTEE**

Wards affected: Borough wide

1.0 PURPOSE OF ARTICLE

- 1.1** To advise Members of the Minutes in connection with Lancashire County Council's Health Scrutiny Committee held on 16 October 2012, at County Hall, Preston for information purposes.

2.0 BACKGROUND AND CURRENT POSITION

- 2.1** To keep Members apprised of developments in relation to Adult Social Care and Health Equalities Overview and Scrutiny in Lancashire.

3.0 SUSTAINABILITY IMPLICATIONS

- 3.1** There are no significant sustainability impacts associated with this update.

4.0 FINANCIAL AND RESOURCE IMPLICATIONS

- 4.1** There are no financial and resource implications associated with this item except the Officer time in compiling this update.
-
-

Background Documents

There are no background documents (as defined in Section 100D (5) of the Local Government Act 1972) to this report.

Equality Impact Assessment

The decision does not have any direct impact on members of the public, employees, elected members and/or stakeholders. Therefore no Equality Impact Assessment is required.

Appendices

Minutes of the Health Scrutiny Committee – 16 October 2012

Lancashire County Council

Health Scrutiny Committee

Minutes of the Meeting held on Tuesday, 16 October, 2012 at 10.30 am in Cabinet Room 'C', County Hall, Preston

Present:

County Councillor Maggie Skilling (Chair)

County Councillors

Mrs R Blow	N Penney
M Brindle	D T Smith
J Jackson	P Steen
M Otter	D Westley

Co-opted members

Councillor Brenda Ackers, (Fylde Borough Council Representative)
Councillor Tony Harrison, (Burnley Borough Council Representative)
Councillor Bridget Hilton, (Ribble Valley Borough Council representative)
Councillor Liz McInnes, (Rossendale Borough Council representative)
Councillor Julie Robinson, (Wyre Borough Council representative)
Councillor M J Titherington, (South Ribble Borough Council representative)
Councillor David Whalley, (Pendle Borough Council representative)
Councillor Dave Wilson, (Preston City Council representative)

County Councillor Joan Jackson replaced County Councillor P Mullineaux
County Councillor David Smith replaced County Councillor Keith Bailey
County Councillor Peter Steen replaced County Councillor A Kay
County Councillor David Westley replaced County Councillor M Welsh
Councillor Tony Harrison (Burnley) replaced Councillor Bea Foster

1. Apologies

Apologies for absence were presented on behalf of County Councillors C Evans and M Pritchard and Councillors J Berry (Chorley), R Newman-Thompson (Lancaster), and D Stephenson (West Lancs).

2. Disclosure of Pecuniary / Non Pecuniary Interests

None disclosed

3. Minutes of the Meeting Held on 4 September 2012

The minutes of the Health Scrutiny Committee meeting held on the 4 September 2012 were presented and agreed.

In receiving the minutes Councillor Bridget Hilton referred to a point made by the Chair under item 5 (The Development of a Health and Wellbeing Strategy for Lancashire):

"Regarding the membership of the Health and Wellbeing Board, the Chair felt that the area covered by the district member for Central Lancashire was too large and she requested that consideration be given to dividing that area into two parts and appointing an additional member."

Councillor Hilton had not been present at the meeting on 4 September and, as the district member representing Central Lancashire on the Health and Wellbeing Board, she assured the Chair that she was working hard to keep relevant districts informed. She acknowledged the Chair's concerns that issues in West Lancashire be picked up and undertook to look into this.

Resolved: That the minutes of the Health Scrutiny Committee held on the 4 September 2012 be confirmed and signed by the Chair.

4. Update on the Transfer of Public Health to Lancashire County Council

The report, presented by Debs Harkins, Director of Health Protection and Policy and Aislinn O'Dwyer, Consultant Director of Public Health provided an update on the development of the new public health system for Lancashire. It set out the timescales for what still needed to be undertaken in order to achieve safe transfer of responsibility for public health functions on 1 April 2013.

It briefly summarised the position relating to:

- governance,
- transfer of funding,
- transfer of the workforce,
- transfer of Public Health contracts,
- work leading to a Business Transfer Agreement to be presented to Cabinet in February, and
- the future involvement of the Health Scrutiny Committee.

Councillors were invited to ask questions and raise any comments in relation to the report, and a summary of the discussion is provided below:

- It had not been possible to appoint a Director for Public Health following interviews in June and the Committee was informed that careful consideration was now being given to the timing of a further search in light of current uncertainties among some public health staff about where they would be placed within the new arrangements.
- Members were informed it was intended that the size of the workforce would represent ten percent of the Public Health budget, which was consistent with average spending on Public Health staffing around the country.
- Work was ongoing to develop an integrated structure, providing a consistent service across three footprints. Three senior appointments had been made:
 - Director of Health Protection and Policy
 - Director of Health Improvement
 - Director of Population Healthcare

It was recognised that with the three 'pillars' of public health there was a danger of working in silos, which was not wanted. There was some countywide work that needed to be done once and done well; work with districts and Clinical Commissioning Groups (CCGs) supported by the county council; and a considerable degree of matrix working; public health staff would be co-located in three geographical areas leading on countywide issues, with a small team based at County Hall. It was acknowledged that the staffing structure was very complex and officers agreed to provide a structure chart setting out the proposals.

- In response to a suggestion that each district council have its own public health officer, employed by or funded by the county council, members were assured that the relationship between Public Health and the District Councils was recognised as very important. The county council had been working on this with district colleagues for two years now. A workshop taking place on 22 October 2012 would develop a partnership agreement setting out what the county council and the district councils would contribute to Public Health. It would be difficult to establish the detail until the shape of the workforce, which would be co-designed with the districts, was known.
- It was expected that there would be three localities with a very senior officer in each who would focus on partnership working. Additionally each district council would have at least one named practitioner whose job would be partly to work with the district council and partly to help manage the relationship between the CCGs and the district council.
- The restructure was being done within the NHS prior to the transfer of the workforce to the county council. Three PCT Public Health teams were to be brought together into one public health service for Lancashire. It was confirmed that there were more people than there would be jobs and applications for voluntary redundancy were being considered; it was hoped that there would be no compulsory redundancies.
- In response to a specific question about school nurses, it was explained that the county council's role would be to commission school nurse services as a public health function, however specific, complex cases would be considered by the National Commissioning Board.
- It was acknowledged that there were many, different threats to public health within Lancashire, for example air quality on the Morecambe Road into

Heysham, flood risks in various parts of the county. It was suggested that such threats needed to be addressed at this stage. It was confirmed that the county council would have oversight of the health protection system which involved a number of key players. It was a key function to which district and county elected members could provide very helpful insight in addition to data and statistical evidence in order to understand the threats and be able to respond.

- Regarding funding, it was reiterated that the estimated baseline of just under £46m was based on what was already being spent on Public Health. Approximately ten percent of this amount was to be allocated to the cost of workforce with the remainder for contracts. Work was ongoing to reshape the workforce and to identify contracts destined for the county council and it was expected that the combined costs of these would be known in the next few weeks.
- There was much talk about prevention and early diagnosis, and it was felt that there might be an opportunity to work with CCGs to increase emphasis on prevention.
- In terms of addressing health inequalities and competing demands for resources, again it would be the role of the CCGs to commission services required at local level.
- It was confirmed that funding traditionally set aside to deal with drug and alcohol related issues was contained within the £46m, referred to above, that had been allocated.
- The suggestion that the views of parish and town councils be sought in response to the consultation was welcomed.

Resolved: That,

- i. The Committee noted the progress to date.
- ii. The Committee agreed that a further update report be considered by the Health Scrutiny Committee at its meeting on 15 January 2013.

5. Report of the Health Scrutiny Committee Steering Group

On 7 August the Steering Group had met with Alastair Rose from Lancashire Care Foundation Trust. The purpose of the meeting was to provide members with the latest update regarding capital developments that were being planned by the Trust to improve mental health services. A summary of the meeting was at Appendix A to the report now presented.

On 18 September the Steering Group had met Dr Jim Gardner and Donna Roberts from NHS Lancashire. The meeting was to discuss the proposed changes to services delivered from the West Lancashire Health Centre in Ormskirk. A summary of the meeting was at Appendix B to the report now presented.

A meeting had been scheduled for 28 August for the Steering Group to meet with representatives from Fylde & Wyre CCG and Lancashire North CCG, but

unfortunately it had been necessary to cancel due to conflicting commitments of the attendees. Arrangements had been made to meet with the CCGs at a later date.

Resolved: That the report of the Steering Group be received.

6. Recent and Forthcoming Decisions

The Committee's attention was drawn to forthcoming decisions and decisions recently made by the Cabinet and individual Cabinet Members in areas relevant to the remit of the committee, in order that this could inform possible future areas of work.

Recent and forthcoming decisions taken by Cabinet Members or the Cabinet can be accessed here:

<http://council.lancashire.gov.uk/mgDelegatedDecisions.aspx?bcr=1>

Resolved: That the report be received.

7. Minutes of the Joint Lancashire Health Scrutiny Committee

The Joint Lancashire Health Scrutiny Committee had met on 25 January, 31 May and 24 July 2012. The agenda and minutes of those meetings were available via the following link for information.

<http://council.lancashire.gov.uk/mgCommitteeDetails.aspx?ID=684>

Resolved: That the report be received.

8. Urgent Business

No urgent business was reported.

9. Date of Next Meeting

It was noted that the next meeting of the Committee would be held on Tuesday 27 November 2012 at 10.30am at County Hall, Preston.

I M Fisher
County Secretary and Solicitor

County Hall

Preston