OVERVIEW & SCRUTINY MANAGEMENT BOARD – 20 JANUARY 2014

A meeting of the Overview and Scrutiny Management Board will be held at 5.30pm on Monday 20 January 2014 in Committee Room 1, Town Hall, Rugby.

Councillor Shera
Chairman of Overview & Scrutiny Management Board

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Minutes.
   To confirm the minutes of the meeting held on 28 October 2013.

2. Apologies.
   To receive apologies for absence from the meeting.

3. Declarations of Interest.
   To receive declarations of –

   (a) non-pecuniary interests as defined by the Council’s Code of Conduct for Councillors;

   (b) pecuniary interests as defined by the Council’s Code of Conduct for Councillors; and

   (c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

   Note: Members are reminded that they should declare the existence and nature of their non-pecuniary interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest the Member must withdraw from the room unless one of the exceptions applies.
Membership of Warwickshire County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

4. Call-Ins and Motions.

To receive any Call-Ins from Cabinet and any Motions referred by Council.

5. Minutes of Customer and Partnerships Committee on 14 November 2013, Corporate Performance Committee on 21 November 2013 and Crime and Disorder Committee on 28 November 2013 – for noting only.

6. Discussion with the Leader and Executive Directors.

7. Publicising and promoting overview and scrutiny work.

8. Overview and Scrutiny Work Programme.


PART 2 – EXEMPT INFORMATION

There is no business involving exempt information to be transacted.

Any additional papers or relevant documents for this meeting can be accessed here via the website.

The Reports of Officers (Ref. OSMB 2013/14-05) are attached.

Membership of the Board: -

Councillors Dr Shera (Chairman), Mrs Avis, Buckley, Butlin, M Francis, Miss Lawrence, Mahoney, Roodhouse and Helen Walton

If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic and Scrutiny Services Officer (01788 533523 or e-mail Linn.Ashmore @rugby.gov.uk). Any specific queries concerning reports should be directed to the listed contact officer.

If you wish to attend the meeting and have any special requirements for access please contact the Democratic and Scrutiny Services Officer named above.
PRESENT:

Members of the Committee:

Councillors Ms Edwards (Chairman), Allen, G Francis, Mrs Garcia. Hazelton, Mrs New, Mistry (substitute for Councillor Mrs O’Rourke), and Mrs Watson

In attendance:

Anna Andrews (Warwickshire Youth and Community Service) and Nick Andrews, Morgan Hickman, and Adam Lane (Rugby Youth Council)

Councillor Coles

Officers:

Ian Davis (Executive Director), Michael Beirne (Economic Investment Officer), Debbie Dawson (Scrutiny Officer) and Linn Ashmore (Democratic Services and Scrutiny Officer)

21. MINUTES

The minutes of the meeting held on 12 September 2013 were approved and signed by the Chairman.

22. APOLOGIES

Apologies for absence from the meeting were received from Councillors Keeling and Mrs O’Rourke.

23. DECLARATIONS OF INTEREST

Councillor Mrs New declared a general non-pecuniary interest by virtue of her employment by Warwickshire County Council.

24. RUGBY WORLD CUP 2015

Secondary Schools Event

The Committee and the Executive Director thanked all the students from the four schools that took part in the Local Democracy event held earlier in the day, when they debated each school’s proposals for events that could be held in the town to mark the occasion of the Rugby World Cup 2015. Particular thanks were given to the members of the Rugby Youth Council for their hard work in facilitating the day’s events.

Members of Rugby Youth Council gave the committee a presentation on the ideas raised during the schools’ debate and highlighting the most popular ones. A copy of the presentation is attached to the minutes.

During the presentation the main points raised were as follows:
All local schools were invited to take part in an event linked to Local Democracy Week that was held prior to the committee meeting. Students from the following four schools came together to present and discuss their proposals:

Harris School  
Lawrence Sheriff School  
Rugby High School  
Princethorpe College

Following their presentations the students discussed which of the ideas were their favourites and then debated these further to arrive at the following top suggestions:

- The big screen – Could be located at Whitehall Recreation Ground or Caldecott Park and linked to a food and beer festival. This could be expensive and funding may be reliant on advertising. This could be linked to another attraction or in partnership with local public houses.
- The time machine – A fun interactive attraction based on the unique heritage of the town, potentially at the Rugby Art Gallery and Museum (as the existing rugby football museum was very small). To feature games eg. shooting different rugby balls through the years through a hoop. Could be delivered at relatively low cost and opportunities to sell photographs could be explored. This would be an attraction for all the family.
- Carnival – Local schools could be included by producing floats for the countries taking part in the RWC.
- Food and beer festival – Could be linked to a carnival. If held in the evening would encourage visitors to stay longer, or involve local people.
- Reducing rent/business rates for town centre shops – Would improve the town centre street scene and encourage new businesses into pop-up shops.
- Carnival and big screen event – Celebrations could commence at Whitehall Recreation Ground and pass the Close on the way to Caldecott Park where a big screen could show the opening ceremony.

There were many other interesting suggestions that included:

- Competitions – including a scavenger hunt, poster making and world record attempts.
- Charity Dinner - to include guest speakers. Funded by sponsorship and tickets sales.
- Youth Whistlers – young people being trained by the Warwickshire Society of Referees and refereeing matches held locally to mark the occasion.
- Music Festival – incorporate local talent and raise money from food and drink donations.
- Travel – reduced prices on buses and trains, more frequent services and better promotion.
- Tour Guides – local volunteers to welcome visitors, could link to the time machine idea.
- Gamesmakers – could talk to visitors in their own language.
- Craft market – would bring in visitors and trade.

The Economic Development Officer thanked Rugby Youth Council on behalf of the world cup steering group and commented that the students had shown a real appreciation of what Rugby has to offer and how events could build on existing assets.
They had demonstrated an understanding of topical issues including vacant shop units in the town centre and consideration of business rates. They had also recognised the importance of the future legacy of the games and the importance of creating a lasting impact.

The next stage for the steering group would be to consider available resources and start putting together an action plan.

**Work of the steering Group**

The committee received a verbal report from Ian Davis, Executive Director on the work of the steering group established in relation to Rugby World Cup (RWC) events. The main points were as follows:

The steering group is made up of representatives of the Council (Ian Davis, relevant officers and the Economy Development and Culture Portfolio Holder), Rugby School, Rugby First, the Chamber of Commerce and the Member of Parliament.

The Member of Parliament has a dual role and is also the Parliamentary Ambassador for the RWC.

Progress is beginning to gain momentum.

There are two key external bodies the council is working with; the International Rugby Board (IRB) and Visit England.

**International Rugby Board**

The IRB is the governing body for the game of rugby and is responsible for delivering the RWC. Its recently appointed Chief Executive has brought a new approach to the promotion of the game.

The new Chief Executive has visited the town and it was clear the IRB is keen to build on the history of rugby and secure a longer term association with the birthplace of the game.

The IRB holds a bi-annual World Rugby Conference and Exhibition the next of which is due to be held in Dublin commencing on 17 November. The Council has secured a stand at this event to raise awareness of Rugby as the “birthplace of the game”. All of the major sponsors will be attending this event so there will be opportunities to make contact and start to open dialogue with them.

**Visit England**

This is the national tourism body for England. The RWC is the third biggest international sporting event, so Visit England has created a separate division to focus on the twelve RWC venues. Due to its significance Rugby is being treated in the same manner as the venues, even though it is not hosting a game.

An event was recently held with the accredited tour operators. These companies have been issued with exclusive contracts to carry out tours to the towns and cities of the venues.

Council representatives were present at this meeting. The level of interest in Rugby was beyond that expected and all the tour operators are organising trips to bring visitors to the town.
The Mayor was due to host a reception for 120 supporters of the All Blacks the following weekend, at the initiative of the council, and the tour operator had responded positively to this invitation.

It was important to build on and open up similar avenues of contact with other groups and work will continue with Visit England and the IRB to cement relationships with the tour operators and link into packages to other venues.

The steering group has reached a pivotal stage and would now start to substantiate its ideas and begin the practical work.

During further discussion the following points were made:

Members commented that opportunities for the town were not realised after the Rugby World Cup in 2003. They were informed that the governing body at that time had no ability to contractually engage the players in publicity after the games had ended. That will not happen in 2015.

Members asked if there was likely to be any financial support available from Visit England and the IRB. They were informed that Visit England will offer expertise, carry out work to facilitate and bring the various organisations together and offer access to corporate sponsors. It was doubtful any financial assistance would be forthcoming and monies raised by the IRB would be fed back into the game.

At the event in Dublin the exhibition stand for Rugby would be situated next to Japan which is the host nation for RWC 2019. Meetings with the four major sponsors had been requested and there would be many other opportunities to begin building relationships with other sponsors, including significant rugby magazines, Rugby World and New Zealand Rugby.

There were two key factors: promoting the birthplace of the game to international visitors and motivating and engaging local communities. Rugby would be awash with fans that would come to look at the Close, the Webb Ellis statue and the rugby football museum and it was important to create opportunities to keep them here longer. It was also vital that the interest of local people and schools was energised.

Talks were being held with Virgin trains about advertising and promotion at Rugby train station, but the cost of this in airports and London is huge.

RESOLVED THAT –

(1) the schools, and in particular Rugby Youth Council be thanked for all their hard work;

(2) the ideas put forward by the local schools be submitted to the world cup steering group for consideration; and

(3) regular feedback from the steering group should be received.

25. HEALTH AND WELLBEING UPDATE

The committee received a report (Part 1 - agenda item 6) concerning the latest developments in relation to health scrutiny.

Councillor Mrs Watson, Health Champion and the council’s representative on the Warwickshire Health and Wellbeing Board and the Adult Social Care and Health Overview and Scrutiny Committee, gave the committee a verbal report
on feedback from recent meetings she has attended and summarised the following points:

**Rugby Forum Meeting at Hospital of St Cross**
- Changes are being made that should enable Rugby patients to obtain treatment at the Macular Unit. Frail and elderly people would soon be able to access the facility, as they were being prioritised in the roll-out.
- New rules for waiting times are to be introduced.
- Patient feedback on the new nurse-led walk in centre had been favourable.
- The infection control team had received a national award.
- The bereavement room and the dementia lounge were being refurbished.
- One of the five theatres has been temporarily closed so it can be refurbished and fitted with new equipment.
- The waiting time for orthopaedic operations has been reduced to three weeks.

**Coventry and Rugby CCG – Rugby Locality Partnership**
The latest meeting had included:
- An update on sexual health services (ref. [www.respectyourself.info](http://www.respectyourself.info) for more information)
- Discussion of measures to reduce attendance at the Accident and Emergency unit
- Details of a new and improved bus service (number 585) between St Cross Hospital and the UHCW site.

**Health and Wellbeing Board**
Items discussed at the latest meeting included:
- NHS England Drugs and Alcohol team.
- The George Eliot Hospital (Nuneaton) will face a change in administration, due to under performance, in 2015 but in the meantime there are some plans in place for improvement.
- An update from Healthwatch Warwickshire was received. Detailed information on this can be obtained from its website.
- The annual report from the Director of Public Health was tabled at the meeting and members should have received a copy.

**Adult Social Care and Health Overview and Scrutiny Committee (WCC)**
A briefing from North Warwickshire CCG was received based on its clinical strategy. Key points included:

- Demand for urgent care at accident and emergency departments could be dealt with in different settings.
- There was a need to review GP’s and out-of-hours services and better pharmacy arrangements.

A report on Quarter 1 Performance for Adult Social Care was received covering topics such as delivering personalisation, discharge from hospital and admissions to residential and nursing care. The agenda and reports are available online on the County Council website.
A Memorandum of Understanding was ratified, setting out the relationships and accountability between the:

- Health and Wellbeing Board,
- Adult Care and Social Health Overview and Scrutiny Committee
- Young People Overview and Scrutiny Committee; and
- Healthwatch Warwickshire

A joint workshop was planned.

During further discussion the following points were raised:

Concerns were raised regarding the effects of budget cuts being made by WCC and whether the shortfall in costs of social care would be passed onto health service providers or individuals. Members asked about the position relating to bed blocking and the provision of onward care. Councillor Mrs Watson agreed to take this point back to future health meetings for discussion.

**Latest Data**

The committee noted the updates on the latest developments in relation to health scrutiny and discussed whether there were any specific issues it wished to focus on, or any topics it wanted to propose for further in-depth work as part of the overview and scrutiny work programme planning for 2014/15. The following points were raised:

Home testing kits are popular among young people to enable them to test for sexually transmitted diseases at home rather than having to visit a hospital department, but they are not available locally. Schools will give advice to students but won’t allow outside agencies to offer the kits.

Cllr Claire Watson offered to find out more on the position on this.

The annual update of the Joint Strategic Needs Assessment covers a number of key issues which appear to be of particular concern in Rugby including sexual health, childhood obesity and hip fractures.

Members of this committee were reminded of an invitation to participate in a meeting of the Health and Social Care Scrutiny Board at Coventry City Council on 15 January 2014. The meeting will focus on the impact and challenges faced by the Coventry and Rugby Clinical Commissioning Group (CCG).

At its next meeting on 30 January 2014 representatives from Coventry and Warwickshire NHS Partnership Trust will be present to inform the committee about the Trust’s Mental Health and CAMHS Services in Rugby.

The importance of asking the right questions was stressed and members were invited to email the Scrutiny Officer with anything they wish to raise at that meeting.

The committee reviewed the one-page strategy for the Review of Alcohol and Health in Rugby, attached at appendix 3 to the report, and discussed whether to carry this out as a light touch review or set up a task group.
RESOLVED THAT –

(1) Councillor Mrs Watson be thanked for her report; and

(2) the Review of Alcohol and Health in Rugby be carried out by a task group as a short, light-touch review.

26. OVERVIEW AND SCRUTINY REVIEW ACTION PLANS

The committee received a report (Part 1 - agenda item 7) concerning review action plans under its remit.

Review of Inward Investment – Recommendation 5 (The Council should keep under regular review how neighbouring local authorities are responding to the additional powers in the Localism Act to grant discretionary rate relief.)

In Rugby different levels of business rate relief are available to organisations occupying empty properties, suffering hardship, partly occupying a property or with charitable status.

The Economic Investment Officer informed the committee that Nuneaton and Bedworth Borough Council had recently launched an eighteen month pilot aimed at businesses that do not fall into the above categories, for which there is a set criteria.

Members were concerned that that this type of action might create unfair competition, and suggested that a balance was needed to support current businesses and fill empty shop units.

Rugby compares well on a national basis for the level of empty shops and moving-in grants have proved to be a successful approach. Fourteen grants have been awarded to new businesses between 2012 and 2013, of which thirteen have continued to trade.

It was agreed that it was important to continue to monitor the situation.

A member commented on the facilities available at the Rugby Polo Club, which has been developed into a large entertainment centre that hosted the Polocrosse World Cup.

Members discussed the need to be involved and well informed on inward investment and it was suggested the portfolio holder for economic development should attend a future meeting of the committee to give an update.

RESOLVED THAT – the Economy Development and Culture Portfolio Holder be invited to attend a future meeting of the committee to brief members on inward investment.

27. ROAD AND PAVEMENT SURFACE MAINTENANCE

The Committee received a report (Part 1 – agenda item 8) concerning a proposed review of road surface maintenance.

During discussion of the item the following points were raised:
Members commented on issues with drains in rural areas including road sweepers pushing detritus into the drains and lack of maintenance resulting in grass growing from the drains.

The Scrutiny Officer informed the committee that a joint borough and parish meeting was arranged for 27 January 2014 where matters for scrutiny would be discussed. Highways drainage was likely to be a point of discussion.

It was acknowledged that overall the maintenance of roads and pavements was primarily a matter for the county council. Members felt that there was some value to be added by undertaking a review of unadopted roads and the failure of developers to fulfil their responsibilities with regard to maintenance.

RESOLVED THAT – reviews on road and pavement surface maintenance and unadopted roads be submitted to the workshop for consideration for inclusion in the 2014/15 overview and scrutiny work programme.

28. COMMITTEE WORK PROGRAMME

The Committee received a report (Part 1 – agenda item 9) concerning the progress of task group reviews within its remit and the forward work programme.

The progress of task groups reviews within the committee’s remit and the forward work programme were agreed.

A light touch review of alcohol and health in Rugby should be included in the work programme as minuted above.

The Scrutiny Officer had written to relevant parties regarding issues raised at the previous meeting of the committee. A response had been received from the Strategic Director of the People Group at Warwickshire County Council regarding children in care, offering that an officer attend a future meeting of the committee to clarify the concerns raised. Members asked officers to undertake further background work to clarify the issue before deciding whether it was necessary to consider this further.

RESOLVED THAT – the following items be included on the forward work programme:

(1) Review of Alcohol and Health in Rugby;

(2) A briefing on inward investment by the Economy, Development and Culture Portfolio Holder.

CHAIRMAN
Rugby: an Experience not just a Sport
Today

4 Schools came together in order to discuss what young people thought would be good for the town to have on during the Rugby World Cup.

Harris
Lawrence Sheriff
Rugby High School
Princethorpe College
The Big 6

The Big Screen- Whitehall Recreation Ground, link with Food and Beer Festival. Expensive, rely on advertising: attractions in Rugby. Put near another attraction, communicate with pubs about business.

The Time Machine- Interactive, pictures, souvenirs, fun and primarily cheap! Entrance fee and extra photos add to the economy. Games, rugby balls through the years put through a hoop. Appeals to all- especially families. Unique Heritage. Voluntary donation. Modernise it and make it memorable, keep aspects but not all of it.

Carnival- Schools work on floats for the different countries.
The Big 6 continued....
Food and Beer Festival/Carnival- Link together to bring in people to the excitement income from selling food and drink. In the evening meaning people are more likely to stay the night, spending more money.

Rent on Shops- Putting the price down, legacy, looks nicer, instigates new businesses, provides employment, could end with a loss.

Carnival/Big screen- celebrating starts in the birthplace. Stimulates business. Goes from Whitehall Recreation ground to past the close and the history to finish at Caldecott Park and the Big Screen for the Opening Ceremony.
Other Ideas
Competitions around the town- Scavenger Hunt, Poster making, World Record Attempts.
Charity Dinner- Organise the key people in the town to a charity dinner to get sponsors and raise money.
Youth Whistlers- young people refereeing matches, go round schools and rugby clubs.
Music Festival- Incorporate local talent and raise money by food and drink and donations. Celebrate whatever Rugby has to offer.
Travel Arrangements- Buses and Trains, reduced prices and more frequent running or better promotions of services.
Tour Guides- Around the history and donations as well as linking into the Time Machine.
Gamesmakers- Talking to people in their own language to show Rugby in Rugby as well as what we have to offer.
Market- To bring in trade within the town centre.
MINUTES OF THE CORPORATE PERFORMANCE COMMITTEE

21 NOVEMBER 2013

PRESENT:

Members of the Committee:

Councillors Mistry (Chairman), Cranham (Vice-Chairman), Dodd, Gillias, Lowe, Pacey-Day and Ms Robbins

Officers:

Doug Jones (Head of Business Transformation), Adam Norburn (Head of Resources), Raj Chand (Head of Customer and Information Services), Sean Lawson (Head of Environmental Services), Debbie McCarthy (Customer and Business Support Services Manager), Lisa Handy (Bereavement Services Manager), Christopher Trezise (Corporate Performance Management Officer), Paul Ansell (Scrutiny Officer) and Veronika Beckova (Democratic Services and Scrutiny Officer)

In attendance:

Councillor Mrs Bragg (Resources and Corporate Governance Portfolio Holder)

19. MINUTES

The minutes of the meeting held on 19 September 2013 were approved and signed by the Chairman.

20. APOLOGIES

Apologies for absence from the meeting were received from Councillors Birkett and Coles.

21. PERFORMANCE REPORTS

The committee considered a report (Part 1 – Agenda Item 5) concerning the Council strategic area and the Resources and Corporate Governance portfolio.

The committee received a presentation (attached at Annex 1 to the minutes) from Councillor Mrs Bragg on progress in her portfolio. In addition to the presentation, the following comments were made:

- The council has been experiencing a higher demand of Freedom of Information requests. The most popular questions have now been put on the Rugby Borough Council website with answers.
- Members of the Health and Safety Members Working Party received public access defibrillator training. The portfolio holder informed the committee that any member can be trained to use the defibrillator if interested.
RESOLVED THAT –

(1) the Resources and Corporate Government Portfolio Holder be thanked for her presentation; and
(2) the progress in the Council strategic area be noted.

22. FINANCE AND PERFORMANCE MONITORING 2013/14 QUARTER 2

The Committee considered a report (Part 1 – Agenda Item 6) concerning an overview of the council’s spending and performance position in the second quarter of 2013/14.

The Head of Resources attended the meeting to present the report and answer questions.

The report was discussed in detail at the meeting and the following additional comments were made:

- The council has been experiencing a higher turnover in staff for the first time in 3-4 years. This may create a pressure on salary levels over time.
- The council has an average aged workforce of about 45.
- Apprentices and trainees are a proactive way of bringing in younger employees and enabling succession planning.
- There is a need for entry level job opportunities to retain the benefit of apprentices and trainees.
- Long term sickness absence is now at a more manageable level (two cases).
- An employee is classed as long-term sick when the absence from work continues over 20+ working days.
- The council is working on bringing the average sickness absence of 9-10 days per full-time employee down to 7-8 days.
- The long-term sickness figures are separated from the short-term sickness figures. This gives a clearer picture on sickness absence.
- There was an argument for treating Works Services Unit sickness absence separately because of the nature of the different conditions and injuries associated with manual work.

RESOLVED THAT – the Head of Resources be thanked for his report.

23. CREMATORIUM UPDATE

The committee considered a report (Part 1 – Agenda Item 7) providing an update on the programme for the construction of the Rainsbrook Cemetery and Crematorium and operational arrangements.

The committee received a presentation (attached at Annex 2 to the minutes) from the Head of Environmental Services and the Bereavement Services Manager. Also attached at Annex 3 to the minutes is the revised Rainsbrook Cemetery and Crematorium timeline that was circulated at the meeting.

In addition to the report and presentation, the following comments were made:
The Bereavement Service Manager, Lisa Handy, will run the facility once it is officially open.

Regular progress reports are submitted to the Rugby and Daventry Crematorium Joint Committee.

The handover of the crematorium is scheduled for mid-February 2014 and the official opening is scheduled for March 2014.

The widening of the entrance road would be carried out shortly.

Following the handover, the crematorium will hold a number of open days for funeral directors and ministers.

The crematorium will also hold a public open day later in the year.

The two ceremonial rooms will be named in due course. Avon and Drayton had been suggested as a way of providing links to both Rugby and Daventry. The names of the rooms will be agreed at the next meeting of the joint committee.

RESOLVED THAT –

(1) the Head of Environmental Services and the Bereavement Services Manager be thanked for their attendance and update; and
(2) the officers involved in the project from both councils (Rugby and Daventry) be thanked for their work.

24. CUSTOMER DEMAND – VALUE AND FAILURE MEASURES

The committee considered a report (Part 1 – Agenda Item 8) providing an update on Customer Demand – Value and Failure Measures.

The Head of Customer and Information Services and the Customer and Business Support Services Manager attended the meeting to present the report and answer questions.

The following additional comments were made:

- The level of failure demand has not changed in percentage terms but the nature of it has changed. There was now more demand from people who could not afford to pay money that was due.
- The contact centre is currently operating 27 lines and works closely with back offices.
- The new CRM (Customer Relationship Management system) will be introduced in 2014 and its automatic capture functionality would help to identify and analyse different types of demand.
- The amount of demand during the year is affected by various triggers – seasonal changes, elections, etc.
- ‘A customer in the wrong place’ is not classed as a failure. The Customer Advisors will provide the advice service and direct the customer to the correct place, e.g. Citizens Advice Bureau, police, court, Department for Work and Pensions, etc.

RESOLVED THAT – the Head of Customer and Information Services and the Customer and Business Support Services Manager be thanked for their attendance and report.
25. **DISCRETIONARY FUNDING WITHIN THE LOCAL COUNCIL TAX REDUCTION SCHEME**

The committee considered the report (Part 1 – Agenda Item 9) concerning the first six months’ operation of the Discretionary Fund within the Local Council Tax Reduction Scheme.

The Head of Resources attended the meeting to present the report and answer questions.

The following additional comments were made:

- To date, the take-up of discretionary awards has been lower than expected although this may change during the winter.
- If the take-up continues to be low, the officers will evaluate the criteria of the scheme.

**RESOLVED THAT** –

(1) the Head of Resources be thanked for his report; and
(2) the Head of Resources provide an update on the operation of the scheme at the next meeting of the committee.

26. **OVERVIEW AND SCRUTINY REVIEW ACTION PLANS**

The committee considered a report (Part 1 – Agenda Item 10) concerning scrutiny review action plans that fall under its remit.

**Employee Wellbeing**

The Head of Business Transformation reported that end-to-end reviews are a regular item discussed at the Corporate Management Forums among approximately 50 managers and team leaders. The next meeting of the Corporate Management Forum on Thursday 12 December has 45-50 minutes allocated specifically to discuss service reviews. Several service reviews are underway around the council. All council officers are free to visit the review teams and find out what is happening.

**RESOLVED THAT** – the report be noted.

27. **BUSINESS RATES POOLING**

The committee received a verbal update on the first six months of the performance of the pool (Part 1 – Agenda Item 11) from the Head of Resources.

- When the pool was set up the expected financial benefit at the end of the first year was £928,000.
- At the end of Quarter 1 this had increased to £974,000.
- At the end of Quarter Two this has reduced and is now expected to be £391,000.
- The main reason why the forecast benefit has decreased is North Warwickshire’s fall in expected business rates due to some large rateable
value reductions. If maintained until the end of the year, this would trigger a safety net payment. The payment would potentially be a one-off in 2014/15.

- After 2014/15 financial year, the council will be required to sign-up each year to the pool. A decision on whether the council will continue to participate in the scheme will be made at the end of the second quarter of 2014/15.
- So far, the scheme has proved to be beneficial to Rugby to the tune of around £80,000 in 2014/15

**RESOLVED THAT** – the Head of Resources be thanked for his update.

### 28. COMMITTEE WORK PROGRAMME

The committee considered a report (Part 1 – Agenda Item 12) concerning the progress of task group reviews within its remit and the future work programme.

**RESOLVED THAT** –

(1) the brief for the light-touch review of service charge contracts be agreed; and
(2) the Committee Work Programme for 2013/14, as at Appendix 1 of the report, be approved.

**CHAIRMAN**
Resources & Corporate Governance

Cllr Mrs Sally Bragg
Portfolio Holder
Resources & Corporate Governance

• A wide ranging portfolio with activity including:
  – Council’s performance and systems
    • IT / Change / Performance Management
  – Communications
    • Internal and External including the Website
  – Procurement
  – Financial management
  – Council tax and NDR plus sundry income
  – Democratic & Electoral Services and services to Cllrs
  – Legal Services
  – Corporate Assurance and Insurance
Resources & Corporate Governance

• A wide ranging portfolio with activity including:
  – Standing Orders
  – Cllr training and development
  – Central support services
  – The WSU, vehicle and plant fleet, supplies and stores
  – Emergency planning
  – Local land charges
  – Data protection and FOI
  – Customer services
  – Land and buildings outside of the HRA
  – Benn Hall
  – All staffing matters

CLEAN, GREEN & SAFE
Major Capital Schemes

- Major Capital Schemes for 2013/2014
  - Corporate Property Enhancements including:
    - Town Hall Roof
    - Fire Doors
    - John Barford Roof £490k
  - Cattle Market Site £200k
  - WSU vehicle purchases £1m
  - WSU workshop £200k
  - IT and software replacement £250k
Procurement

• Oversight of Procurement Activity
  – Compliance and conformance
  – Analysis of Expenditure by category
  – Analysis of our supplier base
  – SME’s account for 28% of our supplier base at the end of Q1 2013
    • Small companies 20%
    • Medium companies 8%

• Winning the best small business friendly procurement award and signing up to the “Small Business Friendly Procurement Charter”
Systems Thinking

• System Thinking Reviews
  – Planning - year on year savings for us £178k pa
  – Housing Voids potential savings £200k pa
  – Benefits processing time nearly halved with less staff and increased demand
  – Housing repairs delivered 6 times quicker
  – Full review of IT underway

• All making delivery of services to our customers more efficient and effective
  – Quicker for the customer
  – Reducing complaints
  – Delivering “Value for Money”
Finances

• 2013/14 is the 4th year of Council Tax freeze
• Anticipated underspend of £200k in 2013/14
• General balances of £1.9m at year end
• 2014/15 budget currently in surplus by more than £100k – but possible additional costs of pension auto-enrolment to come
• Pinch point occurs in 2015/16 due to proposed top slicing of New Homes Bonus to the LEP
  - potential worst case loss of £750k pa
  - anticipated loss of £400k pa
• Capital programme is not sustainable at current level
Major Project Update

• Leisure Centre on track (opened end of August 2013, car park to be completed this month), on budget – scheme financed through low interest borrowing due to long asset life

• Crematorium on track (due to be handed over in February 2014 and should be open by March), likely to come in around budget – financed through low interest borrowing due to long asset life
Collection Rates

- Council Tax
  - recent years c.99.6% (in-year 98.2%)
  - budgeted for a reduction of 1% for 2014/15 at 98.6% (due to welfare reforms)
  - actual reduction in collection to date 0.5% (c£250k of which RBC share is c. 12%)

- Business Rates
  - recent years often in excess of 99.5% (in-year 99.2%)
  - actual collection on track
  - loss of some rateable value due to successful appeals, esp. in the town centre
Staffing (1)

- Recent focus on increasing nos. of young people within the workforce
  Apprentices:
  - 6 x corporate business administration
  WSU Apprentices
  - 1 x horticultural
  - 1 x cemeteries
  - 1 x arboriculture
  - 1 x plumbing
  - 1 x carpentry
  - 1 x vehicle mechanic
Staffing - WSU Apprentices

• Started a partnership with Rugby College in 2011

• Initially two apprentices taken on in the Parks and Grounds Service.

• Both apprentices won awards for their apprenticeships and have been since been employed full-time with us.

• The Arboricultural Apprentice has qualified and has been promoted in to a senior position within the Team.
Apprentice Joiner
(The one on the left)

Apprentice Arborist
Staffing (2)

Trainees:
- 2 x ICT graduates
- 1 x Accountancy Trainee
- 1 x Benefits
- 2 x Planning graduates
- Environmental Health Trainees – shared between WCC, Warks. Districts, Coventry City Council and the Health Protection Agency – typically between 1-3 students per year doing some of their work placement at RBC
Staffing (3)

University student work placements in 2013/4:
- 1 x Emergency Planning Student Placement (via Coventry University)
- 2 x Corporate Property and Building Control
- 1 x Environmental Protection
(We also had 4 over the whole of 2012/13)

Secondary School Work Experience in 2013/14:
- 4 between 1st April and now (we had 12 over the whole of 2012/13)

Other Work Experience in 2013/14:
- 6 between 1st April and now (we had 9 over the whole of 2012/13)
Sickness Absence

- Average sick days have fluctuated in recent years between 9 to 11 working days per full-time equivalent employee:
  - 2010/11: 9.11
  - 2011/12: 10.78
  - 2012/13: 9.87
  - 2013/14 to date: 5.52 to date (5.23 last year)

- Only 2 long-term sick cases (over 20 working days) at the end of October (10 at same time last year)

- Long-term sickness typically makes up 65% of total sickness
Resilience Team work

- This is our second year of hosting a Student Placement from Coventry University. This years’ student placement is reviewing our Major Emergency Plan.
- Town Centre Evacuation Plan work completed for the events in 2012 (Olympic Torch, Godiva Awakes etc.), now being reviewed.
Resilience Team work

• RBC holds a safety advisory group (SAG). The main role of the SAG is to provide specialist advice for large scale public event organisers to help them discharge their public safety and wellbeing functions.

• Save a life campaign. A RBC employee focused initiative to promote good hand hygiene. The aim being to reduce sickness absence.
Resilience Team work

- Public access defibrillator provisions supported by employee training.
Warning and informing competition run annually primarily for school children.
Resilience Team work

- Primary school pupils put safety first to win a competition run by Rugby Borough Council
- The competition encouraged children to come up with ideas on how to stay safe in a crisis - from a fire alarm at school to a freak flood
- Nearly 50 primary schools across the borough were invited to enter
- A year five class at Northlands Primary School has now been crowned the winners
- The children created a booklet, Deadly Disaster, which offered a host of tips and advice on how to stay safe. The booklet included cartoons, a quiz, a word search and a free gift - a Disaster Top Trumps-style game
- Pupils were presented with prizes by Cllr Anthony Gillias, Mayor of Rugby
- The competition was the brainchild of Coventry University student Adam Wallace, who completed a student placement at the borough council's emergency planning department while working towards a degree in disaster management
Northlands Primary School
Communications

• Communications – press, radio is high profile, but what else is going on?
• Some social media highlights (and it’s all free!):
  **Twitter:**
  • Five official twitter accounts, with nine officers authorised to tweet.
  • Two council officers tweeting in an official capacity
  • First council in Warwickshire on twitter, and one of the first in the country
  • First council in Warwickshire to get “blue tick” – official verification from twitter.
Communications

Twitter cont’d:

• @rugbybc (main account, managed by communications team):
• As at 19 Nov, nearly 3,600 followers who have tweeted 3157 times
• Nearly 1 in 5 tweets are re-tweeted by somebody else
• Nearly 1/3 tweets are replies to someone else
• Most tweets in a day was around 80, when there was a street light fault
• Second highest was around 50, on 11 November: live tweeting from the joint community forum
• More than a third of tweets are outside office hours
• More than 1 in 10 tweets is at the weekend
Communications

Facebook:
- Seven official Facebook pages
- Varying levels of success and engagement. Evidence is that the more you put in, the more you get back.
- Caldecott Park:
  - 753 likes
  - 64% women
  - 52% under 25
  - 28% under 18
- About 50% of interaction is with women aged 25-44
- Example: a recent post was seen 658 times, 71 people clicked on a link, 37 “liked” it or commented.

*Investigate other social media, including e.g. YouTube, Flickr, Pinterest, but none have taken off so far.*
Works Services Unit Overview

• WSU employs approximately 140 staff
• Based at Hunters Lane & Caldecott Park.
• Has both Client & Contractor Responsibilities
• The Contractor / Service Delivery aspects are part of the Resources and Corporate Governance Portfolio
WSU Support Services

To deliver the efficient and effectively “visible” services there are the following support service:

• Vehicle Repair Workshop. Responsible for keeping around 120 vehicles and plant in a safe and useable condition. Including ensuring compliance with our VOSA operators licence.

• Depot Operations. Responsible for the safe and smooth operation of the Depots and compliance with the Environment Agency waste permit,

• Financial Support. Maintaining operational accounts and receiving income, payments, procurement of stocks & stores,

• Customer Support. The first point of contact for our customers
New Services

• Property Repairs.
  • Started 3 years with 2 men & a van.
  • Expanded to 12 staff within 2 years delivering repairs service to 50% of the housing stock
  • Now covering 100% of housing stock (approx 4000 houses + 500 garages) for 2 years and hoping to retain contract beyond this date.
  • Total number of employees is 28 plus 2 trade apprentices.
Arboricultural Services

- Brought back “in-house” in April 2012, reducing costs, improving control and quality.
- Maintaining our tree’s and WCC street tree’s
- Over £15,000 external income achieved in 2012/13 with no promotion of the service, on target to improve on this in 2013/14.
Arboricultural Services

- Now selling logs – recycling of the “waste” product
- Expanding into a second team with targeted promotion of the service.
- Intention to increase income generation.

Rather them than me!
Information Communication Technology

- End to end review being undertaken to review ‘all ICT and Support’ services processes and customer demands
- Data Centre review – update and secure the Councils ICT infrastructure to deal with future services demands and security
- Submission of the Public Service Network (PSN) to achieve compliancy
- New Telephony System implemented across the whole Council. Rationalised 3 telephony systems into one resulting in savings of approximately £30k
Information Security

- Development of an information Security Strategy

- Training and raising awareness on information security across the organisation to protect the Council’s most valuable asset → Information

- Development of a classification scheme to protect and manage information according to its nature
Customer Service Centre

- Grade of Service (80% calls answered in 20 seconds) continuously met
- Continuous increase in customer demand (approximately 100 more calls per months over the same period last year)
- 80% of customers seen by Customer Service Advisors within 10 minutes or less
- Currently collecting data and analysing value and failure demand
- Replacement front office system to be implemented (CRM-Customer Relationship Management System) – service improvement and cost savings
- Customer satisfaction monitoring
Rugby Art Gallery and Museum

• Head of Customer and information – interim management of RAGM
• 5730 visitors to the summer exhibition (30% up on the same period last year)
• Application submitted to fund a major conservation, digitisation and community engagement project
• Tender for coffee shop on the ground floor soon to be released
• Visitors Centre retail - new ranges of 2015 world cup merchandise and Christmas gifts
• Opportunities provided for Volunteering, Apprentices and Trainees
Equality and Diversity

• Peer Review booked for February 2014 to achieve ‘Excellence’
• Self Assessment being completed in readiness for review
• Councils equality Statement and Objectives approved and published
• Embedding equalities across the organisation
Thank you for listening

Any questions?
CLEAN, GREEN & SAFE
Still Places Available for the Site Visit on 29th November

Contact Claire Waleczek
Democratic Services
<table>
<thead>
<tr>
<th>Issue</th>
<th>Proposed date</th>
<th>Status</th>
<th>Progress</th>
<th>Activities for next period</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Office notification</td>
<td>Oct 2013</td>
<td>Information prepared and submitted</td>
<td>completed</td>
<td>N/A</td>
<td>Completed 14/10/13</td>
</tr>
<tr>
<td>Staff structure</td>
<td>Nov 2013</td>
<td>On going</td>
<td>Bereavement Services Structure agreed, JD’s evaluated</td>
<td>Place adverts w/c 18/11/13</td>
<td>Completed 18/11/13</td>
</tr>
<tr>
<td>Staff interviews</td>
<td>Dec 2013</td>
<td>On going</td>
<td>Jobs advert w/c 18/11 for 2 crematorium technicians</td>
<td>Shortlist and interview w/c 16/12</td>
<td>On going</td>
</tr>
<tr>
<td>Staff interviews</td>
<td>Jan 2013</td>
<td>On going</td>
<td>Bereavement administrators JD’s evaluated</td>
<td>Advertise admin posts Dec 2013</td>
<td>On going</td>
</tr>
<tr>
<td>Marketing &amp; PR</td>
<td>Dec 2013</td>
<td>On going</td>
<td>Web site built, content being prepared, separate literature for burial &amp; cremation brochures</td>
<td>Continue to produce literature for site and brochures</td>
<td>On going</td>
</tr>
<tr>
<td>Internal furnishings</td>
<td>Dec 2013</td>
<td>Samples and prices sought</td>
<td>Internal FFE must be improved high spec, a number of new items identified to replace spec including lecturns, curtains, carpets etc.</td>
<td>Place orders for FFE</td>
<td>On going</td>
</tr>
<tr>
<td>Appointment of Medical Referee</td>
<td>Jan 2014</td>
<td>Local GP surgeries have been contacted</td>
<td>Dunchurch Surgery recruited – 1 x Medical Referee and 3 x deputy Medical Referees</td>
<td>GP info sent to Ministry of Justice for authorisation, Once authorised, meet with GP’s to inform and train</td>
<td>On going</td>
</tr>
<tr>
<td>Computer system - Gower software</td>
<td>Jan 2014</td>
<td>On going</td>
<td>Specialist core system agreed, test system Dec 2014, live system Jan 2014</td>
<td>Meet Gower with I.T. begin test training to ensure no glitches/errs for live system</td>
<td>On going</td>
</tr>
<tr>
<td>Issue</td>
<td>Proposed date</td>
<td>Status</td>
<td>Progress</td>
<td>Activities for next period</td>
<td>Completed</td>
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<td>--------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>EHO licence</td>
<td>Jan 2014</td>
<td>Met with EHO, info being prepared for application</td>
<td>On going</td>
<td>Submit application with additional information prior to handover of crematorium – must be licensed prior to opening</td>
<td>On going</td>
</tr>
<tr>
<td>Computer hardware</td>
<td>Jan 2014</td>
<td>New hardware identified</td>
<td>I.T. submitted order Nov 2013</td>
<td>Prepare for migration and installation of system</td>
<td>On going</td>
</tr>
<tr>
<td>Organ</td>
<td>Jan 2014</td>
<td>Organ identified – DBC identifying organ</td>
<td>Business case prepared for suitable organ for each chapel</td>
<td>Agree spec and place order</td>
<td>On going</td>
</tr>
<tr>
<td>Signage</td>
<td>Feb 2014</td>
<td>Highways and internal signage being agreed</td>
<td>Signage meeting on 10/10/13, internal signage agreed, meeting with Warks County Council Highways to agree external road signage</td>
<td>Erect highway signage in prominent positions for traffic direction to crematorium</td>
<td>On going</td>
</tr>
<tr>
<td>Book of Remembrance</td>
<td>Feb 2014</td>
<td>Quotes obtained – 3 month process as traditional books are hand bound</td>
<td>Order placed Nov 2013 for books and all calligraphy works</td>
<td></td>
<td>On going</td>
</tr>
<tr>
<td>Statutory &amp; non-</td>
<td>Feb 2014</td>
<td>Draft forms ready, just waiting for crematorium contact details</td>
<td>Drafts prepared, Ready to order,</td>
<td>Place order on receipt of contact details</td>
<td>On going</td>
</tr>
<tr>
<td>statutory forms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff training</td>
<td>Feb 2014</td>
<td>Following handover of crematorium, all staff can be trained on site</td>
<td>Cremator technicians will be fully qualified within 6 months of appointment</td>
<td>Prepare training programme for all new members of team</td>
<td>On going</td>
</tr>
</tbody>
</table>
MINUTES OF CRIME AND DISORDER COMMITTEE
28 NOVEMBER 2013

PRESENT:

Members of the Committee:
Councillors Stokes (Chairman), M Francis, Keeling, Mrs Parker and Helen Walton

Officers:
Sean Lawson (Head of Environmental Services), Keith Newell (Community Safety Partnership Manager), Paul Ansell (Scrutiny and Policy Officer) and Linn Ashmore (Democratic and Scrutiny Services Officer)

16. MINUTES

The minutes of the meeting held on 25 July 2013 were approved and signed by the Chairman.

17. APOLOGIES

Apologies for absence from the meeting were received from Councillors M Francis, Mrs Kaur and Dr Shera and Chris Cade (Chairman of Rugby Neighbourhood Watch).

18. QUESTION TIME

There were no questions.

19. CALL-INS

There were no call-ins.

20. COMMUNITY SAFETY PARTNERSHIP PERFORMANCE REPORT

The committee considered a report (Part 1 –agenda item 6) concerning CSP performance.

The Community Safety Partnership Manager briefed the committee on the following points:

The past success of the Partnership's work may be difficult to maintain in the future due to the extent of predicted growth in the borough.

Recorded crime levels for the period October 2012/13 to October 2013/14 have dropped by 17% for most serious violence and 6% for burglary. This is in addition reductions for the previous year of 8% and 30%.

The victim satisfaction levels for personal ASB have remained at 100% for the past two years underlining the fact that victims feel safer and less vulnerable.
The use of Bluetooth devices was one of the key initiatives introduced by the Partnership that has made a significant contribution to the performance results. Rugby CSP is the only partnership in Warwickshire using this technology. It enables messages to be changed in two minutes and locations within 24 hours.

Since Bluetooth was introduced two years ago there have been 343,000 instances of messages being accepted. Of these, there were 24,000 occasions when recipients went on to follow the link to the complete website.

It is a highly cost-effective tool. Messages are free and it only costs £30 to change messages. So far the overall cost has only been £4,000.

The majority of performance indicators are green and on course to achieve target.

A small fall in performance has been seen since operational changes were made to the police force. The Warwickshire Observatory’s strategic assessment report, recommending priorities for 2014/15, was the best yet received.

The Community Safety Partnership Board usually adopts all high level risks and in addition to these will decide which of eight medium level risks also to focus on. At its next meeting in early December it will consider the report and set its priorities. The CSP manager then has to prepare and cost appropriate action plans. This information will inform the budget setting process. Talks will also be held with the Warwickshire Police and Crime Commissioner (PCC).

The PCC had stated that Rugby has a very high performing CSP.

During discussion of the item the following points were made:

Members commented that partner agencies were not managing their resources effectively and this had a knock-on effect on police resources, when police have to step in to cover for deficiencies. For example, it can be very difficult to contact social services and youth workers if minors need to be cared for out of hours.

The recent event to switch on the Christmas lights was well organised. There were large numbers of visitors in the town centre and police and community support officer presence had been visible, which was appreciated by the public. This was a good example of strong partnership working with the police, who were to be congratulated on their contribution to the success of this event.

The committee were informed that an ANPR operation carried out by the alliance support team during October and November resulted in 62 vehicles being stopped. Of these 30 drivers were reported for road traffic offences. In addition to this the following actions were taken:

- Seventeen vehicles were seized.
- Two vehicles were repossessed
- One vehicle was sent to a motor auction
- Three vehicles were crushed
- Six uninsured vehicles were taken off the road

The operation had been adversely affected by a system failure and a major incident that took place during the period of the operation.

An advertising board will be hired for one month along the A426 to feature the consequences of having no insurance.
RESOLVED THAT – the report be noted.

21. PRIORITY ACTION GROUP CHAIRMAN’S REPORT – SAFER FUTURES

The committee considered a report (Part 1 – agenda item 7) concerning the Futures Unlocked Programme for reducing reoffending.

During discussion of the item the following points were made:

The reduction of reoffending by adults and young people is a statutory duty of the CSP.

In 2010 a gap in the support system was identified for offenders leaving prison after a sentence of one year or less who have no probation or licensing conditions or on-going support.

The Futures Unlocked project is run by volunteers acting as mentors under the leadership of the chaplaincy. The mentors are carefully selected and work is planned, following the seven pathways to reducing reoffending:

- Accommodation
- Education, training and employment
- Health
- Drugs and alcohol
- Finance, benefit and debt
- Children and Families
- Attitudes, thinking and behaviour

During the past year the project has worked with and supported 18 clients. Of these five were from Rugby. Follow-up work will be done to review the future pathways of all eighteen clients.

This was a Rugby CSP project and has proved to have a significant impact across the county and be highly cost effective. The overall cost so far is £32,000 compared with the £45,000 it would cost to keep just one offender in prison. This is particularly impressive as the scheme is run by volunteers.

Funding is currently in place for about fourteen months and it is likely the future budget needed to continue the project will be around £30,000 for 2015/16. It is important to keep the project running while other opportunities for rehabilitation work become available.

Chris Grayling, the Secretary of State for Justice, has complimented the project on its work and has launched a Community Rehabilitation Contract scheme. Rugby CSP was invited to put in a bid for this.

The Warwickshire PCC recently visited HMP Onley and prisoners there agreed to meet with him.

The committee placed on record its appreciation of the work of the volunteers involved in the Futures Unlocked project. Officers agreed to take the comments and support of members back to those concerned at HMP Onley.

RESOLVED THAT – the report be noted.
The committee considered a report (Part 1 – agenda item 8) concerning progress in the Eastern European project.

During discussion of the item the following points were made:

The project was introduced in September 2013 and its mission for the first three months was to take it out into the community. The results so far were currently being evaluated, and overall project performance will be reviewed again next September.

The induction period has now passed and the real front line work within the community is well underway in order to meet the short timescales.

The Christmas/New Year period will be a particularly challenging time. Posters are being distributed to all premises that are members of the Pubwatch Scheme sending a hard hitting message about the consequences of drunken behaviour. These will be written in both English and Polish and beer mats with the same message will also be available.

There are four alternatives police use when dealing with drunk and disorderly people:

- Ignore
- Stop and give advice
- Issue a fixed-penalty notice or a section 27 exclusion notice
- Arrest

The latter two are the options the project is seeking to influence. Police officers are being issued with laminated cards that are printed in English and Polish to help them communicate better with people who have been stopped. These cards explain why someone has been stopped and the options open to police. There are also leaflets with this information on that are handed out which have the Eastern European worker’s contact details on them.

In the case of an arrest the leaflet will be attached to the charge sheet and passed on at the point of release.

There have been some issues in the take up rate for East Europeans participating in the Alcohol Diversion Scheme for people arrested in Rugby.

Work is taking place to send a broad health message including alcohol, obesity and smoking out to the community through the shops, garages, churches and health centres Eastern Europeans visit.

During April – September 2014 the project worker and the team will be circulating 15,000 community information packs targeting the local areas where Eastern Europeans live. The packs will contain information on community safety, including neighbourhood watch, and fire safety, volunteering and debt/finance advice. The aim is to facilitate access to services and improve community cohesion.

One particular area of concern reported was that a high proportion of Polish women were not having smear tests and information in written Polish has been requested.

The outcomes of the project will be reviewed in September 2014. This will include crime data and arrest statistics, and comparisons with the previous year.
will be made. These findings will influence whether to continue the project or explore the broad legacy the project could have.

Members commented that details of local ward councillors should be included in the packs and also more information on the Council, its services, and voting rights.

A suggestion was made that there were opportunities through businesses based at the DIRFT site to engage with Eastern Europeans. The project worker has a number of good contacts that cover a broad area, including employers.

Recruitment agencies and good employers also offer staff appropriate advice.

RESOLVED THAT – the report be noted.

23. PUBLIC SPACE PROTECTION AREAS

The committee considered a report (Part 1 – agenda item 9) concerning the options available for the creation of public spaces protection areas.

The Head of Environmental Services gave the committee a presentation on the Anti-Social Behaviour, Crime and Policing Bill and Public Space Protection Orders (PSPO). A copy is attached to the minutes.

In addition to the presentation the following points were made:

The Bill is currently at Committee Stage in the House of Lords. It may take some time before any guidance is available.

Existing dog control orders will change to PSPOs.

A number of changes may be made relating to anti-social behaviour. These include the change from criminally related anti-social behaviour orders (CRASBO) to criminal behaviour orders (CRIMBO).

A CRASBO can only act to stop behaviour but a CRIMBO will include appropriate positive actions which offer a broader potential for change. These actions must be reasonable or justified.

It will be possible for fixed penalty notices to be used more widely but additional revenue from these must be used to offset the reasons behind the ASB and not be used as an income stream.

Examples given for the use of PSPOs included to help control the areas and times charity "chuggers" may operate (current arrangements are purely voluntary), and to regulate street drinking.

The committee discussed whether work should commence on its review work on the crime and disorder aspects of alcohol misuse and agreed to leave this until further guidance on PSPOs was published.

Action has been taken by the Eastern European Project Worker to address the issues of drinking and anti-social behaviour in town centre churchyards.
24. NEIGHBOURHOOD WATCH REPORT

Following apologies for absence from the meeting from the chairman of Rugby Neighbourhood Watch there was no report.

25. RUGBY AMBASSADORS

The committee was informed that the ambassadors will be present at Community Forum meetings.

26. COMMITTEE WORK PROGRAMME

The committee agreed the following agenda item for the meeting on 13 March 2013. Other items will be agreed by the Chairman and Vice-Chairman:

Serious and Acquisitive Crime Priority Action Group update – Chief Inspector Mike Slemensek.

CHAIRMAN
Anti-Social Behaviour, Crime and Policing Bill

Wide ranging bill covering:
• anti-social behaviour, crime and disorder;
• recovery of possession of dwelling houses;
• amendments to the Dangerous Dogs, Terrorism & Extradition Acts;
• firearms and forced marriage;
• Changes to Police, IPPC, SFO, justice & fees;
• and more …
Parliamentary Progress

- Currently at Committee Stage in the House of Lords
- Move to Report stage in new year
- Aspiration to achieve Royal Assent in April
- Phased enactment of provisions
- Anticipated that Public Spaces Protection Orders will be in force for October 2014
Changes relating to ASB etc

- Community Trigger to Review ASB Case
- CRASBO to CRIMBO
- ASBO and ASBI to Crime Prevention Injunction
- Automatic Right of Possession (Tenancy)
- DCO, LCN to Community Protection Notice
- DCO, LCN, SLCN to Public Space Protection Order
CRIMBO

- Requires 2 conditions -
- That behaviour - caused or likely to cause harassment, alarm or distress to one or more persons not of the same household as the offender; and,
- That it will help in preventing such behaviour.

A key difference is that a CRIMBO may require the offender to do something.
PUBLIC SPACE PROTECTION ORDER

MAY make a PSPO subject to 2 conditions:

• Firstly that –
• (a) activities carried on in a public place have had a detrimental effect on the quality of life of those in the locality, or;
• (b) it is likely that activities will be carried on in a public place and that they will have such an effect.
PSPO II

The second condition is that the effect, or likely effect, of the activities—

• (a) is, or is likely to be, of a persistent or continuing nature,
• (b) is, or is likely to be, such as to make the activities unreasonable, and
• (c) justifies the restrictions imposed by the notice.
The Order must identify the **public place** (“the restricted area”) and—

- (a) prohibit specified things being done, and/or.
- (b) require specified things to be done

The Order may be framed to apply —

- (a) to some or all persons;
- (b) at some or all times;
- (c) in some or all circumstances.
A Force for Good?

Potentially (in theory) they could cover almost anything.

Daily Mail – Peaceful protests that disturb residents could be banned … they could even stop teenagers gathering in public parks.

Liberty - Dangerously broad powers …. will allow councils to shut down activity in public places.
Consultation / Publication / Restrictions

Before making a PSPO must consult—

- (a) the chief officer of police, and the local policing body;
- (b) whatever community representatives the local authority thinks it appropriate to consult.

- The PSPO must be publicised as required by Sec of State
- The PSPO **lasts for a maximum of 3 years** and needs to be renewed – there must be continuing grounds and consultation with police and other persons as appropriate.

- May not prohibit consumption of alcohol for premises where licensing for would apply, and similar conditions reproduced for Gating Orders.
PSPO Offence

• It is an offence for a person **without reasonable excuse**—

  • (a) to do anything that is prohibited by a public spaces protection order, or
  • (b) to fail to comply with a requirement under a public spaces protection order.

• £100 (max) Fixed Penalty Notice: or
• a fine not exceeding £2,000 or 6 months imprisonment.
Any Questions?

Thank You
<table>
<thead>
<tr>
<th><strong>Name of Meeting</strong></th>
<th>Overview and Scrutiny Management Board</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Meeting</strong></td>
<td>20 January 2014</td>
</tr>
<tr>
<td><strong>Report Title</strong></td>
<td>Publicising and promoting overview and scrutiny work</td>
</tr>
<tr>
<td><strong>Ward Relevance</strong></td>
<td>All</td>
</tr>
<tr>
<td><strong>Contact Officer</strong></td>
<td>Matthew Deaves (01788) 533562</td>
</tr>
<tr>
<td><strong>Summary</strong></td>
<td>Following the overview and scrutiny evaluation carried out in August 2013, the Board asked officers to review the way the council website publicises and promotes the scrutiny function and work of members and report to a subsequent meeting. This report presents the outcomes of that review. The Communication, Consultation and Information Manager will attend the meeting to discuss this further with members.</td>
</tr>
<tr>
<td><strong>Financial Implications</strong></td>
<td>There are no financial implications arising from this report.</td>
</tr>
<tr>
<td><strong>Risk Management Implications</strong></td>
<td>There are no risk management implications arising from this report.</td>
</tr>
<tr>
<td><strong>Environmental Implications</strong></td>
<td>There are no environmental implications arising from this report.</td>
</tr>
<tr>
<td><strong>Legal Implications</strong></td>
<td>There are no legal implications arising from this report.</td>
</tr>
<tr>
<td><strong>Equality and Diversity</strong></td>
<td>No new or existing policy or procedure has been recommended.</td>
</tr>
</tbody>
</table>
Public Report to the Overview and Scrutiny Management Board

20 January 2014

Publicising and promoting overview and scrutiny work

Summary
Following the overview and scrutiny evaluation carried out in August 2013, the Board asked officers to review the way the council website publicises and promotes the scrutiny function and work of members and report to a subsequent meeting. This report presents the outcomes of that review. The Communication, Consultation and Information Manager will attend the meeting to discuss this further with members.

1. BACKGROUND

In August 2013 the Board undertook an evaluation of overview and scrutiny at the council. Communication was identified as a key challenge, and had in fact already been identified as an area for improvement by the Board previously. The Board had commissioned a report on engaging the public in overview and scrutiny work, which was considered by members in June 2013.

During the discussion of the outcomes of the evaluation of overview and scrutiny, the council website was identified as a key priority. Members felt that overview and scrutiny had a poor profile on the website and that more could be done to present the role and work of non-executive councillors through the website and social media in a simple, accessible way. Officers were asked to carry out an evaluation of the way the council website publicises and promotes the scrutiny function and work of members.

Scrutiny officers have met with colleagues in Communications to explore this further, and this report presents the measures that have been identified to address members’ concerns.

2. PROPOSALS

The purpose of the council website is to provide services to local residents and enable them to ‘get things done’ and engage with the council. While it has previously been used to store and convey detailed information, most of this information has not been useful to residents or businesses and is now being removed from the website in line with the digital content strategy.
Community engagement must remain a priority for the website, and should be kept in mind when considering how to improve the profile of Scrutiny.

However, there are a number of measures that could be taken to better promote overview and scrutiny work on the website and enable residents to participate:

- An explanation, in two or three sentences, of the purpose of the task group and how residents can get involved.
- Online forms or requests for evidence, for residents to feed into the task group and influence its findings.
- For longer-running reviews, a blog giving regular updates can be set up, with posts from the Chairman or task group members.
- Audio or video blogs can also be created, though if members are interested these will take longer to set up.

More generally, there are more opportunities to inform the public of upcoming task groups and allow them to influence their outcome:

- Announce the start of every task group, and report its outcomes. Template news releases can be created to make it easier to produce these in a timely manner.
- Opportunities can be taken mid-review to invite resident participation. For example, the recent twitter engagement “#askpickles” and “#askgove”.

Each method of communication will need to be tailored to the particular needs and purpose of each individual task group. It could therefore be appropriate for officers and members to work together at the start of each task group to consider how the group can best engage the public in their work.

These options will be developed further during discussion at the meeting.
Name of Meeting: Overview and Scrutiny Management Board
Date of Meeting: 20 January 2014
Subject Matter: Publicising and promoting overview and scrutiny work

There are no background papers relating to this item.
Name of Meeting  Overview and Scrutiny Management Board

Date of Meeting  20 January 2014

Report Title  Overview and Scrutiny Work Programme Progress Report

Ward Relevance  All

Contact Officer  Debbie Dawson
(01788) 533592

Summary  The Board is asked to:
1. review progress in task group reviews;
2. note the work programmes of the scrutiny committees;
3. consider whether the work programme workshop format and selection criteria require any amendment; and
4. determine the Board’s future work programme.

Financial Implications  There are no financial implications arising from this report.

Risk Management Implications  There are no risk management implications arising from this report.

Environmental Implications  There are no environmental implications arising from this report.

Legal Implications  There are no legal implications arising from this report.

Equality and Diversity  No new or existing policy or procedure has been recommended.
Summary

The Board is asked to:
1. review progress in task group reviews;
2. note the work programmes of the scrutiny committees;
3. consider whether the work programme workshop format and selection criteria require any amendment; and
4. determine the Board’s future work programme.

1. REVIEWS

Current progress in the programme of overview and scrutiny reviews is reported below.

Corporate Performance Committee

<table>
<thead>
<tr>
<th>Current reviews</th>
<th></th>
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<tbody>
<tr>
<td>Household Waste Services</td>
<td>On 7 November, members of the task group met the Warwickshire County Council portfolio holder and group manager for waste management to explore concerns about the operation of the Hunters Lane recycling facility and the adequacy and sustainability of future waste disposal provision. On the basis of evidence drawn from this discussion, the task group concluded that the County Council was neither paying sufficient attention to achieving value for money in waste disposal facilities for councils other than itself, nor making adequate plans to satisfy the new demands that the urban expansion will create. The task group will make recommendations on actions that the borough council might take to argue the case for future provision. On 5 December, the task group drew up a set of preliminary recommendations aimed to equip the household waste service to meet the challenge presented by the expansion of Rugby’s urban area. These include the following:</td>
</tr>
</tbody>
</table>

2
- Support for the emphasis that the new planning design guide gives to streamlining of refuse storage, including underground storage.
- For each impending planning application, a need for early discussions with Environmental Services on estate layout and provision for waste storage.
- Adoption of the principle that developers should pay for new properties’ bins and other forms of waste storage.

The task group will next meet on 23 January and expects to report to Corporate Performance Committee on 6 February.

<table>
<thead>
<tr>
<th>Leisure Centre</th>
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<tbody>
<tr>
<td>The final meeting of the task group was held on 4 November 2013. It was agreed that a progress report on the operation of the leisure centre would be submitted to Corporate Performance Committee on 10 April 2013.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Later in the year</th>
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<tbody>
<tr>
<td><strong>Meeting the needs of the customer – meaningful measures of success</strong></td>
</tr>
<tr>
<td>On 21 November, the committee considered a report by the Head of Customer and Information Services providing an update on Value and Failure Measures in Customer Demand.</td>
</tr>
<tr>
<td>It was observed that the level of failure demand has not changed in percentage terms but the nature of it has changed. The amount of demand during the year is affected by various triggers such as seasonal changes, elections, etc. There is now more demand from people who cannot afford to pay money that is due to the council. The new CRM (Customer Relationship Management system) will be introduced in 2014 and its automatic capture functionality will help to identify and analyse different types of demand.</td>
</tr>
<tr>
<td>The review was essentially an update on work in progress, and the committee will continue to maintain an overview of progress.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Best value in service charge contracts</th>
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<tbody>
<tr>
<td>On 21 November, the committee agreed the following condensed one-page strategy:</td>
</tr>
</tbody>
</table>
| **Ambition**  
To develop an understanding of the setting of housing service charges and to appraise current performance in achieving value for money. |
| **Outcome**  
Member understanding of how charges are set, and their relationship with wider issues of housing policy (for example energy efficiency) and procurement strategy. |
| Identification of a priority area for further action, if found to |
The committee will carry out this light-touch review on 6 February.

**Crime and Disorder Committee**

### New review

| Alcohol Misuse – Public Spaces Protection Areas | This review will explore the use of the powers proposed in the Anti-Social Behaviour, Crime and Policing Bill to control nuisance caused by alcohol consumption and other anti-social behaviour in public. Among other things, this legislation will give local authorities the right to outlaw certain activities by imposing “public spaces protection orders” (PSPOs). On 28 November, the committee received a report and presentation on the new legislation as it currently stood. The committee discussed whether work should begin on the crime and disorder aspects of alcohol misuse and agreed to leave this until regulations and any other further guidance on PSPOs were published. |

In the meantime, action has been taken to combat drinking and anti-social behaviour in town centre churchyards, which was the original stimulus for holding a review on the crime and disorder aspects of alcohol abuse. |

**Customer and Partnerships Committee**

### Current reviews

| Universal credit and welfare reform | The task group held a meeting on 25 November to take evidence from key external partners and officers within the council about the measures they are taking to support the implementation of welfare reform in the borough. It also received an update on the measures that have been identified to monitor the impact of welfare reform locally. The next meeting of the task group will be held on Wednesday 22 January 2014 to gather evidence from voluntary sector groups on the impact of welfare reform ‘on the ground’ and the effectiveness of measures put in place by statutory agencies to mitigate against potential negative outcomes. The task group has invited written evidence from voluntary sector groups in advance of the meeting. |

| Fixed-term tenancies | The task group met on 12 December to consider further detailed evidence to help inform members as to whether to recommend the introduction of fixed term tenancies by the council at this time. This included: |

- indicative costs of administering fixed-term tenancies |
• details of the number and profile of households in need on the waiting list and turnover figures
• evidence from other similar-sized authorities and housing providers who have introduced fixed-term tenancies.

The next meeting is to be arranged in February 2014, and representatives from two other similar local authorities are to be invited to give evidence – one that has introduced fixed term tenancies, and one that has decided against using them. The task group has also asked to be briefed on the Government’s ‘Pay to Stay’ policy which, though beyond the scope of the review, is of relevance to the discussion about fairness in the use of council housing.

## Other reviews in the work programme

| Road surface condition and response of WCC, combined with footpath/pavement repairs | On 14 November CUSP considered the outcomes of scrutiny work carried out by WCC’s Communities Overview and Scrutiny Committee on the new Highways Maintenance Contract. The findings of the county’s scrutiny had been largely positive. It was decided that potential reviews on road and pavement surface maintenance and unadopted roads should be submitted to the workshop for reconsideration for inclusion in the 2014/15 overview and scrutiny work programme. |
| Neighbourhood Planning | Light touch review now deferred, to be scoped at the CUSP meeting in June 2014, as progress on the Coton Park pilot has been slower than anticipated. |
| Health services (Alcohol) | Following discussion at the OSMB meeting on 28 October 2013, CUSP agreed a one page strategy for a light touch review specifically of alcohol and health in Rugby, to be carried out by a sub-group of CUSP members. This is expected to convene in February or March 2014. |

The agreed aim of the review is to understand better the health impact of alcohol misuse in Rugby and assess the impact of actions taken through the Warwickshire Alcohol Implementation Plan (WAIP) and by other health agencies to address alcohol-related harm.

### 2. COMMITTEE WORK PROGRAMMES

The most recently produced work programme tables for the scrutiny committees are appended. These are subject to amendment as the year progresses.

### 3. OVERVIEW AND SCRUTINY WORK PROGRAMME 2014/15

The 2014/15 work programme workshop will be held at 5.30pm on Monday 3 March 2014 and follow the same format as in previous years. As before, members, officers, outside organisations and individuals have been invited to submit proposals for new
reviews. The guidance that has been issued emphasises the aim to identify review topics that will generate meaningful outcomes and make a real difference.

In the present economic climate it remains the case that the scrutiny work programme will need to give emphasis to identifying opportunities for savings, increasing revenue, and operating more efficiently.

Board members are asked to consider whether the workshop format and work programme selection arrangements require any amendment.

4. OVERVIEW AND SCRUTINY MANAGEMENT BOARD

The main focus of the next meeting of the Board on 17 March 2014 will be to consider the outcomes of the work programme workshop and determine the 2014/15 overview and scrutiny work programme.

Members are asked to consider whether there are any other items that should be scheduled for consideration by the Board at its next or any future meeting.
Name of Meeting: Overview and Scrutiny Management Board
Date of Meeting: 20 January 2014
Subject Matter: Overview and Scrutiny Work Programme Progress Report

There are no background papers relating to this item.
## Committee Work Programmes
### Corporate Performance Committee

**6 February 2014**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
<th>Who to involve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance report – Sustainable Inclusive Communities</td>
<td>Discussion of performance with the portfolio holder.</td>
<td>Portfolio holder</td>
</tr>
<tr>
<td>Performance Report – People</td>
<td>Covalent reports</td>
<td>Head of Business Transformation</td>
</tr>
<tr>
<td>Finance and Performance Monitoring Q3 (Cabinet 3 Feb)</td>
<td>Include monitoring of staff survey</td>
<td>Head of Resources, Head of Business Transformation</td>
</tr>
<tr>
<td>Best value in service charge contracts</td>
<td>Light-touch review</td>
<td>Head of Housing, Head of Resources</td>
</tr>
<tr>
<td>Review of Household Waste Services</td>
<td>Final report</td>
<td>Chairman, Scrutiny Officer</td>
</tr>
<tr>
<td>Carbon Management Plan</td>
<td>Progress review</td>
<td>Corporate Property Manager</td>
</tr>
<tr>
<td>Topic</td>
<td>Description</td>
<td>Who to involve</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Rugby Youth Council</td>
<td>Standing item</td>
<td></td>
</tr>
<tr>
<td>Health and wellbeing update</td>
<td>Standing item</td>
<td>Councilor Health Champion and council representative on WCC</td>
</tr>
<tr>
<td></td>
<td>To include consideration of Warwickshire Health Scrutiny Protocol</td>
<td></td>
</tr>
<tr>
<td>Coventry and Warwickshire NHS Partnership Trust</td>
<td>Introduction to Coventry and Warwickshire NHS Partnership Trust</td>
<td>Director of Operations, Coventry and Warwickshire NHS Partnership Trust</td>
</tr>
<tr>
<td>Disused Garages</td>
<td>Officer report on work undertaken by the housing service in relation to garage sites owned by the council.</td>
<td>Housing and Regeneration Manager</td>
</tr>
<tr>
<td>Neighbourhood planning – light touch review</td>
<td>Scoping this review (to be carried out in April 2014)</td>
<td>Head of Planning and Culture Development Strategy Manager Economy, Development and Culture Portfolio Holder</td>
</tr>
<tr>
<td>Feedback from Rugby World Cup Steering Group</td>
<td>To receive an update from the Steering Group on their consideration of the ideas and suggestions from the schools event</td>
<td>Economic Investment Officer</td>
</tr>
</tbody>
</table>
### 3 April 2014

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
<th>Who to involve</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rugby Youth Council</td>
<td>Standing item</td>
<td></td>
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<tr>
<td>Health and wellbeing update</td>
<td>Standing item</td>
<td>Councillor Health Champion and council representative on WCC</td>
</tr>
<tr>
<td></td>
<td>Sexual Health Commissioner from WCC to be invited</td>
<td></td>
</tr>
<tr>
<td>Universal credit and welfare reforms review</td>
<td>Interim report from task group</td>
<td>Cllr Tom Mahoney, Chairman</td>
</tr>
<tr>
<td>Fixed-term tenancies review</td>
<td>Review report</td>
<td>Review Chairman</td>
</tr>
</tbody>
</table>

**Future work programme items**

- Neighbourhood planning – light touch review (to be scoped June 2014)
- Update on inward investment and the work of Coventry and Warwickshire Local Enterprise Partnership (June 2014)
- Air Quality Progress Report (June 2014)
### Agenda Management Sheet

**Name of Meeting**: Overview and Scrutiny Management Board  
**Date of Meeting**: 20 January 2014  
**Report Title**: Overview and Scrutiny Review Action Plans  
**Ward Relevance**: All  
**Contact Officer**: Debbie Dawson  
(01788) 533592  
[debbie.dawson@rugby.gov.uk](mailto:debbie.dawson@rugby.gov.uk)

**Summary**: The Board has requested an exception report every six months on the progress of overview and scrutiny review action plans. This paper reports on the actions that are currently overdue and on the monitoring carried out by the other scrutiny committees.

**Financial Implications**: There are no financial implications arising from this report.

**Risk Management Implications**: There are no risk management implications arising from this report.

**Environmental Implications**: There are no environmental implications arising from this report.

**Legal Implications**: There are no legal implications arising from this report.

**Equality and Diversity**: No new or existing policy or procedure has been recommended.
Public Report to the Overview and Scrutiny Management Board

20 January 2014

Overview and Scrutiny Review Action Plans

Summary

The Board has requested an exception report every six months on the progress of overview and scrutiny review action plans. This paper reports on the actions that are currently overdue and on the monitoring carried out by the other scrutiny committees.

1. SCRUTINY REVIEW ACTION PLAN REPORTING PROCESS

To avoid duplication of work, the Board agreed in March 2012 that action plan progress reports in future should be considered as follows:

OSMB: August and January (exception reports)

Scrutiny Committees: June and November (full action plan reports)

It was also suggested at that time that the Board should not put follow-up work from its six-monthly exception report on its own subsequent agendas, but instead refer any further investigation work to the relevant scrutiny committee.

2. COMMITTEE SCRUTINY

Customer and Partnerships Committee and Corporate Performance Committee received reports on the actions plans within their remit in November 2013.

The action plans submitted in November 2013 were:

- Employee Wellbeing
- Housing Stock and Housing Need
- Inward Investment
- Planning for Play

The action plans for the Localisation of Council Tax Support and Impact of Reduced Capacity reviews have now been completed. Members are reminded that a review action plan was not agreed for the Housing Income Protection review as it was felt that this would create an unnecessary administrative burden, particularly as there was an existing housing service action plan for welfare reform. In addition, the new standing task group on universal credit and welfare reform is overseeing progress on the actions identified in the review recommendations.
Progress against the action plan for the Planning for Play review was considered in detail by Customer and Partnerships Committee on 12 September, when the Green Spaces Officer and the Play Development Officer both reported to the Committee.

3. EXCEPTION REPORTS

Those actions currently overdue in the ‘live’ scrutiny action plans are detailed at Appendix 1, for consideration by the Board. There are currently no overdue actions for the reviews of Housing Stock and Housing Need and Inward Investment.

Notes are provided by the responsible officers to explain the reasons why the actions are overdue. The overdue actions are reported to the Board so that any areas of concern or common themes may be identified. Board members are reminded that, if they consider that any follow-up scrutiny work on any of the overdue actions is required, this should be performed by one of the other scrutiny committees and not by the Board itself.
LIST OF BACKGROUND PAPERS

There are no background papers relating to this item.
Employee Wellbeing Action Plan

<table>
<thead>
<tr>
<th>EW06</th>
<th>Review terms and conditions including consideration of tailoring our 'package' better to provide benefits that staff value.</th>
<th>Progress</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>25%</td>
<td>30-Sep-2013</td>
</tr>
</tbody>
</table>

**Responsible Officer**  Suzanne Turner  
**Manager**  Adam Norburn  

**Latest Note**  
A project group has been convened. The group comprises a management representative from each service and TU reps. Six sub groups have been formed to look at specific T&Cs. Reporting back to the project group in December 13. Deadline of Sept 13 has been extended to allow the necessary time to carry out a review.
### PPR12-02 Recommendation 2: Achieving the most satisfactory location for safe and accessible play areas within housing developments

<table>
<thead>
<tr>
<th>Progress</th>
<th>Due Date</th>
<th>Responsible Officer</th>
<th>Managed By</th>
</tr>
</thead>
<tbody>
<tr>
<td>35%</td>
<td>30-Apr-2012</td>
<td></td>
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</tbody>
</table>

**Latest Note**

Still awaiting necessary documents to proceed. As a result of this, the Play Strategy will need to be re-reviewed to make sure content is still up to date before proceeding through cabinet.

### PPR12-02.2 Append the report of this review to the revised Play Strategy

<table>
<thead>
<tr>
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<th>Responsible Officer</th>
<th>Managed By</th>
</tr>
</thead>
<tbody>
<tr>
<td>35%</td>
<td>30-Apr-2012</td>
<td>Tomas Parker</td>
<td>Anna Rose</td>
</tr>
</tbody>
</table>

**Latest Note**

Tomas Parker 18-Oct-2013

Still awaiting necessary documents to proceed. As a result of this, the Play Strategy will need to be re-reviewed to make sure content is still up to date before proceeding through cabinet.