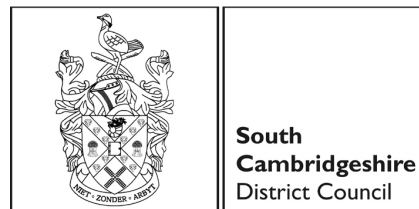


South Cambridgeshire Hall
Cambourne Business Park
Cambourne
Cambridge
CB23 6EA

t: 03450 450 500
f: 01954 713149
dx: DX 729500 Cambridge 15
minicom: 01480 376743
www.scambs.gov.uk



22 April 2013

To: Chairman – Councillor Ben Shelton
Vice-Chairman – Councillor David Whiteman-Downes
Members of the Scrutiny and Overview Committee – Councillors Alison Elcox,
Jose Hales, Roger Hall, Lynda Harford, Mark Hersom, Roger Hickford,
Douglas de Lacey, Janet Lockwood, Bridget Smith, Bunty Waters and Vacancy

Quorum: 6

There will be a pre-meeting session at 5pm in the Swansley Room for members of the Committee only to plan their lines of enquiry

Dear Councillor

You are invited to attend the next meeting of **SCRUTINY AND OVERVIEW COMMITTEE**, which will be held in the **SWANSLEY ROOM, GROUND FLOOR** on **TUESDAY, 30 APRIL 2013** at **6.00 p.m.**

Members are respectfully reminded that when substituting on committees, subcommittees, and outside or joint bodies, Democratic Services must be advised of the substitution *in advance of* the meeting. It is not possible to accept a substitute once the meeting has started. Council Standing Order 4.3 refers.

Yours faithfully
JEAN HUNTER
Chief Executive

The Council is committed to improving, for all members of the community, access to its agendas and minutes. If you have any specific needs, please let us know, and we will do what we can to help you.

AGENDA

PAGES

PROCEDURAL ITEMS

- 1. Apologies**
An apology for absence has been received from Councillor Roger Hickford.
- 2. Declarations of Interest**

3. **Minutes of Previous Meeting** 1 - 6
To authorise the Chairman to sign the Minutes of the meeting held on 21 March 2013 as a correct record.

4. **Public Questions**

CONSIDERATION ITEMS

5. **Policing, Crime and Disorder** 7 - 14
(a) To receive a presentation from Sir Graham Bright, the Police and Crime Commissioner on his priorities for 2013/14
(b) Policing update by Chief Inspector Darren Alderson, Area Commander for South Cambridgeshire, including discussion on Neighbourhood Police Panels
(c) A briefing note and appendices relating to the Crime and Disorder Reduction Partnership (CDRP) are attached
6. **Annual Scrutiny & Overview Report 2012/13** 15 - 28
To consider the attached draft report prior to presentation to Council on 23 May 2013.
7. **ICT Informal Working Group** 29 - 34
Notes of the ICT informal working group held on 16 April 2013 attached.

INFORMATION ITEM

8. **Performance Monitoring 2012/13: Quarterly Healthcard**
The end of year quarterly report will be circulated separately to members of the Scrutiny & Overview Committee for any comments prior to consideration by Cabinet on 3 June 2013.

STANDING ITEMS

9. **Corporate Forward Plan** 35 - 46
To consider the items contained in the Council's Forward Plan published on 23 April 2013 for possible future scrutiny.
10. **Work Programme 2013/14** 47 - 52
11. **Monitoring the Executive**
Scrutiny monitors are invited to report to the Committee regarding Portfolio Holder meetings attended since the last meeting and specifically raise any issues challenged and the result and/or issues where the Committee could add further value. The meetings were as follows:
- Planning Policy and Localism, 21 March 2013 (Cllrs Douglas de Lacey and Bridget Smith)
 - Leader's, 28 March 2013 (Cllrs Lynda Harford and Ben Shelton)
 - Planning Policy and Localism, 11 April 2013 (Cllrs Douglas de Lacey and Bridget Smith)
 - Corporate and Customer Services, 18 April 2013 (Cllrs Jose Hales and Lynda Harford)

12. To Note the Dates of Future Meetings

Future meetings of the Committee are scheduled to commence at 6pm on the following dates:

Thursday, 04 July 2013
Thursday, 05 September 2013
Thursday, 07 November 2013
Thursday, 16 January 2014
Tuesday, 11 February 2014
Thursday, 03 April 2014

Exclusion of Press and Public

The law allows Councils to consider a limited range of issues in private session without members of the Press and public being present. Typically, such issues relate to personal details, financial and business affairs, legal privilege and so on. In every case, the public interest in excluding the Press and Public from the meeting room must outweigh the public interest in having the information disclosed to them. The following statement will be proposed, seconded and voted upon.

"I propose that the Press and public be excluded from the meeting during the consideration of the following item number(s) in accordance with Section 100(A) (4) of the Local Government Act 1972 on the grounds that, if present, there would be disclosure to them of exempt information as defined in paragraph(s) of Part 1 of Schedule 12A of the Act."

If exempt (confidential) information has been provided as part of the agenda, the Press and public will not be able to view it. There will be an explanation on the website however as to why the information is exempt.

OUR VISION

South Cambridgeshire will continue to be the best place to live and work in the country. Our district will demonstrate impressive and sustainable economic growth. Our residents will have a superb quality of life in an exceptionally beautiful, rural and green environment. The Council will be recognised as consistently innovative and a high performer with a track record of delivering value for money by focussing on the priorities, needs and aspirations of our residents, parishes and businesses.

OUR VALUES

We will demonstrate our corporate values in all our actions. These are:

- Trust
- Mutual respect
- A commitment to improving services
- Customer service

GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL

While the District Council endeavours to ensure that visitors come to no harm when visiting South Cambridgeshire Hall, those visitors also have a responsibility to make sure that they do not risk their own or others' safety.

Security

Members of the public attending meetings in non-public areas of the Council offices must report to Reception, sign in, and at all times wear the Visitor badges issued. Before leaving the building, such visitors must sign out and return their Visitor badges to Reception.

Emergency and Evacuation

In the event of a fire, a continuous alarm will sound. Evacuate the building using the nearest escape route; from the Council Chamber or Mezzanine viewing gallery this would be via the staircase just outside the door. Go to the assembly point at the far side of the staff car park.

- **Do not** use the lifts to exit the building. If you are unable to negotiate stairs by yourself, the emergency staircase landings are provided with fire refuge areas, which afford protection for a minimum of 1.5 hours. Press the alarm button and wait for assistance from the Council fire wardens or the fire brigade.
- **Do not** re-enter the building until the officer in charge or the fire brigade confirms that it is safe to do so.

First Aid

If someone feels unwell or needs first aid, please alert a member of staff.

Access for People with Disabilities

The Council is committed to improving, for all members of the community, access to its agendas and minutes. We try to take all circumstances into account but, if you have any specific needs, please let us know, and we will do what we can to help you. All meeting rooms are accessible to wheelchair users. There are disabled toilet facilities on each floor of the building. Infra-red hearing assistance systems are available in the Council Chamber and viewing gallery. To use these, you must sit in sight of the infra-red transmitter and wear a 'neck loop', which can be used with a hearing aid switched to the 'T' position. If your hearing aid does not have the 'T' position facility then earphones are also available and can be used independently. You can obtain both neck loops and earphones from Reception.

Toilets

Public toilets are available on each floor of the building next to the lifts.

Recording of Business and Use of Mobile Phones

The Council is committed to openness and transparency. The Council and all its committees, sub-committees or any other sub-group of the Council or the Executive have the ability to formally suspend Standing Order 21.4 (prohibition of recording of business) upon request to enable the recording of business, including any audio / visual or photographic recording in any format.

Use of social media during meetings is permitted to bring Council issues to a wider audience. To minimise disturbance to others attending the meeting, all attendees and visitors are asked to make sure that their phones and other mobile devices are set on silent / vibrate mode during meetings.

Banners, Placards and similar items

No member of the public shall be allowed to bring into or display at any Council meeting any banner, placard, poster or other similar item. The Chairman may require any such item to be removed.

Disturbance by Public

If a member of the public interrupts proceedings, the Chairman will warn the person concerned. If they continue to interrupt, the Chairman will order their removal from the meeting room. If there is a general disturbance in any part of the meeting room open to the public, the Chairman may call for that part to be cleared.

Smoking

Since 1 July 2008, the Council has operated a Smoke Free Policy. Visitors are not allowed to smoke at any time within the Council offices, or in the car park or other grounds forming part of those offices.

Food and Drink

Vending machines and a water dispenser are available on the ground floor near the lifts at the front of the building. Visitors are not allowed to bring food or drink into the meeting room.

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of a meeting of the Scrutiny and Overview Committee held on
Thursday, 21 March 2013 at 6.00 p.m.

PRESENT: Councillor Ben Shelton – Chairman

Councillors:	Jose Hales	Roger Hall
	Mark Hersom	Roger Hickford
	Douglas de Lacey	Janet Lockwood
	Bunty Waters	David Bard
	Charles Nightingale	Tony Orgee

Councillors Dr David Bard, Charlie Nightingale and Tony Orgee were in attendance as substitutes for Lynda Harford, Alison Elcox and Ted Ridgway-Watt respectively.

Councillors Mark Howell and Ray Manning were in attendance, by invitation.

Officers:	Graham Aisthorpe-Watts	Democratic Services Team Leader
	Stephen Hills	Director of Affordable Housing
	Maggie Jennings	Democratic Services Officer
	Tracy Mann	Lead Officer, Youth Council

50. DECLARATIONS OF INTEREST

None.

51. MINUTES OF PREVIOUS MEETING

The minutes of the meeting held on 14 February 2013 were agreed and signed as a correct record.

Minute 45 – Update on the Mechanical Biological Treatment (MBT) Processing Plant

An update from AmeyCespa had been received immediately prior to commencement of the meeting which stated 'that work was progressing to bring the MBT plant at Waterbeach back to full working order. New compost turning machinery was now being manufactured that would replace the previous equipment which failed in September 2012. Work had already started in preparation for the installation of the new machinery, with the plant set to be up and running by the end of the year.'

It was understood that in the meantime, AmeyCespa was putting all black-bin waste straight to landfill as, since they own the landfill site, they are not charging themselves a 'gate fee' and so were only paying the landfill tax charge. This was a commercial decision based on it being more expensive to transport the black-bin waste elsewhere and pay to have it processed and then landfilled by someone else.

The Committee, in expressing its extreme dissatisfaction at this response, **AGREED** that a letter be sent to AmeyCespa, copied to Cambridgeshire County Council stating the Committee's displeasure that the company was not seeking to send black-bin waste to an alternative processing plant and requesting that representatives from both

AmeyCespa and the County Council attend the next Scrutiny & Overview meeting to account for this decision being taken.

52. PUBLIC QUESTIONS

None.

53. YOUTH COUNCIL

Tracey Mann, Lead Officer for the Youth Council was in attendance for this item. Ms Mann informed the Committee that due to unforeseen personal circumstances, members of the Youth Council were unable to attend the meeting.

The Chairman thanked the Youth Council for its report. He added that having noted that some members of the Youth Council had been assigned to shadow SCDC councillors, he offered the opportunity for all the Youth Council to be able to do the same. Ms Mann responded that the Youth Council would be pleased to accept that offer.

A query was raised regarding regulations in respect of Child Protection, particularly when a member of the Youth Council and Councillors would be working together on a one-to-one basis. Ms Mann undertook to seek advice from the Council's HR and Payroll Manager on this matter. It was, however, noted that for example, visits by the Youth Council to meetings where several persons were present would not likely pose a threat.

A suggestion that a list of best practice when meeting with young people should be prepared and maintained for distribution to councillors and Parish Councils was agreed.

54. HEALTH SERVICE CHANGES AND THEIR IMPLICATIONS

Jane Belman, Cambridgeshire County Council's Scrutiny and Improvement Officer was in attendance for this item and in addition to the information provided in the agenda, gave the following update by confirming that the Clinical Commissioning Group had recently agreed 3 priority areas; these were:

- Frail elderly
- End of life planning
- Prevention and care of people with coronary heart disease

In responding to the information received, the following questions were raised:

Members cited some instances that had occurred including the case of an elderly resident who had allegedly not received satisfactory end of life care and wondered who should be informed? In response, Ms Belman said the Care Quality Commission and the County Council should be informed.

It was confirmed that spending on health provision was part of the Health and Well-being Strategy which had now been published. The priorities were listed at para 3.8 of Ms Belman's report on page 11 of the agenda papers.

It was explained that Local Health Partnership was a generic term and that all District Councils would have one.

'Specialist services' referred to in para 2.1 of the report related to rare conditions with treatment being funded nationally.

The remit of local Healthwatch would be to seek the public's views about health and care services by using volunteers to gather information from patients and service users. This would enable public influence to shape the way future services were commissioned and provided. It was noted that Local Healthwatch organisations would have 1 seat on its Health and Wellbeing Board; that was felt to be disproportionate given the expected volume of community involvement and the County should be requested to re-consider.

A question was raised on how GP-led Clinical Commissioning Groups would be scrutinised, given that local GPs would be representing their practice members? It was noted that that issue had been raised nationally and had not yet been resolved. However, GPs would not be covering GP services; that would be overseen by the Commissioning Board.

Concern was expressed about the quality of the care contracts and how they were supervised, particularly in respect of home care? It was noted that the County Council's Scrutiny & Overview Committee had recently reviewed care contracts and would continue to review them regularly.

In conclusion, the Chairman thanked Ms Belman for attending the meeting.

Councillors Jose Hales and Mark Hersom left the meeting following this item.

55. AFFORDABLE HOMES SERVICE: UPDATE

Councillor Mark Howell, Housing Portfolio Holder and Stephen Hills, Director of Affordable Housing were in attendance for this item.

The following issues were raised in response to the information provided in the briefing note:

Mears – Responsive Repairs Contract

Councillor Howell reported that there had been teething problems since Mears won the contract tender in 2011, however, since commencement of the contract in April 2012, performance targets had been reached in all but one area. The inspection of empty properties had been brought back in-house as a temporary measure and it was noted that should this continue in the long-term, some recompense would be sought on the terms of the contract.

In response to a question raised on the number of formal and low-level complaints that had been received, the Committee were informed that of the 1600 jobs undertaken so far, 13 complaints has been received that required channelling through the official complaints procedure. Mears employed a dedicated officer who responded to the general day-to-day complaints, eg late for an appointment. It was also noted that 96% of customers completing a satisfaction survey had rated Mears as either excellent or good.

Councillor Douglas de Lacey left the meeting at this juncture.

Councillor Howell was questioned on the perceived notion that Mears required constant guidance on the processes required. In response, Members noted that that practice was necessary with the former Direct Labour Organisation too. Councillor Howell added that Mears was a provider with a good national reputation.

In conclusion, it was noted that Mears provided a quarterly progress report for

consideration by the Portfolio Holder.

New Built Strategy Update

The Committee noted the following information provided by the Portfolio Holder:

- There had been several offers of land from owners within the district that could be used for building purposes
- Rural exception sites would be used for new build
- South Cambs Homes Ltd, was set up by the Council to purchase land to build properties for mixed tenure. Any profits made from the sale/rents would be ploughed back into the Council's General Fund
- Following a procurement process, a firm in Leeds had been awarded the contract to oversee the legalities of the project
- The existing stock is regularly checked to comply with minimum standards, through, for example, the stock condition survey. Electrical checks are conducted between every change in tenancy
- Solar roof panels can easily be lifted off and replaced from those properties requiring roof repairs. The capital costs involved in providing solar roof panels had been borne entirely by Savills.
- Carbon Monoxide (CO) detectors would become standard in all properties; the compliance date to be advised. *(Post meeting note: **Properties with Gas** – CO detectors were installed in all 'At Risk' properties that have open flued appliances, such as gas back boilers/gas fires, etc. The majority of the Council's gas properties do not have this type of appliance and are room sealed. In addition these are tested annually and every time a gas engineer enters the property. If the CO detector has an end date before the next due service it is replaced when the annual inspection is undertaken.*

Properties with Solid Fuel appliances – All properties with a solid fuel appliance or open fire have a CO detector installed in every room the chimney passes through including the loft area. This is to safeguard against a leak to another room from the chimney.

Properties with Oil Fired Boilers – All oil boilers with open flues are deemed 'At Risk' and have a CO detector installed.)

Sheltered Housing

The Portfolio Holder confirmed that the Lifeline personal alarm worked in tenants' gardens. He also read out several quotes from satisfied customers of the support service provided by SCDC.

Councillors Roger Hall and Bunty Waters left the meeting at this juncture.

56. COUNCIL'S FORWARD PLAN

The Committee **NOTED** the following changes to the Council's Forward Plan since publication of the agenda:

- Cross-border Waste Collection – deferred until 30 April 2013
- Risk Management Strategy – deferred until 28 June / 25 July 2013
- Health and Well-being Strategy – deferred until 12 September (to be considered by S&O Committee on 4 July 2013)

- Community Safety Plan 2013/13 – New non-key decision to be taken by Cabinet on 11 April 2013
- Council Tax Discretionary Relief Policy – New key decision to be taken by the Finance & Staffing Portfolio Holder on 16 April 2013

57. WORK PROGRAMME 2013

The Committee noted that,

- Sir Graham Bright was unable to attend the next meeting on 23 April 2013 as scheduled and requested officers to re-arrange the meeting when Sir Graham's future availability was known
- The SCDC Health and Wellbeing Strategy would be considered on 4 July 2013

58. MONITORING THE EXECUTIVE

Nothing to report.

59. DATES OF FUTURE MEETINGS

The date of the next meeting will be advised.

Meetings for 2013/14 are scheduled as follows:

Thursday, 04 July 2013
Thursday, 05 September 2013
Thursday, 07 November 2013
Thursday, 16 January 2014
Tuesday, 11 February 2014
Thursday, 03 April 2014

All meetings to commence at 6pm.

The Meeting ended at 7.32 p.m.

This page is left blank intentionally.

CRIME & DISORDER REDUCTION PARTNERSHIP BRIEFING NOTE

To: Scrutiny & Overview Committee

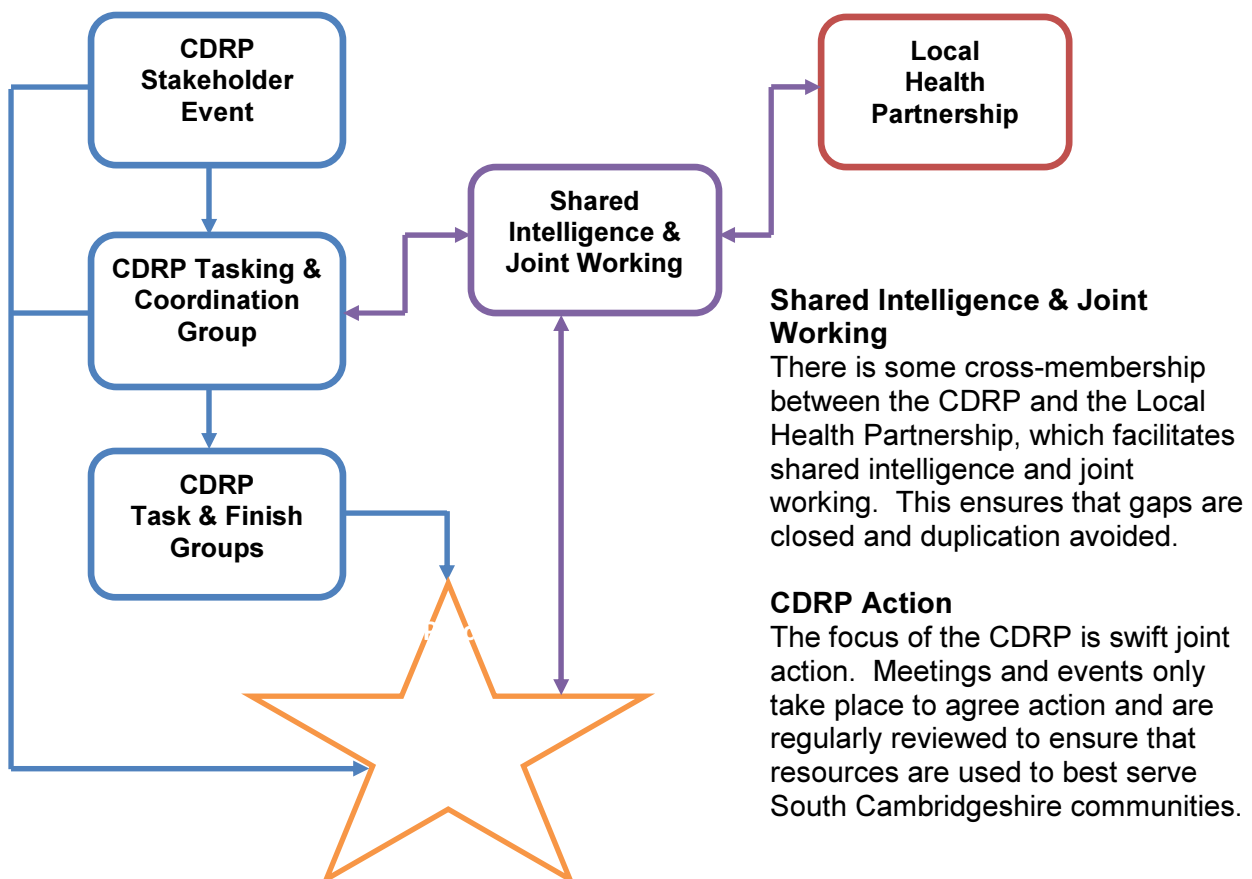
Date: 30 April 2013

WHO DOES WHAT?

In November 2011 the South Cambridgeshire Crime & Disorder Reduction Partnership (CDRP) moved to a new way of working that focuses on taking swift action. Board meetings have reduced and now take the form of twice-yearly stakeholder events that are held for the wider partnership to agree priorities, agree the spending plan and challenge the actions taken by the tasking and coordination group.

A smaller multi-agency tasking and co-ordination group meets on a monthly basis to tackle problems that require a multi-agency response and overcome operational and procedural issues of concern. The tasking and co-ordination group includes a core of district council, county council, police, NHS and fire service. Other organisations are invited dependent on emerging priorities. The tasking and coordination group uses a priority tracker to ensure that actions are progressed.

The Council's elected member representative is Councillor Ben Shelton. The Council's lead officers on the CDRP are the Chief Executive and the Director, Health & Environmental Services.



CDRP Stakeholder Event

Responsibility for:

- Agreeing budget, priorities & targets

- Approving annual report
- Challenging six-month review

CDRP Tasking & Coordination Group

Responsibility for:

- Agreeing specific partnership action against priorities
- Monitoring performance and results
- Identifying emerging issues
- Managing the budget

CDRP Task & Finish Groups

Set up, when required, by the CDRP Tasking & Coordination Group on a short-term basis to: Research and plan the best course of action against a specific priority or problem.

Examples of recent CDRP Task & Finish Groups:

- Crimes Against Business – The group met once in August 2012 to agree a timetable of action. The action plan was agreed by the CDRP Tasking in Coordination Group within two-weeks of the meeting and actions progressed immediately. The group will only meet again if a specific need arises.
- Shaping & Supporting New Growth – A few small group meetings have taken place to explore how partners can better engage with and influence the process and design of new communities. Again, the action plan was agreed by the CDRP Tasking in Coordination Group within two-weeks of the meetings and actions progressed immediately. As a starting point, partners now have free access to the District Council's main office, with access cards and easy access to their own IT systems, which is resulting in closer working relationships.

The CDRP is also in the process of refreshing its anti-social behaviour problem-solving structures. The new monthly case conferences will take place in each of the three neighbourhood policing / children's localities and will look at both anti-social behaviour cases and Together for Families cases, which are sometimes the same individuals/families.

PERFORMANCE IN 2012/13

The CDRP targets mirror those of the South Cambridgeshire policing area. In 2012/13 the police and CDRP recorded 4683 crimes, which was a reduction of 4.7% (233) against a target of 4%.

The CDRP activity report, produced in January 2013 for the Stakeholder Event is attached at **Appendix A**.

PRIORITIES FOR 2013 ONWARDS

The refreshed priorities for 2013 onwards can be found at **Appendix B** in the Community Safety Plan. The overarching headings have remained very similar to those in 2012. However, the specifics under each priority have been amended to reflect the achievements of the past year as well as new challenges.

The Community Safety Plan 2013 was approved by Cabinet on 11 April 2013. The priorities will again be refreshed in early 2014 following a Strategic Assessment in late 2013.

Gemma Barron
Partnerships Manager
April 2013

SOUTH CAMBRIDGESHIRE CRIME & DISORDER REDUCTION PARTNERSHIP

ACTIVITY REPORT: JANUARY 2013

The South Cambridgeshire Crime and Disorder Reduction Partnership (CDRP) has been operating in its current form for 14 months. Its second Stakeholder Event was held on 29 January 2013. The Tasking and Coordination Group meets on a monthly basis to progress priorities, address emerging issues and monitor the budget. In addition to partners' core business, progress has been made against each of the CDRPs priorities:

Tackling anti-social behaviour and supporting troubled families

- ⊙ Partners have fully engaged with the national and countywide Troubled Families agenda, using CDRP Anti-Social Behaviour (ASB) task group meetings to bring together all relevant partners who share information on families that might benefit from the scheme, identifying ways of providing support
- ⊙ The ASB Task Group and other problem solving groups continue to meet on a regular basis to share information and take co-ordinated action. As well as meeting with perpetrators and challenging their behaviour, positive developments have been taken with regard to working strategically with agencies to develop new services to respond to emerging needs.
- ⊙ Work with the Local Health Partnership (LHP) has built relationships with mental health service commissioners and providers. This has resulted in SCDC officers receiving Mental Health First Aid training and developing tailored training for other frontline staff within partner organisations. The CDRP/LHP is also investigating adapting the Integrated Offender Management model of supporting service users to access mental health services for ASB victims and offenders.
- ⊙ Agreed the purchase and implementation of E-CINS, a cloud-based IT solution to manage ASB casework tasks and complex cases involving vulnerable people and their families. We have planned for partners to be formally signed up, trained and the

CASE STUDY: Stopping Anti-Social Behaviour

Partners worked together quickly to stop a group gathering in the entrance hall of a Council owned block of flats. Residents reported a group gathering, causing a disturbance with evidence of drug use. Housing officers met with residents and identified perpetrators, including moving a tenant and putting an ABC in place. The area was made secure with additional lighting and new locks. Police provided target hardening advice, and conducted targeted patrols, resulting in arrests. The problem was closed within two months of being reported.

routinely using the system by Spring 2013.

Preventing and reducing crimes against business

- ⊙ Allocated a PCSO to build relationships with South Cambridgeshire businesses to reduce crime that could affect them:
- ⊙ Strengthened existing links with Countryside Watch and Police rural tactical team to identify opportunities and take action to reduce farm related crime.
- ⊙ 184 businesses signed up to the new South Cambridgeshire Business Watch to enable them to receive free regular updates and alerts from the police about criminality against businesses.

- ⊙ Strengthened links with Cambridge Business Against Crime (CAMBAC), helping to promote them within the District. CAMBAC is currently considering appropriate membership fees for South Cambridgeshire businesses.
- ⊙ Developed strong relationships between the Police and the District Council's Licensing, Environmental Health, Building Control and Growth teams.

CASE STUDY: Reducing Business Crime Case Study

A PCSO was tasked to focus exclusively on Business Crime and started by visiting the top 10 businesses in the District, providing crime reduction advice and recording information on offences where there is not enough evidence for the police to investigate. 75% of CCTV cameras have been repositioned, and further work is now planned to make use of Automatic Number Plate Recognition.

Shaping & supporting new growth, and taking account of impacts on existing communities

- ⊙ The CDRP has facilitated closer working between partners and the SCDC New Communities Team, and a number of partners now regularly Hot Desk at South Cambridgeshire Hall
- ⊙ A workshop has been arranged for January 2013 to integrating lessons learnt about policing, anti-social behaviour and strengthening communities that can be applied right from the start with new developments. The workshop will bring together SCDC officers, and members of the Local Health Partnership, Ageing Well and CDRP Tasking and Coordination Groups who will identify vital issues to be considered and how they could be taken forward as an integral part of new developments.

Integrated Offender Management

South Cambs continues to benefit from the Countywide Integrated Offender Management (IOM) scheme:

- ⊙ The number of South Cambs clients has increased from two to five during the year. Three of the IOM clients are currently in custody.

CASE STUDY: Integrated Offender Management

Lee has a history of drugs, theft and violence and was adopted onto the IOM scheme following release from prison. He was a heroin addict, suffering with depression, released from prison without his antipsychotic medication. Under the IOM scheme the mental health team provided regular home contact and support to ensure he received his medication, and family support. He also received treatment from Cambridgeshire Drug Intervention Programme, giving consistent negative tests for opiates. He talks about how his life has changed and that he is learning to recognise the triggers that could tempt him back to his old lifestyle.

Supporting work to reduce domestic abuse

- ⊙ The CDRP regularly monitors the countywide work to reduce domestic abuse and the Tasking and Coordination Group recently focussed specifically on Domestic Abuse issues and services in South Cambridgeshire, with a personal update from the County Domestic Abuse and Sexual Violence Partnership Manager.
- ⊙ The recent expansion of the Independent Domestic Violence Advocacy (IDVA) Service means that some medium-risk cases can now be taken on by the service; previously the service only had the capacity to take on the cases that were high-risk. Due to this increase in capacity, referrals increased from 23 in quarter one 2012/13 to 54 in quarter two 2012/13. At the end of September 2012 a total of 83% of clients

referred were engaging with the service, far exceeding the 64% countywide target for engagement.

- ⊙ The Young Person's IDVA post went live on the 1 October 2012, providing crisis intervention, safety management and safety planning advice to young people aged 13-19 who are victims of "teen dating violence". The IDVA is also increasing awareness of teen dating violence issues within communities and other agencies to increase reporting and alert to the relevant agencies.
- ⊙ Additional Freedom Programmes running in the district.

Looking ahead...

As part of the national Community Safety Accreditation Scheme, the CDRP will explore the merits of SCDC applying to for some its officers to be accredited with a limited range of anti-social behaviour powers to help progress partnership actions and support officers to take action in a more effective manner.

In the current financial climate, it is essential for the CDRP to use its resources effectively, and to build in resilience for the next three years. Most of the activities this year have been funded through partners' mainstreamed budgets, meaning that the CDRP continues to have some funding remaining for use in 2013/14, leading to the partnership becoming self sufficient, with no reliance on external funding beyond April 2014.

This page is left blank intentionally.

Community Safety Plan 2013/14



Taking action in South Cambridgeshire

The Crime and Disorder Reduction Partnership has moved to a new way of working that focuses on taking swift action. The multi-agency tasking and co-ordination group meets on a monthly basis to tackle problems (people, places, themes) that require a multi-agency response and overcome operational and procedural issues of concern.

The tasking and co-ordination group includes a core of district council, county council, police, NHS and fire service. Other organisations are invited dependent on emerging priorities.

Twice-yearly stakeholder events are held for the wider partnership to agree priorities, agree the spending plan and challenge the actions taken by the tasking and coordination group.

The tasking and coordination group uses a priority tracker to ensure that actions are progressed.

For more information please contact:
Philip Aldis, Community Safety Officer,
South Cambridgeshire District Council
E: philip.aldis@scamb.gov.uk
T: 01954 713344

New priorities:

The tasking and coordination group will continue to target issues that arise during the year and that need a swift multi-agency response.

The following priorities have recently been agreed after looking at the evidence, however, others will be identified during the year:

Preventing and reducing crime and re-offending, through

- Tackling anti-social behaviour and supporting troubled families.
- Preventing and reducing crimes against businesses.
- Shaping and supporting new growth, including taking account of its impact on existing communities.
- Committing support and appropriate resources to the Integrated Offender Management scheme in Cambridgeshire.
- Supporting work to reduce domestic abuse.

The partnership will deliver these priorities in partnership with the new Police and Crime Commissioner and will also continue to explore the potential benefits of using Community Safety Accreditation in the district.

Crime Reduction Target

Achieve further year on year reductions in total crime.

In 2012/13 we recorded 4683 crimes, which was a reduction of 4.7% (233). In 2013/14 we will seek a further 4% (187) reduction.

Tackling anti-social behaviour and supporting troubled families

This priority includes:

- Continuing to work in partnership to support victims and challenge perpetrators of anti-social behaviour.
- Reducing criminal damage and working with perpetrators to help change the behaviour and improve their understanding of the impact of their actions.
- Working with vulnerable people who are at higher risk of harm.
- Supporting troubled families to turn their lives around.
- Implementing and embedding the use of E-CINS, the online multi-agency case management system.

Preventing and reducing crimes against businesses

This priority includes:

- Helping licensed premises, who wish to, to become part of the existing CAMBAC scheme.
- Supporting businesses to reduce crime by providing crime reduction advice and support.

Shaping and supporting new growth, including taking account of its impact on existing communities

This priority includes:

- In particular working together with planners developing Northstowe and Longstanton.
- Continuing to improve engagement with all communities in the district.

Committing support and appropriate resources to deliver an Integrated Offender Management scheme in Cambridgeshire

This priority includes:

- Continuing the excellent partnership working to support and challenge offenders in South Cambridgeshire.

Supporting work to reduce domestic abuse

This priority includes:

- Raising awareness of the changes in definition.
- Working with partners to ensure younger victims and offenders have access to appropriate services.
- Working to reduce repeat victimisation.



South Cambridgeshire District Council

Scrutiny and Overview Committee Annual Report 2012/13

Contents

Chairman's Foreword	2

What is Scrutiny?	4

Scrutiny at South Cambridgeshire District Council	4

How does the Scrutiny and Overview Committee decide what to scrutinise?	5

Scrutiny Reviews	6

Work of the Scrutiny and Overview Committee during 2012/13	6

Monitoring Cabinet Portfolio Holders	9

Call-in	9

Cambridgeshire Scrutiny Officer Network	9

Training and Development	9

CHAIRMAN'S FOREWORD

Welcome to the Scrutiny and Overview Committee's Annual Report for 2012/13.

The role of the Scrutiny and Overview Committee is a very important one as the Committee can scrutinise or influence decisions before they are taken and make formal recommendations to individual Portfolio Holders, Cabinet or Full Council. It is also able to monitor the work of Cabinet Members and has done this throughout the year by inviting individual Portfolio Holders to attend meetings of the Committee and provide updates on the service areas they are responsible for.

It is an honour to serve as the Chairman of this Committee and, as is shown in this report, we have been busy looking at all kinds of issues which affect the residents of South Cambridgeshire. These issues have ranged from recycling and housing to health and wellbeing and the Committee has also had the opportunity to influence the development of key issues such as the Council's Medium Term Financial Strategy (its budget) and the aims, approaches and actions included as part of its Corporate Plan.

In reviewing health and wellbeing in particular I was able to gain an understanding of just how huge the health and wellbeing agenda is. The Council contributed to the Health and Wellbeing Strategy earlier in the year, with some of the suggestions put forward being incorporated into the final document. Health and wellbeing in South Cambridgeshire is influenced by all of the Council's service areas and is a good example of how working in partnership can work effectively. I am pleased that the Scrutiny and Overview Committee has been involved in such an important issue.

(I propose to include a section within my foreword about crime and disorder and two ICT related scrutiny reviews. These issues are due to be considered at the meeting of the Committee in April, so the content of my foreword in relation to them will depend on the outcome of the meeting).

So in summary, as a Committee we are looking at the key issues that affect the people living and working in South Cambridgeshire to ensure that the Council is providing effective services of high quality whilst achieving value for money. It therefore gives me great pleasure to submit this annual report to you.



Councillor Ben Shelton
Chairman, Scrutiny and Overview Committee

What is Scrutiny?

The aim of the Council's scrutiny function is to provide an open and transparent forum in which to examine whether South Cambridgeshire District Council's policies and services are meeting the needs of local people. The Committee itself does not have any decision-making powers, but it does have the power to influence and can make evidence-based recommendations to decision-takers that are informed by stakeholders and public opinion, performance comparisons, best practice and expert advice. Scrutiny and Overview Committees are often described as a Council's 'critical friend'.

The Committee can also challenge Cabinet decisions. The Chairman of the Scrutiny and Overview Committee or any five Councillors can, in certain circumstances, 'call-in' a decision that has been made but not yet implemented in accordance with the Council's Scrutiny and Overview Committee Procedure Rules. The Committee is then able to interview the relevant member of Cabinet or officers, examine the evidence and suggest improvements to the decision, or refer it to Full Council for further consideration.

Effective scrutiny provides an additional, independent resource for reviewing decisions and policies without being divisive or confrontational. Scrutiny Councillors are in a unique position to influence policy and contribute to the decision-making process.

When working well, scrutiny and overview can help to: -

- get to the heart of issues
- develop new ideas
- engage and provide a voice for service users
- improve decision-making
- strengthen accountability
- contribute to policy development
- monitor and improve services

Scrutiny at South Cambridgeshire District Council

South Cambridgeshire District Council has one scrutiny committee, the Scrutiny and Overview Committee, which consists of thirteen non-executive District Councillors drawn from the political groups in the same proportion as they are represented on the Council as a whole. The following Councillors served on the committee for the 2012/13 municipal year: -

Chairman: Councillor Ben Shelton

Vice-Chairman: Councillor David Whiteman-Downes

Councillors:

Alison Elcox

Jose Hales

Roger Hall

Lynda Harford

Mark Hersom

Roger Hickford

Douglas de Lacey

Janet Lockwood

Ted Ridgeway Watt

Bridget Smith

Bunty Waters

The following Councillors were available as substitutes during the year: -

Councillors:

David Bard

Richard Barrett

Neil Davies

Sally Hatton

Tumi Hawkins,

Charles Nightingale

Tony Orgee

Deborah Roberts

Neil Scarr

Hazel Smith

The Scrutiny and Overview Committee was supported by a dedicated Scrutiny Officer until September 2012 when the individual post holder left the authority and responsibility for the Council's scrutiny and overview function returned to the Democratic Services Team. A new Democratic Services Team Leader was appointed in October 2012 and was allocated as the lead officer for scrutiny. This post holder, together with a Democratic Services Officer, subsequently supported the work of the Scrutiny and Overview Committee.

How does the Scrutiny and Overview Committee decide what to scrutinise?

The Scrutiny and Overview Committee sets its own work programme and topic suggestions can be gained from numerous sources, including: -

- the Customer Complaints system*
- individual Councillors
- local petitions
- partner organisations
- officers
- residents*
- Portfolio Holder Scrutiny Monitors
- the Council's Forward Plan of key decisions

* The committee does not scrutinise individual complaints as there are other ways to resolve these, but it would consider any underlying trend or policy where there might be a number of similar cases.

Programme planning takes place at the start of the municipal year and the committee's work programme is considered as a standing item at every meeting of the Scrutiny and Overview Committee. Additional items for consideration will usually be added during the year as and when they arise, which can be a mixture of one-off topics and items that require more in-depth Scrutiny Reviews.

The Chairman and Vice-Chairman of the Scrutiny and Overview Committee usually meet with officers from Democratic Services to agree upon the agenda content and running order prior to each meeting of the committee.

Scrutiny Reviews

Scrutiny Reviews provide the Scrutiny and Overview Committee with opportunities to consider specific issues in more detail, sometimes outside of formal meetings involving a small group of Councillors with experience, expertise or an interest in the subject being reviewed. The Scrutiny and Overview Committee will ultimately agree whether or not a Scrutiny Review on a particular issue will be undertaken. Any initial requests for Scrutiny Reviews usually go through a scoping process, which is designed to outline terms of reference for the review and identify how the piece of work should be conducted from the following options: -

Scrutiny Review by the Full Committee

A Scrutiny Review by the full Scrutiny and Overview Committee could take place when all Councillors on the committee express an interest in scrutinising a specific issue. These meetings would normally be held in public with the review culminating in formal recommendations to a decision taker.

Scrutiny Review by a Task and Finish Group

Task and Finish Groups are typically established when significant research and evidence gathering is necessary to assist in the production of a comprehensive report substantiating a set of recommendations to decision takers. An appropriate timetable would be agreed at the commencement of the Scrutiny Review, with most Task and Finish Groups aiming to have completed their reviews by six months. These meetings are usually not held in public.

Scrutiny Review by an Informal Working Group

Informal Working Groups with relevant officers, Portfolio Holders or external parties are an effective means of undertaking Scrutiny Reviews that do not require significant research or evidence and can be completed in a much shorter timescale. Formal recommendations can still come out of a review carried out by Informal Working Groups, but a comprehensive report is usually unnecessary. The informal format of these meetings would mean that they are not held in public.

Scrutiny Review by a Focus Group

A Focus Group could carry out a Scrutiny Review on any issue that requires an urgent response. It would take the shape of a significant fact-finding exercise, taking up one or two full days in an intensive session with very little research required and report its outcomes to relevant officers or decision takers.

Work of the Scrutiny and Overview Committee during 2012/13

The Scrutiny and Overview Committee met as a full committee on seven occasions in the 2012/13 Municipal Year: -

5 July 2012

The main item considered at this meeting was the draft Health and Wellbeing Strategy, ahead of the Council submitting a formal response to the Health and Wellbeing Board on the content of the Strategy. Members of the Scrutiny and Overview Committee took the opportunity to question Councillor Sue Ellington as the Portfolio Holder with responsibility for the health and wellbeing agenda on a range of related issues. These included future funding, the content of a recent questionnaire, identifying areas of deprivation, identifying hidden health issues and residents returning home from hospital.

Councillor Sue Ellington was also invited to provide the committee with a presentation on the varied responsibilities of her Portfolio where she updated Members on the Council's recycling performance.

6 September 2012

The Council's Benefits Manager attended this meeting and explained the background to and key provisions of the Localised Council Tax Support Scheme, which had been introduced as part of the Government's Welfare Reform and Deficit Reduction proposals. A substantial public consultation process was undertaken on a range of options open to the Council in respect of this Scheme to reduce Council Tax exemptions and discounts on certain types of empty and second homes. The Committee considered and provided comments on each of these options, which informed Cabinet and subsequently Full Council prior to implementation of the Scheme in April 2013.

5 November 2012

The Scrutiny and Overview Committee undertook pre-decision scrutiny on the Medium Term Financial Strategy and the Corporate Plan, prior to consideration of both issues by Cabinet and Full Council. Formal recommendations on the Medium Term Financial Strategy and the Corporate Plan were submitted to and supported by Cabinet.

A quarterly performance monitoring report was also considered at this meeting. In particular it highlighted continued improvements in reducing sickness absences levels amongst staff and an underperformance against target in relation to waste being diverted to landfill.

10 January 2013

The Director of Health and Environmental Services, on behalf of the Portfolio Holder for Environmental Services, provided the committee with an update on the Mechanical Biological Treatment Processing Plant in response to the underperformance reported at the committee's meeting in November.

Councillor James Hockney, Portfolio Holder for Corporate and Customer Services, was also invited to provide the committee with an update on the areas of responsibility that came under his Portfolio. In particular he updated members on the performance of the new in-house Customer Contact Centre, the launch of the new Website and key issues for each of the service areas he was responsible for. As part of his presentation, Councillor Hockney reported progress made on the recommendations of previously undertaken Scrutiny Reviews on 'Customer Contact' and 'Learning from Customer Feedback'.

The committee considered an item of pre-decision scrutiny on the Grants Programme for 2013/14 which was scheduled for a decision by the Leader of the Council. The Council's Head of New Communities provided an update on the consultation process that had been undertaken on this issue, which at the time of the meeting was still on-going. In view of the consultation process and the fact that members of the Scrutiny and Overview Committee were invited to attend the Leader's Portfolio Holder Meeting on 1 February 2013 to put forward their views, the committee agreed not to submit a formal recommendation.

Further to the meeting held on 6 September 2012, the committee undertook pre-decision scrutiny on the draft Localised Council Tax Support Scheme prior to its consideration by Cabinet and subsequently Full Council. The Scrutiny and Overview Committee supported adoption of the Scheme.

A report by the Council's Executive Director (Corporate Services) was considered in relation to Business Rate Pooling and the Scrutiny and Overview Committee recommended to Cabinet that South Cambridgeshire District Council should not join the Growing Cambridgeshire pool for business rate retention. This recommendation was accepted by Cabinet.

The Leader of the Council presented a report that was scheduled to be considered by Cabinet on 14 January 2013, which sought approval to finalise and submit an expression of interest in a Greater Cambridge City Deal to Government. The Scrutiny and Overview Committee supported submission of this expression of interest, which was subsequently approved by Cabinet.

14 February 2013

This meeting provided the Scrutiny and Overview Committee with an opportunity to reconsider the Council's Corporate Plan and Medium Term Financial Strategy ahead of the budget meeting of Full Council scheduled to be held on 28 February 2013.

A further update on the Mechanical Biological Treatment Processing Plant was received.

A quarterly performance monitoring report was considered at this meeting, where general discussion ensued on the Council's new website, the Local Development Plan and the strategy to reduce barriers to employment.

21 March 2013

Members were informed at this meeting that work was progressing to bring the Mechanical Biological Treatment Processing Plant back to full working order. They also noted that AmeyCespa was putting all black-bin waste straight to landfill, which was a commercial decision based on it being more expensive to transport the black-bin waste elsewhere and pay to have it processed and subsequently landfilled by another party. The committee was disappointed at this response and agreed to invite representatives from AmeyCespa and Cambridgeshire County Council to a future meeting of the committee.

A report by the South Cambridgeshire Youth Council was considered at this meeting, which provided the Scrutiny and Overview Committee with an update on the work that the Youth Council had carried out over the past couple of months. Members agreed that update reports from the Youth Council would feature as a standing item on the committee's agenda for alternate meetings.

Jane Belman, Scrutiny and Improvement Officer from Cambridgeshire County Council, provided the Committee with a briefing on health service changes in the county and their implications. Ms Belman was the responsible support officer for the County Council's Adults Wellbeing and Health Overview and Scrutiny Committee and answered a number of questions on the role of the Local Health Partnership and General Practitioner led Clinical Commissioning Groups.

Councillor Mark Howell, Portfolio Holder for Housing, was invited to provide the committee with an update on the areas of responsibility that came under his Portfolio. He reported progress made on the recommendations of previously undertaken Scrutiny Reviews on 'Sheltered Housing' and 'Value for Money'. Updates on Mears, in respect of the responsive repairs contract, and sheltered housing were also given at this meeting.

30 April 2013

(To be inserted after the meeting)

Monitoring Cabinet Portfolio Holders

Portfolio Holders at South Cambridgeshire District Council in 2012/13 took the majority of their decisions at public Portfolio Holder Meetings. Members of the Scrutiny and Overview Committee were allocated as Scrutiny Monitors for specific Portfolios and attended these meetings to develop greater knowledge in an area of the Council's work,

as well as offering well informed challenge and influence. Scrutiny Monitors for 2012/13 were allocated as follows: -

Portfolio	Scrutiny Monitor
Leader	Councillors Lynda Harford and Ben Shelton
Deputy Leader Finance and Staffing	Councillors Roger Hickford and Ben Shelton
Corporate and Customer Services	Councillors Jose Hales and Lynda Harford
Environmental Services	Councillors Alison Elcox and Janet Lockwood
Housing	Councillors Jose Hales and Bunty Waters
Northstowe	Councillor Bridget Smith
Planning and Economic Development	Councillor Jose Hales
Planning Policy and Localism	Councillors Douglas de Lacey and Bridget Smith

Scrutiny Monitors usually write a short report after each Portfolio Holder Meeting, summarising any key issues, highlighting their input and raising any issues that the Scrutiny and Overview Committee may wish to consider further. They are usually circulated to Members of the Scrutiny and Overview Committee and the relevant Portfolio Holder outside the formal meeting process.

Call-in

Call-in is usually a last resort, when other means of influencing decision-making have failed. Any Call-in would be considered by the Scrutiny and Overview Committee, but this procedure was not used during the 2012/13 municipal year.

Cambridgeshire Scrutiny Officer Network

The Council continues to benefit from an officer-led scrutiny network in Cambridgeshire, which provides a forum for sharing experience and good practice, as well as identifying any opportunities for joint working. Scrutiny Chairmen are also invited to attend alternate meetings of this networking group.

Training and development

A workshop for the Scrutiny and Overview Committee was held in June 2012, which included development sessions on team building, the basics of scrutiny and overview, monitoring Portfolio Holders and improving scrutiny processes.

Numerous briefing sessions for Members of the Scrutiny and Overview Committee were held throughout the year on key issues such as the significant changes to local government finance and the local government finance settlement, as well as the Council's Medium Term Financial Strategy, Localised Council Tax Support Scheme and the Corporate Plan. These sessions were programmed in advance of meetings of the

Scrutiny and Overview Committee where items of the same topic were due to be considered.

Members of the Scrutiny and Overview Committee were given opportunities to observe a Parliamentary Select Committee evidence session followed by a roundtable discussion with the Committee, facilitated by the Centre for Public Scrutiny.

The Council's Democratic Officer that supports the Scrutiny and Overview Committee attended a development course in February 2013 on being an adaptable and effective Scrutiny Officer.

Contact us

If you would like to know more about the Scrutiny and Overview Committee at South Cambridgeshire District Council please contact the Democratic Services Team Leader, Graham Aisthorpe-Watts, on (01954) 713030 or democratic.services@scambs.gov.uk.

This page is left blank intentionally.

Scrutiny and Overview Informal Working Group –
Information Communications Technology

16 April 2013

Present:

Councillors Douglas de Lacey (in the chair), Lynda Harford and David Whiteman-Downes.

Officers in attendance:

Graham Aisthorpe-Watts (Democratic Services Team Leader), Paul Grainger (GIS and Information Manager) and Steve Rayment (Head of ICT).

1. Purpose of this meeting

- 1.1 At an informal meeting involving Scrutiny and Overview Committee Members in March 2013 it was agreed that this Informal Working Group would be established to consider issues surrounding the tendering and procurement of Information Communications Technology systems. Specifically Members were interested to learn more about the processes undertaken for the Council's new website, its Planning Computer System and Modern.Gov (the Council's committee document management system).

2. Documentation

- 2.1 The following documents were provided by officers: -
- an example of a return envelope cover for tender documents;
 - the pre-qualification questionnaire for inclusion on the list of candidates to be invited to tender regarding the Planning Computer System;
 - an invitation to tender document for the Planning Computer System;
 - an invitation to tender document for implementation and support services for a Drupal Content Management System;
 - an agreement document between parties for the implementation and support services for a Drupal Content Management System.

3. The new Website

- 3.1 Councillor de Lacey highlighted what he considered as his three major concerns with regard to the website: -
- functionality;
 - compliance with standards;
 - accuracy of data.
- 3.2 Councillor Whiteman-Downes, in referring to the invitation to tender for the implementation and support services for a Drupal Content Management System, asked officers how they thought the current system met the criteria outlined in paragraph 1.1 of the document. Mr Rayment responded by stating that the new

website was a purposefully bold statement in terms of website design, based around simple principles of why people wanted to contact the Council and what brought them to the website in the first instance. Research on how people used the old website in terms of how they entered, where they came from and where they went to was used to inform the design of the new website. The main reason for people visiting the website was to 'do something'. 90% of visitors came to the website to perform a function and so the new website was designed around task based architecture, resulting in the main 'pay for it', 'apply for it' and 'report it' tabs on the home page and the 'top tasks' facility.

- 3.3 Socitm, the membership association for all Information Communication Technology professionals working in local authorities and the public and third sectors, as well as suppliers to those sectors, provided commentary and feedback on the Council's website, based on industry standards. Socitm was particularly critical of the design of the old website in terms of user capability and navigation, with the new website actually being used by Socitm and the Local Government Association as the way in which local authority websites should be taken forward.
- 3.4 In terms of the transition from the old website to the new website, Mr Grainger explained that the Council was forced into a position whereby it had to 'go live' with the new website earlier than anticipated. The old website provider, which was well respected in the industry, went into administration mid-contract and the company that took over sought to provide the Council's website for a much higher price. This new price could not be justified and there was a risk that the Council's whole website would be switched off by the new provider as a consequence of not agreeing to the newly proposed contract. An opportunity was therefore taken to progress faster than originally anticipated with the design of the new website and get it live as soon as possible.
- 3.5 Scams.gov.uk as a website was reserved for the Council. The old provider was given delegated authority to administer the domain in order to host and provide the Council with its website. This was due to the fact that the Council did not have the connectivity and bandwidth capabilities to be able to provide the website for itself.
- 3.6 Councillor Harford sought clarification regarding the process that took place to determine what information from the old website was retained for inclusion on the new website. It was noted that the old website and intranet contained in excess of 8000 pages. All pages from the old website were ranked in terms of number of hits. Officers then took those pages with the largest number of hits and worked down the list in the first instance. A quick audit was subsequently carried out to identify any areas where the Council was not fulfilling its statutory obligations with regard to the website and information it was required to publish through the site.
- 3.7 Mr Rayment emphasised that the new website was by no means a finished article. It was evolving and would continue to evolve. A feedback form facility had been inserted on each page of the new website to encourage the submission of comments on how aspects of the site or individual pages could be improved. Approximately 270 forms had been received and many of these had already been acted upon. The rest

were in the process of being collated so that they could be put in priority order and addressed accordingly.

- 3.8 Councillor de Lacey made reference to bookmarks that he used for the old website which no longer seemed to work and questioned whether there was anything that could be done to rectify this. Mr Rayment explained that the new website had significantly reduced the number of pages it contained to make it a more agile site and more fit for purpose. Unfortunately, this meant that the URLs associated with the bookmarks no longer existed meaning that it would not be possible to use bookmarks that had been set up through the old website. There were system proprietary products available which could re-create addresses, but this would mean transposing more than 8000 pages which would take up significant resource when considering that the Council's website team consisted of one full time equivalent member of staff.
- 3.9 Councillor Whiteman-Downes asked how the website was being monitored. Officers were currently in discussions with Socitm to consider the inclusion of something on the website. This would be something different to the usual pop-up survey as officers wanted it to be smarter and more fit for purpose. In terms of logging usage, Google Analytics was currently being used and statistics would be included in the footer of the Council's new Intranet site scheduled to be launched shortly.
- 3.10 Mr Grainger reported that the use of mobile devices to access the Council's website had increased by 10% following its launch and it was anticipated that 70% of users within five years would be accessing the website in this way. This was another reason why the appearance of the new website was so different in comparison to the previous version, as it was purposely designed to be more user friendly for mobile users.
- 3.11 Officers confirmed the following as three main priorities for the further development of the website: -
- working with those other domains or auspices embedded within the Council's website to ensure that they fit in with the new design and format;
 - opening up dialogue with service areas to develop their webpages following comments received through the feedback forms;
 - introducing smart electronic forms within the website.

4. Modern.Gov

- 4.1 In discussing the accuracy of data, examples cited by Councillor de Lacey actually referred to Modern.Gov. In particular he referred to records falsely indicating that Parish Councillors had attended 0% of their meetings. Mr Rayment confirmed that Modern.Gov, although fully embedded within the Council's website, was a third party system managed by the provider. The Council's Democratic Services Team had basic administration rights but any overarching changes to the system would need to be made by Modern.Gov centrally. Mr Aisthorpe-Watts agreed to contact Modern.Gov and seek to remove the incorrect Parish Councillor data.

4.2 The Council could and often did provide feedback to Modern.Gov when certain things required attention, such as bugs or errors, but did not have direct control of the system. Mr Rayment reported that Modern.Gov was regarded as one of the best committee document management systems available for its purpose and was used by numerous local authorities across the country, including some in Cambridgeshire. He held regular meetings with his equivalent officers from neighbouring authorities and stated that problems with Modern.Gov had never been discussed as part of that dialogue.

4.3 The Modern.Gov system was procured and introduced approximately nine years ago and would have been based more on a business need rather than an Information Communications Technology perspective at that time.

5. Other external domains/auspices

5.1 Members agreed that it should be made clearer to people accessing the Council's website when they had navigated into an area that the Council in effect hosted and had limited control over. They sought an understanding of how many other external domains or auspices could be accessed under the scamb.gov.uk website and who was responsible for them. Mr Rayment agreed to provide this information to the group.

5.2 Discussing the functionality of the new website, a comment was noted that Modern.gov did not look like it belonged to the Council's website as its design still mirrored that of the old website. Officers agreed with this but explained that the need to go live as soon as possible meant that all other systems, such as Modern.Gov, had to be embedded at an early opportunity. The next phase of development would focus on these systems to ensure that they were consistent with the design of the new website.

6. Planning Computer System

6.1 Mr Grainger reported that officers were currently in discussions with the provider of the Planning Computer System to request that new webpages were built in keeping with the design of the Council's new website.

6.2 Councillor Harford sought clarity around the issue of historical data and the transfer of data from microfiche onto the system. It was suggested that a lot of data had already been transferred from microfiche and that when an officer accessed a specific piece of microfiche that was not already on the system it should be inputted at that stage.

6.3 Members were surprised to see that only 25% was allocated to 'compliance with specification' in the award criteria table for the Planning Computer System invitation tender.

7. Conclusion

- 7.1 This meeting was dominated by discussion on the new website, further to which Members agreed that they had achieved a much better understanding of the circumstances surround the transition between the old and new websites and the challenges officers had been faced with.
- 7.2 It was agreed that a briefing note on the issues discussed at this meeting should be submitted to the Scrutiny and Overview Committee at its meeting on 25 April 2013 for consideration.

This page is left blank intentionally.

NOTICE OF KEY DECISIONS

To be taken under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 between Start/Valid/Date



Notice is hereby given of:

Key decisions that will be taken by Cabinet, individual Portfolio Holders or Officers
Confidential or exempt executive decisions that will be taken in a meeting from which the public will be excluded (for whole or part)

A Key Decision is a decision, which is likely:

(1) (a) to result in the authority incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates; or

to be significant in terms of its effects on communities living or working in an area comprising two or more wards

(2) In determining the meaning of 'significant' for the purposes of the above, the Council must have regard to any guidance for the time being issued by the Secretary of State in accordance with section 9Q of the 2000 Act (guidance).

A notice / agenda, together with reports and supporting documents for each meeting will be published at least five working days before the date of the meeting. In order to enquire about the availability of documents and subject to any restriction on their disclosure, copies may be requested from Democratic Services, South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA. Agenda and documents may be accessed electronically at www.scamb.gov.uk

Formal notice is hereby given under the above Regulations that, where indicated (in column 6), part of the meetings listed in this notice may be held in private because the agenda and reports for the meeting will contain confidential or exempt information under Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended) and that the public interest in withholding the information outweighs the public interest in disclosing it. See overleaf for the relevant paragraphs.

*If you have any queries relating to this Notice, please contact
Maggie Jennings on 01954 713029 or by e-mailing Maggie.Jennings@scamb.gov.uk*

Paragraphs of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended)
(Reason for a report to be considered in private)

Information relating to any individual
Information which is likely to reveal the identity of an individual
Information relating to the financial or business affairs of any particular person (including the authority holding that information)
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
Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
Information which reveals that the authority proposes:
to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
to make an Order or Direction under any enactment
Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

The Decision Makers referred to in this document are as follows:

Cabinet

Councillor Ray Manning	Leader of the Council
Councillor Simon Edwards	Deputy Leader and Finance and Staffing
Councillor Pippa Corney	Planning Policy and Localism
Councillor Sue Ellington	Environmental Services
Councillor James Hockney	Corporate and Customer Services
Councillor Mark Howell	Housing
Councillor Tim Wotherspoon	Northstowe
Councillor Nick Wright	Planning and Economic Development

Key and non-key decisions expected to be made from 25 April 2013

Decision to be made	Decision Maker	Date of Meeting	Reason for Report to be considered in Private	Portfolio Holder and Contact Officer	Documents submitted to the decision maker
Local Government Pension Scheme: Statement of Policy/Discretions and Flexible Retirement Policy Key	Council	25 April 2013	Not applicable	Finance and Staffing Portfolio Holder Susan Gardner Craig, Human Resources Manager	Report (publication expected 17 April 2013)
Write-offs Non-Key	Council	23 May 2013	Not applicable	Finance and Staffing Portfolio Holder Philip Bird, Revenues Manager	Report (publication expected 15 May 2013)
Sizes, Terms of Reference & Appointments to Committee and Joint Committees for 2013/14 Key	Council	23 May 2013	Not applicable	Leader of Council Graham Aisthorpe-Watts, Democratic Services Team Leader	Report (publication expected 15 May 2013)

Appointments to Outside Bodies, Joint & Other Member Bodies for 2013/14 Non-Key	Council	23 May 2013	Not applicable	Leader of Council Graham Aisthorpe-Watts, Democratic Services Team Leader	Report (publication expected 15 May 2013)
Annual Scrutiny & Overview Report Non-Key	Council	23 May 2013	Not applicable	Cllr Ben Shelton Graham Aisthorpe-Watts, Democratic Services Team Leader	Report (publication expected 15 May 2013)
Major Opposition Group Leader's Annual Report Non-Key	Council	23 May 2013	Not applicable	Cllr Sebastian Kindersley	Report (publication expected 15 May 2013)
Heritage Guardianship Sites and Closed Churchyards Key	Planning and Economic Development Portfolio Holder	28 May 2013	Not applicable	Planning and Economic Development Portfolio Holder David Bevan, Conservation Manager	Report (publication expected on 20 May 2013)

Performance Monitoring 2012/13: Quarterly Healthcard Non-Key	Cabinet	03 June 2013	Not applicable	Corporate and Customer Services Portfolio Holder Richard May, Policy and Performance Manager, Graham Smith, Best Value and Management Accountant	Report: End of Year (publication expected 23 May 2013)
NORTHSTOWE: Delivery Update Key	Cabinet	03 June 2013	Not applicable	Northstowe Portfolio Holder Jo Mills, Planning and New Communities Director	Report (publication expected 23 May 2013)
NORTHSTOWE: Foul Water Drainage Requirements Key	Cabinet	03 June 2013	Not applicable	Lois Bowser, Northstowe Team Leader	Report (publication expected 23 May 2013)
Future Housing Investment Plans Key	Cabinet Council	03 June 2013 25 July 2013	Not applicable	Housing Portfolio Holder Stephen Hills, Affordable Homes Director	Report (publication expected 23 May 2013)

South Cambs Local Plan 2011-2031: Homes and Jobs Key	Planning Policy and Localism Portfolio Holder	11 June 2013	Not applicable	Planning Policy and Localism Portfolio Holder Keith Miles, Planning Policy Manager	Report (publication expected 3 June 2013)
Central Bedfordshire Council: Response to Gypsy & Traveller Local Plan Consultation Non-Key	Planning Policy and Localism Portfolio Holder	11 June 2013	Not applicable	Planning Policy and Localism Portfolio Holder Keith Miles, Planning Policy Manager	Report (publication expected 3 June 2013)
Licensing (2003 Act) Policy: Review Non-Key	Licensing Committee Licensing Committee Council	12 June 2013 October 2013 28 November 2013	Not applicable	Environmental Services Portfolio Holder Myles Bebbington, Licensing Officer	Report and Draft Policy for Consultation (publication expected 4 June 2013) Report and Policy for recommendation to Council (publication expected in October 2013)

Asset Management Policy Key	Housing Portfolio Holder	19 June 2013	Not applicable	Housing Portfolio Holder Anita Goddard, Housing Operational Services Manager	Report and Policy (publication expected on 11 June 2013)
Design and Quality Charter Non-Key	Housing Portfolio Holder	19 June 2013	Not applicable	Housing Portfolio Holder Schuyler Newstead, Housing Development & Enabling Manager	Report (publication expected on 11 June 2013)
Community Infrastructure Levy (CIL): Charging Schedule Key	Cabinet Council	27 June 2013 21 November 2013	Not applicable	Planning and Economic Development Portfolio Holder James Fisher, S106 Officer	Report to agree charging schedule for consultation (publication expected 19 June 2013) Report to agree charging schedule following consultation (publication expected 13 November 2013)

<p>Planning and New Communities Re-structure</p> <p>Key</p>	Cabinet	27 June 2013	Part of this report or appendices may contain confidential information under para 1 of Part 1 of Schedule 12A to the Local Government (Access to Information) Act 1985 (as amended)	<p>Leader of Council</p> <p>Jo Mills, Planning and New Communities Director</p>	Report (publication expected 19 June 2013)
<p>Waste Partnership Joint Working Arrangements</p> <p>Key</p>	Cabinet	27 June 2013	Not applicable	<p>Environmental Services Portfolio Holder</p> <p>Paul Quigley, Environment Services Manager</p>	Report (publication expected 19 June 2013)
<p>Enforcement and Inspection Review</p> <p>Non-Key</p>	Cabinet	27 June 2013	Not applicable	<p>Environmental Services Portfolio Holder</p> <p>Mike Hill, Health and Environmental Services Director</p>	Report (publication expected 19 June 2013)

South Cambs Local Plan: Agreeing the Draft for Consultation Key	Cabinet Council	27 June 2013 21 November 2013	Not applicable	Planning Policy and Localism Portfolio Holder Keith Miles, Planning Policy Manager	Report and Plan (publication expected 19 June 2013) Report and Plan (publication expected 13 November 2013)
Risk Management Strategy Non-Key	Corporate Governance Committee Council	28 June 2013 25 July 2013	Not applicable	Cllr Francis Burkitt John Garnham, Head of Finance, Policy & Performance	Report and Strategy (publication expected 20 June 2013) for recommendation to Council
Cross-border Waste Collection: Service Level Agreement with Cambridge City Council Key	Environmental Services Portfolio Holder	30 July 2013	Not applicable	Environmental Services Portfolio Holder Paul Quigley, Environment Services Manager	Report (publication expected 22 July 2013)

Health and Well-being Strategy Key	Cabinet Council	12 September 2013 26 September 2013	Not applicable	Environmental Services Portfolio Holder Gemma Barron, Partnerships Manager, Iain Green, Environmental Health Officer (Public Health Specialist)	Report and Strategy (publication expected 4 September 2013) Report and Strategy (publication expected 18 September 2013)
Children and Young People's Plan Key	Cabinet	12 September 2013	Not applicable	Environmental Services Portfolio Holder Gemma Barron, Partnerships Manager	Report (publication expected 4 September 2013)
Ageing Well Strategy Key	Cabinet	12 September 2013	Not applicable	Environmental Services Portfolio Holder Gemma Barron, Partnerships Manager, Iain Green, Environmental Health Officer (Public Health Specialist)	Report and Strategy (publication expected 4 September 2013)

Localised Council Tax Support Scheme 13/14: Review of Operation Key	Cabinet	12 September 2013	Not applicable	Finance and Staffing Portfolio Holder Alex Colyer, Executive Director, Corporate Services, Dawn Graham, Benefit Manager	Report (publication expected 4 September 2013)
Localised Council Tax Support Scheme 2014/15 Key	Cabinet Council	14 November 2013 23 January 2014	Not applicable	Finance and Staffing Portfolio Holder Alex Colyer, Executive Director, Corporate Services, Dawn Graham, Benefit Manager	Report and draft scheme (publication expected 6 November 2013) Report and Scheme (publication expected 15 January 2014)

This page is left blank intentionally.

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO:	Scrutiny and Overview Committee	30 April 2013
AUTHOR:	Executive Director (Corporate Services)	

WORK PROGRAMME 2013/14**Purpose**

1. To enable the Scrutiny and Overview Committee to plan its work programme for 2013.

Options

2. The Committee may wish to approve the draft work programme attached at **Appendix A** to this report, or make any amendments at the meeting.

Considerations

3. The latest version of the Committee's work programme is attached to this report at **Appendix A**, which has been developed in consultation with the Chairman.
4. The Committee previously agreed to invite one or two Portfolio Holder(s) per meeting to scrutinise any decisions they had taken, or were due to take, and explore any areas for further scrutiny input. The draft work programme seeks to incorporate this approach and also provides an opportunity for the Committee to receive update reports on any work that has taken place to address the recommendations of previously undertaken scrutiny reviews.
5. Further items to consider at future meetings of the Scrutiny and Overview Committee may be identified from the Council's Forward Plan, which is attached as a separate item on the agenda for this meeting.

Scrutiny Reviews

6. At the informal meeting with Scrutiny and Overview Committee Members on 7 March 2013 the issue of Scrutiny Reviews was discussed in terms of the different ways in which they can be undertaken. A number of options were identified, as outlined in **Appendix B**, which should help the Scrutiny and Overview Committee decide upon an appropriate method of carrying out a Scrutiny Review.

Joint Working

7. Officers from Democratic Services continue to meet with neighbouring authorities as part of the Cambridgeshire Scrutiny Network, in order to share good practice and identify any potential areas for joint working. A date for the next meeting has not yet been set, but it is likely that this will be held in June 2013.

Implications

11. Financial	The Committee has a discretionary budget of £5,000. Up to £3,000 may be needed for Member training. External witnesses and co-optees may claim expenses.
Legal	The Local Government Act 2000 requires the Council to have at least one scrutiny committee. The Police and Justice Act 2006 requires the Council to place crime and disorder matters on at least one scrutiny agenda each year. The Constitution states that the Committee will set its own work programme.
Staffing/capacity	The Democratic Services team continues to support the Council's scrutiny function, with additional support for specific scrutiny reviews from the Policy and Performance Team as required. Each item selected for a scrutiny review may require the additional support of at least one lead officer in the relevant service area. Capacity for in-depth scrutiny work, such as the establishment of a Task and Finish Group, will be dependent on the number of elected members available and willing to participate.
Risk Management	The potential burden on the organisation of supporting scrutiny work must be balanced against the potential value it can add. External scrutiny carries the risk of affecting the Council's relationship or credibility with partners.
Equality opportunities	All proposed changes to policy or services require an Equality Impact Assessment.

Involvement of Children and Young People

12. Consultation with children and young people is mainly directed through the South Cambridgeshire Youth Council. Members of the Youth Council have been invited to attend meetings of the Scrutiny and Overview Committee and a regular update item on the work of the Youth Council will feature on agendas for future meetings.

Consultation

13. Cabinet, elected members, senior officers, parish councils and residents, including the Council's nascent consultation panel, are invited to suggest potential topics for inclusion on the Scrutiny and Overview Committee's work programme.
14. Focussed consultation exercises could be undertaken on specific issues should they be the subject of a scrutiny review.
15. On-going consultation with nearby councils, including the County Council, explores the potential for joint scrutiny activities.

Effect on Corporate Objectives

16. Scrutiny itself helps the Council to "listen to and engage with residents, parishes and businesses to ensure it delivers first class services and value for money".

Contact Officer: Graham Aisthorpe-Watts, Democratic Services Team Leader
Tel: (01954) 713030

DRAFT WORK PROGRAMME 2013/14**Thursday, 4 July 2013**

Mears Annual Report – to consider the Annual Report scheduled for publication in June. Representatives from Mears will be invited to attend this meeting and present the document

To receive a report by the Leader of the Council – to include an update on the work that has taken place to address the recommendations of the Corporate Communications Scrutiny Review published in April 2013

To receive a report by the Planning Policy and Localism and Planning & Economic Development Portfolio Holders – to include an update on the work that has taken place to address the recommendations of the Planning Services Scrutiny Review published in June 2011

To receive a report by the Northstowe Portfolio Holder – to receive an update on issues relating to Northstowe

To receive a report from the Youth Council

Pre-decision scrutiny – SCDC: Health and Well-being Strategy prior to consideration by Cabinet and Council in September

CDRP - draft minutes of meeting held on 18 June 2013 (if available)

Items for scheduling:

- 12 month review of the new Customer Contact Centre (Launched 3 December 2012)
- Review of the refreshed Website (Launched 14 December 2012)
- Information and Communications Technology
- Planning administration
- Children and Young People Plan (due for consideration by Cabinet in September)
- Homelessness Strategy (due for consideration by Portfolio Holder in October)
- Localised Council Tax Support Scheme 2014/15 (draft due for consideration by Cabinet in November with formal adoption by Council in January 2014)

SCRUTINY REVIEW ACTIVITY**ICT**

A number of ICT related issues were raised at the informal meeting with Scrutiny and Overview Committee Members on 7 March. Members agreed to the following pieces of work which would act as a scoping exercise to inform the Committee how it may wish to pursue the undertaking of a Scrutiny Review: -

Informal Working Group

An informal work group, consisting of Councillors Douglas de Lacey (Chairman), Alison Elcox, Lynda Harford and David Whiteman-Downes has met to discuss with officers the Council's strategic ICT provision with particular emphasis on the website and tendering processes.

Half-day informal meeting

Councillor Bridget Smith will be chairing an informal half-day meeting with Councillors Janet Lockwood, Ben Shelton and Bunty Waters and officers to look into the issue of redundant ICT equipment.

IT support to Members

IT support to Members has been identified as a potential topic for a Scrutiny Review.

SOUTH CAMBS MAGAZINE

The delivery, content and production of the magazine were issues identified at the informal meeting on 7 March that Members felt could be the subject of a future Scrutiny Review.

MECHANICAL BIOLOGICAL TREATMENT PLANT

The Chairman has suggested holding an informal working group with representatives from AmeyCespa and Cambridgeshire County Council to discuss issues around the Mechanical Biological Treatment Plant.

OPTIONS FOR UNDERTAKING SCRUTINY REVIEWS

It is important to consider that Scrutiny Reviews should: -

- Be deliverable within a set timetable.
- Be sufficiently focused on a particular aspect of a service.
- Not duplicate other significant review activity.
- Not be related to a specific individual grievance or complaint.

Scrutiny Reviews should also (where possible): -

- Contribute to the overall objectives of the Council.
- Reflect community concerns.
- Lead to potential achievable outcomes or improvements for the people of South Cambridgeshire.

The Scrutiny and Overview Committee will ultimately agree whether or not a Scrutiny Review on a particular issue will be held. It is strongly recommended that any initial requests for Scrutiny Reviews go through a scoping process facilitated by Democratic Services. This should provide the Committee with an indication as to whether the Scrutiny Review meets the above principles and which of the following formats would be suitable: -

Scrutiny Review by the Full Committee

There may be an issue that all Members of the Scrutiny and Overview Committee would like to be involved in scrutinising. Rather than allocating a small number of Members to conduct a Scrutiny Review outside of the Committee, such levels of interest could mean that the most appropriate way of reviewing an issue is at a full meeting of the Committee. This could be managed either by arranging a separate extraordinary meeting on the specific issue, or introducing a standing item on the issue over a specific number of Committee meetings.

Scrutiny Review by a Task and Finish Group

Task and Finish Groups are typically established when significant research and evidence gathering is necessary to assist in the production of a comprehensive report substantiating a set of recommendations to decision takers. An appropriate timetable would be agreed at the commencement of the Scrutiny Review, with most Task and Finish Groups aiming to have completed their reviews by 6 months. It is usual practice for Task and Finish Groups to meet at least once a month, therefore, they will be dependent on the number of Councillors available and willing to participate.

Scrutiny Review by an Informal Working Group

Informal Working Groups with relevant officers, Portfolio Holders or external parties are an effective means of undertaking Scrutiny Reviews that do not require significant research and evidence and can be completed in a much shorter timescale. Formal recommendations can still come out of a review carried out by Informal Working Groups, but a comprehensive report is usually unnecessary. This format also provides opportunities for Members to gain a better understanding of specific service areas.

Scrutiny Review by a Focus Group

A Focus Group could carry out a Scrutiny Review on any issue that requires an urgent response. It would take the shape of a significant fact-finding exercise, taking up one or two full days in an intensive session with very little research required and report its outcomes to relevant officers/Portfolio Holders.

This page is left blank intentionally.