

SCRUTINY LEADERSHIP BOARD

Minutes of a meeting of the Scrutiny Leadership Board held on 16 September, 2009 at 4.00 p.m. in the Civic Offices, Telford, Shropshire

PRESENT: Councillors D.R.W. White (Chairman), R. Aveley, J.A. Francis, A.A. Meredith and K.L. Tomlinson

ALSO PRESENT: Councillors J.M. Seymour (Deputy Leader), Stephen Burrell (Cabinet Member: Children & Young People), Victor Brownlees (Chief Executive), Jonathan Rowe (Head of Leisure & Culture) – for Minute No. SLB-67

Ken Clarke (Head of Finance & Audit) and Stephanie Jones (Scrutiny Officer)

SLB-64 MINUTES

RESOLVED – that the minutes of the meeting of the Scrutiny Leadership Board held on 9 July, 2009 be confirmed and signed by the Chairman subject to Minute No. SLB-61 being amended to read ‘*As Councillor K.L. Tomlinson was unable to accept the Chairmanship of the Value for Money Scrutiny Group due to her childcare commitments, the Chairman agreed that the Leader of the Independent/Liberal Democrat Group should be invited to nominate a representative to join the Value for Money Scrutiny Group and that a new Chairman would be sought from the existing Value for Money Group members.*’

SLB-65 APOLOGY FOR ABSENCE

Councillor A.A. Mackenzie

SLB-66 DECLARATIONS OF INTEREST/PARTY WHIP

None.

SLB-67 UPDATE FROM THE DEPUTY LEADER OF THE COUNCIL AND THE CHIEF EXECUTIVE ON THE BOROUGH TOWNS INITIATIVE – SPORTS & LEARNING COMMUNITY (INCORPORATING THE FORMER TSLEC)

The Board was provided with a verbal update on the decision made not to proceed with the TSLEC Project and to use the funding thereby released to provide Sport & Learning Community facilities across the whole of the Borough.

The Chief Executive stressed that many valuable parts of the TSLEC Project would be retained and built into the Sports & Learning Community facilities. In response to a question from Councillor K.L. Tomlinson he confirmed that the £286,000 revenue funding from the Telford & Wrekin PCT would still be used to provide a Men’s Health & Vascular Screening Project.

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The Chairman sought assurances from the Cabinet Member for Children & Young People that public access to the new facilities would be maintained and he agreed that a statement of community access would be issued in due course.

The Chairman requested that the Chief Executive attend a future meeting of the Scrutiny Leadership Board to give a further update on progress.

**SLB-68 PREPARATION FOR THE SCRUTINY ASSEMBLY MEETING
ON 12 OCTOBER, 2009**

The Board was informed of the arrangements being made in respect of the Scrutiny Assembly Meeting on 12 October, 2009, which would be attended by the Leader of the Council and the Chief Executive. The meeting would have a 'Question Time' format under the chairmanship of Councillor D.R.W. White and would be an opportunity for all Assembly members to ask questions important to them and to their Ward.

The meeting would include the asking of four or five pre-agreed questions with an opportunity for Members to ask supplementary questions. In addition questions on other issues could be raised by Members attending on the night. Members were, therefore, requested to agree the questions to be asked and that these be given to the Leader and Chief Executive in advance to allow them time to prepare a considered and detailed response. Agreeing questions in advance would ensure that the questions put were of a sufficiently strategic and challenging nature and avoided being too parochial or relating to individual ward issues. The combination of pre-agreed and open questions should focus the meeting on issues of future strategic importance while allowing scope for Members to ask questions about issues of concern to them. The Scrutiny Assembly had, therefore, been invited to put forward suggested questions for consideration and selection by the Scrutiny Leadership Board.

In conclusion, the Chairman agreed to write to all Scrutiny Assembly members reminding them of the opportunity to ask questions of the Leader of the Council and the Chief Executive.

SLB-69 SURFACE WATER DRAINAGE

The Board was informed that a Surface Water Drainage Special Interest Meeting (SIM) had been held on 30th July 2009 to review the ways in which an expanding population and climate change would impact on the drainage of water and how system capacity was planned to cope with future demands.

The SIM Group Members agreed that they would like to undertake an In-depth review on flooding and surface water drainage matters and that the Scrutiny Leadership Board should be requested to agree its inclusion in the Scrutiny Work Programme. It was noted that one of the recommendations of the Pitt Review following the 2007 floods had been to strengthen Overview and Scrutiny by local authorities in the context of a complex working

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environment and one in which flooding issues were not of a 'task and finish' nature. It was, therefore, suggested that with the range of issues within Telford & Wrekin and the growth expectations this would be an appropriate approach. The SIM Members, therefore, agreed a number of areas that such an In-depth review could cover, as set out in the report.

This suggestion for scrutiny had originally been sixth on the priority list for SIM but had been brought forward to coincide with early consultation on the Surface Water Drainage Supplementary Planning Document (SPD) which would become part of the Local Development Framework. Given the level of interest shown in this issue, the Board was requested to consider its inclusion within the Work Programme as an In-depth review and, if approved, how it should be prioritised against the previously agreed Reviews.

The Chairman commented that surface water as an issue was now more relevant than ever and the Scrutiny Officer informed the Board that the Flood & Water Bill, which would be enacted in 2010, would place more responsibility on local authorities to deal with surface water management and resource issues. In addition, the Bill would require local authorities to work with their partners in this respect but with no accompanying powers over them.

The Board, therefore, agreed that Surface Water Drainage should be included in the Scrutiny Work Programme as an Indepth Review.

SLB-70 DRAFT SCRUTINY ANNUAL REPORT FOR APPROVAL BY FULL COUNCIL ON 30 SEPTEMBER, 2009

The draft Scrutiny Annual Report was presented to the Board prior to being submitted to Full Council for approval. The Head of Finance & Audit informed Members that photographs of the 2008-09 Scrutiny Commission Chairmen and Vice-Chairmen would be added and their contribution to the work of Scrutiny acknowledged. If Members had any comments to make on the draft, they were requested to contact the Scrutiny team.

SLB-71 APPROVAL OF SCRUTINY REVIEW REPORT

Councillor R. Aveley, as the Lead Scrutiny Member, presented the Review Report on Procurement. Members had decided to undertake this review of the procurement arrangements as they were concerned that the Council did not have the right model in place to enable it to make the efficiency savings that would be required as it moved into the future. The three main objectives of the review had been:

1. To evaluate whether the Council has the right balance between centralized procurement (corporate) and devolved procurement (within individual business units);
2. To evaluate whether the Council's procurement processes provide value for money;
3. To make recommendations on the Council's procurement process to improve value for money.

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In particular, Councillor Aveley drew the Board's attention to the issues and implications which had been identified as arising from the, current, decentralised procurement structure, the key ones being the lack of strategic management and the lack of economies of scale.

The Review had made twelve recommendations, as set out in the report, each of which had been assigned a priority level and an indication of cost. With regard to Recommendation 2, the Board was advised that this had been amended to read 'To align current structures to create a post to champion, influence and co-ordinate Procurement policies and strategies at corporate level across the Council.'

SLB-72 CHAIRMAN'S UPDATE

Anti-Social Behaviour

The Chairman drew Members' attention to the reported, as tabled, from Tom Currie, Strategic Manager for Safer Communities. The Board, at its meeting on 9 July 2009, had received a report dealing with anti-social behaviour issues relating to Telford Town Park. In addition, the point had been made that, while the police, CSOs, and Council staff all had a key role in combating anti-social behaviour, Wardens (Rangers) were not accredited to issue Fixed Penalty Notices (FPNs) but could be granted that power. The Scrutiny Manager had, therefore, proposed that the Board should make a recommendation to the Cabinet for the accreditation of appropriate officers to be considered and that the Town Park could be used as a pilot scheme which, if successful, could be extended to cover other areas of the Council's services, such as cleansing and environmental maintenance. However, this recommendation had proved to be difficult to carry through at this point in time and a number of legitimate concerns had been raised, as set out in the tabled report.

The Chairman, therefore proposed that, given the Board's legislative authority to scrutinise the Crime & Disorder Reduction Partnership with effective from 1 October 2009, a more thematic overview of anti-social behaviour in the Borough might be more conducive to the Overview & Scrutiny arrangements, within which framework the full range of tools and powers available to the Council could be reviewed and considered. Within this review actions to reduce anti-social behaviour and plans to address this in the future could be considered in a systematic manner. As the first stage in this process, Tom Currie, the Strategic Manager for Safer Communities had been invited to attend the meeting of the Board on 24 September, 2009
Members indicated their approval of this proposed course of action.

Attendance at Special Interest Meetings (SIM)

The Chairman said that a number of SIMs had now been held and it had become clear that the number of members required to call a SIM, i.e. three, might be too small as at some meetings only two members had eventually

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attended and had been out-numbered by the officers present. He therefore, sought the Board's views on raising the required minimum number of members to four.

Members were of the view that the required number of members for a SIM should remain at three and that a meeting should go ahead even if only two members were present. However, it was also agreed that the decision to cancel a meeting due to members being unable to attend should be left to the individual Chairman of the SIMs.

In-depth Review on 'Keeping Members Informed'

In light of the issues around TSLEC and more general issues about the need for members to be kept informed, the Chairman proposed that the In-depth Review on this issue should be brought forward but as a Spotlight Review rather than a full In-depth Review. This was agreed by the Board.

Prioritisation of In-depth, Special Interest and Spotlight Reviews

The Head of Finance & Audit updated the Board on the staffing changes within Scrutiny which would result in the section being under-resourced until early 2010. Given that there were still 'old year' reviews to be completed and 'new year' reviews to be commenced, together with the Spotlight Reviews and Special Interest Meetings, he sought the Board's guidance on prioritising this work. Following a discussion, it was agreed that the 'old year' reviews should be completed first and that the Chairman and the Head of Finance & Audit should decided on the priority to be given to other work in line with the available resources.

SLB-73 SCRUTINY FORWARD PLAN – AGENDA ITEMS 2009-10

The Board noted the Forward Plan of agenda items scheduled for its meetings in 2009-10 as set out in Appendix F.

SLB-74 TELFORD & WREKIN COUNCIL FORWARD PLAN – EDITION 96

The Board noted the current edition of the Council's Forward Plan, as set out in Appendix G.

SLB-75 DATE OF NEXT MEETING

Members noted that the next scheduled meeting of the Board would take place on Thursday, 24 September, 2009.

The meeting ended at 5.55 p.m.

Chairman:

Date:

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SCRUTINY LEADERSHIP BOARD

Minutes of a meeting of the Scrutiny Leadership Board held on 24 September, 2009 at 4.00 p.m. in the Civic Offices, Telford, Shropshire

PRESENT: Councillors D.R.W. White (Chairman), R. Aveley, J.A. Francis, A.A. Mackenzie, A.A. Meredith and K.L. Tomlinson

ALSO PRESENT: Councillor E.J. Carter (for Minute No. SLB-80), Councillor W.L. Tomlinson (co-optee – VFM Scrutiny Group), David Johnson (Head of Human Resources), Marie Whitefoot (Organisational Development Manager), Ken Clarke (Head of Finance & Audit), Phil Griffiths (Democratic Services Manager), Alex Urka (Performance & Strategy Manager – Safer Communities), Nigel Newman (Corporate Communications Manager) and Stephanie Jones (Scrutiny Officer)

SLB-76 APOLOGIES FOR ABSENCE

None.

SLB-77 DECLARATIONS OF INTEREST/PARTY WHIP

None.

SLB-78 SCRUTINY OF THE SAFER & STRONGER COMMUNITIES PARTNERSHIP

The report of the Head of Finance & Audit summarised the changes to be made to the Council's scrutiny arrangements as required by The Police & Justice Act 2006 and subsequent amendments and regulations. These required each local authority to have a Crime and Disorder Committee with the power to review, scrutinise, and to make reports and recommendations regarding the functioning of responsible authorities. The Home Office had produced guidance for local authorities and partners on implementing these requirements, and the report proposed ways in which this scrutiny could be carried out. As Members were aware, at the beginning of 2009 it had been agreed that the Scrutiny Leadership Board would be the designated body and its terms of reference had been amended accordingly.

The report set out the role that the Scrutiny Leadership Board would be expected to take in crime and disorder issues. With regard to Home Office Guidance, the Board had previously agreed, at its meeting on 23 June 2009, to co-opt a member of the Police Authority onto the Scrutiny Leadership Board when policing matters were being considered and it was noted that the West Mercia Police Authority had nominated Councillor Kuldip Singh Sahota to become a co-optee in this capacity.

Crime & Disorder Reduction Partnerships (CDRPs) were introduced by the Crime & Disorder Act 1998 to ensure that a number of prescribed "responsible authorities" worked together to develop and implement strategies to reduce

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crime, disorder, anti-social behaviour, substance misuse and behaviour adversely affecting the local environment. In addition, responsible authorities had a duty to work in co-operation with the “co-operating bodies”, as detailed in the report. The CDRP for Telford & Wrekin was known as the Safer & Stronger Communities Partnership with its main tasks as summarised in the report.

The Council had long established working arrangements and relationships with the CDRP and other partnerships within Telford & Wrekin and it was important that the new scrutiny powers were used to “add value” to the existing system rather than being seen as an unnecessary level of bureaucracy. The Board was, therefore, requested to agree in what manner the scrutiny of the Safer & Stronger Communities Partnership would be undertaken. As the Government believed that Section 17 of the Crime & Disorder Act should be the principle vehicle for mainstreaming community safety, scrutiny could ensure that crime and disorder considerations were built into the Council’s governance and decision making processes, policies, strategies, plans, budgets and delivery of key services. In conclusion, it was proposed that a meeting should be held of the Scrutiny Leadership Board and the Executive Board of the Safer & Stronger Communities Partnership to discuss and agree the agenda setting for future scrutiny of the CRDP.

The Performance & Strategy Manager for Safer Communities was invited to speak to the Board and highlighted a number of issues for Members to consider. He said that, while Telford was a low crime area as compared to other parts of the country, people’s perceptions did not always reflect this reality. External consultants had made recommendations on ways in which community safety could become a mainstream activity within the Council. One of the recommendations was that a paragraph should be added to all committee reports setting out the community safety implications, which would provide an audit trail of any decision made but this was not specifically supported.

Members welcomed the opportunity to scrutinise community safety issues and to work more closely with the Safer & Stronger Communities Partnership. The Scrutiny Manager reported that discussions had taken place with the Executive Board of the Partnership on where to focus scrutiny’s work in the first instance and how to take this work forward. Councillor K.L. Tomlinson suggested that she and the Chairman should discuss the possible format of scrutiny of the Safer & Stronger Communities Partnership and report back to the Board with their ideas and this was agreed.

RESOLVED:

- (a) that the legislative requirements on the Council to implement a process for scrutinising the local Safer & Stronger Communities Partnership be noted;**

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- (b) that the arrangements proposed in the report for carrying out scrutiny of the Safer & Stronger Communities Partnership be agreed.

SLB-79 EMPLOYEE SURVEY 2009

The Organisational Development Manager gave a presentation outlining the methodology and results of the 2009 Survey. She highlighted that all employees, excluding those in schools, had been surveyed and the response had been the highest yet following the introduction of an option for on-line access. The results of the Survey had proved to be statistically significant, covering a wide spectrum of employees.

Detailed work on the Survey was still being undertaken but the presentation set out the key results. With regard to the questions relating to 'Working for the Council', the results for 2009 were slightly down on the results for 2007 but not to a statistically significant extent and they remained well above the local government benchmark figures. Although a number of key areas showed a decrease over the 2007 results, the percentage of employees who were, overall, satisfied with their job was 77%, an increase of 2% over 2007. One area that had recorded a significant decrease since 2007 was that of communication across the Council and overall satisfaction with the career development opportunities available had consistently remained below the local government bench mark figure.

Feedback from the 2007 Survey had shown that the questions relating to "bullying" had been considered inappropriate and for 2009 this had been changed to "workplace behaviour", which included categories other than bullying. As a result 9% of employees had indicated that they felt they had been subject to some serious or unreasonable behaviour. In summary, the Survey showed the impact of recent changes and uncertainty but, nevertheless, a high proportion of employees remained very positive about their jobs and opportunities for personal growth. Key areas for action were improved commitment to the organisation as a whole, leadership development, change management and communications.

Councillor E.J. Carter was invited to speak and commented that in times of change it was critical that employees were involved and given assurances before any recommendations arising from the Survey were implemented. He asked that a family tree of the Council's structure be made available to facilitate communication across all levels and to prevent employees feeling disengaged from the authority as a whole. The Chairman commented that work should be undertaken to try and identify which groups of employees had expressed dissatisfaction and their reasons. In response the Head of Human Resources said that work was currently underway on providing a family tree which would be made available on-line. Consultation with employees on the results would take place through Focus Groups with the corporate focus being led by the Chief Executive, who wished to see employees identifying with the Council as one body, rather than with their own service area. The Organisational Development Manager added that a Corporate Action Plan

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had been drawn up and each service area would be given access to its own data in order to identify areas of dissatisfaction and so put their individual Action Plans in place. In addition the Council could learn from Best Practice at other authorities.

In conclusion, the Chairman stressed the need for communication across the Council and said that, as many other councils were currently undergoing extensive changes, it would be interesting to compare Telford & Wrekin's next Survey results with those of local government overall. He asked that a further report be submitted to the Board setting out the detail of the Actions Plans being drawn up.

SLB-80 SCRUTINY AND THE MEDIA

Members had previously expressed concern at the level of interest shown by the local media to the work of scrutiny and its meetings and had invited the Corporate Communications Manager to attend the meeting to advise them on what action could be taken address this.

He informed the Board that part of issue was that the media had constraints on its resources and wanted outcomes to report upon whilst scrutiny was a reviewing process rather than an immediate decision making process. In the first instance the Board needed to decide what opportunities it had for publicity and what message it wanted to give to the public. Some issues considered by scrutiny would resonate with the public but its processes were generally perceived as difficult and impenetrable and needed to be broken down into more easily understood 'bite sized chunks'.

He, therefore, suggested that the Lead Scrutiny Members should meet in advance of issues they wished to publicise to plan their response and which form of publicity to use. As media organisations could only be invited to attend meetings, he suggested that the Board should consider other ways of publicising its work. The Shropshire Star was only read by half of the Borough and it might be more useful to contact people directly through community groups, interest groups, etc. rather than relying upon them accessing detailed reports. In conclusion, he referred the Board to the Protocol for the issuing of press releases and it was agreed that a copy be circulated to the Members of the Board.

Members discussed in detail ways of informing the public of the role of scrutiny and it was suggested that a list of appropriate organisations and community groups which could be contacted should be compiled. The Chairman said that the recommendations of scrutiny reports could affect many people, who needed to be identified and contacted, so that representatives could be invited to scrutiny meetings. Councillor W.L. Tomlinson agreed and said that there should be an 'outreach to groups' to ask them what work they would like to see scrutiny undertaking.

In conclusion, it was agreed that scrutiny officers would contact the Public Relations Section on a regular basis and raise live and current issues, as prompted by Members, which needed publicising.

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SLB-81 THE FORWARD PLAN

The Scrutiny Leadership Board, at its meeting on 23rd June, 2009 had requested further information on the Council's Forward Plan and the report of the Head of Finance & Audit set out the relevant legal requirements and the purpose of the Plan, which was to give the public advance notification of key matters that were to be dealt with under executive (cabinet) arrangements. However, it was not the purpose of the Forward Plan to provide detailed information about each proposed key decision but to provide a contact point for those people seeking more information or wishing to take part in a consultation exercise.

The information given for each item in the Forward Plan was in line with the requirements of the appropriate Regulations and there was, therefore, little scope for change. In terms of identifying the subject matter of each key decision, Telford & Wrekin's Forward Plan contained more information than that provided in the Plans of many other councils. In addition, some Key Decisions related to exempt information and, as the Forward Plan was a public document, care had to be taken that no sensitive information was included.

The Telford & Wrekin Plan contained a number of "Standard Items", which appeared in each Edition and which meant that, for regular reports on a particular matter, report authors could rely on a generic heading in the Forward Plan rather than having to submit a separate entry for every report. However, it did not mean there were necessarily key decisions relating to all these items during any one Forward Plan period. While this was more efficient operationally, it was agreed that such entries were not always transparent.

During the discussion on this issue, Members were informed that Democratic Services, which was responsible for the preparation of the Forward Plan, was not always able to obtain all the information required for the Forward Plan and the Head of Finance & Audit said that this was an issue that needed to be addressed corporately. The Head of Finance & Audit asked that, in addition to the suggestions put forward in the report, a separate document be prepared for lead scrutiny members detailing the reports that would be considered by forthcoming Cabinet meetings with a brief outline of each report's purpose.

SLB-82 PREPARATION FOR SCRUTINY ASSEMBLY MEETING ON 12 OCTOBER, 2009

The Head of Finance & Audit informed the Board that two questions had been submitted by Mel Ward and Dilys Davies, two of the co-opted Scrutiny Assembly Members. In addition, a set of possible questions was put before the Board for approval. Following a discussion it was agreed that the question submitted by Mel Ward be accepted and that by Dilys Davies be accepted subject to her agreement to withdraw her supplementary question for the purposes of brevity. The list of suggested questions was agreed subject to No. 2 being amended to ask what figure had been aside for the relocation of the Civic Offices.

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The Board Members were asked if there were any further questions that they wished to put forward. Councillor K.L. Tomlinson suggested that a question on youth club buses could be asked and it was agreed that this should be submitted in advance, rather than asked at the meeting, as there would be financial implications to be taken into account. Members noted that any further questions or any supplementary questions could be asked at the meeting.

SLB-83 UPDATE ON IMPLEMENTATION OF PAST RECOMMENDATIONS

The update presented to the Board dealt only with those recommendations that had not yet been completed or where no update had been provided by the responsible officer. Items where information on dates and update position were missing were indicated in red and it was agreed that the responsible officer be given a deadline of two weeks to provide these and, if not received, for the relevant Cabinet Member to be invited to speak to the Scrutiny Leadership Board. On this basis, it was agreed that the Business Manager: Transport be invited to give an oral update on the Review of School Travel to a future meeting of the Board. If Members had any concerns or required clarification regarding any other reviews, they were asked to contact the Scrutiny officers.

SLB-84 SCRUTINY WORK PROGRAMME

The Head of Finance & Audit reminded the Board that a Work Programme Workshop had been scheduled for January 2010. However, in view of the two year work programme agreed in January 2009 and the reduction in the resources currently available to Scrutiny, he asked Members if they wished to hold this event or whether they would prefer to first deal with the work already identified in the Programme. Members agreed that sufficient items had already been identified and, therefore, a Workshop should not be held.

SLB-85 RECOMMENDATIONS FROM VFM SCRUTINY GROUP TO CABINET – TRANSPORT SERVICE REVIEW

The report of the Head of Finance & Audit informed the Board of the outcome of a meeting of the Value for Money (VFM) Scrutiny Group held on 9th September 2009 at which the Transport Service Review report was considered. The Group had been disappointed that it had not been directly consulted regarding the proposals of the Review and had not had the opportunity to feed into the process before they were presented to the Cabinet. It had broadly welcomed the findings of the Review, as it encapsulated the ethos of the VFM Scrutiny Group in maintaining or improving the standard of services whilst making savings, but Members had some concerns regarding the terms of the contract and in particular whether the Council was obtaining best value for money from the fees payable to the consultants. The Group's recommendations in respect of this Review were as set out in the report.

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Councillor W.L. Tomlinson, Chairman of the VFM Scrutiny Group added that, whilst he accepted that this situation may have resulted from timing constraints, he asked that an opportunity for all future Service Reviews to be considered before submission to Cabinet be built into the process. With regard to future Service reviews, he said that more transparency in the process was required including scrutiny of the consultants' fees.

RESOLVED – that it be noted:

- (a) that all future Service Review reports should be considered by the Value for Money Scrutiny Group prior to their consideration by Cabinet so that VfM Members' comments could be considered by Cabinet Members prior to final decisions being taken;
- (b) that the Group did not support the proposals for Post-16 travel given the comparatively low level of pupils accessing post 16 education, particularly in South Telford, and wished to ensure that students and families were not disadvantaged by the Council requesting contributions towards transport costs;
- (c) that the Group echoed the sentiments of the report with regard to, and stressed the importance of, a sympathetic and caring approach when dealing with potential redundancies and requested that necessary reductions in employee numbers be managed through redeployment and 'natural wastage' wherever possible;
- (d) that the Group had requested that the services provided by Travel Link should continue to be provided (although not necessarily in the current form);
- (e) that the Group was concerned that transport provision for vulnerable people and Looked-After Children should be made in consultation with the Social Worker and that after reasonable challenge the final decision on the appropriate transport arrangements for these people should be made by the Social Worker;
- (f) That the VfM Group received an update from the relevant Cabinet Member in 12 months time on progress made on implementation of the Review;
- (g) that, once the initial package of service reviews had been completed, Members of the VfM Group would like to be consulted on the amount and basis of fees payable to consultants engaged to support any further service reviews.

SLB-86 **APPROVAL OF SCRUTINY REVIEWS**

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Councillor K.L. Tomlinson introduced the Review of Section 106 Planning Agreements which had been undertaken as Members were aware that the Section 106 “pot” had grown to many millions of pounds and were concerned that this was a sign of a lack of management controls being in place. In addition, there appeared to be some confusion about the process for negotiating Section 106 Agreements and whether the process was being utilised to its greatest effect.

The review had had three main objectives:

- To evaluate how effectively the resources secured through Section 106 Agreements are managed and utilised.
- To evaluate the impact of changes to Government policy on Section 106 Agreements.
- To make recommendations to the Cabinet to improve effectiveness of the Section 106 Agreement process in the future.

The Review Group had been reassured that the Council had robust processes for negotiating, recording and managing the money received through Section 106 Agreements. However, the Members had wished to make some recommendations, as set out in the Review, but these were only for relatively small adjustments to existing operational processes rather than recommendations for wholesale change.

The Board welcomed the Review and its recommendations, in particular, Nos. 1 and 2. No.1 recommended that consideration be given to including more detail of specific Section 106 Agreements on a planning permission to provide more clarity to members of the public, Ward Members and Parish Councillors. No. 2 recommended that discussions on the priorities for inclusion in a Section 106 Agreement at the beginning of the process for medium and larger developments should include Ward Members as appropriate.

SLB-87 CHAIRMAN’S UPDATE

The Chairman informed the Board that this would be Alison Smith’s last meeting before leaving the Council and she was thanked for all the work she had done for Scrutiny.

SLB-88 SCRUTINY FORWARD PLAN 2009

The updated Scrutiny Forward Plan for 2009-10 was noted by the Board.

SLB-89 DATE OF NEXT MEETING

Members noted that the next scheduled meeting of the Scrutiny Leadership Board would take place on 19 November, 2009.

The meeting ended at 6.35 p.m.

Chairman:

Date:

TELFORD & WREKIN COUNCIL

SCRUTINY LEADERSHIP BOARD – 19 NOVEMBER, 2009

**REPORT TO UPDATE THE SCRUTINY LEADERSHIP BOARD ON THE
PROGRESS AGAINST THEIR RECOMMENDATIONS FOR FIRST POINT
TELFORD**

**REPORT OF THE HEAD OF CUSTOMER SERVICES & BUSINESS
TRANSFORMATION**

1.0 PURPOSE

- 1.1 To respond to the recommendations of the Scrutiny Leadership Board in respect of First Point Telford, that they made in March 2009, and report the progress that has been made in respect of those recommendations.

2.0 RECOMMENDATION

- 2.1 **That the progress against the recommendations of the Scrutiny Leadership Board is noted.**

3.0 BACKGROUND

- 3.1 Following the Scrutiny Leadership Boards review of First Point Telford in March 2009, they made three recommendations to Cabinet on 11th May 2009.
- 3.2 The Cabinet's response to those recommendations is attached as Appendix 1.

4.0 SUMMARY

- 4.1 This report gives the Scrutiny Leadership Board an update on the progress against their recommendations and the Cabinets response.

5. RECOMMENDATION 1: CONTINUAL MONITORING OF FIRST POINT TELFORD TO ENSURE THAT THE APPROPRIATE RANGES OF SERVICES ARE PROVIDED TO THE PUBLIC

- 5.1 Since opening in February 2009, First Point Telford has helped over 4,600 customers. An analysis of the services that customers have used at First

Point Telford is shown in Appendix 2. It should be noted that approximately 35% of customers are assisted by CAB.

- 5.2 Appendix 3 shows the outcomes of the customer visits, with debt and benefits advice enquiries creating the largest demand.
- 5.3 It was recognised that First Point Telford had limited capacity for expansion, however additional services have been introduced. These include A4U, The Princes Trust and Employment Link. A full description of the services that they provide is detailed in Appendix 4.
- 6.0 **RECOMMENDATION 2: THE CABINET CONSIDER PROVIDING A PERMANENT POINT OF CONTACT FOR COUNCIL SERVICES IN THE TOWN CENTRE VICINITY**
- 6.1 The creation of a One Stop Shop at Civic Offices, building on the success of First Point Telford, was agreed by Cabinet on 21st July 2009. The One Stop Shop will be larger than the facility at First Point Telford, creating the opportunity to introduce more services and provide a better facility for our customers.
- 6.2 We are aiming for the One Stop Shop to be open on 1st March 2010. It will be located on the ground floor of Civic Offices.
- 6.3 Cabinet will shortly be asked to consider a report that recommends that initially the One Stop Shop will be open: Monday, Tuesday, Wednesday, Friday 8:30 am to 6:00 pm; Thursday 8:30 am to 8:00 pm; Saturday 9:00 am to 1:00 pm. This will be reviewed on an ongoing basis, to ensure that, subject to affordability, the service meets the needs of our customers.
- 6.4 Cabinet will also be asked to continue with the funding for CAB, to allow them to continue to provide debt and welfare advice through the One Stop Shop.
- 6.5 In addition to Council services, the following partners will also provide a service at the One Stop Shop: CAB (subject to funding being agreed by Cabinet); PCT; Princes Trust; Employment Link; A4U; Shropshire County Training. A full list of individual services that will be provided at the One Stop Shop is detailed in Appendix 4. The PCT will have a consulting room, where they can provide health and well being advice e.g. healthy heart, healthy eating etc.
- 6.6 The following Council services: Anti Social Behaviour Reporting (a joint initiative with West Mercia Police, Wrekin Housing Trust and the Fire Service); Environmental Maintenance; Street Scene; Land Charge Searches; Leisure and theatre bookings; Customer Feedback will be added to the Council services that are provided at First Point Telford when the One Stop Shop opens in March 2010. These include Housing Benefit, Council Tax Benefit, Council Tax, Business Rates, Housing Advice, Affordable Warmth, Next Steps Community Training and the Family Information Service.

7. RECOMMENDATION 3: THE CABINET CONSIDERS THE USE OF 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.

7.1 In their response to this recommendation, Cabinet stated a review of Leisure and Culture is being undertaken by Northgate Kendric Ash and the Business Efficiency Team and that they have been asked to consider this recommendation as part of their review.

7.2 It was anticipated that the report on the outcome of the Leisure and Culture Review would be available by September 09. However, with the agreement of the Corporate Management Team, the review will not report its findings until January 2010.

8.0 FURTHER DEVELOPMENTS

8.1 Making Ends Meet Booklet

8.1.1 In partnership with CAB, The Department For Works & Pensions and the Wrekin Housing Trust, we have produced a booklet "Making Ends Meet" which aims to give customers advice on a whole range of issues including: mortgage, rent, household bills, loans, credit card arrears and what help is available is someone's income has reduced through losing their job or having their hours reduced at work.

8.1.2 The booklet has been sent to all councillors and parish council's and is available from all partner offices including libraries and community centres.

8.2 Corporate Contact Centre & One Stop Shop

8.2.1 As front line service delivery of key customer services are migrated to the Corporate Contact Centre, those services will also be made available through the One Stop Shop. A report is currently being drafted that will set out proposals for migrating services to the Contact Centre, based on the successful migration of Revenues & Benefits and Environmental Maintenance services.

8.2.2 A number of customers currently find themselves being passed from Darby House to Civic Offices to access services. The One Stop Shop will offer the opportunity to explore the possibility of closing Darby House as a customer access point and this will be explored as Phase 2 of this project, commencing in April, post go live of the One Stop Shop.

8.3 Council Website

8.3.1 There have been a number of changes to the Council's current website, to make it easier for customers to find the information that is relevant to them.

8.3.2 Customers are now able to make payments on the Council's website.

8.3.3 The Council has, through a full tender process, contracted with a company, JADU, to develop a new website for the Council. The product that we have purchased will offer more functionality for customers e.g. the ability to apply for services online, and will offer a more engaging, informative and relevant website for customers.

8.3.4 The new website is due to be implemented in the first quarter of 2010/11.

9.1 GENERAL

9.1 Equality & Diversity

9.1.1 Every effort is made to assist customers when accessing services to ensure that wherever possible we are able to provide them with the services/information that they require in a manner that is beneficial to them. This is the cornerstone of the Customer Services Strategy.

9.1.2 All of the reception staff have received Equalities & Diversity training, and aware of individual customers needs, and know how to access translation and interpretation services where they are required.

9.1.3 An equality impact assessment is currently being undertaken for the One Stop Shop.

9.2 Legal Comment

9.2.1 There are no direct legal implications arising from this report.

9.3 Links with Corporate Priorities

9.3.1 The development of First Point at Telford, and it's expansion into larger premises at Civic Offices, to offer advice and guidance on issues relating to the current economic recession addresses many of the Council's Corporate Priorities, particularly the priority for a Modern, Effective Council.

9.4 Opportunities & Risks

9.4.1 The opportunities and risks associated with the creation of a One Stop Shop have been identified and actions put in place to mitigate any perceived risks during its development.

9.5 Financial implications

9.5.1 The capital programme for 2009/10 includes an allocation of £160k for the creation of a One Stop Shop.

9.5.2 The total additional ongoing revenue cost of the One Stop Shop facility is £42k. Within the current budget strategy for 2009/10 provision of £20k has been made for ongoing revenue costs of the One Stop Shop, this does not meet the all of the ongoing revenue costs leaving £22k unfunded for the basic

provision. It will be possible to find this from savings in closing the customer access at Darby House from 2011/12 onwards and in the interim from savings identified from within the customer services budgets linked to the removal of cash handling in the new development.

9.6 Ward implications

9.6.1 Borough wide implications.

10. BACKGROUND PAPERS

10.1 Report Of The Scrutiny Leadership Board to Cabinet – First Point Telford – 11th May 2009

Report prepared by Andrew Meredith, Customer Services Manager. Tel: 01952 382560

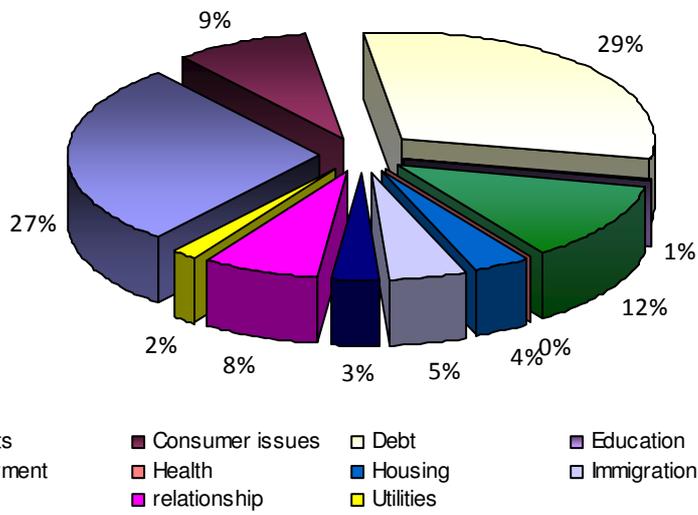
	Scrutiny Commission Recommendations	Benefits of recommendation	Summary of Action Being Taken	Timescale	Officer responsible
1	Continual monitoring of First Point Telford to ensure that the appropriate ranges of services are provided to the public;	To ensure that the services that are provided at First Point Telford are those that meet the current needs of customers experiencing the impact of the current economic recession.	<p>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.</p> <p>The introduction of a larger 'One Stop Shop' (see recommendation 2) will create the opportunity to add further services to our one stop offer, building on the success of First Point at Telford.</p>	Autumn 2009 and ongoing	Andrew Meredith, Customer Services Business Manager
2	The Cabinet consider providing a permanent point of contact for Council services in the town centre vicinity;	To ensure that the benefits realised by the creation of First Point Telford available to our customers on a permanent basis.	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.	Autumn 2009 for outline of plans	Angie Astley, Head of Customer Services
3	The Cabinet considers the use of 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.	To extend the benefits provided by First Point Telford across the borough, making the services even more accessible.	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.	Review will report in September 09	Angie Astley, Head of Customer Services

First Point Telford Visitor Analysis

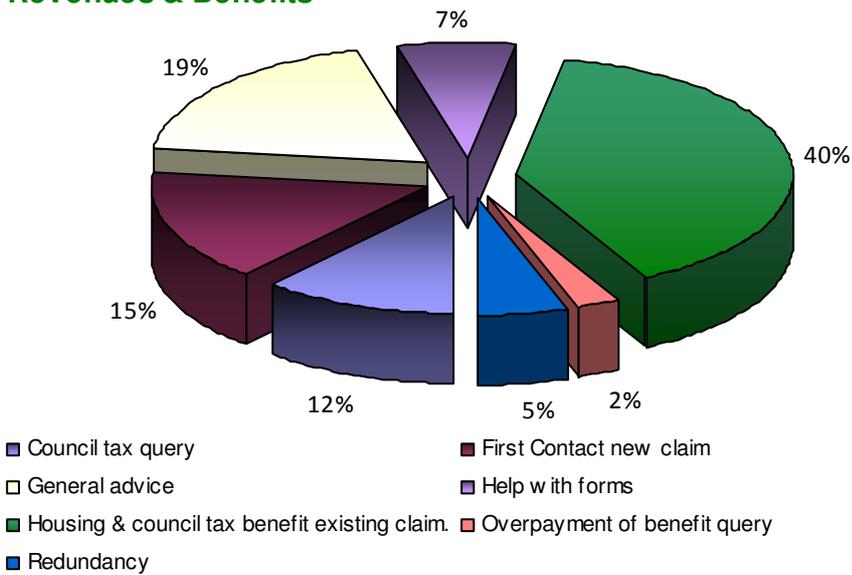
Service Area	Visitor Numbers
Revenues & benefits	619
CAB	1340
Family information service	1
Shropshire training	677
Community Learning	253
Housing Advice	106
Affordable warmth	42
General Information	538
Princes Trust	16
A4U	45
Employment Link	2
Total Visitors	3639

First Point Telford – Visitor Outcomes

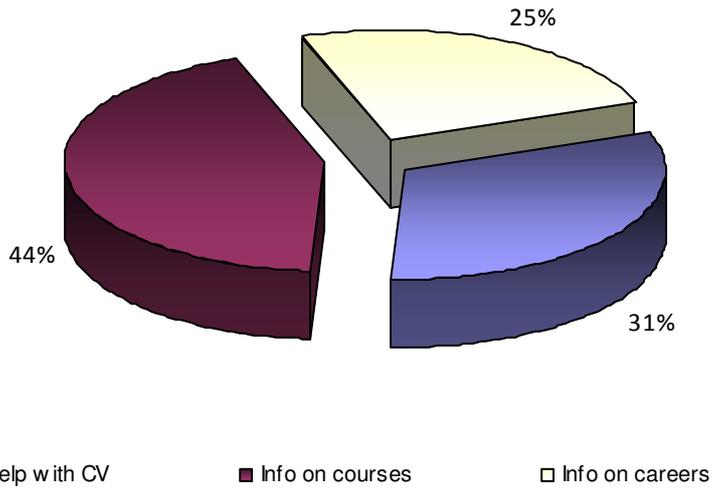
Citizens Advice Bureau



Revenues & Benefits

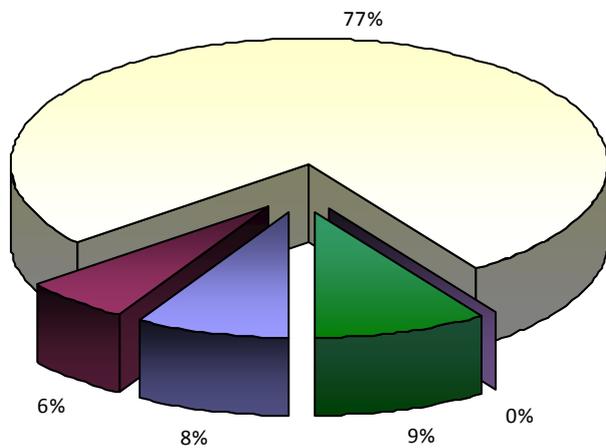


Community Learning



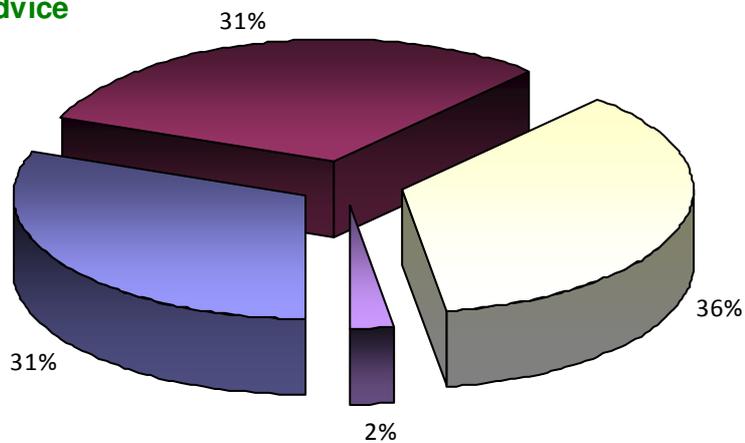
■ Help with CV ■ Info on courses □ Info on careers

Shropshire County Training



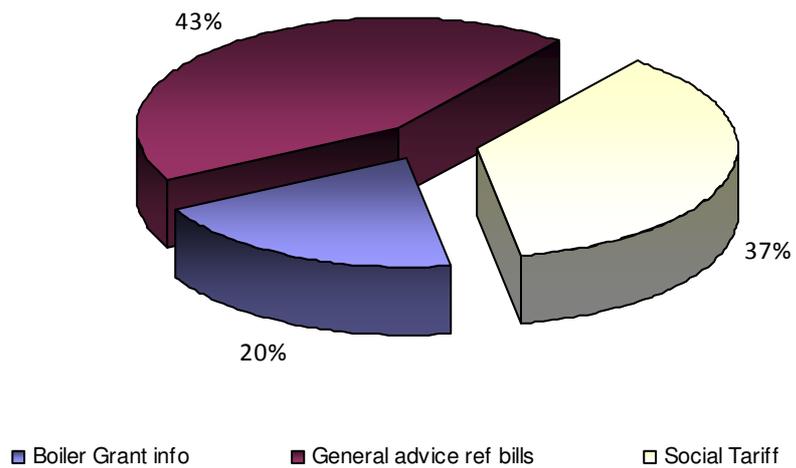
■ Basic skills assessment ■ Drop in training enquiry □ Flexible routes
 ■ SA Licence ■ Pathways Appointment

Housing Advice



■ Homeless ■ Landlord dispute □ Looking for private let ■ Repossession of home

Affordable Warmth



Initial Services To Be Provided At The One Stop Shop

Service Provider	Services on offer
CAB (subject to £76K ongoing funding post March 2010)	<ul style="list-style-type: none"> • Welfare benefits • Specialist Debt management • Employment issues • Housing • Relationship issues • Consumer advice • Immigration and nationality issues. • Dealing with redundancy and reduced working hours • Case work for customers with complex issues
Benefits	<ul style="list-style-type: none"> • Council tax benefit • Housing benefit • Local Housing allowance • Free school meals • Blue Badge Parking Permits • Carers Allowance
Council Tax	<ul style="list-style-type: none"> • Council Tax Arrears
Housing Advice & Affordable Warmth	<ul style="list-style-type: none"> • Energy Efficiency Advice • Cavity wall and loft insulation • Boiler repairs and replacement (if broken) • Heating systems • Access to grants and other funds • Free, independent housing advice on tenants issues • Prevention of homelessness • Housing options, including access to bond and rent deposit schemes. • Advice on private renting • Women's refuge
Next Steps Community Training	<ul style="list-style-type: none"> • Careers advice and information • Completing job applications forms and CV writing • Local courses • Interview skills • English, maths and computing skills • Career change/ voluntary work
Shropshire County Training	<ul style="list-style-type: none"> • Through close links Learning Skills Councils, Jobcentre Plus, Business Link and Connexions, providing funding and placements for training and development. • Job Retraining • Accessing training for disabled people accessing work • Pathways – helps people with health benefits back into work • Routeways – helps people with benefits back into work • NVQ placements
A4U	<ul style="list-style-type: none"> • Free and confidential advice and impartial information, advice and support for people with disabilities • Enable people with disabilities to maximise their choices • Access to work for people with disabilities
Princes Trust	<ul style="list-style-type: none"> • Giving practical and financial support to young people to fulfil their potential. • Help for young people to develop key skills, motivation and confidence to move into work.
Employment Link	<ul style="list-style-type: none"> • Empowers individuals with mental health and disability issues to access and retain paid employment. • Assist with the completion of application forms, job coaching, aid/adaptations.
Family Information Service	Is a free and confidential service providing impartial information advice

	<p>and guidance on services for families in Telford and Wrekin, including;</p> <ul style="list-style-type: none"> • Childcare • Education • Youth services • Children's services • Parenting support • Tax credits • Holiday play scheme • Family learning opportunities • Recreation facilities • Free early years provision • Support for children with special needs and / or disabilities
Customer Feedback	<ul style="list-style-type: none"> • Complaints • Compliments • Comments/Suggestions
Anti Social Behaviour Reporting	<ul style="list-style-type: none"> • Accumulation Of Refuse • Noise Pollution • Pollution • Abandoned Vehicles • Nuisance Dogs • Fly Tipping • Graffiti • Vandalism • Nuisance Neighbours • Nuisance – Rowdy Behaviour/Street Drinking • Nuisance – Drugs Misuse • Needles Collection
Environmental Maintenance	<ul style="list-style-type: none"> • Refuse Collection • Bulk Refuse Collection • Pest Control • Recycling Collection • Road Sweeping • Litter • Grounds Maintenance – Grass/Hedges/Shrubs • Street Furniture/Fencing • Waste Management Permits
Street Scene	<ul style="list-style-type: none"> • Potholes • Drainage • Street Lighting • Gritting • Road/Footpath Maintenance • Highway Signage
Legal Services	<ul style="list-style-type: none"> • Land Charge Searches
Leisure Services	<ul style="list-style-type: none"> • Leisure & theatre bookings

Other potential services to be included over time might include:-

- Planning
- Highways
- Environmental Health
- Registration of births, deaths and marriages
- Adult & Child Care assessment of needs
- Concessionary pass travel/Timetable information etc

Scrutiny Leadership Board, 19th November 2009

Agenda item 4: Update on the Implementation of Recommendations from the Scrutiny Review of School Travel

A report on the implementation of recommendations from previous scrutiny reports (by exception) was presented to the Scrutiny Leadership Board at the meeting on 24th September 2009.

An update of all previous scrutiny recommendations had commenced in July 2009 when scrutiny requested an update on progress towards the implementation of each recommendation from responsible officers. The report showed those recommendations that had not yet been completed with an update, where it had been provided, from the responsible officer explaining the actions taken towards implementation or the reasons why the recommendation had not yet been implemented. The report also highlighted where no update had been received from the responsible officers.

The Scrutiny Leadership Board therefore agreed that where no update had been provided, the responsible officers would be invited to future meetings to give a verbal update to the Scrutiny Leadership Board, and that the officers from Transport would be invited to the next meeting to provide an update on the implementation of recommendations from the review of School Travel.

A summary of the recommendations and updates received to date is shown below. The area shaded red indicates where updated information has been requested.

Review Title	Year	Rec No	Recommendation	Response	Cabinet Response	Timeframe	Officer Responsible	Updated Position	Date	Completed	Updated Position
School Travel	2007/08	7	Officers from the Children & Young People and Environment & Regeneration portfolios should undertake more investigation into alternative models for a yellow bus scheme in Telford & Wrekin. This should include looking at using minibuses instead of large buses. A detailed report on the options available, including costs and potential usage, should be presented to scrutiny by the end of June 2009 to enable the Commission to make further recommendations to Cabinet.	Defer for further consideration.	Two reports have already been taken to Scrutiny regarding yellow buses. The initial report highlighted limited potential use of the provision in the Newport area. It is recommended that any formal decision be deferred until an announcement is made on the potential opportunity for external funding, this decision is expected by April 2011. The ongoing provision of transport to schools will be considered as part of the wider transport services review that is currently being started. It is recommended that the appropriate results of the Transport Services Review be reported to Scrutiny once the review is completed. The outcomes of the review will be widely communicated in due course.	Jan - June 2009	Business Manager: Transport				

School Travel	2007/08	8	Feedback should be provided to scrutiny on the work that officers are undertaking to reduce the cost of taxis for school transport.	Agreed	There has been substantial work undertaken to procure taxi transport more effectively. Other value for money initiatives will be considered and reviewed as part of the review of transport services that is about to commence. The outcomes of the review will be widely communicated in due course.	Jan - June 2009	Team Leader: Transport (Contracts)				
School Travel	2007/08	9	Transport provision for children attending faith schools at their parents' choice should be brought in line with provision given to other parents exercising their choice of school. Where the child lives outside the statutory distance from the school and it is the parents' choice that the child attends, the parents should be responsible for transport provision, unless they are a low income household.	Agreed	The Council should be equitable in how school transport is provided. Any change in policy will subject to an Equalities Impact Assessment and consultation before a final decision is taken.	Apr-09	Education Officer: Admissions	We have taken the recommendation forward by holding a consultation from March to end May 2009 about possible policy changes. The outcomes of the consultation are scheduled to go to cabinet during the autumn to decide whether to change the existing policy on funding for transport to school on denominational grounds.			

School Travel	2007/08	6b	The working group should consider inviting a representative from the Community Services portfolio to join the group.	Agreed	However, representation from Community Services may not be required at every meeting.	Ongoing	Capital & Facilities Manager (CYP) and Business Manager: Network Management & Policy	The group has met bi-monthly and specific issues affecting Redhill, Lawley and Captain web primary schools have been discussed. The next site to be looked at will be Newdale.			
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TELFORD & WREKIN COUNCIL

SCRUTINY LEADERSHIP BOARD – 19th NOVEMBER 2009

**REVIEW OF SCRUTINY ARRANGEMENTS AND SCRUTINY LEAD
MEMBER APPRAISALS**

REPORT OF THE HEAD OF FINANCE & AUDIT

1.0 PURPOSE

- 1.1 The purpose of this report is to seek the approval of the Scrutiny Leadership Board to undertake a review of the Scrutiny arrangements in early 2010 and incorporate into this process the appraisal of Lead Scrutiny Members.

2.0 RECOMMENDATIONS

- 2.1 **Members of the Scrutiny Leadership Board agree to commission and participate in a review of the Council's Scrutiny arrangements;**
- 2.2 **Members of the Scrutiny Leadership Board agree to incorporate the appraisal of Lead Scrutiny Members in the above review.**

3.0 PREVIOUS MINUTES

- 3.1 AUC – 39 Audit Committee 3rd November 2009

4.0 SCRUTINY ARRANGEMENTS

- 4.1 The current arrangements were put in place in January 2009. Under this structure Scrutiny is undertaken through a number of mechanisms:

Scrutiny Leadership Board

Scrutiny Assembly

Sub Groups:

- Health Monitoring Sub Group
- Value for Money Sub Group
- Corporate Parenting Sub Group
- Campus Telford

Joint Health Overview and Scrutiny Committee with Shropshire Council

Special Interest meetings

Spotlight Reviews

In-depth Reviews

4.2 The Scrutiny structure is also aligned to the Council priorities. The Scrutiny Leadership Board currently has responsibility for scrutiny of the overarching priority – Transforming Telford & Wrekin. Each of the 6 Lead Scrutiny Members on the Board are responsible for scrutiny of one of the remaining priorities:

- Giving children and young people the best possible start in their lives
- Maintaining a high quality, attractive and sustainable environment
- Creating a safe, strong and cohesive community
- Promoting healthy communities and improving the quality of life of vulnerable and older people
- Strengthening the local economy and skills of local people
- An efficient, effective and customer-focussed Council that delivers value-for-money for the community.

5.0 LEAD MEMBER APPRAISALS

5.1 As part of the process to assess the effectiveness of Scrutiny and provide appropriate support to Members an annual appraisal has traditionally taken place for Lead Scrutiny Members. It is proposed that the appraisal process for 2009 /10 is incorporated into a wider review as set out in Section 6 of this report.

6.0 REVIEW OF SCRUTINY ARRANGEMENTS

6.1 It is appropriate to assess the effectiveness of the current arrangements 12 months after implementation. It is proposed that a review is undertaken by an independent expert in Local Government Scrutiny. As well as seeking the views of both Scrutiny /Executive Members and Co-optees the review would also seek the views of officers from the Council and partners involved in scrutiny. A range of methods will be used to seek views including questionnaires, interviews and focus groups. Based on the evidence gathered during the review recommendations will be made on possible developments for Scrutiny.

6.2 The Audit Committee has requested a report to their meeting on the 30th March 2010 on the effectiveness of the Scrutiny arrangements introduced in January 2009. The focus of this report will be the role of Scrutiny in the Council's governance structures. In order to include this report in the wider review it will be necessary to bring the findings of the review to the meeting of the Scrutiny Leadership Board on the 25th March 2010. The time scale for this review will enable any recommendations on the scrutiny structure to be considered prior to Annual Council.

Report prepared by Fiona Bottrill (Scrutiny Manager), Tel: (01952) 383113

Scrutiny Leadership Board, 19th November 2009

Agenda item 7: Scrutiny Review of Employee Suggestion Schemes

In 2005 Scrutiny undertook a review of Employee Suggestion Schemes which at that time was not accepted by Cabinet. In the light of the current economic climate, Councillors Derek White and Bob Groom as the scrutiny members for the review decided that now would be a good time to relook at Employee Suggestion Schemes as a potential money saving and service improvement initiative.

The old review was brought up to date by revisiting Ricoh, who were consulted as part of the original review and Members feel have an exemplary scheme, and by researching Employee Suggestion Schemes in operation in other local authorities. Concurrent with this, there was growing support for setting up such a scheme from both the Corporate Employee Focus Group and a range of members, including the Cabinet Member for Policy, Performance & Partnership and the Value for Money Scrutiny Group.

The Policy and Value for Money Manager therefore produced a report and proposal for a scheme in consultation with the various parties, which is attached. The scrutiny members were consulted as part of the development of the proposal and put forward a number of recommendations which they would like to see taken into account in the further development of the Scheme should it go ahead.

On 10th November, Cabinet approved the recommendations in the report:

- That members agree the key principles and outline process in Sections 4.1 and 4.2; and
- Agree the next steps in Section 5 and delegate authority to the Head of Policy, Performance & Partnership, following consultation with the Cabinet Member: Policy, Performance & Partnership, to finalise details.

The Scrutiny recommendations were noted and the Cabinet Member for Policy, Performance and Partnership expressed broad support for the recommendations with the exception of recommendation 2 which he felt may not be possible in the current economic climate. The Scrutiny recommendations will be taken into account in the further development of the Scheme.

TELFORD & WREKIN COUNCIL

CABINET – 10 NOVEMBER 2009

EMPLOYEE SUGGESTION SCHEME

JOINT REPORT OF HEAD OF POLICY, PERFORMANCE & PARTNERSHIP AND HEAD OF CUSTOMER STRATEGY & BUSINESS TRANSFORMATION

1. PURPOSE

- 1.1 To put forward some initial proposals for an Employee Suggestion Scheme.

2. RECOMMENDATIONS

- 2.1 That members agree the key principles and outline process in Sections 4.1 and 4.2; and**
- 2.2 Agree the next steps in Section 5 and delegate authority to the Head of Policy, Performance & Partnership, following consultation with the Cabinet Member: Policy, Performance & Partnership, to finalise details of the scheme.**

3. BACKGROUND

- 3.1 The Council does not currently have an official Employee Suggestion Scheme, although this has been considered a number of times in the past. There now appears to be growing support for setting up such a scheme from both the Corporate Employee Focus Group and a range of members, including the Cabinet Member for Policy, Performance & Partnership and the Value for Money Scrutiny Group. A Scrutiny Review of Employee Suggestion Schemes has also recently been carried out (see Appendix 2 for recommendations).
- 3.2 Research into a number of private and public sector organisations suggests that the potential benefits of Employee Suggestion Schemes include:
- Cost and efficiency savings;
 - Service improvements;
 - Improved communication;
 - Improved employee satisfaction/engagement;
 - Greater innovation, creativity and sharing of good practice.
- 3.3 Employee Suggestion Schemes also give employees an opportunity to initiate change and a voice when change is happening (only 59% of employees in the recent Employee Survey were satisfied with the influence they have in decisions that affect their job and just 30%

agreed that change in the organisation is well managed by senior managers in their Portfolio).

- 3.4 As we are entering a period of significant change and financial pressures, this seems an opportune moment to revisit setting up an Employee Suggestion Scheme. It would also link in well with the programme of Lean training that is currently being piloted.
- 3.5 A group of officers from Policy, Performance & Partnership, the Business Efficiency Team and Scrutiny have developed some initial proposals, based on research into a number of private and public sector Employee Suggestion Schemes. The proposals include some key principles, an outline of how the scheme could work and some areas for further discussion.

4. PROPOSALS

4.1 Key Principles

- 4.1.1 The scheme should have a clear value for money focus with criteria/guidance to encourage suggestions that save money or improve the way we deliver services or manage the organisation. Clear criteria should prevent the Suggestion Scheme becoming an internal 'complaints service' and could be used to score and prioritise suggestions.
- 4.1.2 The scheme should be accessible to all employees – so whilst we would encourage employees to make suggestions via the Intranet, we should provide an alternative mechanism for employees without access to a PC e.g. a suggestion box.
- 4.1.3 There should be some sort of 'independent' assessment to ensure that feasible suggestions are recognised and acted upon and also to identify suggestions that could have Council-wide impact (see Section 4.2).
- 4.1.4 All suggestions should be recorded and tracked and this information should be made available to all employees (see Section 4.2).
- 4.1.5 There should be an element of recognition and/or reward, ideally even for people whose suggestions are not taken forward.

4.2 Outline Process

- 4.2.1 Appendix 1 sets out a possible process for an Employee Suggestion Scheme. Key elements of the proposed scheme are:
- The scheme should run initially for a **trial period of two years**, with a formal review of its effectiveness at the end of this timescale;

- **Independent assessment** – a small steering group would be responsible for assessing suggestions with input as needed from relevant officers and members. This group would also assess whether suggestions about a specific service could have a wider organisational impact and where appropriate, refer these on to corporate projects e.g. Business Efficiency Team, service reviews, strategy/policy development programme. We would recommend involving member(s) and employee representatives in this group;
- Employees should, if they wish, be able to **submit suggestions anonymously**. While it would mean that we would not be able to recognise or reward these employees or get more information from them if this was required, the aim is to encourage as many people as possible to submit ideas;
- **Co-ordination** – most schemes are administered by a co-ordinator(s), who effectively ‘screen’ suggestions that do not meet the criteria and request further information as necessary. In some organisations e.g. Ricoh, co-ordination of the scheme is a full-time role, although elsewhere it is picked up as part of an existing role;
- **Recording and tracking** – all suggestions received via the Intranet would be recorded on a ‘message board’. The co-ordinator(s) would be responsible for recording suggestions received in other ways and adding progress updates on all suggestions to the message board. In this way, all employees (and members) with Intranet access could see what suggestions had been received, whether these were feasible, and what progress had been made with implementing them (we would have to consider how we could make this information available to employees without a PC e.g. through regular bulletin updates). We would also keep a record and running total of improvements and efficiencies made, so that the value/impact of the scheme could be viewed and assessed on an ongoing basis.
- **Recognition and reward** – Our research suggests that where monetary rewards are used, these tend to be relatively modest even in the private sector (usually in the form of vouchers and ranging from just £3 to about £250) and we are minded to incorporate some small degree of monetary reward as part of the scheme (possibly to recognise the ‘best’ idea received every six months). In addition to this, we will also consider non-monetary reward and recognition such as:
 - Create a ‘Top Employee Suggestion(s) of the Year’ category in the annual internal awards;
 - Reception or a ‘night out’ for suggestions where a team has worked together to implement an idea;
 - An additional day’s leave (your birthday?);
 - Prizes based around Council services e.g. free Aspirations membership, tickets to The Place etc;
 - Additional training/development and/or chance for employee to be directly involved in implementing their suggestion.

- In terms of the **scope of the scheme**, this will be open to all employees and elected members, though there would be no monetary reward available for members. The scheme could also be open to schools and learning communities (NB with reference to recommendation 11 in Appendix 2, as Academies are independent, it is not appropriate to look to include them within the Council scheme).
- To help support the development and implementation of the scheme, the Council will become a **member of Ideas UK**, a not-for-profit association of suggestion scheme managers which offers advice and guidance and gives access to a network of over 100 organisations with Employee Suggestion Schemes. Membership of this body will be reviewed on an annual basis.

5. **NEXT STEPS**

5.1 The main next steps are to:

- Consult members, trade unions and employees about the initial proposals and involve the Employee Focus Group in the detailed design of the scheme;
- Look to identify, from within existing resources, an officer to take forward the day to day running/co-ordination of the scheme;
- Identify co-ordinator(s) and set up a steering group to manage the set-up and running of the scheme.
- Continue to research best practice;

5.2 The ideal time to launch an Employee Suggestion Scheme would be December/January, to coincide with the start of the budget process (this also links well with the start of business planning in January).

6 **OTHER CONSIDERATIONS**

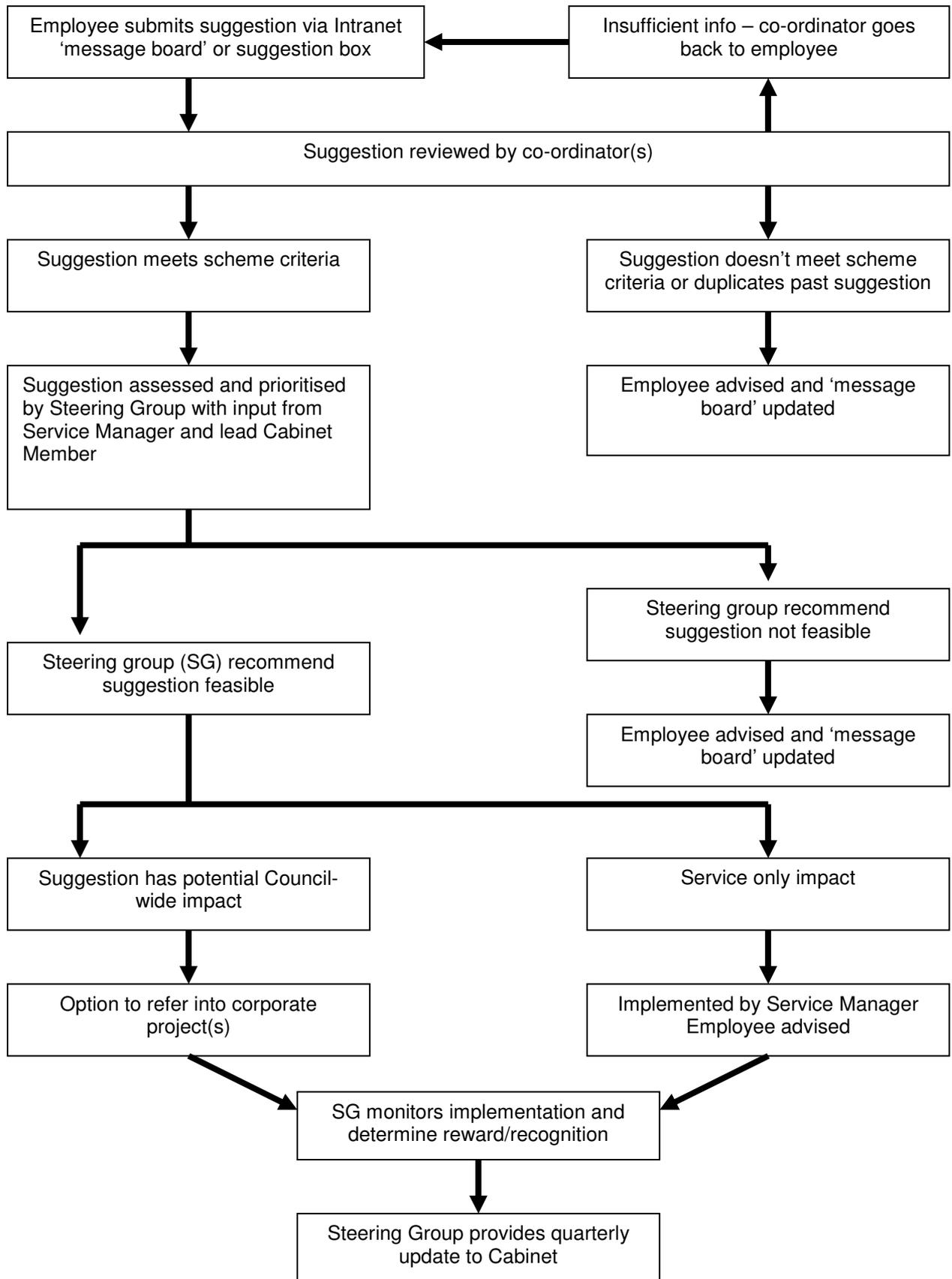
Area	Comments
Equal Opportunities	The scheme will be accessible to all employees and there is scope for suggestions to have a positive impact on equality and diversity issues, both in terms of our workforce and service delivery.
Environmental Impact	As above, suggestions could result in positive environmental impact through better use of resources or improved service delivery.
Legal Implications	The scheme would operate within the Council's governance and statutory framework.
Risk Management	Risks and opportunities of suggestions will be a key consideration when assessing the feasibility of suggestions.
Links with Corporate Priorities	The Employee Suggestion Scheme links most directly to our priority to be an 'Efficient, Effective, Customer-focused Council that delivers Value for Money for the Community'.

Financial Implications	We will look to run the scheme within existing resources and a key focus of the scheme will be to realise savings and efficiencies. The cost of joining Ideas UK is £650 pa
Ward Implications	Dependent on the suggestion, suggestions may have Borough-wide implications.

**Report prepared by Felicity Mercer, Policy and Value for Money Manager,
Tel: (01952) 380136 in conjunction with:**

- **Ann Baxendale – Internal Communications Officer**
- **Gail Rider – Programme Leader, Business Efficiency**
- **Stephanie Jones – Scrutiny Officer**

Appendix 1 – Employee Suggestion Scheme Outline Process



Appendix 2 – Scrutiny Recommendations

Proposed scheme

The scrutiny Members have reviewed and inputted into the report which will be presented to CMT on 20th October 2009. The Members welcome the proposals but wish to make a number of recommendations to be taken into account in the further development of the proposals.

Recommendation 1

That the Cabinet agrees to implement an Employee Suggestion Scheme along the lines set out in the Employee Suggestion Scheme Discussion Note, and that this should be for a trial period of at least two years.

Recommendation 2

That there should be one full-time member of staff to set up and run the scheme. This need not be in addition to existing headcount, but the role could be created by rationalising existing resources. The position could be officer level but the person must have the right personality, creativity and ability to challenge. The position should be mandated at Chief Executive level and have regular contact with the Chief Executive.

Recommendation 3

That the Council becomes a member of Ideas UK.

Recommendation 4

That every idea should be rewarded and recognised at an appropriate level.

Recommendation 5

That there should be awards for both individual and team suggestions.

Recommendation 6

That the scheme must be simple, high-tech and non-bureaucratic to eliminate unnecessary staff time and so that suggestions are “fast-tracked” where possible to implementation.

Recommendation 7

That there should be an independent moderator for suggestions that have personnel or personal implications.

Recommendation 8

That the scheme is regularly reviewed and monitored and that monitoring information is public.

Recommendation 9

That the trade unions are involved.

Recommendation 10

That the scheme should be open to Members, but that Members should only receive a very token reward for suggestions.

Recommendation 11

That schools, or learning communities, and Academies should be invited to participate.

Scrutiny Leadership Board – Forward Plan 2009-10

Date of meeting	Agenda items	Attending
12th May 2009	<ul style="list-style-type: none"> • Scrutiny Assembly 19th May • Chairman's update: <ul style="list-style-type: none"> ○ Away day ○ Chairing arrangements for subgroups 	
Additional meeting 23rd June 2009	<ul style="list-style-type: none"> • Change to review order for Children & Young people • Feedback from the Scrutiny Assembly on 19th May • Proposal for Introduction of Councillor Call for Action • Amendments to terms of reference for standing sub groups • To consider the options for co-opting from West Mercia police Authority onto SLB for scrutiny of crime & disorder items • Chairman's update: <ul style="list-style-type: none"> Scrutiny and the media Report on urgent decisions by the Chairman 	
9th July 2009	<ul style="list-style-type: none"> • Consideration of further information on scrutiny suggestions from 12 May 2009 meeting • New legislation update • Appointment of members to the Joint health Scrutiny Committee with Shropshire, Staffordshire and Stoke • 6 Monthly review of new scrutiny arrangements 	
16th Sep 2009	<ul style="list-style-type: none"> • Update on TSLEC • Preparation for Scrutiny Assembly meeting on 12th October 2009 • Surface Water Drainage – to consider inclusion in the programme as an in-depth review • Draft Scrutiny Annual Report for Full Council on 30th September 2009 • Scrutiny Review Reports for approval – Procurement 	
24th September 2009 – additional meeting	<ul style="list-style-type: none"> • CDRP scrutiny • To receive presentation on employee survey results • Scrutiny and the media • Report on the Council's Forward Plan • Preparation for Scrutiny Assembly on 12th October 2009 	Tom Currie and Alex Urka Marie Whitefoot Nigel Newman Phil Griffiths

	<ul style="list-style-type: none"> • Update on implementation of past recommendations • Scrutiny Review Reports for approval – Section 106 • Scrutiny Work Programme Event • Value For Money Sub Group recommendations on Transport Services Review 	
19th Nov 2009	<ul style="list-style-type: none"> • Update on First Point recommendations • Update on implementation of recommendations from School Travel Review • Scrutiny Lead member appraisals • Employee Suggestion Scheme • Health Scrutiny – Voting rights of health co-optees 	Andrew Meredith Stuart Freeman/Helen Hill/Kathy Swallow
14 Jan 2010	<ul style="list-style-type: none"> • To receive update on actions to address issues from employee survey • Scrutiny Review reports – Bus Services and Housing & Homelessness 	
25th Mar 2010	<ul style="list-style-type: none"> • Preparation for Scrutiny Assembly performance meeting • CDRP scrutiny 	
13th May 2010		

Standing Items

- Chairman's Update
- Scrutiny Suggestions
- SLB Forward Plan
- Council Forward Plan
- Progress on reviews
- Recommendations from scrutiny reviews/sub-groups etc.



Telford & Wrekin

C O U N C I L

FORWARD PLAN

98th Edition

Published on 15th October 2009

Effective from 1st November 2009

Covering the period

November 2009 to February 2010



DEMOCRATIC
SERVICES

TELFORD & WREKIN COUNCIL
98th EDITION FORWARD PLAN
November 2009 to February 2010

EFFECTIVE FROM 1st November 2009

- This Plan is a list of the Key Decisions likely to be taken over the coming 4 months. The list is not exhaustive as not all decisions are known that far in advance. The Plan is re-published monthly and the next Plan will be published on 16th November 2009 and effective from 1st December 2009.
- The contents of the Plan are subject to change each month. When the Plan is re-published the items identified in each month will be reviewed and depending on circumstances the timescale for some decisions may change. Attached to this Plan is the list of Key Decisions due to be taken in October 2009. Any Key Decisions not taken by the end of October 2009 will automatically be rolled forward into November 2009.
- Each key decision in the Plan will be the subject of a written report and that report will be published and available for public inspection 5 working days prior to the decision being taken.

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This information can also be made available in alternative formats including large print, Braille and audio tape.

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STANDARD ITEMS

The following are Standard Items for decisions relating to each Portfolio/Service which may be taken as and when necessary.

Title	Budget Strategy / Service & Financial Planning Process	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Andrew Eade / Cllr Adrian Lawrence Resources	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	Ken Clarke	Head of Finance & Audit
	Telephone No	Email
	01952 383003	ken.clarke@telford.gov.uk

Title	Capital Strategy and Capital Programme Decisions within the agreed Capital Programme	
Exempt	Refer to Specific Reports	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	All Cabinet Members All Portfolios	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	Ken Clarke	Head of Finance & Audit
	Telephone No	Email
	01952 383703	ken.clarke@telford.gov.uk

Title	Community Strategy / Local Area Agreement (LAA)/Priority Plans	
Exempt	Refer to specific reports	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Sean Kelly Policy, Performance & Partnership	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	Richard Partington	Head of Policy, Performance & Partnership
	Telephone No	Email
	01952 380131	richard.partington@telford.gov.uk

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Title	Comprehensive Performance Assessment (CPA) and External Inspection	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Sean Kelly Policy, Performance & Partnership	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Richard Partington	Designation Head of Policy, Performance and Partnership
	Telephone No 01952 380131	Email richard.partington@telford.gov.uk

Title	Consultation Strategy and Activities	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Sean Kelly Policy, Performance & Partnership	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Richard Partington	Designation Head of Policy, Performance and Partnership
	Telephone No 01952 380131	Email richard.partington@telford.gov.uk

Title	Corporate Property Amendments	
Exempt	Refer to Specific Reports	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter Environment & Regeneration	
Decision Maker	Cabinet and/or Head of Asset & Property Management	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name David Sidaway	Designation Head of Property & Design
	Telephone No 01952 384300	Email david.sidaway@telford.gov.uk

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Title	Customer Strategy & E-Government	
Exempt	Refer to Specific Reports	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Adrian Lawrence Resources	
Decision Maker	Cabinet / Corporate Director: Community Services	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Angie Astley	Designation Head of Customer Strategy & Business Transformation
	Telephone No 01952 382400	Email angie.astley@telford.gov.uk

Title	Regeneration Strategy for Telford & Wrekin	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter Environment & Regeneration	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Sophie Griffiths	Designation Project Lead Officer
	Telephone No 01952 384700	Email Sophie.griffiths@telford.gov.uk

Title	Financial Monitoring and Financial Updates	
Exempt	No	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Adrian Lawrence Resources/All Portfolios	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Pauline Harris	Designation Corporate Finance Manager
	Telephone No 01952 383701	Email pauline.harris@telford.gov.uk

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Title	Housing Investment Plan	
Exempt	No	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr E Carter Environment & Regeneration	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	Katherine Kynaston	Strategic Housing Manager
	Telephone No	Email
	01952 384021	Katherine.kynaston@telford.gov.uk

Title	Improved Customer Service – Transforming the Business to Deliver the Vision	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Adrian Lawrence Resources	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	Angie Astley	Head of Customer Strategy & Business Transformation
	Telephone No	Email
	01952 382900	angie.astley@telford.gov.uk

Title	Local Development Framework	
Exempt	Refer to specific reports	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Steve Bentley Environment & Regeneration	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	Matthew Wedderburn	Principal Planning Officer (Policy Information)
	Telephone No	Email
	01952 384246	matthew.wedderburn@telford.gov.uk

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Title	Overview of Service and Financial Outturns	
Exempt	No	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Adrian Lawrence Resources/All Portfolios	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	Pauline Harris Jon Power	Corporate Finance Manager Corporate Performance Manager
	Telephone No	Email
	01952 383701 01952 380134	pauline.harris@telford.gov.uk jonathan.power@telford.gov.uk

Title	Performance Management, Value-for-Money and Best Value	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Sean Kelly Policy, Performance & Partnership	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	Richard Partington	Head of Policy, Performance and Partnership
	Telephone No	Email
	01952 380131	richard.partington@telford.gov.uk

Title	Property Investment Portfolio	
Exempt	Yes	If yes please state Paragraph Number(s) under which item is exempt:
		3
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter Environment & Regeneration	
Decision Maker	Cabinet/Head of Asset & Property Management	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name	Designation
	David Sidaway	Head of Property & Design
	Telephone No	Email
	01952 384300	david.sidaway@telford.gov.uk

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Title	School Organisation/Capital Financing	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Stephen Burrell Children & Young People	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Clive Jones	Designation Head of Policy, Resources & Social Regeneration
	Telephone No 01952 380900	Email clive.jones@telford.gov.uk

Title	Scrutiny Leadership Board Reports	
Exempt	Please refer to individual reports	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Please refer to individual reports	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Ken Clarke	Designation Head of Finance & Audit.
	Telephone No 01952 383100	Email ken.clarke@telford.gov.uk

Title	Sutton Hill Regeneration	
Exempt	Please refer to individual reports	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr E.J.Carter Environment & Regeneration	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Katherine Kynaston	Designation Strategic Housing Manager
	Telephone No 01952 384021	Email katherine.kynaston@telford.gov.uk

Title	Telford & Wrekin Partnership / Partnership Bid Applications and Projects	
Exempt	Refer to Specific Reports	If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	All Cabinet Members All Portfolios	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Please refer to individual reports	Designation Not applicable
	Telephone No Not applicable	Email Not applicable

Title	Telford Railfreight Terminal	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Steve Bentley Environment & Regeneration	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Graham Fairhurst	Designation Special Projects Manager
	Telephone No 01952 384590	Email graham.fairhurst@telford.gov.uk

Title	Telford Town Centre	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter Environment & Regeneration	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name David Sidaway	Designation Head of Property & Design
	Telephone No 01952 384300	Email david.sidaway@telford.gov.uk

Title	Woodside Regeneration	
Exempt		If yes please state Paragraph Number(s) under which item is exempt:
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter Environment & Regeneration	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	As appropriate	
Contact	Name Will Schofield	Designation Strategic Regeneration Officer
	Telephone No 01952 384700	Email mark.donovan@telford.gov.uk

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NOVEMBER 2009

Title	Adult Social Services Complaints Procedure	
Exempt (ie Not for Publication)	NO Delete as appropriate	Paragraph Number(s) 3 (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Councillor Jacqui Seymour – Adults and Community Protection	
Why this is a Key Decision	Borough wide implications	
Purpose	To inform Members of the new policy and procedure for dealing with Adults Social Services Complaints, in line with the new national regulations which come into effect on 1 April	
Recommendation	That Members approve the new policy and procedure	
Decision Maker (if officer specify whom)	Cabinet	
Target Cabinet/Date of Decision	10 November 2009	
Proposed Consultation		
Contact	Name Karen Kalinowski/Dave Robson	Designation Head of Performance & Standards/Business Manager - Safeguarding & Quality Assurance
	Telephone No 01952 381011/ 01952 381101	Email karen.kalinowski@telford.gov.uk dave.robson@telford.gov.uk

Title	Partnership Development with the Ironbridge Gorge Museum Trust (IGMT)	
Exempt (ie Not for Publication)	NO	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Adrian Lawrence: Resources	
Why this is a Key Decision	Could be of public interest and/or just at the financial threshold	
Purpose	To agree the basis for developing a longer term working partnership between the museum and Council in terms of service provision to each other and further development of facilities. This may include some initial financial support from the Council to IGMT.	
Recommendation	To agree the principles of the partnership and any initial financial support proposed	
Decision Maker (if officer specify whom)	Cabinet	
Target Cabinet/Date of Decision	10 th November 2009	
Proposed Consultation		
Contact	Name Paul Clifford	Designation Corporate Director:Resources
	Telephone No 383700	Email Paul.clifford@telford.gov.uk

Title	Council Tax – Discretionary Discount and National Non-Domestic Rates Discretionary Rate Relief	
Exempt (ie Not for Publication)	NO	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Adrian Lawrence Resources	
Why this is a Key Decision	The proposals have Borough wide implications	
Purpose	To advise Members of their powers under Section 13 A of the Local Government & Finance Act 1992 in relation to the Council's policy and guidelines for the determination of applications for discretionary council tax discount and rate relief.	
Recommendation	To approve the guidelines and introduction of a discretionary council tax discount scheme; To approve the guidelines for awarding discretionary rate relief; To approve the introduction of an internal review process where a customer is dissatisfied with a decision.	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	24 th November 2009	
Proposed Consultation	None	
Contact	Name	Designation
	Sophie Lane	Revenues Manager
	Telephone No	Email
	01952 383832	Sophie.lane@telford.gov.uk

Title	Land Strategy	
Exempt (ie Not for Publication)	YES	Paragraph Number 3 (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter Environment & Regeneration	
Why this is a Key Decision	Significant financial impact Likely to have a significant impact on more than one ward	
Purpose	Approval of Members for the review and disposal of Council assets, together with the use of receipts.	
Recommendation	Approval for disposal of Council Assets; Approval for use of capital receipts to be used to fund further land strategy works	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	24 th November 2009	
Proposed Consultation		
Contact	Name	Designation
	James Dunn	Team Leader – Property & Design
	Telephone No	Email
	01952 384331	james.dunn@telford.gov.uk

Title	Review of the Council's 'Housing Allocations Scheme'	
Exempt (ie Not for Publication)	NO Delete as appropriate	
Lead Cabinet Member and Portfolio Area	Cllr Jacqui Seymour – Adults and Community Protection	
Why this is a Key Decision	Involves review of and potential changes to Council policy	
Purpose	To update Cabinet on a review of the Council's housing allocations scheme and to seek approval to a draft allocations framework for the purposes of stakeholder and community consultation.	
Recommendation	That Cabinet approves the allocations scheme framework and consultation proposals	
Decision Maker (if officer specify whom)	Cabinet	
Target Cabinet/Date of Decision	24 th November 2009	
Proposed Consultation	Extensive stakeholder and community consultation proposed as set out in the report	
Contact	Name Mike Atherton	Designation Head of Operations (<i>Housing, Public Protection, Substance Misuse, Mental Health & Social Inclusion</i>)
	Telephone No 01952 381800	Email mike.atherton@telford.gov.uk

Title	Property Rationalisation	
Exempt ? (i.e not for publication)	Yes	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter – E&R, Property & Design	
Purpose	To bring forward phase 1 of Operational Property rationalisation	
Recommendation	To rationalise various operational properties	
Why this is a Key Decision ?	Capitalised revenue savings of over £500,000	
Decision Maker (if officer specify whom)	Cabinet	
Target Cabinet / Date of Decision	24 th November 2009	
Proposed Consultation	Inform Ward Members where properties located prior to Cabinet	
Contact	Name: C.Goulson	Designation: Operational Manager
	Telephone No:384302	Email:Chris.goulson@telford.gov.uk

Title	Adding Household Batteries and Low Energy Light Bulbs to the Existing Kerbside Service	
Exempt (ie Not for Publication)	NO * Delete as appropriate	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Stephen Bentley	
Why this is a Key Decision	Effects all Wards	
Purpose	To add household batteries and low energy light bulbs to the existing kerbside recycling collection	
Recommendation	That Members approve the change from March 2010 when TWS renew their vehicles.	
Decision Maker (if officer specify whom)	Cabinet	
Target Cabinet/Date of Decision	24 th November 2009	
Proposed Consultation	No additional consultation	
Contact	Name Sally Hall Telephone No 01952 384201	Designation Acting Business Unit Manager Email sally.hall@telford.gov.uk

DECEMBER 2009

Title	Extracare Services Charging policy	
Exempt (ie Not for Publication)	NO	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Jacqui Seymour Adults and Community Well-being	
Why this is a Key Decision	Significant financial implications and public interest	
Purpose	To ensure that people receiving community care services funded by the Council in Extracare housing schemes, make a financial contribution towards the cost of their care, which is consistent with the national Fairer Charging Guidance.	
Recommendation	Cabinet approve Community Care Charging Policy for care & support provided in Extracare housing	
Decision Maker (if officer specify whom)	Cabinet	
Target Cabinet/Date of Decision	8 th December	
Proposed Consultation	Engagement with Advocacy Organisations representing vulnerable people who use Extracare schemes	
Contact	Name: Paul Taylor/Karen Kalinowski Telephone No: 01952 381200	Designation: Heads of Service, Adults and Community Well-being Email: paul.taylor@telford.gov.uk karen.kalinowski@telford.gov.uk

Title	Adult Social Services Annual Performance Assessment and Star Rating	
Exempt (ie Not for Publication)	NO Delete as appropriate	
Lead Cabinet Member and Portfolio Area	Cllr Jacqui Seymour – Adults and Community Well-being	
Why this is a Key Decision	The quality and effectiveness of adult social services has a direct impact on the ability of the Council and partner agencies to meet the needs of vulnerable people across the Borough	
Purpose	To provide information on the outcome of the 2008/9 performance assessment and 2009 'Star Rating' for adult social services, undertaken by the Care Quality Commission, and to report on progress achieved, areas for continuing improvement and our capacity to achieve this.	
Recommendation	That members: 1. Note the assessment of Adult Social Services as (cannot give details until formally notified by the CQC) 2. Note the recently announced social services 'Star Rating' for 2009 3. Note the achievements and areas for further improvement identified in the Care Quality Commission Performance Review Report for 2008/9	
Decision Maker (if officer specify whom)	Cabinet	
Target Cabinet/Date of Decision	8 December 2009	
Proposed Consultation		
Contact	Name Karen Kalinowski	Designation Head of Performance & Standards
	Telephone No 01953 381011	Email Karen.kalinowski@telford.gov.uk

JANUARY 2010

Title	Children & Young People – Tender of Shawbirch Short Breaks	
Exempt (ie Not for Publication)	YES	Paragraph Number 3 (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Stephen Burrell Children & Young People	
Why this is a Key Decision	Significant financial impact	
Purpose	The Council is undertaking a tender for the provision of a reconfigured service and a pilot service for children with disabilities.	
Recommendation	To approve the award of the tender to a supplier assessed via the tender process.	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	26 th January 2010	
Proposed Consultation	Parents and children and young people are involved in the tender process.	
Contact	Name Vivianne McKay	Designation Joint Commissioning Manager
	Telephone No 01952 388892	Email viv.mckay@telfordpct.nhs.uk

FEBRUARY 2010

Title	Transfer of Community Related Assets (CRA)	
Exempt ? (i.e not for publication)	Yes	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter – E & R, Property & Design	
Purpose	To seek approval for the transfer of land comprising of various parcels across the Borough from the Homes & Communities Agency as part of a CRA package.	
Recommendation	To approve the acquisition of the CRA5 Phase II Package	
Why this is a Key Decision ?	Many Wards are effected	
Decision Maker (if officer specify whom)	Cabinet	
Target Cabinet / Date of Decision	23 February 2010	
Proposed Consultation	Inform Ward Members where properties located prior to Cabinet.	
Contact	Name: ALAN FOX	Designation: ESTATES & INVESTMENTS MANAGER
	Telephone No: 01952 384325	Email: Alan.fox@telford.gov.uk

OCTOBER 2009

Title	Affordable Housing Small Sites Programme	
Exempt (ie Not for Publication)	No	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Eric Carter Environment & Regeneration	
Why this is a Key Decision	Involves investment of land and resources and provision of sites for affordable housing across the whole Borough	
Purpose	To seek approval to progress the delivery of a programme of small sites for affordable housing in partnership with the Homes & Communities Agency.	
Recommendation	Various – likely to include approval to appoint a delivery partner, inclusion of sites or process for approving inclusion, phasing and investment	
Decision Maker	Cabinet.	
Target Cabinet/Date of Decision	13 th October 2009	
Proposed Consultation	TWC sites will require planning permission and consultation will be undertaken as part of the statutory process. Parish and Ward members will be involved in the development of the programme.	
Contact	Name Katherine Kynaston Telephone No 01952 384021	Designation Strategic Housing Manager Email Katherine.kynaston@telford.gov.uk

Title	Benefits Fraud Sanction Policy	
Exempt (ie Not for Publication)	No	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Adrian Lawrence Resources	
Why this is a Key Decision	To ensure that this Authority takes appropriate action in cases of suspected benefit fraud to punish offenders in line with Audit Commission guidelines and Key Lines of Enquiry (KLOE), including the appropriateness of taking prosecution action against the most serious cases.	
Purpose	To set out the Authority's criteria for the authorising of sanctions against benefit fraudsters, and to demonstrate to the residents of Telford & Wrekin that this Authority takes benefit fraud seriously, and will not tolerate such behaviour.	
Recommendation	That the revised guidelines for determining the most appropriate sanction to apply in the case of proven benefit fraud are approved; That the revised delegated authority to authorise sanction action is approved	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	27 th October 2009	
Proposed Consultation	Department for Work and Pensions - Fraud Investigation Service; BTW Legal Services; BTW Internal Audit; Citizens Advice Bureau; Telford Magistrates; Benefit Investigation Team; Benefit Control Team	
Contact	Name Lee Higgins Telephone No 01952 383835	Designation Benefit Manager Email Lee.higgins@telford.gov.uk

Title	Community Strategy for Telford & Wrekin	
Exempt (ie Not for Publication)	NO	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Andrew Eade Policy Performance & Partnerships	
Why this is a Key Decision	The Community Strategy is an overarching strategy that covers all wards of the Borough	
Purpose	The Community Strategy has been refreshed to reflect revised Community Priorities (as per Priority Plans), new Local Area Agreement (2008-11) and refreshed Vision 2026	
Recommendation	To endorse the refreshed Community Strategy for Telford & Wrekin	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	27th October 2009	
Proposed Consultation	Significant public and partner consultation has taken place in the development of the Priority Plans, Vision 2026 and Local Area Agreement round 2. Communication and consultation will be ongoing with LSP partners and the community.	
Contact	Name Tim Moore	Designation Partnership & Performance Officer
	Telephone No 01952 380140	Email Tim.moore@telford.gov.uk

Title	Future Delivery Of Economic Development and Regeneration Services	
Exempt (i.e not for publication)	YES	Paragraph 3 of Schedule 12A of the Local Government Act 1972
Lead Cabinet Member and Portfolio Area	Councillor Eric Carter Environment & Regeneration	
Purpose	To consider a detailed legal and financial analysis of the implications of revised delivery arrangements for economic development and regeneration services following a Cabinet approval in principle of those proposals on 21 st July 2009, and to agree the implementation of those proposals	
Recommendation	To approve revised arrangements for the delivery of economic development and regeneration services in the Borough	
Why this is a Key Decision	Significant financial impact	
Decision Maker (if officer specify whom)	Cabinet/ Full Council	
Target Cabinet / Date of Decision	13 th October 2009	
Proposed Consultation	Legal Services, Resources, HR, external legal advice	
Contact	Name Peter Smith	Designation Head of Economy & Housing
	Telephone No: 01952 384700	Email: Peter.smith@telford.gov.uk

Title	Planning of School Places – Co-location of Three Oaks and Stirchley Primary Schools to form a new Primary School at Stirchley District Centre	
Exempt (ie Not for Publication)	NO	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Stephen Burrell Children & Young People	
Why this is a Key Decision	Decisions are likely to incur expenditure greater than £500k and will impact on people in more than one ward within the Borough	
Purpose	To report on the consultation process regarding proposals to co-locate Three Oaks Primary and Stirchley Primary to form a new primary school at Lord Silkin Learning Community, as part of wider proposals for Campus Telford & Wrekin	
Recommendation	To approve a request for permission to consult on these proposals	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	27th October 2009	
Proposed Consultation	Wider community, Members and any other interested parties	
Contact	Name	Designation
	Mal Yale	Capital & Facilities Manager
	Telephone No	Email
	01952 380931	Mal.yale@telford.gov.uk

Title	Regional Spatial Strategy Phase 3 Consultation	
Exempt (ie Not for Publication)	NO	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Stephen Bentley Environment & Regeneration	
Why this is a Key Decision	Significant public interest	
Purpose	To agree officer comments already submitted, due to the consultation timescale over the summer months, on the consultation for the RSS Phase 3; in particular to gain agreement to the approach to the topic areas of Critical Rural Services, Gypsies and Travellers, Culture, Sport & Tourism, Quality of Environment and Minerals	
Recommendation	To agree officer comments previously submitted to West Midlands Regional Assembly	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	27th October 2009	
Proposed Consultation	Portfolios and Members were contacted and invited to the RSS consultation event; Development Plan Steering Group	
Contact	Name	Designation
	Mark Edwards	Business Manager DPS
	Telephone No	Email
	01952 384260	Mark.edwards@telford.gov.uk

Title	Telford & Wrekin Council (Off Street Parking Places) Order 2009	
Exempt (ie Not for Publication)	NO	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Stephen Bentley Environment & Regeneration	
Why this is a Key Decision	The proposals have an impact on more than one ward – Haygate and College	
Purpose	To introduce short stay car parking in Wellington Town Centre at the Belmont/Tan Bank; Swimming Pool East; Victoria Road North; and Nailors Row Car Parks. The intention is to allow parking at these locations for a period not exceeding 4 consecutive hours at any one time and no return allowed within two hours between 7am and 6pm Monday to Sunday. There are restrictions at all other times.	
Recommendation	That agreement is given to the introduction of Short Stay Parking in the car parks listed above in Wellington Town Centre	
Decision Maker	Stuart Freeman – Business Unit Manager (Traffic & Transportation) or Paul Traynor – Traffic Team Leader (Traffic & Transportation)	
Target Cabinet/Date of Decision	23rd October 2009	
Proposed Consultation	Advertising through the Telford & Wrekin Council Traffic Regulation Order Procedure	
Contact	Name Ellie Gormley Telephone No 01952 384637	Designation Principal Engineer – Traffic Team Email ellie.gormley2@telford.gov.uk

Title	Waste Strategy Review 2009	
Exempt (ie Not for Publication)	NO	Paragraph Number(s) (Section 12A LGA 1972)
Lead Cabinet Member and Portfolio Area	Cllr Stephen Bentley Environment & Regeneration	
Why this is a Key Decision	This is a Council Strategy and covers the whole Borough. It therefore has an impact on all wards. It provides the platform from which future investment in waste services will be made.	
Purpose	The current Waste Management Strategy 2005 – 2021, adopted by members in 2005/06 is scheduled for its first review in 2008/09. Work is currently being undertaken in this respect and the purpose of this report is to provide an update on delivery of the strategy to date, consider new regional/national policy in the context of service delivery, consider ongoing targets and propose new actions. Overall the report will seek approval for the adoption of a refreshed Strategy document.	
Recommendation	Adoption of the revised Strategy	
Decision Maker	Cabinet	
Target Cabinet/Date of Decision	13 th October 2009	
Proposed Consultation	Full public consultation	
Contact	Name Sally Sheward Telephone No 01952 384211	Designation Waste Management Team Leader Email sally.sheward@telford.gov.uk