

CABINET MEMBER REPORT

Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services) - 11
September 2018

Councillor	Portfolio	Period of Report
Paulette Lappin	Regulatory, Compliance and Corporate Services	September 2018

CORPORATE SUPPORT SERVICES

Strategic Support

Strategic Support main priority continues to be the support and project management of the Public Sector Reform projects. All the 10 projects and 25 sub-projects are being supported and developed.

Progress continues to be made with the team working with colleagues from across the Council development of WW1 Commemoration (1918 – 2018) activity plan. As part of this work the Libraries team has launched a poetry competition in schools, the competition will also be promoted more widely.

Both section of the team have worked with others to produce the Position Statement and gather the supporting evidence for the LGA Peer Challenge (4th to 7th September). This challenge is proven tool for sector-led improvement and it is a fantastic opportunity for us to showcase our work and all the things we have done that we are proud of, as well as taking the opportunity to learn from others about how we can do even better. A feedback report will then be sent by the LGA peer review team, which will be considered by the Council's Senior Leadership Board and Cabinet Members to implement positive recommendations. An action plan will be developed to embrace the learning and to ensure we continue to make improvements where needed. Currently various communications materials are being produced, including briefing notes and letters to key stakeholders to outline key messages around the Peer Review.

The team has been working closely with colleagues from across the Council to launch the STAR Awards 2018. The STAR Awards is now in its fourth year and has gone from strength-to-strength. The awards have been specifically designed to recognise and celebrate individuals and teams who have lived up to the vision and values of Sefton Council. This year an online e-form has been developed to make it even easier for staff to nominate, for those members of staff who do not have access to the intranet they will be able to nominate their colleagues via an alternative method. This year's STAR Awards will be held at The Atkinson in Southport on Wednesday, November 21.

The latest version of MySefton newsletter is now live and is being distributed across community sites in Sefton <https://indd.adobe.com/view/138cbfa9-588e-4d33-b9f1-0ba7a2967253> . The newsletter celebrates good news and events from across our wonderful borough and compliments MySefton.co.uk news channel.

The Communications team has led on the introduction of a new Corporate Print Framework to be used by all Council teams when purchasing any form of printed promotional materials. This approach is already ensuring consistency, efficiencies and reducing costs across the organisation.

The Communications Team continue to work in partnership with colleagues from CVS to promote and celebrate the Year of the Volunteer. More information is available <http://mysefton.co.uk/category/year-of-the-volunteer/>.

Commissioning Support and Business Intelligence Service

The Commissioning Support Team:

Continues to lead and support a number of key commissioning projects/activity, PSR projects:- Personalisation, Acute Wrap around, Family Centres, also providing children's placements, Quality Assurance

activity, ASC payments and billing, financial assessments, Care Arranging and Direct Payments, including some specific examples:-

- *Pre-Paid Cards* – the numbers of recipients accessing Pre-paid Cards continues to increase in line with targets set, the team have received positive feedback from recipients about how using the card helps to simplify the process. Support to increase numbers, recover unused funds and reconcile accounts with outstanding reconciliation is being supported by ASC Social Work staff.
- *Adult Social Care Domiciliary Care Services* – implementation of the new contracts is underway as part of the tripartite approach with Liverpool and Knowsley. The approach will allow for a shared area of commissioning between Knowsley and Sefton and embedding the new model of support enabling independence and improved monitoring arrangements.
- *Supported Living* – The Supported Living Project (review of service users and review/revision of provision) has been completed however the CST is continuing to work alongside ASC in supporting some residual work around a few remaining services. The CST is also working with ASC to develop the approach around the recommissioning of the services based on the new model and work done to date.

In January 2018 the Council launched its Internal Commissioning Academy bringing a range of Council staff together, the programme ran over six months provided the opportunity for approximately 40 officers from across the Council to develop a better understanding and skills relating to commissioning. This will in turn lead to improved commissioning across the Council, better services and better value for money as part of developing a 'Commissioning Mindset'.

Feedback of the programme has been very positive and it was well received by those attended. The programme was based on a successful national programme originally introduced by the Cabinet Office, the Sefton Commissioning Academy is a key element of organisational development as part of the PSR10 project within the Council's Framework for Change.

Performance & Business Intelligence Function:

Key achievements in this period:

- Successful roll-out of the 'Manage My Requests' (iCaseWork) system for capturing, managing and reporting all customer complaints, representations and feedback across the Council, including Corporate, Adult Social Care and Children's Services comments, compliments and complaints.
- Successful delivery of information, advice and guidance in preparation for the General Data Protection Regulations (GDPR) on the 25th May 2018, including the provision of training and the amendment to related policies and procedures.
- Preparation of the initial draft of the Sefton Joint Strategic Needs Assessment (JSNA), for consultation with the Council's SLB and the Health & Wellbeing Board.
- Delivery of the comprehensive Community Safety Assessment for review by the Community Safety Board.
- Delivery of a revised framework and process for identifying, auditing and reporting Troubled Families.
- Provision of Children's Social Care data and support to the CQC review of how local health services keep children safe and contribute to promoting the health and wellbeing of looked after children and care leavers.
- Supporting analysis for Adult Safeguarding & Care Governance Board.
- Successfully completed the reconfiguration of the LAS system to support amendments to the Adult Social Care Safeguarding Policy and revised operational process.

Key priorities in next period:

- Co-ordinate the immediate response to an issue raised by the Programme Director - Digital Child Health and CP-IS, regarding data validation for the Child Protection – Information Sharing (CP-IS) system. Recently a small number of instances have been identified where children with the wrong NHS numbers have been uploaded to the national system. The immediate action is to validate a subset of Sefton records currently on the CP-IS system where there is not an exact match on date of birth, forename, family name with data held on the NHS Spine.
- User acceptance testing on LCS and EHM systems (v14) 1st to 13th August.
- User acceptance testing on Capita One systems (v3.65 & v.366) 6th to 20th August.
- User acceptance testing on LAS and ContrOCC systems (v9/v11) 3rd to 13th September.
- Collection, analysis and reporting of 2017/18 educational performance from EYFS, Phonics, KS1, KS2 and KS4.
- Collection, analysis and initial submission of statutory returns for Adult Social Care, Children's Social Care and Education functions.

The Service continues to:

- Support PSR programme and the day-to-day performance management of key services across the Council by analysing and providing data, producing detailed reports which generate valuable insight and supports better business decision making. Specific examples include analysis of Potential Poverty and Digital Inclusion across the borough.
- Support the Merton House to Magdalen House accommodation project, providing information, advice and guidance on the process for reviewing, categorising and processing existing paper records across the Council, with a view to achieving a future paperless environment. This includes the ongoing digitisation and transfer of legacy Children's and Adult Social Care paper records into secure storage facilities, mitigating the risk to information preservation and of information loss.
- Manage the provision of the Council's Welfare Rights and ELAS services, monitoring the impact of the local Universal Credit full service roll-out and ensuring that those residents affected by welfare reform, low or irregular income and potential poverty receive appropriate support.
- Continue to support the Council to respond to comments, compliments complaints, FOI, Subject Access and other representations.
- Continue to provide comprehensive support across the Council relating to information management and data protection, assessment of proposed information sharing arrangement and the investigation of potential data breaches.
- Provide supporting analysis across Children's, Adults, Education, & wider determinants areas.

The Procurement Team:

Continues to assist and advise on procurement activity across the whole Council and has 91 procurement exercises at differing stages on the current work plan. Many of these are complex procurement exercises that exceed the OJEU procurement thresholds, examples of which include:

- Housing Agency contract
- Holy Family Catholic High School - Building Cleaning
- Regional Adoption Agency
- Electronic Case Management System – Domiciliary Care
- Extra Care Collaborative contract
- IAG Careers information and guidance contract
- Sefton Healthwatch
- Framework for LTP – Civil Engineering Projects
- Arboriculture Works Term Contract

Updated Contract Procedure Rules were agreed by Audit and Governance and full Council in July 2018 and the CPR e-learning programme is in the process of being updated. All officers that have already taken the course will be updated on the changes that have taken place.

The Central Procurement team continue to be involved in working closely with the other Liverpool City Region Procurement teams. Current collaborative procurement processes under way include Personal Protective Equipment & Corporate Clothing. Amongst other things, over the coming months the Central Procurement Team will be collaborating with the other LCR Authorities on the replacement contracts for Office Stationery, Office Furniture, and Cleaning Materials.

CORPORATE RESOURCES

Corporate Finance

Closure of Accounts 2017/18

Over recent years, the Government has implemented challenging timescales for local authorities to close their annual Accounts. 2017/18 is the final year of the transformation process and required the Accounts to be completed by the end of May, and to be audited by the end of July. This change has required a complete review of processes for both the Council and Ernst Young to meet these deadlines.

Whilst this has been a considerable undertaking, Sefton's Accounts for 2017/18 were closed, audited and approved by the Audit & Governance Committee in line with the new deadlines. Thanks are due to all officers involved in the process and to Ernst Young. It should be noted that several local authorities across the country have failed to comply with the deadline.

Budget Monitoring - 2018/19 Financial Year

The most recent forecast **revenue budget** position is at the end of June 2018. The estimated year-end deficit is £7.6m, which includes overspending on several services; key service variations are highlighted below:

- Adult Social Care (£2m);
- Children's Social Care / Schools & Families (£3.6m);
- Locality Services Provision (£1.3m)

Heads of Service have been challenged to review what further actions can be taken during the year to improve financial management and to reduce spending across the Council. This process will continue over the coming years to ensure the authority is financially viable. The review is focussed on 4 areas: -

- Review of roles and responsibilities of budget holders and finance staff;
- Policies and processes;
- Financial Training; and
- The development of a technology solution to aid budget monitoring.

The Council's **capital budget** in 2018/19 is £29.050m. As at the end of June, expenditure of £2.589m has been incurred.

ICT

Strategy

The Council is finalising a new ICT Strategy, and is also defining new policies & standards for the ICT service; this activity will be completed in March 2019.

The council has recently appointed a Strategic Lead for ICT & Digital Services who will finalise the revised ICT Strategy by March 2019. Alongside this work a review of all policies and standards will be completed

Transformation

The Council, working with external contractor Agilisys and incumbent ICT provider Arvato, continues to work on the ICT Transformation Programme, there has been some slippage on the programme but it is due to complete in September, with the rollout of agile end user devices, new business software and the migration of systems and data to cloud hosting. Feedback from users so far has been excellent, a full benefits realisation report will be produced at the end of the programme

Future Provision

The Council is pleased to confirm that Agilisys have been appointed as the new outsourced ICT provider to operate the Council's ICT Service from the 1 October 2018. The authority continues to work in partnership with Arvato to ensure a smooth transition to Agilisys

Infrastructure

ICT continues to support 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.

Agile Working

New agile ICT KIT is currently being deployed as part of the Transformation Programme, with completion planned for September 2018

Customer Service

Self Service 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. The plasma screens continue to promote a number of online initiatives.

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.

In light of going live with Universal Credit Full Service, the new Universal Credit Advisors are now responsible for completing the majority of Emergency Limited Access Scheme applications with customers and assisting customers with any other on-line requirements.

Taxi Licensing

Taxi Licensing enquiries continue to be a lot higher to what they were for the same 6-month last year, with drivers from across the country choosing Sefton as their preferred location to complete their license application.

Following meetings with the taxi trade and staff from the back-office, Customer Service now offer a service that benefits local taxi drivers, with far more new appointments and Knowledge tests made available.

Volumes will continue to be monitored to ensure vulnerable customers do not experience longer waiting periods to see a customer advisor.

Revenues Service

In year collection performance business rates 2017/18

On 27th June 2018, the Ministry of Housing, Communities & Local Government published the annual statement of collection performance for Council Tax and Business Rates for 2017-18 for all Councils in England. Key highlights are: -

- Sefton are the top performing authority in the Liverpool City Region for both CTAX and NNDR
- Sefton are in the top quartile performing Metropolitan authority in the country for NNDR Collection in 2017-18
- Total Net Receipts collected in respect of 2017/18 where £208.4m a rise of £5.0m on the previous year.

Business rates in collection 2017/18

Performance nationally rose on average by 0.2% compared to 2016-17. Within the metropolitan class of authorities, of which Sefton is a part, average performance rose by 0.3%.

Sefton's performance was 98.7% in 2017-18 this performance places Sefton in the top quartile performers compared to all 36 Metropolitan authorities.

In year collection performance council tax 2017/18

Performance nationally fell by 0.1% compared to 2017-18. Within the metropolitan class of authorities, of which Sefton is a part, average performance remained unchanged. Average collection performance of all authorities in the Liverpool City Region also remained unchanged compared to 2016-17.

The Governments welfare reform agenda, and the minimum contribution requirements of the Council Tax Reduction Scheme (CTRS), continue to impact on average performance levels.

Sefton's performance was 96.3% in 2017-18 which is unchanged from 2016-17. This performance keeps Sefton outside of the top quartile for metropolitan authorities in 10th place out of 36 authorities, up one place compared to the previous year. However, when compared to authorities with a similar scheme to Sefton i.e. a minimum contribution rate of 16% or greater, Sefton is the 3rd best performing metropolitan authority.

Benefit Service

DWP data reports that, at 1st June 2018, the total number of customers in receipt of Universal Credit (UC) in Sefton is 8,840 and of these 5,993 are receiving assistance through the Housing Costs element of UC. Operationally, the Benefit Service has a weekly telephone conference call with the DWP to raise on-going issues regarding the impact that UC delivery has on Benefit Service assessments. The main issue is the length of time it takes to UC to make a decision; on average five weeks which then causes delays in Council Tax Reduction decisions and during this period multiple notifications are received from the DWP which results in cases being double handled before they can be finalised.

Internal Audit

Work to deliver the Internal Audit Plan continues, with audits having been completed in the period in the following areas:

Audit Title	Audit Opinion	Recommendations		
		High	Medium	Low
2017/18:				
Payroll	Minor	0	0	6
Civica APP	Moderate	1	4	1
Taxi Licencing	Minor	0	0	6
Court of Protection/ Appointeeships	Major	3	8	2
Highways Maintenance	Minor	0	2	1
Non-Domestic Rates	Moderate	2	2	0
Council Tax Reduction Scheme	Negligible	0	0	0
Holy Spirit School	Weak	3	4	2
LAS Finance	Moderate	0	5	1
Care Act	Minor	0	3	1
Crosby Lakeside	Minor	0	3	4
Corporate Risk Management	Moderate	1	5	1
Northway School (Follow up)	All recommendations implemented			
Churchtown Primary School (Follow up)	All recommendations implemented			
Accounts Payable (Follow up)	All recommendations implemented			
Ursuline School (Follow up)	All recommendations implemented			
AGS 2016/17 Follow up	Some recommendations implemented			
Troubled Families Grant	Assurance provided			
Liverpool City Region STEP Grant Q4 2017/18	Assurance provided			
Liverpool City Region Atlantis Grant	Assurance provided			
M58 Junction 1 Grant	Assurance provided			
Mayors Charity Fund	Assurance provided			
2018/19:				
Annual Governance Review (2017/18)	Moderate	10	2	0
Carbon Reduction Commitment Energy Efficiency Scheme	Minor	0	0	2
Health and Safety Risk Assessment	Major	4	11	0
Public Health Grant	Assurance provided			

Responsible officers have given assurance that the recommendations made in the reports will be implemented within reasonable time scales. Follow up

audit work will be undertaken so as to substantiate this.

Internal Audit has conducted a comprehensive review of the Council's corporate governance arrangements during the period, so as to inform the Annual Governance Statement 2017/18. The findings of this review have resulted in a total of seven Significant Governance Issues being agreed for reflection in the Statement. These are:

1. A Code of Corporate Governance has yet to be implemented. This has been drafted and will be introduced in 2018/19.
2. The Council's Core Purpose and Framework for Change Programme was introduced in 2016/17. It will be important that the Council can demonstrate how it is meeting the objectives set out within these strategic approaches as part of its overall performance management process. During 2017/18 the development of a Corporate Performance Framework commenced. The new framework is expected to be implemented in time for the October 2018 PDR process and to inform the next budget cycle.
3. A significant amount of work has been undertaken during 2017/18 in embedding Risk Management in the Authority. This includes regular reporting and dialogue at Audit and Governance Committee and Senior Leadership Board. There are however still certain services that are to fully embed risk management within their overall management processes.
4. A review of the Council's compliance with CIPFA's Code of Practice on Managing the Risk of Fraud and Corruption is partially completed.
5. A review of the Council's compliance with CIPFA's Audit Committees: Practical Guidance for Local Authorities (2013) [Note: soon to be superseded by the 2018 guidance] has not been undertaken.

6. A review of the Council's compliance with the Local Public Services Data Handling Guidance needs to be undertaken either by or in liaison with the Council's Senior Information Risk Owner (SIRO).
7. The Council should ensure that it has appropriate arrangements to update its Constitution for key changes on at least an annual basis.

Issues 1, 2, 3 and 4 were reported in the 2016/17 AGS, and issues 5, 6 and 7 are new, and reflect the need for the Council to update to reflect changing guidance and local processes. One of the issues reflected last year has now been resolved, as there is now a system in place to update the Audit and Governance Committee on the progress being made in respect of the Significant Governance Issues, and this was reported at its March 2018 meeting.

The Internal Audit service has been the subject of an external inspection, to verify compliance with the Public Sector Internal Audit Standards. The final report has now been received with the overall opinion that the service "generally complies" with the Standards. This is the highest opinion that can be given. The service is required to maintain its compliance and continue to raise standards via its Quality Assurance and Improvement Programme.

Health and Safety

The team has undertaken statutory compliance visits to a range of Council buildings, so as to provide assurance that there is evidence to support compliance with the relevant health and safety legislation, concerning such matters as gas safety, asbestos, and legionella. Premises visited since the last report include:

The Atkinson Centre

A very thorough Fire Risk Assessment has been undertaken by Building Control (this took some months to complete). At the present time, all the high action recommendations on the action plan have been completed and the management are continuing to review and undertake the medium and low actions.

Number of incidents reported to the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)	1
Number of substantial complaints (those which have warranted investigation)	0

A very successful IOSH (Institute of Occupational Safety and Health) training course was provided to a group of senior managers, using the Risk Management days incorporated in the Council's insurance provision. This helped to raise awareness amongst senior managers of the requirements, and how these should be applied to their roles. The service has continued to utilise the allocation of Risk Management days to supplement the corporate training offer with a range of high quality health and safety training courses.

Insurance

This claims data relates to the period 1st February 2018 to 31st July 2018:

Category	Number of claims received	Total reserve on claims received (£)	Number of insurance claims paid out	Amount paid out in insurance claims (£) (not necessarily related to claims received in this period)
Public Liability	120	729,803	59	274,840
Employer's Liability	10	117,559	11	19,378
Motor Vehicle	51	17,588	29	53,865

Extensive work has been undertaken on the procurement exercise for the provision of insurance for the period September 2018 – 2021 (with two optional one year extension periods). Delegated authority for the contract award was given to the Cabinet member at the July 2017 Cabinet.

Risk and Resilience

Positive progress has been made in the delivery of the Emergency Planning Project Plan, with the Plan now largely delivered. As these developments embed over time, so the Council's capability to prepare for and respond to a major incident should be strengthened. Business Continuity represents the main outstanding challenge in respect of the Project Plan, and work is to begin in the Autumn to undertake business impact analysis so as to inform the list of critical activities for which business continuity planning should be prioritised.

Work has been completed with Heads of Service to review the Corporate Risk Register, so as to ensure that this is fully reflective of the major risks facing the Council. The service has also provided support to Heads of Service and training to some teams in compiling Service Risk Registers. Progress being made has been positive in increasing the extent to which robust risk management arrangements are embedded across the Council.

PERSONNEL DEPARTMENT

Operational Issues

Advice and support continues to be provided to various service areas. Consultation is taking place with staff and the trade unions in respect of a number of staffing issues and weekly meetings are timetabled as necessary.

Various reviews and restructures across the organisation are continuing relative to budget savings/Public Sector Reform projects. These are the subject of trade union consultation. Briefings have also taken place on school budget issues, the Arvato insource and other staffing related budget issues.

The Department continues to have 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.

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.

The team also undertakes any review of HAY graded positions.

Management of the Matrix contract relative to the recruitment of all Agency workers continues with current contract running from February 2018 for 4 years.

Team members are involved in service reviews and work to support transformational proposals associated with the budget proposals and potential changes to service delivery. Of the three team members one is involved with the EIP2 project and one on the EIP3 project.

The pay award for NJC employees for 1.4.2019 involves a number of changes to the current Pay structure including a weighted percentage pay increase for the lower SCPs and a merging of some of the current Spinal column points to former new single spinal column points. Separate reports will be produced and shared (in due course) with the appropriate parties relative to proposals for implementation arrangements which will require the agreement of assimilation arrangements.

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

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, 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 and the voluntary

resignation workflow process is now built in ResourceLink and associated guidance available for managers. A pilot of the new process is being undertaken by managers in Hawthorne Road Depot and this is being rolled out to Leisure in August 2018 and the rest of the Council in September 2018.

The Working Group is now 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 changes to hours process is currently being built and Hawthorne Road have again agreed to pilot the new process.

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 embedded and 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 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.

The Council had to apply Auto-enrolment legislation on 1st April 2013 and as part of this process applied transition arrangements to a certain group of staff. Transition ended 30th September 2017. The affected staff have been written to and they will not be enrolled into their relevant pension scheme until 1st April 2019, but can opt in at any time.

Arvato and the Council are meeting on a regular basis with regard to the TUPE transfer of staff back to the Council on 1st October 2018 for the current Arvato services (excluding ICT).

The plan is to do a parallel payroll run for September 2018 for the transferring staff to ensure correct pay in October 2018.

Occupational Health

The number of referrals (196) to the HU from Sefton employees between 01/04/18 and 30/06/18 is comparable (192) with the same period last year.

The main reasons for referrals within this period are stress and mental health (36.2%) and musculoskeletal problems (22.9%). The majority of referrals are from schools (46.4%), Locality Services - Provision (16.8%) and Adult Social Care (11.7%).

Workforce Learning and Development (CLC)

Training / eLearning

The Corporate Learning Centre continues to design, develop and deliver accredited training courses across the workforce. A total of 26 courses have now been submitted for Badge of Excellence programme approval; this includes four new courses (HIV Prevention Awareness, Diversity, Identify and Culture, PowerPoint (Level 1) & PowerPoint (Level 2)).

Apprenticeships

We continue to promote and access the Apprenticeship levy, have established a pool of lead training providers and we continue to raise awareness of the apprenticeship levy with internal departments and schools. The Corporate Apprenticeship Team continues to attend departmental managers meetings to raise awareness of apprenticeships for existing staff.

A celebrating success event for Apprentices took place on Tuesday 15th May followed by a meet and greet session on Wednesday 18th July. Both events were well attended by Cabinet Members, Apprentices and Managers.

Recruitment

Two staff recently left the team to move onto pastures new – this resulted in two vacancies being advertised. We successfully recruited a Learning and Development Officer early July 18 to take forward the training delivery of the Adult's and Children's Social Care case management systems (Liquid Logic). We also very recently appointed another Learning and Development Officer to take forward the delivery of our ASYE (the Assessed and Supported Year in Employment) Programme for Social Workers who are practising in their first year of employment. Both staff commence their roles early Autumn 18.

Leadership and Management Development

A discussion paper was shared and presented to SLB in June 2018. The aim of the paper was to facilitate a strategic discussion regarding the Council's future approach to the Leadership and Management Development of our front, middle and senior managers and how we will develop a programme to embed a culture of continuous development and improvement to support the on-going implementation of the Framework for Change and Sefton's 2030 Vision.

Organisational Development / One Council Network

The Corporate Learning Centre continues to work with Strategic Support and SLB to develop the One Council champion's network to support the development and implementation of OD across the organisation. The One Council Network meets x1 per quarter to discuss a range of OD related topics including feedback from various task and finish groups. Recent activities include:

- A One Council email address – a single point of contact for Champions and to send out OD and training updates.
- Pop up banners with the One Council branding and mini 'Z' cards detailing the One Council roles and responsibilities.
- Coordinated and delivered OD Mapping exercises with the One Council Champions to identify the full range of OD activity that is taking place across the Council, in addition to the PSR and SLB work streams. Our Communications Team is producing a visual representation, highlighting all the good work that's taking place across the organisation.
 - Provided 3 eLearning courses for the One Council Champions with more courses in the pipeline. The courses are linked to the work we are doing with regards to OD. They are:
 - Creating Positive Working Relationships
 - The Resilient Mindset – Face the future with confidence
 - Negotiation Skills - Gain the Skills to Become an Effective Negotiator.
 - Continue to promote Yammer hour and working with the Champions to get their Digital House in order.
 - We are members of the NW employers OD network – the network delivers a series of action learning sets with a focus on the identification of OD challenges and how to overcome the challenges collectively. We are use the forum to share best practice.
- **Communications:** We have a page on the intranet that is dedicated to OD including the Framework for Change. Regular news updates are published here.

<http://intranet.smbc.loc/framework-for-change/organisational-development.aspx>

<http://intranet.smbc.loc/framework-for-change.aspx>

Building and Property Services

- 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. Provision of information and assistance to Arcadis for ongoing Asset Review

Specific Actions to note

- Valuation and review of Council Assets for end of year Financial Accounting completed by deadline. Assistance to External Auditors and Finance on valuations to report to Members.
- Supervision and implementation of initial Accommodation moves as part of Agile Working Strategy. Moves between floors in Magdalen and working on moves from Merton to Magdalen
- Procurement of terminal Dilapidations at Southport Theatre
- Procurement for terminal Dilapidations Merton House
- Instructions to Legal for St Peter's House for new Finance contract

- Instructions to Legal for acquisition of RC land at Meadow Lane for Housing Development Company
- Letting of Southport Pier concessions. Heads of Terms agreed and reported for approval.
- Heads of Terms for Children's Centres Borough wide
- St Wilfrid's Section 77 and subsequent negotiations with RC/Bellway
- Plans/assistance with conversion to Academies Litherland Moss and Shoreside Primary Schools.
- Renewal of Lease of playing fields Lydiate Parish Council

Corporate Legal Services

The Legal Team have been very busy of the last few months dealing with a number of encampments in the borough as listed below. For each of the encampments this involved drafting and issuing a Section 77 notice, and thereafter drafting summons at court, getting the summons endorsed and thereafter drafting the Section 78 order for the removal, listing the matters for hearing and on three occasions we had to attend court and secure an order for removal .

1. Northern perimeter – 4.6.18-5.6.18 - left at service of summons
2. Formby Nature reserve- police assisted us and moved them on under their powers
3. Duke Street Park Formby- 13.6.18-18.6.18 - had to get an order for removal at court hearing
4. Gorsey lane - 18.6.18-19.6.18 - left at service for summons
5. Kew park and ride- 18.6.18-25.6.18 – went at service of summons
6. Ferryside Lane Park – 20.6.18-23.6.18 - left at service of summons
7. Ainsdale Discovery Centre- 25.6.18-28.6.18 - left at service of summons
8. Victoria Park- 2-4.7.18 - left after court summons
9. Preston New Road - 9.7.18-12.7.18 - had to get an order for removal at court hearing
10. Park and Ride Esplanade- 19.7.18-20.7.18 - left after service of summons
11. Princes Park - 16.7.18- 19.7.18- had to get an order for removal at court hearing.

We also conducted a trial in relation to breaches of a Community Protection Notice under Anti-social Behaviour Crime and Policing Act 2014, involving numerous residents as witnesses. A conviction was secured and the matter is now listed for an application for a Criminal Behaviour Order to be obtained against the Defendant who has been causing much distress to the neighbourhood.

Legal Services have been conducting training sessions for officers together with the Council's Data Protection Officer as to the provisions and implications of the GDPR. We have held approximately 20 training sessions for over 1000 staff. We have also been providing advice to various divisions of the Council regarding the drafting of Privacy Notices and additional documentation to ensure compliance with the GDPR. From July 2017 to June 2018 the Children and Social Care legal team have dealt with the highest number of court hearings since data was recorded in 2011. The Ministry of Justice are undertaking some research to try and understand the national increase in care proceedings and also plan to share best practice observed across different regions across the country. The childcare Senior Lawyer attended a meeting with the MOJ, contributing to the work being undertaken.

The number of children's deprivation of liberty cases has started to increase, as should be the case following case law that defined when restrictions on a child's liberty should be considered by the court. These matters are before the High Court and legal staff are developing expertise in this emerging area of law having presented five cases to the court in the last few months.

The team have recently advised in relation to Forced Marriage case before the court. In July the team delivered a one day training course for junior social workers, entitled "Legal Skills for Social Workers". The feed-back was extremely positive with social workers commenting that they felt much better prepared for court proceedings.

Academy Conversions of Litherland Moss Primary School and Shoreside Primary School are due to take place on 1st September thereby transferring control of both to their respective Academy Trusts. Recently been instructed on the conversions of two more schools - Kew Woods Primary and Churchtown Primary and will provide ongoing legal advice and guidance throughout the process.

In terms of prosecutions during July up to 1st August, the team progressed the following matters at court:

- 34 education prosecutions
- 9 litter prosecutions

A member of the team attended a training course delivered by Shelter in relation to harassment and illegal eviction in the private rented sector. This will enable the legal team to support Housing Options in their delivery of advice to members of the public.

The legal team have been auditing empty homes cases where outstanding debts are owed to the council. Files that satisfy the criteria for pursuing an order for possession and sale are being assessed and progressed where appropriate.

The team have continued to support the planning department with enforcement notices including s330 notices, breach of condition notices and high hedge complaints.

The selective licensing scheme for landlords has launched for selected parts of the borough. The deadline for landlords to obtain a licence is 1st September 2018. Failure to comply is an offence. Therefore, the team have been preparing for prosecutions in relation to non-compliance from this date. General advice in relation to housing standards and the selective licensing scheme have also been part of the team's workload.

Electoral Services

Preparations have been completed for the annual canvass of the Register of Electors. The annual canvass will commence during the week beginning 6 August 2018, with Household Enquiry forms going out to 128,500 households and 217,400 electors, the highest number for over 20 years.

The canvass will be undertaken in three phases, with reminder forms being sent out in September and October. A series of messages will go out through social media to support each stage of the process, with an emphasis on capturing young voters and maintaining the current high registration numbers. The canvass will run through to the end of November with the new 2019 register of electors being published on the 1 December 2018.

The team will undertake the annual review of polling stations with members, which will form the basis of the full review of polling districts which will take place after the local and Parish elections in May 2019. As part of the preparations for the 2019 elections, the Returning Officers staff database will be updated in a move towards making the whole process paper light with all staffing matters being dealt with by staff signing up to an electronic portal.

Democratic Services

The **Overview and Scrutiny Committee (Adult Social Care and Health)** received information at its meeting held on 26 June 2018 from the Sefton Clinical Commissioning Groups (CCGs) on the Primary Care Strategy in Sefton and requested additional information to be provided to a future meeting. The Committee deferred establishing a Working Group and may consider a topic for review once the additional information on the Primary Care Strategy is received.

The **Overview and Scrutiny Committee (Children's Services and Safeguarding)** had established a Special Educational Needs and Disability Process of Assessment Working Group. The Final Report of the Working Group was considered and approved by the Committee and the Cabinet at their meetings held on 10 and 26 July 2018, respectively.

The Committee hopes to undertake a visit to the Dewi Jones Unit in Waterloo in the near future, to view facilities there in relation to CAMHS (Children and Adolescent Mental Health Services).

The Overview and Scrutiny Committee (Regeneration and Skills)

- The Parks and Greenspaces Working Group's Final Report was considered and approved by Committee and Cabinet at their meetings held on 3 and 26 July 2018 respectively.
- The Housing Licensing Performance Framework Working Group's Final Report was considered and approved by Committee and Cabinet at their meetings held on 13 March and 24 May 2018 respectively.

The Committee at its meeting held on 3 July 2018 selected Apprenticeships as a topic for review by a Working Group. However, since the meeting it has come to light that the Liverpool City Region Combined Authority Overview and Scrutiny Committee has undertaken a similar review and rather than duplicate this work the meeting to be held on 18 September 2018 will further consider this matter. The Committee has also requested the Strategic Leadership Board to suggest topics for review and it is hoped that suggestions will be submitted to the meeting on 18 September.

The **Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services)** had last year agreed to establish a Working Group to look at the topic of Digital Inclusion. The Working Group has met on 5 occasions and its next meeting in August or September will consider initial findings and recommendations with a view to reporting to Cabinet in October 2018. The Committee at its meeting held on 12 June 2018 agreed

that following the conclusion of the Digital Inclusion Working Group a Working Group be established to review the topic of the Council's Ethical Business Practices.

The **Overview and Scrutiny Management Board** met on 26 June 2018 and considered items relating to Effectiveness of Local Authority Overview and Scrutiny Committees - Government Response to DCLG Select Committee Report; North West Strategic Scrutiny Network; Overview and Scrutiny Working Groups Update; Liverpool City Region Overview and Scrutiny Committee – Minutes; and North West Scrutiny Support Officers Network - 17 November 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 144 applications for secondary schools and 165 applications for primary schools during the period from 1 May to 31 July 2018.

Civic and Mayoral Services

VC Commemorative Paving Stone Service

On Friday 7th September 2018, Sefton will be hosting its final VC Commemorative Paving Stone Service for Arthur Evans at a special ceremony to be held at Bowersdale Park in Seaforth at 11.00 a.m. The stone will be unveiled by the Mayor of Sefton, along with family members of Mr Evans and Military Representation from the Kings Regiment.

150th Celebrations of Bootle

Work is currently underway to celebrate the 150th Anniversary of Bootle. Preliminary plans include an Exhibition of all Bootle artefacts in the Assembly Hall at Bootle Town Hall, which will include the refurbished and restored charter of incorporation. There will also be events in the Ballroom during the Exhibition which range from history talks, a Tea Dance, Theatrical Performance and themed bingo night. This will be a week-long event from 22nd October - 26th October, and will culminate in celebration evening on Saturday, 27th October at Bootle Town Hall.

Coroners

2 week jury inquest taking place at Bootle Town Hall 12 – 23 February. Alan Wilson, Coroner for Blackpool, will be holding the inquest as Christopher Sumner has been recused for this case by the Chief Coroner.

Introduction of digital (CT scan) autopsies on track to begin in April 2018. I-Gene London Ltd will have their Preston facility open by end March. Where suitable, a digital autopsy will replace a traditional invasive post mortem. This will be less traumatic for families.

Registrars

2 new wedding/civil partnership venues were approved at Licensing Committee on 8th January – The Bold Hotel in Southport and Oaklea Barns in Lydiate. Oaklea Barns are looking to hold festival style weddings which will give couples an alternative to traditional style ceremonies.

Environmental Health & Trading Standards

Trading Standards -Cigarette seizure:

Approximately 10,000 packets of cigarettes seized (largest seizure we've had in Sefton) from Southport premises that we've prosecuted previously.

We've suspected for some time that the illicit tobacco trade in Southport town centre is organised between a small number of retailers. Officers have witnessed employees present in a number of different retail premises, with no apparent link between the businesses other than the trade in illicit tobacco. Previous seizures have been on a relatively small scale, causing us to suspect that much of illicit tobacco is stored away from the retail premises.

Acting on intelligence from legitimate traders in Southport via Southport BID, we were able to identify a residential premise where the illicit tobacco was being stored. A retail premises was searched and 137 packets of cigarettes was seized. An entry warrant was executed at the residential premises where a further 9643 packets were seized, along with documentary evidence linking the residential and retail premises.

Investigations are ongoing, a report will be produced with a view to prosecution.

Enforcement –

Officers have been working with Green Sefton to ensure a clear message is provided to all dog walkers who use Sefton's parks & green spaces with regards to their legal requirements under the Public Space Protection Order on Dog Control. [PSPO]. Posters and colour coded stickers are being introduced together with wider publicity via the communications team. These posters provide a summary of the PSPO requirements relevant to parks, the Sefton Good Dog Code and a link to Sefton's web pages via a QR code accessible using smart phones. Enforcement including issuing fixed penalty notices will then be undertaken.

Prosecutions

Six successful prosecutions have taken place for littering (4) and fly tipping (2) offences that had occurred across the Borough. Fines and costs ranged from approximately £270- £340 for each offender. Twelve prosecution cases are awaiting court dates for dangerous dog attack(3) ,fly tipping (1) and non -compliance with requirements to have your dog micro chipped (9).