

S C	Review Title	Year	Rec No.	Recommendation	Response	Cabinet Response	DATE UPDATE COMPLETED/OFFICER AND JOB TITLE COMPLETING	Completed?	Comments from Scrutiny Chairs Nov 2012	
4	Woodside Regeneration Project	2006/07	7	The provision of the Project Office should continue for the life of the project and beyond. The Project Office is a very popular service and gives the council a human face - encouraging the residents to raise problems they have and keep the estate maintained.	Agree	The Woodside approach is also seeking to empower local people, and align services to local needs, to ensure that there is a reducing need and demand for the current level of Project Office services.			Include in updates to Co-operative and Communities Scrutiny Committee on First Point	
2	Sale of Council Assets	2007/08	1	Asset & Property Management (A&PM) should notify relevant Ward Members and the Cabinet Member for Regeneration on all asset sales, including when they are notified by another Council service area to assess potential for sale of a Council asset outside of the Property Investment Portfolio. (PIP)	Agreed				Update on how this information is communicated to Councillors to be requested	
N/ A	First Point Telford	2008/09	1	Continual monitoring of First point Telford to ensure that the appropriate ranges of services are provided to the public.		First Point Telford has limited capacity due to the size of the accommodation. However, whilst all of the major services are already provided, new services are being added on a regular basis, through the use of surgeries. The latest partner wishing to explore the benefits of co-location at First Point is the PCT.			Archive Recommendation - General update on First Point to Co-operative and Communities Scrutiny Committee	
N/ A	First Point Telford	2008/09	2	The Cabinet consider providing a permanent point of contact for Council services in the town centre vicinity.		The Corporate Management Team will shortly be asked to consider a proposal that will allow a One Stop Shop to be developed on the ground floor of Civic Offices. The One Stop Shop will build on the success of First Point Telford, bringing together many more council and partner services into one facility.			As above	
	First Point Telford	2008/09	3	The Cabinet considers the library facilities to offer a first point of contact for Council services throughout the Borough; especially in areas where the library is used on a part time basis.		This recommendation is in line with the Customer Strategy. The current review of Leisure and Culture being undertaken by Northgate Kendric Ash and the Business Efficiency Team have been asked to consider this recommendation as part of their review.			As above	
	Section 106	2008/09	1	Members recommend that Planning Officers consider including more detail of specific S106 agreement on the planning permission to provide more clarity to members of the public, Ward Members and Parish Councillors.	Not Agreed	- The planning permission is a formal document setting out the conditions that govern the implementation of the proposal. The S106 Agreement is a separate document setting out associated planning obligations. The planning permission is not the appropriate place to repeat the S106 obligations. Current practice is to include a clear written "informative" confirming that the permission is subject to a written S106 Agreement. Any person can request a copy of the S106 Agreement and a copy is held on the public planning file. Planning conditions and planning obligations should not be confused and to set them out on the same document has potential to lead to confusion and the risk that the S106 agreement will be seen to have had undue influence on the planning decision. Amended Proposal - The existing informative will be amended to make it clear that a copy of the S106 Agreement is available to the public			Include in work programme for Housing Economy and Infrastructure Scrutiny Committee work on Community Infrastructure Levy	

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	Section 106	2008/09	2	Members recommend that planning officers convene more multi department team discussions for medium and larger developments, on priorities for inclusion in a Section 106 agreement at the very beginning of the process and to include Ward Members as is appropriate.	Agreed	- To introduce a Development Team approach to look at medium sized developments (ten or more houses). A Development Team approach for medium sized applications will be dependent on effective project management support and consistent and timely contributions to the approach by officers from all of the service areas involved. The leading authorities who have been successful in introducing the Development Team Approach have sought to fund a planning obligations/project support officer through adding an administrative charge to the planning obligation. This person would be able to play an important role both in project management but also importantly in being a focal contact and conduit for developers, the public and local Members for planning agreement matters. A report setting out the composition of the Development Team and its procedures together with recommendations on how the project support officer could be funded at no cost to the Council will be prepared for consideration by Directors			As above	
	Section 106	2008/09	3	Support the inclusion of contributions under section 106 for both early years and secondary school places in the Local Development Framework.	Agreed	- Council's Local Development Plan is being developed in a staged process, with a proposed supplementary planning document on Section 106 Agreements.			As above	
	Section 106	2008/09	4	Members recommend that Property & Design function have a written procedure for the creation and management of memorandum of agreement	Agreed	A formal written procedure will be prepared and adopted for use.			As above	
	Section 106	2008/09	5	Members recommend that the Council investigate how specialist expertise can be procured to provide more responsive assistance but that offers better value for money, to Housing Strategy and Development in negotiation with developers where there are viability arguments for lessening the Section 106 agreement burden because the developers can no longer afford the required planning obligations.	Agreed	The Strategic Housing Business Unit are in the process of strengthening the in house capabilities by appointing a Housing Delivery Officer. The expectation is that this person will have skills in development economics and will be capable of providing advice to other colleagues on the economic viability of schemes. The Council has also commissioned the Three Dragons Consultancy to prepare advice on the viability of affordable housing schemes and this will be incorporated into future LDF documents. It will also set a clearer context for what level of affordable housing is viable for different parts of the Borough. The Three Dragons have also prepared a model for the Council which officers will be trained to use so that the Council will have the ability to do the relevant assessments in house.			As above	
	Section 106	2008/09	6	Members recommend that the Section 106 Agreement database held currently by finance officers becomes a shared resource so all information pertaining to Section 106 Agreements held by other Council departments is recorded in one place.	Agreed	The third phase of the MIS computer upgrade will introduce a new monitoring system. This will allow all information pertaining to Section 106 agreements to be recorded in one place with access to all designated officers via the MIS system.			As above	
	Helping Residents Access Benefits	2010	1	To develop and maintain a catalogue of all statutory and non-statutory benefits and help available for local people offered by public sector organisations, and including schemes operated through the private sector (e.g. trade-in discounts for energy efficient boilers). This should be incorporated into training for all front-line staff, Member training and available to the public in printed and electronic formats. This should build on the survey undertaken as part of this review.	Agree subject to resources	The production of a truly comprehensive catalogue will be a substantial undertaking for the authority, not just in terms of collecting the information required from a vast variety of third party organisations and keeping it up dated, but also in terms of presenting such a wide range of information in a format that would be accessible and of benefit to both customers and advisors. As a result we propose to approach the Social Inclusion Partnership and ask them to develop an outline plan for the creation of the catalogue (hard copy and on line) plus the costs of production with an annual update. A further update will be provided to cabinet in October 2010 to outline costs/ next steps prior to making a final decision. (Responsible officer Lee Higgins, Benefits Manager)			Include in work of Co-operatvie and Communities Scrutiny Committee on welfare Reform	

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	Helping Residents Access Benefits	2010	2	To evaluate the Jobcentre Plus training event on 17 th June 2010, and to consider this as a model for future events and, if required, allocate a reasonable amount from the corporate training budget for this.	Agree	The training event on the 17 th June will focus on a relatively small area of benefit take-up, specifically the promotion of National Welfare Benefits that people are entitled to whilst in employment, but we agree that if appropriate, consideration should be given to funding a Welfare Benefit awareness course for appropriate frontline advisors across the Council, however we would like to extend this to a wider range of benefits than those covered by the DWP training. (Lee Higgins)			As above	
	Helping Residents Access Benefits	2010	3	To develop an awareness raising programme so that officers attend community events to maximise face-to-face contact with customers, prioritising hard-to-reach communities. This should involve officers working in the benefit-related services, but also look to maximise the front-line resources of staff across the Council and partners.	Agree	Lifelong Learning – outreach workers attend many community events to encourage and promote the uptake of learning. Where benefit need is identified, customers are referred and supported to contact the relevant benefits processing team. As with recommendation 2, we will be approaching the councils central training team and asking them to develop a training programme of welfare benefit awareness training to a range of front-line staff from across the Council and will report back in October 2010 on cost and options for delivery. In the interim we will explore how appropriate officers can target specific community events, eg Your Community Matters, Culture Fest etc,. (Celia Payne)			As above	
	Helping Residents Access Benefits	2010	4	Targeted, face-to-face work is a very effective way of promoting and helping people to access Council services. Face-to-face work in the community should be considered across all priority areas as a mechanism for promoting services and identifying customer views to support delivery of the Council's priorities.	Already in place	Lifelong Learning – a small team of outreach workers are based in the community to engage with priority groups to encourage participation in learning. Other services are promoted at the same time depending on the customers circumstances and need (Richard Probert)			As above	
	Helping Residents Access Benefits	2010	5	To review the findings of the DWP report on data sharing in the public sector due out in summer of 2010, and to take part in any ensuing consultation.	Agree	We support this recommendation and will review the findings of the DWP report to ensure that the authority maximises any improvements in DWP data sharing guidance. (Jenny Marriott - IG)			As above	
	Helping Residents Access Benefits	2010	6	Identify service areas where data sharing could be used to improve the promotion and up-take of benefits, and to work with Information Governance to put in place data sharing agreements, in advance of the current Council-wide data sharing review.	Agree	We support the recommendation to review data sharing protocols within the Council and Information Governance and Customer Service have already begun this review. Much of the data held by the Council's Benefit Service has been provided from 3 rd parties, such as DWP and HMRC, therefore it cannot currently be used for any purpose other than Housing Benefit/Council Tax Benefit administration. However, these rules may be relaxed as part of the DWP's review of data sharing principals. (Information Governance)			As above	
	Helping Residents Access Benefits	2010	7	To review the process for allocating funding to voluntary sector organisations to deliver benefit advice on the Council's behalf, including how the Council can move from distributing grants for service delivery towards a commissioning system. This should involve identifying and specifying the services needed in line with Council priorities, and operating an open tender process with robust contract management arrangements to ensure the Council receives best value for money through a transparent process. As part of this, there should be an initial assessment of whether the Council would get best value from funding in-house welfare benefit advisors, or from commissioning this service externally. Whichever option is agreed, activity should focus on proactive targeting of hard-to-reach groups and benefit checks to ensure people are claiming the correct entitlement.	Agree	Reviewing the process for allocating funding - proposals being submitted to Cabinet in June 2010 with proposals on the Council's overall relationship with the third sector, covering: communications; contracting; and future procurement (Corin Crane)			As above	

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	Helping Residents Access Benefits	2010	8	To integrate social care for older people into the First Point service so that older people can access co-ordinated services around the Putting People First agenda.	Agree in principle	Whilst we support the principal of this recommendation, we need further time to consider the implications and customer benefits before reaching a conclusion. We will provide a more considered view and options in our update report in October for Cabinet (Customer Services Manager - Andrew Meredith)			As above	
	Housing and Homelessness	2010	1	Homelessness Strategy should provide more detailed information on the full range of homelessness in the Borough including data on non- statutory homelessness figures (this is available from the KIP project) and the services available. Service outcomes for this for non-statutory homelessness should be monitored	This recommendation is agreed.	<p>We are in the process of finalising the Supporting People needs analysis with a view to developing a new Supporting People Strategy 2010-2013 through the summer. The needs analysis will inform our future commissioning of housing related support services from April 2011 to ensure we are meeting the needs of the most vulnerable groups in the Borough</p> <p>Whilst recent case-law and previous government targets have led to an increasing focus on meeting the needs of homeless 16 and 17 year olds, we have recognised the need to ensure that this does not impact in a detrimental way upon young people over the age of 18 who are also in housing need. Accordingly the recently developed single allocation panel for young persons supported housing allocates to all young people who need supported housing between the ages of 16 and 25, and up to the age of 32 in the STAY resettlement accommodation. (Kathy Jones)</p>			Send Recommendations to Cabinet Member Update to Housing Economy and Infrastructure Scrutiny Committee particular update on Rec 10	
	Housing and Homelessness	2010	2	Members support the continued funding of the KIP project and recommend that this should be developed into an ongoing Service Level Agreement.	This recommendation has been implemented.				As above	
	Housing and Homelessness	2010	3	The fundamental problem of RSLs not being able to compete on an equal footing for land with private developers needs to be addressed by the HCA.	This recommendation is currently being implemented	<p>A Housing & Regeneration Partnership Board (HRPB) has been formed by bringing together key funding agencies to commission new market and affordable housing development and regeneration programmes through a Local Implementation Plan (LIP). This is the first partnership of its kind in the region.</p> <p>The Homes & Communities Agency (HCA) and the Council are working actively to engage RSLs in developments locally. This includes the procurement of a partner to build c.200 affordable homes on TWC/HCA land provided at nil value and also work in the rural area to bring forward small scale affordable housing schemes with local RSLs. In rural areas all new development given planning consent under an 'exceptions' policy (to meet local needs) must be affordable, which is likely to mean that the developer will be a RSL.</p> <p>RSLs are different types of organisations to private developers and, in many cases; it is inevitable they will not be able to compete in an open market for the acquisition of specific development sites. This is due to the different parameters under which each sector operates.</p> <p>RSLs are 'not for profit' organisations, principally concerned with the provision and management of affordable housing.</p> <p>They may build themselves in the form of relatively small 100% affordable schemes, often with a mix of tenures such as social rent and low cost home ownership. They will also often commonly work with a private developer to acquire the affordable housing that is</p>			As above	

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	Housing and Homelessness	2010	4	The Council should develop a policy that prioritises affordable housing above all other Section 106 planning obligations over the medium term.	This recommendation is noted	The Council has a policy to seek a certain percentage of affordable housing on every scheme, but has to consider the financial viability of schemes and competing community requirements triggered by the development. The Council has successfully negotiated some 140 units via S106 (full planning consent only) over the last year in difficult economic circumstances. It is anticipated that the government will announce changes to the approach to s106 arrangements nationally in autumn 2010. This will require a review of TWC's approach and policy arrangements, which can consider this issue further. This will be reflected in the forthcoming review of the Council's Core Strategy. It may also include the production of an Affordable Housing Supplementary Planning Document, which will set out in more detail the approach to affordable housing and other developer contributions.			As above	
	Housing and Homelessness	2010	5	If an RSL applies for a development containing 100% affordable housing then the Council should have an overarching policy that allows planning officers to make a decision to waive the need for a Section 106 agreement for further contributions where possible.	This recommendation is noted.	Where a 100% affordable housing scheme is proposed, the Council does not seek education or highway contributions (which tend to be the largest cost within a S106). However the Council must still consider the impact of a development on the existing community and may seek a contribution e.g. to play equipment. However, in some recent cases no additional contribution has been sought. The Council will always consider the viability of the requirements of a S106 on an 'open book' basis, with developers and a RSL.			As above	
	Housing and Homelessness	2010	6	Members would like to see the Council exploring and supporting more non-traditional development builds on land that is not suitable for traditional builds. Members would like to see more of a strategic steer from the HCA.	This recommendation is being implemented	As mentioned earlier, a HRPB has been formed to ensure that a strategic approach to housing development and regeneration is achieved across the borough. Partners are all funding and commissioning agencies and they have agreed a local implementation plan to guide investment. Through the HRPB, the Council, HCA and other partners are committed to delivering a range of housing developments and welcome proposals for non-traditional build. It should be noted that such schemes may be more costly to deliver and in the current market this may reduce the proposals that are coming forward. It is also possible that non-traditional methods may be used as part of overall construction, which may have an impact on scheme cost or the speed of delivery.			As above	
	Housing and Homelessness	2010	7	The partner organisations look at the urgent banding to allow partners some flexibility to enable those people who have the greatest needs being dealt with accordingly. This should link with the work of the Safer Communities Partnership and the Think Family Programme to support the development of balanced communities.	This recommendation is noted.	The urgent band within CYH already allows some flexibility for those with the most urgent housing needs, however finding suitable accommodation in all cases can be occasionally be difficult due to a shortage of affordable housing in the borough. The Council's housing allocations policy is currently being reviewed to ensure that it reflects housing needs within the borough and allocates available housing in an open, fair and transparent way. WHT as administrators of the choose your home scheme are represented on the project board, and both policy and systems changes for CYH have been identified. Costs for any related systems changes are likely to be medium rather than low.			As above	

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	Housing and Homelessness	2010	8	The bidding system should be reviewed so that if someone logs on to the system this should be recognised as actively seeking accommodation to help avoid inappropriate bids.	This recommendation is noted.	Scope to implement this recommendation will be explored through the housing allocations policy review and any related systems changes.			As above	
	Housing and Homelessness	2010	9	The Wrekin Housing Trust continues to monitor the number of bids for accommodation via electronic, postal and telephone and the success of these applicants for accommodation. This information should then be used to ensure that Choose Your Home is accessible to all customers	This recommendation is agreed.	WHT already publish statistical information concerning the operation of CYH on their web-site, and feedback is provided to individual bidders within the scheme. The joint strategic needs assessment (JSNA) and the supporting people (SP) needs analysis will supplement information provided by the sub-regional housing market assessment to better inform on housing needs within the borough.			As above	
	Housing and Homelessness	2010	10	The existing bond schemes are co-ordinated and this is communicated to partner organisations. The Council should review its financial commitment to the scheme to increase the number of bonds available.	This recommendation has been implemented. Information about the bond schemes has been provided to representatives of the Wrekin Landlords Association and to landlords through their newsletter. The general bond scheme and the substance misuse bond scheme operate essentially the same but differ in the type and extent of support	Information about the bond schemes has been provided to representatives of the Wrekin Landlords Association and to landlords through their newsletter. The general bond scheme and the substance misuse bond scheme operate essentially the same but differ in the type and extent of support provided. The scope of these schemes has recently been extended to provide a rent guarantor scheme which is intended primarily but not exclusively for young people in housing need. Increased cover has been provided to enable the bond schemes to develop further and meet new and emerging needs. Actual costs are minimal because costs are only incurred where those housed through the scheme default on their rent payments or cause damage. This occurs in a very low proportion on cases and so the indication of cost should be amended to low / medium.			As above	
	Housing and Homelessness	2010	11	Members have been pleased that First Point has helped to act as referral point to signpost to relevant services Members recommend that role of First Point in helping to address housing and homelessness issues is monitored. It is not acceptable, that housing assessments are carried out in the foyer at Darby House when interview rooms located on the ground floor are already in use. This needs to be addressed as a matter of urgency – interviews must be held in a secure and confidential space.	These recommendations have been implemented.				As above	
	Housing and Homelessness	2010	12	There also appears to be a lack of joined up working between CAMHS and adult mental health services and the homelessness team in finding accommodation for those people suffering form mental health problems. The PCT and Council should explore whether men's health initiatives could be delivered via Mark's Pitstop, YMCA and KIP.	This recommendation is agreed.	The Homelessness Strategy identifies actions to improve coordination of housing and support services for people with mental health conditions. A sub-group for vulnerable persons is now in place and active in securing resources and promoting health initiatives for homeless people.			Update to Health and Adult Care Scrutiny Committee	

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	Housing and Homelessness	2010	13	The staffing of Housing Services is already under pressure and this should be looked at sympathetically in the service review and restructure.	This recommendation is noted.	Concerns of the Scrutiny Members are acknowledged however in light of current economic pressures on public finance every service needs to be reviewed to achieve efficiencies whilst seeking to protect front-line services.			Update to Housing Economy and Infrastructure Scrutiny Committee	
	Housing and Homelessness	2010	14	The referral pathway for homeless young people is monitored to ensure the needs of young homeless people are met. This should include the views of young people who have used the service. Provider organisations should be engaged in the in the referral pathway for homeless young people.	This recommendation is currently being implemented.				As above	
	Housing and Homelessness	2010	15	Members support the work of the Council with the Regional Offenders Accommodation Pathway and support further work through the development of an integrated offender management process to assist offenders to find suitable accommodation. The work of this group should be monitored to ensure the housing needs of offenders, including young offenders, are met.	This recommendation is partially implemented.				As above	
	Housing and Homelessness	2010	16	Homelessness services and Youth services work with the benefits agency to ensure as far as possible young people's accommodation is not put at risk if they start temporary employment.	This recommendation is partially implemented.	A recent Audit Commission inspection of strategic housing services recognised the proactive approaches of the Council's revenues & benefits service as 'excellent practice'. Further work is underway to explore creative options for use of discretionary housing payments or other options to help tackle this issue.			As above	
	Housing and Homelessness	2010	17	All accommodation for homeless young people regardless of size should be licensed to ensure it is appropriate and provides appropriate support.	This recommendation is noted.	The housing health & safety rating system (HH&SRS) provides a statutory basis for regulating minimum standards for housing conditions. There are no statutory provisions for licensing young persons' accommodation however there is scope to explore accreditation. Regardless the housing services continues to ensure that housing standards for homeless households and young people are at least of a minimum acceptable standard and that they meet HH&SRS standards			As above	
	Waste Management and Bulk Collections	2010	1	The Council develops the business case for Anaerobic Digestion as a means of generating sustainable energy from food waste, including an options appraisal of the cost effectiveness and environmental benefits of investment in its own anaerobic digester/s as an alternative to contracting out food waste processing	Agreed	The food waste collection trial due to be undertaken in the Autumn will initially identify the potential level of take up of this service. The results of this trial will determine the timing of any roll-out of the service and explore the potential capacity of an Anaerobic Digestion facility that may be required The development of the business case will be contained within existing staff and budget resources. The cost of the 6 month food waste trial is estimated at £50,000, which will be funded from the balance of unspent grants from previous years. If the pilot is successful and food waste recycling is rolled out there will be additional capital and revenue costs which cannot be met from existing budgets. A further report will be brought forward as required.			As above	

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	Waste Management and Bulk Collections	2010	2	That the Council audits risk assessments of Telford & Wrekin Services (TWS) for robustness	Agreed	Regular client / contractor meetings established that include the identification and monitoring of risk management issues. Actions to be recorded			Include in work in Waste Procurement work of Housing Economy and Infrastructure Scrutiny Committee	
	Waste Management and Bulk Collections	2010	3	The Community Recycling Centre (CRC) review should explore options for: - training of staff at CRC sites - Working with neighbouring authorities to address cross-border issues resulting from people from outside the Borough using CRC sites provided and paid for by Telford & Wrekin Council • Developing a CRC site for commercial waste • Extended opening hours at CRC sites	Agreed Agreed This will be explored as part of the long term management of waste disposal	The TWS contract service review to consider and address training needs of on-site staff. Review policy affecting cross border issues, including the allocation of CRC permits Project initiated Summer 2010 The investigation of these options will be carried out by existing staff. The implementation of any of these proposals will have financial implications which will be considered as part of the business case for the Super CRC site			As above	
	Waste Management and Bulk Collections	2010	4	The review of waste receptacles should aim to find innovative solutions to reduce the amount of storage space required for separate waste containers, and to find solutions suitable for people living in flats, including possible use of communal containers.	Review already underway and initial responses demonstrate that residents recognise that one solution will not fit all circumstances	The initial review will be carried out by existing staff. However, the capital costs of purchasing alternative receptacles may be significant and no budget allocation exists for this. In addition, consideration needs to be given to establishing a revenue budget for an ongoing programme to replace lost and damaged receptacles			As above	
	Waste Management and Bulk Collections	2010	5	To use the planning process (through conditions and Section 106 Agreements where appropriate) to ensure that adequate storage space for waste containers, either per property or in communal areas, including underground, is incorporated into new developments	We are developing a policy guidance note for "space for waste". This will need to be consulted upon with Members, residents and parishes	This will be considered as part of the review of receptacles, and any financial implications to the Authority highlighted accordingly			As above	

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	Waste Management and Bulk Collections	2010	6	To ensure that the message that "recycling saves money" is effectively communicated to the public by means of a publicity campaign in Insight, Town and Parish Council newsletters and via the Parish Forum. This approach should give examples of the cost of not recycling resulting in landfilling easily identifiable items of household waste such as glass bottles, tins etc	Agree	Agree but also use one to one engagement as Members' concerns that we need to encourage residents to recycle more are noted and a pilot scheme will commence to engage residents in discussing recycling and barriers that they experience. The success of this will be monitored. The initial one to one engagement will utilise existing publicity budgets and £30,000 from one off reserves. If successful, the continuation of this as a means of communication will require additional funding.			As above	
	Waste Management and Bulk Collections	2010	7	To explore the feasibility and cost of incentivising recycling by introducing competitions for the "Best Recycler" and the "Best Composter" in Telford & Wrekin.		The feasibility works will be contained within existing staff resources, and the additional financial implications of introducing competitions will be highlighted within the feasibility report			As above	
	Waste Management and Bulk Collections	2010	8	To identify potential local suppliers of waste containers, and develop the local market so that local companies are better able to compete for contracts, within EU procurement regulations.	Agreed and undertaken				As above	
	Developing future skills for business	2010	1	That a demonstrable structure is put in place to join-up employer consultation and engagement, economic development and skills and training strategies across the Council, particularly between CYP and Economic Development, and including the Education Business Partnership. This should include: · consideration of a shared employer-CRM system to streamline employer engagement, capture information, analyse trends and needs, and forecast future skills demand · clearly defined roles and responsibilities for the various employer-related activities (such as business surveys, business events) which can be shared to inform the work of all Council staff · links to the Corporate Programme Team so that funding bids are aligned to priorities · links to Procurement to maximise local economic benefit through tender specifications and developer relations communication with Members to improve awareness of issues and provision to help them promote what is available	Agreed	Agreed: This will be coordinated by use of the central observatory and tested with the development of the Local Economic Assessment and Work & Skills Plan. · CRM System: Should be the basis of one point of contact for all business enquiries and modelled on principles for First Point. Also considered as part of developments to Council Website and procurement review. We will formalise the current links between CYP and Education Business Partnership and Economic Development and we are already ensuring data and LMI sharing. · External Funding: We now have excellent links with the external funding and the work of this unit is essential to business support activities, We are exploring more formal links to the Economic Development Service Area. · Communication: We are ensuring closer links with PR and Marketing now One Telford are back in house – and will organise bi monthly update on activity aimed at members			Request update	
	Developing future skills for business	2010	2	That the Council takes lead role in co-ordinating skills activity across the borough, and develops joint working arrangements through agreed protocols with partner organisations to join up activity at a strategic level. This should include: Agreed working arrangements or protocols between partners How to collect and share data across the range of partners Joint initiatives for employer engagement and service delivery To include Information, Advice and Guidance organisations (e.g. Connexions4Youth) Appropriate joint performance measures and monitoring		Agreed: This work is already underway and we have established links between the region and local groups through the Multi Area Agreement and local Employment and Skills Board. We also lead on groups feeding into the LSP looking at worklessness and adult skills Protocols: We are already working on a protocol between all agencies offering business support in Telford & Wrekin Data Sharing: Already being trialled through a work and skills plan, led by Telford at Work Group Employer Engagement: This is already underway as TWC is part of a pilot looking at links between the Education Business Partnership and Economic Development			Request update	

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	Improvements to Telford Central Station and the Associated Walkways	2011	1	That there is a unified, "One Council" approach to improving Telford Central station and the walkways to/from the station to make it more welcoming to the visitor.		Improvements to the train station are just one element of the overall transport improvements proposed for the Town Centre as set out in the Central Telford Area Action Plan (CTAAP). In view of this it is proposed to set up a Town Centre Project Group to develop a joint approach and action plan for delivering the transport proposals set out in CTAAP including improved links to Telford Central Station and the work taking place as part of the Southwater development. A unified approach is already in place In relation to this particular suggestion, a initiative via One Telford. In addition, a proposal to do just this is being prepared for submission for the Regional Growth Fund. The proposal is to provide an iconic new pedestrian access route between the railway station and the town centre. The bid will be submitted in March 2011. Also, the potential for ERDF funding is being pursued. Set up Town Centre Project Group – March 2011 • Commence Development of Town Centre Action Plan – April 2011			Future update to Housing Economy and Infrastructure Scrutiny Committee	
	The Council's Capacity to Deliver Regeneration Projects	2011	1	The Dawley regeneration project is used by other regeneration project teams as an example of good practice in the engagement of elected Members. This should ensure that elected Members are: consulted at the outset of the project, involved in the management of the project and receive regular progress reports and are involved in the review of a project once it is completed	Agreed	The level of consultation, approach, progress information and reviews has to be relative to the project or programme being delivered. In essence, one solution does not fit with all projects. It depends upon scale and complexity. On all projects members will be informed about projects in their area and asked for views to shape and influence any proposals. Dawley Borough Towns Initiative relates to a 90 acre regeneration area and improvements to the High Street. The work is a multi-million pound public and private sector investment including new school, retail, residential etc. The consultation was extensive and over a 3 year period working with the local community, ward members, parish council and regeneration partnership.			Archive these recommendation - but write to Cabinet Member to ensure that the Councils continues to monitor the needs of communities in the most deprived areas so resources can be targeted most effectively and the council and partners are in a position to access external funding when this becomes available	
	The Council's Capacity to Deliver Regeneration Projects	2011	2	That future projects are not planned to end during the school holiday period when many staff are not available to resolve any final issues at the end of the project.	This recommendation is noted.	Project programmes are prepared taking into account many factors relating to client's brief, policy, budget constraints, economies of scale, procurement options practicality of delivery etc. Projects will continue to be delivered during holiday periods as the implications of changing the approach would not be sustainable for all projects			As above	

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	The Council's Capacity to Deliver Regeneration Projects	2011	3	Members recognised that the current regeneration projects are an ambitious programme which requires the commitment of significant resources. Members asked that Cabinet assesses: <ul style="list-style-type: none"> The Council's capacity to commit to further schemes and the further stages of existing schemes, other than those already planned and budgeted, and that this is reported to the Scrutiny committee The equity of investment and need for regeneration across the borough so that schemes are seen as fair 	This recommendation is noted.	<ul style="list-style-type: none"> The Council's ability to undertake further regeneration projects will be determined by the wider financial climate and the priorities of the Council that apply at that time. Despite the planned reductions in the number of posts in the organisation, the Council will retain a capacity to undertake these types of projects if required. In addition, Capital projects are able to use a proportion of that funding to enhance additional project resources if needed. The priority areas for regeneration are identified through the Priority Plan process which is informed by an assessment of the varying needs of communities across the Borough. This process is refreshed each year and is managed by Boards led by the relevant cabinet lead. Timetable for review of future priorities not yet confirmed. 			As above	
	The Council's Capacity to Deliver Regeneration Projects	2011	4	Risk management of schemes should take account of: <ul style="list-style-type: none"> Ensuring newly elected members are informed about projects in their ward The impact of changes in government policy 	Briefing already in place	<ul style="list-style-type: none"> Members are briefed on schemes as part of the approval process for investment or through the priority planning process. The impact of new/changed government policy is routinely assessed by managers and service providers and appropriate actions taken to respond. This is not specifically a risk management issue. 			As above	
	Review of the Use of Consultants	2011	1	Members welcomed the introduction of the system to approve the use of consultants. In line with the requirement for Council expenditure to be published the information on use of consultants should be published on the council's website. It is important that local people understand the work of the Council and the services we provide and contracts we hold with other service providers. The information we provide about our services and contracts should be user friendly and accessible to the public.	Agreed	<p>Consultants commissioned over the value of £500 already appear on the Council's website under the Transparency protocol.</p> <p>All tendering opportunities are now advertised on the Shropshire Chamber of Commerce's Business Network Online as part of the Council's Sustainable Procurement programme</p> <p>A current list of contracts already in place will be posted on the transparency page in March</p>			Clarify definition of 'Consultant' Recommendation to be followed up 2013/14	
	Review of the Use of Consultants	2011	2	The process to approve the use of consultants should include extensions to existing contracts.	Agreed	This will be included in the process and communicated via the intranet and eNews This will apply to any 'additional requirements' to current consultants contracts			As above	
	Review of the Use of Consultants	2011	3	The outcomes of the review of procurement should be reported to the CFEC Scrutiny Committee	Agreed	The Procurement Review findings can be shared with Scrutiny at a future date. Review May 2011			As above	
	Review of the Use of Consultants	2011	4	The review of procurement should establish a system that can demonstrate the improved effectiveness of new procurement arrangements	Agreed	As above, the work plan will be governed by the Service Review Steering Group. This group will manage the work streams reviewing key contracts and relationships with suppliers to ensure they are providing value for money. Savings targets will be set wherever possible and actual performance will be monitored as part of the budget management process. Review Sept 2011			As above	

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	Meeting the Needs of an Ageing Population and the Provision of Extra Care	2011	1	Members of the Adult Care and Support Scrutiny Committee were pleased to note that the work between Adult Social Care and Strategic Housing regarding the future development of Extracare Provision in the Borough has been instigated by the work of the Scrutiny Committee. The Scrutiny Committee support the continued development of Extracare provision as part of a range of provision options and recognise the importance of providing appropriate support for older people from Black and Ethnic Minority Communities		<p>New schemes (Parkwood, Bournville House at Lightmoor and Chillcott Gardens)</p> <p>As part of the commissioning and procurement process for selecting a new care & support providers, emphasis is placed on how providers can meet the needs of people from BME communities. The service specification within the contract ensures this expectation will be carried through to the ongoing service.</p> <p>Individual needs, including those of people from BME communities, are identified within personalised care and support plans: Flexible delivery within the scheme ensures care & support providers meet identified needs. A couple from a BME community are resident in the Parkwood scheme and the catering provider prepares culturally sensitive foods to support them.</p> <p>Parkwood opened for residents in Nov 2009. Bournville House will open in Autumn 2011. Chillcott Gardens new care & support provider will commence August 2011</p> <p>Future schemes</p> <p>An extra care focused task and finish group with RSL's and the new Extra Care Strategy involve work to map the needs of the older population, including older people from BME communities: Action plans for the development of housing with care & support will reflect these findings; thus ensuring that unmet needs of older people from BME communities are responded to. Care & support service, and building specifications, used to commission new schemes will be drafted to create services, and physical environments that are sensitive to the needs of all parts of the community.</p> <p>Extra Care Strategy to be completed Summer/</p>			To be monitored by Health and Adult Care Scrutiny Committee	
	Transport for Schools	2011	1	To set up a working group of officers at an appropriate level from relevant service areas including CYP and transport to plan, co-ordinate and implement a School Transport Policy, focussing on the issues around the BTISLC programme and the 14-19 Agenda, so that this is joined up at a strategic level.	Already in place but more needs to be done	Transport Steering Group is in place reviewing transport spend and policy. It has focussed to some extent on 14-19 and BTISLC although more remains to be done at the conclusion of service review consultation for children and families service – launch date 10th February 2011			To be monitored by Scrutiny Management Board	
	Transport for Schools	2011	2	For the group (as above) to support a communication structure with schools and colleges to explore opportunities for collaborative planning and funding of inter-site transport in a way that offers better value for money and efficiency. This could include integrating schools and colleges with the Integrated Transport Service, supporting joint contracting or other joint transport arrangements.		As above. The Children & Family service review launched 10th February 2011 includes proposals for changing structure and process which will support a more collaborative approach with schools.			As above	
	Child Protection & Child Protection Plans	2011	1	Training on Corporate Parenting is made a mandatory part of the Member Development Programme for all Members.	This recommendation is noted.	Corporate Parenting forms part of the Member Induction and will be listed as essential for all Members, however unlike regulatory training it cannot be listed as mandatory unless Members all agree to this and the necessary amendments are approved to the Constitution. One area of major concern in introducing mandatory Corporate Parenting is the application of sanctions for non attendance. There are currently no sanctions in place for this type of situation.			To be monitored by Children and Young People Scrutiny Committee	
	Child Protection & Child Protection Plans	2011	2	The Council informs prospective candidates standing for Councillor in future elections of the responsibility that all elected members have as corporate parents.	Agreed	Candidates will be informed of this responsibility and made aware of the training which forms part of their induction programme.			As above	

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	Child Protection & Child Protection Plans	2011	3	The Cabinet Member for Children and Young People provides regular information to the Members of the Children and Young People's Scrutiny Committee on the savings made as a result of the investment in child protection services and how this will be monitored to ensure that the 3 year savings targets are met.	Agreed	The service review of children's and adults services is addressing the lack of effective communication and co-ordination between teams that still exists. The new structures will support improved management of cases, provide services that enable more children to stay at home in a safe environment and, where possible, returning other children in care as early as possible by putting in place targeted personalised care. Our clear policy will be that, wherever possible, we will seek to support parents to look after their children in their own homes and our assessments and service delivery arrangements and processes will be geared to securing this. The recent investment in child protection will support these changes; resultant savings could be monitored by the CFEC scrutiny committee.			As above	
	First Point for Business	2011	1	That Cabinet endorses the principle of establishing a First Point single point of contact for businesses to access Council services.	Agreed	See Below	Apr-13		To be included in the work programme for the Co-operative and Community Scrutiny Committee	
	First Point for Business	2011	2	That a further report with detailed costings will be brought to Cabinet for approval by summer 2012.	Agreed	<p>Detailed Project Plan – With costings and timetable for roll out containing details around:</p> <p>Contact Centre: A customer Service centre is needed to offer one point of contact for businesses, but aiming to go further than the traditional switchboard and handle a good proportion of simple enquiries as well as monitoring the speed and quality of referred cases.</p> <p>CRM System: ICT is only part of the solution – but Customer Relation Management (CRM) systems are helping local authorities better understand and handle customer contact.</p> <p>Performance Management Process The details of this will be set once an appropriate model is decided on, however we should expect large reductions in the number of avoidable contacts by businesses (i.e. those that add no value to the outcome of the enquiry).</p> <p>Detailed Project Plan – With costings and timetable for roll out containing details around:</p> <p>Contact Centre: A customer Service centre is needed to offer one point of contact for businesses, but aiming to go further than the traditional switchboard and handle a good proportion of simple enquiries as well as monitoring the speed and quality of referred cases.</p> <p>CRM System: ICT is only part of the solution – but Customer Relation Management (CRM) systems are helping local authorities better</p>			As above	

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	First Point for Business	2011	3	The development and implementation of the model is led at senior level within the organisation and with Cabinet members as an Early Adopter project.	Agreed	Strong Leadership is essential, both from officers and members and this approach can become a cornerstone of our cooperative approach to businesses. We would hope to establish initiatives such as improved access, better consultations and value for money through business process engineering and case studies have shown that the information taken from this process has been used to alert elected members about issues in their wards and also to feed into budget and policy making.			As above	
	Leisure Concessions	2012	1	To remove the automatic concessionary status for new over 60s except for those in receipt of Pensions Credit;	Agreed	Public information relating to the concessions policy will be updated.			To be monitored by Co-operative and Community Scrutiny committee	
	Leisure Concessions	2012	2	To introduce a flat rate £1 charge for swimming for all concessionary groups;	Agreed	Charge to be introduced as part of annual review in April 2012			As above	
	Leisure Concessions	2012	3	To standardise and increase concessionary Health & Fitness membership to £21.50pcm for all members;	Agreed	All affected customers will be written to. Charge to be introduced as part of annual review in April 2012			As above	
	Leisure Concessions	2012	4	To remove concessions on golf for all groups.	Agreed	Revised charges Charge to be introduced as part of annual review in April 2012			As above	
	Leisure Concessions	2012	5	That the existing Arthog Remissions Policy is retained.	Agreed	Ongoing review			As above	
	Management of Community Centres	2012	1	It was agreed that one-size does not fit all and that a business plan should be developed for each centre (except Priorslee) which takes account of existing local activity and structures and local needs and wants. This should start with a survey of the views of local people possibly linking into other surveys or engagement work, or in Your Voice if this is localised	Agreed	Agree that one size does not fit all for the community centres and that consideration needs to be given to the role and function of each community centre taking into account the needs of the local community. It is proposed that a project group incorporating key Council services and partners is developed to consider the future development of each centre in relation to its specific circumstances. It is proposed that using the information gathered through Scrutiny that a detailed review of the five community centres is carried out (Brookside, Leegomery, Sutton Hill, Watling Street and Donnington). The principles included within the Scrutiny recommendations will be considered as part of the parameters for the review; however, other options may also be developed as part of this piece of work	A phased approach will be taken, it is envisaged that all centres will have been reviewed by March 2014. Project Steering Group to be established November 2012 to develop and oversee project plan for further review of centres.	Rachael Jones Service Delivery Manager	To be included in the work programme for the Co-operative and Community Scrutiny Committee	
	Management of Community Centres		2	The centre in Priorslee functions as a nursery and not as a community centre. It is recommended that it ceases to be considered as a community centre, that the tenancy with the nursery is reviewed and the property transferred to Assets & Property to manage.	Agreed	Agreed – management of Priorslee to be transferred to Estates and Investments.	Nov-12	Alan Fox Service Delivery Manager	As above	
	Management of Community Centres		3	Members recognise that there is limited staff capacity and that developing five community centres is a significant undertaking. It is therefore recommended that a phased approach is taken so that the centres are developed one at a time, and in the following order: Brookside, Leegomery, Sutton Hill, Watling Street, Donnington	Agreed	Agreed that a phased approach will be taken an initial scoping will be carried out to identify the order in which the plans will be developed. It is agreed that due to the large investment in Brookside Community Centre this centre should be considered first.	All plans to be complete by March 2014, a more detailed timetable to be produced as part of detailed project plan.	Rachael Jones Service Delivery Manager	As above	

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	Management of Community Centres		4	Members found the centre in Leegomery to be under-used, shabby and not ideally located, but felt that it deserved a concerted effort to revive the centre. An initial piece of work should be done with the community to establish what local people would value in a community centre and the feasibility of developing a management group similar to that in Admaston. However, if there continue to be sustainability issues then the Council should consider alternative options for the building.	Agreed	Agreed that the future of Leegomery Community Centre needs to be considered in relation to its role within the community. It is proposed that a range of options be considered in relation to the future use of the Leegomery Centre.	All plans to be complete by March 2014, a more detailed timetable to be produced as part of detailed project plan.	Rachael Jones Service Delivery Manager	As above	
	Management of Community Centres		5	In all cases the relevant Town and Parish Councils must be consulted.	Agreed	Agreed – discussions will be held with the relevant Town and Parish Councils	A TPC representative will be invited to join the project group and the relevant TPC will be invited to take part in the discussion around each centre.	Wendy Tonge Priority Action and Parish Liaison Manager	As above	
	Management of Community Centres		6	Local voluntary, community and residents groups should be identified and consulted to explore their interest in being involved with the management and running of the centres.	Agreed	Agreed – to be discussed in relation to each individual centre.	Timescales to be included in project plan.	Wendy Tonge Priority Action and Parish Liaison Manager	As above	
	Management of Community Centres		7	The opportunities for private sector sponsorship, or in-kind investment, such as Cap Gemini's involvement in Dawley Town Hall, should be explored through the Council's business networks, other networks and local businesses	Agreed	Agreed – to be discussed in relation to each individual centre.	Timescales to be included in project plan.	Wendy Tonge Priority Action and Parish Liaison Manager	As above	
	Management of Community Centres		8	Communication with TCAT should be improved by having a designated contact officer to ensure that funding opportunities are not lost and issues are resolved quickly	Agreed	Agreed – discussions are currently being held in relation to specific community centres. Designated contact officer in relation to Community Centres agreed as Wendy Tonge	Ongoing	Wendy Tonge Priority Action and Parish Liaison Manager	As above	
	Management of Community Centres		9	All relevant service areas should consider the community centres as venues for delivering services or hosting events, and promoted to partners as potential venues for delivering services and holding events. This should include linking into the Youth Offer to engage and involve younger people and links to public health services, especially when public health responsibility is transferred to the Council	Agreed	Agreed that use of community centres to be promoted for service delivery. Discussions have been held around the Youth Offer for a number of buildings and proposed to be shared in relation to Brookside and Donnington, discussions have also been held around managing joint facilities more effectively	Ongoing	Wendy Tonge Priority Action and Parish Liaison Manager	As above	
	Management of Community Centres		10	Consideration should be given as to whether the centres could be Wi-Fi enabled from the existing IT budget or funding by partners or sponsors	Agreed	Agreed – Brookside, Sutton Hill, Donnington, Watling and Leegomery to be Wi-Fi enabled	To be confirmed.	Kirsty King ICT Service Delivery Manager	As above	
	Management of Community Centres		11	The potential for setting up community cafes run by local volunteers should be looked at, similar to that in Donnington, and the option for Donnington to become a food-hygiene training centre should be considered	Agreed	Agreed – this will be considered as an option for each centre and will be implemented where appropriate. Funding has been secured through a local group to develop a community cafe in Brookside and this model will be considered for other centres where appropriate.	To be included in project timetable	Wendy Tonge Priority Action and Parish Liaison Manager	As above	
	Management of Community Centres		12	Consideration should be given to having key-holders from the local community for each centre to improve accessibility. The key holders must have a proper induction to ensure awareness of the Council's policies and procedures and be a welcoming face at the door.	Agreed	Agreed - to consider this as an option and to be implemented where appropriate.	To be included in project timetable.	Wendy Tonge Priority Action and Parish Liaison Manager	As above	
	Management of Community Centres		13	Consideration should be given to schemes for volunteers and apprenticeships linked to community centre projects to enable local people to gain new skills and improve their employment opportunities.	Agreed	Agreed – this model is already used in Donnington and is being developed in Brookside through the community cafe and other projects. This principle will be included in the review of other centres.	To be included in project timetable	Wendy Tonge Priority Action and Parish Liaison Manager	As above	

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	Management of Community Centres		14	It was noted that there are unused pockets of land around some of the community centres and consideration should be given to how outside space could be used as part of the development plans for the centres.	Agreed	Agreed – this will be considered as part of the detailed plan for each community centre consideration would need to be given to the value of each area of land and the Council's budget strategy.	To be included in project timetable.	Alan Fox Service Delivery Manager	As above	
	Management of Community Centres		15	As part of development work, officers should give consideration to the examples of good practice that have worked well in other centres highlighted in this report	Agreed	Agreed – proposed the project group consider other models when developing centre options	Project Steering Group to consider good practice when considering options for each centre.	Wendy Tonge Priority Action and Parish Liaison Manager	As above	
	Management of Community Centres		16	A "Community Board" of managers from all the community centres in Telford and Wrekin should be set up to share ideas and opportunities for collaboration. Due to resources, this may be a virtual network	Agreed	Agreed – proposed that some representation is included within the project steering group	Group to be established November 2012	Rachael Jones Service Delivery Manager	As above	
	Management of Community Centres		17	The marketing of the community centres on the Council's website should be improved and on-line booking explored	Agreed	Agreed – costs of implementing on-line booking would need to be explored. Weekly activities for community centres now promoted within centres, will explore promoting this more widely	Nov-12	Sarah Durnall Team Leader	As above	
	Management of Community Centres		18	All lone workers must receive an induction and training on the Council's procedure for lone working as soon as possible after employment	Agreed	All staff are aware of the lone working policy; health and safety procedures for community centres have been reviewed and updated. Key holding arrangements for out of hours have been improved	Complete	Wendy Tonge Priority Action and Parish Liaison Manager	As above	