



Committee: OVERVIEW AND SCRUTINY COMMITTEE

Date: WEDNESDAY, 20TH SEPTEMBER 2017

Venue: MORECAMBE TOWN HALL

Time: 6.00 P.M.

Councillors are reminded that as Members of overview and scrutiny they may not be subjected to the Party Whip, which is prohibited under the Lancaster City Council Constitution.

A G E N D A

1. Apologies for Absence

2. Minutes

Minutes of the Meeting held on Wednesday, 12th July, 2017.

3. Items of Urgent Business authorised by the Chairman

4. Declarations of Interest

To receive declarations by Members of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the Localism Act 2011, they are required to declare any disclosable pecuniary interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Whilst not a legal requirement, in accordance with Council Procedure Rule 9 and in the interests of clarity and transparency, Members should declare any disclosable pecuniary interests which they have already declared in the Register, at this point in the meeting.

In accordance with Part B Section 2 of the Code Of Conduct, Members are required to declare the existence and nature of any other interests as defined in paragraphs 8(1) or 9(2) of the Code of Conduct.

5. Consideration of any requests for Councillor Call for Action (in accordance with the process)

6. Consideration of any Petitions (in accordance with the process)

7. Locality Working

8. Work Programme Report (Pages 1 - 6)

Report of the Chief Executive.

ADMINISTRATIVE ARRANGEMENTS

(i) Membership

Councillors June Ashworth (Chairman), Nigel Goodrich (Vice-Chairman), Alan Biddulph, Tracy Brown, Brett Cooper, Rob Devey, Charlie Edwards, Caroline Jackson and David Whitaker

(ii) Substitute Membership

Councillors Lucy Atkinson, Mel Guilding, Janet Hall, Tim Hamilton-Cox, Geoff Knight, Abi Mills and Phillippa Williamson

(iii) Queries regarding this Agenda

Please contact Jenny Kay, Democratic Services - telephone (01524) 582065 or email jkay@lancaster.gov.uk.

(iv) Changes to Membership, substitutions or apologies

Please contact Democratic Support, telephone 582170, or alternatively email democraticsupport@lancaster.gov.uk.

SUSAN PARSONAGE,
CHIEF EXECUTIVE,
TOWN HALL,
DALTON SQUARE,
LANCASTER, LA1 1PJ

Published on Tuesday, 12th September 2017.

OVERVIEW AND SCRUTINY COMMITTEE**Work Programme Report****20th September 2017****Report of the Chief Executive****PURPOSE OF REPORT**

To provide Members with an update of the Committee's Work Programme.

This report is public.

RECOMMENDATIONS

- (1) That Members consider the report, the Work Programme attached at Appendix A and the suggestions that have been received.
- (2) That Members appoint a representative to the Homelessness Forum.
- (3) That Members consider the scoping document for a Customer Service Strategy and Future Complaints Policy Task Group.

1. Introduction

Members are requested to consider this report, the Work Programme attached at Appendix A and the suggestions that have been received from members of the public and councillors, as well as the updates provided below.

2. Updates**Requests for suggestions for the Work Programme**

Suggestions have been invited from members of the public, councillors and officers on ideas for this year's Work Programme in accordance with Overview and Scrutiny Procedure Rules.

The responses will be circulated separately.

Review of the Ideal Choice process

At the meeting the Committee, held on 12th July 2017, it was agreed to investigate the Ideal Choice process as the means by which residents' access social and Council Housing.

The City Council is about to review the Choice Based lettings system, which will include an upgraded Ideal Choice software. This will be reported to the Committee once this is complete.

Homelessness Forum

At the meeting of the Committee, held on 21st June 2017, Members requested officers to ascertain if the Forum was still in existence, and if so, for the Committee to reconsider at a future meeting. Members are advised that the Forum is still in existence and the Committee is asked to make an appointment.

Peer Review

Whilst progress against the Peer Review recommendations continues, the Chief Executive will be reporting on these initiatives at a future meeting. The recommendations will also be taken forward through a new Corporate Plan and associated monitoring, which is currently being developed.

Customer Service Strategy & Future Complaints Policy – Task Group Scoping Document

Following the Committee's request for the creation of a Task Group regarding a Customer Service Strategy and Future Complaints Policy a scoping document has been drafted for consideration by the Committee.

This will be circulated separately.

SECTION 151 OFFICER'S COMMENTS	
The Section 151 Officer has been consulted and has no further comments.	
MONITORING OFFICER'S COMMENTS	
The Monitoring Officer has been consulted and has no further comments.	
BACKGROUND PAPERS	Contact Officer: Jenny Kay Telephone: 01524 582065 E-mail: jkay@lancaster.gov.uk
None.	

OVERVIEW AND SCRUTINY WORK PROGRAMME 2017/18

<u>Matter for Consideration</u>	<u>Detail</u>	<u>Comments/Expected Date of Meeting</u>	<u>Officer Responsible /External</u>
Customer Service Strategy & Future Complaints Policy.	Task Group scoping document to be considered. (8 th March 2017).	20 th September 2017.	Chief Executive/ Chief Officer (Environment).
Update on the Peer Review. To include Councillors Skills and Information.	That an update be provided in 6 months time and that this be added to the Committee's Work Programme. (8 th March 2017).	Please see covering report.	Chief Executive.
Housing – Delivery of need: (1) How do we manage the need of required changes. (2) How do we deliver property change/modification to meet residents need.	That the two issues that emerged from the training session be explored further. (12 th July 2017).	Please see covering report. Autumn 2017.	Chief Officers (Heath & Housing),
Review of Policies and Procedures in place for dealing with Major Flooding Incidents.	That any major flooding works be reported to the Overview and Scrutiny Committee.	Spring 2017 – if required.	Chief Officers (Heath & Housing), (Environment) and (Regeneration & Planning).
Hosting of a Loneliness Summit.	That the relevant partners be invited to attend the Loneliness Summit as well as all City and County Councillors. That Lancashire Constabulary be invited to attend the Summit to provide details of the Lancashire Volunteer Partnership. That CVS also be invited to attend the Summit to provide details of volunteering opportunities within the Lancaster district. (5 th April 2017).	Summit to be held on 4 th October 2017.	
Update report on Health Scrutiny.	That the representatives be invited back with an update in 6 months time	18 th October 2017.	Clinical Commissioning Group.

		and a further update in 4 months time. (Min 58 - 5 th April 2017). Note: OSC given permission by CBC to undertake preparatory work in response to the consultation, with the final response to be considered by CBC, in line with the standard procedure, if and when appropriate to do so. (CBC Min 8 – 27 th June 2013 refers).		Invite all City Council's incl. representative on the County Council's Health Scrutiny Committee.
Community Partnership.	Safety	Annual meeting to consider Community Safety issues. Monitoring of the Lancaster City Centre PSPO to be reviewed annually by the Council's Overview & Scrutiny Committee. Note: The Committee undertakes the functions of the Council's crime and disorder committee for the purposes of Section 19 of the Police and Justice Act 2006, including CCfA relating to crime and disorder matters.	22 nd November 2017.	Chief Officer (Environment). Invite Chief Inspector and the relevant Cabinet Member with responsibility.
Discussion Paper on Property Strategy.		This item has been covered in a Member Briefing. Subject to approval of a related growth item this will be progressed in the next financial year. (Min 4 refers - 8 th June 2016).	TBA.	Chief Officer (Resources).
Promoting the Local Economy and the Sustainable Economic Growth Strategy.		Raised as a Cllr suggestion, consideration of report prior to Cabinet (Min 15 refers - 8 th July 2015). That Morecambe BID be invited to attend a future meeting to discuss promoting the Local Economy. (Min 4 refers - 8 th June 2016).	It is anticipated that this strategy will be presented to Cabinet and there will be an opportunity for wider member involvement in the run up to that process. TBA.	Chief Officer (Regeneration and Planning) and Morecambe BID.
Annual consideration of Older People's Issues (inviting Age UK and other relevant agencies).		That Overview and Scrutiny Committee be requested to include Older People's issues in their Work Programme on an annual basis. Invite Cabinet Member with Responsibility to a future meeting to discuss.	Annual item. Please see arrangements for Loneliness Summit on 18 th October 2017.	External organisations. Invite Cabinet Member with Responsibility.
Community Cohesion within the District.		To work with the Community Safety Partnership on this issue. (Minute 25 – 23 rd Nov 2016).	22 nd November 2017	Community Safety Partnership.

Update on the Beyond the Castle project.	(Min. 4 - 21 st June 2017).	TBA.	
Review of the Signage around the Gyrotory System.	(Min. 4 - 21 st June 2017).	TBA.	
To review the Ideal Choice process as the means by which residents access social and Council Housing.	Please see covering report. That the two issues that emerged from the training session be explored further. (12 th July 2017).	TBA.	Chief Officer (Health & Housing)
Air Quality Control.	A further update report in 2018 to take into account the impact of the Bay Gateway link road on air pollution in the district. (5 th April 2017).	2018.	Chief Officer (Health & Housing)
Fly Grazing	Look at best practice and more information requested. (Min 9 refers – 21st September 2016).	2017/18.	Chief Officer (Environment).

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Briefing Notes

<u>Matter for Consideration</u>	<u>Comments & Date Requested</u>	<u>Officer Responsible</u>	<u>Date Circulated</u>
Timescale for Risk Management.	Action from LGA Peer Review Action Plan – That a timescale on this piece of work be provided for the Committee - Min 72 refers - 6 th April 2016.	Chief Officer (Resources).	Work on information Governance and other Assurance matters taking priority. Briefing note will be produced in January.
The Council's approach to digitalisation - Council's plans, obstacles and how the Council would ensure it took place.	Action from LGA Peer Review Action Plan – That the Council's approach to digitalisation be requested to include the Council's plans regarding digitalisation, what the obstacles are and how the Council ensures this takes place - Min 72 refers - 6 th April 2016.	Chief Officer (Resources).	Briefing note will be produced in January.
Update on the Council's Energy Strategy.	Pre-Scrutiny agreed to request a Briefing Note – November 2016.	Chief Officer (Environment).	
Licensing Scheme for Private Sector Rented Properties.	Pre-Scrutiny agreed to request a Briefing Note – November 2016.	Chief Officer (Health and Housing).	
Locality Working.	Pre-Scrutiny agreed to request a Briefing Note – November 2016.	Request made to Lancashire County Council.	

Task Groups

<u>Task Group Topic</u>	<u>Date</u>	<u>Progress</u>
Resilience Commission Informal Task Group.	April 2016. (Min 84 refers).	2 meetings have taken place.
Voluntary, Community and Faith Sector Commissioning.	September 2016 (Min 9 refers).	3 meetings have taken place.
Customer Services Strategy & Future Complaints Policy	March 2017	Draft scoping undertaken and reporting to September 2017 meeting.