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Minutes of the meeting of the **Overview & Scrutiny Committee** held in Committee Room 2, East Pallant House on Tuesday 14 November 2017 at 9.30 am

Members Present: Mrs C Apel (Chairman), Mrs N Graves (Vice-Chairman), Mr P Budge, Mrs P Dignum, Mr N Galloway, Mr G Hicks, Mr S Lloyd-Williams, Mr K Martin, Caroline Neville, Mrs P Plant, Mr H Potter, Mr J Ransley, Mr A Shaxson and Mrs J Tassell

Members not present: Mr N Thomas

In attendance by invitation:

Officers present: Mr M Allgrove (Planning Policy Conservation and Design Service Manager), Mrs J Dodsworth (Head of Business Improvement Services), Mr A Frost (Head of Planning Services), Mr D Hyland (Community and Partnerships Support Manager), Mrs B Jones (Principal Scrutiny Officer) and Mr T Whitty (Development Management Service Manager)

180 **Chairman's announcements**

The Chairman welcomed all to the meeting. Apologies had been received from Mr N Thomas.

The Chairman advised that she had recently attended a Centre for Public Scrutiny event which had considered the progress of the Communities & Local Government Select Committee's review of overview and scrutiny in Local Government. The council's scrutiny process worked very well on the whole however there were areas for improvement. She would be developing a paper to a future meeting with suggestions for better working.

Members of the committee were requested to put their nameplates on end as an indication to the Chairman that they wished to speak during an agenda item, remembering to put them down when their question had been asked. This new process would be tested to establish if it was useful to retain in future.

181 **Minutes**

The committee considered the minutes of the last meeting held on 12 September 2017, making the following comments:

Minute 177 Southern Gateway, Chichester – Implementation:

- Page 6, second bullet from the bottom – Queried the statement that a bridge would be considered as part of consultation on the Masterplan. Members were informed that the bridge had not been found to be financially viable. Cabinet and the Development Plan and Infrastructure Panel had looked at alternatives, along with consultants, and the final draft Southern Gateway proposals would be reported to Council at its meeting the following week where members had the option to debate the masterplan.
- Page 7, fifth bullet from the top, first sentence ‘The masterplan would be a live flexible document’ - The use of the words ‘live’ and ‘flexible’ were contested. Members were informed that the masterplan was not prescriptive; it was flexible in that it allowed for a range of uses to be considered for a particular site. Once adopted by Council however the masterplan would become a supplementary planning document, which would be operational for some years. Members were concerned that it would not be possible to revisit the masterplan as there was no procedure in place for amendment and requested the removal of the word ‘live’.

Members requested that any updates which officers or those presenting to the committee agreed to provide following the meeting be circulated with the minutes.

RESOLVED

That the minutes of the meeting of 12 September 2017 be agreed as a correct record subject to the above amendment.

182 Urgent Items

There were no urgent items for consideration at this meeting.

183 Declarations of Interests

No interests were declared at this meeting.

184 Public Question Time

No public questions had been received.

185 Business Improvement Services Portfolio Holder address

The Cabinet Member for Business Improvement Services, Mr P Wilding, gave a presentation to the committee on progress towards achieving the aims and targets of the Corporate Plan priorities and his areas of focus in the future.

The committee made the following comments and received answers to questions as follows:

- Queried the future use of East Pallant House and emphasised the need to be adaptive to loss of space without losing business – We are currently working with consultants and looking at market information to consider our options. If there was a large capital receipt to be made then this would need to be balanced against the suitability of an alternative office accessible to the public.

Discussions are taking place with WSCC regarding a possible building in the city centre and with the local court to establish the possibility of establishing a pop-up court a couple of times a month which would bring in revenue. It was possible that we could contract our existing footprint in the building and rent out more space to bring in revenue to reduce our operating costs. Cabinet would be asked to consider future options with costings, following which a PID would be developed.

- Queried whether the committee would be given the option to review the ICT Strategy – It was possible that the committee could consider this before it went to Cabinet in March 2018. Members questioned the demise of the IT Panel and were concerned that IT matters did not have adequate member involvement before being considered by Cabinet.
- Queried whether the council used innovative ways of communicating with the local community – A number of online forms had been provided online to avoid the need for our customers to come into the office; direct debit use had increased; green waste was renewable online annually; current projects being developed to enable Council Tax payers to manage their accounts online and to enable a housing benefit risk based verification process. We were continuously looking for new ways to assist our residents and businesses however were always mindful of those without IT capability.
- Queried involving others in testing web and form functionality - The Web Team invites services to review new forms and functions for usability. Residents were invited to provide feedback on usability of web pages and any difficulties were fed back to the service area for review.
- Queried whether customers who had given up on using the council's website and can't travel to the council offices were tracked in order to understand the volume. Customers were asked questions on how they accessed the service and how they travelled in to the offices. On commercial sites such as Careline and green waste we monitored a reduction in customers.
- Queried members' responsibilities under GDPR.
- Queried Public Relations resourcing – Two members of staff on PR and two on advertising and sponsorship. PR had a regular schedule to provide information on social media and staff had access to social media. The Local Plan and the Southern Gateway would be a major area of work for PR.
- Queried the savings achieved and staff reductions as a result of channel shift - We track the shift in communications channels and have targets to move more information online or from the back office to the contact centre. As more customers self-serve capacity is created in the back office and customer service centre and associated savings are made.
- Queried the number of staff in the various teams – ICT 21, Customer Service 15, Public Relations 5, Building Services including Facilities 9 and Human Resources 7. **Mrs Dodsworth undertook to clarify staffing numbers for this year and the previous year along with IT and staffing costs.** [Post meeting note: Total staff = 62.07 FTE, Head of Service/Admin = 1.4 FTE, Building Services = 5 FTE, Facilities = 4.54 FTE, Customer Services = 16.55 FTE, IT = 21.11 FTE, HR = 6.83 FTE, PR = 4.14 FTE, Corporate Improvement = 2.5 FTE. ICT Direct costs = Total £1,270,009 (£824,000 staff, £181,600 infrastructure, £264,009 support and maintenance agreements)]

RECOMMENDED TO THE CABINET MEMBER FOR BUSINESS IMPROVEMENT SERVICES

- 1) That an ICT Panel be re-established to regularly review the council's ICT programmes, workload and investments.
- 2) That a report is brought back to this committee on customers lost who cannot engage online or access ICT along with a policy or programme on how to deal with this.

186 **Consultation Review 2017**

Mr Hyland presented his report informing the committee of the differing styles of consultation e.g. consultation carried out on a planning policy document in contrast to consultation on use of a local park.

The council uses a range of consultation tools. There were two software systems in use: Snap Survey is used for the majority of consultations. Responses are automatically drawn into the back office system for analysis therefore further data entry is not required. The Limehouse system is used to carry out consultation on planning policies which require that the wording of the policy is displayed paragraph by paragraph for comment.

The Southern Gateway Masterplan consultation had necessitated a consultation on the Masterplan document itself, and Limehouse was used to allow for detailed commentary on the wording of the document. It was also recognised that residents directly affected by developments in their areas would welcome a briefer summary of the main issues and to comment on those, so a Snap survey was also used. Clear signposting from one to the other was placed on the website. A very good response rate had been received to both forms of consultation.

There was concern that the Limehouse consultation tool was not particularly user friendly. There was a facility to provide a hard copy of the consultation for completion however this was not encouraged as a) it would require to be entered manually onto the system and b) interpretation could be required in preparing the information for entry.

The committee made the following comments and received answers to questions as follows:

- Concern that the process should be user friendly to ensure a better response and increased user satisfaction.
- Concern about the level of response to consultations – It was difficult to define a 'good' response to a consultation. From a statistical point of view it was possible to determine a level of accuracy with 100 responses. A 10% response rate would be good in other situations. If the issue involved a large body of people and a complex issue that level of response would be very difficult to secure.
- The issue of double consultation – Where the council, interest groups, residents' associations or other such body consults their members for a combined response on behalf of that group and consultation which is carried out with the district's residents and parishes directly.

- Concern at the lack of a consultation policy - As there was a breadth of types of consultation it would be difficult to have a single policy to cover all those scenarios and the guidance available was considered adequate.
- Concern at the lack of resources available to carry out this work - There was currently one full time and one part time officer dedicated to consultation work, however this was under review. Devising the methodology of the consultation and the analysis of the results once the fieldwork was complete was often very resource intensive and regularly involved staff from the service areas. The Chichester Vision consultation was resourced by five or six staff members at manned presentation events.
- Queried who made the decision about whether one consultation was resourced more intensively than another.
- Queried whether neighbourhood plan consultations should be carried out by the council.
- Queried whether there was a comparator to establish how well our consultation process was carried out benchmarked against other local authorities.
- Concern at the lack of clear instruction on the Local Plan consultation regarding character limits, how to upload documents, time limits before timeout, etc. Suggested that a note is included at the beginning of a consultation describing how long the form would take to complete.
- Queried the requirement for demographic questions.
- Queried response rates and what constituted a 'good' response. The Southern Gateway response was considered 'good' with 350 responses to the online questions, 327 detailed comments and 60 responses on Limehouse. This consultation had received very good coverage in the local press.
- Suggested that the list of those completing a response at the end of the consultation analysis be listed in alphabetical order.

Members suggested that a group of officers could be used to test and validate the consultation process on Limehouse before it is released to the public and that additional guidance should be added on how to use the system.

RESOLVED

That a Task and Finish Group be established to consider a council policy on public consultation and make recommendations as appropriate for resources, budget and monitoring.

187 Communications between CDC and South Downs National Park Authority (SDNPA) - Update

The Chairman welcomed Mr M Dunn, the council's appointment to the SDNPA.

Mr Whitty presented the report giving an update on the background to this issue. Due to timeliness and appropriateness the protocol had not been included in the SDNPA Agency Agreement. The SDNPA had made a number of commitments, reflected at 5.1 in the report, which would be drawn into a protocol to improve communications between the council and the National Park Authority. Members were asked to confirm whether their concerns previously raised had been satisfactorily addressed.

Mr Dunn welcomed the liaison undertaken with the SDNPA advising that the agency arrangement between the SDNPA and the council equated to a significant sum in the SDNPA budget so there were going to be queries about the level of service provided by each party to the other and he supported the sensible set of commitments agreed by the SDNPA. He continued that although he was the council's representative on the SDNPA he was regularly reminded that he was a member of the SDNPA and should not be 'Chichester specific'. He reminded members that there was always an opportunity for them to attend the SDNPA Policy & Resources Committee to give their views.

Mr Shaxson was concerned that it was important to ensure that there was no gap in enforcement issues dealt with by either authority.

Mr Whitty advised that following this meeting he would send the SDNPA commitments which had been agreed by this committee to the SDNPA for their final agreement. The SDNPA had undertaken to hold further meetings as required.

RESOLVED

- 1) That the outcomes from the meeting with the SDNPA, pursuant to the recommendations of the committee to the SDNPA on 13 June 2017 and Cabinet on 11 July 2017, be noted.
- 2) That a report comes back to the committee in 12 months' time with an update on progress.

188 Corporate Plan Task and Finish Group Final Report

The committee considered the report attached to the agenda.

Mrs Dignum, the Chairman of the Corporate Plan Task and Finish Group, gave an oral report on the deliberations of the group. Members requested to have sight of the minutes of the Corporate Plan Task and Finish Group and the updates provided by Ms Bushby, Community Safety Manager and Ms Thomas, Health & Wellbeing Manager. (Post meeting note: These documents are provided in an attachment to these minutes)

The committee made the following comments and received answers to questions as follows:

- Concern when discussing crime rate increases to provide the figures behind the percentage to give the context.
- Concern at the red indicator relating to nine conservation area appraisals to be completed by 2018 – As the district had a number of areas of outstanding natural beauty, a national park and a number of historical areas of interest, carrying out conservation appraisals had a direct impact on how the council went about planning and delivering new housing in the district and queried whether this was due to a resourcing issue. Due to a recent restructure the team has been combined within Planning Policy and a new Conservation and Design lead officer was currently being recruited.

- Concern at the formula for calculation of the Covalent traffic light system in the reports and in particular the indicator relating to time taken to process Housing Benefit Claims and its status showing green when in fact it should be showing red. An update would be provided. (Post meeting note: an update is provided in an attachment to these minutes)
- Concerned at the apparent increase in rural crime to 24.4% (an increase from 1567 to 1949 incidents) – This was possibly due to a prolific offender however it should be kept under review. The Communities Intervention Manager had requested an analysis of crime data from Sussex Police. There was a multi-agency cross border working group in the north of the district and a proposal to form a rural group.
- Concern at the sickness and absence figures - The Senior Leadership Team considered these figures (including long term sickness) in detail. This had been static over the last few years; it had been below other benchmarked authorities' figures the previous year. The sickness figures were skewed by long term sickness resulting from accidents at the depot. It was suggested that benchmarking should be undertaken more widely and not just against other local authority's outturn. An update was requested. (Post meeting note: an update is provided in an attachment to these minutes)

RESOLVED

- 1) That the written and oral report from the Corporate Plan Task and Finish Group be noted.
- 2) That the committee is satisfied that the council is achieving satisfactory levels of performance against the targets and activities in the 2017-18 Corporate Plan mid-year progress report.

189 Budget Review 2017

Members considered the Terms of Reference and Scoping document.

RESOLVED

- 1) That the Terms of Reference for the Budget Task and Finish Group be agreed.
- 2) That Mr J Ransley, Mr S Lloyd-Williams and Mrs P Plant be agreed as members on this task and finish group.

190 Forward Plan (November 2017 to February 2018)

The committee considered the Council's latest Forward Plan (Nov 2017-Feb 2018) for items to raise for scrutiny.

Mr Ransley was disappointed to see that there was no initiative relating to affordable housing delivery in the area for local people and keyworkers; no approach to elderly care; conflict in our Local Plan capacity or capability to respond to Government's increasing demand for delivery of greater housing numbers in the area without addressing in a meaningful way delivery of associated infrastructure; and no mention of perhaps considering developing one or two new villages in the area.

Mrs Dignum queried the fact that there was no existing council policy for care homes. She requested Mr Frost to review the Local Plan to consider the needs of older people as part of the council's equality duty.

RECOMMENDS TO CABINET

That Cabinet considers this committee's comment on its Forward Plan and responds by way of advising on its schedule of innovative projects planned for February 2018 to February 2019 to respond to local need for housing, wellbeing and greater housing number delivery.

The meeting ended at 12.44 pm

CHAIRMAN

Date:

From: [Peter Wilding](#)
To: [Clare Apel](#); [Norma Graves](#); [Peter Budge](#); [Pam Dignum](#); [Nigel G. Galloway](#); [Graham Hicks](#); [Simon Lloyd-Williams](#); [Keith Martin](#); [Caroline Neville](#); [Penny Plant](#); [Henry Potter](#); [Josef Ransley](#); [Andrew Shaxson](#); [Julie Tassell](#); [Nick Thomas](#)
Cc: [Bambi Jones](#); [Jane Dodsworth](#)
Subject: Peter Wilding's Response to the Action placed on him to reinstate the IT Advisory Panel at the Overview and Scrutiny Committee Meeting on 14 November
Date: 24 November 2017 13:27:32

Dear Committee Members,

I am responding to the action placed on me to re-instate the IT Advisory Panel at the Overview and Scrutiny Committee Meeting on 14th November. I have discussed this with Diane Shepherd and Jane Dodsworth, and I am not convinced that re-instating the IT Advisory Panel is the correct approach for the following reasons:

1. I don't believe that there is a business case to re-instate the IT Advisory Panel.
2. The Business Improvement Board deals with ICT innovation and efficiencies and this would be a duplication. The Business Improvement Board has been set up since the IT Advisory Panel was closed down.
3. Since 2015, the Asset Replacement Programme has been considered by Cabinet as part of the Budget spending plans, this has reduced the business for the IT Advisory Panel.
4. An IT Advisory Panel would add another layer of bureaucracy and detract senior staff from delivering projects.
5. There must have been good reasons for closing down the Advisory Panel in 2015.

I was thinking that rather than re-starting an enduring Advisory Panel, which would require a Cabinet decision, it might be more sensible to set up a task and finish group composed of the previous IT Advisory Panel members to review the ICT Strategy before it goes to Cabinet in the New Year.

I hope you agree with my reasoning.

Peter

Minute 185 Recommendation 2 – response from Cabinet Member

At Overview and Scrutiny Committee on 14 November, a recommendation was made “That a report is brought back to this committee on customers lost who cannot engage online or access ICT along with a policy or programme on how to deal with this”.

Data is not held on the number of customers who cannot engage online or access ICT and therefore it would not be possible to provide any robust data to quantify these numbers. However, the ICT service are in the process of an improvement programme for the website and as part of this work a feedback form will be provided on each page which will capture this data specifically against each service page. This will enable the information to be improved, the customer to be advised and future data to be available. This is programmed to be live in April 2018 and below is an image of the feedback form to be provided:-

Was this page helpful? ▾

Was this page helpful?* Yes It's good but... No

Please select a reason*

How can we make this section better?*
it didn't answer my question
it wasn't detailed enough
it's hard to understand
it's incorrect
it needs updating
I'm not sure what to do next
Other

1200 characters remaining

Please don't include personal or financial information.

Do you want a reply?

If you'd like us to get back to you, please leave your details below.

Your Name

Your Email

We'll only use this to reply to your message.

Send

Peter Wilding
Cabinet Member for Business Improvement Services



Minutes of the meeting of the **Corporate Plan Task and Finish Group** held in Committee Room 2, East Pallant House on Monday 30 October 2017 at 9.30 am

Members Present: Mrs P Dignum (Chairman), Mr N Galloway, Mr L Hixson and Mr S Morley

Members not present:

In attendance by invitation:

Officers present all items: Miss L Higenbottam (Democratic Services), Mr D Hyland (Community and Partnerships Support Manager), Mr A Buckley (Corporate Improvement Officer) and Mrs J Westbrook (Corporate Improvement Officer)

9 **Chairman's Announcements**

Mrs Dignum welcomed everyone to the meeting.

There were no apologies for absence.

10 **Review of Terms of Reference**

The Group reviewed the Terms of Reference agreed by the OSC at its last meeting in September ensuring the required outcomes of the review were clear.

11 **Corporate Plan 2017-18 Mid-Year Progress Report**

Members used the Council's Covalent performance indicators to examine areas of the Corporate Plan that had either not reached their targets (red) or required further progress (amber).

All Reported Crime – Chichester (red indicator)

Mr Buckley explained that the reporting mechanism for crime had been altered in 2017-18 and was now causing some confusion so would be returned to the previous mechanism with effect from 2018-19 to enable clearer demonstration of the percentage rise in crime. He confirmed that the increase in crime rates had dropped by 3.3% in the last month although overall the crime rate had increased since last year.

Members asked the following questions:

- Have crime figures increased due to a greater number of crimes being reported?
- Which types of crime are reported most?
- What percentage of crimes are cyber related?
- Are there figures for detection rates?
- It often appears that there are not enough Police Officers to carry out traditional Police jobs – are the Police too stretched?

Officers agreed to pass the questions to Mrs Bushby, Community Interventions Manager to provide an email response to the Group. Mr Hyland reminded the Group that Chief Inspector Burtenshaw would also be attending a future Overview and Scrutiny Committee (OSC).

Mr Hixson noted the success of the Community Wardens in early crime prevention. Mr Hyland confirmed that the vacant Community Warden post was to be advertised.

Percentage of people who are maintaining positive lifestyle changes as a result of referral to the Wellbeing Hub after 3 months (red indicator)

Mrs Dignum confirmed the main reason for the red indicator which was due to the introduction of more specific goals in the last year which were likely to be harder to obtain. Mr Hixson also spoke about the importance of good advertising.

Members asked the following questions:

- Are wellbeing services funded?
- Do clients often return following a relapse and if so are they counted as a new statistic?
- What are the success rates for the different wellbeing services offered?
- What is the success rate from GP referrals?
- Which wellbeing services are most popular?
- Is there evidence that advertising has increased the take up of any wellbeing services?
- Could a member of the public refer themselves to a wellbeing service?
- Are wellbeing services run in the north of the district?
- Are schools obliged to report obesity in children?

Mr Hyland confirmed that if a client completes a wellbeing programme and returns at a later date they would count as a new statistic. He explained that members of the public could self-refer unless a service is specifically GP referral only. It was confirmed that wellbeing services are available in the north of the district, with regular services run from the Grange in Midhurst.

Officers agreed to pass the remaining questions to Mrs Thomas, Community Wellbeing Manager to provide an email response to the Group.

The Group agreed that the council offers a good wellbeing service which cannot always guarantee success due to individual client outcomes.

Working Days Lost Due to Sickness Absence (red indicator)

Mr Buckley clarified the abbreviations in the report (LTS – long term sickness, STS – short term sickness). He explained that the target number of sickness days had been increased this year from seven to eight days following revision of the associated service plan. Mr Buckley acknowledged that LTS figures often skew results.

Mr Hyland clarified that the absence management procedure would be triggered following either 10 days absence or five or more periods of absence in a year. HR and the relevant manager would look to identify and deal with any underlying reasons for absence with the member of staff. Further periods of absence (where appropriate) result in formal, written warnings and in more serious cases dismissal. Mr Buckley confirmed that the Corporate Management Team (CMT) proactively monitor sickness absence on a monthly basis.

The Group considered the average short term sickness of 2.85 days relatively acceptable and were content that sickness absence continues to be addressed appropriately by officers. The Group were also pleased with the wellbeing opportunities and flexible working arrangements available to staff.

9 Conservation Area Appraisals to be completed by 2018 (red indicator)

The Group raised no concerns, noting the completion date for next year.

Masterplanning of Strategic Sites (red indicator)

The Group raised no concerns and considered the cause of the delay linked to issues relating to a ransom strip.

Southern Gateway Masterplan SPD (red indicator)

The Group raised no concerns and considered the two month delay relatively minor given the scale of the project.

Tower Street – Overall Scheme – Defects period (red indicator)

The Group raised no concerns and considered the defects to be minor.

Improvements to the Guildhall (red indicator)

The Group raised no concerns, noting the evaluation as the only outstanding requirement of the project.

NWOW Phase 2 – Relocation of Citizens Advice Bureau to East Pallant House (red indicator)

The Group raised no concerns and felt that officers would find the best solution for the building.

NWOW – Flexible Working (red indicator)

The Group discussed the initial challenges of the project and remote working but raised no concerns.

Homelessness Prevention – (amber indicator)

Mr Hixson requested clarification relating to the help offered to the long term homeless in winter. Mr Galloway explained that some local churches were working on an initiative for the winter with Stonepillow. Mr Hyland clarified that accommodation would be made available if night temperatures drop below zero on consecutive nights. He informed the group that new homelessness legislation in April 2018 would consider individuals homeless for 56 days. As a result the housing team would be required to change its working practices to accommodate the likely increase in caseload.

Mrs Dignum requested clarification relating to the services offered to individuals suffering from alcohol related problems. Mr Hyland confirmed that Tenancy Sustainment Officers work with those identified as at risk of losing their tenancy.

Mrs Dignum requested confirmation of the legal responsibility held by the council to the districts homeless. Mr Hyland confirmed that the council is required to offer appropriate housing but could discharge its duty if all options offered are rejected.

The Group felt that officers were doing a good job dealing with a difficult issue. Mr Hixson requested it be noted that he would like to see a future focus on provision of shelter and food for the long term homeless particularly on cold winter nights.

Think Family Expansion Programme (amber indicator)

The Group raised no concerns with the delay in the project being reported back to OSC. The Group agreed that the services offered should be closely monitored following West Sussex County Council taking over most responsibilities of the Think Family Keyworkers from January 2018.

Parking Charges – Implementation and review (amber indicator)

The Group acknowledged that discussion around the cost of parking should be saved for the Chichester District Parking Forum and as such the only concern raised related to communication regarding the use of car park revenue. The Group felt that the first use of parking income was to cover all parking costs, with surplus supporting deficit reduction and as such if car park charges are not increased it would be likely that an increase in council tax would be required to compensate.

Members noted the remaining amber indicator projects and agreed that there were no further concerns.

12 **Next Steps**

The Group agreed there were good explanations for areas of the Corporate Plan where targets had not been met. Some requests had been made for further written responses which would be circulated to the Group by email. Overall the Group felt that there were a limited number of concerns from a large range of policies, indicating a high standard and care in carrying out the Corporate Plan projects.

The Chairman agreed to take a written overview report supplemented by an oral report to the OSC on 14 November 2017.

The meeting ended at 11.20 am

CHAIRMAN

Date:

Minute 188

All Reported Crime Figures – response from Pam Bushby, Communities Interventions Manager

Numbers of crimes for Chichester are relatively low but there have been some significant % increases over the last year which are slowly stabilising and in some cases reducing. Below are the crimes which I consider most risky as far as impact. I have requested from Sussex Police some analysis of crime data over the last two years but so far have only received a very brief report on rural crime. We have a multi-agency cross border working group in the North of the district that looks at trends etc. I plan to propose some kind of “rural team” that would cover the North of the district when I meet with Chief Inspector Burtenshaw. Community wardens are seeing a rise in the public reporting to them and our Senior Community warden is a visible presence in the city centre.

Total crime is running at 17.5% for the rolling year which is showing a slight reduction of 4.3% from last month

Burglary residential (now includes shed breaks) up 30% on the rolling year but reducing- an organised burglary group have now been caught and dealt with so may account for slight reduction.

Vehicle crime - theft of 36.8% reducing from 47%

Theft from up 71% but reducing from 111% - 2 x prolific thieves are now in custody and this may account for rise and subsequent reduction.

Violent crime in a public place 21.7% a 3% reduction on the previous month

Pedal cycle thefts down 20% but as the Christmas season approaches we usually see a rise, we have a cycle security campaign planned by the Joint Action Group (JAG) for late November.

Other crime areas where the number of reports are rising are Hate crime and sexual offences.

Homophobic reports up 500% which is actually only 5 crimes

Race crimes up 68.2% which is 30 crimes

Reports of sexual offences have risen by 40% which may include historic cases of abuse.

I am comfortable that these rises are positive and rather than mean there is an increase of these types of crime happening it is more a case of increased awareness and reporting, which we encourage.

Other areas of crime are remaining stable as in the case of anti-social behaviour and criminal damage.

Minute 188 - reponses to queries on health issues

Chichester Wellbeing report November 2017

Chichester Wellbeing hub

- During Q1 and Q2 of 2017/18 Wellbeing Advisors have worked with 381 clients on a one to one basis. 721 people have received information and advice at outreach events.
- With the new telephone system we are able to record the number of calls we receive to the service. In quarters one and two we dealt with 1,388 phone calls to the service.
- During the same period in 2016/17 we saw 573 clients for one to one appointments and 241 at outreach events.
- The proportion of men compared to women has remained the consistent at 32% men and 68% women. It is well known that men are harder to engage with than women so we work hard to engage men through workplaces. This proportion is considered by our commissioners to be very good.
- We received 78 referrals from GPs during 2016/17 this has increased to 112 in 2017/18. GPs are very engaged with the service now. We attend regular outreach sessions at all of the practices located in the outlying areas.
- Clients access the service primarily for support with losing weight, healthy eating and becoming more active. Often there is more than one reason why people use the service and this can be because they need help with emotional wellbeing or reducing alcohol consumption.

In-house services

I have included some stats from 2016/17 for the additional services as we have the full year to report on.

Weight loss workshops

- 167 clients attended the weightloss work shops during 2016/17.
- 2017/18 By the end of the current round at the end of November we will have supported 126 people through the programme.
- 146 (88%) clients achieved at least 3% weight loss during the programme (target 60%)
- In total 111 (67%) clients achieved 5% weight loss during the programme (target 30%)
- 150 (90%) of clients reported improved mental wellbeing
- 145 (87%) became more active as a result of the programme

Pre Diabetes workshops

- 88 people attended a prediabetes course during 2016/17.
- 99% clients reported improved knowledge of how to reduce the risk of developing type 2 diabetes
- 60 people (68%) reported sustained behaviour change 3 months after completing the course.
- At the end of Q2 2017/18 27 clients have attended the courses.

Workplace health

During 2017/18 so far 156 clients were recruited via workplaces compared to 42 in the same period of 2016/17. The workplace advisor worked with more than 50 local businesses to deliver wellbeing activity to their staff. All started with MOTs for all staff, followed by targeted interventions. For example;

- Mindfulness courses,
- Lunchtime talks
- Dementia Friends sessions
- Staff information events

Falls Prevention workshops

24 people have attended a falls prevention workshop since we advertised the programme in Initiatives. The workshop consists of a talk about ways to prevent falls in the home and outside environments and the chance to try 6 simple strengthening exercises that can be done regularly at home. We also refer clients to strength and balance classes in their community. We have also worked with Everyone Active at Westgate Leisure to provide training for some of their staff in the qualification required to do falls prevention work and they are now starting regular classes.

Wellbeing Home

- 20 households in the Chichester district received support for the Wellbeing Home project during 2016/17.
- Households were supported to achieve savings on their energy bills and access grants for heating and insulation.

Commissioned services

Family Weight Management

- The provider worked with 34 families during 2016/17 this has increased from 23 families in 2015/16.
- 29 of the children stabilised their weight during this time
- 100% reported improved physical fitness and emotional wellbeing

Case studies indicate this project has achieved some life changing outcomes enabling children and their families to overcome significant issues in their lives. Schools have reported increased attendance, reduction in bullying, increased confidence in PE, and increased confidence in leading a healthy active lifestyle. Other professionals value the positive impact that the provider has with families which they alone are unable to achieve.

First Steps to Fitness

- 184 people accessed the service during 2016/17 the majority of them were inactive at the start of the programme. This means they were active for less than 30 minutes a week.

- After engaging with the 12 week programme 88% increased their activity levels to 30 minutes a week and 74% increased to 150 minutes a week.

This provider works very closely with the weightloss and prediabetes programmes encouraging all clients to be active alongside their weightloss aspirations.

Cook and eat

- 83 people attended one of 14 cook and eat courses during 2016/17
- All of the courses were held in Think Family Neighbourhood area and were targeted to people on a low income, Carers and older people living alone.

All participants reported increased confidence and skills in the kitchen to enable them to cook low cost healthy food from scratch.

This project also achieves a wider impact for participants by creating a social environment which has led to some individuals having the confidence to attend college or become a cookery leader and run courses themselves.

**PREVENTION AND WELLBEING PROGRAMME
LOCAL PROGRAMME CONTRACT MONITORING REPORT 2016-2017**

Service name	Chichester Wellbeing
Location of case study	
Date of completion	September 2017

1. Referral: What were the reasons for it & where did it come from?

This case is of a 62 year old lady who came to us for help with emotional and physical wellbeing support.

2. What was the intervention at first session? How long was session?

The client has suffered from Post Viral Fatigue Syndrome (PVF) for the past 12 years. She also has an ongoing hip and knee problem and will need a replacement in the near future.

She has always struggled to maintain a healthy weight and over the last few years this struggle has increased due to her prolonged periods spent in bed and her constant physical exhaustion.

The first session she was of very low mood and spent much of the session in tears as she explained her situation. Describing her energy levels as 'a thimble full'.

We went on a journey to make small and manageable changes to her diet to make it more 'healthy'. She wanted to have a significant increase in vegetables and whole foods eaten at regular intervals plus a reduction in dairy products as she believed that they aggravate her stomach. We discussed initially focusing on improving the quality of her diet and increasing energy levels rather than losing weight.

3. Other emerging issues explored in session?

Last year after a number of failed attempts to return to work, she was forced to leave her job deemed 'unfit to work'. After 17 years she felt bereft of friends, purpose and routine and consequently the PVF got worse.

4. Were follow on sessions required? How many? How long?

Over the following couple of months she made friends with whole and healthy foods, she experimented with new recipes for vegetable based dishes and mastered the art of creating interesting and protein balanced salads. She also took advantage of days when she was feeling a bit better and made efforts to get out and do light exercise such as gardening or playing football with her Grandson.

5. Signposting / onward referral?

Already engaged with the pain clinic but talked about her joining their self-help course which afterwards she felt was extremely beneficial.

6. What outcomes were met?

After 2 months the change was really visible. She reported that she now had a 'mug' of energy and for the first time in years had slept through an entire night. Her mood was clearly improved, she felt much more able to take on the tasks of daily family life and whilst her hip and knee continue to be painful, the constancy and level of the pain has reduced.

**PREVENTION AND WELLBEING PROGRAMME
LOCAL PROGRAMME CONTRACT MONITORING REPORT 2015-2016**

Service name	The Family Wellbeing Programme
Location of case study	Chichester District
Date of completion	13/09/17

1. Referral: What were the reasons for it & where did it come from?

This 8-year-old girl was referred by their Family Support worker. The mother was concerned about her daughter’s weight and struggled to control her behaviour around food. The mother reported that she would be verbally and physically aggressive towards them. They were also unable to leave this girl and her younger sister alone together as they would fight.

2. What was the intervention at first session? How long was session?

Before the first session was arranged the mother and the family wellbeing keyworker had a long conversation on the phone. She was able to express her concerns and understand what support was able to be offered. During the first session, it was evident to see how much pressure the mother had put onto the child in regard to her weight. The girl also referred to herself as “fat” and not being “normal” and bigger than everyone else. This was not age appropriate behaviour or knowledge. The mother talked very negatively about her daughter. The mother was very nervous and was not comfortable to get involved with some of the introduction games that were done to make the girl feel at ease. The girl was given a folder that she could decorate and keep all her wellbeing information in.

3. Other emerging issues explored in session?

The two sisters were very different in the family. The youngest was very girly, petite and loved pink and dolls. The girl who was referred enjoyed rough and tumbles, loved teenage ninger turtles, and super heroes. The girl thrived off the attention from the wellbeing keyworker and it was clear to see that the mum struggled to understand her due to her different interests. The mother was not confident enough to be physically active with her so she then became more dominant in the house.

The mother said that the girl would steal food and she wasn’t able to have just one packet of crisps she would want 3-4 packets in a row. If she did not give them to her then she would become angry and aggressive towards her so she just gave them to her to keep her quiet. She was also having a pint of coca cola every dinner time, and ice cream every night for pudding. The child also insisted that she had cheese on any potatoes she ate which her parents gave her. By building the relationship up with the child and giving her the attention she craved through physical activity, she respected the targets set. These started very simply reducing crisps to one pack a day and then the fizzy drink and the other areas were worked on. The girl always wanted to impress her keyworker and so would achieve her targets. The targets were set

with the parents and so they also learnt how to explain the targets to their daughter and what consequences there were but also what rewards were on offer. The parents started to learn how this process worked and were encouraged to use the strategies for other boundaries that needed to be addressed. During this time the keyworker was also able to express who was responsible for implementing the targets and understand that the daughter was using food as a method of control and they needed to address it not just blame the child.

Sadly a few months in working with this family their father had a stroke, this was a particularly worrying time and the family wellbeing keyworker continued to work with the girl on her own in order to keep everything as normal as possible. During this time physical activity was focused on to build the girls confidence up. She had very good motor skills for her age and had incredible strength. These were two areas which she excelled in but was always told off for as she was too strong to play with her younger sister. The one to one sessions were a great opportunity to praise her for her strengths and be able to utilise them correctly. She was particularly good at basketball. The positive praise from her sessions improved her behaviour in the house and also started to change the parent's perception of their daughter. They started to talk more openly with the family wellbeing keyworker and started to seek advice instead of trying to avoid listening and just blaming their daughter.

The father made a steady recovery and was then at home all day, the mother changed her job and worked during the week and so the father had the care of the children. Although this impacted on their physical activity as he was unable to walk alone for some time he was able to implement the boundaries surrounding food in the house. The family wellbeing keyworker was able to listen to him but be able to get him to realise what was required to help his daughter. As the girl continued to make good progress the family wellbeing keyworker introduced the sister into the sessions in order to get them to play and interact together without fighting. During these sessions, the parents were asked to come out and watch and they were taught strategies how to get the two sisters to play but have their own tasks. By showing the parents these strategies they were able to see their role in making sure the girls interacted positively with each other. These sessions continued to have a positive result and the later sessions the girls were able to play together and join in the sessions without getting jealous of one or other.

Due to the parents telling their daughter that the wellbeing sessions were because she was overweight the wellbeing keyworker emphasised about how much muscle the girl had and how strong she was in order to avoid a negative effect later in life. The girl was so excited about this and would always want to show her muscles and got really excited with exercises that was going to help her get muscles. She was really interested in WWE fighting and in the later sessions would be doing different exercises on the keyworkers arrival to impress them! She became so interested in wellbeing she started to do videos about how to stay healthy and get her friends involved. When she went to a birthday party she took 2 biscuits from the buffet and said, "I am only talking two because that is healthy and my wellbeing lady will be very happy about that!"

The Wellbeing Programme inspired this young girl and has certainly given her the confidence which she needed in herself. In the earlier sessions, the parents did not understand the behaviours of the child and by using physical activity and nutritional targets they were able to understand the strengths of their daughter and to work with her not against her. The young girl was very intelligent for her age and the wellbeing sessions have inspired her to grow up to be healthy and strong instead of feeling like she is "different" and "not normal" which had previously been portrayed to her. She wants to be active and interact with others instead of being socially removed in the house and not wanting to go out and play.

After the summer holidays the staff at school noticed how different her appearance was and also her concentration in school.

4. Were follow on sessions required? How many? How long?

Follow up session have been arranged every month for 3 months

5. Signposting / onward referral?

The family have been signposted to kickboxing held at their local community centre and also judo at school. There are also other referrals in regard to her anxiety and sensitivity to clothing.

6. What outcomes were met

- Reduction in BMI
- Reduction in weight
- Increased confidence
- Increased Cardiovascular fitness
- Improved understanding of nutrition
- Increased self esteem
- Improved emotional wellbeing
- Improved behaviour
- Improved parent/child relationship
- Improved sibling relationship
- Improved portion sizes and nutritional quality of foods

Finn has hypermobility which results in his body being quite rigid, as it overcompensates for his flexibility. We were told that hypermobile children often find it difficult to ride a bike as their core muscles have to work so much harder to keep their body upright. We had tried and failed and were ready to give up when we were introduced to Chris. Chris began working with Finn on building up his core strength on a weekly basis during school hours. He then visited us during holiday time too, and this is when he began, what we thought would be a slow process, to teach Finn to cycle.

Chris has such patience with Finn, and told us he would have Finn cycling by the end of the summer holidays. We thought this was a bit optimistic but off we went with Finn's bike to the Fishbourne Fields and left Chris to it!! Chris had suggested using a handle attached to the back of the bike which proved invaluable as it gave Finn the security, knowing Chris was supporting him. As the weeks went on Finn got more confident until the week he didn't notice when Chris leant the handle on his back rather than supporting him. He carried on cycling with Chris running behind and the look on his face when he realised what he had achieved was quite emotional. He has gone from strength to strength and whilst he is still a little wobbly to begin with, he is happy to cycle places and build his strength and stamina up.

As a family we will be eternally grateful to Chris for what he has, and continues to achieve with Finn. Finn is not the easiest customer and can get quite frustrated when he can't do things resulting in some spectacular tantrums! Chris manages to deal with this so calmly until Finn gives up and does as Chris has asked. Finn has become very fond of Chris (as have we) and really looks forward to his time with him each week. We couldn't recommend Chris highly enough and are so thankful for everything he has done for Finn.

Liz and Jason Grant

Minute 188 – Corporate Plan Task and Finish Group Final Report

Query regarding thresholds for the traffic light system in Covalent

The standard thresholds for red and amber status in Covalent are:

- 1% - 4.9% off target – amber
- 5% or more off target – red

Query regarding LPI235a – Time taken to process Housing Benefit Claims

However, these thresholds can be changed and, in some cases, the nature of the data being collected means it is sensible to change them. In the case of LPI 235a, with the target being set at 15 days, a variance of less than one day over target (15.75 days) would result in red status. Following discussions with the Service Manager and Head of Service, it was felt that this was not appropriate and so, the thresholds for this PI have been altered to make the 'amber' status more meaningful.

Cllr Plant also queried whether the improvement seen in the figures for September 2017 had continued into October. Data for October 2017 is now available in Covalent and the value entered by the Service Team was 15 days. This shows as on target and 'green' for that period (the most recent data available).

Furthermore, the Service Manager has provided additional information about the current and recent performance of the team that Members might find useful:

'Benefit claimants making contact by telephone or in person are now dealt with by a benefits customer contact team, created in response to the loss of 5 experienced staff on maternity leave and commitments to the service review. This way of working has enabled the remaining experienced assessors to concentrate on actual claim assessment and has had a positive impact on the performance for new claims and which is hoped this will now continue.'

Minute 188 – Corporate Plan Task and Finish Group Final Report Update on sickness and absence figures

The statistic we use, which is consistent with many other organisations, is the number of working days lost to sickness during the period concerned divided by the number of FTEs and includes leavers - these figures are shown on Covalent.. We breakdown figures further to short-term and long-term sickness absence (long-term is defined as 20 days or more).

We have done careful analysis of CDC's sickness absence figures for the last complete year (2016-17) which ended with an average figure of 9.24 days per employee per annum (our most recent figures were 9.24 days for October 2017 and 9.42 days for November 2017). During the review year, 2016-17, 26 employees had more than 50 days sickness and as of November 2017 the employment of 11 of the 26 had been terminated. We do manage long sickness absence cases very actively. In line with other local authorities and the wider public sector CDC has a supportive sick pay scheme that allows staff with more than 5 years' service to benefit if need be from up to 6 months full sick pay and 6 months half pay. However staff with long term sickness cannot regard the sick pay scheme as an entitlement to be exhausted and unless there is a genuine prospect of an employee returning to work management will formally Caution staff under the Absence Management Policy and move towards termination of employment. Terminal illness cases are however treated differently to this. Where the employee has a disability (which does cover a broad range of longer term conditions) then there is a greater tolerance of sickness absence as part of the reasonable adjustments required for staff with a disability under the Equality Act 2010 and in line with employment best practice. CDC's long term sickness cases do obviously affect our sickness figures significantly as the table below shows, which includes as highlighted the figures without the long-term sickness cases. We benchmark mainly with other local government and wider public sector employers.

CDC average sickness days December 2015 - November 2017

Month	Long Term	Short Term	Total
Nov-17	6.4	3.02	9.42
Oct-17	2.92	6.32	9.24
Sep-17	6.37	2.85	9.22
Aug-17	6.54	2.74	9.28
Jul-17	6.54	2.8	9.34
Jun-17	6.48	2.73	9.21
May-17	6.62	2.7	9.32
Apr-17	6.7	2.77	9.47
Mar-17	2.67	6.57	9.24
Feb-17	6.38	2.83	9.21
Jan-17	6.02	2.98	9
Dec-16	6.07	3.22	9.29
Nov-16	5.88	3.11	8.99
Oct-16	6.01	3	9.01
Sep-16	5.93	2.87	8.8
Aug-16	5.86	2.74	8.6
Jul-16	5.78	2.99	8.77
Jun-16	5.86	2.75	8.61
May-16	5.4	2.96	8.36
Apr-16	5.11	2.56	7.67
Mar-16	4.5	2.92	7.42
Feb-16	4.59	2.62	7.21
Jan-16	4.24	2.88	7.12
Dec-15	4.67	3.03	7.7