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Sefton Council



MEETING: OVERVIEW AND SCRUTINY COMMITTEE (REGULATORY,
COMPLIANCE AND CORPORATE SERVICES)

DATE: 13th June 2017

TIME: 6.30 pm

VENUE: Birkdale Room, Town Hall, Southport

Member

Councillor
Cllr Susan Bradshaw (Chair)
Cllr Leslie Byrom C.B.E. (Vice-Chair)
Cllr Mike Booth
Cllr Linda Cluskey
Cllr Janet Grace
Cllr Simon Jamieson
Cllr Daniel Lewis
Cllr Bob McCann
Cllr Patrick McKinley
Cllr Robert Owens

Substitute

Councillor
Cllr Carla Thomas
Cllr Paula Murphy
Cllr Frederick Weavers
Cllr Andy Dams
Cllr Michael Roche
Cllr Terry Jones
Cllr Sue McGuire
Cllr Maria Bennett
Cllr John Sayers
Cllr Diane Roscoe

COMMITTEE OFFICER: Paul Fraser Senior Democratic Services Officer
Telephone: 0151 934 2068
Fax:
E-mail: paul.fraser@sefton.gov.uk

If you have any special needs that may require arrangements to facilitate your attendance at this meeting, please contact the Committee Officer named above, who will endeavour to assist.

We endeavour to provide a reasonable number of full agendas, including reports at the meeting. If you wish to ensure that you have a copy to refer to at the meeting, please can you print off your own copy of the agenda pack prior to the meeting.

A G E N D A

1. Apologies for Absence

2. Declarations of Interest

Members are requested to give notice of any disclosable pecuniary interest, which is not already included in their Register of Members' Interests and the nature of that interest, relating to any item on the agenda in accordance with the Members Code of Conduct, before leaving the meeting room during the discussion on that particular item.

3. Minutes of the Previous Meeting

(Pages 3 - 6)

Minutes of the meeting held on 28 March 2017

4. Asset Management and the Accommodation Strategy

Presentation by the Head of Corporate Resources

5. Accommodation Strategy/Agile Working Working Group Final Report

Report of the Head of Regulation and Compliance to follow

6. Update on Universal Credit and Full Service Sefton M.B.C

(Pages 7 - 20)

Report of the Head of Corporate Resources

7. Discretionary Relief for Business Rates following the Revaluation of 2017

Report of the Head of Corporate Resources to follow

8. Work Programme 2017/18, Scrutiny Review Topics and Key Decision Forward Plan

(Pages 21 - 44)

Report of the Head of Regulation and Compliance

9. Cabinet Member Report - 1 February 2017 to May 2017

(Pages 45 - 70)

Report of the Head of Regulation and Compliance

THIS SET OF MINUTES IS NOT SUBJECT TO "CALL IN".

Overview
& Scrutiny



OVERVIEW AND SCRUTINY COMMITTEE (REGULATORY, COMPLIANCE AND CORPORATE SERVICES)

MEETING HELD AT THE BIRKDALE ROOM, TOWN HALL,
SOUTHPORT
ON TUESDAY 28TH MARCH, 2017

PRESENT: Councillor Robinson (in the Chair)
Councillor Byrom (Vice-Chair)
Councillors Booth, Grace, Jamieson, Daniel Lewis,
McCann and McKinley

ALSO PRESENT: Cllr Lappin

40. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Linda Cluskey (and her Substitute Member Councillor Dams) and Councillor Owens.

41. DECLARATIONS OF INTEREST

No declarations of interest were received.

42. MINUTES OF THE PREVIOUS MEETING

RESOLVED:

That the Minutes of the meeting held on 14 February 2017 be confirmed as a correct record.

43. THE ARVATO CONTRACT

The Committee received a presentation from Stephan Van Arendsen, Head of Corporate Resources on the arvato contract and in particular which updated on ICT and Transactional Services.

Mr. Van Arendsen:-

- indicated that in September 2018 the current contract with arvato, the provider of ICT and transactional services, would come to an end
- indicated that in January 2017 Cabinet had agreed future delivery models and that work was now commencing on implementing the appropriate project and exit plans
- provided information on the proposed operating models relating to ICT, Customer Services, Revenues and Benefits, Transactional Human Resources and Payroll and Accounts Payable
- provided information on the evaluation methodology used to determine the delivery models
- indicated that it was recommended to bring the Customer Services, Revenues and Benefits, Transactional Human Resources and

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MARCH, 2017

Payroll and Accounts Payable service in house and to procure a new prime contractor in relation to ICT

- detailed the implications and key issues/ risks arising from the recommendations
- detailed the work currently being undertaken to secure the implementation of the recommendations which centred on agreeing an exit plan with arvato to October 2018; agreeing joint and internal governance arrangements; the establishment of an Internal Project Board, work streams and project plans; the identification of what was required regarding the transformation of ICT and how quickly could this be done; staff engagement; and the requirement to utilise external expertise

Members asked questions/raised issues on the following matters:-

- What was the reason for procuring a new ICT contractor rather than retaining the service in-house? – The decision was based on criteria set out in the evaluation process. A new partner would be able to deliver a cloud based operating model, modernise the ICT estate and service and enable the operating models of other Council service areas at a lower cost than the current contract. The procurement process would not preclude arvato from submitting a tender for the contract
- What contract period would be specified in the tender? – It was anticipated that the tender would be for a term shorter than the current provision. Initially the Council would view a five years contract as being more suitable. There would be a significant performance management element in the new contract and we will learn from past challenges and from best practice in other local authorities
- Would the Liverpool City Region have an impact on service provision due to the centralisation or sharing of services? – Sefton already shares Agresso with Halton Council; and by bringing services in-house it allows Sefton to have the opportunity to operate its services in a more flexible manner
- Would the proposals identified aid the economic driver of the Liverpool City Region to retain jobs in the Merseyside area? – Yes, and we are working closely with colleagues across the City Region
- Would there be a senior officer overseeing the new contract? – Yes, because we will need leadership within the new service
- Comment was made regarding the protection of local jobs, having a skilled workforce, digital inclusion and the need for a clear strategy to deliver ICT training including the role of the Employment and Skills Board. Was workforce development via the soon to be introduced apprenticeship levy and the skills audit co-terminus? – Yes. The skills audit and the apprenticeship levy did impose a cost on the Council but it generated a great opportunity to bring new skill sets to the local authority

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MARCH, 2017

RESOLVED:

That Mr. Van Arendsen be thanked for his informative presentation.

44. CABINET MEMBER REPORT - 10 DECEMBER 2016 TO 1 FEBRUARY 2017

The Committee considered the report of the Head of Regulation and Compliance that included the most recent report from the Cabinet Member – Regulatory, Compliance and Corporate Services.

Councillor Lappin, Cabinet Member – Regulatory, Compliance and Corporate Services presented her report and in particular, referred to the consultation on introducing a new Public Space Protection Order (PSPO) across the whole of the borough, which started on February 15 and would run for eight weeks. A PSPO was an official measure that was an enforceable part of the Anti – Social Behaviour, Crime and Policing Act 2014. PSPOs could be used to protect the public from behaviour that was having or was likely to have a harmful effect on the quality of life of those in the locality and was persistent and unreasonable or was likely to be. Councillor Lappin concluded by urging Members to submit their views as part of the consultation on the introduction of the new PSPO.

RESOLVED: That

- (1) the update report from the Cabinet Member – Regulatory, Compliance and Corporate Services be noted; and
- (2) Councillor Lappin be thanked for her attendance at the meeting.

45. WORK PROGRAMME 2016/17 AND KEY DECISION FORWARD PLAN

The Committee considered the report of the Head of Regulation and Compliance that provided information on the latest Key Decision Forward Plan and Work Programme; and inviting the Committee to consider items for pre-scrutiny from the Forward Plan.

RESOLVED:

That the report on the Work Programme document for 2016/17 be noted.

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|--------------------------------------|---|----------------------------------|----------------------------|
| Report to: | Overview and Scrutiny Committee | Date of Meeting: | 13 th June 2017 |
| Subject: | Update on Universal Credit and Full Service Sefton Council. | | |
| Report of: | Stephan Van Arendsen Head of Corporate Resources | Wards Affected: | All Wards |
| Cabinet Portfolio: | Regulatory, Compliance and Corporate Services | | |
| Is this a Key Decision: | No | Included in Forward Plan: | No |
| Exempt / Confidential Report: | No | | |

Summary:

This report sets out progress in rolling out Universal Credit in Sefton and an update on Department for Work and Pensions (DWP) new funding arrangement for Full Service due to commence in Sefton Jobcentre Plus offices in October 2017.

Recommendation(s):

(1) That the content of the report is noted by the Overview and Scrutiny Committee.

Reasons for the Recommendation(s):

To update Overview and Scrutiny Committee on Universal Credit implementation locally and the support arrangements that will be introduced to support Sefton residents claiming Universal Credit.

Alternative Options Considered and Rejected: (including any Risk Implications)

Not to provide Personal Budgeting Support (PBS) and Assisted Digital Support (ADS). This would mean Sefton residents will not receive the help they require to make a digital claim for UC and personal budgeting support via the Council.

What will it cost and how will it be financed?

(A) Revenue Costs

The Department for Work and Pensions have set out details of the grant offer for Universal Support and linking Housing Benefit administration for 2017/18, which includes Personal Budgeting Support (PBS) and Assisted Digital Support (ADS).

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The table below illustrates how the work will be funded.

| | 17/18 (£) | Comments |
|--|----------------|--|
| Universal Credit | | |
| UC Universal Support | | Local Authorities will be funded if assumed volumes are exceeded |
| Assisted Digital (Live Service) | 2,489 | It is currently estimated that 5% of those seeking to claim Universal Credit will need Assisted Digital support. |
| Personal Budgeting Support (Live Service) | 3,013 | It is currently estimated that 5% of those seeking to claim Universal Credit will need Personal Budgeting Support |
| Assisted Digital (Full Service) | 30,524 | It is currently estimated that 6% of those seeking to claim Universal Credit will need Assisted Digital support |
| Personal Budgeting Support (Full Service) | 35,241 | It is currently estimated that 7.5% of those seeking to claim Universal Credit will need Personal Budgeting Support |
| UC Implementation Support | | UC Implementation Support will be paid via 'New Burdens payments' |
| Management Support(Full & Live Service) | 34,194 | This is to support Universal Credit Implementation |
| Support for complex housing cases (Full Service) | 8,204 | This is to fund Local Authorities for the clerical process of providing further information for complex housing costs to Universal Credit. |
| Housing Benefit Stop Notices | 37,501 | This is to fund Local Authorities for the clerical process of closing down a Housing benefit claim that has since migrated to Universal Credit |
| Payment Deduction Programme | 13,471 | This is to fund Local Authorities for the clerical process attached to claimants with historical debt (similar to MGP1) who have migrated to Universal Credit. |
| Total Universal Credit Funding | 164,637 | Total figures rounded to nearest pound |

(B) Capital Costs

None

Implications of the Proposals:

| |
|---|
| <p>Resource Implications (Financial, IT, Staffing and Assets): The additional resource requirements relating to Personal Budgeting Support (Full Service) will be undertaken by Citizen Advice and will be funded by the DWP. Additional resource relating to digital support and back office functions will be undertaken by staff in the Benefit Service including Bootle and Southport One Stop shops, and funded by the DWP.</p> |
| <p>Legal Implications:</p> |
| <p>Equality Implications:</p> <p>There are no equality implications.</p> |

Contribution to the Council's Core Purpose:

| |
|--|
| Protect the most vulnerable: Claimants will receive the help they require to make a digital claim for Universal Credit, Council Tax Reduction and personal budgeting support via the Council and Citizen Advice. |
| Facilitate confident and resilient communities: not applicable |
| Commission, broker and provide core services: not applicable |
| Place – leadership and influencer: not applicable |
| Drivers of change and reform: not applicable |
| Facilitate sustainable economic prosperity: not applicable |
| Greater income for social investment: not applicable |
| Cleaner Greener: not applicable |

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Head of Corporate Resources (FD.FD 4681/17) and Head of Regulation and Compliance (LD 3965/17) have been consulted and any comments have been incorporated into the report.

(B) External Consultations

Not applicable

Implementation Date for the Decision

Following the expiry of the “call-in” period for the Minutes of the Cabinet Meeting

Full Service for Sefton is scheduled for October 2017.

| | |
|-------------------------|---|
| Contact Officer: | Christine Finnigan |
| Telephone Number: | 0151 934 4161 |
| Email Address: | Christine.finnigan@sefton.gov.uk |

Appendices:

There are no appendices to this report

Background Papers:

There are no background papers available for inspection.

1. Introduction/Background

1.1 Cabinet Member for Regulatory, Compliance and Corporate Services requested a detailed briefing paper on Universal Credit at Cabinet Member briefing on the 13 March 2017.

1.2 Universal Credit (UC) helps ensure customers are better off in work than they are on benefits. Universal Credit provides support to help people prepare for work, move into work or earn more. UC is a means-tested benefit which is intended to replace all of the following means-

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tested benefits (that top up existing income) with a single monthly payment. The benefits and tax credits that fall within scope of the UC are:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credits
- Working Tax Credits
- Housing Benefit for working age.

The Department for Work and Pensions (DWP) refers to these as legacy benefits.

1.3 Universal Credit is claimed online and payments are made monthly and direct to the household, albeit there are payment safeguarding arrangements as well. This reflects the 75 per cent of people in work who are paid that way. Support is available to help customers get online. Jobcentre's are able to provide access to the internet or advise customers about local places where the internet can be used for free. If customers are unable to claim online, face to face and telephone support is available until a customer can get access to the Internet. Local Authorities are able to assist with this through the Universal Credit Delivery Partnership Agreement currently in place.

1.4 Universal Credit interacts with the remaining benefits (usually treating them as 'unearned' income) as well as taking in to account earned income and other income (e.g. occupational pensions etc.). Also by providing a top-up for living costs if the claimant's existing income is below a set level, and providing help with housing costs as part of the UC claim instead of Housing Benefit.

2. Universal Credit national roll out – revised timescale.

2.1 It was originally intended by the Government that all new claims that would have been legacy benefits should be Universal Credit claims by April 2014 and for all existing claims (between 7 and 8 million) to be transferred to UC between 2015 and 2017.

2.2 The timeline for the roll out has been re-set on a number of occasions by the Government.

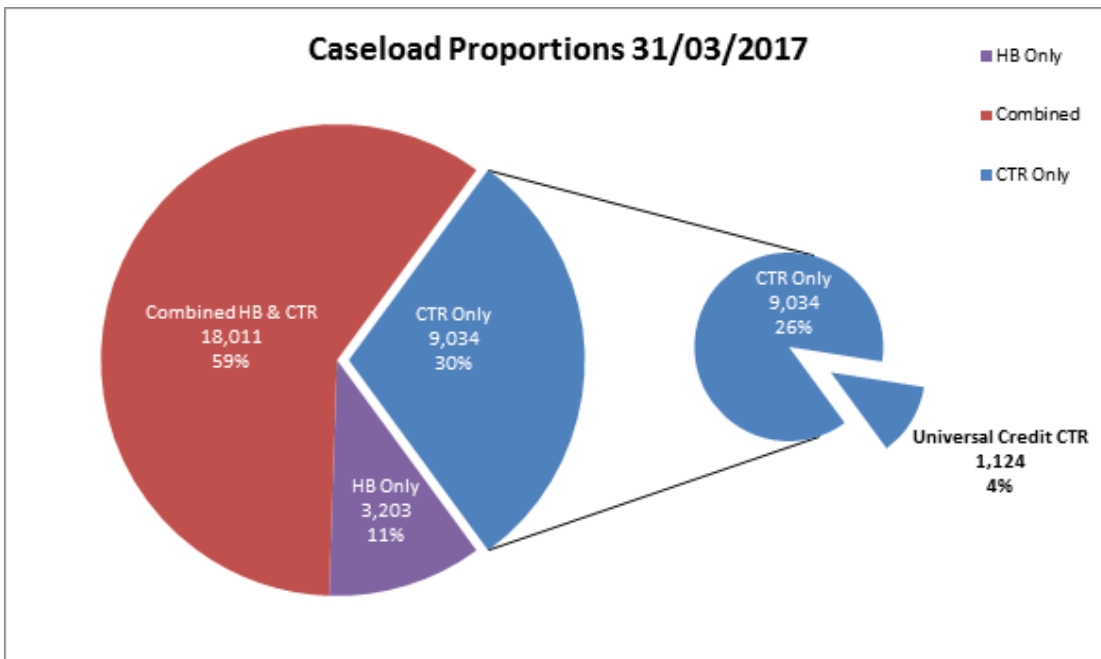
2.3 There were approximately 430,000 (as at January 2017) claimants on Universal Credit, the majority of which are simple new claims under the limited "Gateway" system (known as Live Service). This number is significantly lower than the 8 million originally reported by the DWP.

2.4 The managed migration of existing housing benefit claims to UC has yet to begin and is now expected to commence in July 2019, for completion in 2023/24.

3. Universal Credit in Sefton

3.1 UC Live Service was introduced in Sefton Job Centre Plus (JCP) offices for single newly out-of-work people from 30th June 2014. This was expanded to couples from 28th July 2014 and rolled out to families from January 2015

3.2 As at March 2017, there were 4,155 UC claims in Sefton, of which 1,124 were claiming council tax reduction (CTR) with the council. The table below shows the UC benefit caseload for housing benefit and council tax reduction:



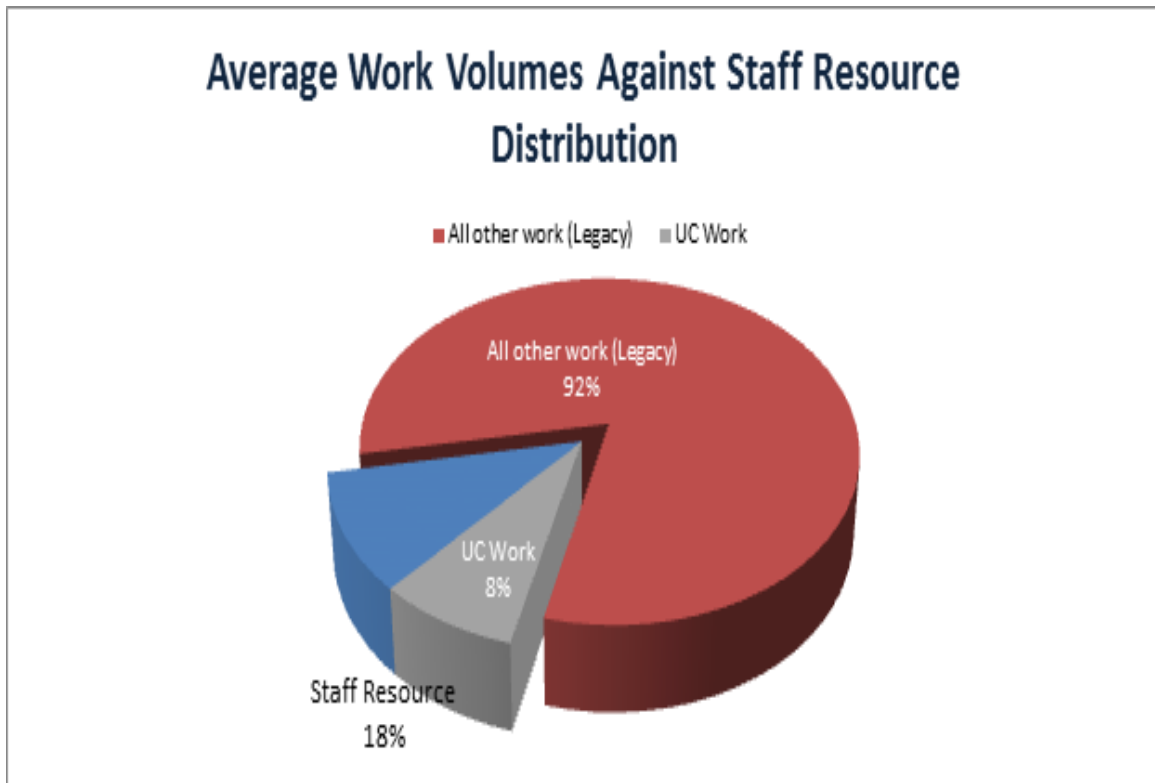
4. Universal Credit in Sefton – work undertaken to implement UC as follows:

4.1 Sefton Council - Benefits Service Back Office

- Council Tax Reduction (CTR) Scheme amended to enable assessment of CTR in relation to Universal Credit customers.
- Universal Credit Team set up in the back office to deal specifically with Universal Credit work.
- Universal Credit procedure notes produced - procedures constantly refined in response to the rapidly changing legislative and procedural environment.
- IT processes implemented to manage Universal Credit workflows efficiently and record relevant data effectively.
- Training provided to back office Universal Credit team - documents continue to be updated to reflect changes.
- Awareness training provided for front line staff i.e. evidence gathering and correct signposting.
- Sefton's Library managers provided with a presentation on Universal Credit and effective signposting
- Online benefit application form (BECS) updated (in conjunction with software provider Team Netsol) to cater for Universal Credit.
- New letters produced to specifically deal with Universal Credit - existing letters updated where necessary
- Sefton's Website updated to provide information on Universal Credit - includes relevant links and signposting.

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- Debt recovery issues regarding Attachment of Benefit (Direct Deductions) raised with DWP Universal Credit Recovery team.
- The table below illustrates the resource implications for UC work in the Benefit Service.



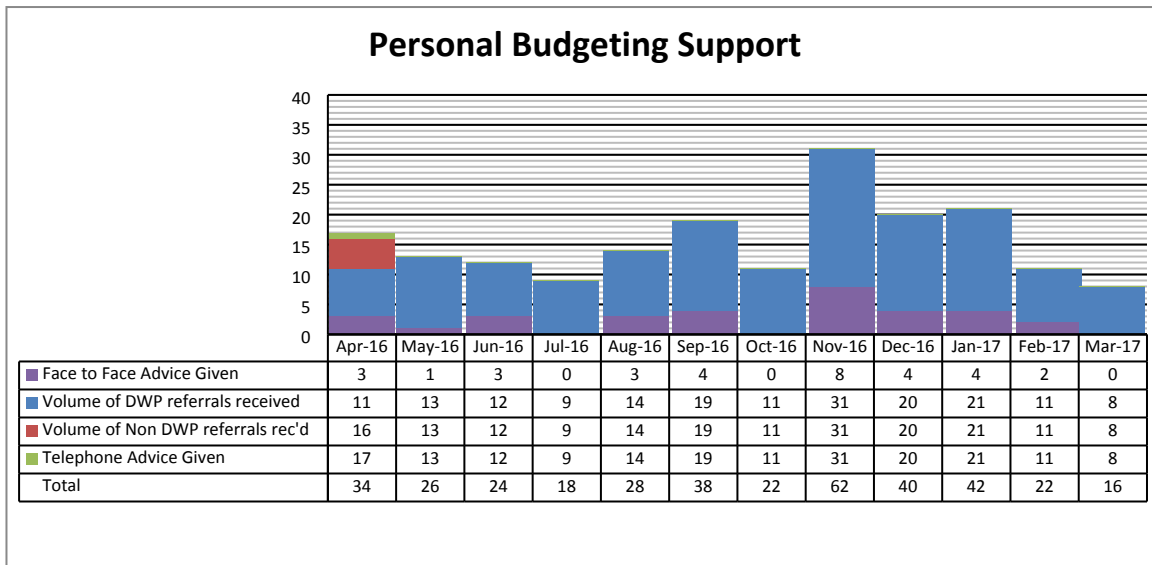
4.2 Sefton Council - One Stop Shops

4.2.1 In the One Stop Shops advisors assist customers claiming Universal Credit online, Council Tax Reduction (CTR) and Discretionary Housing Payments where appropriate. During 2016 – 2017 424 customers were assisted to claim Universal Credit or Council Tax Reduction.

4.3 Personal Budgeting Support (PBS)

4.3.1 Citizens Advice Sefton has been delivering personal budgeting support and debt advice for customers in receipt of Universal Credit since June 2014. They have helped 186 customers in 2016/17 that have been referred either directly from the DWP or who have self-referred.

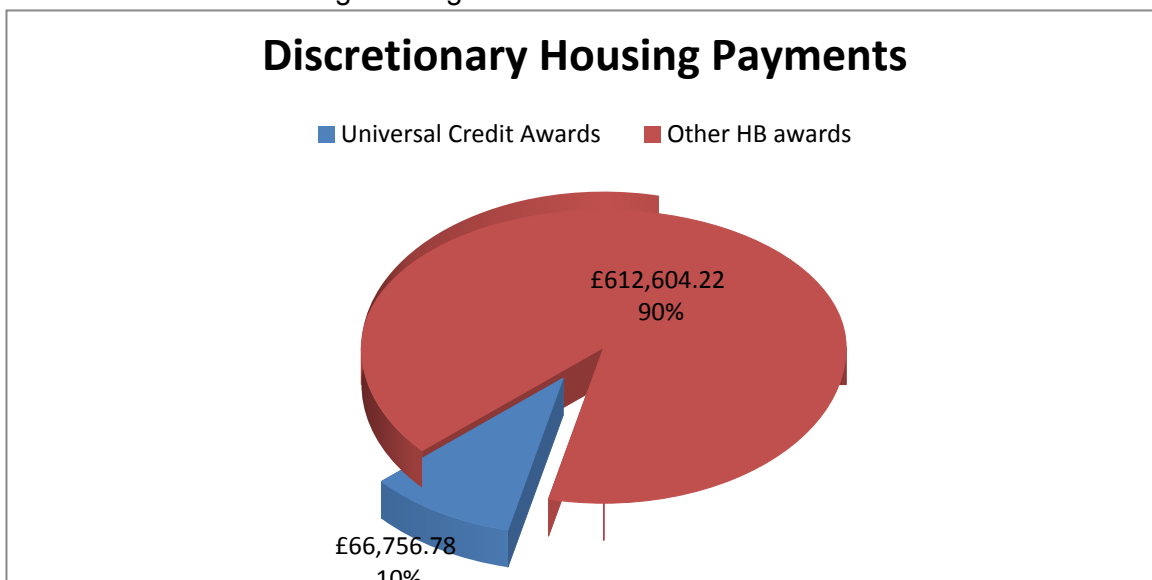
4.3.2 The table below details the work undertaken by Citizen Advice regarding personal budget support.



5 Discretionary Housing Payments (DHP)

5.1 During 2016/17 The Council awarded 208 Universal Credit customers with a discretionary housing payment. A total of £66,756 was paid out to residents as additional support towards their housing costs.

5.2 The table below shows the comparison between DHP awarded for UC claimants compared to claimant's receiving housing benefit.



6 Working with partners and key stakeholders

6.1 Private Landlord Forums & Registered Social Landlords liaison meetings

6.2 Forums and liaison meetings have been scheduled and are ongoing to keep Landlords informed with Universal Credit developments relevant to them e.g. direct payments, housing element of UC and how customers can apply to the council for a Discretionary Housing Payment.

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6.3 Regular internal UC meetings between the council’s Customer Service, Benefit Service and Revenue Service to ensure joined up approach and staff updated on required processes.

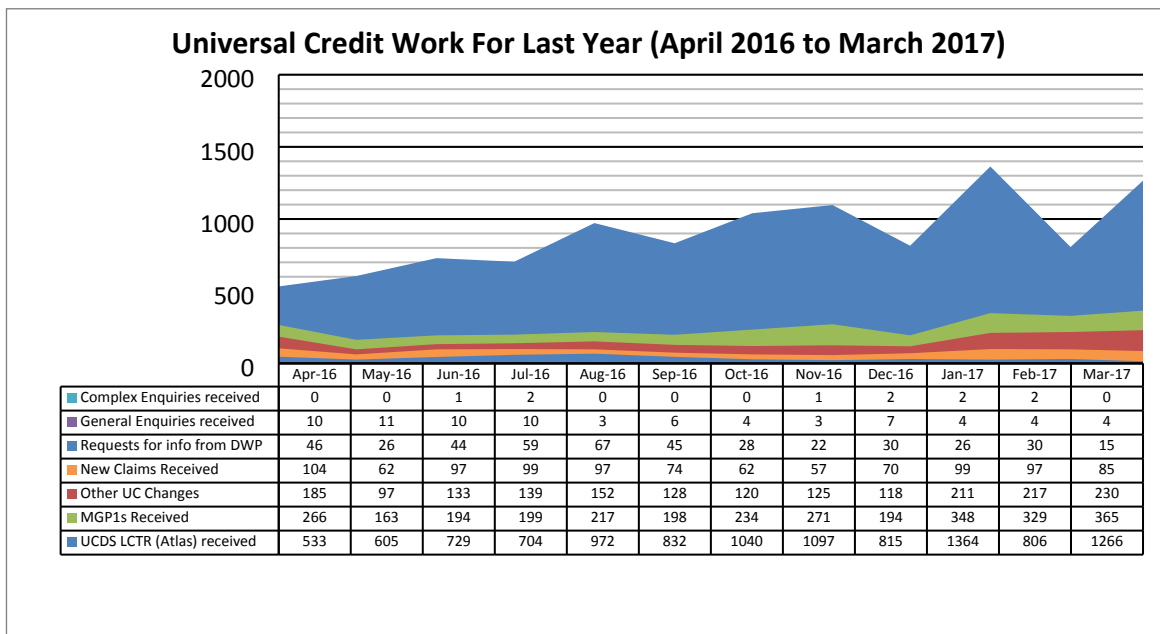
6.4 Meetings held with DWP and other Merseyside Local Authorities to collectively raise issues and provide solutions relating to complex claims and DWP legislation change.

6.5 Universal Credit review meetings held with Sefton’s DWP Partnership Manager. DWP arranged for their Excellence Division team to visit Sefton Benefit Service to review and consider issues raised and the impact on the Benefits Service administration and our Customers.

6.6 Specific Universal Credit case issues are regularly raised directly through the DWP Universal Credit Service Centres.

7 Universal Credit Benefit Service workload – Live Service:

7.1 The chart below demonstrates a breakdown of Universal Credit work under UC Live Service received over a 12 month period:



7.2 In April 2016 the UC workload was 533 items received in the month. In March 2017 the workload increased to 1266 items- over the past year the Universal Credit workload has more than doubled in volume and will increase further with Full Service migration due in October 2017.

8 UC Benefit Service operational issues raised with DWP

- 8.1 Despite the steady increase in the number of notifications received via the DWP Data Hub, there are a significant number of notifications that are not received by the Benefit Service – this causes incorrect assessment of CTR and proves resource intensive in trying to obtain the information to enable correct assessment of CTR.
- 8.2 Missing DWP files and the unreliable data on DWP files pose great difficulty for Local Authorities and create delays for benefit claimants receiving CTR awards.
- 8.3 The data available on the DWP Customer Information System (CIS) is often insufficient in that it does not provide details of the income taken into account for the assessment of UC. This delays processing claims for CTR as evidence
- 8.4 Some elements are and will remain entirely manual and is subsequently time consuming/resource intensive i.e. closing down the Housing Benefit claim and attempts to recover overpaid housing benefit, as DWP do not always inform the Council when a customer moves over to UC.
- 8.5 All of these issues are pro-actively raised with DWP Partnership Manager and DWP Operational Excellence division on a regular basis

9 UC Full Service Sefton October 2017

- 9.1 UC Full Service is due to commence in Sefton Jobcentre Plus offices (JCP) in October 2017. Full Service will form part of the DWP's digital solution and customers will use this solution for claiming and maintaining their UC claim online. This differs under the UC Live service where all processes are manual and there is currently a very limited gateway. All notifications to local authorities regarding their award will be sent through this automated solution.
- 9.2 The 'gateway' to UC will be expanded to all claim types of customers for both in & out of work benefits, including those with disabilities or not fit for work.
- 9.3 Where a claim already exists under UC Live Service, it is understood that it will transfer to the 'Full Service' within three months of the introduction of that service. UC Live Service and Full Service UC operate on different I.T. platforms, so 'UC Live Service' claimants will have to complete a new full 'application' to Full Service UC.
- 9.4 Existing legacy benefit claims may transfer to Universal Credit by natural migration — where the claimant had previously had a change of circumstances that would normally require a new legacy benefit claim (e.g. beginning work after unemployment and needing to claim Working Tax Credit or vice versa) the claim will be for Universal Credit.
- 9.5 In this situation the entire claimant's existing legacy benefits will transfer over to Universal Credit and it should not be possible to return to the old system.
- 9.6 Between now and summer 2018 DWP have informed local authorities they will complete UC Full service roll out across the country.

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9.7 Full Service rollout in Merseyside

- Sefton – October 2017
- Knowsley – February 2018
- St Helens- April 2018
- Wirral – July 2018
- Liverpool – July to Sept 2018

10 DWP requirements and liaison

10.1 With the introduction of UC Full Service the demand for claimant support services will change. UC brings a cultural and behavioural shift for claimants. The transition to monthly payments and direct payment of housing costs requires them to be responsible for managing their money and paying their bills. The move to UC Full Service also means that UC is delivered predominately via self-serve using the internet. Some claimants will need help with this.

10.2 DWP have made funding available to local authorities to help deliver Universal Support consisting of Personal Budgeting Support (PBS) Assisted Digital Support (ADS).

10.3 A key DWP requirement for the UC Full Service is that local authorities provide extensive management information on a case-by-case basis to demonstrate the level of ADS and PBS provided. Whilst management information is required for the current UC Live service the requirements for the UC Full Service are substantially more.

10.4 To formalise the working relationship between the DWP and the Council, the DWP has replaced the Delivery Partnership Agreement with a Grant Funding Agreement. The Council will be required to undertake services it deems appropriate to deliver outcomes contained in the Grant Funding Agreement, which includes the following:

10.4.1 Assisted Digital Support

- Security awareness: to ensure claimant keeps (log-in) credentials safe
- Set and manage their own email account
- Access, navigate and understand the information required to gather data and complete online UC claims.
- Navigate and update online, diaries, 'to do' lists, and Journals
- Upload documents, including curriculum vitae (CVs), medical certificates.
- Notify change of circumstances
- Use online account for enquiries
- Print Documents

10.4.2 Personal Budgeting Support

- Work out monthly income and outgoings
- Recognise priority bills, such as rent
- Identify and cut back on non-essentials
- Complete and maintain a budgeting plan

- Convert from a Post office card accounts/Simple payments to more appropriate banking products, and
- have a transactional bank account
- Set up a direct debit for prioritised payments.

10.4.3 For the purposes of these arrangements, Sharing data will ensure timely and 'joined –up' support. Customer consent is required to lawfully share personal data on claimants for the purposes of PBS and ADS. A data sharing Agreement will be signed by DWP and the Council.

10.5 **DWP liaison meetings:**

Phase 1 meeting held in Bootle Jobcentre on 27/04/17. The presentation covered the overview of UC Full Service and allowed time for questions. A more detailed presentation will be provided nearer to Go Live date, which will include a demonstration of the actual systems that will be used. In addition the DWP will provide a package for staff training.

11 **Impact on current service delivery:**

11.1 UC claimants of all ages will still however have to claim support towards Council Tax, i.e. Council Tax Reduction, through the local authority.

11.2 Feedback from those local authorities currently working with UC Full Service in their area suggests there will be a significant reduction in new claims for Housing Benefit for working age customers but there will be an increase in the number of customers requiring support to claim and manage their ongoing UC awards.

11.3 Statistical forecasts received from the DWP indicate that there will be a significant increase in UC customers contacting the local authority for ADS; currently approximately 15 customers per month attend the One Stop Shops for help with their UC claim, this is expected to increase to 135 customers per month, an increase of 800%.

11.4 Approximately 34% of Sefton's current UC customers are in work. A large proportion of these are in low paid work. This means that they often experience monthly changes to their earnings and UC. The impact of this is that there is a significant increase in the amount of CTR Notification Letters, and Council Tax Bills having to be issued, causing additional costs to the Council and delays in Council Tax Recovery.

11.5 Problems that existed under UC Live Service are likely to represent an increasing challenge to manage with the sharp increase of customers claiming UC under UC Full Service.

11.6 The removal of entitlement to UC housing costs for some claimants aged 18-21 will apply from October 2017.

11.7 The table below shows the other key work tasks that the Council will still be required to deal with following the introduction of UC Full Service:-

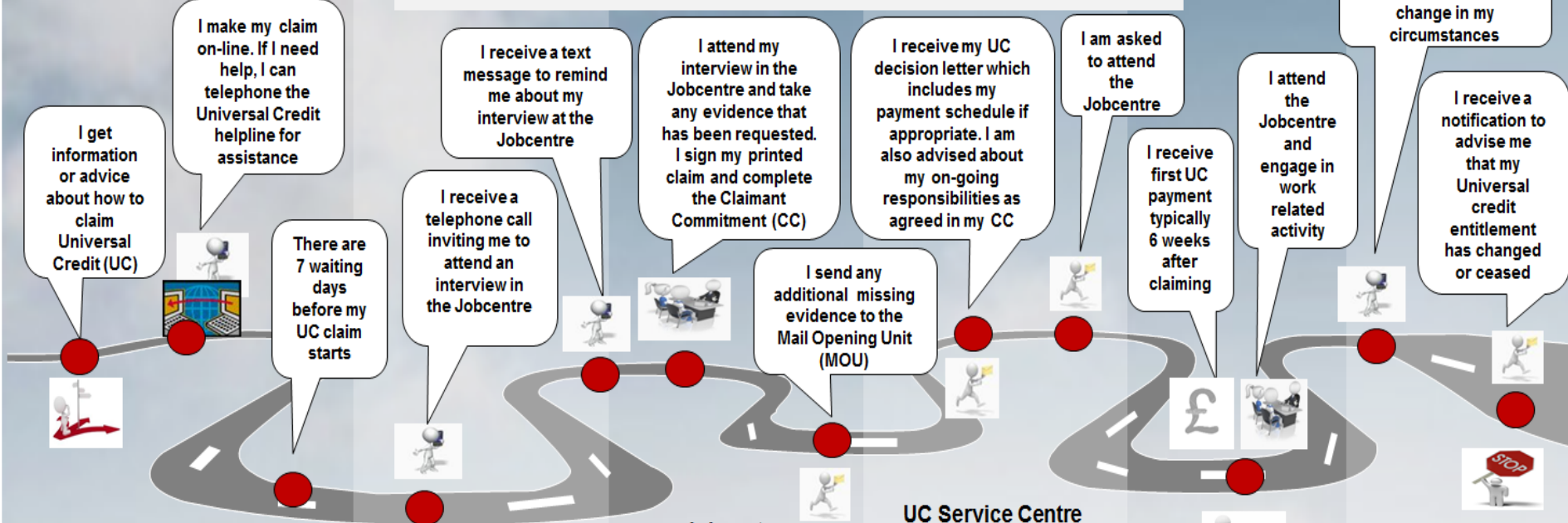
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| Remaining with the Council | Comment |
|--|---|
| Council Tax Reduction claims | New claims and change in circumstances for all age groups will remain with the local authority |
| Management information for UC Full Service for ADS and PBS | Substantially increased requirement for local authorities to provide MI to DWP |
| Housing Benefit claims for pensioners | New claims and changes in circumstances for pensioners will remain with the Council |
| Housing support for supported housing | Further Government announcement due but expectation is that funding will be provided to local authorities to determine funding for additional support |
| Discretionary Housing Payments (DHP) | Additional support for housing costs for both HB and UC claimants. Decision making will remain with the Council |
| Recovery of Housing Benefit overpayments | Legacy HB debt will remain with the Council for recovery |
| Appeals against Council Tax Reduction and historic HB dispute handling | Will remain with the Council to prepare case files for Tribunal Service and Valuation Office |
| Manual cancellation of HB claims to migrate to UC Full Service | As UC gateway is expanded, more claims will qualify and there will be a requirement to manually end/cancel legacy benefits such as HB; |
| Management and administration of Housing Benefit subsidy claim | This will remain with the Council |
| Government returns | For example, DHP returns to DWP and HB subsidy return |
| Maintaining of software solutions for HB and Council Tax Reduction | For example, system upgrades, year-end processes, annual uprating of state benefits |
| UC Full Service | <ul style="list-style-type: none"> • Training & awareness sessions for staff & key stakeholders • UC digital skills training for front line service. • UC specialist roles • Review team structures • Communication plan |
| UC Full Service | Review CTR scheme to simplify the administration relating to ongoing UC changes and impact on claimants. |

12 Below demonstrates the UC customer journey for the current live service.

Customer Touch Points:

UC Customer Journey – Pictorial Representation



Business Process:

Online/ UC Helpline



Claims to Universal Credit (UC) are made on-line. If a claimant requires assistance, the Universal Credit Helpline is available. In exceptional circumstances, claims can be made by telephone or face to face

UC Service Centre



On receipt of the online UC claim, the Service Centre (SC) contact the Claimant by telephone to arrange an interview at the Jobcentre. An SMS text message is issued to remind the claimant about their appointment

Jobcentre



The Jobcentre print the UC claim and obtain a signature from the claimant. Any additional information is gathered and the Claimant Commitment (CC) is completed. The UC Portal is updated and the claim documents and any supporting evidence are sent to the Mail Opening Unit (MOU)

UC Service Centre



The MOU scan the claim on to the Data Repository System (DRS). Any evidence or correspondence sent in separately by the Claimant creates a CAMLite task for the agent in the SC. On receipt of the task, the agent updates the UC Portal. Once all evidence has been verified, this triggers the processing of the UC claim

Jobcentre



The Claimant is invited to attend the Jobcentre to undertake specific work related activity as agreed in the CC. There is on-going interaction at the JC

UC Service Centre Claims Closure



If the claimant has a change of circumstance it is reported to the Service Centre. The claimant is notified regarding any change to the award of Universal Credit

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|--------------------------------------|---|----------------------------------|----------------------|
| Report to: | Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services) | Date of Meeting: | Tuesday 13 June 2017 |
| Subject: | Work Programme 2017/18, Scrutiny Review Topics and Key Decision Forward Plan | | |
| Report of: | Head of Regulation and Compliance | Wards Affected: | (All Wards); |
| Portfolio: | Regulatory, Compliance and Corporate Services | | |
| Is this a Key Decision: | No | Included in Forward Plan: | No |
| Exempt / Confidential Report: | No | | |

Summary:

To seek the views of the Committee on the draft Work Programme for 2017/18, identify potential topics for scrutiny reviews to be undertaken by a Working Group(s) appointed by the Committee and identify any items for pre-scrutiny scrutiny by the Committee from the Key Decision Forward Plan.

Recommendations:

That:-

- (1) the Work Programme for 2017/18, as set out in Appendix 1 to the report, be considered, along with any additional items to be included and thereon be agreed;
- (2) the Committee considers any potential scrutiny review topics, including those detailed in Appendix 2 to the report; prioritise the order in which they start; establish the Working Group(s) for each topic; and appoint at least 3 Members of the Committee to each Working Group; and
- (3) the Committee considers items for pre-scrutiny from the Key Decision Forward Plan as set out in Appendix 4 to the report, which fall under the remit of the Committee and any agreed items be included in the work programme referred to in (1) above.

Reasons for the Recommendation(s):

To determine the Work Programme of items to be considered during the Municipal Year 2017/18 and identify scrutiny review topics which would demonstrate that the work of the Overview and Scrutiny 'adds value' to the Council.

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The pre-scrutiny process assists Cabinet Members to make effective decisions by examining issues before making formal decisions.

Alternative Options Considered and Rejected: (including any Risk Implications)

No alternative options have been considered as the Overview and Scrutiny Committee needs to approve its Work Programme and identify scrutiny review topics.

What will it cost and how will it be financed?

There are no direct financial implications arising from this report. Any financial implications arising from the consideration of a key decision or relating to a recommendation arising from a Working Group review will be reported to Members at the appropriate time.

(A) Revenue Costs - see above

(B) Capital Costs – see above

Implications of the Proposals:

| |
|--|
| Resource Implications (Financial, IT, Staffing and Assets): None |
| Legal Implications: None |
| Equality Implications: There are no equality implications |

Contribution to the Council's Core Purpose:

| |
|---|
| Protect the most vulnerable: None directly applicable to this report but reference in the Work Programme to the approval of, and monitoring of recommendations contained in the Licensing/Child Sexual Exploitation Working Group Final Report will help to protect vulnerable members of Sefton's communities. |
| Facilitate confident and resilient communities: None directly applicable to this report but reference in the Work Programme to the approval of, and monitoring of a recommendation contained in the Licensing/Child Sexual Exploitation Working Group Final report to make parents/guardians in Sefton aware of an online learning tool to learn the signs and indicators of when a child might be being exploited will create the capacity and motivation for parents/guardians to get involved and create an environment in which they are less reliant on public sector support. |
| Commission, broker and provide core services: None directly applicable to this report but reference in the Work Programme to the presentation on the update on the Commissioning and the Procurement Policy will raise awareness of associated issues with Members. |

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|---|
| Place – leadership and influencer: None directly applicable to this report. |
| Drivers of change and reform: None directly applicable to this report but reference in the Work Programme to the submission of the report updating on the implementation of recommendations contained in the Customer Experience of Claiming Council Administered Benefits and Financial Support Final Report will play a key role in leading change and reform to improve outcomes for Sefton residents. |
| Facilitate sustainable economic prosperity: : None directly applicable to this report but as mentioned above reference in the Work Programme to the submission of the report updating on the implementation of recommendations contained in the Customer Experience of Claiming Council Administered Benefits and Financial Support Final Report will play a key role in leading change and reform to improve financial outcomes for Sefton residents |
| Greater income for social investment: None directly applicable to this report but reference in the Work Programme to the approval of, and monitoring of recommendations contained in the Accommodation Strategy/Agile Working Working Group Final Report will help the Council develop a commercial nature regarding its Asset and Property Maximisation option that the Council identified, via a Budget Planning Assumption, that £3.3m revenue costs would be saved within the medium term financial plan period 2017/18 to 2019/20. |
| Cleaner Greener: None directly applicable to this report but reference in the Work Programme to the submission of the report on Air Quality Monitoring will raise awareness of associated issues with Members. |

What consultations have taken place on the proposals and when?

(A) Internal Consultations

The Head of Corporate Resources (FD4684/17.) and Head of Regulation and Compliance (LD3968/17) have been consulted and have no comments on the report

(B) External Consultations

Not applicable

Implementation Date for the Decision

Immediately following the Committee meeting.

| | |
|-------------------------|---------------------------|
| Contact Officer: | Paul Fraser |
| Telephone Number: | Tel: 0151 934 2068 |
| Email Address: | paul.fraser@sefton.gov.uk |

Appendices:

The following appendices are attached to this report:

- Overview and Scrutiny Committee Work Programme for 2017/18

Agenda Item 8

- Overview And Scrutiny – Potential Scrutiny Review Topics 2017/18
- Criteria Checklist For Selecting Topics For Review
- Latest Key Decision Forward Plan items relating to this Overview and Scrutiny Committee

Background Papers:

There are no background papers available for inspection.

Introduction/Background

1. WORK PROGRAMME 2017/18

- 1.1 The proposed Work Programme of items to be submitted to the Committee for consideration during the Municipal Year 2017/18 is set out in **Appendix 1** to the report. The programme has been produced in liaison with the appropriate Heads of Service, whose roles fall under the remit of the Committee.
- 1.2 Members are requested to consider whether there are any other items that they wish the Committee to consider, that fall within the terms of reference of the Committee. The Work Programme will be submitted to each meeting of the Committee during 2017/18 and updated, as appropriate.
- 1.3 **The Committee is requested to comment on the Work Programme for 2017/18 and note that additional items may be submitted to the Programme at future meetings of the Committee during this Municipal Year.**

2. SCRUTINY REVIEW TOPICS 2017/18

- 2.1 It is usual practise for the Committee to appoint a Working Group(s) to undertake a scrutiny review of services during the Municipal Year and details of potential scrutiny review topics which have been identified by the Strategic Leadership Board are set out in **Appendix 2** to the report. The Heads of Service will be in attendance at the meeting to provide information on the topics set out in the Appendix.
- 2.2 A criteria checklist for selecting and rejecting potential topics to review is attached at **Appendix 3**, to assist the Committee in selecting topics and appointing Working Group(s) for the Municipal Year.
- 2.3 **The Committee is requested to approve any potential scrutiny review topics, including those detailed in Appendix 2 to the report; prioritise the order in which they start; establish the Working Group(s) for each topic; and appoint at least 3 Members of the Committee to each Working Group.**

3. PRE-SCRUTINY OF ITEMS IN THE KEY DECISION FORWARD PLAN

- 3.1 Members may request to pre-scrutinise items from the Key Decision Forward Plan which fall under the remit (terms of reference) of this Committee. The Forward Plan which is updated each month, sets out the list of items to be submitted to the Cabinet for consideration during the next four month period.

- 3.2 The pre-scrutiny process assists the Cabinet Members to make effective decisions by examining issues beforehand and making recommendations prior to a determination being made.
- 3.3 The Overview and Scrutiny Management Board has requested that only those key decisions that fall under the remit of each Overview and Scrutiny Committee should be included on the agenda for consideration.
- 3.4 The latest Forward Plan is attached at **Appendix 4** for this purpose. For ease of identification, items listed on the Forward Plan for the first time appear as shaded.
- 3.5 Should Members require further information in relation to any item on the Key Decision Forward Plan, would they please contact the relevant Officer named against the item in the Plan, prior to the Meeting.
- 3.6 **The Committee is invited to consider items for pre-scrutiny from the Key Decision Forward Plan as set out in Appendix 4 to the report, which fall under the remit of the Committee and any agreed items be included in the Work Programme referred to in (1) above.**

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APPENDIX 1

OVERVIEW AND SCRUTINY COMMITTEE (REGULATORY, COMPLIANCE AND CORPORATE SERVICES)

WORK PROGRAMME 2017/18

| | 13 JUNE 17 | 12 SEPTEMBER 17 | 31 OCTOBER 17 | 16 JANUARY 18 | 13 FEBRUARY 18 (BUDGET MEETING) | 6 MARCH 18 |
|---|---------------|-----------------------|------------------|------------------|---------------------------------------|------------|
| Cabinet Member Update Report | x | x | x | x | | x |
| Work Programme Update | x | x | x | x | | x |
| Service Operational Reports: | | | | | | |
| Review of the Council Tax Reduction Scheme | | | | x | | |
| Disposal of Surplus Council Owned Land | | | | | | x |
| Enforcement Agents – Code of Conduct | | x | | | | |
| Scrutiny Review Progress Reports: | | | | | | |
| Universal Credit and Full Service Sefton Council | x | | | | | |
| Air Quality Monitoring | | x | | | | |
| Disciplinary and Grievance Procedures and Sickness Absence Monitoring | | | x | | | |
| Customer Experience of Claiming Council Administered Benefits and Financial Support | | | | x | | |
| Area Committees Working Group | | x | | x | | |

APPENDIX 1

| | | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| Licensing/Child Sexual Exploitation Working Group | | x | | x | | |
| Accommodation Strategy/Agile Working Group | x | | | x | | |
| Discretionary Relief for Business Rates following the Revaluation of 2017 | x | | | | | |
| Financial Scrutiny: | | | | | | |
| Budget Savings Options Proposals | | | | x | x | |
| Update On Listed Budget Savings Performance and Forecast on Council Tax and Business Rates Collection | | x | x | | x | |
| Presentations | | | | | | |
| Financial Management across the Council | | | | | x | |
| The arvato Contract | | | | | | x |
| Update on Commissioning and the Procurement Policy | | | x | | | |
| Asset Management and the Accommodation Strategy | x | | | | | |

APPENDIX 2

OVERVIEW AND SCRUTINY – POTENTIAL SCRUTINY REVIEW TOPICS 2017/18

OVERVIEW AND SCRUTINY COMMITTEE (REGULATORY, COMPLIANCE AND CORPORATE SERVICES)

| Topic | Lead Officer(s) |
|--|------------------------|
| Digital Inclusion | Stephan Van Arendsen |
| Joint Review – Across all 4 O&S Committees | |
| Early Intervention and Prevention – Together We Are Stronger | Matt Ashton |

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APPENDIX 3

CRITERIA CHECKLIST FOR SELECTING TOPICS FOR REVIEW

| Criteria for Selecting Items |
|---|
| ▪ Issue identified by members as key issue for public (through member surgeries, other contact with constituents or volume of complaints) |
| ▪ Poor performing service (evidence from performance indicators/benchmarking) |
| ▪ Service ranked as important by the community (e.g. through market surveys/citizens panels) |
| ▪ High level of user/general public dissatisfaction with service (e.g. through market surveys/citizens panels/complaints) |
| ▪ Public interest issue covered in local media |
| ▪ High level of budgetary commitment to the service/policy area (as percentage of total expenditure) |
| ▪ Pattern of budgetary overspends |
| ▪ Council corporate priority area |
| ▪ Central government priority area |
| ▪ Issues raised by External Audit Management Letter/External audit reports |
| ▪ New government guidance or legislation |
| ▪ Reports or new evidence provided by external organisations on key issue |
| ▪ Others |

CRITERIA FOR REJECTION

| Potential Criteria for Rejecting Items |
|--|
| ▪ Issue being examined by the Cabinet |
| ▪ Issue being examined by an Officer Group : changes imminent |
| ▪ Issue being examined by another internal body |
| ▪ Issue will be addressed as part of a Service Review within the next year |
| ▪ New legislation or guidance expected within the next year |
| ▪ Other reasons specific to the particular issues. |

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APPENDIX 3

SCRUTINY CHECKLIST DO'S AND DON'TS

| DO |
|---|
| ◆ Remember that Scrutiny <ul style="list-style-type: none">◆ Is about learning and being a "critical friend"; it should be a positive process◆ Is not opposition |
| ◆ Remember that Scrutiny should result in improved value, enhanced performance or greater public satisfaction |
| ◆ Take an overview and keep an eye on the wider picture |
| ◆ Check performance against local standards and targets and national standards, and compare results with other authorities |
| ◆ Benchmark performance against local and national performance indicators, using the results to ask more informed questions |
| ◆ Use Working Groups to get underneath performance information |
| ◆ Take account of local needs, priorities and policies |
| ◆ Be persistent and inquisitive |
| ◆ Ask effective questions - be constructive not judgmental |
| ◆ Be open-minded and self aware - encourage openness and self criticism in services |
| ◆ Listen to users and the public, seek the voices that are often not heard, seek the views of others - and balance all of these |
| ◆ Praise good practice and best value - and seek to spread this throughout the authority |
| ◆ Provide feedback to those who have been involved in the review and to stakeholders |
| ◆ Anticipate difficulties in Members challenging colleagues from their own party |
| ◆ Take time to review your own performance |

| ◆ DON'T |
|--|
| ◆ Witch-hunt or use performance review as punishment |
| ◆ Be party political/partisan |
| ◆ Blame valid risk taking or stifle initiative or creativity |
| ◆ Treat scrutiny as an add-on |
| ◆ Get bogged down in detail |
| ◆ Be frightened of asking basic questions |
| ◆ Undertake too many issues in insufficient depth |
| ◆ Start without a clear brief and remit |
| ◆ Underestimate the task |
| ◆ Lose track of the main purpose of scrutiny |
| ◆ Lack sensitivity to other stakeholders |
| ◆ Succumb to organisational inertia |
| ◆ Duck facing failure - learn from it and support change and development |
| ◆ Be driven by data or be paralysed by analysis - keep strategic overview, |

APPENDIX 3

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| and expect officers to provide high level information and analysis to help. |
|---|

KEY QUESTIONS

Overview and Scrutiny Committees should keep in mind some of the fundamental questions:-

| |
|---|
| Are we doing what users/non users/local residents want? |
| Are users' needs central to the service? |
| Why are we doing this? |
| What are we trying to achieve? |
| How well are we doing? |
| How do we compare with others? |
| Are we delivering value for money? |
| How do we know? |
| What can we improve? |

INVESTIGATIONS:-

| |
|---|
| To what extent are service users' expectations and needs being met? |
| To what extent is the service achieving what the policy intended? |
| To what extent is the service meeting any statutory obligations or national standards and targets? |
| Are there any unexpected results/side effects of the policy? |
| Is the performance improving, steady or deteriorating? |
| Is the service able to be honest and open about its current performance and the reasons behind it? |
| Are areas of achievement and weakness fairly and accurately identified? |
| How has performance been assessed? What is the evidence? |
| How does performance compare with that of others? Are there learning points from others' experiences? |
| Is the service capable of meeting planned targets/standards? What change to capability is needed. |
| Are local performance indicators relevant, helpful, meaningful to Members, staff and service users? |

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SEFTON METROPOLITAN BOROUGH COUNCIL FORWARD PLAN

FOR THE FOUR MONTH PERIOD 1 JULY 2017 - 31 OCTOBER 2017

This Forward Plan sets out the details of the key decisions which the Cabinet, individual Cabinet Members or Officers expect to take during the next four month period. The Plan is rolled forward every month and is available to the public at least 28 days before the beginning of each month.

A Key Decision is defined in the Council's Constitution as:

1. any Executive decision that is not in the Annual Revenue Budget and Capital Programme approved by the Council and which requires a gross budget expenditure, saving or virement of more than £100,000 or more than 2% of a Departmental budget, whichever is the greater;
2. any Executive decision where the outcome will have a significant impact on a significant number of people living or working in two or more Wards

As a matter of local choice, the Forward Plan also includes the details of any significant issues to be initially considered by the Executive Cabinet and submitted to the Full Council for approval.

Anyone wishing to make representations about any of the matters listed below may do so by contacting the relevant officer listed against each Key Decision, within the time period indicated.

Under the Access to Information Procedure Rules set out in the Council's Constitution, a Key Decision may not be taken, unless:

- it is published in the Forward Plan;
- 5 clear days have lapsed since the publication of the Forward Plan; and
- if the decision is to be taken at a meeting of the Cabinet, 5 clear days notice of the meeting has been given.

The law and the Council's Constitution provide for urgent key decisions to be made, even though they have not been included in the Forward Plan in accordance with Rule 26 (General Exception) and Rule 28 (Special Urgency) of the Access to Information Procedure Rules.

Copies of the following documents may be inspected at the Town Hall, Oriel Road, Bootle L20 7AE or accessed from the Council's website: www.sefton.gov.uk

- Council Constitution
- Forward Plan
- Reports on the Key Decisions to be taken
- Other documents relating to the proposed decision may be submitted to the decision making meeting and these too will be made available by the contact officer named in the Plan
- The minutes for each Key Decision, which will normally be published within 5 working days after having been made

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APPENDIX 4

Some reports to be considered by the Cabinet/Council may contain exempt information and will not be made available to the public. The specific reasons (Paragraph No(s)) why such reports are exempt are detailed in the Plan and the Paragraph No(s) and descriptions are set out below:-

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information)
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the Authority
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
6. Information which reveals that the authority proposes a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or b) to make an order or direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime
8. Information falling within paragraph 3 above is not exempt information by virtue of that paragraph if it is required to be registered under—
 - (a) the Companies Act 1985;
 - (b) the Friendly Societies Act 1974;
 - (c) the Friendly Societies Act 1992;
 - (d) the Industrial and Provident Societies Acts 1965 to 1978;
 - (e) the Building Societies Act 1986; or
 - (f) the Charities Act 1993.
9. Information is not exempt information if it relates to proposed development for which the local planning authority may grant itself planning permission pursuant to regulation 3 of the Town and Country Planning General Regulations 1992
10. Information which—
 - (a) falls within any of paragraphs 1 to 7 above; and
 - (b) is not prevented from being exempt by virtue of paragraph 8 or 9 above, is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Members of the public are welcome to attend meetings of the Cabinet and Council which are held at the Town Hall, Oriel Road, Bootle or the Town Hall, Lord Street, Southport. The dates and times of the meetings are published on www.sefton.gov.uk or you may contact the Democratic Services Section on telephone number 0151 934 2068.

NOTE:

For ease of identification, items listed within the document for the first time will appear shaded.

Margaret Carney
Chief Executive

FORWARD PLAN INDEX OF ITEMS

| Item Heading | Officer Contact |
|---|--|
| Disposal of Vine House | Neil Davies neil.davies@sefton.gov.uk Tel: 0151 934 4837 |
| Insurance Provision | Laura Williams laura.williams@sefton.gov.uk |
| Area Committees Working Group | Paul Fraser paul.fraser@sefton.gov.uk Tel: 0151 934 2068 |
| Revenue and Capital Budget Plan 2016/17 - 2019/20 | Jeff Kenah jeff.kenah@sefton.gov.uk Tel: 0151 934 4104 |
| Discretionary Relief for Business Rates following the Revaluation of 2017 | Angela Ellis angela.ellis@sefton.gov.uk |
| Revenue and Capital Budget Plan 2017/18 - 2019/20 | Jeff Kenah jeff.kenah@sefton.gov.uk Tel: 0151 934 4104 |
| Revenue and Capital Budget Plan 2017/18 - 2019/20 | Jeff Kenah jeff.kenah@sefton.gov.uk Tel: 0151 934 4104 |

Agenda Item 8

APPENDIX 4

FORWARD PLAN

| | | | | |
|---|--|-----|------------------|----|
| Details of Decision to be taken | Disposal of Vine House To consider the means of disposal and bids received for the disposal of Vine House, Seaforth | | | |
| Decision Maker | Cabinet | | | |
| Decision Expected | 27 Jul 2017 Decision due date for Cabinet changed from 22/06/2017 to 27/07/2017. Reason: Further time is required to allow evaluation of the tender submissions | | | |
| Key Decision Criteria | Financial | Yes | Community Impact | No |
| Exempt Report | Fully exempt | | | |
| Wards Affected | Linacre | | | |
| Scrutiny Committee Area | Regulatory, Compliance and Corporate Services | | | |
| Persons/Organisations to be Consulted | Cabinet Member - Communities and Housing and Cabinet Member - Regulatory Compliance and Corporate Services | | | |
| Method(s) of Consultation | Briefing meetings | | | |
| List of Background Documents to be Considered by Decision-maker | Disposal of Vine House | | | |
| Contact Officer(s) details | Neil Davies neil.davies@sefton.gov.uk Tel: 0151 934 4837 | | | |

SEFTON METROPOLITAN BOROUGH COUNCIL FORWARD PLAN

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|---------------------------------|--|
| Details of Decision to be taken | Insurance Provision A decision is required relating to the extension or re-procurement of the Council's insurance contract, which expires on 28 September 2017. There is an option to extend for one year. |
| Decision Maker | Cabinet |
| Decision Expected | 27 Jul 2017 |

APPENDIX 4

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|---|---|-----|------------------|----|
| Key Decision Criteria | Financial | Yes | Community Impact | No |
| Exempt Report | Open | | | |
| Wards Affected | All Wards | | | |
| Scrutiny Committee Area | Regulatory, Compliance and Corporate Services | | | |
| Persons/Organisations to be Consulted | AON - Council's insurance brokers | | | |
| Method(s) of Consultation | Discussions and advice received from the Council's insurance brokers. | | | |
| List of Background Documents to be Considered by Decision-maker | Insurance Provision | | | |
| Contact Officer(s) details | Laura Williams laura.williams@sefton.gov.uk | | | |

SEFTON METROPOLITAN BOROUGH COUNCIL FORWARD PLAN

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|---------------------------------------|--|----|------------------|-----|
| Details of Decision to be taken | Area Committees Working Group To submit the findings of the review undertaken by the Area Committees Working Group | | | |
| Decision Maker | Cabinet | | | |
| Decision Expected | 27 Jul 2017 Decision due date for Cabinet changed from 22/06/2017 to 27/07/2017. Reason: The Working Group is still deliberating on its recommendations | | | |
| Key Decision Criteria | Financial | No | Community Impact | Yes |
| Exempt Report | Open | | | |
| Wards Affected | All Wards | | | |
| Scrutiny Committee Area | Regulatory, Compliance and Corporate Services | | | |
| Persons/Organisations to be Consulted | Cabinet Member - Regulatory, Compliance and Corporate Services, Director of Corporate Resources, Head of Strategic Support, Head of Communities, Local Advisory Group Members and Parish Council representatives serving | | | |

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APPENDIX 4

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|---|--|
| | on Area Committees |
| Method(s) of Consultation | Meetings, witness interviews |
| List of Background Documents to be Considered by Decision-maker | Area Committees Working Group |
| Contact Officer(s) details | Paul Fraser paul.fraser@sefton.gov.uk Tel: 0151 934 2068 |

SEFTON METROPOLITAN BOROUGH COUNCIL FORWARD PLAN

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|---|---|-----|------------------|-----|
| Details of Decision to be taken | Revenue and Capital Budget Plan 2016/17 - 2019/20 To consider any issues required for the monitoring, reporting and amendment of the revenue and capital financial plans for 2016/17 - 2019/20, including Government grants, financial pressures and service changes. | | | |
| Decision Maker | Cabinet | | | |
| Decision Expected | 27 Jul 2017 | | | |
| Key Decision Criteria | Financial | Yes | Community Impact | Yes |
| Exempt Report | Open | | | |
| Wards Affected | All Wards | | | |
| Scrutiny Committee Area | Regulatory, Compliance and Corporate Services | | | |
| Persons/Organisations to be Consulted | Cabinet, Chief Executive, Strategic Leadership Board, Unions, Staff, relevant external organisations as appropriate. | | | |
| Method(s) of Consultation | Individual budget saving options were subject to appropriate consultation - internal and external to the Council. | | | |
| List of Background Documents to be Considered by Decision-maker | Revenue and Capital Budget Plan 2016/17 - 2019/20 | | | |
| Contact Officer(s) details | Jeff Kenah jeff.kenah@sefton.gov.uk Tel: 0151 934 4104 | | | |

SEFTON METROPOLITAN BOROUGH COUNCIL FORWARD PLAN

APPENDIX 4

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|---|---|-----|------------------|-----|
| Details of Decision to be taken | <p>Discretionary Relief for Business Rates following the Revaluation of 2017</p> <p>The Government has recently determined that local authorities can make available additional discretionary relief to properties affected by significant increases in the Business Rates via a fund which it has introduced for this purpose. This was announced as part of the Spring Budget 2017. The Local Authority is to adopt the powers to grant this relief and to set out guidance for awarding discretionary Business Rates support to local businesses affected by the revaluation under a locally administered scheme. The scheme will be wholly funded by the Government and so is cost neutral to the Council.</p> | | | |
| Decision Maker | <p>Cabinet</p> <p>Council</p> | | | |
| Decision Expected | <p>27 Jul 2017</p> <p>21 Sep 2017</p> | | | |
| Key Decision Criteria | Financial | Yes | Community Impact | Yes |
| Exempt Report | Open | | | |
| Wards Affected | All Wards | | | |
| Scrutiny Committee Area | Regulatory, Compliance and Corporate Services | | | |
| Persons/Organisations to be Consulted | Letter/email | | | |
| Method(s) of Consultation | The Local Authority is required to formally consult Merseyside Fire and Rescue (in its role as a Precepting Authority) | | | |
| List of Background Documents to be Considered by Decision-maker | Discretionary Relief for Business Rates following the Revaluation of 2017 | | | |
| Contact Officer(s) details | Angela Ellis angela.ellis@sefton.gov.uk | | | |

SEFTON METROPOLITAN BOROUGH COUNCIL FORWARD PLAN

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|---|---|-----|------------------|-----|
| Details of Decision to be taken | Revenue and Capital Budget Plan 2017/18 - 2019/20 To consider any issues required for the monitoring, reporting and amendment of the revenue and capital financial plans for 2017/18 - 2019/20, including Government grants, financial pressures and service changes. | | | |
| Decision Maker | Cabinet | | | |
| Decision Expected | 7 Sep 2017 | | | |
| Key Decision Criteria | Financial | Yes | Community Impact | Yes |
| Exempt Report | Open | | | |
| Wards Affected | All Wards | | | |
| Scrutiny Committee Area | Regulatory, Compliance and Corporate Services | | | |
| Persons/Organisations to be Consulted | Cabinet, Chief Executive, Strategic Leadership Board, Unions, Staff, relevant external organisations as appropriate. | | | |
| Method(s) of Consultation | Individual budget saving amendments will be subject to appropriate consultation (where appropriate) - internal and external to the Council. | | | |
| List of Background Documents to be Considered by Decision-maker | Revenue and Capital Budget Plan 2017/18 - 2019/20 | | | |
| Contact Officer(s) details | Jeff Kenah jeff.kenah@sefton.gov.uk Tel: 0151 934 4104 | | | |

SEFTON METROPOLITAN BOROUGH COUNCIL FORWARD PLAN

| | | | | |
|---------------------------------|---|--|--|--|
| Details of Decision to be taken | Revenue and Capital Budget Plan 2017/18 - 2019/20 To consider any issues required for the monitoring, reporting and amendment of the revenue and capital financial plans for 2017/18 - 2019/20, including Government grants, financial pressures and service changes. | | | |
| Decision Maker | Cabinet | | | |
| Decision Expected | 5 Oct 2017 | | | |

APPENDIX 4

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|---|---|-----|------------------|-----|
| Key Decision Criteria | Financial | Yes | Community Impact | Yes |
| Exempt Report | Open | | | |
| Wards Affected | All Wards | | | |
| Scrutiny Committee Area | Regulatory, Compliance and Corporate Services | | | |
| Persons/Organisations to be Consulted | Cabinet, Chief Executive, Strategic Leadership Board, Unions, Staff, relevant external organisations as appropriate. | | | |
| Method(s) of Consultation | Individual budget saving amendments will be subject to appropriate consultation (where appropriate) - internal and external to the Council. | | | |
| List of Background Documents to be Considered by Decision-maker | Revenue and Capital Budget Plan 2017/18 - 2019/20 | | | |
| Contact Officer(s) details | Jeff Kenah jeff.kenah@sefton.gov.uk Tel: 0151 934 4104 | | | |

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Agenda Item 9

| | | | |
|--------------------------------------|---|----------------------------------|--------------|
| Report to: | Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services) | Date of Meeting: | 13 June 2017 |
| Subject: | Cabinet Member Report – 1 February 2017 to May 2017 | | |
| Report of: | Head of Regulation and Compliance | Wards Affected: | All |
| Cabinet Portfolio: | Regulatory, Compliance and Corporate Services | | |
| Is this a Key Decision: | No | Included in Forward Plan: | No |
| Exempt / Confidential Report: | No | | |

Summary:

To submit the Cabinet Member - Regulatory, Compliance and Corporate Services report relating to the remit of the Overview and Scrutiny Committee.

Recommendation:

That the Cabinet Member - Regulatory, Compliance and Corporate Services report relating to the remit of the Overview and Scrutiny Committee be noted.

Reasons for the Recommendation:

In order to keep Overview and Scrutiny Members informed, the Overview and Scrutiny Management Board has agreed for relevant Cabinet Member Reports to be submitted to appropriate Overview and Scrutiny Committees.

Alternative Options Considered and Rejected:

No alternative options have been considered because the Overview and Scrutiny Management Board has agreed for relevant Cabinet Member Reports to be submitted to appropriate Overview and Scrutiny Committees.

What will it cost and how will it be financed?

Any financial implications associated with the Cabinet Member report which are referred to in this update are contained within the respective reports.

(A) Revenue Costs – see above

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(B) **Capital Costs** – see above

Implications of the Proposals:

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|--|
| Resource Implications (Financial, IT, Staffing and Assets): |
| Legal Implications: |
| Equality Implications: There are no equality implications. |

Contribution to the Council's Core Purpose:

| |
|--|
| Protect the most vulnerable: None directly applicable to this report. The Cabinet Member update provides information on activity within Councillor Lappin's portfolio during a previous two month period. Any reports relevant to her portfolio considered by the Cabinet, Cabinet Member or Committees during this period would contain information as to how such reports contributed to the Council's Core Purpose. |
| Facilitate confident and resilient communities: As above |
| Commission, broker and provide core services: As above |
| Place – leadership and influencer: As above |
| Drivers of change and reform: As above |
| Facilitate sustainable economic prosperity: As above |
| Greater income for social investment: As above |
| Cleaner Greener: As above |

What consultations have taken place on the proposals and when?

(A) **Internal Consultations**

The Cabinet Member Update Report is not subject to FD/LD consultation. Any specific financial and legal implications associated with any subsequent reports arising from the attached Cabinet Member update report will be included in those reports as appropriate

(B) **External Consultations**

Not applicable

Implementation Date for the Decision

Immediately following the Committee meeting.

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|-------------------------|--|
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Appendices:

The following appendix is attached to this report:

Cabinet Member - (Regulatory, Compliance and Corporate Services) update report

Background Papers:

There are no background papers available for inspection.

1. Introduction/Background

- 1.1 In order to keep Overview and Scrutiny Members informed, the Overview and Scrutiny Management Board has agreed for relevant Cabinet Member Reports to be submitted to appropriate Overview and Scrutiny Committees.
- 1.2 Attached to this report, for information, is the most recent Cabinet Member report for the Regulatory, Compliance and Corporate Services portfolio.

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| CABINET MEMBER UPDATE REPORT Overview & Scrutiny | | |
|---|---|-------------------------|
| Councillor | Portfolio | Period of Report |
| Cllr Lappin | Regulatory, Compliance and Corporate Services | June 2017 |

CORPORATE SUPPORT SERVICES

Strategic Support

The team continues to support the activity associated with the 2030 Vision and the Framework for Change. The focus on the Public Sector Reform projects continues.

The third annual One Council STAR awards took place on 19th May 2017, the idea and the event were developed and planned by One Council volunteers. The awards are an opportunity for members of staff to put forward a nomination for an individual or team, working for Sefton Council who have lived up to the vision and values of Sefton Council and delivered exceptional performance for our community. The event at the Atkinson was a huge success and enjoyed by over 200 staff, this year the Formby High School Mundo Afrikan Choir and the Sefton Youth Jazz Orchestra added to the celebration

The Communications team are using social media and changes to the website drive the channel shift agenda. Many of the current campaigns are clearly linked to the Vision 2030 through visual design. The team also continue to promote Fostering, Adoption, Year of the Coast and volunteering activity. Internal communications continue to improve through the use of the One Council brief and Yammer but these tools can only support effective communication from the leadership and management teams across the organisation.

Commissioning Support

The Commissioning Support service continues to support the Adult Social Care Change Programme, working in particular on the following priority areas:

Day Care Modernisation

The modernisation of day care services project is nearing completion and remains largely on schedule. All works have been completed at Mornington Road Resource Centre and the centre is operating well. Completion of refurbishment at Dunningsbridge Road Resource Centre has been delayed due to additional unforeseen structural works that were required. Sefton New Directions have also recently requested some additional works, the cost, necessity and impact on completion date of these works is currently being evaluated. A draft specification for the new service, translating the Council's adopted Model for Day Opportunities into reality, has been produced and shared with Sefton New Directions for comment.

Supported Living – tenancies and shared lives

Work has continued on the Supported Living review including predominantly the social work reviews which will inform re-commissioning and re-procurement. Exploration of sustaining the social work resources is ongoing to enable support for the work alongside Commissioning Support Service.

Commissioning Support staff members are currently working with ASC and considering LCR/ Tripartite approaches in developing a new model, and will be preparing specifications and planning the re-commissioning and re- tendering of services within the supported living remit. Further consultation and engagement will be held with providers to develop the specification and enable co-productive approaches to the model. Work is underway between Commissioning Support, ASC

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and Housing colleagues to ensure that the right accommodation is available to meet the needs of the new model.

Other current Commissioning Support service activity includes:

Pre-Paid cards

Work is continuing in rolling out the Prepaid card since the 1st October 2016 when Sefton's Direct Payments scheme transferred to the Prepaid Card system. There are now 60% of Direct Payments recipients on the new scheme. This equates to 475 cards in operation with a further 35 in the process of transferring on to the scheme. The Direct Payments Team is aiming to have the remaining 284 recipients transferred by the end of March 2018, with the exception of cases that are managed by Court of Protection solicitors.

Promotion of the prepaid card to the remaining recipients is continuing through various mechanisms including key messages to SW staff, SW reviews and re-assessments, direct contact by DP team, promotional events and training sessions.

Significant benefits are being provided to recipients and the DP Team including reduced paperwork, quicker surplus recovery and reconciliation of accounts.

Case studies from Direct Payments recipients transferred onto the Prepaid Card Scheme

Case study 1:

Young male now managing the prepaid card independently, where he was previously supported by his parents.

'Our son always found the monitoring paperwork very difficult to complete and hence very stressful. He was never able to complete the task on his own. For someone with limited organisational skills, completing these tasks at the end of a quarter was both stressful and time consuming.

We took part in the PPC pilot scheme as we saw it as a way of reducing the amount of paperwork to complete. By doing this we anticipated that :

- *Once familiar with the system, our son would be able to do more of the tasks himself*
- *It would be less stressful for him and us*

Both the above were proved to be the case'

Case study 2:

Mum who manages the prepaid card on behalf of her daughter.

'I find this new system great to use. I can log into the account at any time, as can the Direct Payments Team if they need to monitor it, and see the balance at a glance. I can look at the transaction history to check which payments I have made. Any documents such as payslips, Inland Revenue paperwork are uploaded onto the account, after I have photographed them on my Iphone. A great system to use!!'

Domiciliary Care

Work is underway to develop the new approach and model for domiciliary care. During the 1 year extension period of the existing contract a trusted assessor role will be tested and allow a co-productive approach to developing a more outcome focussed model to be developed.

A report is being prepared for Cabinet on 22nd June to approve the re-procurement process, which will include the proposal that the new contract will commence as part of an LCR, Tripartite approach with Liverpool and Knowsley Councils. The benefit of the tripartite approach will mean that there will be greater consistency of staffing across the boundary areas particularly in areas where it has been historically difficult to recruit.

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Work is ongoing with Liverpool and Knowsley in aligning processes and developing the new Service Specification and formulating the information required for the Tender. This work is being conducted in partnership with Liverpool City Region colleagues.

Sensory Services

Work has been ongoing in defining the approach for jointly commissioning sensory services across the LCR, specifically Liverpool and Wirral. This has taken longer than expected due to the differences in the way each LA currently commissions these services. Sefton delivers sensory services via a mix of internal provision and from Sefton Council staff and spot purchased from external providers unlike Liverpool and Wirral Councils provide significantly more funding towards providers infrastructure and overheads.

Due to the complexity and difficulty in Liverpool and Wirral breaking down the funding elements and the time taken so far, it has been agreed for Sefton to withdraw from the joint LCR commissioning process and concentrate on developing the approach required to commission a Sefton only service, however enabling where appropriate the ability for Liverpool and Wirral to join the framework at a later point in the future.

Meetings will take place with Officers to discuss the way forward and examine the funding available and the most efficient way of using available resources.

Market Oversight

As part of the Cabinet Member decision made in July 2016 it was agreed that Sefton Council together with the Sefton CCG's would commission an external body to conduct an independent review of the local care market, including gaining a better understanding of care costs for care homes, domiciliary care and supported living services and inform future decisions regarding fees and assist in a continuing viable local care market.

Following a procurement exercise, RedQuadrant were commissioned to conduct this work, which primarily involved RedQuadrant requesting information from Providers to build a picture of their costs, which will in turn inform the council of what levels of fees would be reasonable and sustain the local market sufficiently to meet needs.

Proposals will need to be reviewed by SLT and Finance Leads in the context of budgetary impacts and to inform the future consultation with providers over costs.

Performance & Intelligence

The Performance & Intelligence service (Business Intelligence Function) continues to support the compilation, validation and presentation of scheduled performance management reports and 'ad-hoc' data/information/intelligence requests. During the last period the service has been substantively involved in supporting the performance management requirements for Early Help, Children's Social Care, Sefton Turnaround Programme, Community Adolescence Service, Schools & Families, Health & Wellbeing and Adults Social Care Services. The service also continues to support the Framework for Change Programme, in particular the Public Sector Reform projects, by providing support with data analysis and information presentation/visualisation.

The service is now heavily involved in preparing the statutory returns for Children's Social and Adult Social Care, which are due in May and June period. These include:

- Children in Need (CIN)
- Children Looked After (CLA903)
- Short and Long Term Support (SALT)
- Summary of the Registers of People who are Blind or Partially Sighted Data Collection
- Adult Social Care Finance Return (ASC-FR)
- Deferred Payments Agreements (DPA)
- Safeguarding Adults Collection (SAC)
- Deprivation of Liberty Safeguards (DoLS) under the Mental Capacity Act 2005

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Guardianship under the Mental Health Act 1983.

The service has now completed a Sefton Borough 'People & Place' profile, which includes a statistical summary of geography, political structure, demographics, housing, economy & business, benefits & support, education & schools, children & family services, adult services, planning & building control, the environment, community safety, Council finances, local health, leisure and tourism.

Work continues on developing new ward profiles, which the service anticipates will be released in draft in June for consultation with the Senior Leadership Board and Members, before the information is made publicly available.

The service continues to work with Arvato to upgrade the Council's reporting applications used to view, sort, analyse and report business intelligence data. The upgrade will allow the service to pursue the development of 'Dashboard' data visualization software that will allow the creation of interactive data views, such as charts, graphs, and buttons, that are bound to data sources. The upgrade will also allow the service to explore Robotic Process Automation (RPA), functionality which could allow staff to configure software to automatically capture, process, manipulate and present data.

The Performance & Intelligence service (System Development Function) continues to support the development of core information management systems across Children's Services and Adult Social Care, including the Liquid Logic 'LCS', 'LAS' and 'EHM' systems and the Capita ONE system. In the last period the Service successfully led on the upgrade of the Council's 'LAS' Adult Social Care system and associated 'ContrOCC' financial management module to v8 and v10 respectively. The upgrade included the reconfiguration of user profiles and team structures following the recent refocus of Adult Social Care. It also included the implementation of new functionality to improve efficiency and productivity (i.e. updating client support plans outside of the reassessment process; if there is no change in the client need or care & support eligibility, there is no longer a requirement to complete a reassessment for minor changes to support plans).

On 20th April 2017 the services hosted and facilitated a workshop with social care practitioner and IT system leads from Liverpool, Knowsley and Sefton Councils. The workshop, delivered as part of the Liverpool City Region Tripartite arrangement for ASC, allowed an opportunity for officers across the three local authorities to discuss and explore the potential for 'aligning' the configuration of their respective Liquid logic 'LAS' systems and to consider opportunities for future joint commissioning of changes.

The service has instigated a review of Sefton's current Core Assessment form in the 'LAS' system, with a view to streamlining the document. The amended form has been created in the test system environment and will be reviewed by mentors before further amendments.

The Service has assisted the ASC Safeguarding Team to implement new safeguarding pathways on the 'LAS' system to enable information to be captured that is collated as part of the SAR stat return. The service has also completed the implementation of the 'LAS' system ContrOCC Financial Protection module, which is now live. The ContrOCC financial protection module includes all the functionality the local authority needs to manage the affairs of its appointeeship and deputyship clients. This includes tracking the status of applications for appointeeship or deputyship, recording relevant contacts and documentation and managing the client's property and assets.

The service is currently commissioning changes to the Council's 'LCS' system (used extensively across Children's Social Care) to support the Council's Ofsted improvement plan, which was informed by the Council's 2016 Ofsted inspection of services to CLA and CIN. The changes include redesigning the assessment framework, plans and reviews for children in need, children looked after, children on a child protection plan and care leavers to ensure that the electronic form are leaner and in a more family friendly format. The service is currently managing the upgrade to 'LCS' system, which will be upgraded to version 13.0 in autumn 2017.

The service is currently planning the upgrade of the Children's Centre Manager (CCM) system to improve performance reporting and the implementation of a new messaging service, which will facilitate messaging communications between Page 52 and families.

In 2016 the service successfully implemented the 'Egress Switch' Secure Email and Large File Transfer system, which provided email encryption facilities designed to secure and control information and allow data to flow freely via email outside of the Council's secure networks. The Council now has 724 staff that can use the system to send email securely to other organisations. The service is now in discussion with the 'Egress' to negotiate an increase from the original 500 user license agreement to cover the current and future demand, with the intention of moving towards a 'universal' site license for the Council. The service is also leading on a pilot project to implement a secure electronic process for delivering papers to the Council's Fostering Panel, eliminating the need to photocopy and distribute multiple bundles of paper records to panel members. The new solution will use 'Egress Workspace' product, which will integrate fully with the Council's email system to allow the secure transfer of sensitive information to a closed group of professionals. The pilot will conclude mid-June and inform a future implementation plan for using the new system to facilitate secure electronic information sharing across agencies.

The service is currently managing the upgrade to the Council's Liquid Logic 'EHM' Early Help system, which will be upgraded to v13.0 during October 2017, following extensive testing, which is scheduled for June and July 2017.

The service is currently managing the upgrade to the Council's Capita 'ONE' Education system platform will be upgraded to v3.3 during June 2017. Module Upgrades from Version 3.0 to Version 4.0 are taking place for Transport, CSS, Music and B2B. Recent and the Capita 'ONE' Education system version 4 upgrades have taken place for Children in Entertainment and School Admissions. Further work is being carried out on implementing Grants and Benefits and 30 hour Child Care Projects.

The Service has recently successfully completed the installation phase of the Liquid logic 'Single View' system, which provides a holistic view of child or adult social care, early help and education records, drawing on information gathered from multiple systems. This gives practitioners a combined chronology and an overview of the child or adults' professional involvements across all involved agencies. The Service will now develop an implementation plan with Snr Leadership Team Social Care, Schools and Families.

The service continues to lead the implementation of the 'Manage My Requests' (iCaseWork) case management software, which will provide the secure platform for managing and reporting on all of the Council's Freedom of Information Act requests, Environmental Information Regulations requests, personal information requests, public record requests and law enforcement agency requests for disclosure of client information, plus the capturing, managing and reporting on customer complaints, representations and feedback across the Council. The system is now live and a number of training sessions have already been run to support user configuration and training on the application of exemptions for FOI and SARs requests. It's anticipated that further sessions will need to be run as more users are granted access. Work will now begin to scope the implementation of the 'Complaints Management' functionality, which will provide the 'tools' required for capturing, managing and reporting on complaints and feedback across the entire Council, enabling the organisation to adhere to relevant regulations, improve service levels and enhance customer experience.

The Performance & Intelligence service (Information Governance Function) continues to support the Council to its ensure statutory compliance with the Data Protection Act, which involves providing information, advice and guidance on policies, procedures, processes and controls implemented to manage information at an enterprise level across the Council, supporting the organisation's immediate and future regulatory, legal, risk, environmental and operational requirements. This involves regularly providing information, advice and guidance at a practical level relating to information management, compliance and security, and providing professional support in the event of data breaches. Sefton Council is legally required to take appropriate measures to prevent unauthorised or unlawful processing, accidental loss, and destruction of or damage to personal data. In 2016/17 the Council experienced a total of 36 Data Breaches. For the month of April 2017, there were 2 breaches. The service continues to support Information Asset Owners (IAOs) and Information Asset Administrators (IAAs) across the Council to discharge their responsibilities regarding information management.

The service has contributed to the final iteration of the Health and Social Care economy multi-agency Information Sharing Framework and Information Sharing Agreement, which will be

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presented to Cabinet Member for noting and signature by Sefton's Performance & Intelligence Lead Officer. The most recent updates to the framework and sharing documents take into account feedback from the Information Commissioners Office (ICO), an independent review by commercial law firm Hill Dickinson and comments received from across the local Health and Social Care economy following consultation.

The Performance & Intelligence service (Complaints, Advocacy & Subject Access Function) continues to support the Council to respond to comments, compliments complaints and others representations. For the year, 1st April 2016 to 31st March 2017, we received 415 ASC Representations (MP/Councillor Contacts, compliments, enquiries etc.) of which 136 were ASC Complaints. In April 2017, 25 ASC representations were received of which 8 were ASC Complaints. From April 2016 to March 2017 there were 305 representations in relation to Children's Services (including 145 complaints directed under the Children Act). In April the Council received 10 representations relating to Children's Services (including 3 complaints directed under the Children Act).

In the same period the service has responded to 362 Access to Files requests and disclosure requests. 278 of these related to Children's Social Care and 84 to Adult Social Care. In April 18 requests relating to CSC have been received and 3 for ASC. Between April 2016 and March 2017, the service co-ordinated the responses to 1,149 Freedom of Information requests. In April, the figure was 135.

Procurement

The Procurement team continues to assist and advise on procurement activity across the whole Council.

The Council's Contract procedure rules were further amended and agreed at Audit and Governance on 22nd March 2017. The Procurement team have worked with the Workforce Development team to establish an online training package. A pilot has been undertaken by procurement and commissioning support staff. It has recently been rolled out to over 200 officers that will be involved in contracting and procurement activity.

The Procurement Project Management Plans have been developed, and are now use for all procurements that pass through the Procurement team, one for procurements below £100k and one for procurements above £100k. These documents outline the roles and responsibilities of officers involved in Procurement processes. This document will help continue support the Contract procedure rules.

The use of the Council's e-procurement system (The Chest) is also under review with a view to rolling out the updated and improved Contract Management module in 2017. The Procurement team will be undertaking training to pilot the new module soon.

The agreement to adopt the Spend pro, spend analysis software has been signed by all the Liverpool City Region Authorities. Further cleansing of Sefton's payments files needs to be undertaken prior to the data being sent over to Spend Pro to be uploaded. Cleansed data files have been sent over to Spend Pro and we are awaiting a go live date.

The team is also involved in the establishment of the Liverpool City Region (LCR) Virtual Procurement Hub. The process has stalled due to the Procurement project lead taking up a new role. Knowsley MBC has shown an interest in taking the lead. The group are next meeting on Tuesday 23rd May 2017 to discuss the recent contract due diligence work that has been undertaken.

The team has over 100 procurement exercises on the current work plan at differing stages. Many of these are complex procurement exercises that exceed the OJEU procurement thresholds, examples of which include:

- Passenger Transport Framework Agreement
- Domiciliary Care Collaborative contrac

- Young Carers Contract
- Occupational Health Services

CORPORATE SERVICES

Finance

2016/17 Revenue Outturn Position

The Council's preparation of the Financial Accounts have now been finalised. The final position shows an underspend of £0.894, which compares to a forecast underspend of £0.829m i.e. an improvement of £0.065m.

Work is ongoing to prepare the Council's draft Statement of Accounts, which is due for completion by the end of May. As agreed by the Audit & Governance Committee in September 2016, the draft document will be presented to their June meeting, and a briefing by officers will be provided. The aim of this is to inform Members of the key issues in advance of the September meeting, where the formal Accounts (approved by the external auditors, Ernst Young) will need to be considered by the Committee.

EY will start their review of the Accounts on the 12th June, with a view to complete their work within four weeks.

Budget Monitoring Process

Work is underway to implement an improvement in the timetabling of budget monitoring. This aims to introduce more efficient processes to prepare the monthly figures, and to enable the most up to date figures to be reported to Cabinet.

ICT

STRATEGY

The Council has worked with external partners to develop an Enterprise ICT Business Case and Roadmap; this outlines the future direction of the ICT service, and the transformation to take place over the next 18 months and beyond.

The next step is to use this Business Case and Roadmap to inform the new ICT Strategy, and to help us define new policies & standards for the ICT service; this activity will be completed in December 2017.

Preparations are currently in progress for the procurement of a partner to deliver the core ICT transformation work; this procurement - due to commence in June 2017 - is separate to and in advance of the procurement for a new service provider for the full ICT service.

TRANSITION OF ICT SERVICE

Activity for the transition of ICT from the current service provider to a new provider has commenced; exit arrangements are in progress, whilst work is ongoing to develop a specification to help us procure a new service provider who can run the ICT service from October 2018. The Procurement and Legal teams are assisting with the preparation for the procurement approach.

INFRASTRUCTURE

The second phase of the Wi-Fi implementation has been scoped, and subject to approvals, will cover leisure centres, libraries and other appropriate locations.

ICT is supporting a number of the Framework for Change / Public Sector Reform projects, most notably Asset Maximisation (via agile working) and the Early Intervention & Prevention community base programme.

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The full testing of the second data centre is in progress, but the original end date of March 2017 has been delayed due to the complexity of testing three core Council systems -- we await a revised end date from Arvato.

AGILE WORKING

Indicative costing has been completed for the agile working requirements for the Framework for Change projects; we now await the outcome of the user profile survey to determine which council officers have been identified as agile workers, at which point costings will be firmed up and investment made in appropriate end user devices and communications software.

Customer Service:

GOV RADIO installed in both One Stop Shops relays a looped message every 10 minutes encouraging customers to:

- Register for e-billing
- Complete Change in Circumstance forms for Benefit purposes
- Go online to complete forms for council tax refunds, direct debits, discounts and exemptions

As well as the One Stop Shops the messages are also relayed in all the Leisure Centres within our Borough.

Web Chat – **continues** to be piloted in the Contact Centre. Webchat figures for April confirm Customer Service Advisors engaged in 578 chats, the busiest month since the pilot began. The additional functionality of “proactive pop-up” has undoubtedly increased the chats that we are having.

There was a significant increase in chats with customers who had Revenues enquiries, with the majority of these customers signposted to the appropriate links on the web in order to self-serve.

Self-serve promotion - customers visiting the One Stop Shops are advised about the digital access options available and encouraged to use the self-serve computers which are located in the One Stop Shops if they don't have internet access at home.

At Bootle One Stop an assisted self-serve option is also available as a dedicated self-serve officer is available during business hours. Customers are directed towards the self-serve computers by One Stop Shop receptionists. During April 2017 a total of 92 customers received self-serve assistance at Bootle One Stop Shop. Of these, 70 customers (76%) required assistance with an ELAS application; 9 customers (10%) required assistance to complete benefit forms and 11 customers (12%) required assistance completing revenues forms. A further 2 customers (2%) who were encouraged to use the self-serve PC's at Bootle One Stop Shop during April 2017 received assistance completing a Voter Registration and a Universal Credit application.

Benefit Service:

Discretionary housing Payments (DHP) - The DWP have confirmed the DHP budget for 2017/18 is £720,214.00 an increase of 6% on previous year. The DHP policy will be reviewed in line with DWP new guidance and Universal Credit Full Service requirements.

The DWP have confirmed that the Right Benefit Initiative (RBI) will replace FERIS for 2017/18. The Council will receive funding to focus on combating incorrect earnings and to use funding to process as many optional real time information referrals as possible each month. Sefton have opted into the new initiative and Arvato and Sefton will continue to work together to amend office procedures and move from FERIS to the new RBI approach over the next couple of months. The DWP will monitor performance.

Revenues Service:

Business Rates 2016/17 in year collection – Arvato achieved 99.3% against an annual performance target of 98.5%.

Council Tax 2016/17 in year collection – Arvato achieved 96.3% against an annual performance target of 96.4%.

Internal Audit

Internal audit work has been completed on Driver Safety, Data Protection and Freedom of Information, and Children's Social Care Ad Hoc Payments. Recommendations for the improved management of key risks in these systems have been agreed with relevant officers.

Work in progress from the 2016/17 Internal Audit Plan is now largely completed, with only one piece of work to be finalised – Accounts Payable. This has had to be put on hold because of a request for another piece of work, but will be completed in the next two weeks.

Delivery of the Internal Audit Plan 2017/18 has commenced, with particular emphasis being placed on supporting the Council's Framework for Change.

Work is concluding on the review of corporate governance so as to inform the Annual Governance Statement (AGS) 2016/17, and a number of findings have been generated which will form the basis of Significant Governance Issues to feature in the Statement. These include the update of the Code of Corporate Governance, embedding the corporate systems of risk and performance management, and strengthening systems for ensuring the effectiveness of partnerships. A draft AGS is to be considered by SLB and the Audit and Governance Committee in June.

Health and Safety

An improved Health and Safety SLA package has been developed and offered to the Council's schools. This offers a comprehensive service for schools to enable them to access competent health and safety advice, which is a legal requirement.

Work is also underway to develop a health and safety inspection system, which will assess health and safety compliance across Council buildings and schools.

Insurance

The risk management days provided free of charge as part of the Council's insurance contract with Gallagher Bassett are being used to improve risk awareness across the Council, with a view to reducing the volume and cost of claims. These days have been used to provide a Risk Conference, during which SLB members received presentations on various aspects of risk management, delivered by Gallagher Bassett's Risk Control Consultant. Accident investigation training has also been delivered to a group of staff, and a review of claims over the last ten years has also been undertaken.

Preparation for the renewal of the Council's insurance arrangements is commencing, with the refreshed arrangements taking effect from September.

Risk and Resilience

Training was provided for the Council's humanitarian volunteers, who would provide support to those affected by a major incident. An international expert in this field, Dr Marion Gibson, delivered the training using her experience of supporting traumatised people across a wide variety of situations. Work must now begin on increasing the number of committed humanitarian volunteers.

Emergency planning arrangements for the Open Golf Championship continues, with a successful "tabletop" exercise held on 9 May to examine the approach to be taken by the various agencies in the event of a major incident.

Work is ongoing to support the Council in embedding a cohesive system of risk management. This has included a review of the Corporate Risk Register and encouraging the development of Service Risk Registers.

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PERSONNEL DEPARTMENT

Operational Issues

Advice and support continues to be provided to various service areas where the impact of funding streams is affecting staff. Consultation is taking place with staff and the trade unions in this regard.

Reviews are continuing in Children's Social Care and Community Adolescent Service; Community Equipment Stores; Parks & Green Spaces and a re-focus of Adult Social Care. These are the subject of trade union consultation. Preparatory briefings to the trade unions have taken place on the number of projects being formed to formulate the budget going forward.

The Department has a full programme of work in respect of disciplinary, grievance and dignity at work issues. Support to service areas in respect of staffing reviews/restructures is being provided, together with advice and support in the management of sickness absence cases that are cause for concern and complex staffing matters.

Policy work continues on such matters such as the Disability Confident Scheme and Workforce reporting.

Pay & Grading Team

Job evaluation continues relative to all Council and School posts for new or revised roles. Job evaluations are also conducted relative to any operational and service reviews to maximise efficiencies as part of restructuring exercises across the Council as a consequence of budgetary pressures. Regrading applications and regrading appeals are processed in line with the Council protocol.

Management of the Matrix contract relative to the recruitment of all Agency workers continues including the production of management information.

Team members are involved in service reviews and work to support transformational issues associated with the budget proposals and potential changes to service delivery.

Project work continues such as the management of sickness absence, including production of reports, analysis and management data and implementing training courses.

The Team is also working with officers from the Legal section and Sefton New Directions Ltd with regard to new equal pay claims submitted with reference to a Case Management order by the Employment Tribunal Judge on 19th April 2017.

Establishment Control, Pensions, Payroll & HR Transactional Services

Regular Client meetings are continuing with the objective of improving processes and data quality. The Council and Arvato are currently mapping all the recruitment processes to ensure consistency. These processes will be built into the upgraded ResourceLink detailed below so all users can see where each individual record is up to, which should alleviate queries and phone calls.

A working Group has been set up with Arvato to introduce workflow to help recruitment, transactional HR, payroll and pension processes. The first process being reviewed is staff terminations, voluntary resignations only at this time. A project plan has been received from arvato with timescales and actions to be agreed. A solution has been built and once tested and agreed it will be rolled out across the Council. The Working Group is looking at the best way to handle other reasons for leaving e.g. dismissal, redundancy etc. and how these will be managed. There are 2 other processes which are being looked at to be put into workflow and they are changes to hours and extensions to temporary arrangements.

The Pensions Officer is continuing to work closely with the Transformation team and Personnel Officers to provide redundancy/pension information when required.

The Establishment Control Panel is now ePage 58d occurs every 2 weeks, to consider requests to release vacancies and approve any changes to the Establishment held in

ResourceLink. All changes to the Establishment are being mapped by the Council and Arvato to ensure correct procedures are followed.

The Apprentice Levy came into effect from April 2017 and a working group has been set up between the Council (Personnel, Legal and Finance staff) and Arvato to progress this. This is now in place and part of normal process

The Government have proposed and agreed changes to exit payments for public sector staff and further clarification is required as to how this will be implemented. Further guidance is still not available.

Occupational Health

The number of referrals (208) to the HU from Sefton employees between 01/02/17 and 30/04/17 is an increase of 8.3% when compared with the same period last year.

The main reasons for referrals within this period are stress and mental health (40.4%) and musculoskeletal problems (28.4%). The majority of referrals are from schools (46.2%), Locality Services - Provision (18.3%) and Adult Social Care (10.6%).

Requests for counselling and cognitive behavioural therapy continue to reflect the amount of support needed for employees dealing with stress and mental health related issues. This is regardless of whether employees are absent or not.

Workforce Learning and Development (CLC)

Website / Online Payment Options:

Workforce Learning and Development have identified the requirement for a new website to be developed to promote all courses and facilities offered by the service to all internal Sefton colleagues as well as a wider audience.

The website will be an essential marketing tool for facilities and courses, ensuring individuals know we are here, identify what we offer as well as streamlining and bringing our systems together (catalogue, bookings, payments, e-learning and learning development database).

We have been working closely with our Marketing and Communications team to develop the content for the website and are hoping to launch early summer 2017.

We are also investigating online payment options to enable external customers to pay for training / room hire online or over the telephone. Various options are being explored with Arvato and Finance.

Skills Audit:

Workforce Learning and Development created and published a skills audit (both electronic and paper versions) back in October 2016. The audit was produced with input/support from Charlotte Bailey, Executive Director.

The aim of the skills audit was to:

- Establish a clearer view of the full capabilities and skills of our current workforce
- Identify ways to utilise the existing skills of our workforce where they are needed most
- Produce a Training Needs Analysis (TNA) that identifies future training requirements
- Effectively target training and staff development opportunities
- Support our overall talent management / succession planning processes.

The skills audit was extended until Monday 20th February and the findings have now been shared with SLB.

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Badge of Excellence / First Aid Accreditation

Sefton Council's Corporate Learning Centre recently received some positive news. The service has been approved by Open Awards, an OFQUAL (The Office of Qualifications and Examination Regulations) regulated training provider, to approve and deliver internally developed training programmes using the "Badge of Excellence" scheme.

The Open Awards Badge of Excellence has been designed to recognise quality training, development and learning programmes that do not require qualification accreditation. The quality mark itself is not regulated by Ofqual but is supported by an Ofqual approved provider. Badge of excellence follows a robust quality assurance process to ensure quality of training delivery and resources which includes face-face training; group activities; workshops; e-learning modules; work placements and information briefings.

The Corporate Learning Centre are now accredited to deliver First Aid training with Quallsafe Awards (OFQUAL Regulated Qualifications).

The courses we are now offering include;

- QA Level 3 Award in First Aid at Work (QCF) 3 days (First Aider Qualification)
- QA Level 3 Award in First Aid at Work (QCF) 2 day requalification (First Aider Qualification)
- QA Level 3 Award in Paediatric First Aid (QCF) 2 days
- QA Level 2 Award in Emergency First Aid at Work (QCF) 1 day
- QA Level 2 Award in Basic Life Support and Safe Use of an Automated External Defibrillator (QCF) ½ day.

This accreditation will ensure our training is of the highest standard and recognised throughout industry. As a training centre we are aware that our employees and partners require excellent quality training at a reasonable and affordable cost. One of our aims is to promote our First Aid training offers across Sefton, the City Region and beyond!

Child Record

We continue to train staff in the use of Child Record (Children's Social Care Case Management System), (utilising the Liquidlogic Children's System software LCS). We are continuing to develop the training to accommodate process changes and the software changes in version 11. Several eLearning self-teach sessions have been produced to allow users to access training from their own workstation. This is also very useful for delivering information with regards to the minor changes in software and process.

Information Compliance:

We have held a number of Information Compliance briefing sessions at Bootle Town Hall, Crosby Lakeside Activity Centre and the Ainsdale Corporate Learning Centre to increase the attendance rates for the briefing sessions ready for the Information Commissioner's Improvement Plan. We have currently achieved an attendance rate of 83.9% across the Council seeing a big increase in attendance from Children's Social Care at 85.5%. Adult's Social Care are currently at 87.9% attendance.

The Information Compliance eLearning Refresher course has now been updated to be completed every 12 months rather than every 2 years, following a recommendation in the Improvement Plan from the Information Commissioner's Office. We currently have over 1600 staff enrolled on the e-learning.

The average test score is 95.8% with a number of staff achieving 100%.

Both the face to face briefing session and the e-learning refresher will be updated this year to incorporate the changes imposed by the

iCasework's Manage My Requests System

iCaseWork Manage My Requests training sessions are currently taking place. Staff are sent their accounts for the live system following this training to start immediately recording all Freedom of Information, Environmental Information Requests, Subject Access Requests and Disclosures they receive. The new system has so far been well received by the majority of staff with positive evaluations on the training. It is proposed to put Manage My Requests on eLearning later this year when it is made available to a wider cross section of Sefton employees.

LAS

We continue to train staff in the use of the LAS system (Adult's Social Care Case Management System). A 2 day Practitioners course is held each month, this course is for Practitioners who are new users of the LAS System or require a refresher. Following the two day programme delegates are required to attend a consolidation day approximately two weeks after this training. The eLearning LAS Overview course is also a pre-requisite to this course. The course continues to receive positive feedback.

Early May members of staff from Liverpool Community Health Trust (MerseyCare from 1st June 2017) attended a half day overview session on Information Compliance, accessing service user demographics, assessments and plans on LAS. The staff from Liverpool Community Health Trust commented that being able to access the information will make a difference to their day to day work.

ICT Training

A decision was taken to keep Excel, Word and PowerPoint courses as classroom based rather than transferring to eLearning. The Excel and Word courses are being re-written and refreshed ready to submit for Badge of Excellence approval. Excel Fundamentals (Introductory Level) and Working with Excel (Intermediate Level) have recently received Badge of Excellence Approval.

eLearning

Workforce Development has worked with the Commissioning Support service to design an eLearning Programme in relation to Sefton Contract Procedures rules; this is a mandatory training programme for all staff that have an involvement in the commissioning process.

Two new eLearning programmes have been recently published – Display Screen Equipment (DSE) and Manual Handling at Work; the latter designed in conjunction with the Health & Safety Team.

Children's Social Care/ Young People and Families:

Workforce Learning and Development have made good progress in developing a portfolio of Children Social Care in-house training provision.

The following courses are still under development but will shortly be ready for accreditation:

- Diversity and Identity Training
- Communicating with Children
- Toxic Trio
- ADHD
- Attachment – this course is being developed with support from the Early Years team and will be ready for September 17.

Residential Care Home Core Programme: We are developing a core training programme for Residential Care Homes, aligned against the standards and regulations for care homes. The programme will be launched in June 2017.

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Guns and Gangs Training: This is a big issue, especially in Liverpool and Sefton and there's a need for training. Work is underway to recruit a lecturer from the University of Liverpool who specialises in guns and gangs to help develop an in-house training course.

Parental Capacity to Change: A workshop is being developed with support Children's Social Care.

Signs of Safety: Signs of Safety briefing –a briefing is being developed with support from Children's Social Care. The briefing will include learning outcomes to support professionals attending case conferences and what to look for.

Private Fostering eLearning: the course has been developed and is almost up and running. Fostering regulations need to be added as a resource to the eLearning then it will be ready for launch.

Risk Management Training: This course is being developed by Children's Social Care to follow on from a Management Programme which was specifically delivered to the Children's Social Care workforce. Risk Management training will draw upon serious case reviews/audits following the recent OFSTED inspection and will be ready for roll out in the summer.

CSC Newsletter: A newsletter is being developed to enable Workforce Learning and Development to distribute up and coming events.

Research in Practice: We continue to promote Research in Practice (RIP) across Children's Social Care. This includes encouraging staff and managers to utilise the resource.

Intrafamilial Sexual Abuse: This is a hot topic for OFSTED and we will need to develop training to address the issue. This is a specialist subject area and will need to be commissioned. Training options to be reviewed with Vicky Buchanan, Head of Service for Children's Social Care.

Regional Adoption Agency: The RAA is on-going; the implementation has now been postponed until January 2018. Premises have been identified near Speke, Halewood. IT is looking into installing network points/access and HR/Legal is dealing with TUPE arrangements.

Lorraine Akins, Learning and Development Officer who specialises in Children's Social Care is leading on the Workforce Development Work stream. Lorraine is meeting with the workforce leads on an x6 weekly basis – plans are being put in place to identify the quick wins / longer term actions.

Human Trafficking: A meeting is scheduled to take place with the police on 22nd May to discuss training options – this will include direct delivery by the police and/or train the trainer approaches.

Practice and Performance Meetings: Workforce Development will attend these meetings on a more regular basis from the autumn. The meetings are valuable and provide good insight into the training needs/requirements of the workforce. Intelligence/emerging themes are then thread throughout training to bring about consistency of messages.

Early Help Management (EHM) System: The Workforce Development Team continue to support the business with the facilitation of support sessions for users of the IT system and also have provided dedicated sessions for delegates undertaking the e-learning.

Adult Social Care (ASC):

Workforce Learning and Development has made good progress in developing a portfolio of Adult Social Care in-house training provision. The following courses are now accredited and have been approved for delivery by Open Awards:

- Dementia Awareness
- Mental Capacity Act (MCA) and Deprivation of Liberty Safeguarding (DoLS) Awareness
- Safeguarding Awareness – Children, Young People and Adults
- Safeguarding Adults Awareness

The following internal courses are still in development and will be ready for delivery June/July 2017:

- Safeguarding Adults for Care Provider Managers & Supervisors
- Mental Capacity Act / Deprivation of Liberty Safeguards (DoLS) for Care Provider Managers & Supervisors

We liaised with Merseyside Police Prevent team to organise Prevent awareness train the trainer which were offered out to neighbouring authorities and partner agencies. The training took place in February 2017 and was well attended.

Through the dementia provider forum links were made with Liverpool Community Health to deliver free Infection Prevention and Control training for adult social care providers in Sefton.

We are working with the Wound Management Team from NHS England to provide free train the trainer pressure ulcer prevention training for staff in care home settings. These sessions were delivered in April 17.

We have worked with Liverpool Community Health to provide free Prevention and Infection Control training to adult social care providers in Sefton and further sessions have been organised for June.

Social Work related:

A further 7 Social work Students started their final placement with us.

1 student has had his placement terminated.

We have commissioned a further set of ASYE and ASYE Assessor training.

2 ASYEs have had their pass recommendation confirmed at Internal Moderation. A further Internal Moderation is planned for later this month.

We have held Student Induction, ASYE, ASYE Assessor and Practice Educator meetings to ensure staff in these roles are supported and that CLC are aware of any concerns.

We continue to attend the Social Work Apprenticeship Trailblazer meetings. The Standards are now out for consultation and we expect the have government approval of the standards and assessment plan by December.

Apprenticeships:

There are currently 66 Apprentices employed; 59 within the Local Authority and 7 within Schools. 6 Young people have gained employed or have progressed to an Advanced Apprenticeship (L3).

Since February 2017 we have recruited a further 9 apprentices:

- Electoral Services – Admin
- Parks & Greenspaces - Horticulture
- Public Health – Admin
- Finance – Admin
- Health & Social Care – Higher Admin (L4)
- Democratic Services – Admin
- Freshfield Primary – IT
- Locality Services – Admin
- Sefton Arc – Advanced Admin (L3)

We are currently supporting the following apprenticeship recruitment:

- Crosby Lakeside – Hospitality & Catering
- Coroners – Admin
- Personnel – Admin
- Cleansing – HGV
- Commercial Waste – Admin

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- Building Control – Admin
- Rowan Park – Admin

We have co-ordinated an ‘Apprentice meets Councillor’ session which taking place on Thursday 25th May – this is an opportunity for apprentices to talk through their apprenticeship journey.

Currently working on the apprenticeship levy; so far we have completed a procurement exercise which has identified lead Training Providers, registered on the Apprenticeship service account, agreeing a governance arrangement with schools, started contract meeting with providers, agreed at the learning & development board that we will disseminate information to SLB. Work on the Apprenticeship levy is ongoing.

Secured AGE grant funding from the Liverpool City Region; this is due to the recruitment of 23 apprentices.

Pathway Programme for leaving care young people – one young person is in the process of moving on to stage 3 (apprenticeship). Work is ongoing supporting other young people who are on stage 1.

Building and Property Services

Disposals

The Council undertakes a pro-active programme of property disposals to both rationalise the portfolio to remove unproductive assets and realise capital receipts. This process assists in the reduction of revenue costs and raises capital which contributes to the funding of the Council’s capital Programme.

The current specific actions of note are as follows;

- The former Churchtown Library site developer has commenced work on site.
- Site B Z Blocks at Buckley Hill has been sold to Adactus for housing development
- Site C Z Blocks at Great Hey has been sold to Adactus for housing development
- The development of the Maghull Library site is progressing.
- The re development of the sites for Aintree Library and Beach Road School are well under way with Adactus.
- The housing developments undertaken by One Vision Housing at Sandbrook Way Ainsdale and Kilnyard Road Crosby are close to completion which will involve the transfer of the Council’s freehold interest in both cases.
- The construction of the manufacturing facility at Senate Business Park is progressing well.
- The sale of the freehold of the site of the former Stand Park public house in Litherland has been agreed to enable the development of 14 houses
- Terms and conditions have been sent out to two interested parties for the sale Of Vine House in Seaforth
- Letting of vacant retail units at Oriel Road and Irlam Road are in progress.

Internal Audit Review of Asset Management Strategy has concluded with Audit’s opinion that the overall organisational risk be classified as minor.

169 Asset Valuations together with the Asset Valuation Report 2017 and the various reports that go into the Report have been undertaken and completed on time for the end of year financial accounts.

Cyclical Compliance & Maintenance Work

- Statutory testing and inspection works continue to be carried out in accordance with the defined cyclic timescales, day to day responsive maintenance works also continue to be undertaken as necessary.
- Concerted efforts are being made to increase the level of planned preventative works in order to try and prolong the lifespan of building elements and reduce the overall building maintenance cost burden.
- Major planned work proposals are however in abeyance pending funding considerations.
- Proposals for major planned maintenance intervention requirements in 2018/19 are presently being identified and prioritised.

Energy Initiatives

- The Energy and Environmental team continues the management of energy purchase contracts having extended the option on the current electricity contract for 12 months but also reviewing the possibility of an OJEU for a Liverpool City Region (LCR) wide procurement exercise. It will also be reviewing the gas framework contract to see if there are any viable options before autumn 2017.
- The team have secured a discretionary discount on surface water drainage charges for schools. A total of 15%, or ~£127K, for maintained schools for 2017/18 rising to 50%, or ~£425K, for 2018/19.
- Water deregulation started on the 1st April 2017, however procurement has been delayed until the market is ready to accommodate buyers. Again the team is considering a joint LCR procurement.
- Due to staff shortages the team has been unable to update its Carbon Management Plan, however it is hopeful to be able to address this towards the end of 2017.
- The ECO Centre education facility continues to be popular, operating at full capacity this summer with local schools, the team sought funding from United Utilities and working with Air quality colleagues to create an interactive educational tool.
- Extensions of two additional 50KW Solar PV arrays at Dunes and Bootle Leisure Centres have recently been finished.
- To support the affordable warmth team and demands on the service from residents the Home Energy Conservation Act (HECA) update report has been delayed in favour of developing a Statement of Intent for using Energy Company funding for local insulation programmes. The HECA report will be produced for the summer of 2017.

Capital

Committed capital programme projects are continuing, in particular:

- Works to remodel and refurbish the Mornington Road centre, part of the Adult Social Care reorganisation programme have now been completed. Similar works at the Dunningbridge Road centre will be completed at the end of May.
- Following completion of the ASC reorganisation programme a number of former centres will become redundant and these will be considered for mothballing or demolition as appropriate.
- The project to extend Thornton Crematorium and renew the cremator is complete other than for the final works following delivery of the new cremators.

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- Proposals for the 2nd Phase works which will rationalise toilet and staff accommodation are in development for commencement in June 2017.
- Works have started on site for the extension Norwood CP School for an additional form entry at the school. Completion is programmed for December 2017.
- Works have started on site to reinforce the electrical infrastructure network at Meols Cop High School.
- Tenders have been invited for the phase 3 remodelling works at Great Crosby School. Works are programmed to start early July 2017.
- Design works are taking place for works to provide an additional classroom at Linaker School Southport. Works are programmed to start on site in July 2017.

Regeneration

The Building and Property Services are supporting the Head of Regeneration and Housing in the identification and development of regeneration initiatives providing input on Valuation, feasibility and cost across a number of potential projects.

Accommodation Strategy

The Accommodation Strategy is being developed to take account of emerging accommodation requirements and the principles of Agile (mobile) Working. A specific, member-led working group has undertaken research to identify the appropriate principles to inform the development of the strategy. A report has been drafted for consideration by the Overview & Scrutiny committee. An officer project group has been established to scope out and deliver the relocation of staff from Merton House.

The strategy is closely linked as an enabler of the Public Sector Reform proposals and regeneration initiatives.

REGULATION & COMPLIANCE

Coroners

- Since 3rd April 2017 deaths of people who were subject to a Deprivation of Liberty Safeguarding Order are no longer reportable to the Coroner leading to a significant reduction in the number of inquests held by the Coroner.
- Coroners Apprentice starts on 5th June 2017.

Registrars

- Stock and security audit completed by General Register Office Compliance Officer on 2nd & 3rd May 2017. The draft report will not be sent out until after the General Election.
- Since 1st April we have had a 3 tier copy certificate service - £10 – 7 day issue; £20 – 2 working day issue; £30 – same day issue.
- Since start of January we have made over 300 provisional bookings for weddings to take place during 2017/18 at Sefton's Town Halls and approved premises.

Electoral Services

Nominations have now closed for our 3 Parliamentary Constituencies with 5 Candidates in Bootle and 4 in Sefton Central and Southport. Registration levels are extremely high and it is anticipated that the numbers of voters will increase by around 5,000 since the 2015 General Election and those electors opting to vote by post will pass 36,000 for the first time. The number of overseas electors has increased by 25% since the EU Referendum last year. The total electorate in Bootle and Southport constituencies now exceeds the 71,031 minimum number of electors within the statutory electorate range set by Boundary Commission for England.

Corporate Legal Services

Property & Contracts Team

The Property & Contracts team continues to provide legal assistance in facilitating the Council's day to day management of its property portfolio and with contractual agreements in relation to its various functions. The variety of matters in hand at the moment include:-

Contracts

- Review of 3rd party contracts which Arvato have with their suppliers to ensure a smooth transition when the Service Contract ends in 2018;
- Appointment of new provider to run café service within the Atkinson;
- Well North Public Health Collaboration Agreement;
- Funding Agreement - Liverpool City Region Sustainable Transport Enhancements Package (STEP);
- Future Commissioning of Sefton Sexual Health Service; and
- Young People and Family Substance Misuse Service;

Property

- The merger of South Sefton Sixth Form College with Hugh Baird College;
- The transfer of land at Formby Point to the National Trust;
- Various lease of Units at Southport Market;
- Grant of lease at Southport Pleasure land; and
- Facilitating the development of land at Senate Business Park.

A number of officers worked extensively over the last few months with the project team on the commercial acquisition of the Strand shopping centre.

Planning, Employment & Prosecutions Team

Employment

- We are working closely with colleagues in HR on various strategic issues arising from the recent Cabinet Budget Report.
- We are advising in relation to the proposed transfer of Formby Point to the National Trust.
- We are providing strategic advice in relation to a number of matters arising from actual or proposed outsourcing projects, re-tenders and potential 'insourcing' arrangements.
- We are assisting with various disciplinary and capability matters for Sefton MBC.
- We are advising a School in relation to a complex insource and the application of TUPE.
- We are advising on two employment tribunal claims for unfair dismissal and equal pay respectively.
- We have drafted and are advising a number of settlement agreements for Schools.

Prosecutions

Successful prosecutions in May 2017 include.

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- Fly-tipping prosecution - £250 fine, £25 victim surcharge, £1,186.00 Sefton Costs and compensation of £1020 incurred by Riverside Housing.
- 4 successful education prosecutions.
- A retrospective stopping order granted in relation to 45 Palace Road.
- 10 successful littering prosecutions.
- Successful food hygiene prosecution against Mr Lal Miah and Nasib (Southport) Limited dealt with by way of financial penalty totalling for both £12,925.37
- Two successful trade mark act offences.

Children & Social Care Team

The Team continue to be very busy with the volume of care proceedings cases handled by the team with the resultant court hearings and associated meetings. The number of pre-proceedings meetings has increased significantly in recent years.

This trend is mirrored nationally with Sir James Munby, President of the Court's Family Division in his "VIEW FROM THE PRESIDENT'S CHAMBERS" addressed the national increase in care cases. Below are sentences taken from the document in which he discussed the situation:

" the seemingly relentless rise in the number of new care cases"

" the figure will have more than doubled in the ten years since 2006-7"

" Assuming the lower figure of 14,713 for the present year and an annual 10% increase over the next three years, by 2019-20 the figure will have almost trebled since 2006-7"

"The fact is that, on the ground, the system is – the people who make the system work are – at full stretch. We cannot, and I have for some time now been making clear that I will not, ask people to work harder. Everyone – everyone – is working as hard as they can"

The legal service continue to work with Children's Services to proactively manage the children at risk of significant harm outside of the court arena where appropriate through the "Pre – proceedings" route. This still allows parents and the child to have the benefit of legal advice through their own solicitor. A small number of cases within the court system have been concluded through the "settlement conference" initiative. Settlement conferences were trialled in the Cheshire and Merseyside region and have now been rolled out nationally. The aim is to "settle" the matter with the informal assistance of a judge and hence avoid lengthy, costly and potentially difficult final court hearings.

Training has been given to Children's Services and Sefton's Occupational Therapy Team in regards to deprivations of a child's liberty and when there is a requirement for such deprivations of liberty to be authorised by a court.

Training has been provided by the adult social care legal team covering a range of legal issues that social workers need to be aware of. The training was given on three occasions in order to reach as many social care staff and was very well attended. Social Care staff continue to refer matters to the legal department for advice and this has resulted in a number of matters being before the Court of Protection.

The legal service assisted in the preparation of a letter sent to the NHS concerning the legal responsibility to meet payments in respect of various individual's health and social care needs. The collaborative working of social care and the legal department has resulted in a significant payment to the LA from local CCGs of monies previously subject to dispute.

Democratic Services

The **Overview and Scrutiny Committee (Adult Social Care and Health)** has established a Working Group to consider Residential and Care Homes. The Working Group has met on five occasions to date and Councillor Linda Clutton is the Lead Member. Witness interviews have taken place with the Care Quality Commission, Pensioners Advocacy Centre, Age Concern

and the Care Homes Association. A briefing report from Healthwatch Sefton and a written submission from the Sefton Clinical Commissioning Groups have also been considered by the Working Group. Site visits to various residential and care homes to gather information have been carried out. The next meeting will be held on 15 June 2017 and it is anticipated that the Working Group will produce recommendations on that date.

The **Overview and Scrutiny Committee (Children's Services and Safeguarding)** has agreed to establish one Working Group to review Children and Adolescent Mental Health Service (CAMHS). The Working Group met on 8 September 2016 and Councillor Hands was appointed Lead Member of the Working Group. The Working Group agreed the scope for the review and have reviewed the service specification and drafted questions to ask of the Clinical Commissioning Groups as the Commissioner of CAMHS. Various representatives from the groups identified in the scope have been interviewed. An advert was also published in the free Newspapers across then Borough inviting service users to share views and experiences. The Working Group is still deliberating and it is the intention that the Final Report will be considered by the Committee in September 2017.

The Committee had received a request from the Overview and Scrutiny Committee (Regulation, Compliance and Corporate Services) to establish a Joint Working Group to consider Child Sexual Exploitation and the Committee nominated Members to serve on the Working Group. Please see the update under O&S Committee (Regulation, Compliance and Corporate Services) below.

The **Overview and Scrutiny Committee (Regeneration and Skills)** has agreed to establish three Working Groups to consider the following issues:-

- Peer Review Working Group;
- Strategic approach to the future management and Development of Parks and Greenspaces; and
- VCF Review.

The Peer Review Working Group met on Friday 12 August 2016. Councillor Dan. T. Lewis was appointed as Lead Member of the Working Group. The Working Group agreed the scope for the review. The Working Group has completed its review and investigation work and the Final Report is due to be considered at the Committee on 4 July 2017.

The Parks and Greenspaces Working Group held its first Meeting on 28 November 2016, Councillor Bliss was appointed Lead Member of the Working Group. Members in attendance agreed the scope of the review and received a substantial amount of background reading. This review is ongoing and is likely to be completed in the Autumn 2017.

The **Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services)** has agreed to establish three Working Groups to look at the following issues:-

- Accommodation Strategy/Agile Working;
- Licensing/Child Sexual Exploitation (a joint Working Group with Members of the Overview and Scrutiny Committee (Children's Services and Safeguarding));
- an examination of the operation of Area Committees

Since the production of the last report the following updates can be provided:-

The Accommodation Strategy/Agile Working Group and Licensing/Child Sexual Exploitation Working Group Final Reports will be submitted to Cabinet for approval on 22 June 2017.

With regard to the Area Committees Working Group, a further meeting will be held in mid-June 2017 to consider submissions of Working Group Members on their suggested models of community engagement. Following this meeting it is anticipated that the Final report will be submitted to Cabinet for approval on 27 July 2017.

The Committee will next meet on 13 June 2017 and Members will consider the Work Programme and Working Group review topics for 2017/18

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The **Overview and Scrutiny Management Board** has established an Early Intervention and Prevention Working Group, comprised of four Chairs / Vice-Chairs from the Council's Overview and Scrutiny Committees. Councillor Page is the Lead Member. The Working Group has met on four occasions, to receive information and discuss the scope for the review. Working Group Members have attended a meeting of the Multi-Agency Working Group to sit in on a presentation on Transforming Public Services in Wigan and to meet with potential witnesses for the review. Members have also visited the Light for Life Premises in Southport. Members are scheduled to attend at the Early Intervention and Prevention Overarching Programme Board to meet with potential witnesses for the review and a further site visit to the newly opened Life Rooms in Southport is in course of preparation. The next meeting of the Working Group is scheduled for 12 June 2017, and work remains on-going into the 2017/18 Municipal Year, with an anticipated conclusion by September 2017.

Admission Appeals

In addition to the provision of administrative support for meetings of the Council, Cabinet, and Committees, the Section has also organised and clerked **school admission appeal hearings** involving 51 applications for 8 Secondary schools and 25 applications for 16 Primary schools during the period from 28 January to 19 May 2017.

In addition arrangements were made for a further 12 appeals to be heard during this period, which were subsequently withdrawn.

Civic and Mayoral Services

Mayor of Sefton's Charity Ball

This year the Mayor of Sefton's Charity Ball raised just over £7,000 for local Organisations and Community Groups, the night was extremely well attended with over 190 guests which included the Mayors of Maghull, Frodsham and the Deputy Mayor of Liverpool they all enjoyed a three course meal and live entertainment, the event also had our Tombola, Raffle and Auction.

Mayoral Installation

Councillor Dave Robinson was officially sworn as the Mayor of Sefton on Thursday 11th May at Bootle Town Hall, his wife Wendy was also sworn in as Mayoress, following the ceremony, a reception was held in the Ballroom at the Town Hall with 90 guests present, including the High Sheriff of Merseyside. Cllr Robinson is very much looking forward to the next 12 months, and he has identified Sefton Opera, Y-Kids and T.E.A.M as his charities that he will look to help during his term of office.

Freedom of the Borough

Work is currently underway for the Freedom Ceremony and Reception for the Duke of Lancaster's Regiment which is being held at Bootle Town Hall on Tuesday 20th June, the Lord Lieutenant of Merseyside will be in attendance at this event and will form part of the inspection team

Mayor of Sefton's Charity Ball

Work is currently underway for this year's Charity Event which is to be held on Saturday 1 April 2017 at Floral Hall in Southport Theatre & Convention Centre. Tickets are on sale now priced at £35.00 which includes welcome drink and three course meal and are available from the Mayor's Office. Bootle Town Hall.