



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 host 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: