



SCRUTINY BOARD (RESOURCES AND COUNCIL SERVICES)

Meeting to be held in the Civic Hall, Leeds on
Monday, 18th February, 2013 at 10.00 am

(A pre-meeting will take place for ALL Members of the Board at 9.30 a.m.)

MEMBERSHIP

Councillors

- S Bentley - Weetwood;
J L Carter - Adel and Wharfedale;
N Dawson - Morley South;
P Grahame (Chair) - Cross Gates and Whinmoor;
R Grahame - Burmantofts and Richmond Hill;
J Hardy - Farnley and Wortley;
A Lowe - Armley;
C Macniven - Roundhay;
R Wood - Calverley and Farsley;

Please note: Certain or all items on this agenda may be recorded

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A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 25* of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded).</p> <p>(* In accordance with Procedure Rule 25, notice of an appeal must be received in writing by the Chief Democratic Services Officer at least 24 hours before the meeting).</p>	
2			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:- No exempt items on this agenda.</p>	

3

LATE ITEMS

To identify items which have been admitted to the agenda by the Chair for consideration.

(The special circumstances shall be specified in the minutes.)

4

DECLARATIONS OF INTEREST

To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13-18 of the Members' Code of Conduct. Also to declare any other significant interests which the Member wishes to declare in the public interest, in accordance with paragraphs 19 - 20 of the Members' Code of Conduct.

5

APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES

To receive any apologies for absence and notifications of substitutes.

6

MINUTES OF THE PREVIOUS MEETING

To confirm as a correct record, the minutes of the previous meeting held on 21st January 2013

(Copy attached)

1 - 4

7

EXECUTIVE BOARD MINUTES - 9TH JANUARY 2013

To receive for information the minutes of the Executive Board held on 9th January 2013

(Copy attached)

5 - 14

8		<p>CONTACT CENTRE</p> <p>To consider a report by the Head of Scrutiny and Member Development which provides a general update on the operation of the Contact Centre including statistics on performance levels for 2011/12 and 2012/13</p> <p>(Report attached)</p>	15 - 18
9		<p>EMPLOYEES' DECLARATION OF INTEREST</p> <p>To consider a report by the Head of Scrutiny and Member Development requesting the Board to consider the progress made on the recommendations agreed by Executive Board concerning employees' declarations of interest.</p> <p>(Report attached)</p>	19 - 20
10		<p>WELFARE REFORM - DRAFT FINAL REPORT</p> <p>To consider a report by the Head of Scrutiny and Member Development into the inquiry into Welfare Reform.</p> <p>The final inquiry report is currently being drafted and will be available to the Board prior to the meeting.</p> <p>(Inquiry report to follow)</p>	21 - 22
11		<p>WORK SCHEDULE</p> <p>To consider a report by the Head of Scrutiny and Member Development which sets out the Board's draft work schedule for the 2012/13 Municipal year</p> <p>(Report attached)</p>	23 - 28

DATE AND TIME OF NEXT MEETING

To note that the next meeting will take place on Monday 18th March 2013 commencing at 10.00am in the Civic Hall, Leeds.

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Agenda Item 6

SCRUTINY BOARD (RESOURCES AND COUNCIL SERVICES)

MONDAY, 21ST JANUARY, 2013

PRESENT: Councillor P Grahame in the Chair

Councillors N Dawson, R Grahame,
J Hardy and C Macniven

68 Chair's Opening Remarks

The Chair welcomed everyone to the January meeting of the Scrutiny Board (Resources and Council Services)

69 Late Items

There were no late items

70 Declarations of Interest

In accordance with paragraphs 19-20 of the Members Code of Conduct, the following declaration was made by Councillor Ron Grahame in relation to Agenda item 8 as a member of the GMB Union (minute 74 refers).

71 Apologies for Absence and Notification of Substitutes

Apologies for absence were received on behalf of Councillors S Bentley, JL Carter, A Lowe and R Wood.

72 Minutes of the Previous Meeting

RESOLVED -That the minutes of the previous meeting held on 17th December 2012 be confirmed as a correct record.

73 Executive Board Minutes - 12th December 2012

RESOLVED -That the minutes of the Executive Board held on 12th December 2012 be noted.

Councillor R Grahame raised matters under minute 130, Green Deal – Leeds City Region Project, to which Councillor Peter Gruen, Executive Member Neighbourhoods, and Support Services undertook to provide a written response.

74 People Plan - Quarter 2 2012/13

The Chief Officer HR presented to the Board the People Score Cards for Quarter 2 2012/13.

Draft minutes to be approved at the meeting
to be held on Monday, 18th February, 2013

The following were in attendance:

Councillor Peter Gruen - Executive Member Neighbourhoods and Support Services

Lorraine Hallam – Chief Officer HR

Daniel Hartley – Deputy Chief Officer HR

Catherine Marchant – Head of Human Resources – Children’s Services

In brief summary, the main issues of discussion were;

- The staffing underspend
- The reduction in the number of agency staff
- The absence in a significant number of Score Cards of a 2012/13 target or a 2011/12 outturn and the reasons for this.
- The existence in many of the Score Cards of the lack of data and the reasons for this.
- The manner in which data is collected by the SAP system and the management levels at which this data is collected resulting in data not being available
- The need to achieve a balance between appropriate data collection and the resources required to provide and collect such data
- The varied quality and usefulness of the comments provided in the Score Cards to explain local circumstances
The information that is provided to this Scrutiny Board

In addition to requesting that HR look at the areas where targets had not been provided for 2012/13 or outturns provided for 2011/12, the Board requested that targets for 2013/14 be drawn up.

The Board also agreed to request that future Score Cards included data on overtime expenditure.

Additional information was requested with regards;

Leeds Initiative Staff

The Talent Pool

Care First

Accident Numbers

Number of Social Workers and current absence figures

RESOLVED

- (i) To note the contents of the report
- (ii) To request the additional information required

- (iii) To authorise the Chair and Head of Scrutiny and Member Development to work with officers in the drawing up of a revised reporting format for this Scrutiny Board in time for its March 2013 meeting.

75 Workforce Health Safety and Wellbeing

The Chief Officer HR presented to the Board a report detailing the current position regarding Health Safety and Wellbeing with particular reference to attendance Management

The following were in attendance

Councillor Peter Gruen - Executive Member Neighbourhoods and Support Services

Lorraine Hallam – Chief Officer HR

Daniel Hartley – Deputy Chief Officer HR

Catherine Marchant – Head of Human Resources – Children’s Services

Emma Wyatt - Senior HR Business Partner

Susan Barber - HR Manager, Attendance Management Team

Opening up this item Councillor Macniven gave a brief resume of an event she and others had attended called ‘Time to Change’ where participants gained a greater understanding of the reality, impact and barriers experienced by people suffering mental ill-health. Participants were also given an update on the Mindful employer campaign to which Leeds City Council has signed up.

It was noted that another event would take place in March 2013

In brief summary, the main issues of discussion were;

- The three key priorities for action; progressing Mindful Employer, tobacco addiction and raising awareness of living a healthy lifestyle
- Attendance Management and current procedures
- The importance of sharing best practice within and between Directorates
- The correlation between attendance, appraisals and general staff engagement
- The fact that the reduction in absenteeism was not as a result of reduced numbers of staff
- The need to ensure local managers see attendance management as a management job not an HR one

The Chair congratulated HR on the progress made in this area and would consider how best to relay this to Directorates

RESOLVED - To endorse the approach to health and wellbeing as describe in the submitted report

76 Work Schedule

The Head of Scrutiny and Member Development submitted a copy of the Board's work schedule.

RESOLVED – To note the Board's work schedule.

77 Date and Time of Next Meeting

RESOLVED – To note the date of the next meeting as Monday 18th February 2013 at 10am

(All meetings to take place in the Civic Hall, Leeds, commencing at 10.00am)

(The meeting concluded at 12 noon)

EXECUTIVE BOARD

WEDNESDAY, 9TH JANUARY, 2013

PRESENT: Councillor K Wakefield in the Chair

Councillors A Carter, S Golton, J Blake,
M Dobson, P Gruen, R Lewis, L Mulherin,
A Ogilvie and L Yeadon

145 Exempt Information - Possible Exclusion of the Press and Public

RESOLVED – That the public be excluded from the meeting during consideration of the following parts of the agenda designated as exempt on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present there would be disclosure to them of exempt information so designated as follows:-

(a) Appendix 2 to the report entitled “Council Brownfield Land Programme” referred to in Minute No. 153 under the terms of Access to Information Procedure Rule 10.4(3) and on the grounds that the information within the Appendix contains details relating to the financial and/or business affairs of the authority as it relates to the anticipated values attached to the sites prior to marketing, which if disclosed to the public would, or would be likely to, prejudice the future commercial interests of the Council during any subsequent open market disposal exercise.

146 Late Items

The Chair admitted to the agenda, the following late items of business:

(a) A report entitled, ‘Local Government Finance Settlement 2013/14 and 2014/15’ (Minute No. 150 referred). It was deemed appropriate that this matter be considered by the Board as a matter of urgency in order to ensure that the Board received at the earliest opportunity the latest information on the Provisional Settlement which was announced on 19th December 2012.

Additionally the Board was in receipt of the following supplementary documents:

- a) Natural Resources and Waste Development Plan Document – Inspector’s Report. The comments made by the Scrutiny Board (Sustainable Economy and Culture) at the meeting held 20th December 2012 were submitted for consideration (Minute 154 refers)
- b) Council Brownfield Land Policy – Site Plans relating to each of the sites detailed within Appendix 1 of the submitted report were submitted to assist Members consideration of the item (Minute 153 refers)
- c) Reform of Adult Social Care and Support – An additional recommendation was submitted for Members consideration (Minute 161 refers)

147 Minutes

Draft minutes to be approved at the meeting
to be held on Friday, 15th February, 2013

RESOLVED – That the minutes of the previous meeting held on 12th December 2012 be approved as a correct record

RESOURCES AND CORPORATE FUNCTIONS

148 Monthly Financial Health Report - Month 8

The Director of Resources submitted a report presenting the Council's projected financial health position for 2012/2013 after eight months of the financial year.

RESOLVED – That the projected financial position of the authority after eight months of the financial year be noted.

149 Leeds City Region Business Rates Pool - update

Further to minute 88 of the meeting held 17th October 2012, the Director of Resources submitted a report providing an update on the development of the Leeds City Region Business Rates Pool. The report set out the financial context of the Pool following publication of the Local Government Finance settlement on 19th December 2012 and sought approval for Leeds to continue to be a member and act as lead authority for the LCR Pool.

In response to a Members' enquiry, the Board noted the response regarding the decision of Craven, North Yorkshire and Selby authorities not to join the LCR Pool

RESOLVED – That agreement be given for Leeds to continue as a member of the Business Rates Pool that has been designated for the Leeds City Region and as lead authority for the Pool. Notwithstanding this decision, the continuation of the Pool will be dependent upon none of the other member authorities choosing to withdraw before 16th January 2013

150 Late Item - Local Government Finance Settlement 2013/14 and 2014/15

The Board considered the report of the Director of Resources on the main features of the Provisional Local Government Finance Settlement which was announced by Government on 19th December 2012. The report outlined the implications for Leeds and contained underlying data which had only become available during the days following publication of the Provisional Settlement and too late for inclusion within the agenda for this meeting.

The Board received an update on the outcome of a meeting held between the Leader of Council, the Director of Resources and the Parliamentary Under-Secretary for London, Local Government and Planning, on 8th January 2013 in respect of Leeds' provisional financial settlement.

It was reported that the DCLG had now acknowledged that an error had been made in the calculation of the "Spending Power" figures as reproduced in paragraph 3:9 of the report and that clarification was awaited on this and several other issues from the Department.

A formal response was being prepared by officers to the Settlement in order to inform the final budget proposals to be considered by Executive Board on 15th February 2013 and to be recommended to Council on 27th February 2013

Responding to a Members' enquiry, clarification was provided on how the figures within the Settlement compared to the funding which had been anticipated for Leeds.

The concerns of the Board were noted in respect of the Settlement and it was proposed that an all-party letter be sent to the Minister detailing the concerns of the Council over the contents of the Provisional Settlement for Leeds.

RESOLVED – That the contents of the report and the intention for the Leaders of the Political Groups to write a joint letter to the Minister setting out the concerns of the Council over the contents of the Provisional Settlement for Leeds, be noted

ENVIRONMENT

151 Proposed Improvements to Golden Acre Park Bakery Cafe

The Executive Board considered the report of the Director of Environment and Neighbourhoods outlining proposals to develop the café at Golden Acre Park with the addition of a conservatory and Changing Places toilet facility, in partnership with a business sponsor and Adult Social Care

RESOLVED - That the contents of the report be noted and that support be given to the principle of a sponsorship agreement with Franklin Windows Ltd for the creation of a conservatory to the existing café at Golden Acre Park

DEVELOPMENT & THE ECONOMY

152 East Leeds Extension and East Leeds Orbital Road

The Director of City Development submitted a report on the emerging proposals for development of the East Leeds Extension and its relationship to the delivery of a new East Leeds Orbital Road. The report also sought consideration of the Council's approach to the infrastructure requirements for the proposals.

Receipt of a late representation was noted, the contents of which were addressed during the Boards' consideration of the matter.

The Board noted the experience which had been gained in obtaining central government support for such schemes through the delivery of the East Leeds Link Road project. Emphasis was placed upon the importance of other infrastructure improvements which were required in the area to ensure that future developments were sustainable. In conclusion the Board highlighted the need to progress this initiative as a priority.

RESOLVED –

- a) That the release of funding of £150,000, necessary for the Council to undertake feasibility work on the East Leeds Orbital Road, be supported;
- b) That approval be given for the principle of the Council taking a leading role in the delivery of the East Leeds Orbital Road and other infrastructure requirements and to formally engage with the landowners about the delivery process;
- c) That the potential for the Council to use its Compulsory Purchase Order powers in the event that land requirements for the East Leeds Orbital Road cannot be secured via negotiation be noted;
- d) That a further report on the outcome of the Feasibility Study be received in due course;
- e) To request that the Director of City Development liaises with appropriate government departments to identify the support that could be made available to facilitate the delivery of infrastructure in the East Leeds Extension to support housing growth.

153 Council Brownfield Land Programme

The Director of City Development submitted a report setting out proposals for the Council to establish a Brownfield Land Programme in order to stimulate and encourage the development of new housing on Leeds City Council unallocated brownfield land.

Copies of site plans illustrating those sites identified in Appendix 1 of the report were circulated to Board Members prior to the meeting.

Following consideration of Appendix 2 to the submitted report, designated as exempt under Access to Information Procedure Rule 10.4(3), which was considered in private at the conclusion of the meeting, it was

RESOLVED –

- (i) That approval be given to the establishment of a Brownfield Land Programme based on the principles set out in the report and incorporating those sites listed at Appendix 1 of the submitted report;
- (ii) That approval be given to the ring-fencing of all capital receipts arising from the sale of the sites listed in Appendix 1 to the Brownfield Land Programme;
- (iii) That approval be given for capital receipts arising from disposal of the remaining EASEL Phase 1 development sites to be incorporated into the Brownfield Land Programme;
- (iv) To note the intention to progress the acquisition of two remaining owner-occupied properties on the Askets and subject to the need for these to enable full development, to undertake a marketing exercise for disposal of the site;
- (v) That the re-allocation of uncommitted sites from the former Affordable Housing Strategic Partnership to the Brownfield Land Programme be approved;
- (vi) To note the initial potential for institutional investment in the development of rented housing and that further discussion with third

- parties will be undertaken to establish the potential for this as a route for supporting housing growth in the city;
- (vii) That a further report presenting an evaluation of the performance of the policy be presented to the Board within 12 months

NEIGHBOURHOODS, PLANNING AND SUPPORT SERVICES

154 Natural Resources and Waste Development Plan Document - Inspector's Report

The Director of City Development submitted a report on the Natural Resources and Waste Development Plan Document, including the Inspectors Report which, following independent examination of the Plan, concluded that the Plan Document was "sound". The Board was requested to make a recommendation to full Council that the Plan be adopted.

A copy of the full Inspectors Report was attached to the report for Members consideration. The Board was also in receipt of comments made by Scrutiny Board (Sustainable Economy and Culture) during its consideration of the DPD at the meeting held 20th December 2012.

Reference was also made to a letter of representation received from a member of the public in respect of one site located in east Leeds.

RESOLVED - That the Board notes the contents of the Inspector's Report, including his recommendations and reasons, and recommends to full Council that the Natural Resources and Waste Development Plan Document (the Submitted DPD and Post Submission Changes) pursuant to Section 23 of the Planning and Compulsory Purchase Act 2004 as presented to this meeting, be adopted

(The resolutions referred to within this minute were not eligible for Call In, as the Development Plan Document which incorporates the Natural Resources and Waste Development Plan Document, is part of the Budgetary and Policy Framework. Therefore, the ultimate determination of such matters are reserved to Council, in line with the Council's Budget and Policy Framework Procedure Rules)

155 Review of the ALMO Management Arrangements

The Executive Board considered the report of the Assistant Chief Executive (Customer Access and Performance) setting out the background to the review of housing management services in Leeds initiated earlier in the year and presenting options for the future delivery of housing management in the city, prior to a wider consultation on the future direction.

The review covered both the delivery aspect of the service, predominantly provided by the three ALMOs; and also the strategic landlord and other related functions provided by the Environment and Neighbourhoods directorate. Extensive engagement work had been undertaken with key stakeholders and the review had concluded that two options for the future

delivery of housing management services should be consulted upon including a full test of tenant opinion, before a final decision is taken. The two options being:

- a) Move to a single company model (e.g. a single ALMO) with a retained locality delivery structure and strengthened governance arrangements; or
- b) Move to all services being integrated within direct council management with a retained locality delivery structure and strengthened governance arrangements to include tenants and independent members.

The Board received assurances that measures would be introduced to ensure that response levels to the consultation exercise were maximised and that the implementation of the new arrangements would be done on an all-party basis, once the new arrangements had been determined. In addition, the Board received clarification on the status of the Tenant Management Organisations and considered the role of Scrutiny in the consultation process.

RESOLVED – That the progress made so far on the review be noted and that the following two options be taken forward to the next stage for consultation:

- i) a move to a single company model (e.g. a single ALMO) with a retained locality delivery structure and strengthened governance arrangements; OR
- ii) a move to all services being integrated within direct council control with a retained locality delivery structure and strengthened governance arrangements to include tenants and independent members

156 Development of New Council Houses

The Directors of City Development and Environment & Neighbourhoods submitted a joint report on the progress made towards the delivery of new Council homes over the next three years utilising Housing Revenue Account (HRA) resources. The report sought approval for the sites contained within the shortlist at Appendix 1 of the report in order to progress the proposals to the next stage of the scheme.

The Board discussed the details of the site selection and property type as outlined in the report. Responding to the comments made in respect of the use of commuted sums for the provision of Affordable Housing to assist delivery of the initiative; the Director of City Development undertook to provide a written response to the Member in question on this issue. In addition, the Board noted the comments made on the need for this initiative to have regard to provision of older peoples' housing and that a report on this issue was scheduled to be submitted to the next meeting.

RESOLVED –

- i) That approval be given to the proposals to progress the development of the HRA new build programme towards final site selection from the shortlist provided at Appendix 1, and through to the design and construction phases.

- ii) That approval be given to delegate the development of HRA new build programme to the Directors of City Development and Environment & Neighbourhoods, in consultation with the Executive Member for Development and the Economy and the Executive Member for Neighbourhoods, Planning and Support Services.
- iii) That approval be given to an injection of £1.38m of commuted sums which were previously earmarked for affordable housing and remain unallocated, bringing the total resource to £10.88m

CHILDREN'S SERVICES

157 Response to Deputation - Allerton Fields

The Director of Children's Services submitted a report setting out the response to the Deputation brought to the full meeting of Council on 12th September 2012 by the "Friends of Allerton Grange" group in respect of the Allerton Fields site. The response included proposals to transfer the site from Children's Services to the Environment and Neighbourhoods Directorate and outlined the ongoing discussions between the Directorates regarding the ownership and future maintenance of the site.

A copy of the full deputation speech made to Council was included within the report for Members consideration.

RESOLVED –

- a) That the response to the Deputation in respect of Allerton Fields and the ongoing discussions between the Council Directorates regarding future ownership and maintenance of the site be noted
- b) That the transfer of the Allerton Fields site from Children's Services to the Environment and Neighbourhoods Directorate be agreed.

158 Expression of Interest - University Technical College for Leeds

The Board considered the report of the Director of Children's Services on the submission of an Expression of Interest to the Department for Education for the establishment of a University Technical College (UTC) for Leeds with Leeds City Council being proposed as one of the main partners in this new Academy.

A copy of the Expression of Interest made on 16th November 2012 was attached for Members reference along with a copy of the response from the Parliamentary Under Secretary of State for Schools. The report sought the Boards support for the Council having a central role in any further developments in the future.

Responding to a Members' query regarding potential sites for the UTC, the Board received confirmation that a final schedule of sites would be provided once discussions with partners and stakeholders' had concluded.

In conclusion, the comments made on the need for the project to be progressed as a priority were noted, whilst the Board acknowledged the need

for the Council to work alongside the most appropriate partners in order to ensure the initiative was sustainable.

RESOLVED -

- a) That the content of the report be noted
- b) That support be given for the Council to broker discussions at the highest level to explore the potential for the development of UTCs in Leeds and helping partners move forward any proposals at pace.

159 The Development of All-Through Schools at Carr Manor and Roundhay - Lessons Learned

Further to minute 224(d) of the Executive Board meeting held 7th March 2012, the Director of Children's Services submitted a report advising Members of the lessons learned following the report taken to Scrutiny Board (Children's and Families) on 27th September 2012 in respect of the all-through school developments at Carr Manor and Roundhay. The report set out the history of the two Basic Need projects and detailed the recommendations of the Scrutiny Board.

Members noted the work undertaken by Scrutiny Board (Children and Families) and expressed thanks to Councillor J Chapman, Chair of Scrutiny Board (Children and Families) who was in attendance at the meeting.

RESOLVED –

- a) That the recommendations made by Scrutiny Board (Children and Families) at its meeting held 27th September 2012 be noted; and
- b) That the lessons learned from the Carr Manor and Roundhay projects and the changes in procedure which have been implemented, be noted

ADULT SOCIAL CARE

160 Dementia Friendly Cities

The Director of Adult Social Services and the Director of Public Health submitted a joint report providing an overview of what is meant by the term "dementia-friendly" communities and advising the Board of the work undertaken so far in Leeds to develop a plan for a dementia-friendly Leeds.

Members commented on the growing demand for services and the important role played by volunteers and families in service provision, whilst also noting the work being undertaken in related areas by the Health and Wellbeing Board and Healthy Leeds Partnership.

RESOLVED -

- a) To note the progress made on local strategy and actions to improve the experience of living with dementia in Leeds, including the significant investment from local NHS transformation funds
- b) That a commitment to dementia-friendly Leeds be affirmed and that support be given to the request for local strategic partners to support the formation of a Leeds Dementia Action Alliance

- c) That the Board supports the initiative to lead and prioritise this commitment within all areas of Executive responsibility
- d) That all Strategic Directors be requested to develop a proposal which identifies appropriate front-line staff to have dementia-awareness training, and the associated costs.

161 Reform of Adult Social Care and Support

The Director of Adult Social Services submitted a report providing a summary of the Government's plans for the development of social care and support in England and a summary of the current position in Leeds in respect of the proposals set out in the "Better Lives for Leeds" strategy.

In addition to the report, the Board considered an additional recommendation proposed by the Executive Member for Adult Social Care.

Reflecting on the increasing demand for services, the Board noted the importance of maximising care provision in local communities.

RESOLVED –

- a) That the contents of the report be noted, particularly the requirements that will be made of adult social care services in the future consequent to the passage of the relevant legislation
- b) That cross party support be given to the introduction of a new funding model for Adult Social Care Services which is adequately resourced and able to provide long term sustainability for the sector
- c) That cross-party support be given to the "Show Us You Care" campaign initiated by the Local Government Association and that support be given for the proposal to write a letter to local MPs and to raise local awareness of the issue

DATE OF PUBLICATION: 11TH JANUARY 2013

LAST DATE FOR CALL IN OF ELIGIBLE DECISIONS: 18TH JANUARY 2013 (5.00P.M.)

(Scrutiny Support will notify Directors of any items called in by 12.00 p.m. on 21st January 2013)

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Report of Head of Scrutiny and Member Development

Report to Scrutiny Board (Resources and Council Services)

Date: 18th February 2013

Subject: Contact Centre

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. This Scrutiny Board has always had an interest in the performance of the Contact Centre, seeing it as a pivotal function in the Council's relationship with its customers.
2. In previous discussions around the Contact Centre the Board has discussed;
 - Performance prior to, and following migration to the Contact Centre
 - Current performance levels , resources and challenges
 - Observations on performance / standards in other organisations
 - Potential initiatives to improve performance in the short term
 - Different future models of operation
3. The Board recommended to the Executive in January 2012 that a contingency budget be provided to respond to any 'spikes' in activity at the Contact Centre as either the result of service failure or known changes. The Board anticipates that such a spike will occur in April 2013 when Welfare Reform changes come in.
4. As part of Scrutiny's process of reviewing overall performance, appropriate officers have been invited to attend today's meeting to give a general update on the Contact Centre. To assist in this appendix 1 provides statistics on performance levels for 2011/12 and 2012/13.

Recommendations

5. Members are asked to receive an update on the Contact Centre and make appropriate comment and or recommendations. .

Background papers¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Contact Centre 2011/12

TOTAL	Calls Offered	% Calls Answered	Avg Answer Speed
April	133455	74.01%	0:05:23
May	148558	69.56%	0:06:31
June	142517	75.39%	0:05:44
July	138761	71.66%	0:06:41
August	137679	78.14%	0:05:08
September	133154	81.71%	0:04:11
October	113156	87.53%	0:02:44
November	121379	88.94%	0:02:24
December	103102	95.05%	0:01:20
January	131024	92.68%	0:01:46
February	123648	93.90%	0:01:24
March	139520	90.75%	0:02:08
QTR 1	424530	72.92%	0:05:53
QTR 2	409594	77.11%	0:05:18
QTR 3	337637	90.34%	0:02:10
QTR 4	394192	92.38%	0:01:47
2011-12	1565953	82.67%	0:03:42

Contact Centre 2012/13 to date

TOTAL	Calls Offered	% Calls Answered	Avg Answer Speed
April	127024	89.46%	0:02:49
May	129159	91.48%	0:02:11
June	118333	90.60%	0:02:26
July	134930	89.97%	0:02:46
August	123488	93.26%	0:01:49
September	115581	92.00%	0:02:04
October	125741	93.65%	0:01:38
November	119607	95.22%	0:01:17
December	82474	94.14%	0:01:21
January	121209	92.73%	0:01:46
QTR 1	374516	90.52%	0:02:29
QTR 2	373999	91.69%	0:02:14
QTR 3	327822	94.35%	0:01:26
QTR 4	195200	92.64%	0:01:41
2012-13	1197546	92.15%	0:02:02

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Report of Head of Scrutiny and Member Development

Report to Scrutiny Board (Resources and Council Services)

Date: 18th February 2013

Subject: Employees' Declaration of Interests

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of main issues

1. On 3rd October 2011, Scrutiny Board (Resources and Council Services) agreed its report 'Employees' Declaration of Interest'
2. Within that report were two recommendations addressed to HR which were subsequently agreed by the Executive. These were;

Recommendation 1

That Executive Board instructs officers to establish, through negotiating appropriate changes to the Employee Code of Conduct, and having due regard to the legal risks of challenge and the outcome of the current appeal, a publicised officer register of interests, with first publication of the register to take place as soon as possible after the 'Bolton' appeal has been determined. Those sections to be publicised, *and the posts to be considered*, should be those identified by the Information Commissioner in the Bolton Council ruling, subject to officers being given the opportunity to explain any particular prejudice they might suffer as a result of publication.

Recommendation 2

That, subject to agreement to recommendation one, the Executive Board **works towards** a publication scheme which includes "high risk" posts and other groups of staff where there is a specific justification for publication based on their particular duties.

3. As part of Scrutiny's recommendation tracking process an update on progress to implement the above recommendations is now due.
4. Appropriate officers have been invited to attend today's meeting to give a progress update.

Recommendations

5. Members are asked to consider the progress made on the recommendations agreed by Executive Board.

Background papers¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Report of Head of Scrutiny and Member Development

Report to Scrutiny Board (Resources and Council Services)

Date: 18th February 2013

Subject: Welfare Reform – Draft Final Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Introduction

1. At its meeting on 19th November 2012 Scrutiny Board (Resources and Council Services) agreed to undertake an Inquiry into Welfare Reform. It was agreed that the inquiry would focus on how the Council responds to those who may fall into financial arrears due to the changes. It was agreed that the inquiry would be undertaken by a working group of the Board.

2. The working group, consisting of Cllrs P Grahame, Macniven, S Bentley, Hardy and JL Carter, met on two occasions. The working group was supported by Steven Carey, Chief Revenues and Benefits Officer and colleagues from the Council and ALMOs/BITMO. In addition Cllr Atha, as Executive Lead advised the working group. The working group is grateful for these contributions.

3. A final inquiry report is currently being drafted and will be available to Scrutiny Board Members prior to the meeting but not before agenda despatch.

Recommendations

4. Members are asked to consider the draft inquiry report produced by the working group and to agree its recommendations.

Background papers¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Report of Head of Scrutiny and Member Development

Report to Scrutiny Board (Resources and Council Services)

Date: 18th February 2013

Subject: Work Schedule

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of main issues

1. A draft work schedule is attached as appendix 1. The work schedule has been provisionally completed pending on going discussions with the Board. The work schedule will be subject to change throughout the municipal year.

Recommendations

2. Members are asked to consider the draft work schedule and make amendments as appropriate.

Background papers¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

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Scrutiny Board (Resources and Council Services) Work Schedule for 2012/2013 Municipal Year

Area of review	Schedule of meetings/visits during 2012/13		
	June	July	August
People Plan	Outturn Report People Plan performance and report on appraisals and engagement – SB 25/06/12	Performance of Environment and Neighbourhoods regarding appraisals and engagement	
Equality Improvement Priorities	Equality Indicators SB 25/06/12		
Annual review of Partnership			
<i>To be determined</i>			
Briefings		Community Right To Challenge – To discuss proposed process SB 23/7/12 Procurement and Call IN	
Budget & Policy Framework Plans			
Recommendation Tracking			
Performance Monitoring	Quarter 4 performance report SB 25/06/12		
Budget	Out turn Report – SB 25/06/12		

Scrutiny Board (Resources and Council Services) Work Schedule for 2012/2013 Municipal Year

Area of review	Schedule of meetings/visits during 2012/13		
	September	October	November
People Plan	Quarter 1 People Plan performance and report on Flexible Working and Agency staff – SB 3/09/12	Agency work in N&E, ADS and Children's	
Equality Improvement Priorities			
Annual review of Partnership	Discussion with Cllr Wakefield re Leeds Initiative		
<i>To be determined</i>			
Briefings	Gambling Policy SB 3/9/12	Update on Fleet Services	Welfare reform
Budget & Policy Framework Plans			
Recommendation Tracking			
Performance Monitoring	Quarter 1 performance report SB 3/09/		
Budget	Quarter 1 - Budget SB 3/09/		Financial Strategy

Scrutiny Board (Resources and Council Services) Work Schedule for 2012/2013 Municipal Year

Area of review	Schedule of meetings/visits during 2012/13		
	December	January	February
People Plan		Quarter 2 People Plan performance and report on Attendance and Health & safety SB 17/12/12	
Equality Improvement Priorities			
Annual review of Partnership			
Welfare Reform	13 th December – working group	Working Group 10 th January 2013	Working group 7 th February To agree recommendations 18 th Board meeting
Briefings	Officer Pay		
Budget & Policy Framework Plans			
Recommendation Tracking			Officer Interests Contact Centre
Performance Monitoring	Quarter 2 performance report SB 17/12/12		
Budget	To receive Executive Board's initial budget proposals		

Scrutiny Board (Resources and Council Services) Work Schedule for 2012/2013 Municipal Year

Area of review	Schedule of meetings/visits during 2012/13		
	March	April	May
People Plan	Quarter 3 People Plan performance Report on equalities	Health and Safety	No meeting scheduled
Equality Improvement Priorities			
European funding	March 22 nd Meeting with Mr McMillan-Scott MEP		
Briefings		Personal Service Companies	
Budget & Policy Framework Plans			
Recommendation Tracking			
Performance Monitoring	Quarter 3 performance report SB 18/03/13		
Budget	Income generation	Income generation	