

Lancashire County Council

Internal Scrutiny Committee

Friday, 13th March, 2020 at 10.00 am in Cabinet Room 'B' - The Diamond Jubilee Room, County Hall, Preston

Agenda

Part I (Open to Press and Public)

No.	Item
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1.	Apologies
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2.	Disclosure of Pecuniary and Non-Pecuniary Interests
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Members are asked to consider any Pecuniary and Non-Pecuniary Interests they may have to disclose to the meeting in relation to matters under consideration on the Agenda.

- | | | |
|----|---|------------------|
| 3. | Minutes of the Meeting held on 17 January 2020 | (Pages 1 - 6) |
| 4. | Gully Cleaning Policy and Attendance | (Pages 7 - 34) |
| 5. | Pothole Policy and Repair Methods | (Pages 35 - 64) |
| 6. | ICT and the Relationship with Members | (Pages 65 - 74) |
| 7. | Internal Scrutiny Committee Work Programme 2019/20 | (Pages 75 - 116) |
| 8. | Urgent Business | |

An item of urgent business may only be considered under this heading where, by reason of special circumstances to be recorded in the Minutes, the Chair of the meeting is of the opinion that the item should be considered at the meeting as a matter of urgency. Wherever possible, the Chief Executive should be given advance warning of any Member's intention to raise a matter under this heading.

9. Date of Next Meeting

The next meeting of the Internal Scrutiny Committee will be held on Friday 15 May 2020 at 10:00am in Cabinet Room B, County Hall, Preston.

L Sales
Director of Corporate Services

County Hall
Preston

Lancashire County Council

Internal Scrutiny Committee

Minutes of the Meeting held on Friday, 17th January, 2020 at 10.00 am in Cabinet Room 'B' - The Diamond Jubilee Room, County Hall, Preston

Present:

County Councillor David O'Toole (Chair)

County Councillors

M Salter	E Nash
T Ashton	P Rigby
C Crompton	P Steen
B Dawson	D Whipp
J Fillis	G Wilkins
S Holgate	

County Councillor Bernard Dawson replaced County Councillor Erica Lewis.

1. Apologies

There were no apologies.

2. Disclosure of Pecuniary and Non-Pecuniary Interests

None were disclosed.

3. Minutes of the Meeting held on 27 September 2019

Resolved: That the minutes from the meeting held on 27 September 2019 be confirmed as an accurate record and signed by the Chair.

4. CAS Blue Badge Service - Revised Eligibility Criteria Update

The Chair welcomed County Councillor Peter Buckley, Cabinet Member for Community and Cultural Services; Sarah Jenkins, Head of Service Customer Access Service; and Ben Zebrowski, Quality Team Manager, to the meeting.

The report presented provided an update on the Department for Transport's (DfT) new Blue Badge criteria to extend eligibility to people with 'hidden' disabilities.

The changes to the Blue Badge scheme came into force in August 2019. A lot of work had been done in preparing and training staff for dealing with queries and new applications. Consultations had taken place with the DfT and local authorities as well as internal services such as Lancashire Parking Services and

Corporate Communications. The next piece of work that the Customer Access Service Team would look into would be an Enforcement Policy.

The committee was informed that Blue Badges had a time limit of three years, then badge holders were required to reapply. There were processes on the Customer Access Service website explaining what to do when badge holders had passed away or circumstances had changed. Registrars also updated the Customer Access Team when someone had passed away.

Members asked why all reapplications were treated like a first time application. The committee was informed that it was stipulated in the guidance that every badge holder had to renew their application after three years. It was acknowledged that some conditions were not going to see any significant improvement after three years and that the authority was looking at a piece of work to allow the current database system to override some elements of the application process. This piece of work was planned for the next 6-12 months and would make it easier for customers to reapply for badges.

Concerns were raised that the push for applications to be completed digitally risked disadvantaging many of the people who might be in need of a blue badge. Members were informed that online applications freed up time for staff to help those in need. The Customer Access Team offered support in completing applications for applicants that required guidance and who were perhaps not adept at completing online applications. Applicants were urged to ring up the team and they could book an appointment and the team would help fill in their details and post their photos to the team rather than trying to download them online. The Customer Access staff had extensive training to help applicants. It was pointed out to the committee that library staff could also help applicants with downloading their photos and providing advice.

The committee was informed there was little flexibility permitted regarding the wording of questions asked in applications relating to how far somebody could walk. There was a suggestion from the committee that the focus should be on an applicant's capability to walk on their 'worst day'.

It was pointed out to members that the Customer Access team followed up any lack of information or contradictions on a Blue Badge application rather than dismissing it.

Members enquired about how many complaints the Customer Service Access Team had from Blue Badge holders who did not have a physical disability but qualified under a different criteria. They were told that the Customer Access Service Team had not received any reports to back up concerns expressed on social media that people with hidden disabilities might be targeted by others who saw them using a Blue Badge. Members asked if wording could be put on the Blue Badge explaining the person's disability. They were informed that the badges were produced nationally but the Customer Access Service Team would feed this back.

Resolved: The Internal Scrutiny committee notes the changes to eligibility criteria for Blue Badge applications.

5. Corporate Strategy Monitoring - Recommendations of Targets for Key Performance Measures

The Chair welcomed to the meeting Mike Kirby, Director of Strategy and Performance; Donna Talbot, Head of Business Intelligence; Michael Walder, Information, Intelligence and Performance Manager; Joanne Reed, Head of Service Policy, Information and Commissioning (Live Well); Dave Carr, Head of Service Policy, Information and Commissioning (Start Well); John Davies, Head of Highways; and Becky Joyce, Interim Head of Strategic Development – Agency, Economic Development and Officers.

The report presented explained that performance indicators had been agreed by Cabinet Committee on Performance Improvement against the five objectives of the Corporate Strategy. These indicators would form the content of future quality corporate performance reports to the Cabinet Committee on Performance Improvement. Targets had also been proposed for the indicators.

The committee enquired if it would be more appropriate in some areas where targets were proposed, to be monitored instead of having a target set. It was highlighted that there was an opportunity for regular updates regarding performance against targets through the Cabinet Committee for Performance Improvement (CCPI). The Corporate Strategy was also looking at a schedule of deep dive investigations of how performance was being delivered. The committee felt there was a role for scrutiny to play in how or if these targets were being met or not.

Regarding performance indicators on repairs for highways defects, it was noted that timescales were measured quarterly. Over the Christmas period there were a number of carriageway defects that were not dealt within the timescales as detailed in the targets due to tarmac plants being closed. Members were informed that looking forward it would be a good idea to look at how the county council dealt with those times when tarmac plants were shut as there were ways to overcome this with temporary measures.

In terms of the delivery of Lancashire County Council's Digital Strategy, the committee noted that the performance measure was that 100% of people were able to access information and stated there were a number of people that did not want to or were unable to engage in digital. The delivery of the Digital Strategy needed to ensure that this issue was addressed, this issue would be picked up in the annual deep dive. Lancashire County Council would be working on the development and roll out of its systems and the development of training programmes.

Members felt that in addition to the benchmarking, it would be useful to have the previous year or previous quarters figures for comparison purposes to help indicate the direction of travel which showed critical information. They were

informed that where the county council could and had the relevant trajectory, it could show this. The committee pointed out that it was difficult to determine from the report whether Lancashire County Council was getting better or worse. The direction of travel and clear indicators such as the traffic light system was important. The committee was informed that a full quarterly performance report went to the CCPI and was available on the system, a copy of the report would be shared with members.

It was noted that the target for revenue forecast outturn percentage variance to budget was currently 1.5% and the target for budget outturn variance for 2020/21 was 0% for variance to budget. Members felt a more realistic target was to say below 1% rather than specifically saying 0%.

It was pointed out by the committee that Lancashire County Council previously had a multi access system for reporting highway defects, now it was targeted to reporting via the internet and there was a four stage process for reporting one defect. There was a request to look at the figures about how many people reported highway issues before going digital and how many reported issues after going digital. It was thought it might be the case that Lancashire County Council was not improving its highways service but just restricting the way people could report issues. This could be the same across other services.

Questions were raised in regards to how the data was collected in regards to performance indicators for reporting purposes. The committee was informed that data was collected through the HAMS system for Highways. For other services data was taken from operational systems. All the performance indicators were based on operational data which dealt with the day to day basis of the authority.

Regarding highway defects, it was felt by members that some autonomy should be given to the people who fix the potholes. It was stated by the committee that if an officer had come out to fix a particular pothole, if there was another damaged hole close by that had not been reported, it should be fixed and this should be allowed rather than having to wait for the second hole to be also reported and go through the whole process. Members were informed that this should be happening now as the Highways Service realised it was not sensible or cost effective when officers had to revisit sites due to other holes nearby.

Resolved: That;

- i. Internal Scrutiny Committee notes the report and the performance indicators presented.
- ii. The Internal Scrutiny Committee receive the full quarterly monitoring report.

6. Budget Savings Position

The Chair welcomed Neil Kissock, Director of Finance, to the meeting. The report presented provided an update on agreed budget savings as requested by the Internal Scrutiny Committee.

The council was committed to the delivery of a significant savings programme of around £127m over the period 2019/20 to 2022/23.

The total target saving was for £194.404m. There were undeliverable items of £18.300m with over delivery on certain savings initiatives of £6.972m. This left a current gap of £11.328m and a delivery of £183.076m or just over 94% of the total savings. It was highlighted that 94% was still extremely good in terms of forecast delivery of the savings.

In relation to how the savings were going to be achieved, all possible options had to be explored to see what savings could be made. It was noted that some of the savings were offset by things that did not need policy decisions. If they did need policy decisions they would go through the appropriate process and be presented at Cabinet.

The committee was informed that there had been a one year spending review in September 2019 which was positive for local government. It was pointed out that Lancashire County Council could set a budget for next year without having to call on reserves. Looking forward there was still a lot of difficulty and uncertainty for local government.

Resolved: That;

- i. The report presented be noted.
- ii. Further updates be included as part of the Internal Scrutiny Committee work programme.

7. The appointment of a Joint Health Scrutiny Committee for the Lancashire and South Cumbria Integrated Care System (ICS)

The report presented informed the Internal Scrutiny Committee that there had been a request to appoint a proposed Joint Health Scrutiny Committee for the purpose of reviewing proposals for the reconfiguration of services proposed by the Lancashire and South Cumbria Integrated Care System that would affect the whole of the Lancashire and South Cumbria area. The proposed Terms of Reference were presented along with the report.

Despite concerns that there would be disproportionate representation from the smaller authorities, committee members felt they had no option but to accede to this request. There had to be adequate and effective representation to be able to contribute to effective scrutiny. It was acknowledged that any scrutiny committee had to make compromises when considering its membership.

Resolved: The Internal Scrutiny Committee agree the proposed Joint Health Scrutiny Committee and its Terms of Reference.

8. Internal Scrutiny Committee Work Programme 2019/20

The Internal Scrutiny Committee work programme was presented to members along with the work programmes for the other scrutiny committees. The External Scrutiny Committee's work programme was currently being revised and would be presented at a future meeting of the Internal Scrutiny Committee.

The topics included were identified at work planning workshops held during June and July 2019.

Regarding performance indicators it was requested that the Internal Scrutiny Committee should be able to scrutinise the performance management reports at an appropriate interval.

The committee was informed that County Councillor Michael Green, Cabinet Member for Economic Development, Environment and Planning, had agreed to hold a Green Summit later in the year.

Resolved: The report presented be noted.

9. Urgent Business

There were no items of Urgent Business.

10. Date of Next Meeting

The next meeting of the Internal Scrutiny Committee would take place on Friday 13 March 2020 at 10.00am in Cabinet Room B (The Diamond Jubilee Room) at the County Hall, Preston.

L Sales
Director of Corporate Services

County Hall
Preston

Internal Scrutiny Committee

Meeting to be held on Friday, 13 March 2020

Electoral Division affected: (All Divisions)

Gully Cleaning Policy and Attendance

(Appendix 'A' refers)

Contact for further information:

Ridwan Musa, 01772 538500, Highways Manager West,
ridwan.musa@lancashire.gov.uk

Executive Summary

The report and supporting presentation (Appendix A) is to inform Internal Scrutiny Committee about the policies for gully cleaning and attendance.

Recommendation

That Internal Scrutiny Committee note the policies for gully cleaning and attendance and comment as appropriate.

Background and Advice

Following the work planning session for Internal Scrutiny Committee in July 2019, a report was requested to inform Members about the policies for gully cleaning and attendance. Officers from Highways Service and Asset Service will deliver a presentation at the meeting covering:

- Outline the Code of Practice on Gully Cleaning
- Performance around incidents
- Budget headlines
- Review of gullies and implementation of the Code of Practice
- Development of a Gully Cleaning Contract
- Capital Drainage Programme
- Self-help, Reporting (Report It)

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

There are no significant risk implications.

Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Presentation to Internal Scrutiny: Gully Cleaning Policy and Attendance March 2020



Topics:

- Code of Practice on Gully Cleaning
- Performance around incidents
- Review of gullies and implementation of the Code of Practice
- Developing the Gully Cleaning Contract
- Capital Drainage Programme
- Self-help, Reporting (Report It)

Related Codes of Practice:

[Code of practice for the maintenance and cleaning of road gullies within the adopted highway](#)

- This code of practice sets out in detail a process of assessment by which decisions relating to work activities on vehicular highway gullies should be made and is based upon current guidance on best practice.

[Code of practice for trash screens](#)

- The trash screen code of practice outlines the procedures the county council will adopt to inspect clean and maintain its trash screens

Blocked Gully Reports - Response Times and Procedures

Blocked Gully Reports

Reactive

- If a customer reports a blocked gully which is on the reactive only list, gullies will be programmed as far as possible to be cleaned within the service standard of 20 working days.
- If the blocked gully is causing highway flooding or if flooding a neighbouring property/land or at risk of flooding;
 - Category E - Emergency (4 Hours): extremely hazardous that requires emergency attention because they pose an immediate danger to highway users. Priority will be to make safe and prevent property flooding where possible.
 - Category U - Urgent (2 days): require urgent attention because they pose a risk to highway users or because there is a risk of rapid deterioration that would cause the situation to become a Category 1E defect.

Blocked Gully Reports - Response Times and Procedures

Blocked Gully Reports

Priority 1 & 2 gullies

- If a customer reports a blocked gully which is on a Priority 1 or Priority 2 schedule and there are no reports of either highway or property flooding and the next cyclic gully cleanse is due within the next 4 weeks, the gully should be left until the next scheduled cyclic / routine cleansing visit. If the next cyclic / routine cleansing is scheduled is more than 4 weeks away than a works instruction for a reactive cleanse should be issued.

Blocked Gully Reports - Response Times and Procedures

b) Reactive Cleanse Attendance

- When attending to a reactive blocked gully, Operatives will check all gullies 200 metres either side of the blocked gully and cleanse all within that parameter as required. If the lead gully operative feels more gullies are in need of cleaning on the road in question this will be reported back to their line manager for authorisation before further gully cleaning works can be undertaken.
- If during the course of attending a blocked gully operatives become aware of problems with nearby ditches or swales these should be reported back to their line manager

Facts and Figures 18/19

- Total no. of flooding incidents:
 - to the public highway reported in the last year :
 - 3509 18/19 (3462 17/18)
 - property related from highway :
 - 139 18/19 (248 17/18)
- Total no. of drainage general inspections completed in the last year :
 - 184 18/19
- Total Number of Gullies 292030

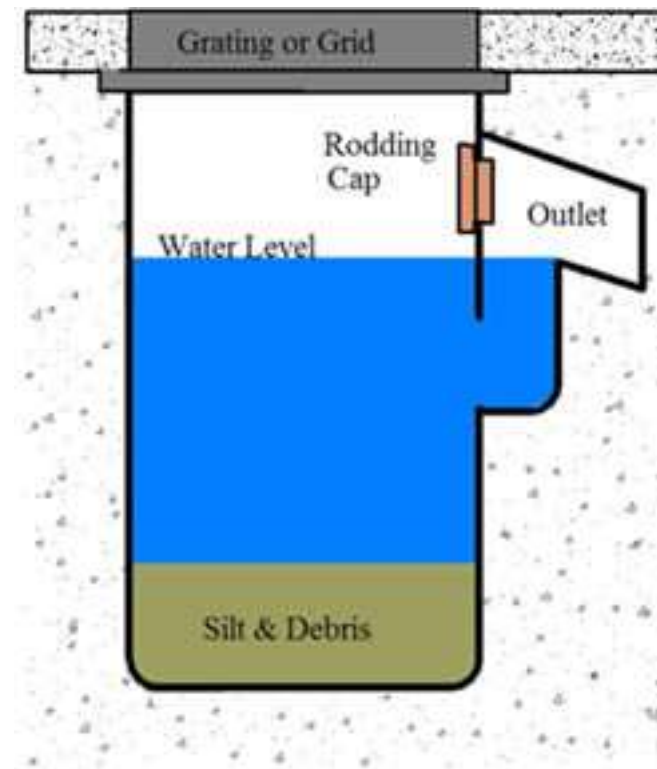
What do we do?

- Clean gully grates
- Empty gullies of silt / debris
- Clear blockages in connections and pipes
- De-silting highway drains
- Identify and repair damage to highway drainage infrastructure.
- Clear LCC Trash Screens



Emptying Gullies

- Highway gullies have a silt trap that collects silt and debris.
- When this is full the trap requires emptying.
- If the debris level fills above the outlet the gully becomes blocked.



When do we do it?

- Historically – common practice to empty all highway gullies once a year.
- No account was taken of silt levels or condition of the gully being cleaned.
- Many gullies ‘cleaned’ that did not require cleaning.

Risk Based Approach

- In accordance with the national guidance the CoP splits gullies into different categories.
 - Priority 1 (P1) – emptied annually
 - Priority 2 (P2) – emptied bi-annually
 - Reactive (R) – emptied on a reactive basis
- Category is not fixed – can be re-classified as circumstances change or new data is identified.

Risk Based Approach

- Advantages of this approach
 - More efficient use of existing resources
 - Resources can be focussed on problem areas resulting in an improved service
 - Reduced incidents of highway flooding as resources target problem areas.

How are gullies categorised?

- Initial Categorisation includes:
 - Local engineering knowledge
 - Known flooding hotspots
 - Volume of traffic using the road
 - Gritting Route
 - Town centres
 - Likelihood of adjacent flooding
 - Areas of leaf fall or windblown sand

Category Reviews

- All gully cleaning is recorded at an individual gully level using mobile handheld devices.
- Data about the condition of the gully, including the silt level, is recorded every time it is cleaned.



Category Reviews

- Annual Process
- Should consider:
 - Records obtained during gully emptying including silt levels
 - Records of remedial works undertaken
 - Feedback from all stakeholders.

How do we do it?

- Cyclic and reactive gully emptying and jetting
 - Currently in house using our own fleet of 12 gully emptiers.
 - Supplemented by contractors.
 - Challenges

Moving Forward

- Service challenge
- Best of both worlds
- Contractor to undertake all cyclic gully emptying
- 6 gully wagons retained to carry out reactive and investigative works
- Contractors remain available to supplement

Flooding...

- Highway Flooding
 - Blocked gullies
 - Highway culverts
 - Trash screens
 - System capacity
- Land drainage flooding
 - Rivers
 - Watercourses / Ditches
 - Inadequate land drainage

Drainage Repairs

- Routine drainage defect repairs



Capital Drainage Repairs



Self Help

- Leaf covered gullies; link to self help page



Reporting Faults

https://www.lancashire.gov.uk/roads-parking-and-travel/report-it/

My Services Home | Vaisala RoadDSS - Messaging | blocked road gully - Google Se... | 91 Elm Ave to 91 Elm Avenue, ... | Report It - Lancashire Coun... |

File Edit View Favorites Tools Help

Lancashire County Council | sewer responsibility - Goo...

Lancashire
County Council

Search Lancashire.gov.uk Search All services

Home / Roads parking and travel / Report It

Report It

advertisement

Most popular issues

- Pothole
- Vegetation and trees
- Flooding/blocked drain**
- Streetlight
- Traffic light
- Damaged sign

Other issues you can report

- Collapsed road
- Missing manhole cover
- Diesel / oil spillage
- Road cleaning
- Road Marking
- Obstruction on the road
- Tripping hazard
- Works causing a problem
- Broken flag
- Bollard
- Public Rights of Way
- Gritting

Issues we don't manage

Related information

- [Roadworks bulletin](#)
- [Traffic regulation orders](#)
- [Parking](#)
- [Vehicle crossing/dropped kerb](#)
- [Business permits and licences](#)
- [Road adoption - of private streets and estates](#)
- [Damage to a bus shelter](#)
- [Damage to a bridge](#)


Check on progress

Check the status of a highway problem reported to us.

[Check a reported fault](#)


Report It

0...

 Search Lancashire.gov.uk Search

Home / Roads parking and travel / Report It / Flooding and drainage

Report flooding and drainage

 **Warning!** ×

If there is an immediate risk to your life or you are trapped by flood water **call 999**.

If flood water is entering your house, or is over halfway across the road, please telephone:

- Monday to Friday 8am to 5pm (excluding bank holidays) - 0300 123 6780
- Out of office hours - 101 (local Police non-emergency number)

If you are reporting a blocked drain which is covered by leaves - [see our information on how to clear a roadside drain](#).

If this is not an emergency, use this service to report a blocked drain, providing:

- the location of the drain
- a description
- your email address
- up to 5 photographs - max 10mb limit

Photographs are optional - only take a photo if it is safe to do so

Flooding

**During a flood
Act quickly.** 

Our [Flooding Website](#) gives advice on what to do before, during and after a flood.

Check on progress

Check the status of a highway problem reported to us.

About

Flooding

- 0300 123 6780
- 101
- 999

Questions?

Internal Scrutiny Committee

Meeting to be held on Friday, 13 March 2020

Electoral Division affected:
(All Divisions);

Pothole Policy and Repair Methods

(Appendix 'A' refers)

Contact for further information:

Ridwan Musa, 01772 538500 Highways Manager West,
ridwan.musa@lancashire.gov.uk

Executive Summary

The report and supporting presentation (Appendix A) is to inform Internal Scrutiny Committee about the policies for pothole repair methods and performance.

Recommendation

That Internal Scrutiny Committee note the policies for pothole repair methods and performance and comment as appropriate.

Background and Advice

A report has been requested to inform Members about the policies for pothole repair methods. Officers from the Highway Service and Asset Service will deliver a presentation (attached at Appendix A) which will cover:

- Performance trends: Defects and road condition
- National Highways and Transportation survey satisfaction
- Budget headlines
- Communications work
- Service working improvements
- The Authorities method of permanent reinstatement Highways
- Report it

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

There are no significant risk implications.

Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Presentation to Internal Scrutiny: Potholes 13th March 2020

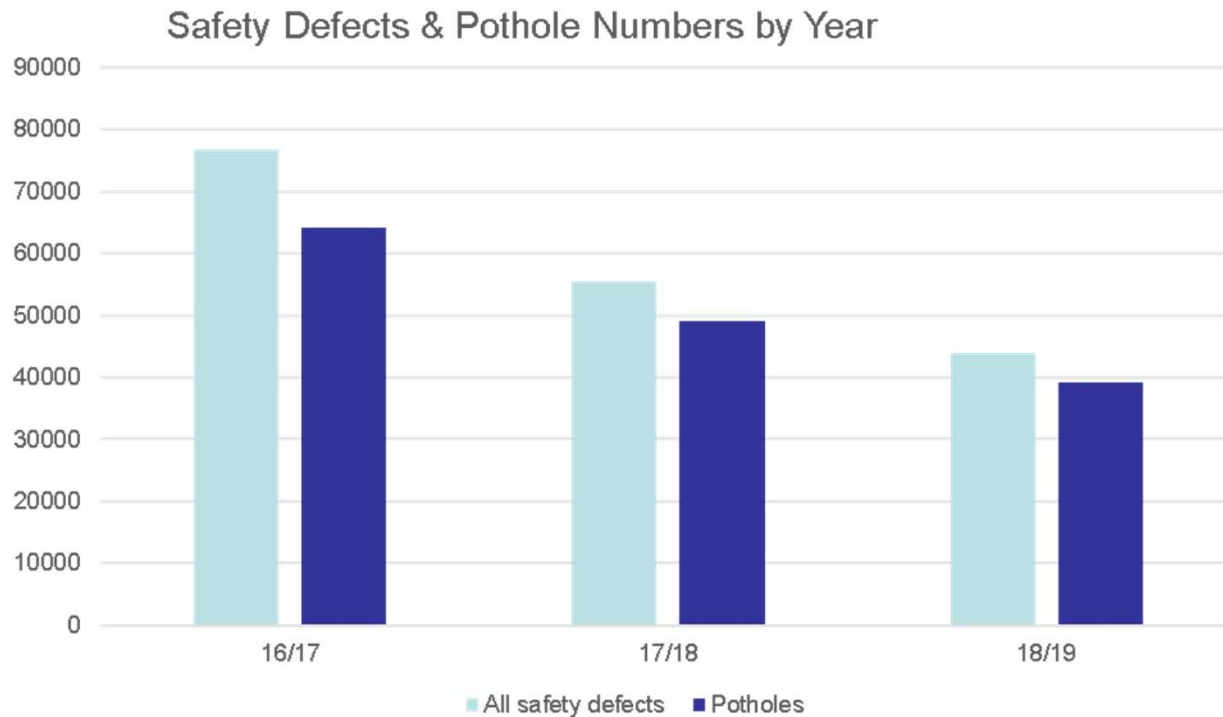


Topics:

- Performance trends
- Communications Campaign 2019
- Budget Headlines
- Service working improvements
- HSI policy and Claims defence (outstanding)
- LCC's method of permanent reinstatement
- Report It

Performance Trends

Safety Defect and Pothole Numbers by Year



Year	All safety defects	Potholes
16/17	76767	64269
17/18	55516	49066
18/19	43848	39137

Performance Trends: Response Times

2017/18:

Policy Target:

- reporting against 20 working days

Performance:

- 64% of all safety defects
- 66% potholes on time.

figures reported to Cabinet Committee on Performance and Improvement and to Internal Scrutiny in July 18



Performance Trends: Response Times

Current Policy Targets:

- 95% of all Category 1 (4hour emergency and 2 day Urgent) defects fixed on time
- 90% of Category 2 (5day, 10 day and 20 day) defects fixed on time.

Performance: Q2 19/20:

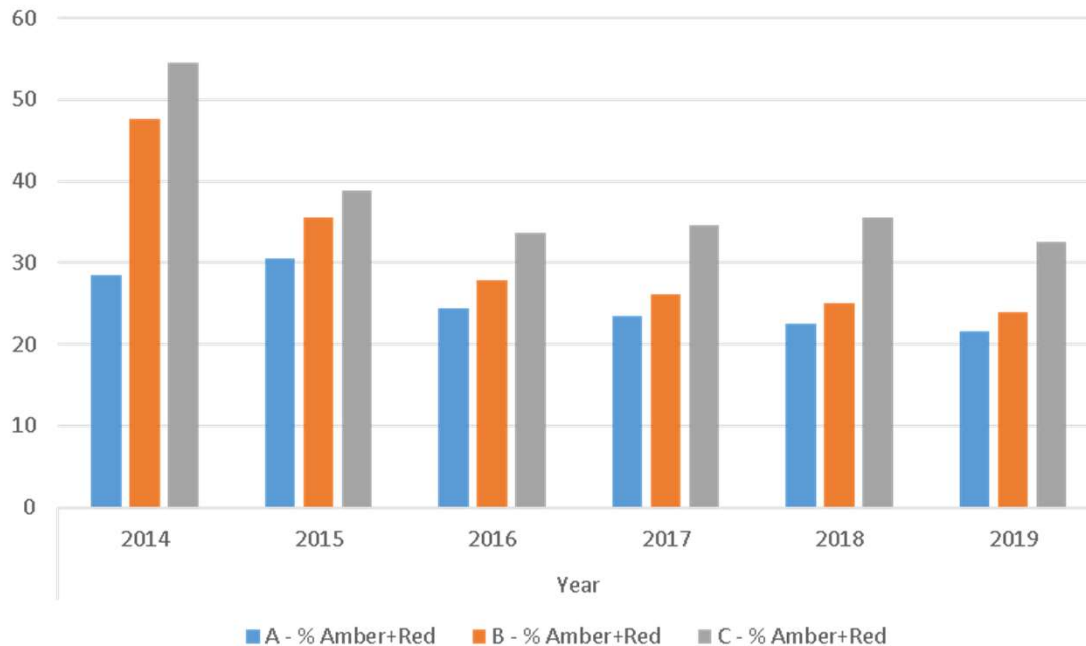
- 95.06% Category 1 defects fixed on time
- 97.27% Category 2 fixed on time

figures are reported to Cabinet Committee on Performance and Improvement

Performance Trends

Carriageway Condition (less is good)

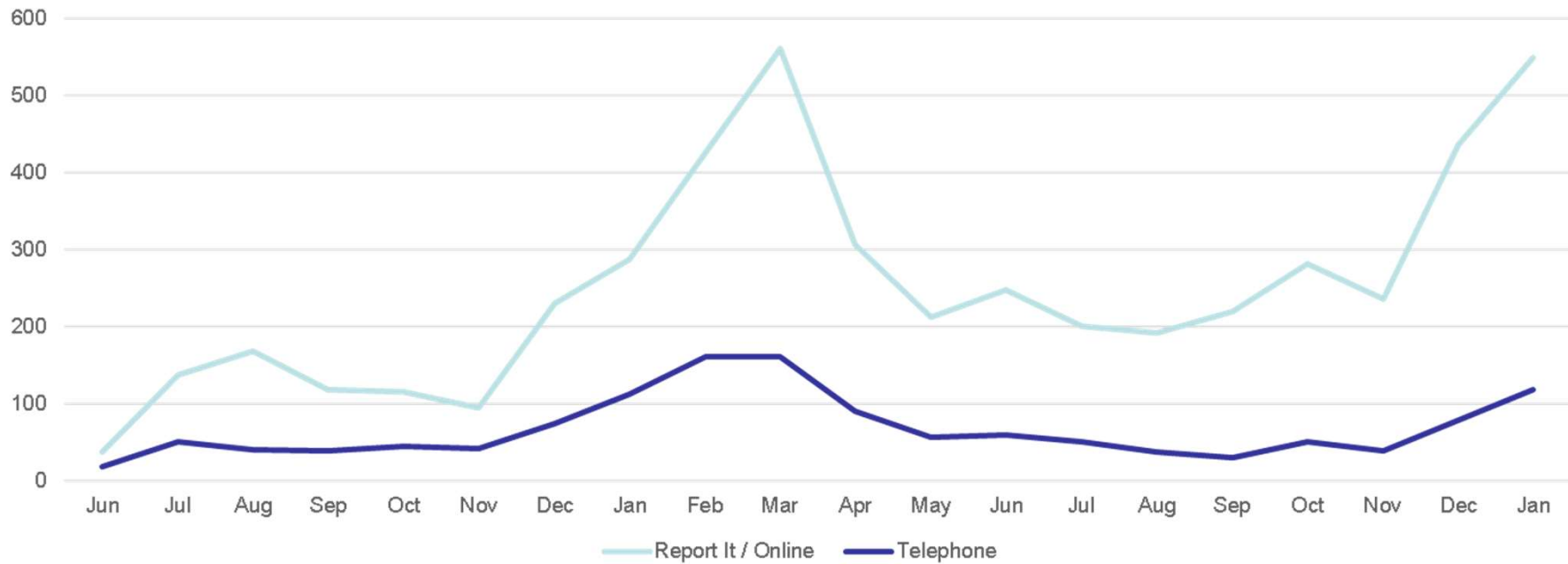
Carriageway Condition: % Amber +Red



Road Class	Year						Improvement since 2014- %
	2014	2015	2016	2017	2018	2019	
A - % Amber+Red	28.5	30.6	24.4	23.4	22.6	21.6	24%
B - % Amber+Red	47.6	35.6	27.8	26.2	25.1	24	50%
C - % Amber+Red	54.5	38.9	33.6	34.6	35.6	32.6	40%

Customer Report Trends

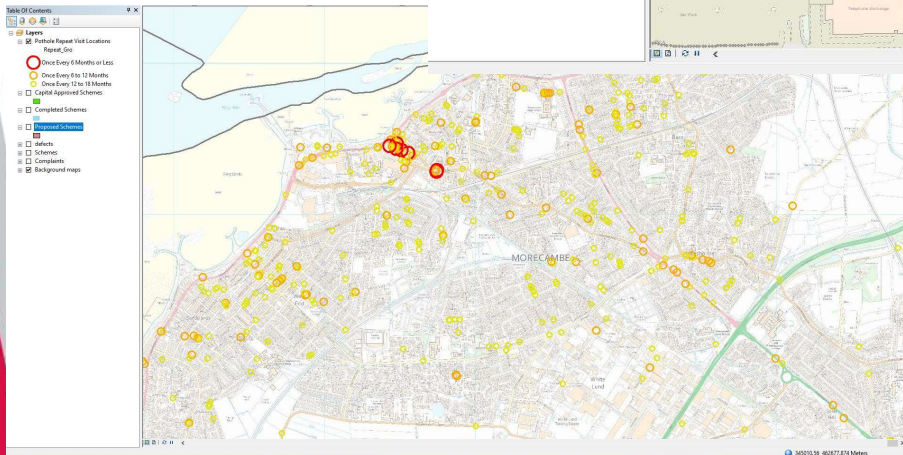
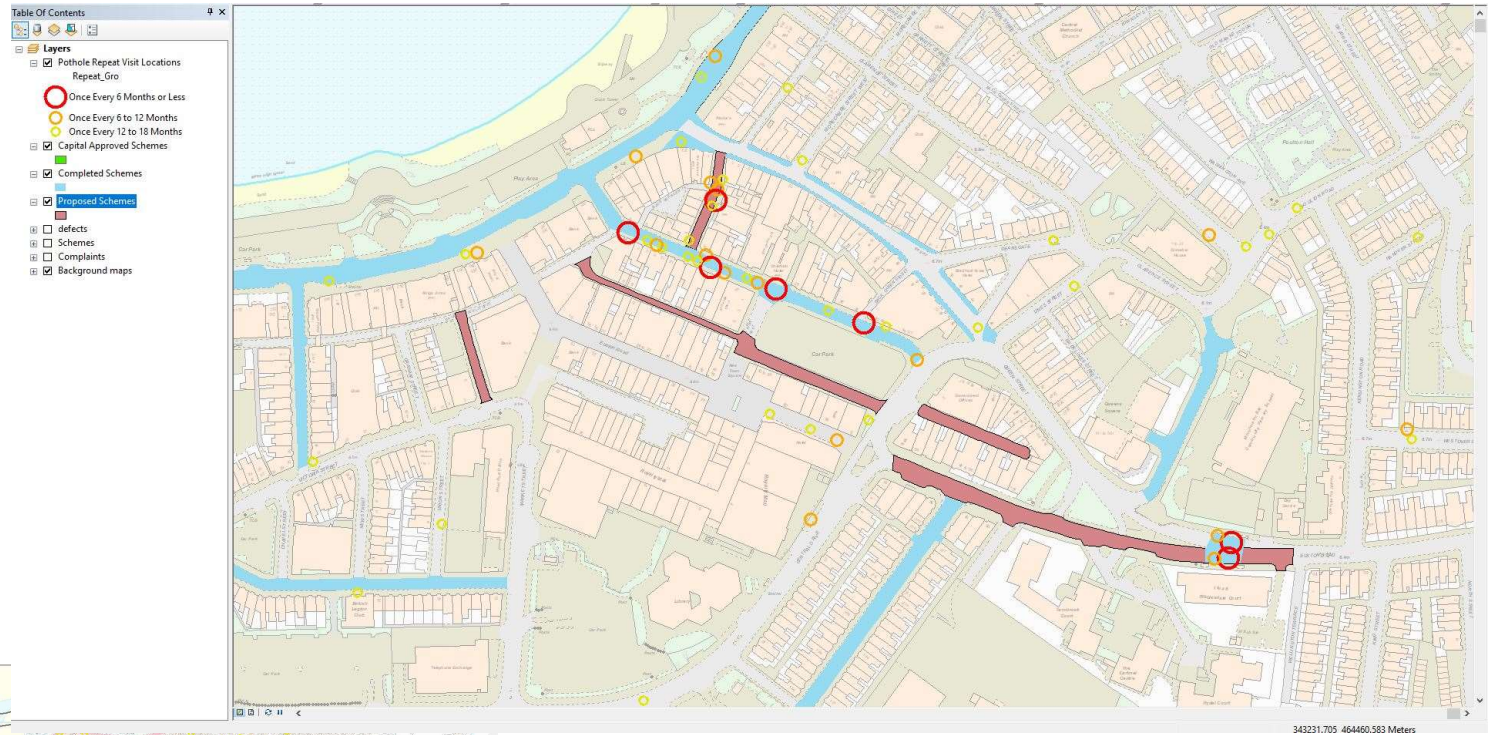
Pothole reports by medium
June 18 - January 20



Feedback On Report It issues

- On-line system generally works well
- Issues identified with process management which have now been addressed
- Further work to be undertaken to continue to improve the process and customer experience
- Working Group being established

Repeat Visit Analysis

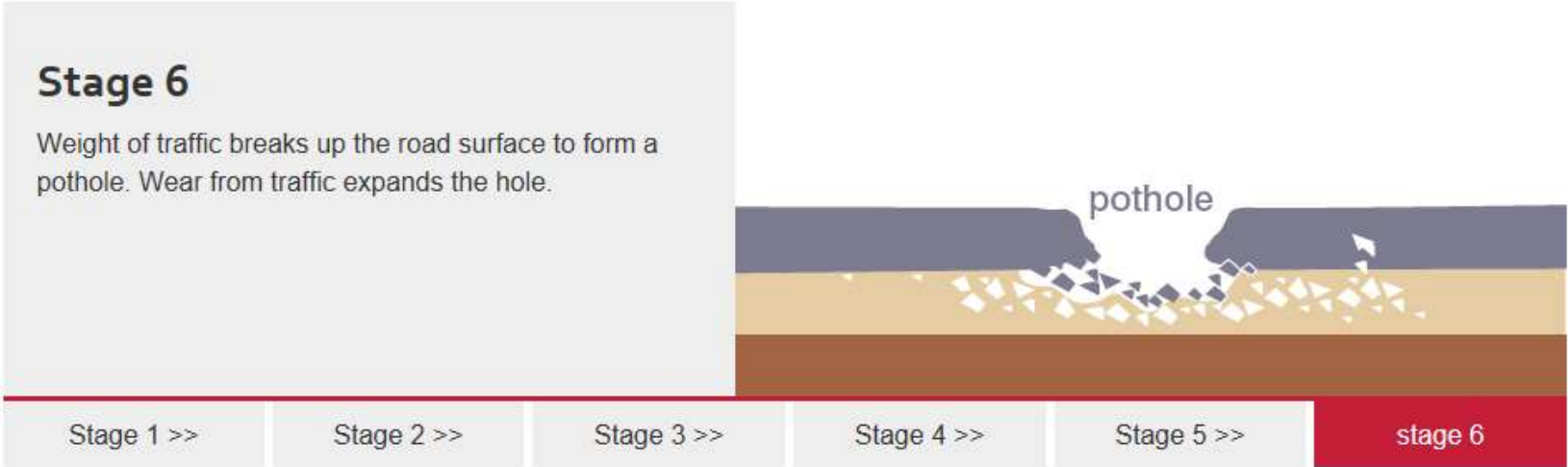


Pothole Campaign link to page

What causes potholes?

It is easy to assume that potholes are formed due to roads being poorly maintained but that is not usually the case. There are many factors that can cause potholes.

The following stages demonstrate how a combination of weather and wear and tear is one of the major causes of potholes on roads.



Pothole Campaign

July until October 2019 to:

- Highlight the good work the highways maintenance teams
- Raise awareness of the public's role in reporting potholes online using Report It
- Encourage residents to complete the NHT survey

The campaign included:

- website and campaign page created
- animations highlighting positive stats about our service
- 2 new videos to show the levels we fix potholes and how our team are busy fixing them
- Media release to launch the campaign
- Schedule of free social media posts and paid for boosted posts to increase our exposure
- New stickers on vans, business cards and posters produced to promote report it
- Promoting campaign to staff, Members, other stakeholders including MPs and Parish Councils

Evaluation

- Large increase in satisfaction levels in the postal survey compared with last year: 12% increase on condition of highways and 4% on highway maintenance generally
- Our national ranking has increased, in 2018 we were one of the lowest and now based on the 2019 responses we are just below average (in terms of quartiles we have risen from the bottom of quartile 4 to the top of quartile 3)
- 79% of potholes were reported online using report it: 16% increase in people reporting potholes on line



Budget Headlines

- £7.8m in 18/19
- Increase spend on Structural Defects:
 - More within the Traffic Management area
 - Square cut rather than temporary
 - More stringent repair response times
 - Collecting full cost for service delivery

Pothole Repairs

- Continually looking for Service Improvement
- Training and monitoring to improve quality
- Increased number of 1st visit permanent repairs
- More responsive with significant improvements to KPI's and KPI monitoring
- Innovative ways of working

Pothole Repairs

- **SAW CUTTING**

- provide a clean vertical face to the repair
- cleaner surface for bond coat adhesion
- better opportunity for compaction
- material interlock
- neater edges
- better public perception of the repair.

Pothole Repairs



Pothole Repairs



Pothole Repairs

- **BOND**COAT



Pothole Repairs

- Compaction

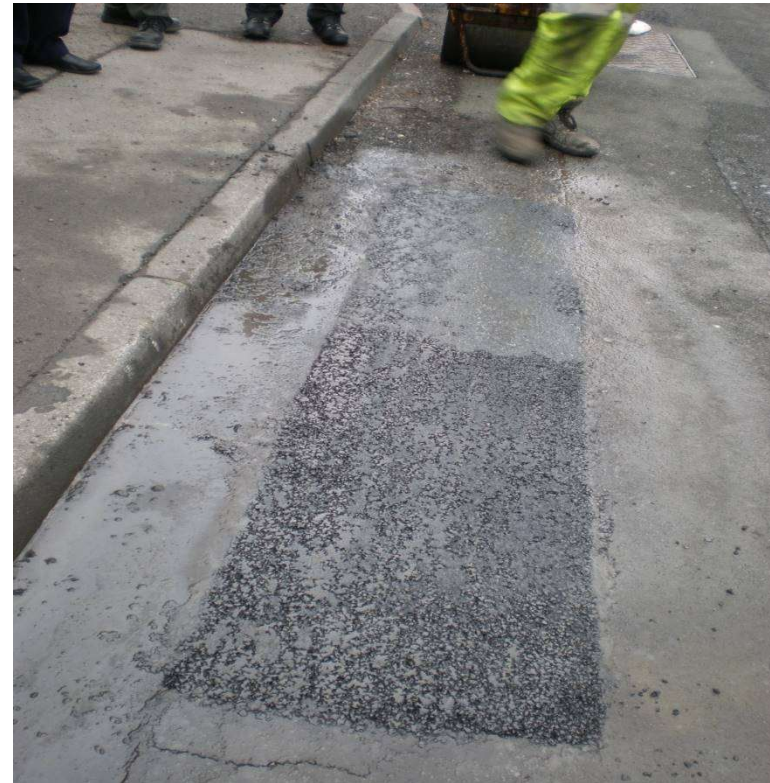


Pothole Repairs

- BEFORE



- AFTER



Pothole Repairs

- **EXCEPTIONS**

- Greater than 2m²
- Extensive traffic management
- Area should be made safe i.e. infill with bituminous material
- The location should be noted and referred back to the Supervisor

- Developing mechanism to identify the over 2m² Areas utilising additional funds from Cabinet

Pothole Repairs

- **Insitu road heating repair techniques**
 - heat up the existing surface
 - mix it with new material
 - good bond between existing and new
 - process is relatively slower and costly
 - weather dependant.

Pothole Repairs

- **Spray Injection repair technique**

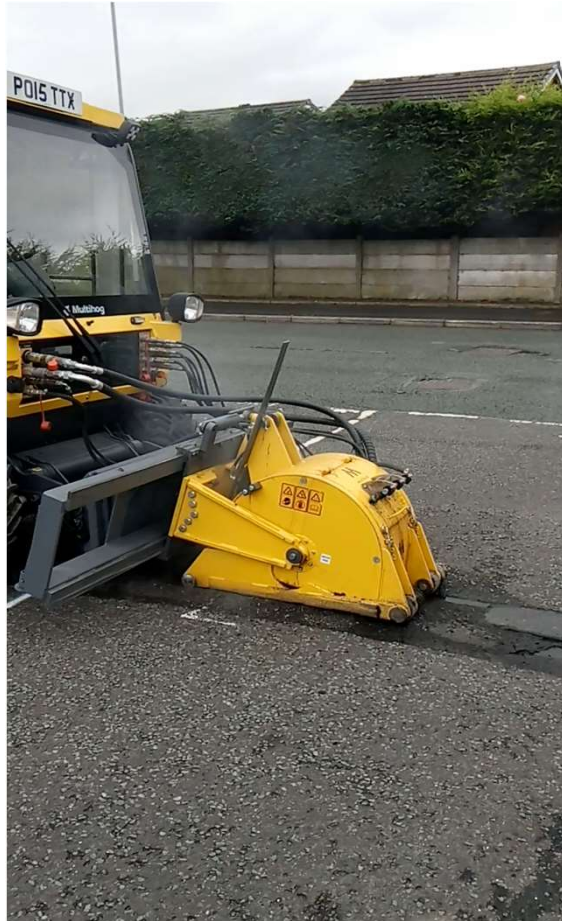
- A rapid patching technique
- Use on all roads technically, but practically not on estate roads
- The void is first blasted with compressed air to clean the surface and remove any debris
- the surface of the void is sprayed and coated with bitumen emulsion.
- Finally the asphalt is blasted into the void, and another coat of bitumen applied to seal the surface.
- Weather dependent – March - October

Pothole Repairs

- **Trial in Area East on full mechanical repairs**
- **Reduce employees exposure to Hand Arm Vibration syndrome**
- **Slower process**
- **More plant and equipment required**
- **More costly?**

Pothole Repairs

- Increased number of permanent repairs
- Improved quality of repair
- Material in better condition
- Improved compaction
- Reduced waste
- Reduced number of 2nd visits







Internal Scrutiny Committee

Meeting to be held on Friday, 13 March 2020

Electoral Division affected: (All Divisions);
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ICT and the Relationship with Members

(Appendix 'A' refers)

Contact for further information:

Glyn Peach, Tel: (01772) 531308, Chief Digital Officer,

glyn.peach@lancashire.gov.uk

Executive Summary

The attached summary (Appendix A) provides an update to Internal Scrutiny Committee on the current and forthcoming work relating to Member Development, the Digital Strategy and the BTLS Transition of ICT services back to the Council.

Recommendation

The Internal Scrutiny Committee are recommended to receive the update and comment as appropriate.

Background and Advice

Member development, including ICT provision, is overseen by the Member Development Working Group. The Working Group will shortly begin considering the support, including ICT support and provision that needs to be put in place following the 2021 election.

The Digital Strategy was approved by Cabinet in October 2019. This sets the priorities for the council in modernising its services in order to maximise the opportunities afforded by digital and technology advancements, none more so than the internet, since the last design of council services.

The BTLS contract comes to an end on the 31 March 2021. The council is running a major piece of work to prepare for this date and to prepare to capitalise on the new opportunities afforded to the Council after this date.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

1. The provision of ICT to Members, to staff and to partners.
2. The provision of IT Services to Council departments to enable delivery of information and service.

Risk management

There are significant risks in progressing with the Digital Strategy and the BTLS / LCC transition work. The risks are being managed in line with LCC best practice and fortnightly reviewed by the Chief Digital Officer.

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Tel
None		
Reason for inclusion in Part II, if appropriate		
N/A		

Internal Scrutiny Committee ICT and the Relationship with Members

Contents of update

1. Member Development
2. Digital Strategy Update
3. BTLS to LCC transition

1. Member Development

- **Pre 2009** - Member Development Steering Group – cross party councillor group overseeing councillor training
- **Post 2009** - Member Development Working Group - working group of the O&S Committees
- The role of the Member Development Working Group (MDWG):
 - Monitor/review the member development programme,
 - Ensure that training and development meet councillors' needs;
 - Ensure that training is commissioned appropriately and effectively.
- MDWG agendas include ICT developments, initiatives and training
- MDWG acts as an advisory panel to the Deputy Leader.
- Formal approval for commissioning of member development activities (including ICT provision) by Deputy Leader.
- Preparations for the 2021 County Council Elections:
 - Establish Councillor Induction Task Group,
 - Review the current ICT Provision to councillors
 - Corporate Mobile Phone
 - IT Subsidy payment
 - IT Purchase Scheme
 - Consultation with councillors on their preference for ICT Provision,
 - Consider ICT offer made to district councillors across Lancashire,
 - Proposals for 2021 ICT Provision

2. Digital Strategy Update

- The Council's Digital Strategy (<https://www.lancashire.gov.uk/media/912596/digital-first-strategy.pdf>) was approved at the start of October 2019.
- The strategy sets out the principles on how Lancashire County Council will move towards a digital delivery model. The details of what LCC will do will be contained in an evolving delivery plan which can be found here: <http://intranet.ad.lancscc.net/media/6327/draft-lcc-digital-first-strategy-delivery-plan-v15.pdf>
- Introduction from Glyn: <http://intranet.ad.lancscc.net/teams/digital-first-strategy-ict-and-core-systems/>
- For micro updates on the progress of the digital delivery plan or on the transition from a BTLS delivered IT service to a LCC delivered service the CDO's blog has been developed: <http://intranet.ad.lancscc.net/teams/digital-first-strategy-ict-and-core-systems/glyns-updates/>

The Emerging Priorities supplementing the digital strategy are coming from the Improvement Journey Programme. These are as follows:

Customer Experience: Digital customer platform; contact centre telephony

Employee Experience: Collaboration and productivity; End user computing; enterprise telephony

Foundation Platforms: Network redesign and refresh; data centre and cloud services; disaster recovery; application portfolio management; electronic records and document management; business intelligence and data analytics

3. LCC/BTLS Transition Programme

LCC Vision Statements (programme outcomes)

Once the programme completes, LCC will:

1. Be able to fully support the business from an IT perspective
2. Be able to look at potential cost savings across the business
3. Be able to procure new IT services
4. Be able to put plans in place to continue to improve the quality of the IT service we provide
5. Be in a position to provide commercially viable services to external third parties

6. Have a smooth Transition for our in-flight projects from BTLS to LCC (including all external projects with WLBC, LANCON, LCC initiated and BTLS initiated)
7. Have no licensing liabilities (under licenced software)
8. Have no unresolved compliancy issues
9. Have the management structure to run the service
10. Understand the cost of providing IT support at a business level & Fully understand the breakdown of the cost and value of the returned services

Programme Outcomes progress in detail

1) Be able to fully support the business from an IT perspective

Achieved so far:

- Deep understanding of the operational ICT estate:
 - Desktops/laptops mapped to people/teams and applications including core systems
 - Mapping of mobile phones to teams and users
 - Identified a number of applications in use that are not supported by BTLS
- Compilation of the above into a “catalogue”
- Development of an interrogation tool to allow wide-ranging queries to support decision-making

Planned for the next 6 months:

- Continue to refine the catalogue and support the transition with the interrogation tool
- Understand all of the processes that BTLS run with the use of 3rd parties and ensure that the services will continue post-transition
- Action plan for the unsupported applications
- Analysis and design for an Asset Management solution

6 months plus:

- Plans to implement an Asset Management solution
- Processes amended where needed and ready to run

2) Be able to look at potential cost savings across the business

Achieved so far:

- Creation of the searchable catalogue so that we fully understand the provision of hardware and software across the estate and can analyse needs/gaps to identify potential over-spend

- Identification of expensive licences allocated to users who don't appear to use them
- Establishment of contract renewal reviews, which could lead to cost savings

Planned for the next 6 months:

- BTLS to provide costs information by June, which will allow us to review and check for areas of disproportionate spend
- Full picture of license arrangements and recommendations about potential areas for savings
- Ongoing contract renewal reviews

6 months plus:

- Implementation of a streamlined RFP process and an improved catalogue to help prevent unnecessary spend
- Ongoing contract renewal reviews

3) Be able to procure new IT services

Achieved so far:

- Analysis of the Request for Proposal (RFP) process has highlighted bottlenecks and inefficiencies in the Customer Journey
- Analysis of the Catalogue and the process for ordering equipment: a number of measures to improve this and to reduce the demand by up to 50% through the RFP process
- Identification of resource and skills gaps in the ICT procurement area
- Re-procurement: extensive discussions with BTLS to agree a way of working on the lead-up to transition- drafted process reviewed and final feedback done. Contract register received from BTLS and renewal analysis in progress

Planned for the next 6 months:

- Recruitment to solve the procurement resource and skills gaps
- Analysis of the BTLS processes for RFP and Catalogue
- Implementation of an interim RFP process and improved Catalogue to pave the way for smooth transition
- Monthly contract renewals process established and to run through to the point of transition

6 months plus

- Continuation of the renewals reviews and re-procurement activity
- Design and implementation of an amended RFP process and solution to suit the post-transition organisation
- Design and implementation of a new Asset Management process and solution

4) Be able to put plans in place to continue to improve the quality of the IT service we provide

Achieved so far:

- Derived from interviews with Heads of Service and the Core Business Team, a log of areas identified as needing improvement

Planned for the next 6 months:

- Completion of the improvement log and analysis into priorities

6 months plus:

- Plans to adopt priority improvements

5) Be in a position to provide commercially viable services to external third parties

Achieved so far:

- Identification of the beneficiaries of services
- Compilation of Service Description documents for the main beneficiaries is in progress: Schools service description in progress

Planned for the next 6 months:

- Complete the Service Description Documents
- Analysis and design of the service provision, including SLAs
- Analysis of the resource required to run external services
- Analysis of any commercial/legal arrangements required to provide services for third parties
- Analysis of any financial arrangements that need to be in place to provide services for third parties

6 months plus:

- Finalise the services and ensure appropriate resource in place for the transition
- Ensure commercial, legal and finance arrangements are in place

6) Have a smooth Transition for their in-flight projects from BTLS to LCC (including all external projects with WLBC, LANCON, LCC initiated and BTLS initiated)

Achieved so far:

- All projects identified

Planned for the next 6 months:

- Categorisation and prioritisation of projects
- List of projects at risk of spanning the Transition date
- List of projects to be handled internally

6 months plus:

- Capability to handle projects internally
- Action plan for any projects at risk of spanning the Transition date

7) Have no licensing liabilities (under licenced software)

Achieved so far:

- We have identified all of the applications, and we have collected some usage data, but limitations in the information BTLS are prepared to supply before Handover means that we can't make progress until after June 2020
- Licence arrangement for Oracle is understood

Planned for the next 6 months:

- Analysis of licence information on receipt of BTLS data
- Breakdown of applications under-licenced or over-licenced

6 months plus:

- Plan to address the licence discrepancies

8) Have no unresolved compliancy issues

Achieved so far:

- Clear understanding of BTLS' position on compliance issues

Planned for the next 6 months:

- Identification of areas that are at risk
- A schedule to check compliance issues
- PSN Audit

6 months plus:

- A list of recommended remedial actions and associated timescales

9) Have the management structure to run the service

Achieved so far:

- Day one operating model (structure) designed
- Draft approach for implementation of structure in place
- Partial merging of Core Business and Programme Office

Planned for the next 6 months:

- Detailed Job Descriptions created
- HR issues identified
- Agreement on proposed structure
- Identification of any gaps in the structure

6 months plus:

- Recruitment for any roles not covered by internal resource
- Management team in place

10) Understand the cost of providing IT support at a business level & fully understand the breakdown of the cost and value of their returned services

Achieved so far:

- Limitations in the amount of information BTLS are prepared to provide before the handover period means that we are unable to deliver the cost breakdown until after June
- Plan to carry out some estimating in order to establish the budget for '21/'22

Planned for the next 6 months:

- Spend analysis to provide a budget estimate
- On receipt of cost information from BTLS, develop a refined budget

6 months plus:

- The level of activity required will depend on the information we receive from BTLS

Internal Scrutiny Committee

Meeting to be held on Friday, 13 March 2020

Electoral Division affected: (All Divisions);
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Internal Scrutiny Committee Work Programme 2019/20

(Appendix 'A' – 'E' refers)

Contact for further information:

Craig Alker, Tel: 01772 537997, Business Support Officer,
craig.alker@lancashire.gov.uk

Executive Summary

The work programme for the Internal Scrutiny Committee is attached at Appendix 'A'. The work programmes for other Scrutiny Committees are set out in Appendices 'B - E'.

The topics included were identified at work planning workshops held during June and July 2019.

Recommendation

The Internal Scrutiny Committee is asked to:

- i. Note and comment on the report and work programmes;
- ii. Discuss and confirm any further topics required and reasons for scrutiny.

Background and Advice

A statement of the work to be undertaken and considered by the Internal Scrutiny Committee for the 2019/20 municipal year is set out at Appendix 'A'.
The work programme will be presented to each meeting for consideration.

The work programme includes topics to be discussed at committee meetings, events, task groups, rapporteur work, briefing notes and training for members.

Members are requested to note and comment on the report and to discuss and confirm any further topics and reasons for scrutiny.

In addition, the Committee are requested to note and comment on the work programme included for other Scrutiny Committees as set out in Appendices 'B' through to 'E' (Children's Services, Education, External and Health).

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

This report has no significant risk implications.

Local Government (Access to Information) Act 1985 List of Background Papers

Paper	Date	Contact/Tel
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None

Reason for inclusion in Part II, if appropriate

N/A

Internal Scrutiny Committee Work Programme 2019/20

The Internal Scrutiny Committee Work Programme details the planned activity to be undertaken over the forthcoming municipal year through scheduled Committee meetings, task group, events, training and through use of the 'rapporteur' model.

The items on the work programme are determined by the Committee following the work programming session at the start of the municipal year in line with the Overview and Scrutiny Committees terms of reference detailed in the County Councils Constitution. This includes provision for the rights of County Councillors to ask for any matter to be considered by the Committee or to call-in decisions.

Coordination of the work programme activity is undertaken by the Chair and Deputy Chair of all of the Scrutiny Committees to avoid potential duplication.

In addition to the terms of reference outlined in the [Constitution](#) (Part 2 Article 5) for all Overview and Scrutiny Committees, the Internal Scrutiny Committee will:

- Determine which Overview and Scrutiny Committee considers a matter where this is not clear.
- Receive for approval requests from the other Overview and Scrutiny Committees to establish task groups and/or other working groups
- Receive for approval requests from the other Overview and Scrutiny Committees to establish as necessary joint working arrangements with district councils and other neighbouring authorities
- Review and scrutinise all services provided by the authority, unless specifically covered by the terms of reference of another Overview and Scrutiny Committee
- Consider matters relating to the general effectiveness and development of Overview and Scrutiny in the authority including training for County Councillors and Co-optees
- Recommend the Full Council to co-opt on to a Committee persons with appropriate expertise, without voting rights
- Establish arrangements for the scrutiny of member development, and receive reports from the Member Development Working Group

The Work Programme will be submitted to and agreed by the Scrutiny Committees at each meeting and will be published with each agenda. The dates are indicative of when the Internal Scrutiny Committee will review the item, however they may need to be rescheduled and new items added as required.

Work areas already covered:

Topic	Meeting Date	Agreed Recommendations
Highway Adoption and the Process Involved	27 September 2019	Recommendation 1 of the report be reworded. That Recommendation 2-5 of the report be approved.
Update on Reducing Single Use Plastics in Lancashire	27 September 2019	Further update to be provided in May 2020.
Blue Badges	17 January 2020	The update and changes to criteria be noted.
Corporate Strategy Performance Monitoring Proposals	17 January 2020	To note the report and performance indicators. To receive the full quarterly monitoring report.
Budget Savings Update	17 January 2020	Further updates to be included as part of the Internal Scrutiny Committee work programme.
Joint Health Scrutiny Committee Meeting	17 January 2020	Agree the proposed Joint Health Scrutiny Committee and its Terms of Reference.

Work areas to be covered:

Topic	Scrutiny Purpose (objectives, initial outcomes)	Scrutiny Method	Lead Officers/ Organisation	Proposed Date(s)	Recommendations	Progress
Meeting						
Pothole Policy and Repair Methods	Report to inform Members about the policies for pothole repair methods.	Committee Meeting	Ridwan Musa/ John Davies/ Phil Durnell CC Keith Iddon	13 March 2020		
Gully Cleaning Policy and Attendance	Report to inform Members about the policies for gully cleaning and attendance.	Committee Meeting	Paul Binks/ John Davies/ Phil Durnell CC Keith Iddon	13 March 2020		
ICT and the relationship with Members	To consider the following: <ul style="list-style-type: none"> - Digital First Strategy - Provision for Members following the BTLS contract coming to an end in 2021 - Work of the Member Development Working Group - Update on work for Member's kit post elections 2021 	Committee Meeting	Mike Kirby/Glyn Peach and Democratic Services	13 March 2020		
Local Government Funding and Income	Further update to committee on progress of recommendations as detailed in the report.	Committee Meeting	Ajay Sethi	15 May 2020	To note the update.	

Appendix A

Topic	Scrutiny Purpose (objectives, initial outcomes)	Scrutiny Method	Lead Officers/ Organisation	Proposed Date(s)	Recommendations	Progress
Generation Task Group						
Update on Reducing Single Use Plastics in Lancashire	An update report on the ongoing work to reduce single use plastics within the county council and the development of a strategy to make LCC a SUP free authority where possible and feasible.	Committee Meeting	Mike Kirby, Clare Johnson, Steve Scott, William Maxwell, Rachel Tanner, Ginette Unsworth, Ajay Sethi, Nigel Craine, CC Albert Atkinson	15 May 2020		
Regulation of Investigatory Powers Task Group	To provide an annual update to the committee.	Committee meeting	Laura Sales/Amanda Maxim	15 May or 10 July 2020	To note the report and update.	Annual update.
Bite Size Briefing						
Reducing Single Use Plastics	Information to all members on the issues of plastic waste and what is being done to address this and what role councillors can play.	Bite Size Briefing	Mike Kirby	9 October 2019		
Winter Gritting	Information to all members on winter gritting and how councillors can help more.	Bite Size Briefing	Phil Durnell/Ridwan Musa	20 November 2019		

Appendix A

Topic	Scrutiny Purpose (objectives, initial outcomes)	Scrutiny Method	Lead Officers/ Organisation	Proposed Date(s)	Recommendations	Progress
Briefing Note						
Member Grants, CGF and LIF	Impact on third sector and community organisations in relation to the withdrawal of funding.	Briefing note for members	TBC	Mar 2020		

Children's Services Scrutiny Committee Work Programme 2019/20

The Children's Services Scrutiny Committee Work Programme details the planned activity to be undertaken over the forthcoming municipal year through scheduled Committee meetings, task group, events and through use of the 'rapporteur' model.

The items on the work programme are determined by the Committee following the work programming session at the start of the municipal year in line with the Overview and Scrutiny Committees terms of reference detailed in the County Councils Constitution. This includes provision for the rights of County Councillors to ask for any matter to be considered by the Committee or to call-in decisions.

Coordination of the work programme activity is undertaken by the Chair and Deputy Chair of all of the Scrutiny Committees to avoid potential duplication.

In addition to the terms of reference outlined in the [Constitution](#) (Part 2 Article 5) for all Overview and Scrutiny Committees, the Children's Services Scrutiny Committee will:

- Scrutinise matters relating to services for Children and Young People delivered by the authority and other relevant partners
- Review and scrutinise any matter relating to the planning, provision and operation of the health service in the area and make reports and recommendations to NHS bodies as appropriate
- Invite interested parties when reviewing any matter relating to the planning, provision and operation of the health service in the area, to comment on the matter and take account of relevant information available, particularly that provided by the Local Healthwatch
- Review and scrutinise any local services planned or provided by other agencies which contribute towards the health improvement and the reduction of health inequalities in Lancashire and to make recommendations to those agencies, as appropriate
- Take steps to reach agreement with NHS body, in the case of contested NHS proposals for substantial service changes
- Refer a matter to the relevant Secretary of State in the case of contested NHS proposals for substantial service changes where agreement cannot be reached with the NHS

Appendix B

- Refer to the relevant Secretary of State any NHS proposal which the Committee feels has been the subject of inadequate consultation
- Scrutinise the social care services provided or commissioned by NHS bodies exercising local authority functions under Section 31 of the Health Act 1999
- Draw up a forward programme of health scrutiny in consultation with other local authorities, NHS partners, the Local Healthwatch and other key stakeholders
- Acknowledge within 20 working days to referrals on relevant matters from the Local Healthwatch or Local Healthwatch contractor, and to keep the referrer informed of any action taken in relation to the matter
- Require the Chief Executives of local NHS bodies to attend before the Committee to answer questions, and to invite the chairs and non-executive directors of local NHS bodies to appear before the Committee to give evidence
- Invite any officer of any NHS body to attend before the Committee to answer questions or give evidence

The Work Programme will be submitted to and agreed by the Scrutiny Committees at each meeting and will be published with each agenda.

The dates are indicative of when the Children's Services Scrutiny Committee will review the item, however they may need to be rescheduled and new items added as required.

Appendix B

Topic	Purpose	Lead Officers/ Organisation	Proposed Date(s)	Recommendations	Progress
Committee Meetings					
Lancashire SEND Partnership Improvement Plan	Progress update on the Improvement Programme and Plan as requested at the meeting of the committee on 13 May 2019	Sally Richardson Samantha Jones (LPCF) Hilary Fordham (Health) Ajay Sethi	3 July 2019	An update to be provided on the speech and language services, the progress of actions delayed and progress of the 12 areas set out in the WSoA	To be reported to Education Scrutiny Committee at 29 Oct 2019 meeting
Children and Families Partnership Arrangements	Progress update on the review of current partnership arrangements	Dave Carr Rob Dobson (Burnley BC)	3 July 2019	Noted	NA
Youth Offending Team (YOT)	Inspection outcomes and action plan	Head of Fostering, Adoption, Residential and YOT	9 Oct 2019	A briefing note be provided to committee members in March 2020 on the post inspection action plan progress.	Added to work programme

Appendix B

Participation Strategy	Enhancing participation practice – new draft strategic framework	Strategy Lead for Participation Youth Council representative Head of Policy, Information and Commissioning (Start Well)	9 Oct 2019	<p>Details of the network of participation champions when identified be circulated to all councillors to assist with supporting a 'culture of participation'.</p> <p>A progress report be provided to a future meeting of the committee.</p> <p>Information on the questionnaire to schools be circulated to committee members to support generating responses.</p>	<p>Awaiting details</p> <p>Added to WP</p> <p>Awaiting details</p>
Child Poverty	Holiday hunger and food banks Poverty and knife crime Impact of Universal Credit Housing and housing conditions	Director of Children's Social Care Partners TBC Business Intelligence	15 Jan 2020	A briefing note on Holiday Hunger and Food Banks be circulated to the Children's Services Scrutiny Committee.	
Permanence	Overview of Permanence and the new Permanence plan	Director of Children's Social Care Head of Children's Social Care	15 Jan 2020	The evidence of improvements included in the 'Getting to Good Plan' be presented to the committee in six months' time	

Appendix B

Neglect Strategy	Update on implementation of strategy and partnership working	Director of Children's Social Care	15 Jan 2020	A request be made to Education Scrutiny Committee to include the Neglect Strategy as part of any discussions around Elective Home Education.	Included on ESC work programme
CAMHS	Update on progress of service redesign programme for Lancashire and South Cumbria	Sally Nightingale Head of Policy, Information and Commissioning (Start Well)	26 Feb 2020		
Children's Health	Update on current data/trends on children's health including: <ul style="list-style-type: none"> • Childhood obesity trailblazer programme • Childhood immunisations** • Dental health inc Orthodontic Service procurement 	Ruksana Sardar-Akram	24 March 2020		
Area Safeguarding Arrangements	Future focus and plans	Director of Children's Social Care	23 Apr 2020		
Adoption Service	Review of new Regional Adoption Agency – update on implementation plan for new Pan Lancashire arrangements	Head of Fostering, Adoption, Residential and YOT	23 Apr 2020		

Appendix B

Looked After Children	Update on Independent Reviewing Officer (IRO) service annual report priority to improve the quality of IRO challenge in respect of quality of care plans and drift and delay with a focus on improving outcomes for the child. Ensuring that challenge is evident and effective	Head of Safeguarding, Inspection and Audit	23 Apr 2020		
Participation Strategy	Update on progress of the strategy implementation	Strategy Lead for Participation Head of Policy, Information and Commissioning (Start Well)	TBC		
0-19 Healthy Child Programme	Virgin Care contract review of service provision	Health	TBC		
Briefing Notes					
Road Safety	Update on Lancashire road safety data following release of national data	TBC			
Domestic Abuse	Update following conclusion of the cabinet working group	TBC			
Suicide Prevention	Data update at district level and bereavement support work undertaken. Links to child poverty, safeguarding and social media for school age children	Head of Health, Equity, Welfare and Partnerships			

Appendix B

Independent Visitors	Update on recruitment and strategy to increase diversity	TBC			
YOT	Action plan progress post inspection	Barbara Bath	March 2020		
Child Poverty	Information on holiday hunger and food banks – where is provision – what are districts doing?	Scrutiny Officer			
Proposed Information Sessions (BSB's)					
Inspection outcomes	Inspection outcomes across children's services	Director of Children's Social Care	TBC		
Reports for Review					
LSCB Annual Report					
IRO Annual Report					
LGO Annual Complaints Review					
Lancashire Getting to Good Plan					

Potential topics:

- Road safety
- Independent children's homes
- Peer review outcomes
- Family Safeguarding Model – end 2020/early 2021
- Child poverty – money management and support from agencies
- Getting to Good plan – Sept 2020
- CAMHS Implementation Plan – end 2020

Education Scrutiny Committee Work Programme 2019/20

The Education Scrutiny Committee Work Programme details the planned activity to be undertaken over the forthcoming municipal year through scheduled Committee meetings, task group, events and through use of the 'rapporteur' model.

The items on the work programme are determined by the Committee following the work programming session at the start of the municipal year in line with the Overview and Scrutiny Committees terms of reference detailed in the County Councils Constitution. This includes provision for the rights of County Councillors to ask for any matter to be considered by the Committee or to call-in decisions.

Coordination of the work programme activity is undertaken by the Chair and Deputy Chair of all of the Scrutiny Committees to avoid potential duplication.

In addition to the terms of reference outlined in the [Constitution](#) (Part 2 Article 5) for all Overview and Scrutiny Committees, the Education Scrutiny Committee will:

- Scrutinise matters relating to education delivered by the authority and other relevant partners
- Fulfil all the statutory functions of an Overview and Scrutiny Committee as they relate to education functions of a Children's Services Authority

The Work Programme will be submitted to and agreed by the Scrutiny Committees at each meeting and will be published with each agenda.

The dates are indicative of when the Education Scrutiny Committee will review the item, however they may need to be rescheduled and new items added as required.

Appendix C

Topic	Scrutiny Purpose	Lead Officers/ Organisation	Proposed Date(s)	Recommendations	Progress
Schools Finance	To receive an update on the schools financial position	Andrew Good	22 July 2019	Noted	NA
Early Education	Overview of service provision and current challenges	Paul Duckworth Mel Foster Kate Dewhurst	22 July 2019	All county councillors be provided with details on the local offer of early year's places for all districts including service planning areas to support the service and parents in the consideration of early year's providers where there is capacity.	
Maintained Nurseries	Update on financial position and the working group	Andrew Good Paul Foster Mel Foster Kate Dewhurst	22 July 2019	Noted	NA
Task group update	Progress on recommendations from Pupils at Special School with Medical Conditions task group	Head of Policy, Information and Commissioning	29 October 2019	The committee be provided with the names of the schools in the Lancashire area to encourage responses to the data gathering exercise questionnaire	Received – only 2 SEMH schools in Lancs where SS nursing services is not provided, therefore response not required.
SEND	Self-assessment ahead of SEND inspection. Focus on inspection preparation	Head of Inclusion	29 October 2019	Noted	

Appendix C

Lancashire Schools - attainment data	Attainment outcomes report	Director of Education and Skills Head of Education, Quality and Performance	5 February 2020	An update on the progress of the improvement model be provided at a future meeting of the Education Scrutiny Committee.	
Schools Causing Concern task group	Final draft report	Chair of task group	3 March 2020	Agreed with a response to be provided within 2 months	
SEND Provision Development	Progress update on the implementation of principles following August Cabinet report	Head of Inclusion	3 March 2020	Noted	
Early Years Strategy	Update on strategy progress with health	Director of Education and Skills and Director of Public Health	3 March 2020	Noted with an update to be provided on the locality networks	
SEND Inspection	Outcome of local area inspection	Head of Inclusion Director of Education and Skills	TBC – July 2020?		
NEET (not in education, employment or training)	Update on progress to reduce numbers of NEET in Lancashire. To include how child poverty impacts on numbers of NEET and how this is addressed	Director of Education and Skills 16-19 Skills Lead	TBC		

Lancashire Breaktime	Proposal for future delivery following review agreed at August Cabinet	Head of Inclusion	TBC		
Briefing Notes					
Transitions	Have we got it right? – Work undertaken by steering group? Include children's to adults services and special schools to further education	Transitions steering group - TBC			
Exclusions	Progress on the strategies to support reduction	Head of Education, Quality and Performance			
Outdoor Education Provision	Physical education in schools – grant funding to support PE and sport activities – outcomes and impact	Scrutiny Officer/finance	Feb 2020		
Elective Home Education guidance	Policy updates following release of EHE guidance in April 2019. To include: Data on numbers children withdrawn from school How does neglect strategy feed into EHE service provision	Head of Education, Quality and Performance			
Schools causing concern	Annual update	Head of Financial Management (Development and Schools)			

Information Sessions (BSBs)					
School admissions	Locality information sessions on school admissions, place planning process, support and standards	TBC	TBC		

Other potential topics:

Schools transport – SEND transport policy, SEND transport arrangements, PRU consultation outcome

SEN equipment in schools – review of 'fit for purpose' equipment in schools

Child poverty - effects on education and how pupil premium is making a difference. To include armed forces families mentor funding

Parking at schools

Maintained nurseries (following Cabinet report in January)

Early Help inspection outcome

School Improvement Model (due to be in place by September 2020) – potential scrutiny review at year end

External Scrutiny Committee Work Programme 2019/20

The External Scrutiny Committee Work Programme details the planned activity to be undertaken over the forthcoming municipal year through scheduled or extraordinary Committee meetings, task group, events and through use of the 'rapporteur' model.

The items on the work programme are determined by the Committee following the work programming session at the start of the municipal year in line with the Overview and Scrutiny Committees terms of reference detailed in the County Council's Constitution. This includes provision for the rights of County Councillors to ask for any matter to be considered by the Committee or to call-in decisions.

Coordination of the work programme activity is undertaken by the Chair and Deputy Chair of all of the Scrutiny Committees to avoid potential duplication.

In addition to the terms of reference outlined in the [Constitution](#) (Part 2 Article 5) for all Overview and Scrutiny Committees, the External Scrutiny Committee will:

1. Review and scrutinise issues, services or activities carried out by external organisations including public bodies, the voluntary and private sectors, partnerships and traded services which affect Lancashire or its inhabitants, and to make recommendations to the Full Council, Cabinet, Cabinet Members, Cabinet Committees or external organisations as appropriate.
2. Review and scrutinise the operation of the Crime and Disorder Reduction Partnership in Lancashire in accordance with the Police and Justice Act 2006 and make reports and recommendations to the responsible bodies as appropriate
3. In connection with 2. above, to require an officer or employee of any of the responsible bodies to attend before the Committee to answer questions
4. Co-opt additional members in accordance with the Police and Justice Act 2006 if required, and to determine whether those co-opted members should be voting or non-voting
5. Review and scrutinise the exercise by risk management authorities of flood risk management functions or coastal erosion risk management functions which may affect the local authority's area

The Work Programme will be submitted to and agreed by the Scrutiny Committees at each meeting and will be published with each agenda.

The dates are indicative of when the External Scrutiny Committee will review the item, however they may need to be rescheduled and new items added as required.

Appendix D

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Initial Scrutiny Method	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
low carbon energy theme throughout 2019/20						
Electricity North West	Leading the Way to Zero Carbon	Committee	Helen Norris, Helen Boyle, and Mike Taylor, ENW	16 July 2019	See LCC website	<p>Response to 1, 2 and 5 received on 15 October 2019.</p> <p>3 and 4 in progress.</p> <p>Rapporteur report for 6 presented at 15 October meeting.</p>
Electricity North West	Vulnerable Customers and the priority services register	Committee	Helen Norris, Jo Crinson and Jill Hendry, ENW	15 October 2019	See LCC website	In progress

Appendix D

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Initial Scrutiny Method	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
low carbon energy theme throughout 2019/20						
Universal Credit	Learning lessons from lived experiences of Universal Credit	Committee	Professor Lisa Scullion (Separate meeting to be arranged between Chair of the Committee and Department for Work and Pensions – date tbc)	21 January 2020	See LCC website	-
Lancashire Renewables Ltd	Energy from waste	Committee	Paul Brindle, General Manager, Lancashire Renewables and Steve Scott, Head of Waste Management, LCC	21 January 2020	The presentation be noted as part of the External Scrutiny Committee's continued review of low carbon energy	-
Strengthening flood risk management and preparedness in Lancashire	Task and finish group report	Committee	CC Matthew Salter and Gary Halsall, LCC	21 January 2020	See LCC website	In progress
Universal Credit	Dealing with people in Lancashire (https://www.lancashire.gov.uk/lancashire-insight/economy/income-earnings-and-benefits/universal-credit/	Committee	Joanne Barker, Welfare Rights Manager, LCC and Citizens Advice	25 February		

Appendix D

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Initial Scrutiny Method	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
low carbon energy theme throughout 2019/20						
	https://www.lancashire.gov.uk/lancashire-insight/economy/income-earnings-and-benefits/claimant-count-figures/			21 April 2020 - tbc		
Lancashire Energy Strategy	Activities arising from the key findings of the Strategy	Committee	Chair of LEP, Andy Walker, LCC	21 April 2020 - tbc		
Community Safety Partnerships	Outcome of the review of Community Safety Partnerships and Governance Arrangements	Committee	Debbie Thompson and Clare Platt, LCC	21 April 2020 - tbc		
Lancashire Energy HQ	Education and training	Committee	Bev Robinson, Principal and Chief Executive	21 April 2020 - tbc		
United Utilities	Renewable energy - biogas, solar panels, hydro- and wind turbines on water and wastewater sites across the North West/Lancashire.	Committee	Chris Matthews (tbc), United Utilities	21 April 2020 - tbc		
Task and finish groups						
Strengthening flood risk management and	To bring together the expertise of all flood risk management authorities, local flood and emergency response groups, and residents to better understand how the	Task and finish group	LCC, Environment Agency, United Utilities, Flood action groups	Task and finish group report presented	See report	

Appendix D

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Initial Scrutiny Method	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
low carbon energy theme throughout 2019/20						
preparedness in Lancashire	<p>County Council as Lead Local Flood Authority and all other flood risk management authorities can better support residents to:</p> <ul style="list-style-type: none"> - be prepared for flooding; - respond to flooding; - recover from flooding; and - understand what we can do together to reduce flood risk. 			<p>at 21 January 2020 meeting.</p> <p>Awaiting written response from Cabinet Members.</p>		
Rapporteurs						
Universal Credit	Bite size briefing: Universal Credit full service roll out in Lancashire	Rapporteur (CC G Oliver)	Joanne Barker, Welfare Rights Manager, Health, Equity, Welfare and Partnerships, LCC	5 March 2019	Report circulated to Committee in March 2019. Invite representative from DwP to present on dealing with people in Lancashire	In progress
Low Carbon and the Lancashire Energy Strategy	To determine how the Lancashire Energy Strategy can be progressed.	Rapporteur (CC E Nash)	Andy Walker, Economic Development Service, LCC and Electricity North West	16 July 2019	-	Completed
	Low carbon technology and legislation		CC Ed Nash	15 October 2019		Completed

Other topics to be scheduled:

- Co-ordination of roadworks across Lancashire – LCC, utility companies and housing developers
- Quality of works/repairs on highways by utility companies
- Natural Energy Wyre, Halite Energy, Ecotricity, [Future Biogas](#)
- Follow the council pound (Rachel Tanner Head of Procurement)
- HS2
- Greater Lancashire Plan (Richard Kenny) – 14 July 2020 tbc

NB:

- Outcome of the trans-pennine road study by Highways England to be reported to Internal Scrutiny Committee (Dave Colbert, Specialist Advisor, LCC)
- Green Summit – tbc
- LCC Carbon Plan/Internal Energy and Water Management Policy - Policy development and energy performance of LCC buildings (Denise Jepson, Energy Team Manager, LCC, Electricity North West, Lancashire Renewables (CEO), Npower, Total Gas and Power, Heat network) – 14 July 2020 tbc

Health Scrutiny Committee Work Programme 2019/20

The Health Scrutiny Committee Work Programme details the planned activity to be undertaken over the forthcoming municipal year through scheduled Committee meetings, task group, events and through use of the 'rapporteur' model.

The items on the work programme are determined by the Committee following the work programming session carried out by the Steering Group at the start of the municipal year in line with the Overview and Scrutiny Committees terms of reference detailed in the County Council's Constitution. This includes provision for the rights of County Councillors to ask for any matter to be considered by the Committee or to call-in decisions.

Coordination of the work programme activity is undertaken by the Chair and Deputy Chair of all of the Scrutiny Committees to avoid potential duplication.

In addition to the terms of reference outlined in the [Constitution](#) (Part 2 Article 5) for all Overview and Scrutiny Committees, the Health Scrutiny Committee will:

- To scrutinise matters relating to health and adult social care delivered by the authority, the National Health Service and other relevant partners.
- In reviewing any matter relating to the planning, provision and operation of the health service in the area, to invite interested parties to comment on the matter and take account of relevant information available, particularly that provided by the Local Healthwatch
- In the case of contested NHS proposals for substantial service changes, to take steps to reach agreement with the NHS body
- In the case of contested NHS proposals for substantial service changes where agreement cannot be reached with the NHS, to refer the matter to the relevant Secretary of State.
- To refer to the relevant Secretary of State any NHS proposal which the Committee feels has been the subject of inadequate consultation.
- To scrutinise the social care services provided or commissioned by NHS bodies exercising local authority functions under the Health and Social Care Act 2012.

- To request that the Internal Scrutiny Committee establish as necessary joint working arrangements with district councils and other neighbouring authorities.
- To draw up a forward programme of health scrutiny in consultation with other local authorities, NHS partners, the Local Healthwatch and other key stakeholders.
- To acknowledge within 20 working days to referrals on relevant matters from the Local Healthwatch or Local Healthwatch contractor, and to keep the referrer informed of any action taken in relation to the matter.
- To require the Chief Executives of local NHS bodies to attend before the Committee to answer questions, and to invite the chairs and non-executive directors of local NHS bodies to appear before the Committee to give evidence.
- To invite any officer of any NHS body to attend before the Committee to answer questions or give evidence.
- To recommend the Full Council to co-opt on to the Committee persons with appropriate expertise in relevant health matters, without voting rights.
- To establish and make arrangements for a Health Steering Group the main purpose of which to be to manage the workload of the full Committee more effectively in the light of the increasing number of changes to health services.

The Work Programme will be submitted to and agreed by the Scrutiny Committees at each meeting and will be published with each agenda.

The dates are indicative of when the Health Scrutiny Committee will review the item, however they may need to be rescheduled and new items added as required.

Health Scrutiny Committee work programme

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
Committee					
Healthier Lancashire and South Cumbria Integrated Care System - five year local strategy	Feedback on draft five year strategy	Dr Amanda Doyle, Healthier Lancashire and South Cumbria	24 September 2019 and 4 February 2020	The published five year strategy be presented to the Health Scrutiny Committee at its next scheduled meeting on 5 November 2019.	Deferred
Our Health Our Care Programme	Update on the future of acute services in central Lancashire	Dr Gerry Skailles, Lancashire Teaching Hospitals; Denis Gizzi, Greater Preston and Chorley and South Ribble CCGs and Jason Pawluk, NHS Transformation Unit	24 September and 4 February 2020	The Health Scrutiny Committee at its meeting scheduled on 3 December 2019, receive analysis on: <ul style="list-style-type: none"> 1. Staffing requirements for all options; 2. Impact on neighbouring Trusts as well as the Royal Preston Hospital site; 3. Mental Health service provision for all options; 	In progress

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
Committee					
				4. Financial information on all the options.	
Impact of recruitment of additional Occupational Therapists	Update on the recruitment of additional OTs and impact on waiting times	Tony Pounder, LCC	5 November 2019	That: <ol style="list-style-type: none"> 1. The report be noted. 2. The improvements seen in the performance of the Lancashire County Council Occupational Therapy Service be welcomed. 3. A further report on the differing allocations of Disabled Facilities Grants to district councils in Lancashire with a focus on discretionary grants be 	In progress

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
Committee					
				presented to a future meeting.	
Urgent Mental Health Pathway	Improvement journey of LSCFT	Caroline Donovan, Chief Executive, LSCFT (incl. LCC officers)	31 March 2020		
Transforming Care (Calderstones)	Model of care for CCG commissioned learning disability beds To receive a written report and action plan on performance against targets for the trajectory for discharge rates, annual health checks (AHC) and Learning Disabilities Mortality Reviews (LeDeR).	Rachel Snow-Miller, Director for Commissioning for All-age Mental Health, Learning Disabilities and Autism, Healthier Lancashire and South Cumbria	31 March 2020		
Social Prescribing	Update on progress with the programme of work	Linda Vernon, Healthier Lancashire and South Cumbria and Michelle Pilling, East Lancs CCG	12 May 2020		

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers/organisations	Proposed Date(s)	Recommendations	Progress
Committee					
Cessation of the Lancashire Wellbeing Service	Impact of decommissioning the service. Tracking of service users	Dr Sakthi Karunanithi, CC Shaun Turner, LCC	12 May 2020		
Tackling period poverty	To report back on the activities of the Government's joint taskforce on period poverty in the UK	CC Nikki Hennessy (rapporteur)	tbc		

Other topics to be scheduled

- Improved/Better Care Fund – and the transformational impact
- Vascular Service Improvement – New Model of Care for Lancashire and South Cumbria (Joint Committee)
- Pooling health and social care budgets (Joint Committee?)
- Continuing Healthcare Assessments – to be scheduled
- Housing with Care and Support Strategy 2018-2025 - Update on the implementation of the strategy (Cabinet Members S Turner and G Gooch, Louise Taylor, Joanne Reed, Craig Frost, Julie Dockerty, LCC) 12 September 2020

Health Scrutiny Steering Group work programme

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers	Proposed Date(s)	Recommendations	Progress
Steering Group					
Work programming workshop	workshop on the priorities of the ICS and work programming for 2019/20	CCs S Turner and G Gooch, and Dr Sakthi Karunanithi, LCC (10:30am), Healthier Lancashire and South Cumbria (11:30am) and Oliver Pearson, Healthwatch	19 June 2019	-	-
Delayed Transfers of Care	Progress update and learning from ECIST event.	Sue Lott, LCC Faith Button and Emma Ince, GPCCG and CSRCCG	17 July 2019 (11:15am)	-	-
Head and Neck	Improving quality and access to head and neck services	Tracy Murray, Healthier Lancashire and South Cumbria, and Sharon Walkden, NHS Midlands and Lancashire Commissioning Support Unit (CSU)	17 July 2019 (12noon)	-	-
Our Health Our Care	Update on the future of acute services in central Lancashire	Jason Pawluk, NHS Transformation Unit	17 July 2019 (10:30am)	-	-

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers	Proposed Date(s)	Recommendations	Progress
Steering Group					
Social Prescribing	Council for Voluntary Services across Lancashire	Linda Vernon, Healthier Lancashire and South Cumbria; with Christine Blythe, BPR CVS, Joe Hannett, Community Futures and Lynne Johnstone, LCC	11 September 2019		
Joint Health Scrutiny Committee for the Lancashire and South Cumbria Integrated Care System (ICS)	Draft Terms of Reference	Gary Halsall, LCC	11 September 2019		
Stroke Programme	Improvement, and the position on Hyper Acute Stroke Services	Gemma Stanion, Healthier Lancashire and South Cumbria and Elaine Day, NHS England	11 September 2019		
Joint Health Scrutiny Committee for the Lancashire and South Cumbria Integrated Care System (ICS)	Draft Terms of Reference	Members and scrutiny support officers from Lancashire, Cumbria, Blackburn and Blackpool Councils	16 October 2019		
Suicide Prevention in Lancashire	Progress report/annual update on outcomes set out in the Logic Model	Dr Sakthi Karunanithi/Clare Platt and Chris Lee, LCC	20 November 2019		

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers	Proposed Date(s)	Recommendations	Progress
Steering Group					
North West Ambulance Service (NWAS)	Trust wide rota review	Peter Mulcahy	20 November 2019		
Review of Primary Care Networks and Neighbourhoods	Themed review for 2019/20 - reviewing impact at local level and accessibility of health care services and provision of local facilities (capital and estates strategy – opportunities and constraints)	Peter Tinson, FWCCG and Stephen Gough, NHS England and Dr John Miles, Garstang Medical Practice	18 December 2019		
Review of Primary Care Networks and Neighbourhoods	Themed review for 2019/20	Public Health, LCC	19 February 2020		
Cessation of the Lancashire Wellbeing Service	Exit plan to identify possible mitigating actions for service users	Dr Sakthi Karunanithi, CC Shaun Turner, LCC	19 February 2020		

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers	Proposed Date(s)	Recommendations	Progress
Steering Group					
Review of Primary Care Networks and Neighbourhoods	Themed review for 2019/20		11 March 2020		
NHSE – Quality Surveillance Group	Overview and relationships with scrutiny	Sally Napper, NHSE, Lisa Slack, LCC	11 March 2020 (tbc)		
Review of Primary Care Networks and Neighbourhoods	Themed review for 2019/20		16 April 2020		
Quality Accounts Preparations for responding to NHS Trusts Quality Accounts	Continued focus on Lancashire and South South Cumbria Foundation Trust and Lancashire Teaching Hospitals Foundation Trust	Oliver Pearson, Healthwatch Lancashire	16 April 2020		
Transforming hospital services and care for people in Southport, Formby & West Lancs	Update on the Trust's key targets	Trish Armstrong-Child, Southport and Ormskirk Hospital Trust	27 May 2020		
Review of Primary Care Networks and Neighbourhoods	Themed review for 2019/20		27 May 2020		

Topic	Scrutiny Purpose (objectives, evidence, initial outcomes)	Lead Officers	Proposed Date(s)	Recommendations	Progress
Steering Group					
Health in All Policies Briefing note	Embedding spatial planning and economic determinants	Dr Aidan Kirkpatrick and Andrea Smith, LCC	-		Pending

Other topics to be scheduled:

- Sexual health – commissioning LSCFT and Young Person's Clinics
- Integrated Care Partnerships (ICP) – Central Lancashire; Fylde Coast; Morecambe Bay; Pennine; West Lancashire
- Chorley A&E, GTD Healthcare and CCGs – performance
- Delayed Transfers of Care - Update on performance (Sue Lott, LCC and Faith Button, Ailsa Brotherton, Lancashire Teaching Hospitals, Emma Ince, GPCCG and CSRCCG) 24 June 2020

Standing items:

- Health and Wellbeing Board update
- Lancashire Safeguarding Boards Annual Report
- Adult Social Care annual update; Winter Plan; and Complaints Annual Report

