

REPORT TO	ON
Scrutiny Committee	30 th August 2017

Jan 2017



TITLE	AUTHOR	Agenda item No.
Scrutiny Review of Licensing Action Plan update	Joanne Platt	6

1. PURPOSE OF THE REPORT

To provide an update to the Committee of the progress in delivering the Scrutiny Review of Licensing Action Plan.

2. RECOMMENDATIONS

Scrutiny Committee is asked to note the progress made to date in addressing the recommendations of its review of Licensing.

3. CORPORATE PRIORITIES

The report relates to the following corporate priorities

Clean, green and safe		Strong and healthy communities	
Strong South Ribble in the heart of prosperous Lancashire		Efficient, effective and exceptional council	✓

4. BACKGROUND TO THE REPORT

At its meeting on 6th December 2016, Cabinet approved the action plan arising from the Scrutiny Review of Licensing and the development of the Council's Annual Governance Statement (AGS), and endorsed the development of a more detailed improvement plan incorporating key milestones and targets.

When the detailed plan was reported to Scrutiny Committee in March, members asked for half yearly updates on progress, and this report provides the first formal update.

5. PROGRESS IN DELIVERING THE ACTION PLAN

The Council's Scrutiny Review of Licensing Action Plan continues to be monitored internally by the Council's Programme Board.

The majority of the plan has been delivered and an updated plan is attached at **Appendix 1** for the Committee's consideration.

Some of the **key achievements** to date are summarised below:

- ❖ Diagnostic reviews of the Council have been undertaken by both the Centre for Public Scrutiny and the Local Government Association and a new Corporate Improvement Plan was developed and approved by Cabinet as a result of the recommendations arising from this work. This plan is being overseen by a cross party Improvement Reference Group which includes members and officers from the Local Government Association.
- ❖ A new Communications' Strategy has been approved and has been largely implemented, resulting in significant improvements in internal communications for both officers and members.
- ❖ A new Transformation Strategy (incorporating organisational development activity for both officers and members) has been approved and is being implemented.
- ❖ The Council's Corporate Plan was reviewed and revised for 2017-18 and the process for developing a new Council vision and priorities for 2018 and beyond has commenced, including a workshop for all members to engage with this work held in July.
- ❖ Reviews of financial regulations, the Council Constitution, procurement practice, fraud and anti-corruption policies and compliance with the Transparency Code have all been undertaken, although some of this work is yet to be fully completed.
- ❖ The Council's Safeguarding Policy and practices have been independently endorsed by the Lancashire Safeguarding Children's Board, and the Council's Licensing Service has also been independently reviewed and given clean bill of health. Training has been provided for the Council's Licensing Committee members.
- ❖ A residents' survey has been undertaken with very positive results.
- ❖ A new Customer Feedback policy has been developed
- ❖ A new risk management and project management system is in place. The performance module is due to come on line shortly. New performance management arrangements are also in place.
- ❖ The support for Governance, Standards and Scrutiny Committees has been reviewed and all now have work programmes in place. An additional independent person has been appointed to advise on standards complaints.
- ❖ A social media policy for members has been developed and approved
- ❖ A new permanent Chief Executive has been appointed and a new organisational structure has been developed for consideration by Cabinet and approval by Council in September.

Exceptions are summarised below. Revised target dates for these actions have been proposed and these are shown below.

- i. Budget training for officers is behind schedule. The revised target date for completion of this is 31st March 2018
- ii. ICT changes to customer database software to accommodate the changes to the new Customer Feedback Policy are behind schedule. The revised target date for this is 15th September. Subsequent changes to the Council's website are dependent upon this work being completed and are therefore also not on target. This will be done as soon as the software changes have been completed.

- iii. The review of the Council's Financial Regulations has not yet been completed. This is linked to the new senior management structure (in terms of delegations to senior positions) and accordingly the target date for completion has been revised to 31st January 2018. Publication will follow this.
- iv. The new risk management and project management system is in place but the performance module is behind schedule. The revised target date for this is end of August 2017.
- v. Member induction and training is now being delivered in accordance with the timescale in the new Transformation Strategy. The revised target date for this is 31st March 2018.
- vi. Implementation of the recommendations of the review of democratic services and the review of legal services is in abeyance pending the Council re-structure. The revised target dates for completion of this work is the end of December.
- vii. The review of the Council's disciplinary procedures now forms part of the review of all HR policies identified as an action in the new Transformation Strategy. The revised target date for this work is 31st January 2018.
- viii. Some of the actions in the medium-term action plan of the Communications' Strategy are behind schedule due to the unexpected resignation of a member of the Communications' Team, resulting in a 50% reduction in staff resources. The revised target date for the completion of all actions is 31st March 2018 and for the evaluation of the strategy 30th June 2018.

6. WIDER IMPLICATIONS AND BACKGROUND DOCUMENTATION

6.1 Comments of the Statutory Finance Officer

There is no impact on the Council's budget as a result of accepting the recommendation within this report.

6.2 Comments of the Monitoring Officer

Clearly it was important that Cabinet took on board the recommendations from the Scrutiny review of Licensing. Such recommendations subsequently informed the council's AGS and its associated Action Plan. In this regard it is good to see how much progress has been made towards delivering on these actions. It is important to note though that the work to strengthen and improve our governance arrangements is an ongoing process.

<i>FINANCIAL IMPLICATIONS</i>	There are no financial implications to this report
<i>PEOPLE AND CULTURAL IMPLICATIONS</i>	There are no legal implications to this report
<i>ICT</i>	There are no ICT implications to this report

***PROPERTY AND
ASSET
MANAGEMENT
IMPLICATIONS***

There are no property and asset management implications to this report

7. BACKGROUND DOCUMENTS

Scrutiny Review of Licensing
Annual Governance Statement
Report to Cabinet 6th December 2016

Appendix 1: Scrutiny Review of Licensing Action Plan