

Corporate Scrutiny Committee

Agenda

Date: Tuesday, 8th October, 2013
Time: 2.00 pm
Venue: Committee Suite 1,2 & 3, Westfields, Middlewich Road,
Sandbach CW11 1HZ

The agenda is divided into 2 parts. Part 1 is taken in the presence of the public and press. Part 2 items will be considered in the absence of the public and press for the reasons indicated on the agenda and at the foot of each report.

PART 1 – MATTERS TO BE CONSIDERED WITH THE PUBLIC AND PRESS PRESENT

1. **Apologies for Absence**

2. **Minutes of Previous meeting** (Pages 1 - 4)

To approve the minutes of the meeting held on 10 September 2013.

3. **Declarations of Interest**

To provide an opportunity for Members and Officers to declare any disclosable pecuniary and non-pecuniary interests in any item on the agenda.

4. **Declaration of Party Whip**

To provide an opportunity for Members to declare the existence of a party whip in relation to any item on the agenda.

5. **Public Speaking Time/Open Session**

For any apologies or requests for further information, or to give notice of a question to be asked by a member of the public

Contact: Mark Nedderman

Tel: 01270 686459

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A total period of 15 minutes is allocated for members of the public to make a statement(s) on any matter that falls within the remit of the Committee.

Individual members of the public may speak for up to 5 minutes, but the Chairman will decide how the period of time allocated for public speaking will be apportioned, where there are a number of speakers.

Note: In order for officers to undertake any background research, it would be helpful if members of the public contacted the Scrutiny officer listed at the foot of the agenda, at least one working day before the meeting to provide brief details of the matter to be covered.

6. **Adults' Safeguarding Issues**

To consider a report of the Head of Individual Commissioning. (to follow)

7. **Section 106 Update** (Pages 5 - 14)

To consider a report of the S106 Monitoring Officer.

Due to their volume, appendixes 1 and 3 are available on the Council's website only. Hard copies will be available for inspection at the meeting.

8. **Learning from Customer Feedback** (Pages 15 - 24)

To consider a report of the Senior Customer Relations and Compliance Officer.

9. **Work Programme Progress Report** (Pages 25 - 34)

To consider a report of the Head of Governance and Democratic Services.

CHESHIRE EAST COUNCIL

Minutes of a meeting of the **Corporate Scrutiny Committee**
held on Tuesday, 10th September, 2013 at Committee Suite 1,2 & 3,
Westfields, Middlewich Road, Sandbach CW11 1HZ

PRESENT

Councillors S Corcoran, H Davenport, D Newton, R West, J Wray and
C Andrew (substitute)

Apologies

Councillors S Wilkinson, P Edwards W Fitzgerald and Mr J McCann

39 OFFICERS PRESENT

Tony Crane – Director of Children’s Services
Alex Thompson – Finance lead – Strategy and Funding
Kim Evans – Licensing Team Leader
Mark Nedderman – Senior Scrutiny Officer

40 ALSO PRESENT

Councillor R Bailey – Children and Families Portfolio Holder
Councillor P Raynes – Finance Portfolio Holder
Councillor B Moran – Policy and performance Portfolio Holder

41 APPOINTMENT OF CHAIRMAN

RESOLVED – That Councillor Roger West be appointed Chairman for the meeting.

42 MINUTES OF PREVIOUS MEETING

RESOLVED – That the minutes of the meeting held on 10 September 2013 be confirmed as a correct record and signed by the Chairman.

43 DECLARATIONS OF INTEREST

There were no declarations of interest.

44 DECLARATION OF PARTY WHIP

There were no declarations of the existence of a party whip.

45 PUBLIC SPEAKING TIME/OPEN SESSION

There were no members of the public present who wished to speak.

46 CHILDREN'S SAFEGUARDING ISSUES -IMPROVEMENT PLAN HIGHLIGHT REPORT.

The Committee considered a report of the Director of Children's services providing an update on improvement activity since July 2013 in connection with the Ofsted inspection of children's safeguarding arrangements reported to this Committee in May 2013.

The Director of Children's services explained that the Improvement Notice had not been signed off by the Minister at the DfE but in anticipation of the receipt of the notice, the Council had continued to plan and was carrying out a range of actions to cover the vast majority of the issues identified in the notice.

The committee was reminded that the Ofsted report had looked in detail at four key areas: Workforce, Performance, Major Case Audit and Case Studies. The audit did highlight some inconsistencies and variability in relation to practice and quality some of which could be attributed to the Councils current case management (PARIS) and legacy issues relating to an over reliance on agency staff. The Committee was informed that there were currently 198 social workers in the directorate (175FTE) and that currently there were no vacancies.

The key risks to the Council were identified as:

- Inconsistency of practice continued to be a key issue
- Evidence of recording activity was still too variable
- Whilst the quality of agency social workers had improved, the percentage of permanent staff continued to be high
- A slight dip in the number of Common Assessment Framework's (CAF's)
- A need to ensure the improvement plan incorporated the requirements of the improvement notice

The Chairman reminded Members that at its meeting held on 7 May 2013 in relation to the Ofsted inspection into the Council's safeguarding arrangements; the Committee had asked the Strategic Director to bring to the committee suggestions as to where the committee could add greatest value in connection with the future scrutiny of the Council's arrangements on child protection.

RESOLVED -

- (a) That the report be received and the progress outlined in the report noted;
- (b) That the Director of Children's Service be requested to report back to a future meeting with suggestions as to where the committee can add greatest value to the scrutiny of the Council's arrangements in respect of child protection;
- (c) That Director of Children's Services be also requested to provide a demographic breakdown of the staff within the safeguarding unit;

- (d) That in future, the Director of Children's Services be requested to produce reports which focus on matters of particular concern, i.e. those displaying a 'red light' and include a commentary as to what improvements are required and identify where progress has been made.

47 LICENSING POLICY

The Committee considered a report of the Licensing Team leader relating to a revised licensing policy which under the Licensing Act 2003 was required to be reviewed every 5 years.

The Council's first statement of Licensing Policy came into effect in 2009. The statement of Licensing Policy established a local framework for decision making when considering applications for relevant permissions, or variations to existing terms and conditions.

The Committee was being consulted as part of the formal consultation arrangements.

RESOLVED - That revised Licensing Policy be supported.

48 BUDGET TIMETABLE REPORT

The Committee considered a report of the Interim Chief Operating Officer setting out the Budget setting engagement process 2014/15.

The timetable included a proposal for the committee to be formally consulted on the draft budget during week commencing 13 January 2014.

RESOLVED –

- (a) That the report be received. and arrangement be put in place to re-arrange the January 2014 meeting of the is committee to a new date during week commencing 13 January 2014 to fall in line with the budget engagement process timetable;
- (b) That the scheduled January 2014 meeting be re-arranged to take place during week commencing 13 January 2014 to fall in line with the budget engagement process timetable.

49 WORK PROGRAMME PROGRESS REPORT

The Committee reviewed its work programme for the current municipal year.

RESOLVED – That the report be received.

The meeting commenced at 2.00 pm and concluded at 3.25 pm

Councillor R West (Chairman)

CHESHIRE EAST COUNCIL

REPORT TO: Corporate Scrutiny Committee

Date of Meeting: 8th October 2013
Report of: S106 Monitoring Officer
Subject/Title: Section 106 Agreements

1.0 Report Summary

1.1 The purpose of this report is to update members on the current balance of S106 monies held by Cheshire East Borough Council and also sets out the process and current procedures in place for management of the S106 Agreements on completion of the agreements.

2.0 Decision Requested

2.1 That the Corporate Scrutiny Committee notes the report

3.0 Wards Affected

3.1 All

4.0 Local Ward Members

4.1 All

5.0 Background and Introduction

5.1 The S106 Officer reports semi-annually to the Scrutiny Committee

6.0 S106 monies currently held by Cheshire East Borough Council

6.1 Presented at Appendix 1 is a spreadsheet relating to the level of resource currently available.

6.2 In summary, the Council currently holds a total of £7,971,263.37 in the S106 account. £3,660,345.79 of the total figure is identified as non-time limited funds and £4,310,917 is identified as funds time limited for expenditure. This equates to £7,426,143.82 in capital and £545,119.55 in revenue.

6.3 Members should note that this is a working document which is continually being developed.

6.4 Presented at Appendix 2 is an overview of the amount of S106 funds currently being held on a ward basis, it is an overview rather than offering specific breakdown of monies held but it does provide a quick reference for members who can then request the detailed information directly from the S106 Monitoring Officer.

6.5 **Comparison of income and expenditure for the last 2 financial years**

Type of transaction	Financial Year	
	2011/12	2012/13
Income	265,643.00	1,422,462.00
Expenditure	143,417.00	528,448.36
S106 money returned	0	0

7.0 **Income and expenditure for year 2013/14**

7.1 From April 2013 to 28th August 2013 the Council has received S106 income of £2,585,244.56.

7.2 The Council is holding a substantial deposit of 2 million pounds for the restoration of Combermere Abbey (Audlem Ward). The S106 agreement relates to an appeal decision which granted permission for 43 dwellings including 5 affordable dwellings at land at Sheppenhall Lane in Aston. This deposit will enable the restoration of the North Wing of the Abbey as specified in detail in the S106 itself. The funds were deposited in June 2013 by Taylor Wimpey with The S106 Monitoring Officer is the Scheme Manager and expenditure has already been incurred and the restoration has begun. The development will, through the Section 106 agreement, provide an increased level of public access, opening the Abbey to for a minimum of 40 days a year, the gardens for a minimum of 6 days a year and opening the Abbey and grounds for an additional two days a year to allow two local Parish Councils to hold events. The S106 also secured other financial contributions which have not yet been triggered.

8.0 **S106 Agreements completed**

8.1 Presented at Appendix 3 is a list of agreements completed. At the last Corporate Scrutiny Committee members were presented with a basic list, this time the S106 Monitoring Officer has included the specific requirements of the S106 agreements including where the covenants are restrictive. The information

presented gives members a good indication of the types of benefits being secured through the agreements.

8.2 Overall, 47 S106 agreements or unilateral undertakings have been agreed from January 2013 to September 2013.

8.3 Income is dependent on the implementation of the planning permission and then the appropriate trigger being met and effectively monitored.

9.0 Management of S106 Agreements Completed by Cheshire East Council

9.1 The management of S106 agreements including the income generated from them has been the subject of an Internal Audit. This made a number of recommendations, the main of which is developing a formal internal policy and procedure and ensuring the monitoring of income and expenditure.

9.2 In this report the S106 Monitoring Officer will set out formally how the agreements are managed to inform members of the Scrutiny Committee and also satisfy the requirements of the audit report. It is important that the negotiation of planning obligations and subsequent expenditure of any contributions received from developers are carefully monitored in a transparent and accountable way. Effective communication of the agreements to all relevant parties is crucial to the process.

9.3 When a section 106 agreement has been signed, an electronic copy of the agreement accompanied with a completion memo is circulated from Legal Services to all stakeholders which may include colleagues in highways, education, housing, spatial plans (housing land supply), parks and green spaces, land charges, finance and S106 officer for monitoring as well as the planning officer who will issue the decision notice. A copy is placed on the planning register. This ensures that all relevant parties have access to the information they require.

9.4 Information relating to the agreement is then entered into a Microsoft Access database for the purpose of monitoring. The system records information including:

- The planning permission reference number
- Address including ward and parish
- Description of the development
- Planning obligations – financial and in-kind

- Amount of financial contribution
- Trigger for planning obligation
- Date money received
- Physical works completed

- 9.5 The trigger for payment or things to happen can include commencement of development, phases of development, occupation or completion of the agreement itself. Through proactive monitoring, if a payment or event has been triggered, then the S106 Monitoring Officer writes to the developer to request the sum, depending on the wording of the agreement. This may include indexation and late payment interest.
- 9.6 When payments are received they are recorded and noted against the relevant agreement and included in the Council's Capital Programme for spending. This is the information which is presented to members at Appendix 1. To ensure that all relevant parties are informed of S106 income, the S106 Monitoring Officer circulates a memo to Finance, the relevant Stakeholder and the appropriate Ward member for information.
- 9.7 The spreadsheet is maintained by the Councils Finance department, in accordance with financial regulations. The spreadsheet is populated by both the Council's Accountants and the S106 Monitoring Officer, and is then circulated to all budget holders and finance teams on a quarterly basis. It is disseminated to officers within the respective teams so that they are aware of the monies available for spend and project managers are appointed, where appropriate, to ensure the funds are spent against agreed priorities.
- 9.8 The spreadsheet enables the monitoring of deadlines where the money is due to expire. A risk assessment is done on a regular basis to identify where monies are due to expire so that the expenditure of the money can be expedited. In the unlikely event that money expires or there is a residual balance this will be paid back to the developer in accordance with the S106 Agreement. In the last two financial years no S106 monies have been repaid to the developer.
- 9.9 When stakeholders wish to access the S106 monies for spend a process is in place which verifies that spend. In addition to the stakeholders own internal process (i.e. a delegated decision notice sign off for certain amounts) a 'Drawdown request' is completed for both finance and the S106 Monitoring Officer to verify that spend is in accordance with the specifics of the S106

agreement. This effectively monitors expenditure in addition to reporting to Corporate Scrutiny.

9.10 The above process is simple, yet effective and all information held is relevant, maintained and accessible.

10 Further improvements

10.1 At the last Corporate Scrutiny in April 2013 Members expressed that they would like to see the information relating to S106 funds available readily accessible to them. With this in mind and with the aim to improve transparency and promote the area of work related to S106 agreements, the S106 Monitoring Officer proposes to update and make changes to the web page associated with S106 agreements, currently contained in the planning web pages. The information currently held on web page needs updating. It is intended to publish details of S106 funds received and being held by the Council, the details of agreements completed and possibly link the database so that information becomes 'self serve'.

10.2 Progress with particular obligations and expenditure in general will continue to be reported twice yearly to Corporate Scrutiny.

The background papers including the individual S106 Agreements relating to this report can be inspected by contacting the report writer:

Name: Rachel Bolton

Designation: S106 Monitoring Officer (Development Management)

Tel No: 01270 686747

Email: Rachel.bolton@cheshireeast.gov.uk

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APPENDIX 2 – Ward overview of S106 funds available

WARD NAME	BALANCE OF S106 FUNDS AVAILABLE
Alderley Edge Ward	£146,783.83
Alsager Ward	£89,995.84
Audlem	£1,903,653.63 – All specific to restoration of Combermere Abbey
Bollington Ward	£97,620.02
Brereton Rural Ward	£306,110.06
Broken Cross and Upton Ward	£307,703.89
Bunbury Ward	£15,064.50
Chelford Ward	£61,820.00
Congleton East Ward	£8,000
Congleton West Ward	£414,812.85
Crewe Central Ward	£50,113.10
Crewe East Ward	£83,970.48
Crewe North Ward	0
Crewe South Ward	£52,065.80 – highways crossing facilities
Crewe St Barnabas Ward	£49,741.00 – specific to King George Playing Field
Crewe West Ward	£1,632.42 – relates to maintenance drawdown
Dane Valley Ward	£247,733.00
Disley Ward	0 – income pending re: Fibrestar
Gawsworth Ward	£53,925.00
Handforth Ward	£523,836.40
Haslington Ward	£20,546.78
High Legh Ward	£24,000
Knutsford Ward	£81,169.53

APPENDIX 2 – Ward overview of S106 funds available

WARD NAME	BALANCE OF S106 FUNDS AVAILABLE
Leighton Ward	£27,842.17 – maintenance drawdown
Macclesfield Central Ward	£239,313.34
Macclesfield East Ward	£158,421.08
Macclesfield Hurdsfield Ward	£9,306.67
Macclesfield South Ward	£313,599.98
Macclesfield Tytherington Ward	£6,449.69
Macclesfield West and Ivy Ward	£132,992.96
Middlewich Ward	£568,958.63 – NB 503,577.07 is capital
Mobberley Ward	£43,689.56
Nantwich North and West Ward	£1,149.98
Nantwich South and Stapeley Ward	£29,670.74
Odd Rode Ward	£115,854.22
Poynton East and Pott Shrigley Ward	£59,591.60
Poynton West and Adlington Ward	0
Prestbury Ward	0
Sandbach Elworth Ward	£252,943.47
Sandbach Ettiley Heath and Wheelock Ward	£24,590.94
Sandbach Heath and East Ward	£69,474.58
Sandbach Town Ward	£94,000.16
Shavington Ward	£2,000 – maintenance drawdown
Sutton Ward	£30,011.34 – specific to Langley playing fields
Willaston and Rope Ward	£3,995 – maintenance drawdown
Wilmslow Dean Row Ward	£114,518.08
Wilmslow East Ward	£186,100.48

APPENDIX 2 – Ward overview of S106 funds available

WARD NAME	BALANCE OF S106 FUNDS AVAILABLE
Wilmslow Lacey Green Ward	£546,138.31
Wilmslow West and Chorley Ward	£42,901.56
Wistaston Ward	£4,500 – maintenance drawdown
Wrenbury Ward	0
Wybunbury Ward	£11,900.00 – specific to affordable housing

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CHESHIRE EAST COUNCIL

Corporate Scrutiny Committee – 8th October 2013

Learning from Customer Feedback

1.0 Report Summary

- 1.1 This report provides a summary of the formal feedback received through the Cheshire East Council Complaints, Compliments and Suggestions process.
- 1.2 There is also a summary of cases dealt with by the Local Government Ombudsman (LGO) about Cheshire East Council for the period 1st April 2012 to 31st March 2013.

2.0 Recommendation

- 2.1 That the Committee notes this report and makes any further response it considers appropriate.

3.0 Background

In 2012/13 the Council recorded 2,676 instances of customer feedback through the local policy. **Appendix 1** provides an analysis of where the complaints, compliments and suggestions were received by the Council over the past two years.

Just over half (53%) of the total cases related to a complaint. 1,196 complaints were made through the Corporate Complaints process and a further 215 were Social Care Complaints made through their statutory process. The figures show a fall of 197 complaints from the previous year which is a 12% reduction.

The Customer Relations Team have analysed the complaints statistics and have ascertained that the most frequent complaints into the Council were as follows:

Waste Inconsistent collections
 Attitude of waste operatives
 5 working day re-collection SLE

Highways Potholes
 Lack of contact/action following a report
 Lack of signage following a diversion

Council Tax	Phone line opening hours Summons/reminder received Delays in responding to correspondence
Adults	Care planning Care practice (external and Care4ce) Charging
Development	Lack of contact by Case Officer Delays in processing applications Disagreement with decision
Childrens	Care planning Care practice Communication

4.0 Complaints to Local Government Ombudsman (LGO) about Cheshire East Council

From 1st April 2012, the LGO changed the way in which they reported complaints and so their Annual Report for 2012 - 2013 was much less comprehensive than previous reports. A total of 68 complaints were considered by the LGO which compares favourably with the 179 handled the previous year.*

**Note: There is a slight discrepancy between the figures quoted in their 2012-2013 report (they state 57 complaints received) and the Council's (68), which is currently being investigated. However, it is likely to be a timing difference (i.e. relating to the decisions made within the year on the complaints received). They now triage complaints before making enquiries with the relevant authority. This was not done in 2011-2012; hence the big drop in numbers.*

The LGO found that, in 87% of the complaints or enquiries submitted, there was no evidence of maladministration or injustice to the complainant.

In 9 cases (13%), Local Settlements were reached. Two of the Local Settlements related to the same Planning issue; they have been highlighted as a cause for concern and were the subject of a Public Report. A review of this is still ongoing within the Planning Service.

(A Local Settlement is when an authority takes or agrees to take action that the Local Government Ombudsman considers to be a satisfactory response. This can be a change in procedures, re-consideration of the original decision, an apology and/or compensation payment).

The table overleaf details the complaints to the LGO for 2012/2013 compared with 2011/2012, per service area:

Total LGO Complaints by Service	Not Investigated 12/13	Investigated 12/13	Not Investigated 11/12	Investigated 11/12
Adult Care Services	4	13 <i>4 Local Settlements</i>	19	14
Housing Benefits & Council Tax	5	2 <i>2 Local Settlements</i>	12	6
Corporate & Other Services	2	0	4	3
Education & Children's Services	5	8 <i>1 Local Settlement</i>	21	13
Environmental Services & Public Protection & Regulation	1	0	9	4
Highways & Transport	5	3	7	3
Markets	1	0	0	0
Parking Enforcement	1	0	0	0
Planning	5	13 <i>2 Local Settlements</i>	41	18
Housing	0	0	3	2
Total	29	39	116	63

5.0 Comparison with other Unitary Authorities

Appendix 2 details all complaints against Unitary Authorities investigated by the LGO in 2011 – 2012 (the most recent figures). The highest figure is 130, for Cornwall CC, the lowest is 3, for Rutland, and the average is 39 complaints per authority. In the same period, the LGO investigated 63 complaints against Cheshire East Council.

6.0 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

Name: Helen Gough
 Designation: Senior Customer Relations and Compliance Officer
 Tel No: 01270 685616
 Email: Helen.gough@cheshireeast.gov.uk

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Appendix 1

Complaints, compliments and suggestions received by Cheshire East Council – 2012/13 and 2011/12

1. Complaints

Service Area	Number of Complaints Received 12/13	Number of Complaints Received 11/12
Waste & Recycling	339	588
Highways & Transportation	254	67
Council Tax & Business Rates	160	185
Development Management	109	119
Leisure Facilities (inc Development)	70	59
Customer Services (inc Web Site)	51	128
Housing Benefit Service	35	53
Other	29	22
Streetscape & Bereavement	28	17
Parking Enforcement	26	30
Children's (non-statutory complaints)	24	12
Library Services	24	11
Environmental Protection	13	10
Housing Strategy	10	7
Legal & Democratic Services	8	8
Regeneration	7	6
Spatial Planning, Building Control & Land Charges	3	17
Green Spaces	3	8
Assets	3	5
Cultural Facilities & Events, Arts Heritage	0	5
Adults (non-statutory complaints)	0	0
Total Corporate Complaints	1196	1369
Complaints to Adults Services	136	147
Complaints to Children's Services	79	92
GRAND TOTAL COMPLAINTS	1411	1608

Appendix 1

Complaints, compliments and suggestions received by Cheshire East Council – 2012/13 and 2011/12

2. Compliments

Service Area	Number of Compliments Received 12/13	Number of Compliments Received 11/12
Highways & Transportation	27	2
Waste & Recycling	54	59
Council Tax & Business Rates	39	36
Leisure Facilities (inc Development)	4	4
Development Management	10	6
Customer Services (inc Web Site)	82	64
Housing Benefit Service	65	73
Other	2	1
Streetscape & Bereavement	101	7
Parking Enforcement	0	0
Children's	25	22
Library Services	16	12
Environmental Protection	0	0
Housing Strategy	0	2
Legal & Democratic Services	0	1
Regeneration	1	0
Spatial Planning, Building Control & Land Charges	2	4
Green Spaces	1	0
Assets	0	0
Cultural Facilities & Events, Arts Heritage	0	1
Adults	792	351
Total	1221	645

Appendix 1

Complaints, compliments and suggestions received by Cheshire East Council – 2012/13 and 2011/12

3. Suggestions

Service Area	Number of Suggestions Received 12/13	Number of Suggestions Received 11/12
Highways & Transportation	9	5
Waste & Recycling	10	57
Council Tax & Business Rates	1	5
Leisure Facilities (inc Development)	6	4
Development Management	1	3
Customer Services (inc Web Site)	3	8
Housing Benefit Service	0	1
Other	1	1
Streetscape & Bereavement	2	2
Parking Enforcement	3	0
Children's	1	0
Library Services	1	1
Environmental Protection	0	2
Housing Strategy	0	0
Legal & Democratic Services	2	0
Regeneration	2	3
Spatial Planning, Building Control & Land Charges	0	0
Green Spaces	1	1
Assets	0	2
Cultural Facilities & Events, Arts Heritage	1	0
Adults	0	0
Total	44	95

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Appendix 2

Unitary Authorities investigated by the LGO in 2011 – 2012 (the most recent figures)

Unitary Authority	Total decisions 2011 - 2012	Not investigated 2011-2012		Investigated 2011-2012				Report	Total decisions 2010 - 2011	Total decisions 2009 - 2010	3 Year Unitary Council Average
		No power to investigate	No reason to use exceptional power to investigate	Investigation not justified & Other	Not enough evidence of fault	No or minor injustice & Other	Injustice remedied during enquiries				
<i>English Unitary Average</i>	<i>40</i>	<i>2</i>	<i>3</i>	<i>7</i>	<i>14</i>	<i>6</i>	<i>7</i>	<i>0</i>	<i>36</i>	<i>31</i>	<i>35</i>
Cornwall	130	5	12	11	49	24	29	0	113	50	98
Brighton & Hove	100	0	8	29	19	16	27	1	61	67	76
Bristol	99	4	13	14	41	9	17	1	106	96	100
County Durham	89	1	3	21	30	11	17	6	69	36	65
Leicester	82	7	2	5	45	10	13	0	84	73	80
Kingston upon Hull	72	3	9	20	17	9	12	2	66	72	70
Nottingham	69	3	4	21	20	11	10	0	62	52	61
Cheshire West & Chester	68	5	5	22	20	7	9	0	34	19	40
Shropshire	65	1	1	13	19	14	17	0	44	18	42
Cheshire East	63	2	5	18	17	11	10	0	50	41	51
Stoke-on-Trent	61	1	1	9	32	11	7	0	44	35	47
Medway	59	3	5	8	17	5	21	0	66	60	62
Wiltshire	58	2	7	5	28	9	7	0	37	21	39
East Riding of Yorkshire	55	4	4	10	16	11	10	0	50	62	56
Thurrock	55	2	2	14	12	7	18	0	40	46	47
Northumberland	54	1	4	11	24	9	5	0	43	12	36
Milton Keynes	44	5	4	4	18	4	9	0	30	24	33
Derby	42	3	1	15	10	5	8	0	34	50	42
Herefordshire	39	1	3	2	23	5	5	0	41	25	35
Plymouth	37	3	3	6	14	5	6	0	52	48	46
Torbay	37	5	0	4	17	7	3	1	20	26	28
Southampton	36	4	3	4	12	5	8	0	30	28	31
North Somerset	34	1	4	6	11	2	10	0	35	51	40
York	34	4	3	0	13	4	10	0	26	25	28
Isle of Wight	32	1	2	1	14	5	9	0	34	39	35
South Gloucestershire	31	0	4	4	9	4	10	0	22	33	29
Luton	30	2	2	2	10	3	11	0	48	33	37

Appendix 2

Unitary Authorities investigated by the LGO in 2011 – 2012 (the most recent figures)

Unitary Authority	Total decisions 2011 - 2012	Not investigated 2011-2012		Investigated 2011-2012				Report	Total decisions 2010 - 2011	Total decisions 2009 - 2010	3 Year Unitary Council Average
		No power to investigate	No reason to use exceptional power to investigate	Investigation not justified & Other	Not enough evidence of fault	No or minor injustice & Other	Injustice remedied during enquiries				
Swindon	29	1	3	3	13	5	4	0	32	38	33
Southend-on-Sea	28	1	0	11	6	5	5	0	24	19	24
Blackpool	27	3	2	7	8	5	2	0	23	20	23
North Lincolnshire	27	4	4	5	7	4	3	0	9	19	18
Portsmouth	27	3	0	3	13	4	4	0	32	28	29
Central Bedfordshire	25	4	0	3	9	3	6	0	43	7	25
Telford & Wrekin	25	2	4	1	11	6	1	0	26	17	23
Bournemouth	24	3	2	6	10	1	2	0	26	28	26
Warrington	24	1	2	9	4	3	3	2	26	21	24
Darlington	23	3	3	5	5	5	2	0	28	21	24
Peterborough	23	1	1	2	9	4	4	2	25	24	24
Poole	23	3	3	3	4	5	5	0	30	23	25
Reading	23	0	6	5	4	0	8	0	31	27	27
Wokingham	23	0	1	4	8	3	7	0	22	35	27
Blackburn with Darwen	22	2	0	5	9	4	2	0	15	18	18
West Berkshire	20	2	2	9	6	1	0	0	27	13	20
Redcar & Cleveland	19	1	0	6	4	6	2	0	25	22	22
Bracknell Forest	18	1	2	5	6	2	2	0	8	6	11
Halton	18	0	3	4	9	1	1	0	15	16	16
Windsor & Maidenhead	17	1	2	4	3	4	3	0	25	18	20
Bedford	16	3	0	2	6	2	3	0	20	5	14
Hartlepool	16	1	1	1	10	2	1	0	12	10	13
North East Lincolnshire	16	1	2	6	2	2	3	0	20	16	17
Slough	15	2	1	3	2	3	3	1	21	22	19
Stockton-on-Tees	15	1	2	5	5	2	0	0	15	18	16
Middlesbrough	13	2	4	4	2	0	1	0	15	14	14
Rutland	3	0	0	0	1	1	1	0	6	4	4

.CHESHIRE EAST COUNCIL

REPORT TO: CORPORATE SCRUTINY COMMITTEE

Date of Meeting: 8 October 2013
Report of: Head of Governance and Democratic Services
Subject/Title: Work Programme update

1.0 Report Summary

- 1.1 To review items in the 2013/2014 Work Programme listed in the schedule attached, together with any other items suggested by Committee Members.

2.0 Recommendations

That the 2013/2014 work programme be reviewed.

3.0 Reasons for Recommendations

- 3.1 It is good practice to agree and review the Work Programme to enable effective management of the Committee's business.

4.0 Wards Affected

- 4.1 All

5.0 Local Ward Members

- 5.1 Not applicable.

6.0 Policy Implications including - Carbon reduction - Health

- 6.1 Not known at this stage.

7.0 Financial Implications

- 7.1 Not known at this stage.

8.0 Legal Implications

- 8.1 None.

9.0 Risk Management

9.1 There are no identifiable risks.

10.0 Background and Options

10.1 The schedule attached has been updated to reflect the decisions taken by the Committee at its previous meeting.

10.2 Members are asked to review the schedule attached to this report, and if appropriate, add new items or delete items that no longer require any scrutiny activity. When selecting potential topics, Members should have regard to the Council's new three year plan and also to the general criteria listed below, which should be applied to all potential items when considering whether any Scrutiny activity is appropriate.

The following questions should be asked in respect of each potential work programme item:

- Does the issue fall within a corporate priority;
- Is the issue of key interest to the public;
- Does the matter relate to a poor or declining performing service for which there is no obvious explanation;
- Is there a pattern of budgetary overspends;
- Is it a matter raised by external audit management letters and or audit reports?
- Is there a high level of dissatisfaction with the service;

10.3 If during the assessment process any of the following emerge, then the topic should be rejected:

- The topic is already being addressed elsewhere
- The matter is subjudice
- Scrutiny cannot add value or is unlikely to be able to conclude an investigation within the specified timescale

11 Access to Information

The background papers relating to this report can be inspected by contacting the report writer:

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Corporate Overview and Scrutiny Committee Work Programme 8 October 2013

Issue	Description/Comments	Suggested by	Portfolio Holder as at February 2013	Current Position R,A,G	Date for completion
Children and Adults Safeguarding issues	Standard agenda item to receive updates	The Committee	Children and Families and Health and Adult Social Care	Standard item to be introduced from April 2013	16 April 2013 and continuing
Ofsted Inspection	To review the findings of the Ofsted Inspection March 2013	The Committee	Children and Families	Further action required to co-ordinated with the Children and Families PDG.	TBA
Performance Management information	To be received at least quarterly	Handover from Previous Scrutiny	Performance	To be received quarterly.	2013
Budget Monitoring	To be undertaken at least quarterly	Handover from Previous Scrutiny	Finance	To be received quarterly.	2013

Budget Consultation	To determine the Committees involvement in budget consultation arrangements in accordance with constitutional requirements, initially through a briefing paper with a view to being formally consulted on the budget in January 2014.	Handover from Previous Scrutiny	Finance	Further information to be provided by the Finance Portfolio Holder on specific consultation arrangements	10 September 2013
Section 106 Agreements	To receive progress reports on monies owing/spent	Handover from Previous Scrutiny	Strategic Communities	6 monthly review.	8 October 2013
Complaints	To review the most frequently occurring complaints	The Committee	Strategic Communities	Report on today's agenda	8 October 2013
Residential Provision Task and Finish Review -update	Review actions of Cabinet in response to the scrutiny review	Handover from Previous Scrutiny	Children and families	Further information to be obtained about the scheduling of this item	11 November 2013
Council Tax base/mid year	To consider a report on issues/options in relation to	Finance portfolio	Finance		11 November 2013

review	the Council tax base 2014/15 and mid year review 2013/14	Holder			
School Examination data 2012/13	To review the annual school examination data	Handover from Previous Scrutiny Handover from Previous Scrutiny	Children and Families		11 November 2013
Schools and the new Ofsted framework	To review the impact on schools of the new framework	The Committee	Children and Families	Update on the Council's experiences to be linked with the report on examination results	11 November 2013
Multi-agency inspection results		The Committee	Children and families		11 November 2013
Regulation 33 update	To receive periodic reports on Section 33 visits to Children's establishments.	Handover from Previous Scrutiny	Children and Families	To be received 6 monthly	December 2013
New management Structure	To review the effectiveness of the new management structure approved in February 2013	The Committee	All Portfolios	The new structure is expected to be completed by the Autumn of 2013	April 2014

Libraries Strategy	6 month review - to review the success of the strategy following its implementation in August.	Handover from Previous Scrutiny	Strategic Communities	To be held in abeyance until after the current review of the Libraries Strategy led by the Communities PDG	TBA
Home to School Transport Task and Finish - update	Review actions of Cabinet in response to the scrutiny review	Handover from Previous Scrutiny	Children and Families	Further information to be obtained about the scheduling of this item	TBA
Business Generation Centres update	Review actions of Cabinet in response to the scrutiny review	Handover from Previous Scrutiny	Prosperity and Economic Regeneration	Further information to be obtained about the scheduling of this item	TBA
BeWilderwood	To review the financing arrangements of this scheme	The Committee	Prosperity		TBA

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