



Agenda

Corporate Projects Scrutiny Committee

Monday, 29 January 2018 at 7.00 pm

Brentwood County High School, Shenfield Common, Seven Arches Road,
Brentwood CM14 4JF

Membership (Quorum – 3)

Cllrs Mrs Pound (Chair), Reed (Vice-Chair), Aspinell, Barrett, Mrs Coe, Kendall, McCheyne, Trump and Tumbridge

Agenda Item	Item	Wards(s) Affected	Page No
1.	Apologies for Absence		
2.	Minutes of the Previous Meeting		5 - 8
3.	Emergency Plan Response and Procedures Working Group Report	All Wards	9 - 22
4.	Performance Indicators and Formal Complaints Working Group	All Wards	23 - 56
5.	Work Programme 2017/18 Update	All Wards	57 - 70
6.	Urgent Business		

A handwritten signature in black ink, appearing to read "P. L. Russell". The signature is written in a cursive style and is underlined with a single horizontal stroke.

Chief Executive

Town Hall
Brentwood, Essex
19.01.2018

Information for Members

Substitutes

The names of substitutes shall be announced at the start of the meeting by the Chair and the substitution shall cease at the end of the meeting.

Where substitution is permitted, substitutes for quasi judicial/regulatory committees must be drawn from Members who have received training in quasi- judicial/regulatory decision making. If a casual vacancy occurs on a quasi judicial/regulatory committee it will not be filled until the nominated member has been trained.

Rights to Attend and Speak

Any Members may attend any Committee to which these procedure rules apply.

A Member who is not a member of the Committee may speak at the meeting. The Member may speak at the Chair's discretion, it being the expectation that a Member will be allowed to speak on a ward matter.

Members requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting.

Point of Order/ Personal explanation/ Point of Information

Point of Order

A member may raise a point of order at any time. The Mayor will hear them immediately. A point of order may only relate to an alleged breach of these Procedure Rules or the law. The Member must indicate the rule or law and the way in which they consider it has been broken. The ruling of the Mayor on the point of order will be final.

Personal Explanation

A member may make a personal explanation at any time. A personal explanation must relate to some material part of an earlier speech by the member which may appear to have been misunderstood in the present debate, or outside of the meeting. The ruling of the Mayor on the admissibility of a personal explanation will be final.

Point of Information or clarification

A point of information or clarification must relate to the matter being debated. If a Member wishes to raise a point of information, he/she must first seek the permission of the Mayor. The Member must specify the nature of the information he/she wishes to provide and its importance to the current debate, If the Mayor gives his/her permission, the Member will give the additional information succinctly. Points of Information or clarification should be used in exceptional circumstances and should not be used to interrupt other speakers or to make a further speech when he/she has already spoken during the debate. The ruling of the Mayor on the admissibility of a point of information or clarification will be final.

Information for Members of the Public

Access to Information and Meetings

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Dates of the meetings are available at www.brentwood.gov.uk.

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The use of flash photography or additional lighting may be allowed provided it has been discussed prior to the meeting and agreement reached to ensure that it will not disrupt proceedings.

The Chair of the meeting may terminate or suspend filming, photography, recording and use of social media if any of these activities, in their opinion, are disrupting proceedings at the meeting.

Private Session

Occasionally meetings will need to discuss some of its business in private. This can only happen on a limited range of issues, which are set by law. When a Committee does so, you will be asked to leave the meeting.

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Access

There is wheelchair access to the meeting venue from the Main Entrance. There is an induction loop in the meeting room.

Evacuation Procedures

Evacuate the building using the nearest available exit and congregate at the assembly point in the Car Park.



Minutes

Corporate Projects Scrutiny Committee Tuesday, 21st November, 2017

Attendance

Cllr Mrs Pound (Chair)
Cllr Reed (Vice-Chair)
Cllr Aspinell
Cllr Barrett
Cllr Mrs Coe

Cllr Kendall
Cllr McCheyne
Cllr Trump
Cllr Tumbridge

Also Present

Cllr Mrs Davies
Cllr Hossack
Cllr Kerlake
Cllr Ms Rowlands

Officers Present

Kim Anderson	-	Partnership, Leisure and Funding Manager
Jean Sharp	-	Governance and Member Support Officer
Lorne Spicer	-	Business Development and PR Manager
Steve Summers	-	Chief Operating Officer

165. Apologies for Absence

No apologies for absence were received – all Committee members were present.

166. Minutes of the Previous Meeting

Several queries were raised in relation to the accuracy of the minutes of the previous Corporate Projects Scrutiny Committee held on 25 September 2017.

Although it was noted within the minutes, Cllr Kendall's name had not been listed under 'Apologies' section at the beginning of the minutes.

Cllr Tumbridge advised that his Motion under Minute 120 – Leisure Strategy – Phase 1 update and recommendations - had been recorded incorrectly and should have read: *‘That the report be sent back and that a full report from officers and the LSWG with annexes be provided to be able to scrutinise the recommendations at the next meeting’*.

Cllr Aspinell advised that at the first Corporate Projects Scrutiny Committee meeting he had requested via the Chair that an electronic copy of all minutes, agendas and everything to do with this Committee be provided for his use and the Chief Executive had agreed to the request at the meeting. This matter had not been included in the minutes of that meeting and no action had been taken in relation to the request. The Chair asked that officers advise her when a suitable arrangement was in place.

Cllr Mrs Pound **MOVED** and Cllr Reed **SECONDED** that the minutes be approved subject to the amendments proposed and it was

RESOLVED accordingly.

In relation to the Minute 120, Cllr Tumbridge queried why a revised version of the original report and the annexes referred to in the resolution had not been provided in readiness for this meeting.

Officers would investigate Cllr Tumbridge’s query and subject to the response make the relevant documents available to Members.

Officers also advised that the lateness of the report was due to Members and officers waiting for the two Leisure presentations to be completed before finalising the recommendations for the Leisure Strategy Working Group.

167. Work Programme 2017-18 Update

The report provided the 2017/18 updated draft work programme for Members’ consideration and was attached as Appendix A of the report.

Members were reminded that the workplan was a timeline of the latest and proposed working position of the working groups and not the actual timeline of the subject matter or project being reviewed. The timelines were subject to change depending on the work and outcomes of the working groups.

The Committee was requested to consider the draft work programme at Appendix A of the report and agree any amendments.

Cllr Mrs Pound **MOVED** and Cllr Reed **SECONDED** the recommendation in the report.

1. Cllr Tumbridge proposed that in relation to the Leisure Strategy item 5 in the timeline be amended to reflect that, rather than agreeing that a meeting

take place in December 2017, it should be arranged once the Community, Health and Housing Committee had a draft report then it could be sent to the Working Group for scrutiny.

2. Regarding the Working Group reviewing Performance and Formal Complaints, Cllr Tumbridge requested that monitoring Council service and scrutinising and monitoring senior officers' performance and how they ran their departments be specifically considered.

The Chair agreed to these proposals.

In relation to the Working Group scrutinising the Local Development Plan there was some discussion regarding the proposed dates of the Working Group meetings in relation to the timeline for submitting the Local Development Plan.

3. Cllr Tumbridge proposed that notes from Working Group meetings be appended to the agenda for future Corporate Project Scrutiny Committee meetings and if further discussion was appropriate at the meetings this could take place as urgent business. The Chair agreed to this proposal.

Following the discussion a vote was taken on a show of hands and it was **RESOLVED** that:

The Committee considers the Corporate Projects Scrutiny updated work programme 20174/18 attached at Appendix A of the report and agree the amendments proposed by Cllr Tumbridge detailed at 1, 2 and 3 above.

Reasons for recommendations

The Constitution required that the Corporate Projects Scrutiny Committee agreed its work programme at each meeting of the Committee.

168. Leisure Strategy

The report and recommendations of the Leisure Strategy Working Group was provided for consideration by the Corporate Projects Scrutiny Committee.

Cllr Reed advised that, as an employee of Brentwood Leisure Trust, he proposed to take no part in the discussion regarding the Leisure Strategy and left the meeting.

Cllr Mrs Pound **MOVED** and Cllr Tumbridge **SECONDED** and it was agreed that Cllr Trump undertake the role of vice-chair in Cllr Reed's absence.

Cllr Mrs Pound **MOVED** and Cllr Trump **SECONDED** the recommendations in the report.

Cllr Tumbridge **MOVED** and Cllr Kendall **SECONDED** an **AMENDMENT** that in the Leisure Strategy Cross Party Working Group Terms of Reference

(detailed in Appendix A), references to 'Phase' should be changed to 'Workstream' to give greater flexibility.

Cllr Mrs Pound **ACCEPTED** the **AMENDMENT** to the wording in Appendix A.

Following a discussion which included approval of a proposal that as part of a workstream a relevant Working Group or Committee Chair could be requested to attend a relevant Corporate Project Scrutiny Committee meeting, a vote was taken on a show of hands and it was

RESOLVED UNANIMOUSLY:

- 1. To note the Leisure Strategy Working Group report and agree the recommendations contained within it.**
- 2. That the findings of the Leisure Strategy Working Group are submitted to the Community, Health and Housing Committee on 4 December 2017 for their consideration.**

Reason for Recommendation

To ensure that options within each of those strands are fully examined, reviewed and prioritised and that the Leisure Strategy delivers Value for money, is sustainable and meets the needs of Brentwood residents.

169. Urgent Business

There were no items of urgent business.

The meeting ended at 8.25 pm.

29 January 2018

Corporate Projects Scrutiny Committee

Emergency Plan Response and Procedures Working Group Report

Report of: *Phil Ruck, Chief Executive*

Wards Affected: *All*

This report is: *Public*

1. Executive Summary

- 1.1 This report submits the report and recommendations of the Emergency Plan Response and Procedures Working Group for consideration by the Corporate Projects Scrutiny Committee.

2. Recommendation(s)

- 2.1 **To note the Emergency Plan Response and Procedures Working Group and agree the recommendations contained within it.**

3. Background

- 3.1 The Civil Contingencies Act 2004 defines local authorities as Category 1 Responders. As a local authority and Category 1 responder, Brentwood Borough Council is subject to the full set of duties under the Act, the main functions include:

- Assess the risk of emergencies occurring
- Put in place emergency plans
- Put in place Business Continuity Management arrangements
- Put in place arrangements to make information available to the public
- about civil protection matters and maintain arrangements to warn, inform and advise the public in the event of an emergency
- Share information with other local responders to enhance co-ordination
- Co-operate with other local responders to enhance co-ordination and efficiency
- Provide advice and assistance to businesses and voluntary organisations about business continuity management.

4 Reasons for Recommendation

- 4.1 To ensure that the Council has the necessary Emergency Planning arrangements in place to meet its Category 1 requirements.

5 References to Corporate Plan

- 5.1 The vision of Transformation includes an action to improve the Council's governance arrangements, leading to faster, more effective decision-making. An effective scrutiny function is an essential element of that priority.

6 Implications

Financial Implications

Name & Title: Jacqueline Van Mellaerts, Deputy S151 Officer

Tel & Email: 01277 312829 /

jacquelinevanmellaerts@brentwood.gov.uk

- 6.1 There are no direct financial implications arising from this report.

Legal Implications

Name & Title: Daniel Toohey, Monitoring Officer & Head of Legal Services

Tel & Email: 01277 312500 / daniel.toohey@brentwood.gov.uk

- 6.2 There are no legal implications arising directly from this report.

7 Background Papers

- 7.1 None.

8 Appendices to this report

Appendix A – Emergency Plan Response and Procedures Working Group Report.

Appendix B – Brentwood Borough Council Corporate Emergency Plan 2017 – Part Two

Report Author Contact Details:

Name: Phil Ruck, Chief Executive
Telephone: 01277 312500
E-mail: philip.ruck@brentwood.gov.uk

Date 29 January 2018

Corporate Projects Scrutiny Committee

Emergency Planning Working Group Draft Report

<p>Working Group Members</p> <p>Cllr Pound (chair) Cllr Trump Cllr Barrett Cllr Hossack Apologies Cllr Aspinell</p>
<p>Supporting Officers</p> <p>Sue White Phil Ruck</p>
<p>Scope</p> <p>The scope of the Emergency Planning Working Group is set out below:</p> <ul style="list-style-type: none">i. review the Councils plans to react to any major disaster/incident within the Boroughii. to identify any concerns over the Council's ability to respondiii. to examine how the Council is co-operating and coordinating with other agencies/Boroughs to reduce risk and increase the required response.
<p>Methodology</p> <p>The following methodology was agreed by the Working Group:</p> <p>To review the Councils plans to react to any major disaster within the Borough. To identify any concerns over the Council's ability to respond and to examine how the Council is co-operating and co-ordinating with other agencies/Boroughs to reduce risk and increase the required response.</p> <p>Documentation to aid review was:</p> <ul style="list-style-type: none">1) Corporate Emergency Plan2) Multi-Agency Rest Centre Plan3) Brentwood Borough Operational Flood Plan

- 4) Gold Cover officer Guide
- 5) Operational Response Procedures
- 6) Recovery Framework and Guidelines

Members were provided with an overview of how the process works and documentation is used and how officers maintain same with attendance at

- a) Essex Resilience Forum (ERF)
- b) District Emergency Planning Officers

Members were also appraised of a new initiative whereby Basildon BC (who have a dedicated Emergency Planning Team) will be undertaking a detailed review of BBC procedures and readiness in the event of an emergency

Meeting Dates

Meetings were held on 4th October and 30th October

Attached as Addendum 1 are the notes of the above meetings.

Terms of Reference

The Working Groups Terms of Reference are attached at Addendum 2.

1. Report Recommendations

The report recommendations are set out in full below.

R.1 To develop a clear communications plan

R.2 To ensure findings/learning, following any incident, be considered/or embedded within existing plans

R.3 That a review of the community register take place

R.4 Plans to protect public meetings consider

- a. Potential risks to main public events (Brentwood Lighting-Up/ Shenfield Christmas Fayre)
- b. Potential protection at main Council meetings (i.ee. Annual Council)

2. Introduction

Following on from a large number of incidents, ranging from terrorist activity , to the tragic events at Grenfell, Members requested that they review the Emergency Planning a procedures, and by default the preparedness of the organisation to react to major incidents

3. Explanation of Recommendations

Recommendation 1 To develop a clear communications plan
Explanation Upon review . Members felt that a gap existed in procedures covering communications, including Member communications.
Recommendation 2 To ensure findings/learning, following any incident, be considered/or embedded within existing plans
Explanation Investigations into major(and other) incidents will always bring changes to existing policies/procedures. Members noted the relationships with other agencies which allowed the adoption of new methods and alongside this, did not wish the EPWG to be disbanded, but continued to allow for continual review.
Recommendation 3 That a review of the community register take place
Explanation The community register should be reviewed i=on a regular basis and tested against the organisations preparedness in case of incidents occurring
Recommendation 4 Plans to protect public meetings consider <ul style="list-style-type: none">c. Potential risks to main public events (Brentwood Lighting-Up/ Shenfield Christmas Fayre)d. Potential protection at main Council meetings (i.ee. Annual Council)

Explanation

Members wish to consider our reaction and preparation against incidents that occur in public spaces such as those listed above.

Addendum 1 Meeting Minutes

Emergency Planning Working Group Minutes of Meeting 04 October 2017

Present: Cllr Jan Pound (JP) Chair, Cllr William Trump (WT), Cllr Gareth Barrett (GB)

Also present: Phil Ruck (PR), Sue White (SW)

Apologies: Cllr Barry Aspinell, Cllr Chris Hossack

1. Welcome

The Chair welcomed all present to the meeting, which was the first meeting of the group

2. Apologies for absence

Apologies were received from Cllr Aspinell and Cllr Hossack

3. Minutes of Previous Meeting

Not applicable as this was the first meeting of the group

4. Matters arising from previous meeting

Not applicable as this was the first meeting of the group

5. Terms of Reference

These were presented by PR and are attached to these minutes. Members were asked to consider these and provide any alterations by the next meeting. It was agreed however, that the focus of the review should be on Major incidents

Action: ALL

6. Review of reports provided

An overview of the key aspects of the Emergency Planning procedures and associated policies was provided by PR & SW. Members were to review the documents and provide feedback at the next meeting.

Members agreed that the review they will undertake will include:

- a) The role of Members in any major incident
- b) A communications plan supporting the various policies and procedures
- c) A note of the "gold Cover Listing" to be distributed to Members (on a regular basis and in the event of an emergency incident)
- d) A Reputational Recovery Plan

Action: ALL

7. Any Other Business

8. Date of next meeting

Next meeting will take place on 25 October 2017 – 18:30 in Meeting Room 2 in the Town Hall

Addendum 1 cont...

Emergency Planning Working Group Minutes of Meeting 30 October 2017

Present: Cllr Jan Pound (JP) Chair, Cllr William Trump (WT), Cllr Gareth Barrett (GB), Cllr Chris Hossack (CH)

Also present: Phil Ruck (PR), Sue White (SW)

Apologies: Cllr Barry Aspinell

9. Welcome

The Chair welcomed all present to the meeting, no agenda was prepared as the meeting was solely to discuss the feedback on the documents provided at the inaugural meeting.

10. Apologies for absence

Apologies were received from Cllr Aspinell

11. Minutes of Previous Meeting

These were agreed

12. Matters arising from previous meeting

All items are covered in the items below.

13. Terms of Reference

These were reviewed and accepted with a clear note that these refer to “major” incidents as defined on page 18 of the Emergency Planning Document

14. Review of reports provided

Members accepted the documents provided and had no major issues, but did ask that the following be actioned/followed up:

- b) A clear communications plan, in the case of a major incident be developed.
- c) That any findings/learning, following any incident, be considered/or embedded within existing plans
- d) That a review of the community risk register take place
- e) Plans to protect public meetings consider :
 - a. Potential risks to main public events (Brentwood Lighting-Up/ Shenfield Christmas Fayre)
 - b. Potential protection at main Council meetings (i.ee. Annual Council)

15. Further Meetings

It was agreed that no further meetings should be established at this stage, but meetings of the working group should be held as soon as there are significant events that result in changes to the current Emergency Plans.

16. Any Other Business

There was no other business to be considered

17. Date of next meeting

This will be advised, but it was suggested that the Working Group should meet at an interval of 6 months, unless changes to the Emergency Plan meant that an earlier meeting be arranged.

Addendum 2 - Terms of Reference

Terms of reference

1. Purpose

The purpose of the Emergency Planning Working Group (EPWG), is to:

- iv. review the Council's plans to react to any major disaster/incident within the Borough
- v. to identify any concerns over the Council's ability to respond
- vi. to examine how the Council is co-operating and coordinating with other agencies/Boroughs to reduce risk and increase the required response.

The EPWG will review the current reports/procedures that form the basis of Brentwood's response. These include the following:

- a) Corporate Emergency Plan
- b) Multi-Agency Rest Centre Plan
- c) Brentwood Borough Operational Flood Plan
- d) Gold Cover Officer Guide
- e) Operational Response Procedures
- f) Recovery Framework and Guidelines

The working group may request further work or information to be provided to them to clarify any implications or issues that may affect the Council.

2. Aim

The primary aim of the EPWG is to ensure that the Council's Emergency Planning procedures are robust, workable and that they are continually reviewed to take account of both statutory and latest best practice changes.

3. Accountability and decision making

The EPWG will report directly to the Corporate Projects Scrutiny Committee (CPSC) on a quarterly basis unless a special meeting is required.

4. Timescales

It is planned that an update on progress is supplied to the 11th December meeting of the CPSC. Due to the emerging information from incidents (such as the enquiry into the Grenfell disaster) it is recommended that this item should be a recurring item on the workplan of the CPSC and that reviews should take place every 6 months, or earlier should it be necessary.

5. Membership and frequency

The Cross party working group will be Chaired by the Chair of the Corporate Projects Scrutiny Committee.

It will consist of three Members of the administration including the Chair, and two from the opposition parties.

Meetings will take place as required and will be at times to enable effective coordination with the relevant Committee meetings. The group will also have the option to call additional meetings to address specific issues that require agreement or decision.

Agendas and supporting documents will be issued at least one working week before the meetings.

Timescales

Cross party Working Group membership

CLlr Jan Pound – Chair
CLlr Chris Hossack
CLlr William Trump
CLlr Barry Aspinell
CLlr Gareth Barrett

The EPWG will be supported by the Chief Executive and other Officers as required.

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Appendix B

Appendix contains exempt information and is therefore not publicly available.

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29 January 2018

Corporate Projects Scrutiny Committee

Formal Complaints and Performance Indicators Working Group Report

Report of: *Steve Summers, Chief Operations Officer*

Wards Affected: *All*

This report is: *Public*

1. Executive Summary

- 1.1 This report submits the report and recommendations of the Formal Complaints and Performance Indicators Working Group for consideration by the Corporate Projects Scrutiny Committee.

2. Recommendation(s)

- 2.1 To note the Formal Complaints and Performance Indicators Working Group and agree the recommendations contained within it.**

3. Background

- 3.1 The Committees Terms of Reference include responsibility for the monitoring of Council service performance including Performance Indicators and Formal Complaints.

4 Reasons for Recommendation

- 4.1 To ensure the Council provides modern and effective customer services.
4.2 Brentwood residents.

5 References to Corporate Plan

- 5.1 The vision of Transformation includes an action to improve the Council's governance arrangements, leading to faster, more effective decision-making. An effective scrutiny function is an essential element of that priority.

6 Implications

Financial Implications

Name & Title: Jacqueline Van Mellaerts, Deputy S151 Officer

Tel & Email: 01277 312829 /

jacquelinevanmellaerts@brentwood.gov.uk

6.1 There are no direct financial implications arising from this report.

Legal Implications

Name & Title: Daniel Toohey, Monitoring Officer & Head of Legal Services

Tel & Email: 01277 312500 / daniel.toohey@brentwood.gov.uk

6.2 There are no legal implications arising directly from this report.

7 Background Papers

7.1 None.

8 Appendices to this report

Appendix A – Formal Complaints and Performance Indicators Working Group Report.

Report Author Contact Details:

Name: Steve Summers, Chief Operations Officer

Telephone: 01277 312500

E-mail: steve.summers@brentwood.gov.uk

Date 27th November 2017

Corporate Projects Scrutiny Committee

Performance Indicators and Formal Complaints Working Group Draft Report

<p>Working Group Members</p> <p>Cllr Pound (Chair) Cllr Barrett Cllr Poppy</p> <p>Apologies Cllr Chilvers Cllr Rowlands</p>
<p>Supporting Officers</p> <p>Steve Summers – Chief Operating Officer Sarah Bennett – Contact Centre Manager</p>
<p>Scope</p> <p>The scope of the Performance Indicators and Formal Complaints Working Group is set out below:</p> <ol style="list-style-type: none">1. To monitor and consider the Council's service performance Indicators.2. To consider in detail Formal Complaints received by the Council.3. To consider how Performance Indicators and Formal Complaints are reported to the Corporate Projects Scrutiny Committee.4. To make recommendations to the appropriate Corporate Projects Scrutiny Committee.

Methodology

The following methodology was agreed by the Working Group:

1. Presentation of Formal Complaints received April to September 2017 and outcomes by service – Addendum 3
2. Documentation detailing Performance Indicators for the period April to September 2017 by service – Addendum 4

Meeting Date

27th November 2017

Attached as Addendum 1 are the notes of the meeting.

Terms of Reference

The Working Groups Terms of Reference are attached at Addendum 2.

1. Report Recommendations

The report recommendations are set out in full below.

R.1 To review the Council's Formal Complaints Policy.

R.2 To provide detail to the next Working Group on what actions have been developed for Housing, Planning Services and Revenue and Benefits with regards to Formal Complaints.

R.3 To provide detail to the next Working Group on what actions have been developed for Housing and Streetscene with regards to Performance Indicators.

2. Introduction

2.1 Following a review in 2015 of its complaints procedure the Council has introduced a three stage complaints process which is intended to improve on the previous procedure for customers to take issue with any perceived failure to provide a service, failure to respond to requests or failure to adhere to standards on the part of the Council and its officers.

2.2 The council uses a variety of performance indicators to monitor how well services are performing in meeting the needs of service users. The council has set of key indicators of performance, the “toplines”. The topline include a variety of indicators that relate to the delivery of the Council’s priorities.

2.3 The topline measure performance across a range of council activity including: planning, housing, streetscene and revenue and benefits.

3. Explanation of Recommendations

<p>Recommendation 1 To review the Council’s Formal Complaints Policy in line with best practice and report to the next Working Group.</p>
<p>Explanation To ensure the process meets guidance and advice of the Local Government Ombudsman.</p>
<p>Recommendation 2 To provide detail to the next Working Group on what actions have been developed for Housing, Planning Services and Revenue and Benefits with regards to Formal Complaints.</p>
<p>Explanation To ensure that the Council is actively developing plans to meet customer’s needs and provide a good standard of service.</p>
<p>Recommendation 3 To provide detail to the next Working Group on what actions have been developed for Housing and Streetscene with regards to Performance Indicators.</p>
<p>Explanation To ensure the Council is actively developing plans that meets customer’s needs and meet the required council standard.</p>

**Performance Indicators and Formal Complaints Working Group
Minutes of Meeting 27 November 2017
Seven Arches Road**

Present: Cllr Jan Pound (JP) Chair, Cllr Cliff Poppy (CP) and Cllr Gareth Barrett (GB)

Also present: Steve Summers (SS) – Chief Operating Officer
Sarah Bennett (SB) – Contact Centre Manager

Apologies: Cllr Louise Rowlands, Cllr Karen Chilvers

1. Welcome

The Chair welcomed all present to the meeting, which was the first meeting of the group

2. Apologies for absence

Apologies were received from Cllrs Rowlands and Chilvers.

3. Minutes of Previous Meeting

Not applicable as this was the first meeting of the group.

4. Matters arising from previous meeting

Not applicable as this was the first meeting of the group.

5. Terms of Reference

These were presented by SS and are attached to these minutes and were agreed by the Working Group.

6. Review of reports provided

6.1 Formal Complaints

An overview of the key aspects of the Council's Formal Complaints Policy was provided by SS to the Working Group. Recent advice had been provided by the Local Government Ombudsman (LGO) that best practice had suggested that complaints policies should have a two stage approach rather than the three stage approach the Council's Policy currently adopted.

The intention of this was to provide a more speedy resolution for the complainant. The Working Group noted that of the 45 complaints received in the first 6 months of 2017/18 only 5 had gone onto the Third Stage.

Action: Officers to review LGO advice and guidance and provide a response to the next Working Group meeting.

6.2 A presentation was provided to the Working Group on Formal Complaints received by the Council for the previous four years. This identified an increase in formal complaints made over this period but it was acknowledged that the new policy in 2015 had provided greater access for complainants.

The Working Group reviewed individually the complaints received for the period April to September 2017. It was agreed that further detail on what actions had been taken with regard to Housing, Planning and Revenues and Benefits.

Action: Officers to provide actions taken by Housing, Planning and Revenues and Benefits to the next meeting.

6.3 Performance Indicators

The Working Group were provided with data for the Council's topline Performance Indicators for April to September 2017 and went through them individually. It was agreed that further detail on what actions had been taken with regard to Housing and Streetscene.

Action: Officers to provide actions taken by Housing and Streetscene to the next meeting.

7. Any Other Business

None.

8. Date of next meeting

Next meeting will take place in February 2018 – date to be finalised.

**Corporate Projects Scrutiny Committee
Performance Indicators & Formal Complaints Working Group – November 2017**

Members of Working Group

Crs. Pound, Rowlands, Poppy, Barrett and Chilvers.

Proposed Terms of Reference

1. To monitor and consider the Council's service performance Indicators.
2. To consider in detail Formal Complaints received by the Council.
3. To consider how Performance Indicators and Formal Complaints are reported to the Corporate Projects Scrutiny Committee.
4. To make recommendations to the appropriate Corporate Projects Scrutiny Committee.



**BRENTWOOD
BOROUGH COUNCIL**

Members Working Group Formal Complaints April – September 2017

Brentwood's Formal Complaint Process

1. Stage one - Officer from service replies in 20 working days
2. Stage two – Senior Officer from service replies in 20 working days
3. Stage three – Senior Officer from another service replies in 20 working days
4. Local Government Ombudsman/Local Government Housing Ombudsman

Brentwood's Formal Complaint Process

Does it work?



Formal Complaints received

Department	2013/14	2014/15	2015/16	2016/17
Assets	0	2	0	1
Customer Service	0	0	0	1
Community Services	0	0	0	2
Governance	0	0	1	1
Housing	10	11	32	30
Health, Safety & Localism	0	1	1	0
Legal	3	0	2	1
Planning	10	4	23	13
Revs & Bens	9	2	12	9
Streetscene	1	3	5	3
Total	33	23	76	61

Formal Complaints received April to September 2017

Department	April – June 17	July – September 17
Customer Service	0	1
Env Health & Licensing	0	1
Housing	9	15
Parking	0	1
Planning	1	6
Revs & Bens	4	4
Streetscene	1	2
Total	15	30

Formal Complaints - April to September 2017

Customer Service



No	Complaint	Outcome
1	Failure to properly register garden waste bin renewal	Upheld

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Formal Complaints - April to September 2017

Env Health & Licensing



No	Complaint	Outcome
1	Mishandling of neighbour complaint	Ongoing

Formal Complaints - April to September 2017

Housing



No	Complaint	Outcome
1	No response to various contact re works to property	Upheld
2	Conduct of Leasehold Officer	Not upheld
3	Handling of homeless application	Not upheld
4	No response from Repairs department re adaptations	Upheld
5	No response after numerous attempts to contact Housing department	Upheld

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2
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Formal Complaints - April to September 2017

Housing



No	Complaint	Outcome
6	No response to numerous enquiries re mess in neighbouring gardens	Upheld
7	No response to various contact re replacement kitchen floor	Upheld
8	Condition of property after moving in	Not upheld
9	No response action taken re condition of neighbouring garden	Part upheld
10	Delays and lack of communication re repairs for disabled tenant	Not upheld

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Formal Complaints - April to September 2017

Housing

No	Complaint	Outcome
11	Request for compensation for damage caused by leak at neighbouring property	Not upheld
12	Property left in disrepair after tenants vacated, which resulted in loss of value when property was sold (complainant rented private property to Council)	Not upheld
13	Persistent contact from Estates Management Team after an arrears arrangement had been agreed	Part upheld
14	Failure of Estates Management to contact complainant regularly re neighbour issues & conduct of Housing Manager during a telephone call	Not upheld
15	Delay & loss of documents in relation to a request for a bath	Not upheld

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Formal Complaints - April to September 2017

Housing



No	Complaint	Outcome
16	Incorrect information provided by Leasehold Officer	Not upheld
17	No contact made between Feb 2017 & Aug 2017 re Housing Application	Upheld
18	Handling of ASB complaint	Not upheld
19	Difficulty contacting Housing department and loss of documents	Upheld
20	No response to several telephone calls and poor advice given re Section 21	Part upheld

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Formal Complaints - April to September 2017

Housing



No	Complaint	Outcome
21	No response to various contact re replacement doors	Part upheld
22	Mishandling of housing application and lack of support provided by front line staff	Part upheld
23	Poor handling of homeless application despite serious mental health issues	Ongoing
24	Mishandling of ASB complaint	Not upheld

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Formal Complaints - April to September 2017

Parking



No	Complaint	Outcome
1	No response from BBC to enquiry re use of Disabled bays	Upheld

Formal Complaints - April to September 2017

Planning

No	Complaint	Outcome
1	Lack of acknowledgment to numerous objections and querying why decision did not go to committee	Not upheld
2	Case Officer's failure to address neighbour concerns, lack of consultation with neighbours and unsatisfactory response to written correspondence	Ongoing
3	Handling of planning application and inadequate contact from department	Ongoing
4	Maladministration of enforcement of conditions	Not upheld
5	Delays in validating application and use of old contact details without authority	Part upheld

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Formal Complaints - April to September 2017

Planning



No	Complaint	Outcome
6	Several complaints relating to handling of planning application and neighbour objections	Not upheld
7	Delays and conflicting advice between a pre application and certificate of lawfulness	Part upheld

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Formal Complaints - April to September 2017

Revenue & Benefits



No	Complaint	Outcome
1	Lack of response to Housing Benefit claim from Jan 2017 – Apr 2017	Not upheld
2	Poor advice and explanation of DD deductions by telephone	Upheld
3	No response to emails sent to Revs & Bens Manager	Upheld
4	Delays in processing Council Tax overpayment	Upheld

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Formal Complaints - April to September 2017

Revenue & Benefits



No	Complaint	Outcome
5	Lack of response in relation to court summons	Upheld
6	No response received to emails sent to benefits inbox and failure to explain benefit reduction	Part upheld
7	Continued recovery action after promise it had been halted while missing payments were located on bank statement	Part upheld
8	Inadequate process for setting up DD, which resulted in second reminder being issued	Upheld

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Formal Complaints - April to September 2017

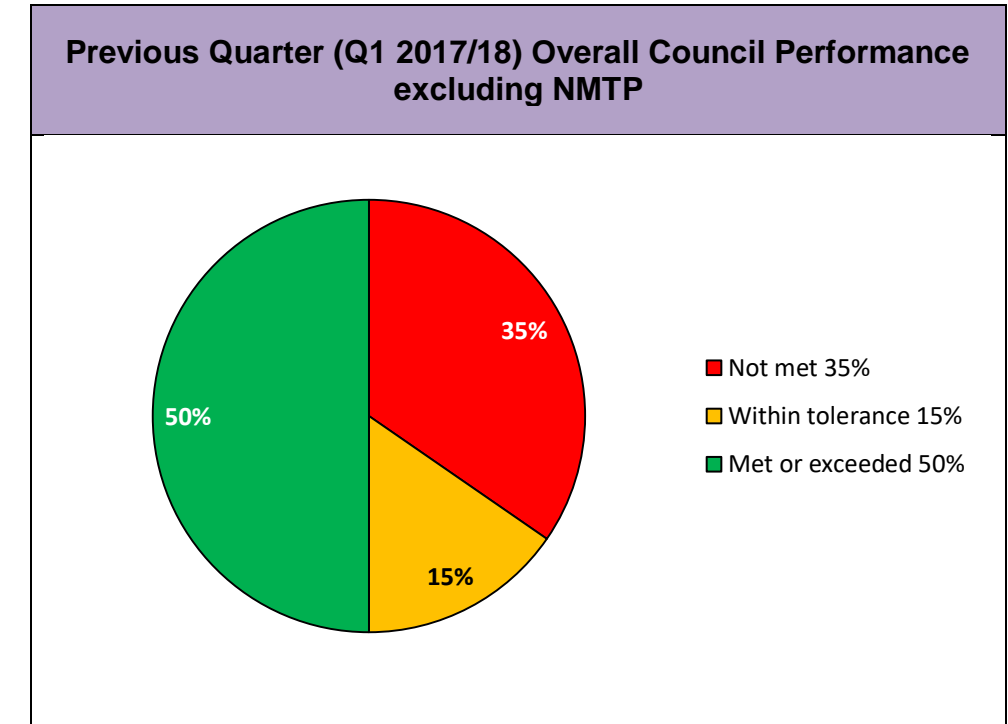
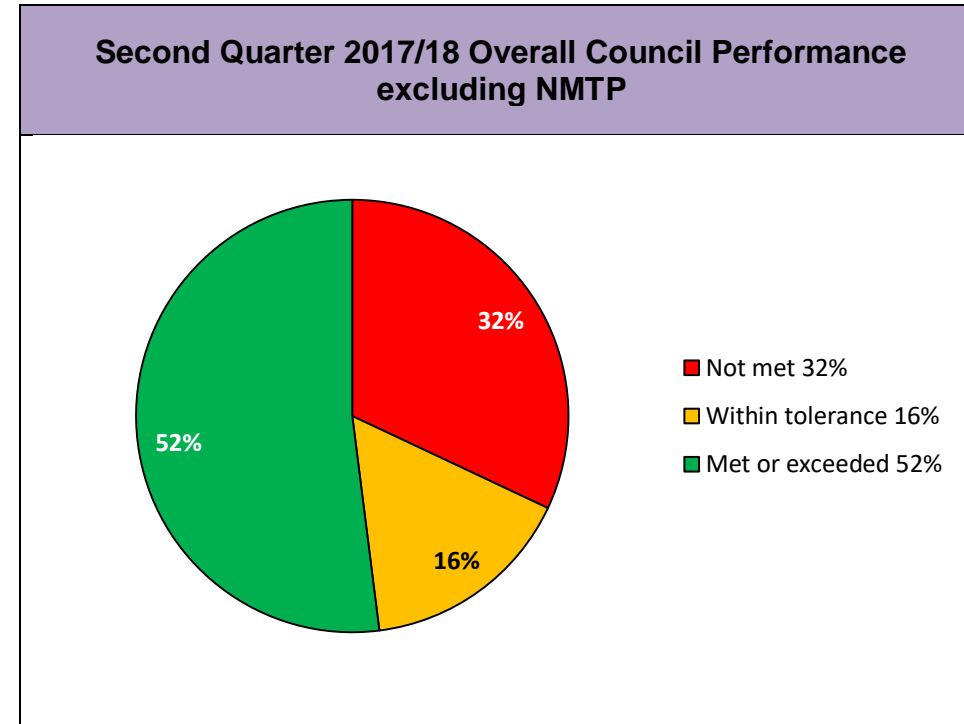
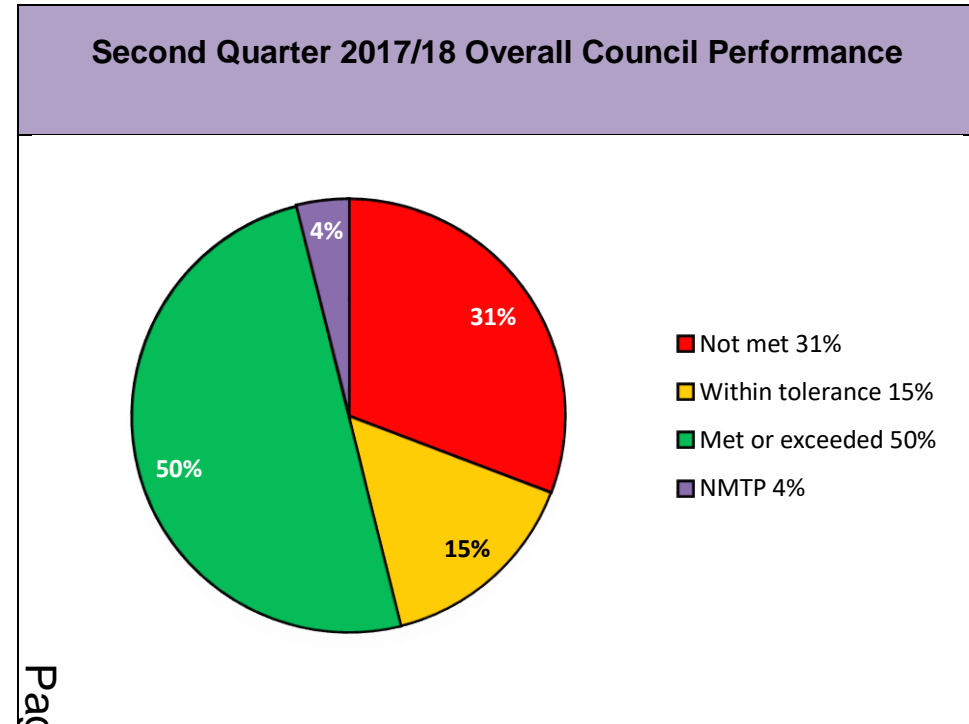
Streetscene



No	Complaint	Outcome
1	Failure by crew to clear up after recycling collection and failure to return despite reporting the mess	Part upheld
2	Lack of response to multiple reports concerning Larkins Playing Field	Part upheld
3	Seeking reimbursement for personal trolley that was taken during refuse collection	Upheld – complainant accepted a Council bin as a replacement

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Performance Dashboard - Second Quarter 2017/18




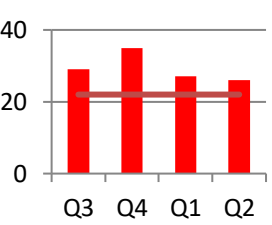


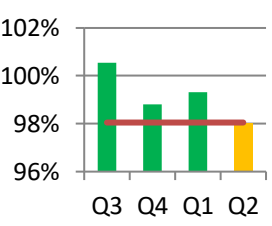


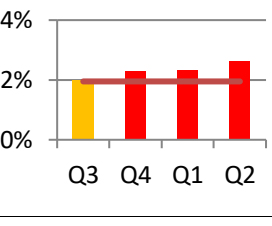


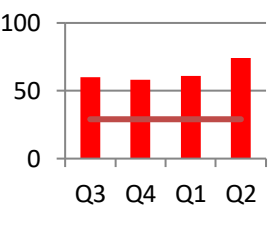


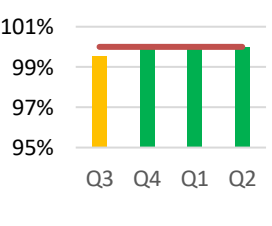



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Second Quarter 2017/18 Performance by Department

Dept.							NMTP		Total
	No	%	No	%	No	%	No	%	
Contact Centre	0	0	0	0	4	100	0	0	4
Environmental Health	0	0	0	0	1	100	0	0	1
Finance	1	50	0	0	1	50	0	0	2
Housing	3	50	2	33	1	17	0	0	6
Human Resources	0	0	2	100	0	0	0	0	2
ICT	0	0	0	0	1	100	0	0	1
Planning	1	20	0	0	3	60	1	20	5
Revenues and Benefits	1	33	0	0	2	67	0	0	3
Street Scene and Environment	2	100	0	0	0	0	0	0	2
Total	8	31	4	15	13	50	1	4	26
<i>Previous Quarter Total</i>	<i>9</i>	<i>33</i>	<i>4</i>	<i>15</i>	<i>13</i>	<i>48</i>	<i>1</i>	<i>4</i>	<i>27</i>



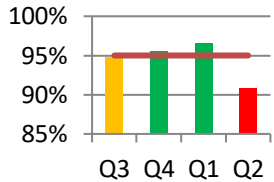




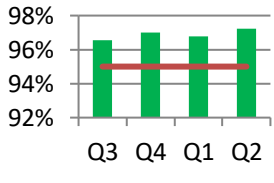




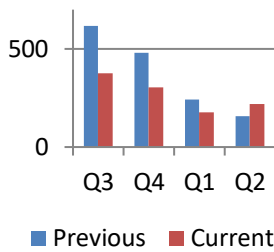




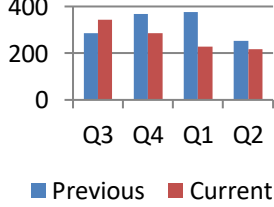


Key

	Current performance is below target by more than the specified target deviation.
	Current performance is below target but is within tolerance.
	Current target has been met or exceeded.
NMTP	Not measured this period.
	Performance for the quarter or year to date is improving (up) or deteriorating (down) compared to previous quarter or across the year.

Operational Indicators – Community, Health and Housing													
Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results		2017/18 Quarterly Results					2017/18 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status /Trend	Q Graphic	YTD Result	YTD Target	YT Status /Trend	
Housing H01	Average re-let times for Local Authority Housing	Monthly	29 Days (22 days GN & 38 days SH)	35 Days (25 days GN & 44 days SH)	27 Days (25 Days GN & 33 Days SH)	26 Days (20 Days GN & 37 Days SH)	22 days	 ↑		27 days	22 days	 ↑	The average re-let time has reduced in Quarter 2 from Quarter 1. We are currently working on refining the voids process in order that we can reduce this figure further.
Housing H02	% Rent collected from current tenants only as a percentage of rent due	Monthly	100.54%	98.80%	99.32%	98.02%	98.05%	 ↓		98.67%	98.05%	 ↓	Rent collection has dropped slightly before top quartile in Quarter 2. Estates management continue to conduct monthly patch campaigns with a large drive on making sustainable arrangements. We have recently had two new assistant income officers start in the team who are focusing on low level arrears to reduce the risk of accounts reaching high level arrears. Housing Benefit is currently working behind in processing cases including change of circumstances. Estates Management are working alongside our colleagues in Basildon to prioritise high risk cases.
Housing H03	Rent arrears of current tenants as a percentage of rent due	Quarterly	1.97%	2.28%	2.33%	2.64%	1.95%	 ↓		2.49%	1.95%	 ↓	Due to the slight decrease in arrears collection the percentage of arrears has increased slightly. Estates Management are working to reduce this through monthly arrears campaigns and the appointment of two new assistant income officers.
Housing H04	Households living in temporary accommodation	Monthly	60	58	61	71	29	 ↓		71	29	 ↓	The increase reflects a regional and national increase in homelessness. Consistent efforts are made to reduce numbers in TA and to find more efficient ways of managing 'move on'. The majority of households in TA are in 3 bedroom need of which there is a very low number of permanent stock. We are consistently working to maximise 'move on' opportunities.
Housing H05	Gas servicing in Council homes	Quarterly	99.55%	100%	100%	100%	100%	 ↑		100%	100%	 ↑	Gas continues to be a high priority and currently undergoing a review of the process to ensure it is robust
Housing H06		Quarterly	£257,423	£274,834	£284,665	£352,790	Reduction from		Thousands	£68,215 increase	Reduction from		Arrears do fluctuate throughout the quarter; however, this figure is high. Despite the push from Estates Officers

Operational Indicators – Community, Health and Housing													
Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results		2017/18 Quarterly Results					2017/18 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status /Trend	Q Graphic	YTD Result	YTD Target	YT Status /Trend	
	Level of Arrears at the end of quarter						previous quarter	↓			previous quarter	↓	during patch campaigns the figure has increased dramatically.

Operational Indicators – Environment and Enforcement													
Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results		2017/18 Quarterly Results					2017/18 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status /Trend	Q Graphic	YTD Result	YTD Target	YTD Status /Trend	
Street Scene and Environment E01	Residual household waste per household	Quarterly	122.20kg	121.33kg	130.37kg	120.91kg	109kg	●		125.64kg	109g	●	Estimated as statistics to be verified by ECC
Street Scene and Environment E02	Percentage of household waste arisings which have been sent by the authority for reuse, recycling, composting or	Quarterly	43.46%	41.13%	44.40%	45.94%	53.00%	●		45.18%	53.00%	●	It is evident that recycling rate are reducing in the longer term, which is a national trend. There will be a campaign to increase the sale of brown bins. Estimated as statistics to be verified by ECC
Environmental Health EH01	Food safety/hygiene standards in food premises	% of broadly compliant food premises - Quarterly	98.92%	99.15%	98.91%	99.26%	97%	✓		99.09%	97%	✓	Broad compliance across food premises continues dues to the concerted actions of this department.

Operational Indicators – Policy, Projects and Resources													
Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results		2017/18 Quarterly Results					2017/18 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Finance F01	% of invoices to local suppliers paid within 20 days	Monthly	94.71%	95.52%	96.58%	90.76%	95%	 		93.67%	95%	 	Finance continues to be proactive in progressing invoices for payment when the due date is approaching, and in resolving purchase order mismatches. Accounts Payable officers are spending some time each week in departments where invoices need to be expedited to ensure all are authorised in time to meet the targets. Dip in performance for local invoices is due to staffing issues in some areas where a combination of compassionate, sick and annual leave occurred simultaneously, and other staff were not able to authorise invoices as they had no knowledge of the work/ services completed.
Finance F02	% of invoices to all suppliers paid within 30 days	Monthly	96.56%	97.01%	96.76%	97.22%	95%	 		96.99%	95%	 	Finance continues to be proactive in progressing invoices for payment when the due date is approaching, and in resolving purchase order mismatches. This action helps improve performance. Accounts Payable officers are spending some time each week in departments where invoices need to be expedited to ensure all are authorised in time to meet the targets.
Human Resources HR01	Working days/shifts lost to short term sickness	Monthly	Oct 127 Nov 136 Dec 110.5	Jan 140 Feb 83 Mar 82	Apr 20 May 78.5 Jun 77.5	Jul 55.7 Aug 81.9 Sep 82	No target.	 		395.7	No target.	 	<p>Sickness levels are being reviewed on a regular basis. Management continue to note all sickness levels and ensure compliance with sickness policy. A key element of the review is monitoring of the data by service to see if this impacts performance levels.</p> <p>Whilst short term sickness in Q2 is up on the previous quarter and the same quarter last year, the overall trend sees a reduction in sickness compared with the previous year.</p>
Human Resources HR02	Working days/shifts lost to long term sickness	Monthly	Oct 105 Nov 88 Dec 149	Jan 103 Feb 28 Mar 156	Apr 71 May 91 Jun 66	Jul 41 Aug 112 Sep 63	No target.	 		445	No target.	 	<p>Sickness levels are being reviewed on a regular basis. Management continue to note all sickness levels and ensure compliance with sickness policy. A key element of the review is monitoring of the data by service to see if this impacts performance levels.</p> <p>Long term sickness is carefully managed and continues to drop, from Q1 to Q2 and greatly in comparison with last year.</p>

Operational Indicators – Policy, Projects and Resources													
Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results		2017/18 Quarterly Results					2017/18 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Revs and Bens CT01	Council Tax collection	Monthly	85.81%	98.43%	30.4%	58.15%	58.01%	✓ ↑		58.15%	58.01%	✓ ↑	At the end of the second quarter collection is at 58.15% which is 0.1% up at the same point last year. We continue to employ a more robust and structured recovery process issuing more reminder notices, final notices and taking Court hearings on a monthly basis.
Revs and Bens CT03	Time taken to process new Housing Benefit/Council Tax Support claim	Quarterly	25 days	24.5 days	23 days	24 days	24 days	✓ ↓		23.5 days	24 days	✓ ↓	Q2 continues to be on target with our processing times for new claims at 25 days in period, on target for year to date. We are exploring IT solution which can automate some of our processing streams, which we hope will reduce processing times and improve our customer's journey. The First Response pilot scheme has commenced and this team will work between the CSC and back office Revenues & Benefits to resolve escalated complex enquiries through to conclusion and enable resolution of cases of extreme hardship or vulnerability whilst improving the customer journey.
Revs and Bens CT05	Time taken to process Housing benefit and Council Tax Support Change of Circumstances	Quarterly	11 days	10 days	14 days	14.5 days	11 days	● ↓		14.25 days	11 days	● ↓	Average days for change of circumstances for this quarter are over target. We are seeing an increase in the numbers of notified changes in circumstances received for each customer, which in turn means we are processing higher numbers and these assessments tend to be of greater complexity. The service is always keen to explore new ways of working, and embracing new IT ideas, we are exploring IT solutions which can automate some of our processing streams. We have been working closely with the Systems Team to implement automated processing of the electronic information we receive from the Department for Works and Pensions. This went live towards the end of the quarter and we hope to see good results in the next Quarter.
ICT ICT01	Website uptime	Quarterly	99.80%	99.99%	99.92%	99.72%	98%	✓ ↓		99.82%	98%	✓ ↓	Drops in website availability can be attributed to a number of factors, usually external, such as a power surge or cut.

Operational Indicators – Policy, Projects and Resources													
Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results		2017/18 Quarterly Results					2017/18 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Contact Centre CC01	Telephone calls received via auto attendant	Quarterly	19,921	24,144	23,238	22,218	No target.	✓ ↓		45,456	No target.	✓ ↓	This figure depicts the number of calls received by the Contact Centre via the main Council telephone no. 01277 312500. We continue to monitor trends associated with these statistics.
Contact Centre CC02	Telephone calls taken by the Contact Centre for those services undertaken by the Contact Centre	Quarterly	12,839	15,004	14,213	13,579	No target.	✓ ↓		27,792	No target.	✓ ↓	This figure depicts the number of calls received via the main Council telephone no. 01277 312500 and that have selected the applicable service from the options provided in the auto attendant. It does not include calls that have selected option '0'. The services currently undertaken by the Contact Centre are Environmental Health, Licensing, Planning and Building Control, Street Scene and Housing Services.
Contact Centre CC03	% of telephone calls resolved for those services undertaken by the Contact Centre	Quarterly	79%	78%	80%	81%	80%	✓ ↑		80.5%	80%	✓ ↑	As above. The individual outcomes per service for this quarter range from 64% - 94%. Monthly meetings continue to be held with the service areas to identify areas of improvement and training needs.
Contact Centre CC04	Website sessions	Quarterly	132,320	143,506	146,146	130,524	No target	✓ ↓		565,123	No target.	✓ ↓	Website sessions are affected by seasonal variances, with the start of the financial year and the summer months providing more hits on average. This trend is reflected in previous years. Comparison with 2016/17 Q2 shows an increase of 1% of first time visits to the website for the same period and 69% of the total amount of visits were made via iOS.

Operational Indicators – Planning and Licensing													
Dept. & PI Code	Performance Indicator	Measure	Previous Quarterly Results		2017/18 Quarterly Results					2017/18 Year to Date			Commentary
			Q3 Result	Q4 Result	Q1 Result	Q2 Result	Q Target	Q Status/Trend	Q Graphic	YTD Result	YTD Target	YTD Status/Trend	
Planning P01	Number of new homes approved to be built in the Borough	Annual	NMTP	Data not yet available	NMTP	NMTP	NMTP	NMTP		NMTP	No target	NMTP	The gross number of new homes approved to be built in the Borough. This gives an indication of new homes expected to be completed in the Borough in future. Approvals for new homes help towards the Borough's supply of homes, specifically the required five year
							NMTP				NMTP		
Planning P02	% of appeals allowed against the authority's decision to refuse planning applications	Quarterly	23%	28%	18.8%	46.2%	34%			33%	34%		Performance below target but the cumulative total April to September is 33.3% which is within target.
Planning P03	Processing of planning applications as measured against targets for 'Major' application types	Quarterly	77.78%	82.61%	100%	100%	50%			100%	50%		Exceeding target. Use of 'extension of time' agreements with applicants is critical in achieving targets as is the importance of pre-application discussions and PPA
Planning P04	Processing of planning applications as measured against targets for 'Minor' application types	Quarterly	77.44%	81.45%	95.8%	97.1%	70%			96%	70%		Positive increase from previous quarter, monitoring of trends in numbers of applications and staffing levels and deployment of appropriate skill base to more complex applications, together with the use of 'extension of time' agreements.
Planning P05	Processing of planning applications as measured against targets for 'Other' application types	Quarterly	81.22%	85.78	98.3%	98.0%	80%			98.15%	80%		More effective collaboration with agents and applicants should ensure this trend is continued in the upcoming quarter.

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29 January 2018

Corporate Projects Scrutiny Committee

Work Programme 2017/18 Update

Report of: *Phil Ruck, Chief Executive*

Wards Affected: *All*

This report is: *Public*

1. Executive Summary

- 1.1 This report provides the 2017/18 updated draft work programme for members consideration and is attached at Appendix A.
- 1.2 Members should note that the workplan is a timeline of the latest and proposed working position of the working groups and **not** the actual timeline of the subject matter or project being reviewed. These timelines are subject to change depending on the work and outcomes of the working groups.
- 1.3 The Committee is requested to consider the draft work programme at Appendix A and agree any amendments.
- 1.4 As agreed at the 21.11.17 Corporate Projects Scrutiny, Min 167 refers, notes from any Working Group meetings be appended to the agenda. The Local Development Working Group met on the 28th November and the 19th December. The Terms of Reference agreed on the 28th November and the minutes from the meeting on the 19th December are attached as Appendix B.

2. Recommendation(s)

- 2.1 That the Committee considers the Corporate Projects Scrutiny updated work programme 2017/18 attached at Appendix A and agree any amendments for approval.**
- 2.2 To note any Working Group meeting notes that have taken place during the period from the last committee meeting as attached at Appendix B.**

3. Introduction and Background

- 3.1 At the Councils Annual Council it was agreed that the committee structure would include the introduction of a Corporate Projects Scrutiny Committee.
- 3.2 The Policy, Projects and Resources Committee agrees the Corporate Projects and scope that it requires to be reviewed by the Corporate Projects Scrutiny Committee in 2017/18.
- 3.3 The Corporate Projects Committee also has responsibility to review decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions. In addition it has responsibility for the monitoring of Council service performance, including Performance Indicators and Formal Complaints.
- 3.4 The work programme of the Corporate Projects Scrutiny Committee should not include management or staffing issues which are the responsibility of the Head of Paid Service.

4 Reasons for Recommendation

- 4.1 The Constitution requires that the Corporate Projects Scrutiny Committee agrees its work programme at each meeting of the Committee.

5 Consultation

- 5.1 None.

6 References to Corporate Plan

- 6.1 The vision of Transformation includes an action to improve the Council's governance arrangements, leading to faster, more effective decision-making. An effective scrutiny function is an essential element of that priority.

7 Implications

Financial Implications

Name & Title: Jacqueline Van Mellaerts, S151 Officer

Tel & Email: 01277 312500 /

jacqueline.vanmellaerts@brentwood.gov.uk

7.1 There are no direct financial implications arising from this report.

Legal Implications

Name & Title: Daniel Toohey, Monitoring Officer & Head of Legal Services

Tel & Email: 01277 312500 / daniel.toohey@brentwood.gov.uk

7.2 There are no direct legal implications arising directly from this report.

8 Background Papers

8.1 None

9 Appendices to this report

Appendix A – Amended Work Programme 2017/18

Appendix B – Terms of Reference (agreed on 28 November 2017) and minutes from 19 December 2017.

Report Author Contact Details:

Name: Phil Ruck, Chief Executive
Telephone: 01277 312500
E-mail: phil.ruck@brentwood.gov.uk

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Corporate Projects Scrutiny Committee (CPS)									
2017-18 Draft Work programme									
Subject Matter	July	August	September	October	November	December	January	February	March
Leisure Strategy	Workstream 1 - Review and Options work and report to Community, Health & Housing Committee. Update report to CPS Committee 25.09.17.			Workstream 1 - Report to CPS Committee 21.11.17. Report to Community, Health & Housing Committee 04.12.17			Workstream 2 - Review and Options work and report to Community, Health & Housing Committee. Update report to CPS Committee.		
Scope	1. Review the approach to the delivery of the Leisure Strategy. Review the outcome of the consultation with residents and visitors on options of new activities for King George's Playing Fields.						2.		
Detailed timeline									
1. Working Group Meeting - 06.11.17									
2. Leisure Development Presentation - 06.11.17									
3. Leisure Development Presentation - 16.11.17									
4. Report to Projects Corporate Scrutiny Committee - 21st November 2017									
5. Working Group Meeting - Date to be finalised - Subject to the outcome of the Community, Health & Housing Committee 04.12.17 and subsequent leisure workshops held on 16th and 17th January 2018									
Subject Matter	July	August	September	October	November	December	January	February	March
Town Hall	Review and Options work. Report to Policy, Projects and Resources Committee. Update report to CPS Committee 25.09.17.						Members Working Group to review draft request system and process.		Report to Committee
Scope	1. Review of Customer Services delivery during redevelopment of the Town Hall. 2. Review of Members request system and process.								
Detailed timeline									
1. Report to Corporate Projects Scrutiny Committee 25th September 2017									
2. Working Group Meeting to review Members draft request system and process - February 2018 - date to be finalised.									
3. Report to Corporate Projects Scrutiny Committee - 19th March 2018									
Subject Matter	July	August	September	October	November	December	January	February	March
Town Centre						Review work	Consult on Design Guide		
Scope	Review content of Design Guide Consultation responses.								
Detailed timeline									
1. Working Group Meeting - 06.12.17									
2. Working Group Meeting - 23.01.18									
3. Public consultation - February-March 2018 (group to consider responses April-May 2018)									
Subject Matter	July	August	September	October	November	December	January	February	March
Local Development Plan					Review work			Report to Committee	
Scope	1. Review the Council's Plan making process as required by the National Planning Policy Framework (NPPF). Review efforts to ensure that necessary cooperation on strategic cross boundary matters have been made. Review subjects and issues covered by LDP evidence base to ensure it is appropriate and proportionate.								
Detailed timeline									
1. Working Group Meeting 28.11.17									
2. Working Group Meeting 19.12.17									
3. Working Group Meeting 09.01.18									
4. Working Group Meeting 30.01.18									
5. Working Group Meeting 20.02.18									
6. Working Group Meeting 13.03.18									
7. Report to Corporate Projects Scrutiny Committee - 19th March 2018									
Subject Matter	July	August	September	October	November	December	January	February	March
Performance and Formal Complaints					Review work	Report to Committee	Review work	Report to Committee	
Detailed timeline									
1. Working Group Meeting - 27.11.17									
2. Report to Corporate Projects Scrutiny Committee - 11th December 2017									
3. Working Group Meeting(s) - February 2018 - date to be finalised									
4. Report to Corporate Projects Scrutiny Committee - 19th March 2018									
Subject Matter	July	August	September	October	November	December	January	February	March
Crime and Disorder Reduction Partnership									Report to Committee
Detailed timeline									
1. Report to Corporate Projects Scrutiny Committee - 19th March 2018									
Subject Matter	July	August	September	October	November	December	January	February	March
Emergency Response Plan and Procedures				Review work	Review work	Report to Committee			
Detailed timeline									
1. Working Group Meeting - 4th October 2017									
2. Working Group Meeting - 30th October 2017									
3. Report to Corporate Projects Scrutiny Committee - 11th December 2017									
4. Working Group Meeting - May 2018 - date to be finalised									

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Local Development Framework Members Scrutiny Group (LDP MSG)

Terms of Reference 2017-2018

1. Purpose

The purpose of the Local Development Plan Members Scrutiny Group (LDP MSG) as agreed by the Policy, Projects and Resources Committee on the 19 September 2017 is to consider the draft Local Development Plan and associated documents before they are considered by Ordinary Council and/or Planning and Licensing Committee as appropriate.

The scrutiny group may request further work or information to be provided to them to clarify any implications or issues that may affect the Council.

2. Responsibilities

The key responsibilities of the Working Group will be to scrutinise validity of the plan-making process and evidence base in relation to the following:

- (i) Soundness tests (positively prepared; justified; effective; and consistent with national policy);
- (ii) Duty to co-operate; and
- (iii) Evidence (Housing and Gypsy & Traveller need, employment need, Green Belt assessment, etc) on the following themes, among others:
 - a) Housing;
 - b) Business;
 - c) Infrastructure (including highways);
 - d) Environment;
 - e) Historic environment;
 - f) Health and well-being; and
 - g) Viability and deliverability.

3. Accountability and Decision Making

The LDP MWG Scrutiny will report directly to the Corporate Projects Scrutiny Committee at key stages of planning policy document development (i.e. drafting, consultation, response, adoption).

4. Membership

The cross party working group will consist of five Members of the administration including the Chair, and three from the opposition parties.

5. Frequency

Meetings will be programmed to take place approximately monthly, with the option to call additional meetings to address specific issues as required.

6. Documentation and Confidentiality

Agenda and supporting documentation will be issued at least one working week before the meetings, unless this is not possible or items are to be tabled at the meeting due to confidentiality, in which case the Chair will advise Members of the Working Group beforehand.

Regular feedback and briefing to the Working Groups constituent members' political groups is the responsibility of member representatives and should be used as a way of ensuring wider ownership and support for the Plan documents as they are developed.

However, papers and discussions on the draft Local Development Plan and associated planning documents are considered confidential and whilst they should be discussed with other Members of the Council, the papers and discussion are not to be raised with anyone outside this remit.

7. Cross Party Working Group Membership

Cllr Bridge, Cllr Keeble, Cllr McCheyne, Cllr Mynott, Cllr Pound (Chair).

8. Support

The LDP MSG will be supported by the Planning Policy Team Leader and other officers as required.

Summary Notes and Actions

Meeting: LDP Scrutiny Members Working Group

Venue: Meeting Room 3, Seven Arches Road

Date: Tuesday 19 December 2017

Time: 18:00 – 20:00

Attendees:

Cllr Thomas Bridge, Cllr Roger Keeble, Cllr Phil Mynott, Cllr Roger McCheyne, Cllr Jan Pound, Stephen Hay, James Tindale (Lichfields), Jill Warren.

Apologies:

Phil Drane

Agenda

<u>No.</u>	<u>Item</u>
1.	Notes from previous meeting(s)
2.	Employment: Presentation from Lichfield
3.	AOB
4.	Date of Next Meeting (09/01/2018)

1. Notes from previous meeting(s)

- 1.1 There were no notes to review as this was the first LDP Members Scrutiny Group.
- 1.2 Members noted that there was confusion over the time and venue of this meeting of LDP Members Scrutiny Group. Officers agreed to make this clearer in future invites.

2. Employment: Presentation from Lichfields

2.1 Slide 2: Scope of Report.

- The study aims to define the Brentwood Functional Economic Market Area (FEMA), to update forecasts of future employment and new headline employment land requirements; to analyse the capacity of potential employment sites; to review local plan representations (consultation comments) and assess the demand and supply of employment land and floor space; and to review the emerging employment site allocations and the policy implications, informed by a commercial property market consultation.

2.2 Slide 3: Map of the Brentwood Functional Economic Market Area (FEMA).

- The Functional Economic Market Area (FEMA) is informed by the local Brentwood Commercial Property Market Area, Labour Market Area, Housing Market Area, and Retail Market Area, also illustrated on the map.
- Members noted that there is a London impact on the FEMA and that a future issue will be of employment for housing construction.
- The South Essex Functional Economic Market Area (FEMA) work is not yet available.

2.3 Slide 4: Past Employment Growth

- Members noted that the graph provided showed the % change in various employment sectors. It was suggested that absolute figures could be useful to illustrate the actual sizes of each sector and not just relative changes.
- Members queried what “specialist construction activities” were. This is structural engineers, and specialist such as plumbers, roofers and electricians.
- Members noted that there is a net growth in jobs of 13,300 in the borough in the last 20 years.
- This is not just a rise in population numbers but confirms that employment has risen faster than population in that period.

2.4 Slide 5: Differences between Economic Forecasts

- The report considers a number of different economic forecast models to get a broad picture of the borough. There is inherent bias in models, so the use of multiple ones gives a more even handed approach. Models that use macro economic assessment will show a large change due to factors such as Brexit, for example.

2.5 Slide 6: Gross Floorspace Requirements

- The use classes of B1c/B2 (manufacturing); B8 (distribution) and B1a/b (offices) were clarified and the four economic scenarios used to predict the Gross Floorspace requirements.
- The four scenarios indicate Brentwood has a total (i.e. across all B classes) net employment floorspace requirement of between 4,440sq.m and 7,510 sq.m over the Local Plan. The range reflects the overall scale of employment growth implied by the different scenarios and more specifically the mix of B-class sectors and, in turn, their floorspace requirements.

2.6 Slide 7: Gross Land Requirement

- Taking account of future market losses, a normal level of market vacancy and safety margin the range of floorspace increases to 33,310-106,380sqm. Applying appropriate plot ratios to the forecasts requirements results in gross employment land requirements of between 8.1 and 20.3ha.
- The standardised plot ratio of 0.4ha : 4,000 offices per hectare was used.
- Members asked how changes to ways of working such as hot desking will change figures. The densities used reflect these changes and are based upon recent empirical evidence as set out in the HCA Employment Density Guide . There is a five-year check of densities and the report reflects this change.

2.7 Slide 8: Demand Supply Balance

- The four scenarios are used to assess the demand/supply balance, giving the net surplus/deficit after considering new available locations.
- In all growth scenarios except from Scenario A, the 46.8ha of employment allocations and extant planning permissions could meet future need. However, when taking into the 23.6ha of employment land that could be lost over the Local Plan period, the Borough under Scenarios A and B results has a potential deficit in B1a/b floorspace to meet futures needs. In reality, replacing employment land on a like-for-like basis is unlikely and it may be possible to develop land in a more efficient manner, which could lower or eliminate the deficits.
- The future employment land and floorspace pipeline are estimated to have enough capacity to provide space for the total increase in jobs forecast in all four scenarios. However, under Scenario A, a deficit in capacity for B1a/b jobs could occur. The deficit is caused by a high number of prior approvals for converting B1a/b space to C3. Some of the prior approvals have not been implemented due to current market conditions; however, the potential impact on the Borough's office stock remains in effect.

2.8 Slide 9: Implications and Conclusions

- Five implications and conclusions are given by the report:
 1. The Borough has enough employment land allocated to meet future need except under Scenario A. The planned supply of allocations should remain flexible given past issues such as trouble delivering new office floorspace.
 2. Consideration should be given about when employment land allocations will be delivered as the non or late delivery of Brentwood Enterprise Park could leave a large gap in supply.

3. The Council may want to consider other sites for offices given the new allocations are all located a reasonable distance away from public transport nodes and high quality amenities.
4. Consideration could be given to gaining an Article 4 Direction to stop the conversion of offices to residential uses through permitted development rights.
5. The potential relocation of some industrial activities from London could generate additional demand and the need for additional site allocations as displaced firms from Brentwood and England compete against each other for premises.

3. Further Discussion

- The report forecasts an increase in office jobs.
- Members queried whether officers had drafted this report. It was confirmed that the report was written by an outside body and is an independent assessment. The GLA also carry out economic assessment work, including office supply and industrial land need.
- Members asked about the issue of office to residential conversion that didn't require planning permission (permission in principle). The area affected the most is the Brentwood urban area where applications have significantly increased. A policy solution is to introduce an **Article 4 Direction** in the location(s) where this is identified as an issue.
- Some members were concerned that this could be a risky process that could put the Council in a position where it could be sued for loss of earnings.
- Officers to clarify the process; what is required in the development of the business case for an Article 4 direction and the potential risk. Information to be brought back to the scrutiny group (see summary below).
- Members raised the issue of allocating employment sites in the town centre for a change to residential use as there is a need to consider other sites outside the town centre rather than relying on change from employment. Concern that this could move jobs away from the town centre and result in more residents travelling out of town to work. It was raised that the rationale behind this strategy is unclear.
- Members noted that the type, size and location for new employment development may need to be considered in greater detail. The impact of location, for example with offices needing suitable transport access, perhaps within or near to town centre facilities. The knock-on employment due to spending locally would also be noted.
- The extent of outward commuting by Brentwood residents was noted. Issues of who remained to use the borough facilities during office hours were noted.

- M25 Junction 29 with the altered route of the Lower Thames Crossing, might use the enterprise park as a works set down area. This is still being discussed by Highways England.
- Members discussed that the Council will need to ensure suitable regulation of the areas of use for B1c/B2 (manufacturing); B8 (distribution) to prevent negative impact on residents.
- The attraction of the borough due to good access, Crossrail, etc, was noted. Reference was made by Councillors for the need for improvement to the A127. Officers confirmed that ECC and districts are working together to lobby Government. Work by officers on the A127 corridor within Brentwood is ongoing, including moving away from car use to cycling, walking and bus use.
- Officers acknowledged that “future proof” planning is being considering with regard to broadband need, electric vehicle charging points and driverless cars.

3.1 Office to Residential Conversion Article 4 Area

- The Town and Country Planning (General Permitted Development) (England) Order 2015 (“GPDO 2015”) came into force 15 April 2015. This introduces new permitted development rights and changed the procedure for Article 4 Directions and gives planning authorities the power to remove specified development rights locally by making a direction under this Article.
- Previously the Secretary of State’s express approval was needed before an Article 4 Direction could come into force, but the GPDO 2015 allows planning authorities to make a **non-immediate** Article 4 Direction without the Secretary of State’s approval. This gives the Local Planning Authority the power to introduce an Article 4 area without financial risk as long as a prescribed process is followed, which includes a formal consultation, and a period of notice of the change is given. This process must be backed up by robust evidence, such as the Lichfield report.
- An extract on Article 4 from the National Planning Policy Guidance is attached.

4. AOB

4.1 Officers to email:

- Agenda and notes for future meetings.

5. Date of Next Meeting of LDP Members Scrutiny Group

- 5.1 09/01/2018 Meeting Room 2, Seven Arches Road (7PM), regarding housing evidence.

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Members Interests

Members of the Council must declare any pecuniary or non-pecuniary interests and the nature of the interest at the beginning of an agenda item and that, on declaring a pecuniary interest, they are required to leave the Chamber.

- **What are pecuniary interests?**

A person's pecuniary interests are their business interests (for example their employment trade, profession, contracts, or any company with which they are associated) and wider financial interests they might have (for example trust funds, investments, and asset including land and property).

- **Do I have any disclosable pecuniary interests?**

You have a disclosable pecuniary interest if you, your spouse or civil partner, or a person you are living with as a spouse or civil partner have a disclosable pecuniary interest set out in the Council's Members' Code of Conduct.

- **What does having a disclosable pecuniary interest stop me doing?**

If you are present at a meeting of your council or authority, of its executive or any committee of the executive, or any committee, sub-committee, joint committee, or joint sub-committee of your authority, and you have a disclosable pecuniary interest relating to any business that is or will be considered at the meeting, you must not :

- participate in any discussion of the business at the meeting, of if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business or,
- participate in any vote or further vote taken on the matter at the meeting.

These prohibitions apply to any form of participation, including speaking as a member of the public.

- **Other Pecuniary Interests**

Other Pecuniary Interests are also set out in the Members' Code of Conduct and apply only to you as a Member.

If you have an Other Pecuniary Interest in an item of business on the agenda then you must disclose that interest and withdraw from the room while that business is being considered

- **Non-Pecuniary Interests**

Non –pecuniary interests are set out in the Council's Code of Conduct and apply to you as a Member and also to relevant persons where the decision might reasonably be regarded as affecting their wellbeing.

A 'relevant person' is your spouse or civil partner, or a person you are living with as a spouse or civil partner

If you have a non-pecuniary interest in any business of the Authority and you are present at a meeting of the Authority at which the business is considered, you must disclose to that meeting the existence and nature of that interest whether or not such interest is registered on your Register of Interests or for which you have made a pending notification.

Terms of Reference
Corporate Scrutiny Projects Committee

The Corporate Projects Scrutiny Committee acts as the Council's Overview and Scrutiny Committee with all the powers under Part 3 of the Local Authorities (Committee System) (England) Regulations 2012, and discharges the functions under section 19 of the Police and Justice Act 2006 (local authority scrutiny of crime and disorder matters). Without prejudice to the generality of the above, the terms of reference include those matters set out below:

- 1) Responsible to scrutinise major Corporate projects as identified and agreed by the Policy, Projects and Resources Committee.
- 2) To report to the Policy, Projects and Resources Committee on the progress of the major Corporate projects and to make relevant recommendations.
- 3) To establish working groups (in line with agreed protocols) to undertake the major Corporate projects work programme, including setting their terms of reference, the reporting arrangements, and to co-ordinate and review the work of the working groups.
- 4) Responsibility for the monitoring of Council service performance, including Performance Indicators, Formal Complaints and Freedom of Information requests, making reports if required to any committee, or sub-committee, any officer of the Local Authority, or any joint committee on which the Local Authority is represented, or any sub-committee of such a committee.
- 5) To review and/or scrutinise decisions made, or other action taken, in connection with the discharge of any functions of the Local Authority.
- 6) To deal with those issues raised through the 'Councillor Call for Action' scheme in line with agreed protocols and procedures.
- 7) To review and/or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions.
- 8) To make reports or recommendations to the Local Authority with respect to the discharge by the responsible authorities of their crime and disorder functions.

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