

Please ask for: J. Hunt
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5 July, 2023

Dear Councillor,

Health, Wellbeing, & The Community Scrutiny Committee

6:00pm, Monday 17 July 2023

Council Chamber, Civic Centre, Cannock

You are invited to attend this meeting for consideration of the matters itemised in the following Agenda.

Yours sincerely,



T. Clegg
Chief Executive

To: Councillors:

Williams, D.W.G. (Chair)

Kenny, B. (Vice-Chair)

Arduino, L.	Johnson, P.
Aston, J.	Jones, V.
Bishop, L.	Kruskonjic, P.
Boyer, M.	Owen, P.
Buttery, M.S.	Stanton, P.
Foley, D.	

Staffordshire County Council Appointee for the purposes of the Committee's Statutory Functions under the National Health Service Act 2006:

- County Councillor P. Hewitt

Independent Co-opted Representative:

- Healthwatch Staffordshire

Agenda

Part 1

1. Apologies

2. Declarations of Interests of Members in Contracts and Other Matters and Restriction on Voting by Members

- (i) To declare any interests in accordance with the Code of Conduct and any possible contraventions under Section 106 of the Local Government Finance Act 1992.
- (ii) To receive any Party Whip declarations.

3. Minutes

To approve the Minutes of the meeting held on 14 March 2023 (enclosed).

4. Introduction to the Role of the Health, Wellbeing, & The Community Scrutiny Committee

Presentation to be given by the Head of Operations.

5. Statutory Health Scrutiny Items

(i) Staffordshire County Council's Health and Care and Overview Scrutiny Committee

Please refer to Staffordshire County Council's [website](#) for details of all recently held meetings of the Health and Care Overview & Scrutiny Committee. Alternatively, the Chair may provide verbal updates on any recent meetings attended.

6. Health Scrutiny: Joint Working Arrangements

Report of the Head of Law and Governance (Item No. 6.1 - 6.11).

7. End of Year Performance 2022/23

To receive the end of year 2022/23 performance information for the Health & Wellbeing and The Community Priority Delivery Plans (Item 7.1 - 7.20).

8. Health, Wellbeing, & The Community Scrutiny Committee Work Programme 2023/24

Report of the Head of Wellbeing (Item No. 8.1 - 8.21).

Cannock Chase Council
Minutes of the Meeting of the
Health, Wellbeing and The Community Scrutiny Committee
Held on Tuesday 14 March 2023 at 6:00 p.m.
In the Council Chamber, Civic Centre, Cannock
Part 1

Present: Councillors:

Haden, P.K. (Chair)
Newbury, J.A.A. (Vice-Chair)

Bancroft, J.T.	Kenny, B.
Beach, A.	Kruskonjic, P.
Buttery, M.S.	Preece, J.P.T.L.
Frew, C.L.	Prestwood, J.
Jones, P.T.	Thompson, S.L.

Also present: County Councillor P. Hewitt.

27. Apologies

An apology for absence was received from Councillor J. Elson.

28. Declarations of Interests of Members in Contracts and Other Matters and Restrictions on Voting by Members and Party Whip Declarations

No declarations of interests in additions to those already confirmed by Members in the Register of Members Interests were made.

29. Minutes

Resolved:

That the Minutes of the meetings held on 5 and 19 December 2022 be approved.

30. Statutory Health Scrutiny Items

Update – Staffordshire County Council’s Health & Care Overview and Scrutiny Committee

The Chair reported that a meeting would be held next week, and any recent meetings of the County’s Health and Care and Overview Scrutiny Committee could be accessed through their website.

31. Health Wellbeing and The Community PDP Q3 2022/23 Performance Update

Consideration was given to the Health Wellbeing and The Community PDP Q3 2022/23 Performance Update (item 5.1 - 5.22 of the Official Minutes of the Council).

Members noted the contents of the update.

32. Recommendations from the Housing Scrutiny Review Working Group

Consideration was given to the Report of the Head of Housing and Partnerships (Item 6.1 - 6.24 of the Official Minutes of the Council).

The Head of Housing and Partnerships presented the report.

In response to a question, the Waste and Engineering Services Manager referred to the report and clarified that electronic tablets would be provided to inspectors and would help with both efficiency and issues with items being duplicated.

The Chair of the Housing Scrutiny Review Working Group thanked Members for participating and being involved in the task element of the review, and Officers for their support and help.

He also reported that he welcomed the recommendations and considered that they were a starting point to improving services the Council delivered. He suggested that like any organisation for the Council to achieve its goal good working practices would need to be adopted. He advised that whilst some of the recommendations may appear insignificant, however they would improve the effectiveness of the workforce and ultimately raise the perception of the tenants.

The Chair of the Housing Scrutiny Review Working Group then commented on some of the recommendations and areas that were discussed at meetings/or visits:

- NEC system recommended “text messaging service”
- Resource Availability
- Improve productivity in terms number of completed jobs per day.
- Reduce fuel costs by cutting out unnecessary journeys
- Reduce our Carbon Footprint
- The phone ahead system would continue for those tenants who used landlines/mobile numbers would not be disclosed
- After completion of every visit, where possible, a short satisfaction survey would be completed by the tenant
- The contact centre would issue a job reference number to every tenant that books a service request
- Tenant contact details would be updated
- The categories were considered, and it was felt 8 was too high, they have now been streamlined to 5 which includes Gas and Voids
- Workforce development is important

- A review of the schedule of rates codes will take place to ensure we work to the National Housing Federation Standard

A Member commented that he had found the review interesting, and he had enjoyed being part of the group. He thanked both the housing team and Officers who had welcomed Members to the depot.

Resolved:

Members noted the report and the following recommendations of the Housing Scrutiny Working Group, and agreed that the recommendations be submitted to Cabinet for consideration, and that Cabinet: -

- (i) Is reassured that the recommendations from this report will improve the repairs reporting procedure.
- (ii) Is satisfied the recommendations can be implemented into the Housing Service with minimal disruption.
- (iii) Agrees that any financial outlay to improve the repairs reporting aspect of the Housing Service will serve to create efficiencies, improve the customer experience, and improve morale amongst the Housing Maintenance Service.
- (iv) Acknowledges the additional strain that has been placed on the Housing Maintenance Service due to circumstances beyond its control and contributed to repairs reporting issues which has instigated this scrutiny, i.e. the pandemic duration, the huge increase of disrepair claims, the outcome of the Grenfell tragedy and the recent Rochdale Boroughwide tragedy linked to condensation mould (damp and mould).
- (v) Agrees to support the modernisation of working practises in the Housing Maintenance department.

The meeting closed at 6:20 p.m.

Chair

Report of:	Head of Law and Governance
Contact Officer:	Ian Curran
Telephone No:	01785 619 220
Portfolio Leader:	Community Wellbeing
Key Decision:	No
Report Track:	Council: 12/7/23, HWC Scrutiny Committee 17/7/23

Health, Wellbeing, and The Community Scrutiny Committee

17 July 2023

Health Scrutiny: Joint Working Arrangements

1 Purpose of Report

- 1.1 To note the revised Code of Joint Working Arrangements with Staffordshire County Council in respect of Health Scrutiny.

2 Recommendations

- 2.1 That Committee note the revised Code of Joint Working Arrangements with District and Borough Councils for Health Scrutiny attached as **APPENDIX 1** (“the Joint Code”).

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 The statutory responsibility for Health Scrutiny lies with Staffordshire County Council as the social care authority.
- 3.2 In practice, the County Council take the lead in scrutinising health matters that have a Staffordshire wide theme, while District Scrutiny arrangements are intended to deal with matters that have a local theme.

Reasons for Recommendations

- 3.3 A Joint Code of Working Arrangements between the County Council and the 8 Staffordshire District Councils enables health matters to be scrutinised in the correct forum and helps reduce any duplication in scrutiny.

4 Relationship to Corporate Priorities

- 4.1 Effective scrutiny arrangements will promote health and wellbeing (Priority 2).

5 Report Detail

- 5.1 Social care authorities are given statutory responsibility to scrutinise health functions in their area. In Staffordshire this responsibility rests with Staffordshire County Council Health and Care Overview and Scrutiny Committee. It is important that any scrutiny of matters relating to health by district councils is co-ordinated with the functions of the County Council scrutiny to avoid any confusion or duplication.
- 5.2 A Joint Code has been in operation since 2003 and was last updated in 2015 in response to the introduction of the Local Authority (Public Health, Health and Wellbeing Board and Health Scrutiny) Regulations 2013, implications of the Francis report and changes to the structure of the Health Service. In essence the code seeks to ensure that matters having a Staffordshire wide theme are scrutinised by the County Council, while district councils deal with matters with a local theme.
- 5.3 In order to enhance co-ordination of scrutiny, a County Council scrutiny member is also appointed as a member of each district health scrutiny committee and the Chair of the district health scrutiny committee is appointed as a member of the County Health and Care Overview and Scrutiny Committee.
- 5.4 The Staffordshire Leaders Board met on 9th March 2023, to consider the revised code, and agreed that the revised code should be adopted by each of the district councils. Council adopted the revised code at its meeting on 12 July 2023.

6 Implications**6.1 Financial**

None

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

None

6.5 Equality & Diversity

None

6.6 **Climate Change**

None

7 Appendices to the Report

Appendix 1: Code of Joint Scrutiny Working

Previous Consideration

None.

Background Papers

None

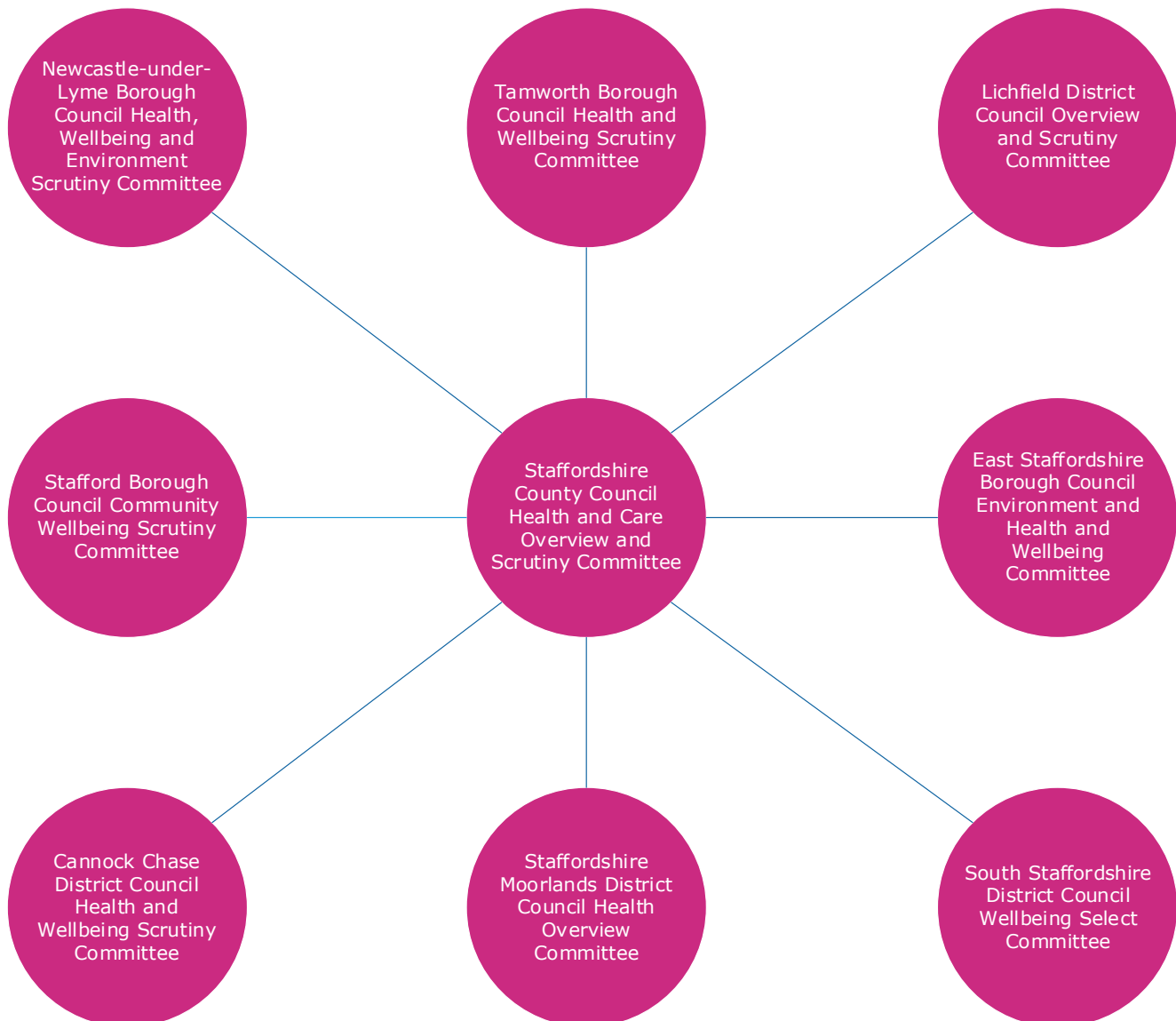
Staffordshire Health and Care Overview and Scrutiny Committee

The Code of Joint Working – Local Authorities



1. Background

- 1.1 The Health and Social Care Act 2001 (“the Act”), as amended by the National Health Service Act 2006, provides local authorities with social services functions and powers to undertake scrutiny of health matters as detailed in the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 (The Regulations).
- 1.2 The remit of the Health and Care Overview and Scrutiny Committee can be found in Staffordshire County Councils constitution.
- 1.3 The County Council and the eight District/Borough Councils in the county agreed to operate joint working arrangements for health scrutiny in 2003 (amended in 2014).



2. General Principles

- 2.1 The Health and Social Care Overview & Scrutiny Committee carries out Health Scrutiny activity in Staffordshire on the basis of the following working principles (and meeting statutory requirements where applicable):
- a. **Scope of Health Scrutiny** - The intended outcome of health scrutiny activity is the improvement of the health and wellbeing of the people of Staffordshire. The Staffordshire County Council Health and Care Overview & Scrutiny Committee (HCOSC) may review and scrutinise any matter relating to the planning, provision, and operation of health services in its area.
 - b. **Co-operation** - The authorities involved must be willing to share knowledge, respond to requests for information, initiatives and reports as appropriate. The County and District Councils will work together and mutually agree who will scrutinise each topic to ensure that nothing is overlooked and to avoid duplication of effort.
 - c. **Accountability** - The process of health scrutiny will be open and transparent. The HCOSC cannot delegate its statutory power to Districts/ Boroughs (paragraph 1.1).
 - d. **Code ownership** - The document will be owned by the County Council and will be reviewed annually in partnership with District and Boroughs.

3. Governance

- 3.1 Health and Care Overview and Scrutiny Committee:
- a. The **County Council** will lead on matters that can best be dealt with at a county wide level.
 - b. 21 Members appointed annually: 13 County Councillors and a councillor from each District/ Borough (8) (see point 3.3a).
 - c. The District/Borough Councillor can nominate a substitute if they are unable to attend a meeting. The County Council should be notified prior to the meeting and the substitute will have full voting rights.
 - d. The **County Council may ask a lead District / Borough Council** to carry out scrutiny of an issue, which the County Council believes can be best dealt with at a district level which is specific to their geographical area. This may be singly or jointly with other District/Borough Councils. The capacity of committees and partners



to carry out scrutiny activity should be taken into consideration when planning scrutiny of an issue.

- e. **District and Borough Councils may ask the County Council** to carry out scrutiny of an issue that is of a strategic nature or is county-wide.

3.2 District and Borough Committees:

- a. Each District and Borough Committee operates in line with their terms of reference in their constitutions. As per 3.1 d The HCOSC may ask it to consider:
 - i. Locality specific commissioning proposals that solely affect health and wellbeing activities within that district/ borough, whoever they are provided for;
 - ii. matters which have been agreed with the Health and Care Overview and Scrutiny Committee.
 - iii. District/Borough services that interface with planning for and providing health services - for example, but not exclusively, housing, leisure and environmental health service; and relevant locality specific partnerships

3.3 Appointment of representatives:

- a. The Chair from each District/ Borough Scrutiny Committee which holds the remit for Health and Wellbeing matters will be appointed to the HCOSC and will have full voting rights. Their role is to:
 - i. Provide updates from their relevant Committee to the HCOSC.
 - ii. Report back on any issue which the HCOSC has requested the relevant Committee to scrutinise.
- b. One County Councillor will be appointed to each District/Borough Committee with full voting rights on the respective Committee. The appointment will be made by the County Council annually. The representative will provide updates from HCOSC to the District/Borough Committee.

3.4 Health Scrutiny Officers Group:

- a. The terms of reference is appended to this code.



Appendix 1 – FAQs

1. Why does the County Council scrutinise the big issues such as the ICS Transformation Programme and ambulance waiting times? Borough/Districts also want to look at how these issues affect services in our area and our residents.

The Transformation Programme covers services across Staffordshire County. The joint code ensures that representatives from all 8 District Councils have a seat on the Health and Care Overview and Scrutiny Committee to raise local issues and that a representative from the County Committee has a seat on the District Committees to report back to District Councils on matters discussed. Any specific questions can be channelled through the local representatives on the committee.

2. Should Borough/District Councils invite NHS providers to their meeting to scrutinise a particular issue?

Largely no unless the Health and Care Overview and Scrutiny Committee has agreed with the Borough/District Council that it should be the lead authority for scrutiny. The reason for this is to avoid NHS providers attending 8 Borough/District Council meetings, Staffordshire Council has the responsibility for health scrutiny under the Health and Social Care Act and to avoid duplication of effort.

3. Can a Borough/District Council scrutinise the performance of a local GP surgery?

The performance of a GP Surgery does not fall under the scrutiny remit. GPs are commissioned under contract by the ICS and the quality management of their contract is through NHS England. There are other ways for local members to discuss concerns about local surgeries directly with the ICS, but a public scrutiny meeting is not the appropriate forum.

4. Can a Borough/District Council scrutinise access to GP surgeries in their area?

The Primary Access Plan is a countywide plan and includes access to GP surgeries. This is scrutinised by the Staffordshire Health and Care Overview and Scrutiny Committee. Representatives from District and Borough Councils have equal opportunity to question witnesses about progress of actions in the plan to improve access to GP surgeries across the region.



5. Can a Borough/District Council scrutinise issues such as NHS Dentistry provision?

The provision of NHS Dentistry is a countywide contract, currently led by NHS England, this will change in April 2023 when the ICS takes on the contractual role. This should be looked at in a strategic nature by the Health and Care Overview and Scrutiny Committee.

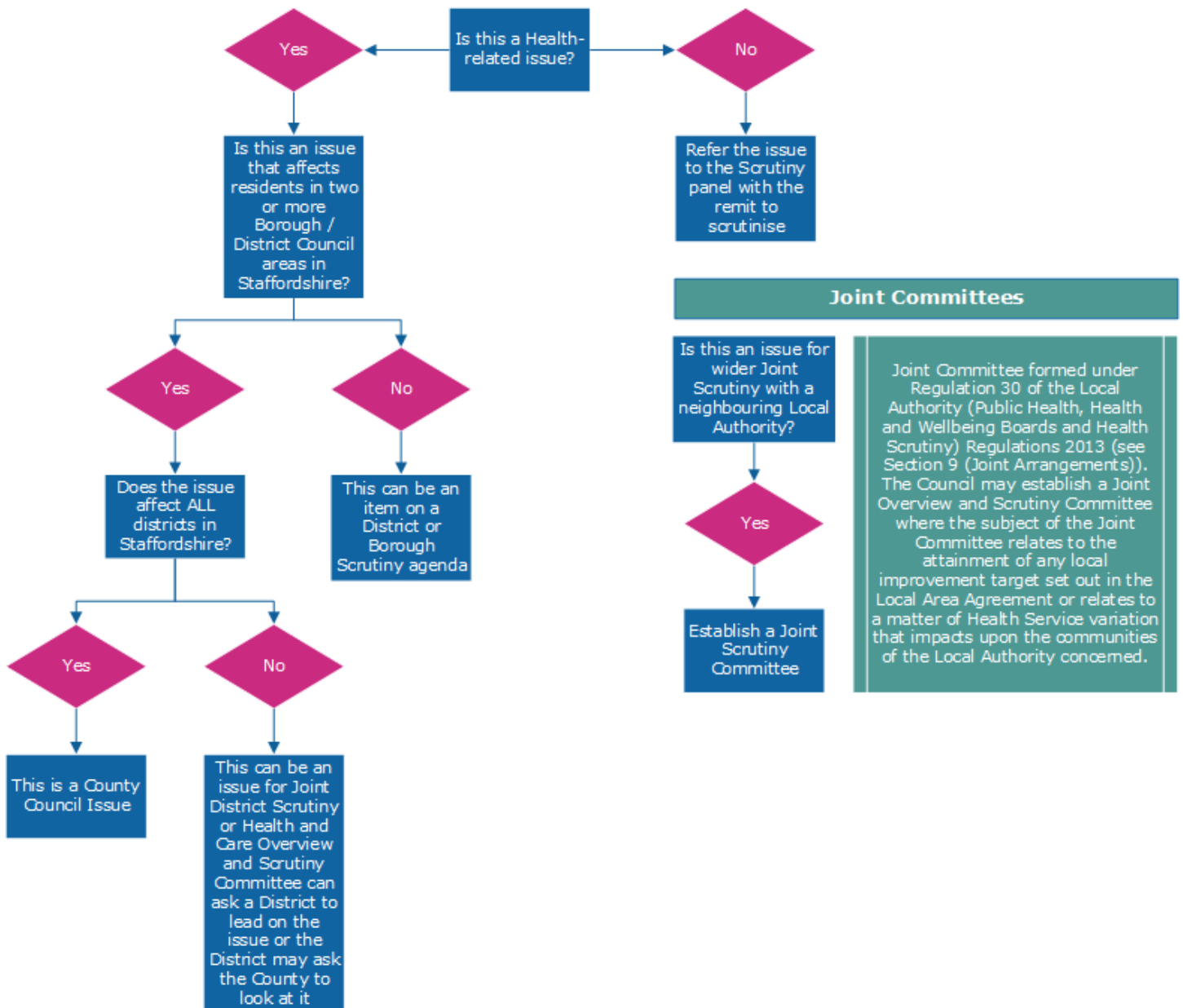
6. What should a Borough/District Council do if their Committee wants to scrutinise a health issue that was the responsibility of the Health and Care Overview and Scrutiny Committee?

The Borough/ District Member appointed to the Health and Care Overview and Scrutiny Committee (i.e. the chairman of the Borough/District committee) should bring the matter to the attention to the Chairman of the Health and Care Overview & Scrutiny Committee under the terms of this Joint Code of Working.



Appendix 2 – Joint Code of Working with Districts and Boroughs

Plan for where scrutiny of an issue takes place, as determined by the County Health and Care Overview and Scrutiny Committee Chairman in consultation with the relevant Committee Members and agreed by the Committee in the Work Programme.



Appendix 3 – Health Scrutiny Officers Group

Terms of Reference

1. Introduction

1.1 The Health Scrutiny Officers Group (HSOG) has been formed to support the Staffordshire County Council Health and Care Overview and Scrutiny Committee (HCOSC) and District and Borough Scrutiny arrangements.

2. Membership

2.1 The membership will consist of:

- a. Officer representatives from Staffordshire County Council
- b. At least one officer representative from each District / Borough

2.2 Other advisers and partners may be invited to the Group on an ongoing or ad-hoc basis as appropriate.

3. Terms of Reference

3.1 The main aims of the Group is to mutually support the Health and Care Overview and Scrutiny Committee and the Health and Wellbeing function in achieving its aims and objectives.

3.2 The group may:

- a. Put forward items of business to the Health and Care Overview and Scrutiny Committee;
- b. Inform the process of work programme planning and delivery;
- c. Discuss and report on matters of note on health and care across Staffordshire; and
- d. Establish an appropriate mechanism to carry out the scrutiny function and consider the scrutiny arrangements at Districts and Boroughs.

4. Ways of Working





4.1 The Group will meet twice annually as a minimum. Meetings will be organised and administered by the County Council. Meetings will be chaired by the County Council.



Priority Delivery Plan for 2022-23

PRIORITY 2 - HEALTH and WELLBEING “To encourage and support residents to lead healthy and independent lives”

Summary of Progress as at end of Quarter 4

				Total Number of Projects
Action completed	Work on Target	Work < 3 months behind schedule	Work > 3 months behind schedule	
11	11	3	0	25

Summary of Successes as at Quarter 4





- Both IHL and Council teams have continued to work well with partners and schools during quarter four, in areas such as the long Covid project, activity provision and event hosting and planning. The Cannock Chase Can App continues to grow, to include cycling and even more activities, and has been shortlisted as a finalist for a national LGC award.

Summary of Slippages as at Quarter 4







- The work on target progress, shown against ‘encourage residents to walk or cycle to and from work and school’ is given as an indicator that the work will continue on into 2023/24 and does not have a set completion date.

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
Provide opportunities for residents to lead healthy and active lifestyles and recognise the importance of mental health and wellbeing							
Work with Inspiring Health Lifestyles (IHL) leisure trust and other stakeholders to deliver campaigns/ programmes to promote the benefits of being active and living healthily	<ul style="list-style-type: none"> Work with IHL, partners, stakeholders and schools on increasing participation in sports and wellbeing activities and bid for funding where appropriate 	X	X	X	X	Completed first phase of Long Covid project and awaiting confirmation on starting another cohort with MPFT. Augmented reality designs created to promote Cannock Chase Code and videos produced ready for sharing publicly.	★
Promote use of the `Cannock Chase Can` online app to support people in leading healthy lifestyles	<ul style="list-style-type: none"> Develop evaluation tool - Cannock Chase Can portal Develop new app features and functionality Deliver activities within the community - bespoke projects Organise Cannock Chase Can showcase event Establish a Cannock Chase Can zone at Hednesford's annual festival Embed Cannock Chase Can into the infrastructure of IHL (wellbeing offer) Create a Cannock Chase Can Wellbeing Hub, using existing leisure and cultural venues 	X	X	X	X	<p>Partnership with Cannock North PCN to deliver an event in May.</p> <p>Planning underway for Hednesford Festival.</p> <p>Programme of activity is ongoing, a detailed delivery plan has been compiled to share with stakeholders. Impact films have been created for LGC judging panel.</p> <p>Events hosted during the quarter included the British Schools Shooting Championships as well as a variety of handball, gymnastics, dance and taekwondo competitions.</p>	★

Item No. 7.3




Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
Encourage residents to walk or cycle to and from work and school	<ul style="list-style-type: none"> • Create and support green travel strategy 		X	X	X	Draft green travel strategy has been created and aligned with the County Council's.	
	<ul style="list-style-type: none"> • Work with partners to create attractive and safe walking and cycling routes 			X	X	County Council working on the cycle way connections around the District. Council and IHL encouraging cycling along 10 miles of the heritage trail and into Chase. Partnering with Rugeley based bike hire provider.	
	<ul style="list-style-type: none"> • Work with schools to promote walking and cycling to school 			X	X	Council and IHL Teams working on the Pedal Power programme with local schools and community groups including in IHL's indoor cycle fitness studios.	
	<ul style="list-style-type: none"> • Opportunities to be identified as part of the planning application process 			X	X	Planning officers are actively encouraging developers to incorporate improved cycling and walking considerations and routes into their development designs, prior to publication of the local plan.	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
Embed health and wellbeing into all of our policies and everything that we do							
Develop a Health and Wellbeing Strategy (HWB)	<ul style="list-style-type: none"> Research current best practice in HWB strategies 	X	X			Research undertaken by Council's Health Improvement Officer, that has been fed into the development of the HWB strategy.	★
	<ul style="list-style-type: none"> Engage with service managers on nature of strategy (incorporating Health in all Policies (HiAP) principles) 			X	X	Sessions held with LGA in January 2023 for both elected members and officers, to assist in clarifying a corporate approach and framing the HWB Strategy.	★
	<ul style="list-style-type: none"> Deliver Member workshop to inform structure and delivery of strategy 		X			Member workshop delivered last September.	★
	<ul style="list-style-type: none"> Present strategy to Cabinet for adoption 				X		▲
Work with partners to address health inequalities across the District							
Work with Staffordshire County Council to deliver the 'Better Health Staffordshire' (BHS) Pilot Project	<ul style="list-style-type: none"> Ongoing member and officer participation in BHS workshops: <ul style="list-style-type: none"> engagement session presentation of strategy 	X	X	X	X	IHL have attended all of BHS network workshops.	✓
	<ul style="list-style-type: none"> Provide input and assistance with this pilot project as requested by partners 	X	X	X	X	Insight and feedback from events has informed how BHS needs to engage individual partners and we await a meeting date, as several individual meetings in Q4 were postponed.	✓

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
	<ul style="list-style-type: none"> Ensure opportunities for the Cannock Chase Can Initiative and app to contribute to BHS are maximised 	X	X	X	X	CCDC/IHL have arranged to meet the County Council's Better Health Staffordshire Lead and Strategic Delivery Manager to identify how this agenda can be aligned within CCDC in Q1 2023-2024.	
Support residents that need our help							
Work with partners to encourage the take up of benefits by residents with low incomes	<ul style="list-style-type: none"> Bid for Funding (UKSPF) to appoint a Welfare Benefits Advisor 	X	X	X	X	Bid Successful	
	<ul style="list-style-type: none"> Review service level agreement with voluntary sector partners to increase the focus on encouraging the take up of benefits 			X	X	New CEO appointed at Citizens Advice - action to be rolled over to 2023- 2024.	
	<ul style="list-style-type: none"> New webpage to be created dedicated to encouraging benefits take up and signposting to relevant organisations 			X		Complete - Cost of Living signposting webpage created.	
	<ul style="list-style-type: none"> Project team to initiate cross service working to promote take up of benefits 			X	X	County Council set up Cost of Living Group to share good practice.	
Work with Support Staffordshire and Staffordshire County Council to build on community spirit and volunteering / befriending advocacy.	<ul style="list-style-type: none"> Establishment of `Anchor` arrangements with the voluntary sector to support volunteering across the District 	X	X	X	X	Complete and ongoing. Funding agreed for 2023-2024.	

Item No. 7.6





Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
Work on fuel poverty with partners, such as Staffordshire Warmer Homes	<ul style="list-style-type: none"> Bid for Funding (UKSPF) to procure / commission energy advice 			X	X	Bid successful.	★
	<ul style="list-style-type: none"> Review of existing budgets to be undertaken to identify funding to support working with Staffordshire Warmer Homes and Beat the Cold, across the District 			X	X	Budget secured to commission Beat the Cold.	★
Work with partners to safeguard the most vulnerable people within our District	<ul style="list-style-type: none"> Deliver Partnership campaigns to raise awareness of key issues and support pathways for key issues affecting the District: Yr 1 - Safety of Women at Night, Hate Crime, Domestic Abuse and Fraud 	X	X	X	X	Campaigns successfully delivered across all four quarters as planned.	★
Provide accommodation for young people leaving care and support to sustain their tenancies	<ul style="list-style-type: none"> Accommodation for young people leaving care and support 				X	CCDC is an active member of Staffordshire Multi-Agency Leaving Care Protocol - Transition from Care. During 2022/23 we helped 22 young leavers find accommodation in the Cannock Chase area.	✓

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Progress update	Symbol
Support residents that need our help							
Provide an outreach service for rough sleepers	<ul style="list-style-type: none"> Service for rough sleepers 				X	<p>The jointly commissioned Rough Sleeping and Homelessness Pathway project with Lichfield DC and Spring Housing continues to provide an outreach service to identify and support all rough sleepers who are made known to the local authority from all sources.</p> <p>Support is given to access temporary accommodation and sustain that accommodation until move-on accommodation can be secured. Specialist intensive support is also available for those with substance/alcohol misuse and mental health issues.</p>	
Provide support for veterans	<ul style="list-style-type: none"> Housing support for veterans 				X	Housing Services assisted two armed forces applicants, both housed during 2022-23.	
Provide funding to voluntary organisations to provide free independent, impartial, and confidential advice to our residents	<ul style="list-style-type: none"> Review the current service level agreements with voluntary sector agencies 	X	X	X	X	Funding Agreed	

Priority Delivery Plan for 2022-23

PRIORITY 3 - THE COMMUNITY “To ensure Cannock Chase is a place that residents are proud to call home”

Summary of Progress as at end of Quarter 4

				Total Number of Projects
Action completed	Work on Target	Work < 3 months behind schedule	Work > 3 months behind schedule	
12	2	6	1	21


Summary of Successes as at Quarter 4



- Quarter 4 has seen success in a number of areas including, the publication of the Council’s 4-year play area improvement programme, tree planting, and the Council’s environmental and recycling campaigns ‘Binworld’ and ‘Small Change Big Difference’.

Summary of Slippages as at Quarter 4




- The two main areas of slippage in relation to the environment are both in the publication of strategies. Both the open spaces strategy (part 2), and the environmental strategy have been delayed due to technical issues with the completion of previous reports that feed into them; and with the open spaces strategy it has been data validity assurance requirements.

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Ensure our neighbourhoods are safe, clean, and tidy							
Develop a co-ordinated response to anti-social behaviour (ASB) across partner agencies	<ul style="list-style-type: none"> Refresh corporate ASB policy 			X	X	Policy assessed as part of pan-Staffordshire project and refreshed accordingly.	★
Engage with young people at risk of engaging in ASB through targeted diversionary activities across the District	<ul style="list-style-type: none"> Deliver annual programme of diversionary activities across the District 	X	X	X	X	Full programme delivered, including planned activities in line with expected peaks and ad hoc activities to target emerging trends.	★
Carry out targeted campaigns to tackle specific types of waste crime and raise awareness of the Council's zero-tolerance to all types of environmental crime	<ul style="list-style-type: none"> Tackling Envirocrime 				X	<p>Sixteen Fixed Penalty Notices served for: littering, breach of Community Protection Notice (CPN), Fly Tipping and breach of Public Space Protection Orders.</p> <p>Focussed project of 90 proactive duty of care visits to premises to ensure adequate waste disposal arrangements in place; also undertaken 11 successful prosecutions for littering, fly tipping and failure to transfer waste to authorised persons.</p> <p>We promote and highlight our activities and results of successful prosecutions on social media to raise awareness and act as a deterrent.</p>	★





Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
<p>Work with town/parish Councils and local community groups to tackle litter and undertake litter picks</p>	<ul style="list-style-type: none"> Tackling litter 				<p>X</p>	<p>During 2022/23 Waste & Engineering Services has worked with Hednesford Town Council regarding littering concerns and has supplied 'temporary trial bins' which are being monitored. This is also being carried out in conjunction with the land developers in the area who will also be siting additional bins to manage the littering.</p> <p>WES Street Cleansing Team assisted local councillors during the recent Keep Britain Tidy community litter pick by providing them with equipment for the event which was completed successfully. This has encouraged local people to continue with community litter picks.</p> <p>WES Street Cleansing Supervisor has also supported local litter picking groups by providing picking and collection facilities and will continue to do so throughout the Corporate Plan.</p> <p>Additionally, WES has been liaising with local support groups of asylum seekers/ refugees to provide voluntary opportunities including litter picking which will boost their profile and assist with their mental health in providing a meaningful opportunity as well as raising the profile of CCDC in offering support in this area.</p>	




Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
						<p>Once confirmed, conversation will take place with Parish and Town Councils to seek assistance and guidance to enable areas of concern to be targeted.</p> <p>WES Manager will develop relationships with all local Town and Parish Councils during 2023/24 to improve the communication and responsiveness of the Street Cleansing Team.</p>	
Maintain our local parks and green spaces							
Undertake a review of all our play areas	<ul style="list-style-type: none"> Complete Part 2 of the Open Spaces Strategy review 				X	<p>The Part 1 report is currently in final draft form and the exercise has taken a considerably larger than expected resource to assess the existing CCDC data base and mapping. Some of the mapping has been modified to reflect changes on the ground since the last review in 2009. It is essential that this is correct ahead of the Part 2 being produced.</p>	
	<ul style="list-style-type: none"> Develop a sustainable 4-year capital play area refurbishment programme 		X	X	X	<p>4-year play area improvement programme agreed by Cabinet in March 2023.</p>	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Encourage residents to live a sustainable lifestyle							
Work with partners and the local community to support appropriate tree planting schemes	<ul style="list-style-type: none"> Work with schools, internal and external partners etc to identify suitable sites for community planting schemes 		X	X	X	Planting schemes have/are being undertaken during the tree planting season as follows: <ul style="list-style-type: none"> Byron Place - 38Lm hedgerow (190 native plants) plus 5 trees. Ravenhill Park - 150Lm hedge (1359 native plants) Hobby Way - 440 tree and 221 native shrub planting over 955m2 area. Hawks Green South - 77 trees via Forest of Mercia following a bequest in Heath Hayes. Joseph Dix Drive - 16 cherry trees. Ravenhill Park - 150Lm hedge (550 native plants). 	★
	<ul style="list-style-type: none"> Carry out community planting at suitable identified sites 			X	X	Joseph Dix Drive and Byron Place involve community planting. Ravenhill Park hedge was a corporate event involving Amey (Highways).	★

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Encourage residents to live a sustainable lifestyle							
Undertake campaigns to raise awareness of the ways in which residents can reduce their impact on the environment	<ul style="list-style-type: none"> Carry out annual waste reduction/recycling /climate change campaigns 	X	X	X	X	2022/23 annual waste and recycling campaign has been completed and now rolls on in to 2023/24 with a differing theme.	
	<ul style="list-style-type: none"> Work with schools, other educational establishments and partners, to promote the environment and climate change 		X	X	X	Binworld successfully delivered to multiple schools across the District. Plan to revisit this project biennially. The Small Change Big Difference project is also being delivered across multiple schools as a joint project, which started late 2022. Appointment of new Waste, Recycling & Climate Change Officer will provide additional opportunities to support projects such as these.	
Develop an Environmental Strategy and action plan to reduce our impact on the climate	<ul style="list-style-type: none"> Create an environmental / climate change strategy 				X	The Council's Climate Change Costed Action Plan was published in December 2022. Its Environmental Strategy was subsequently delayed due to the late publication of the above and the requirement for the consideration of its content.	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Work with partners to support the delivery of the zero-carbon pilot scheme in Rugeley	<ul style="list-style-type: none"> • Continue to work with and support EQUANS, partners and other stakeholders on the delivery of the Zero Carbon Rugeley project throughout its lifecycle and various stages 	X	X	X	X	<p>The Council’s partnership with EQUANS has continued working on Zero Carbon Rugeley and a number of meetings and workshops have been attended by officers and Members. The project was planned to end in March 2023.</p> <p>The Council has been working with partners and stakeholders on maximising the impact, learning and the community that has developed around it and looking to evolve it into a stakeholder group or some form of Cannock Chase `mini commission`.</p>	★
Improve the housing offer across the District							
Increase housing choice	<ul style="list-style-type: none"> • Deliver sufficient supply of homes to provide for housing choice and ensure all people are able to live in a decent home 		X			Policies on housing choice and a proposed uplift in the delivery of affordable housing have been included in the Regulation 19 Local Plan. Consultation will commence in the near future with a submission for examination anticipated later this year.	✔
	<ul style="list-style-type: none"> • Help meet local need for a wide variety of housing, including: <ul style="list-style-type: none"> ○ affordable dwellings; ○ and aspirational housing 		X			Affordable Housing Policies are set out within Reg19 Local Plan. Consultation has been delayed (see below).	✘

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Work with other housing providers and landlords to ensure that their properties are safe and healthy	<ul style="list-style-type: none"> Review and update policies and procedures, as legislation is updated, changes and/or is created in relation to health and safety around public and private sector housing. 	X	X	X	X	Work is progressing on the revised Housing Assistance Policy	
Ensure our communities are well designed, accessible, and inclusive environments							
Adopt a new Local Plan for the District	<ul style="list-style-type: none"> Pre-submission version of the Local Plan (Regulation 19 Report) for Cabinet/ Council approval 		X			Approval to finalise documents and commence Reg 19 consultation obtained August/September 2022.	
	<ul style="list-style-type: none"> Consultation on the report 			X		Consultation delayed as key evidence documents still in preparation. Consultation on Levelling Up Bill and proposed changes to NPPF will require consideration.	
Ensure that our housing stock is safe and sustainable	<ul style="list-style-type: none"> Quality of housing stock 				X	Review of KPIs within Housing's (building safety) compliance team taking place for new financial year. Producing Consumer Standards Self-Assessment for internal reporting.	

Projects	Actions and Milestones	Qtr 1	Qtr 2	Qtr 3	Qtr4	Progress Update	Symbol
Support the progression of current and future Neighbourhood Plans within the District	<ul style="list-style-type: none"> Neighbourhood planning 				X	<p>The Planning Policy team will continue to support Neighbourhood Plans and will work with Parish Councils in progressing the Cannock Chase Local Plan Review.</p> <p>Cannock Wood Draft Neighbourhood Plan to be progressed. It has been on hold during preparations for Local Plan consultation.</p>	
Support and build strong connections within our local communities							
Work with partners to support community events.	<ul style="list-style-type: none"> Regular meetings with town and parish councils 		X		X	The meetings in the last quarter did not take place. A new schedule will be drawn up for 2023/24	
	<ul style="list-style-type: none"> Identify options for supporting community events 	X	X	X	X	<p>CCDC and IHL were actively involved in the Queen's Platinum Jubilee, Queen's Baton Relay and Commonwealth Games community events. In addition, the District held its first Chase Pride event in September 2022, supported by Council staff.</p> <p>Split Mask community drama group (based at Kingsmead school) took part in five Binworld environmental theatre performances at the Prince of Wales and Red Rose Theatres in December 2022.</p>	



Key Performance Indicators (KPIs) for 2022/23 - as at end of Quarter 4


Symbol	Description	Number of KPIs
★	Performance exceeds target	1
✓	Performance on target	1
✗	Performance below target	5

KPIs for Priority 2 - Health and Wellbeing “To encourage and support residents to lead healthy and independent lives”




Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year	Symbol	Comments
Leisure								
Number of leisure and wellbeing service users	Out-turn (2021/22) 779,191	197,282	185,297	200,331	212,987	795,897	★	This figure includes visits to Chase and Rugeley Leisure Centres, Cannock Park Golf Course, Fives Pavilion, Museum of Cannock Chase, Prince of Wales Theatre and Wellbeing activities. This is 16,706 more users than in the previous year.
Number of individuals engaged through Cannock Chase Can activities and initiatives, including the app	N/A	1,678	1,206	1,088	1,345	5,317	N/A	1,345 attendances (engagements) at bespoke Cannock Chase Can projects/events, the figure also includes 94 new app users in quarter 4. Q4 - 830 active app users in total. Going forward this figure may be monitored separately.

KPIs for Priority 3 - The Community “To ensure Cannock Chase is a place that residents are proud to call home”

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year	Symbol	Comments
Waste Collection								
% Household waste sent for re-use, recycling and composting <i>Breakdown:</i>	50%	49%	47%	40%	41%	44%		Qtr. 4 performance fell due to low garden waste yields, as seen across Staffordshire and the region, and is normal during this period. Promotion of both dry mixed recycling and garden waste collections will continue into 2023/24 towards reaching the Councils target. There is a national downturn in recycling over recent years, which is again evidenced in the year 2022/23, with the Council not achieving its target of 50%. This pattern is also similar in other Staffordshire Councils.
<i>Recycling (dry)</i>		21%	23%	26%	23%			
<i>Composting (garden)</i>		28%	24%	14%	18%			
Missed bin collections (including assisted)	2021-22 out-turn 732	686	468	349	247	1,750		Q4 performance has improved, along with each of the previous quarters, as the Council continues to work with our contractor following the roll out of the blue bag for paper and cardboard. While the annual figure is well above the target this is firmly being attributed to rollout of the new blue bag collection service in May 2022, and signs of it returning to previous year's performance are evident.

Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year	Symbol	Comments
Environmental Health								
% of food businesses inspected which are broadly compliant (rating of 3 or better)	N/A	98%	96%	97%	98%	97% (average)	N/A	Our food businesses are consistently showing high standards of compliance, though we have seen more frequent need for intervention during 2022-23 following recovery from the COVID-19 pandemic backlog.
Homelessness								
% of homeless cases resolved through prevention assessed under prevention duty	N/A	90%	83%	71%	76%	80%	N/A	No target as case-by-case, dependant on clients presenting and their circumstances.
% of homeless cases assessed under relief duty	N/A	10%	17%	29%	24%	20%	N/A	As above.
Housing								
Rent collected as proportion of rent due	100%	98.27%	99.15%	99.00%	99.79%	99.79%		Just shy of the target. Staff shortages throughout the year, new team members starting and cost of living crisis all contributory factors. Pro-active work of Money Management team will try to improve and meet (if not exceed) target in 2023-24.

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Indicator	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Year	Symbol	Comments
Rent arrears - former tenants (FTA)	£500,000	£517,958	£531,94	£546,153	£559,810	£559,810		As above. Cost of living crisis affecting some tenants' ability to pay and for former tenants they are less inclined to pay former debts. Team will look to significantly reduce in 2023-24.
Average re-let time for Voids	52	81.04	84.72	77.85	63.91	76.88		Performance improved throughout the year as backlog driven down and issues slowly being ironed out. 2023-24 performance will be better.
% emergency repairs completed in time	100%	100%	100%	100%	100%	100%		

Report of:	Head of Operations
Contact Officer:	Joss Presland
Contact Number:	01543 456 822
Portfolio Leaders:	Community Wellbeing Environment and Climate Change Housing Parks, Culture, and Heritage Leader of the Council
Report Track:	Health, Wellbeing, and The Community Scrutiny Committee: 17/07/23

Health, Wellbeing, and The Community Scrutiny Committee

17 July 2023

Work Programme for 2023-24

1 Purpose of Report

- 1.1 To set out the draft work programme for the Health, Wellbeing, and The Community Scrutiny Committee for 2023-24.

2 Recommendation(s)

- 2.1 That the Committee review the draft work programme for 2023-24 and advise on what they wish to include for the forthcoming year (see Appendix 4).

3 Key Issues and Reasons for Recommendations

Key Issues

- 3.1 The Health, Wellbeing, and The Community Scrutiny Committee is responsible for scrutinising the element of the Corporate Plan that relates to the priorities for Health & Wellbeing and The Community. An extract from the Corporate Plan for 2022-2026 setting out details of the priorities and strategic objectives is attached at Appendix 1.
- 3.2 The services or functions of the Council falling within the remit of the Committee are set out at Appendix 2.
- 3.3 The Health, Wellbeing, and The Community Scrutiny Committee is encouraged to

identify corporate issues and/or ones that are a priority for local people and communities. If a matter is a recurring issue for the people you, as Councillors, represent, the likelihood is that it is something that the Committee should consider.

The more relevant the issue is to local communities then the greater the likelihood of engaging those communities in the scrutiny process and of producing outcomes that will be visible to those communities you represent. Guidance on selecting reviews is included in Appendices 3A and 3B.

- 3.4 Members are invited to comment on the draft Work Programme attached at Appendix 4. Members are also encouraged to propose issues that could be included for consideration in the work programme. The work programme may be revised during the year as necessary.

Reasons for Recommendations

- 3.5 The scrutiny committee is responsible for ensuring effective accountability for the delivery against the Council's priorities and strategic objectives as set out in the Council's Corporate Plan 2022-26.

4 Relationship to Corporate Priorities

- 4.1 This report supports the Council's Corporate Priorities as follows:

- (i) It provides for effective scrutiny of the Council's priorities for "Health & Wellbeing" and "The Community".

5 Report Detail

Background

- 5.1 A new Corporate Plan for 2022-26 was approved by Council on 27 April 2022. The Plan sets out 4 priorities and this Scrutiny Committee is responsible for scrutinising Priorities 2 and 3 - Health & Wellbeing and The Community.
- 5.2 The Supporting Health & Wellbeing Priority has 4 objectives:
- (i) Provide opportunities for residents to lead healthy and active lifestyles and recognise the importance of mental health and wellbeing.
 - (ii) Embed health and wellbeing into all of our policies and everything that we do.
 - (iii) Work with partners to address health inequalities across the District.
 - (iv) Support residents that need our help.
- 5.3 The Community Priority has 6 objectives:
- (i) Ensure our neighbourhoods are safe, clean, and tidy.
 - (ii) Maintain our local parks and green spaces.
 - (iii) Encourage residents to live a sustainable lifestyle.
 - (iv) Improve the housing offer across the District.

- (v) Ensure our communities are well designed, accessible, and inclusive environments.
- (vi) Support and build strong connections within our local communities.

An extract from the Corporate Plan setting out details of the priority and strategic objectives is attached at Appendix 1.

The Health, Wellbeing, and The Community Scrutiny Committee also has responsibility for scrutinising the services of the Council as set out in Appendix 2.

Developing the Work Programme

- 5.4 To support Members in their Scrutiny role and in particular in developing a work programme a Scrutiny Toolkit has been produced; a copy of this has been circulated separately to Members. An extract from the toolkit relating to developing a work programme is attached at Appendix 3A and an extract from the LGA's guidance is attached at Appendix 3B.
- 5.5 In developing the work programme Members are encouraged to consider the following questions:
 - Is the matter a concern to local people (you may wish to reflect on topics raised with you when canvassing)?
 - Is the issue an identified priority for the Council or partners?
 - Does the issue relate to an area of service with a trend in weak performance?
 - What difference could scrutiny make?
 - What would happen if you did not look at this issue?
- 5.6 The work programme can be revised during the year to reflect emerging priorities, but it is important to plan ahead and allow time for reports to be prepared and invitations to be sent to relevant parties.
- 5.7 Whilst it is for the Committee to determine what they want to include in the Work Programme, a draft work programme is attached at Appendix 4 to this report which includes some standing items (e.g., performance progress reports), an outstanding review from last year's work programme and some suggestions as to potential reviews.

Undertaking the Scrutiny reviews

- 5.8 Once Members have identified the matters they wish to scrutinise, consideration should be given to scoping the subject in more detail including the timing and method of scrutiny to be used. Support in this process will be given by the Lead Officer for the Scrutiny Committee. A template to assist with scoping the review is also attached at Appendix 5.
- 5.9 Members may wish to:
 - Allocate the work to a small working group of Members to investigate the issue over a period of 2-3 months (this may involve visits to see how services are working in practice).

- Invite expert witnesses to give their views.
- Seeking the views of service users and/or the general public.

5.10 Members should also consider what they can do to support the review e.g.:

- Undertaking research e.g., via the internet.
- Seeking the views of ward members or specific interest groups.

Reporting on Scrutiny Reviews

5.11 In addition to reporting to the Committee on the outcome of any reviews, the Committee may wish to make recommendations to Cabinet or another Committee.

5.12 At the year end, the Chair of the Committee will prepare a report for Council on the outcome of the Committee's work programme.

6 Implications

6.1 Financial

Any costs to be incurred in undertaking any review will need to be contained within existing budgets.

6.2 Legal

None

6.3 Human Resources

None

6.4 Risk Management

None

6.5 Equality & Diversity

The Council has a responsibility to undertake adequate Equality Impact Assessments to ensure services do not have a negative impact on any one section of the community and the scrutiny committees have a role in ensuring that this responsibility is fulfilled, particularly in regard to health impact. Scrutiny as a function must also comply with the relevant legislation. When considering work programme items, especially when undertaking reviews of policy, the scrutiny committees must always consider whether their recommendations may impact differently on various individuals/sections of the community.

6.6 Climate Change

None

7 Appendices to the Report

Appendix 1: Extract from the Corporate Plan – Priorities 2 and 3 - Health & Wellbeing and The Community.

Appendix 2: Overview of services falling with the Committee's remit.

Appendix 3A: Extract from the Council's Scrutiny Toolkit.

Appendix 3B: Extract from the LGA Guidance on Scrutiny Work Programming.

Appendix 4: Draft Work Programme 2023/24.

Appendix 5: Template for Scoping a Scrutiny Review.

Cannock Chase Council Corporate Plan 2022-26

PRIORITY 2- HEALTH & WELLBEING

“To encourage and support residents to lead healthy and independent lives”

We aim to:

- **Provide opportunities for residents to lead healthy and active lifestyles and recognise the importance of mental health and wellbeing.**
- **Embed health and wellbeing into all of our policies and everything that we do.**
- **Work with partners to address health inequalities across the District.**
- **Support residents that need our help.**

We want to create opportunities for all of our residents to lead healthy and active lifestyles. For some, this may be by using our leisure centre facilities, for others, it may be walking our parks, or on the Chase, or by cycling around the District. We want to reach out to those residents who may find this daunting and help them to try out new activities in their local communities, that will support their physical and mental health and well-being.

We currently provide a range of facilities for people to use, including:

- 2 leisure centres, with swimming pools, (Cannock and Rugeley)
- 7 main/destination parks,
- 43 play areas across the district
- 14 football pitches and 3 artificial turf pitches (ATP's),
- 20 tennis courts and 4 skate parks
- A theatre and museum to support cultural and mental wellbeing.

Over the next 4 years we will:

- Work with Inspiring Health Lifestyles (IHL) leisure trust and other stakeholders to deliver campaigns to promote the benefits of being active and living healthily.
- Work with Staffordshire County Council to deliver the “Better Health Staffordshire” Pilot Project.
- Develop a Health and Wellbeing Strategy.

- Deliver lasting legacy projects from the Commonwealth Game Mountain Bike event, (i.e., Mountain Bike (Perry) Trail and Bike and Play trail).
- Work with partners to encourage the take up of benefits for by residents with low incomes.
- Work with Support Staffordshire and Staffordshire County Council to build on community spirit & volunteering / befriending advocacy.
- Promote the use “Cannock Chase Can” online app to support people in leading healthy lifestyles.
- Encourage residents to walk or cycle to and from work and school.

We will also continue to:

- Work on fuel poverty with partners, such as Staffordshire Warmer Homes.
- Provide accommodation for young people leaving care and support to sustain their tenancies.
- Provide an outreach service for rough sleepers.
- Provide support for veterans.
- Work with partners to safeguard the most vulnerable people within our district.
- Provide funding to voluntary organisations to provide free independent, impartial, and confidential advice to our residents.

PRIORITY 3 - THE COMMUNITY

“To ensure Cannock Chase is a place that residents are proud to call home”

We aim to:

- **Ensure our neighbourhoods are safe, clean, and tidy**
- **Maintain our local parks and green spaces.**
- **Encourage residents to live a sustainable lifestyle.**
- **Improve the housing offer across the District.**
- **Ensure our communities are well designed, accessible, and inclusive environments.**
- **Support and build strong connections within our local communities.**

We want our District to be an attractive and safe place to live. We will preserve our open spaces and local parks. We aim to build on the existing and new communities across our District so that residents feel connected and supported. We want to ensure that our residents have a choice in their housing accommodation and that it is safe.

Over the next 4 years we will:

- Work with town/parish Councils and local community groups to tackle litter and undertake litter picks.
- Carry out targeted campaigns to tackle specific types of waste crime and raise awareness of the Council's zero-tolerance to all types of environmental crime.
- Develop a co-ordinated response to anti-social behaviour (ASB) across partner agencies.
- Engage with young people at risk of engaging in ASB through targeted diversionary activities across the district.
- Undertake a review of all our play areas.
- Provide support and opportunities to community groups wishing to take on more responsibility for improving and developing open spaces and play areas.
- Work with partners and the local community to support appropriate tree planting schemes.
- Undertake campaigns to raise awareness of the ways in which residents can reduce their impact on the environment.
- Develop an Environmental Strategy and action plan to reduce our impact on the climate.
- Work with partners to support the delivery of the zero-carbon pilot scheme in Rugeley.
- Increase housing choice.
- Ensure that our housing stock is safe and sustainable.
- Work with other housing providers and landlords to ensure that their properties are safe and healthy.
- Adopt a new Local Plan for the district.
- Support the progression of current and future Neighbourhood Plans within the district.
- Work with partners to support community events.

**Services / Function Falling Within the
Health, Wellbeing, and The Community Scrutiny Committee's Remit**

Service Area	Sub Area
Healthy & Active Lifestyles	
Culture and Sport	<ul style="list-style-type: none"> • IHL Leisure Provider • Leisure centres • Swimming pools • Golf course Management • Prince of Wales Theatre • Museum of Cannock Chase • 5's 3G Pitch and Pavilion • Commonwealth Games & Legacy • Play Area / Parks Refurbishment
Vulnerable Residents	
Housing and Homelessness	<ul style="list-style-type: none"> • Tenancy Services – Rent Collection, Estate Management, Tenancy Sustainment, Allocations, Resident Engagement and Sheltered Housing • Strategic Housing – Homelessness and Housing Options, Service Improvement, New Housing Development, Housing ICT Systems Management and Housing Complaints Handling • Housing Repairs – Emergency and Routine Repairs, Empty Property Repairs, In-house Stores Provision and Vulnerable Persons Decorating and Grass Cutting • Housing Property Services – Planned Works, Cyclical Works, Gas Safety, Electrical Upgrades, External Works, Right to Buys and Property Alterations
Community Safety, CCTV and Partnerships	<ul style="list-style-type: none"> • Community Safety - Community Safety Hub, MARAC, Public Safety Protection Orders, Safe as Houses, Target Hardening, Campaigns and Events and Community Safety Delivery Plan

Service Area	Sub Area
	<ul style="list-style-type: none"> • CCTV – Monitoring 100+ Cameras across the District and Providing Evidence to Police • Partnerships - Hate Crime and Domestic Abuse, Vulnerable Adults and Children's Referrals, Modern Day Slavery, Community Trigger/Protection Notices, Diversionary Activities, County Lines and PREVENT
Disabled Facilities Works	<ul style="list-style-type: none"> • Council Dwellings – Minor and Major Adaptations
Private Sector Housing	<ul style="list-style-type: none"> • Disabled Facilities Grants and Council's Housing Assistance Policy in Private Dwellings; • Regulation of standards in private rented properties; • Licensing & Inspection of Houses in Multiple Occupation (HMOs) • Empty Properties • Licensing & inspection of Mobile / Park Homes sites • Affordable Warmth Scheme and Enforcement of Minimum Energy Efficiency Standards in private rented sector;
Housing Benefits	<ul style="list-style-type: none"> • Housing Benefit and Local Council Tax Reduction administration, except where it involves determining any application, taking direct regulation or enforcement action;
Voluntary Organisations and Funding	<ul style="list-style-type: none"> • Citizens Advice • Chase Advice Centre • Support Staffordshire • Cannock District Foodbank, Rugeley Community Church and Foodbank, Cannock & Hednesford Salvation Armies
Poverty Emergency	<ul style="list-style-type: none"> • Evidence Base • Strategy

Service Area	Sub Area
	<ul style="list-style-type: none"> • Action Plan
Environment	
Parks and Open Spaces	<ul style="list-style-type: none"> • Formal Parks • Play Areas • Sports pitches and equipment • Football pitches • Pavilion Maintenance (internal only) • Skate parks • Tennis courts • Multi Use Games Areas • Green Gym Equipment • Community Engagement (Parks) • Green space development • Green Flag Awards • Britain in Bloom • War Memorial Maintenance • Paddling Pool (June - September) • Letting of sites – Events • Flood Control Maintenance
Grounds Maintenance	<ul style="list-style-type: none"> • Floral displays • Grass Cutting District wide • Highway verge cutting for SCC • Planting schemes • Golf course maintenance • Weed spraying • Shrub bed Maintenance - District wide • Hedge Cutting District incl. SCC hedges • Pest and Disease Control • Leaf Collection • Litter collection
Landscape & Countryside	<ul style="list-style-type: none"> • Countryside Ranger Service • Cattle husbandry • Tree and landscape protection

Service Area	Sub Area
	<ul style="list-style-type: none"> • Planning advice on proposed development/Landscape development • Woodland Management • Heathland management • SSSI/Nature reserves • Ancient Scheduled Monument • Volunteer Programme • Management of water bodies
Trees	<ul style="list-style-type: none"> • Tree Preservation Orders • Inspection and Maintenance of Trees on Council Land
Allotments	<ul style="list-style-type: none"> • Provision of Allotments • Management of Allotments
Bereavement Services	<ul style="list-style-type: none"> • Cemetery Management • Headstone Testing • Burial Service • Officiating at Burials • Closed Cemeteries • Memorial trees and Benches
Food, Safety & Licensing	<p>Inspection, compliance and enforcement activity relating to:</p> <ul style="list-style-type: none"> • Food safety – inspection of food businesses; investigation of complaints about food or food premises; investigation of infectious diseases and food poisoning outbreaks; allergens; food sampling; Primary Authority Partnership; • Health & Safety – Inspections and Projects related to workplace and consumer service health & safety; investigation of workplace accidents and complaints about unsafe working conditions; infection control (tattooists and body / skin piercing etc.); Primary Authority Partnership; • COVID Response – Outbreaks, Compliance and Enforcement;

Service Area	Sub Area
	<ul style="list-style-type: none"> • Licensing – Licensing of Taxis, Private Hire, Alcohol sale or supply; gambling premises; street trading; animal activities; scrap metal dealers and collectors; hair and beauty, tattooists etc. • Welfare funerals
Environmental Protection	<ul style="list-style-type: none"> • Noise Pollution – industrial and domestic noise; planning consultations; • Air Quality – Air Quality Monitoring and Management; Declaration and Revocation of Air Quality Management Areas; Permitting of Regulated Industrial Processes; • Specialist technical advice on climate change and emerging emission reductions technologies; • Contaminated Land – planning consultations and land remediation; • Enviro-Crime – Fly tipping, unregistered waste carriers (including unlicensed scrap metal collectors) littering, duty of care, dog fouling, stray dogs; • Public Health Nuisances – commercial drainage, dust, light, refuse accumulations, filthy & verminous properties etc. • Pest Control contract • Stay Dog collection & kennelling contract
Environment Sustainability (Climate Change)	<ul style="list-style-type: none"> • Climate Change / Sustainability • Action planning • Nature Recovery • Engagement • Adaptation • Carbon Literacy
Waste & Engineering Services	<ul style="list-style-type: none"> • Waste and Recycling • Street Cleansing • Litter picking

Service Area	Sub Area
	<ul style="list-style-type: none">• Mechanical Sweeping• Cleansing of town centres• Graffiti removal• Land drainage and flooding• Street furniture• Removal of fly tipping• Fleet and Vehicle Workshop• Bus shelters• Bus stations• Public Clocks• Off Street Parking• Abandoned vehicles• Public MOT Station• Taxi Testing

Extract from the Council's Scrutiny Toolkit

Developing the Work Programme

Members have a key role to play in developing the work programme for the Scrutiny Committees and it is important that manageable programmes are developed. The Scrutiny Committees will need to filter potential items of work; to be selective and to prioritise.

Given the limited resources available, in particular the constraints on member and officer time, it is unrealistic to select more than a few items for intensive review. Realistically, a single committee cannot undertake more than two in-depth reviews per year.

In developing the work programme Members are encouraged to consider the following questions:

Public interest – the concerns of local people should influence the issues chosen. Things to think about include:

- Any issues raised with you when canvassing.
- Have any surveys or research undertaken by the Council identified any concerns.
- Is the issue an identified priority for the Council or partners?

Ability to change - priority should be given to issues that the Committee can realistically influence. Think about what difference Scrutiny could make and what would happen if you did not look at this issue.

Performance: priority should be given to areas in which the Council and Partners are not performing well. You should consider, the scale of the underperformance, whether it is a one off or whether there is an ongoing issue. Has the service been flagged up in an external inspection report for poor performance?

Extent: priority should be given to issues that are relevant to all or a large part of the District

Replication: work programme must take account of what else is happening to avoid duplication or wasted effort

Work programmes should be determined at the start of each municipal year and reviewed and revised regularly. Any reviews not started or completed by the year end can be referred for consideration as part of the following year's work programme. The best advice is to start small, learn what works well and what does not and then be more ambitious. It is far easier to add items to the workload than to remove them.

Stage 1: Agree the Issue

The first step is for scrutiny members to be sure that the subject to be reviewed is significant. Undertaking in-depth reviews is resource-intensive – of member and officer resources. Investing such a high level of resources should only be undertaken for **high priority issues**. The following are criteria which could be used to 'check' a topic against,

to ensure that it would make a worthwhile review:

- Issue identified by members as key issue (through members' surgeries and other constituency activities).
- Performance issues within a service (e.g., significant under or overachievement of targets).
- Service considered to be important by the community (through market research, citizens' panels and so on).
- High level of user/general public dissatisfaction with service.
- Public interest issue highlighted in local media.
- High level of budgetary commitment to policy/service area.
- Persistent financial issues e.g., significant under or overspends.
- Council corporate priority area.
- Central government priority area.
- Issue raised in Inspection Reports.
- Issue referred by the Cabinet or the Audit & Governance Committee.
- New government guidance or legislation.

Stage 2: Determine the nature of member involvement

The committee will need to decide how members will drive the review. There are three possible approaches to member involvement:

- The whole committee investigates the issue.
- A task and finish working group is established to drive the investigation.
- Individual or paired members drive the review.

Vital to the whole review activity is that members take full control of which policy problems and solutions are explored and how that exploration takes place. Members need to take responsibility for, and ownership of, the outputs and outcomes of reviews.

Stage 3: Scoping Exercise

There are 4 key issues to consider when scoping the review:

- What are the core questions the review is seeking to answer? (**no more than 3**)
- What is the purpose of the Review? (**in one sentence**)
- What will **not** be included?
- What is the timescale?

Extract from the LGA Guidance on Scrutiny Work Programming

The role of scrutiny is to achieve positive outcomes for local people by undertaking a thorough, targeted examination of the council's service provision and procedures. However, it is not possible to examine every service in detail, so it is important for the scrutiny committee to prioritise and plan its workload. Some councils do this at the beginning of each year and some do it on an ongoing basis.

Planned scrutiny

Work programming is the process for determining which topics scrutiny will look at over the coming year, either at committee meetings or

in task and finish groups. This involves evaluating a number of factors to decide which topics are to be investigated and when. The process will typically involve long-listing and then short-listing topics before making a final decision.

Responsive scrutiny

Whether planned scrutiny takes place at the beginning of the year or on an ongoing basis, the priorities for scrutiny need to be monitored and evaluated on an ongoing basis. This makes sure scrutiny can be flexible and responsive to high-priority issues or policy changes that occur throughout the year.



The scrutiny topic selection process

Each council has its own method for selecting topics for scrutiny; in some councils there may be a very structured selection process, whilst in others it may be more informal. Whatever level of detail is involved, the general process should include the following activities.

1. Identify issues

You can identify potential issues by:

- consulting with all members of scrutiny committees, senior officers, cabinet members and council officers
- looking at corporate priorities, business plans and the Forward Plan of the council (and the council's neighbours)
- considering events and decisions in the council's calendar that could require an input from scrutiny, such as setting budgets
- evaluating previous council performance and identifying any follow-up work required to previous scrutiny work
- carrying out work to engage with local people, for example through surgeries, local media, opinion surveys and online forums.

2. Prioritise topics

Identify and prioritise potential scrutiny topics, considering the resources they would require and the level of impact they could achieve.

3. Plan scrutiny work

Decide which scrutiny topics to review and include them in the work programme.

4. Review and evaluate

Review progress and evaluate outcomes to demonstrate the value added by scrutiny.



Criteria for selecting scrutiny topics

The following criteria provide a useful guide for prioritising and selecting which topics are suitable for scrutiny to review.

Topics **are** suitable for scrutiny when:

- scrutiny could have an impact and add value
- the topic is of high local importance and reflects the concerns of local people
- the resources are available that would be required to conduct the review, in terms of manpower and budget
- it avoids work duplication elsewhere
- the issue is one that the committee can realistically influence
- the issue is related to an area where the council, or one of its partners, is not performing well
- the issue is relevant to all or large parts of the local area
- the review would be in the council's interests.

Topics **are not** suitable for scrutiny when:

- the issue is already being addressed elsewhere and change is imminent
- the topic would be better addressed elsewhere (and will be referred there)
- scrutiny involvement would have limited or no impact upon outcomes
- the topic may be sub-judice or prejudicial to the council's interest
- the topic is too broad to make a review realistic
- new legislation or guidance relating to the topic is expected within the next year
- the topic area is currently subject to inspection or has recently undergone substantial change.

Defining scrutiny topics

For every item on the work programme/new referral, it should be clear:

- What is the issue/activity/project under consideration?
- What is scrutiny being asked to do?
- What are the reasons for/expected benefits of involving scrutiny in the matter?
- Is there a specific deadline for the piece of work?



Exercise 1 – prioritising topics

Consider the issues that are important to the people you represent in your ward. List the five issues you think are the most important, then put them in order of priority; make a note of your reasoning. Do you know all the information you need to handle complaints effectively? Consider these statements to identify any gaps. If you answer 'no' to any of them, take some time to find the answers from your council's website or your work colleagues.

1

2

3

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5

Think about how you would translate these into strategic issues. Here is an example:

The issue

A number of residents have been complaining that the trees in the local area are not being pruned regularly enough, becoming a hazard and presenting a potential danger to the public. Complaints include difficulty in walking on the pavement, damage to tall vehicles, trip hazards from tree roots and gardens being overshadowed by trees.

Strategic considerations

The council needs to consider how it allocates its Environmental Services' resources so that it can be efficient whilst also meeting the needs of local residents. It can look at:

- how services are procured, commissioned and contracted
- which are the most hazardous streets and where the biggest improvements can be made
- prioritising and planning a programme of work for tree pruning.

**Proposed Work Programme for 2023-24 for the
Health, Wellbeing, and The Community Scrutiny Committee**

Meeting Date	Item
17 July 2023	<ul style="list-style-type: none"> • End of Year Performance Report for 2022-23 for the Health & Wellbeing and The Community PDPs • Determine Review Programme for 2023-24
18 September 2023	<ul style="list-style-type: none"> • Health & Wellbeing and The Community PDPs – Qtr 1 Progress Report April to June 2023 • Scrutiny Review (to be determined)
5 December 2023	<ul style="list-style-type: none"> • Health & Wellbeing and The Community PDPs – Qtr 2 Progress Report July to September 2023 • Scrutiny Review (to be determined)
18 March 2024	<ul style="list-style-type: none"> • Health & Wellbeing and The Community PDPs – Qtr 3 Progress Report October to December 2023 • Outcome of Scrutiny Review(s)

Suggestions for Reviews:

- Impact of Resources and Waste Strategy on Waste Collection and Disposal
- Council's Role in Environmental Sustainability
- Lettable Standard - Empty Properties
- Customer Journey Mapping - Telephone enquiries answered at first point of contact
- Collection of Former Tenant Arrears



Scrutiny Review Template

Review Title
Scope of the Review / Terms of Reference
Reason for Scrutiny
Membership of the Review Group
Key Tasks / Review Plan
Sources of Evidence
Timescale