

Date: 17 March 2008

**To: Members of the Scrutiny Commission**

Mr MR Lay (Chairman)	Mr DM Gould
Mrs R Camamile (Vice-Chairman)	Mrs A Hall
Mr KWP Lynch (Vice-Chairman)	Mr C Ladkin
Mr JG Bannister	Dr JR Moore
Mr P R Batty	Mr K Morrell
Mr PS Bessant	Mr K Nichols
Mr JD Cort	Mr AJ Smith
	1 vacancy

Copy to all other Members of the Council

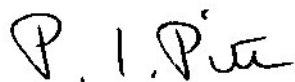
(other recipients for information)

Dear Councillor

There will be a meeting of the **SCRUTINY COMMISSION** in the Council Chamber, Council Offices, Hinckley on **THURSDAY, 27 MARCH 2008** at **6.30pm** and your attendance is required.

The agenda for the meeting is set out overleaf.

Yours sincerely



Pat Pitt  
Corporate Governance Officer

## SCRUTINY COMMISSION - 27 MARCH 2008

### A G E N D A

1. APOLOGIES AND SUBSTITUTIONS

RESOLVED 2. MINUTES

To confirm the minutes of the meeting held on 19 February 2008 attached marked 'SC97'.

3. ADDITIONAL URGENT BUSINESS BY REASON OF SPECIAL CIRCUMSTANCES

To be advised of any additional items of business which the Chairman decides by reason of special circumstances shall be taken as matters of urgency at this meeting.

4. DECLARATIONS OF INTEREST

To receive verbally from members any disclosures which they are required to make in accordance with the Council's code of conduct or in pursuance of Section 106 of the Local Government Finance Act 1992. **This is in addition to the need for such disclosure to be also given when the relevant matter is reached on the agenda.**

5. QUESTIONS AND PETITIONS

To hear any questions and to receive any petitions in accordance with Council Procedure Rules 10 and 11.

RESOLVED 6. LOCAL AMBULANCE SERVICE – HINCKLEY AREA

Presentation by the General Manager Community Relations and Assistant Director of Operations of the East Midlands Ambulance Service.

*A maximum of 20 minutes has been allocated for this item.*

RESOLVED 7. BEACON AWARD FOR COMMUNITY SAFETY

Presentation by the Community Safety Manager.

*A maximum of 5 minutes has been allocated for this item.*

8. CHILDREN & YOUNG PEOPLE'S STRATEGY INCORPORATING A 'HEAR BY RIGHT' PARTICIPATION ACTION PLAN

Report of the Deputy Chief Executive attached marked 'SC98' (pages 1 – 9).

*A maximum of 15 minutes has been allocated for this item.*

RESOLVED 9. OUT-OF-HOURS HEALTHCARE PROVISION

Report of the Head of Corporate & Scrutiny Services attached marked 'SC99' (pages 10 - 23).

*A maximum of 20 minutes has been allocated for this item.*

RESOLVED 10. REVIEW OF CAR PARKING & NEIGHBOURHOOD WARDEN SERVICE

Report of the Director of Community & Planning Services and the Head of Business Development and Streetscene Services attached marked 'SC100' (pages 24 - 26).

*A maximum of 20 minutes has been allocated for this item.*

11. HOUSING REVENUE ACCOUNT SUBSIDY 2008/09

Report of the Director of Finance attached marked 'SC101' (pages 27 - 30).

*A maximum of 15 minutes has been allocated for this item.*

12. MEDIUM TERM FINANCIAL STRATEGY 2008/09 TO 2011/12

Report of the Director of Finance attached marked 'SC102' (pages 31 – 32).

Members are asked to refer to their papers for Council on 26 February for the full Medium Term Financial Strategy.

*A maximum of 10 minutes has been allocated for this item.*

13. CITIZENS PANEL WINTER 2007 SURVEY

Report of the Deputy Chief Executive attached marked 'SC103' (pages 33 – 54).

*A maximum of 10 minutes has been allocated for this item.*

RESOLVED 14. LSP UPDATE REPORT

Report of the Head of Corporate & Scrutiny Services attached marked 'SC104' (pages 56 - 65).

RESOLVED 15. ITEMS FOR OVERVIEW AND SCRUTINY WORK PROGRAMME 2008/09

Draft Work Programme 2008/09 attached marked 'SC105' for discussion (pages 66 – 78).

*A maximum of 10 minutes has been allocated for this item.*

RESOLVED 16. OVERVIEW AND SCRUTINY WORK PROGRAMME 2007/08

Attached marked 'SC106' (pages 79 - 83).

17. FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS

Copy attached marked 'SC107' (pages 84 - 89).

18. MINUTES OF SELECT COMMITTEES

For noting only:

- (i) Finance & Audit Services Select Committee, 4 February 2008. Attached marked 'SC108' (pages 90 – 92);
- (ii) Council Services Select Committee, 7 February 2008. Attached marked 'SC109' (pages 93 – 94).

19. ANY OTHER ITEMS OF BUSINESS WHICH THE CHAIRMAN DECIDES HAVE TO BE DEALT WITH AS MATTERS OF URGENCY

To: All Members of the Scrutiny Commission with a copy to all other Members of the Council.

**NOTE: AGENDA ITEMS AGAINST WHICH THE WORD "RESOLVED" APPEARS ARE MATTERS WHICH ARE DELEGATED TO THE COMMISSION FOR A DECISION. OTHER MATTERS ON THIS AGENDA WILL BE THE SUBJECT OF RECOMMENDATIONS TO COUNCIL.**

**HINCKLEY & BOSWORTH BOROUGH COUNCIL**  
**SCRUTINY COMMISSION**  
**19 FEBRUARY 2008 AT 6.32 PM**

**PRESENT:** Mr MR Lay - Chairman  
Mrs R Camamile - Joint Vice-Chairman  
Mr KWP Lynch - Joint Vice-Chairman

Mr JG Bannister, Mr PR Batty, Mr PS Bessant, Mr DM Gould,  
Mrs A Hall, Mr DW Inman, Dr JR Moore, Mr K Morrell and Mr K  
Nichols.

In accordance with Council Procedure Rule 4.4, Messrs DC Bill, SL Bray and  
R Ward also attended the meeting.

Officers in attendance: Mr S Atkinson, Mr Michael Brymer, Mr B Cullen, Mr M  
Evans, Mr S Jones, Mr S Kohli, Mr S Merry, Mr D Moore, Miss R Owen and  
Mr T Prowse.

Also in attendance: Mr A Roberts and Mr A Wright, Ci Research.

472 **APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were submitted on behalf of Mr C Ladkin and Mr AJ  
Smith and the substitution of Mr Inman for Mr Smith authorised in accordance  
with Council Procedure Rule 4.3.

473 **MINUTES (SC82)**

On the motion of Mr Nichols, seconded by Mrs Camamile, it was

**RESOLVED** – the minutes of the meeting held on 10 January 2008 be  
confirmed and signed by the Chairman.

474 **DECLARATIONS OF INTEREST**

No declarations were made at this stage.

475 **POVERTY REVIEW – FINAL REPORT (SC83)**

Andrew Roberts and Andrew Wright from Ci Research gave a presentation to  
the Commission.

Mr Bessant arrived at 6.44pm and Mr Morrell arrived at 6.47pm.

Members felt that although the Council was not responsible for some aspects  
linked to poverty, they needed to champion the cause. It was suggested that  
those Members who wished to become involved could do so, and that some  
officers had already expressed their interest in becoming involved.

Mr Bray arrived at 6.56pm and Mr Ward arrived at 6.59pm.

A Member suggested that the report did not focus sufficiently on elderly people, and also that with regard to youth, attitude and culture needed to be considered. In response it was stated that the report was produced from feedback of the perceptions of people in the areas, and that this indicated that their perceptions needed to change.

Members felt that a meeting should be set up to discuss the issues in detail with officers and agree a way forward.

Ci Research were thanked for the helpful and informative report.

RESOLVED –

- (i) the report be welcomed;
- (ii) a cross-party Member and Officer Action Group (including Scrutiny and Executive Members) be formed to scope the recommendations into practical proposals for implementation by the Executive and the Local Strategic Partnership.

476 CONCRETE STRUCTURAL SURVEY & REFURBISHMENT OF ARGENTS MEAD (SC84)

The Scrutiny Commission was updated with regard to the recommendations made in the independent concrete structural survey carried out by The Concrete Consultancy 2000 Ltd and the likely expenditure (around £6million) associated with the internal refurbishment of Argents Mead to provide “fit for purpose” office accommodation up to 2028.

Members were reassured that the building was not unsafe, but that repair and refurbishment was not viable or sustainable in the longer term. It was also explained that staff surveys had shown that a large number of staff based at Argents Mead were generally unhappy with the office accommodation.

Mr Bill left the meeting at 7.42pm and returned at 7.45pm.

Some Members had concerns with regard to the plans, including the future of the site, but were informed that the objective of this report was simply to support the recommendations to explore options including flexible working and a phased relocation to energy-efficient offices. It was stated that further details of this would be provided at the Council meeting on 26 February.

It was moved by Mr Nichols, seconded by Mr Hall and

RECOMMENDED to Council

- (i) flexible working and phased relocation to energy-efficient offices be supported;

- (ii) it be agreed that the repair and refurbishment of the Argents Mead Council Offices is not a viable or sustainable option;
- (iii) officers be asked to produce costed options for the retention / renewal of the civic facilities for the future;
- (iv) officers be asked to produce costed options for the future use of Argents Mead for public consultation.

477 SIX MONTHLY REVIEW OF THE INTRODUCTION OF CIVIL PARKING ENFORCEMENT (SC85)

In response to a previous report to the Scrutiny Commission, Members received a report which informed them of progress made since implementation of a Civil Parking Enforcement Scheme in July 2007.

Concern was expressed that there was a perception in rural communities that wardens patrolled infrequently and therefore there was no deterrent against illegal parking in rural areas. It was suggested that they should patrol each area more regularly. Officers advised that the wardens did visit rural areas frequently but agreed to investigate ways of raising their profile and tackling illegally parked vehicles.

Officers also agreed to review the role of the Neighbourhood Wardens and Parking Wardens once the Parking Wardens had received training on Environmental Crime and a report would be brought back to the Scrutiny Commission.

RESOLVED –

- (i) the report be noted;
- (ii) a report be brought to a future meeting on the roles of Neighbourhood Wardens and Parking Attendants on the enforcement of Environmental Crime.

478 PLANNING & ENFORCEMENT APPEAL DECISIONS (SC86)

Members were informed of planning and enforcement appeal decisions that had gone against the Local Planning Authority since the last report. It was noted that three of the decisions that went against the authority had been Member decisions against officer recommendation.

A Member felt that there was a lot of pressure on the Planning Committee, for example the financial implications of deferring a decision. It was suggested that this concerned the way in which the Committee operated and was a matter for discussion with the Chairman.

RESOLVED – the report be noted.

479 HINCKLEY CLUB FOR YOUNG PEOPLE PROJECT – GO AHEAD (SC87)

The Scrutiny Commission was updated on the scheme to relocate Hinckley Club for Young People from Stoke Road to Richmond Park. It was noted that there was an updated recommendation which included an amendment to the legal agreement to reflect the agreement that the total cost of the project would not exceed £1.5million.

Mr Bill left the meeting at 8.21pm and returned at 8.24pm.

RECOMMENDED – the project be endorsed.

480 HINCKLEY & BOSWORTH LOCAL STRATEGIC PARTNERSHIP (SC88)

A report was presented to Members which set out costs, achievements and added value of the Local Strategic Partnership.

RESOLVED – the report be reviewed in conjunction with the final report of the IDeA before making final recommendations.

Mr Bray left the meeting at 8.28pm.

481 PERFORMANCE MANAGEMENT FRAMEWORK – 9 MONTH REVIEW (2007/08) (SC89)

Members were provided with the Council's performance position for the first nine months of 2007/08 and an update on the Council's future planning arrangements. It was stated that the Council Services Select Committee had looked at the indicators in detail.

RESOLVED –

- (i) the Council's current performance position be noted;
- (ii) the actions taken to address areas that were underperforming be endorsed;
- (iii) the positive results received for the Data Quality and Use of Resources Assessments be noted.

482 REVENUE BUDGET 2008/09, CAPITAL PROGRAMME 2007/08 TO 2010/11 AND HRA REVENUE BUDGET 2008/09 (SC90)

Members received a combined report briefly outlining the Revenue Budget 2008/09, Capital Programme 2007/08 and HRA Budget 2008/09. It was noted that these had been looked at in detail by the Finance and Audit Services Select Committee.

RESOLVED – the report be noted.



483 OVERVIEW AND SCRUTINY WORK PROGRAMME 2007/08 (SC91)

Members gave consideration to the Overview and Scrutiny Work Programme for 2007/08.

RESOLVED – the Work Programme be noted.

484 FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS (SC92)

Members received the Forward Plan of Executive and Council decisions.

RESOLVED – the Forward Plan be noted.

485 MINUTES OF SELECT COMMITTEES / SCRUTINY PANELS

Minutes of the following meetings were received:

- (i) E-Government Scrutiny Panel, 13 December 2007 (SC93);
- (ii) Housing Task Group, 13 December 2007 (SC94);
- (iii) Finance and Audit Services Select Committee, 17 December 2007 (SC95);
- (iv) Council Services Select Committee, 20 December 2007 (SC96).

(The meeting closed at 8.44 pm)

**SCRUTINY COMMISSION – 27 MARCH 2008**

**REPORT OF THE DEPUTY CHIEF EXECUTIVE**

**RE: CHILDREN & YOUNG PEOPLE'S STRATEGY INCORPORATING A 'HEAR BY RIGHT' PARTICIPATION ACTION PLAN**

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**1. PURPOSE OF REPORT**

To inform Members of the statutory obligations contained within the Children Act 2004 and to introduce a new strategy and policy to support this.

**2. RECOMMENDATION**

- 2.1 That Scrutiny supports the adoption of the new Children & Young People's Strategy and supports the recommendations included in the 'Hear By Right' Participation Action Plan.

**3. BACKGROUND**

- 3.1 The vision that children and young people in Leicestershire have asked for is to have:

**'Voice, choice, safety and fulfilment'**

This vision has been agreed and adopted by Leicestershire's Children's Board. Hinckley and Bosworth Borough Council is a partner in the Children's Board.

- 3.2 Hinckley and Bosworth Borough Council Children and Young People's Strategy sets out recommendations and action plans for how the vision for children and young people will be realised. It demonstrates how this can be realised through Hinckley and Bosworth Borough Council achieving the statutory requirements under Section 10 and 11 of the Children Act 2004.
- 3.3 In addition to the statutory duties within the Children Act 2004, Hinckley and Bosworth Borough Council are committed in achieving the emerging status of the Hear By Right Standard by March 2009. This was agreed in Leicestershire's Local Area Agreement for 2006-2009. The Hear By Right Standard is a nationally recognised standard which improves the way in which organisations listen to children and young people's views and as a result, provide evidence as to how their views have changed the services that Hinckley and Bosworth Borough Council provide for them. The Children and Young People's Strategy is therefore complemented by a Participation Action Plan, which addresses how the Hear By Right Standard will be achieved. This is fundamental to the overall success of the Children and Young People's Strategy. Hinckley and Bosworth would therefore be fulfilling its obligation in giving a 'voice' to children and young people through the Participation Action Plan and helping them to have choice, feel safe and be fulfilled through the

activities and services provided through Hinckley and Bosworth Borough Council and the Children and Young People's Strategy.

- 3.4 Hinckley and Bosworth Borough Council already provide high quality services to children and young people and the purpose of the Strategy is to place the co-ordination of services and safety of children and young people on a firmer and more corporate basis.

#### **4. KEY RECOMMENDATIONS**

- 4.1 The key recommendations are:

- The adoption of the Children and Young People's Strategy and the Participation Action Plan by all members of Hinckley and Bosworth Borough Council
- The Chief Executive is formally recognised as the accountable senior officer for all children's services including safeguarding within Hinckley and Bosworth Borough Council
- The change in title of the Councillor Youth Champion to the Children and Young People's Champion
- Bi annual reports will be presented to the Council Services Select Committee identifying the progress that has been made within the Strategies and highlighting areas of development
- The appointment of a full time Children and Young People's Strategic Co-ordinator to co-ordinate Hinckley and Bosworth Borough Council's work on children and young people
- The creation of a Children and Young People's Officers Group who will have responsibility for ensuring that the actions within the Strategy for children and young people are implemented.

The tables in Appendix A represent the key actions to support the recommendations in more detail.

- 4.2 The full Children and Young People's Strategy and the Participation Action Plan can be made available to Councillors at their request. Copies have been placed in the Annex and are downloadable via the Council's website.

#### **5. FINANCIAL IMPLICATIONS (AB)**

- 5.1 On 9<sup>th</sup> July 2007, SLB approved a Supplementary Budget for 2007/08 of £18,280, for the part time Children & Young Peoples Coordinator's post and associated project costs. A budget of £16,640, for the part time post and £4,100 for the associated project costs are included within the 2008/09 base budget. The Part time post has been temporarily filled using a consultant.

- 5.2 To create a full time position it is proposed to amalgamate the part time Youth Development workers post (Post No E24) and associated salary budget of £17,640, with the Children and Young People's Coordinator's post. It is hoped that the existing youth Development Officer post will be redeployed. This proposal is still under consultation. The associated Project Budget for Youth Development of £6,200 would also transfer from Community Safety to Cultural Services.

5.3 A 3-year Budget commitment and Service Level Agreement with the Youth Council is being discussed. This will be funded from reallocating the existing £4,000 Revenue Budget assigned to the Youth Council.

5.4 All Councillors and relevant officers will be required to attend training on their duties. This training will be procured jointly with the other Leicestershire Authorities and is to be funded from the Council's Corporate Training budget in 2008/09.

## **6. LEGAL IMPLICATIONS (AB)**

6.1 Section 10 of the Children Act 2004 imposes a duty on the County Council to co-operate with District Councils to improve the well being of Children.

6.2 Section 11 states that we must also make arrangements to safeguard and promote children's welfare.

6.3 Section 13 imposes a duty on the County Council to establish a Local Safeguarding Children Board of which District Councils are required to be a partner.

6.4 The Council must ensure that it continues to undertake Criminal Records Bureau checks on existing and new staff who work directly with children and young people.

## **7. CORPORATE PLAN**

7.1 This addresses the following corporate strategic objective of the Council:

- Develop partnerships with young people.

7.2 The completion of Participation Action Plan links to the LAA objective of achieving Hear By Rights emerging status by March 2009.

7.3 These new Action Plans will be embraced with the Corporate Communications Strategy.

## **8. RISK IMPLICATIONS**

8.1 A comprehensive risk assessment is contained within the Strategy.

8.2 Embedding the new Participation Action Plan in the Council will assist in reducing the risk associated with Children & Young People's services. The adoption of a revised County-wide Child and Vulnerable Adult Safeguarding Policy will further mitigate any future risks.

8.3 It is proposed that Council Services Select Committee reviews the Action Plan annually.

## **9. RURAL IMPLICATIONS**

9.1 Parish and Town Councils will be issued copies of the Strategy.

## **10. CORPORATE IMPLICATIONS**

- 10.1 Officers from all departments will cooperate closely to ensure the new Strategy is embedded and ultimately improves services for Children & Young People.
- 10.2 Recruitment to the position of Children & Young People's Strategic Coordinator could potentially lead to the position of Youth Development Officer being redeployed.

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Background Papers:           None

Contact Officer:             Simon D. Jones, Cultural Services Manager, ext 5699

## Appendix A

### EXECUTIVE SUMMARY – Action plan

<b>The Action Plan for the Section 10 duties to co-operate with the Children Act 2004 for Hinckley and Bosworth Borough Council</b>		
<b>The Requirement</b>	<b>Recommendation and Action Plan</b>	<b>Timescale for completion</b>
The development of an action plan to address areas identified for improvement for Section 10 duties to co-operate with the Children Act 2004	That the action plan described as the Children and Young People's Strategy should be agreed and presented to the Executive for approval.	April 2008
The identification of a senior manager with responsibility for championing safeguarding and promoting welfare of children and young people	The Chief Executive is formally recognised as having the lead role and responsibility for all children's services within HBBC and is the accountable senior officer.	April 2008
Elected members and managers awareness of these responsibilities for children and young people and their commitment to deliver	<p>That all Councillors and relevant Council officers should attend training on their duties and responsibilities towards children and young people</p> <p>Those Councillors and staff who have substantial individual contact with children and young people should have a CRB check.</p> <p>The title of Youth Champion should be changed to Children and Young People's Champion to formally recognise the inclusion of children</p>	<p>December 2008</p> <p>March 2009</p> <p>April 2008</p>

	<p>Bi - annual reports should be prepared by the Children and Young People's Officers Group on the progress made with the Children and Young People's Strategy and presented to the Council Services Select Committee.</p> <p>The Corporate Implications section of the Committee Reports template should be altered to include an Equalities Section where by the needs of children and young people are addressed within policy development.</p>	<p>September 2008</p> <p>September 2008</p>
Attendance at events and meetings of Every Child Matters and building networks and understanding of the support available	To continue the existing arrangements that the Chief Executive represents District and Borough Council's on the Local Safeguarding Children's Board, the Leicestershire Children and Young People's Partnership and chairs the County District Implementation Group.	March 2009
Effective district representation within the Children's Board arrangements at county level	To continue the existing arrangements that the Chief Executive represents District and Borough Council's on the Local Safeguarding Children's Board, the Leicestershire Children and Young People's Partnership and chairs the County District Implementation Group.	March 2009
The identification of priority areas towards the Children and Young People's Plan and the involvement of staff in these developments	<p>The Children and Young People's Officers Group should be formalised as the HBBC internal officer group have a specific duty and responsibility to children and young people. This will help to ensure that children's issues remain at the forefront of continued development and a joint approach across all the relevant services within the HBBC can be developed.</p> <p>All specific work and budgets for children and young people's issues should be co-ordinated and aligned through the Children and Young People's Strategic Co-ordinator which should be a full time post under the line management of the Head of Cultural Services. This will therefore include Youth Development, Common Assessment Framework enquiries and the Play Strategy.</p>	<p>May 2008</p> <p>May 2008</p>
The implementation of the priorities within the Children and Young People's Plan	The formalisation of the Children and Young People's Officers Group will ensure that all services within HBBC will see how they can contribute to the implementation of the Children and Young People's Plan through the Local Area Agreement. This will be reinforced through partnership working with the County Local Strategic Partnership Co-ordinator, Moira O'Hagan.	May 2008

The involvement of District and Borough Council's within the Local Safeguarding Children Board	To continue the existing arrangements that the Chief Executive represents the District and Borough Council at the Local Safeguarding Children's Board. From there, progress reports are presented via the formal County Chief Executives meetings and to the District Implementation Group.	March 2009
Reviewing policies and procedures for safeguarding and promoting the welfare of children	Further actions need to be taken as shown in the Action Plan for Section 11 to ensure that all safeguarding policies are up to date	June 2008
Clear lines of accountability with staff being aware of their responsibilities and what they should do	Further actions need to be taken as shown in the Action Plan for Section 11 to ensure that all safeguarding policies are up to date	June 2008
The involvement of children and young people in having their say about how services are developed	That the 'Hear By Right' Participation Action Plan should be agreed by the Executive	April 2008



<b>The Action Plan for the Section 11 General Arrangements to Safeguard and Promote Welfare with the Children Act 2004 for Hinckley and Bosworth Borough Council</b>		
<b>The Requirement</b>	<b>Recommendation</b>	<b>Timescale for completion</b>
Senior management commitment to the importance of safeguarding and promoting children's welfare	That Steve Atkinson should be the named person at senior management level to champion the importance of safeguarding and promoting the welfare of children through the organisation. This includes ensuring the children and young people are listened to appropriately and concerns expressed about their or any other child's welfare taken seriously and responded to in an appropriate manner.	April 2008
A clear statement of the agency's responsibilities towards children is available for all staff	A clear statement should be incorporated into a revised Safeguarding Children policy, January 2007 within the Hinckley and Bosworth Borough Council including the relationship between the common assessment framework and child protection differences. Staff need to be clear when to refer to children's social care and when a common assessment is required. By incorporating the Common Assessment Framework within the safeguarding procedure as an Appendix, it will help them to distinguish between the two.	June 2008
A clear line of accountability and systems are in place within the organisation for work on safeguarding promoting the welfare of children	The lines of responsibility/accountability and the different systems to support the safeguarding of children are contained within the Safeguarding Children policy. This will be revised to extend the links with the Common Assessment Framework and the Independent Safeguarding Authority. A list of staff within each service who have been on the Common Assessment Framework Practitioner Training should be compiled. Revisions should be made to existing and new job descriptions through the annual appraisal process to include their responsibility as an individual, and as a professional.	June 2008
Service development takes account of the need to safeguard and promote welfare and is informed, where appropriate by the views of children and families	This will be included within the development of the Hear By Right Standard and the Participation Action Plan.	March 2009

<p>Staff and councillor training on safeguarding and promoting the welfare of children for all staff working with or, depending on the agency's primary functions, in contact with children and families</p>	<p>There will be separate training/awareness raising sessions for staff and councillors on their different safeguarding duties and responsibilities. The training sessions will start with those staff and councillors who have direct links with children and young people but will extend to all staff by the end of financial year.</p>	<p>March 2009</p>
<p>Safer recruitment</p>	<p>Implement the new Safeguarding Vulnerable Groups Act 2006 by revising the Safeguarding Children Policy and the recruitment and vetting procedures through the Recruitment Policy. Continue to undertake Criminal Records Bureau checks on existing staff who directly work with children and young people and all new Criminal Records Bureau checks to be co-ordinated centrally by Human Resources.</p>	<p>June 2008</p>
<p>Effective inter-agency working to safeguard and promote the welfare of children including information sharing and Contact Point</p>	<p>All relevant staff should undertake Common Assessment Framework basic or Common Assessment Framework practitioner training so that each service has identified Common Assessment Framework practitioners. The number will be dependent on the relevance to the service.</p> <p>A discussion should be held with the Bridges programme to ensure that the information sharing protocol is up to date and complies with current requirements</p> <p>Prepare for the implementation of Contact Point should continue through the Bridges Programme and through the Common Assessment Framework through the new Local Children and Young People's Strategic Partnership arrangements.</p>	<p>March 2009</p>
<p>Contractual agreements should be in place to ensure services contracted out by the council promote safeguarding</p>	<p>A review of the procurement procedures needs to be taken to ensure that contractors can demonstrate their safeguarding responsibilities including safer recruitment. Services funded by the council (grants etc) should provide evidence of their safeguarding policy.</p>	<p>March 2009</p>

**SCRUTINY COMMISSION – 27 MARCH 2008**

**REPORT OF HEAD OF CORPORATE AND SCRUTINY SERVICES**

**RE: OUT OF HOURS HEALTHCARE PROVISION**

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**1. PURPOSE OF REPORT**

- 1.1 To provide the foundation for the Scrutiny Commission's review of the current Healthcare provision in the borough in support of the recommendation from the Citizens Panel for Scrutiny to include Out of Hours GP Access as an external partnership review in it's Work Programme for 2008/2009

**2. RECOMMENDATION**

- 2.1 That the Scrutiny Commission:

- (i) Examines the current patient view on Hinckley & Bosworth Borough GP services in comparison to the perspective across Leicestershire & Rutland.
- (ii) Develops a work plan to address any issues/concerns identified from this comparison.
- (iii) Agree terms of reference for conducting the review.

**3. BACKGROUND TO THE REPORT**

- 3.1 In June 2007 members of the Hinckley & Bosworth Citizens Panel were asked to identify areas of local concern for the Scrutiny Commission to investigate. The topic prioritised as most important was 'Provision of Health Services within Hinckley & Bosworth'. The review should involve the scrutiny of the Primary Care Trust and the current patient perspective on Hinckley & Bosworth GP services. This analysis will enable the Scrutiny Commission to determine what actions they can take to influence Hinckley & Bosworth Patient access, choice and responsiveness.
- 3.2 As a starting point for this review the results of the 2007 GP Patient Survey; *Your doctor, your experience, your say*, are considered within this report. In this nationwide survey patients were asked to give views on the ease of access to GP practice services. The questionnaire asked how easy it was to:-
- Consult a GP within 2 working days
  - Book ahead for non-urgent appointments
  - Contact the practice by phone
  - Make an appointment with a particular GP

3.3 The questionnaire also asked for views on opening hours and whether patients were given a choice of specialist referral. The results of the survey will allow Hinckley & Bosworth practices to be compared locally and nationally. The full results of the survey can be found at: 'www.dh.gov.uk/gppatientsurvey2007'

3.4 84 GP practices throughout Leicester and Rutland took part in the survey, 12 of which were in the borough of Hinckley & Bosworth. The results for all practices that took part in the survey can be accessed via the web site listed above or by contacting the Performance officer.

3.5 **Headline Results:**

20,861 responses were received from a total of 38,454 forms distributed throughout Leicestershire and Rutland. 2,995 responses were received from a total of 5,454 forms distributed in the borough of Hinckley & Bosworth.

The average survey response rate across Hinckley & Bosworth borough was 56% compared to 54% across Leicestershire & Rutland and 44% Nationally.

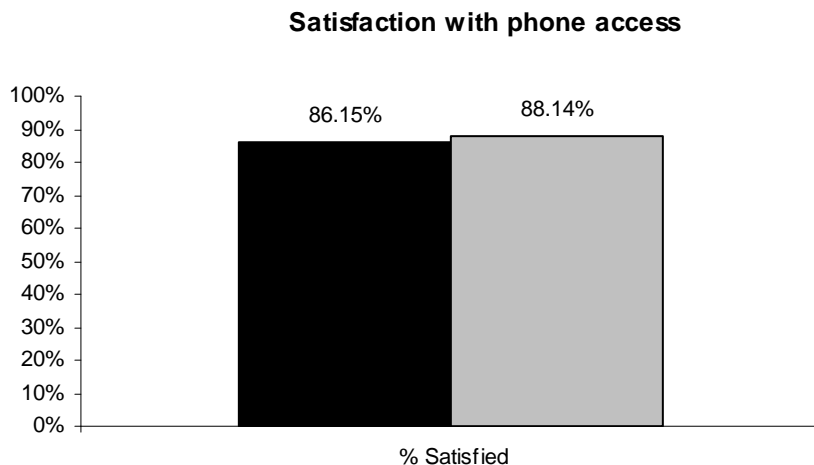
Key to charts:

■ = Leicestershire County & Rutland – overall results

■ = Hinckley & Bosworth results

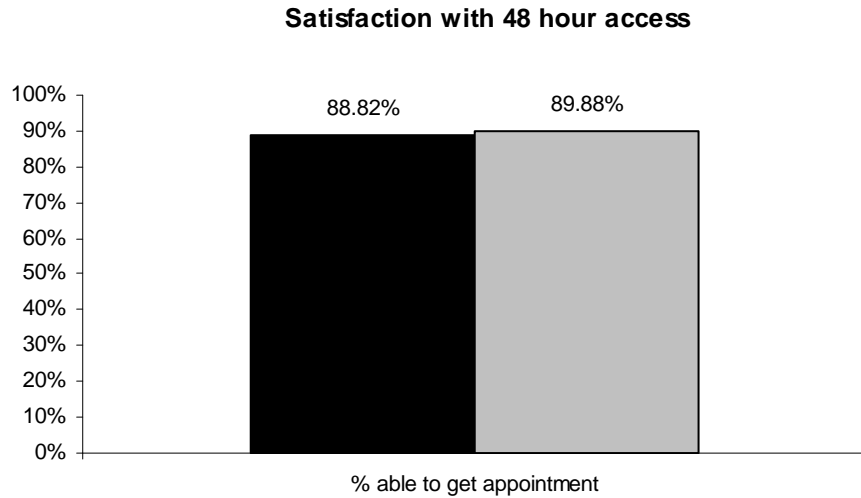
Getting through to the surgery by telephone

- Over 80% of people within Leicestershire and Rutland reported that they were satisfied with their ability to get through to their doctors surgery by phone:



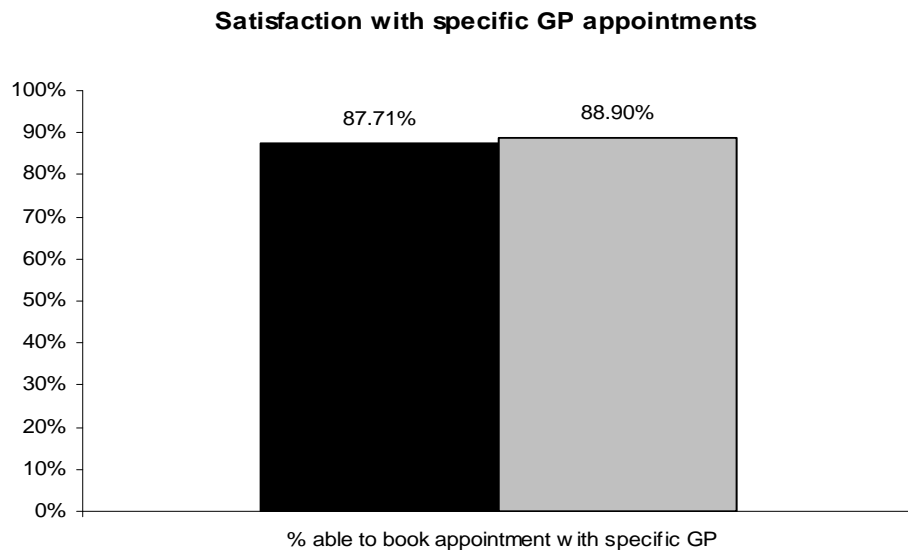
### Obtaining an appointment within 48 Hrs

- Over 85% of people who tried to get a quick appointment with a GP said they were able to do so within 48 hours



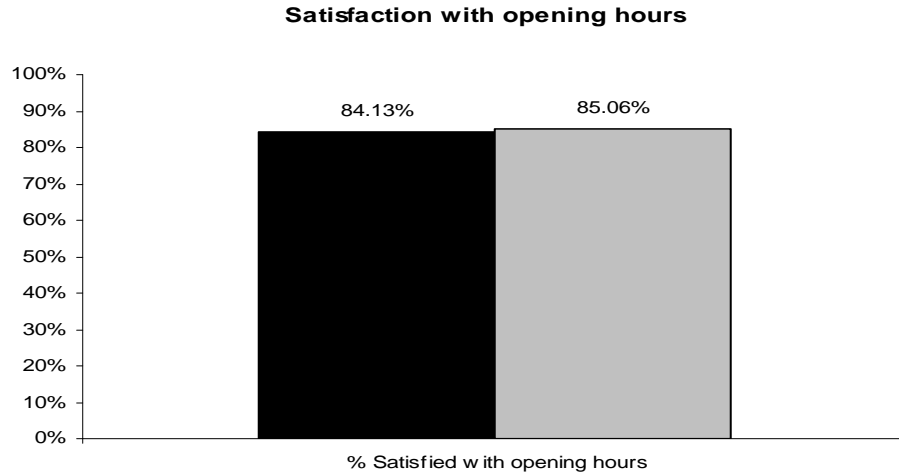
### Obtaining an appointment with a particular doctor

- Over 85% of people who wanted an appointment with a particular doctor at their surgery thought they could do this



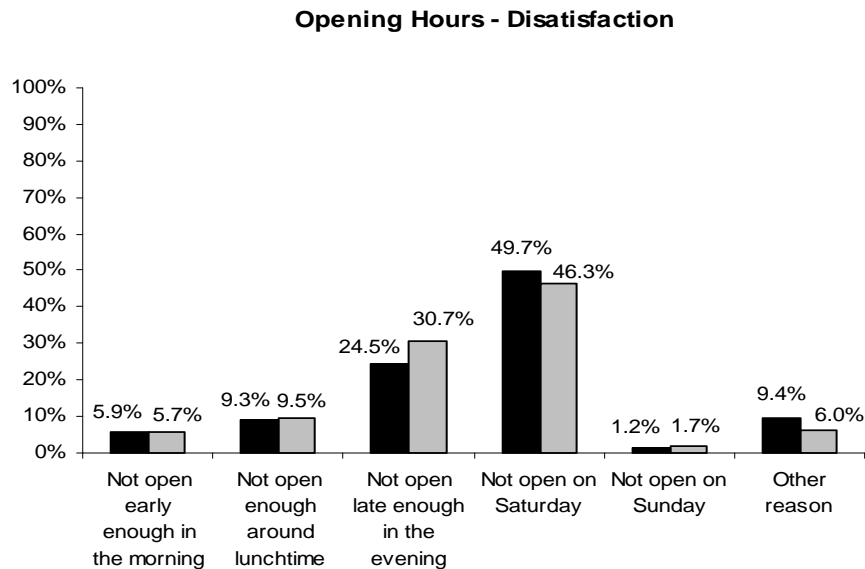
## Surgery times

- Approx 85% of people said they were satisfied with the current opening hours at the practice. This compares favourably with the National satisfaction rate of 84%



## Breakdown of the remaining 15% who were dissatisfied with their surgery times

- The 15% of respondents who were dissatisfied with their surgeries opening hours reported that not being open on Saturdays and not staying open late enough in the evenings were their main reasons for being dissatisfied



- 3.6 A further detailed analysis of the above results can be found as Appendix 1 which compares the results of Hinckley & Bosworth with Leicestershire and Rutland. Some key findings for Hinckley and Bosworth can be drawn from analysing the results:

Area that respondents were most satisfied with

- Hinckley & Bosworth GP practices achieved the highest level of satisfaction in the '48hr access to GP' indicator (89.88%)

Area that respondents were least satisfied with

- Hinckley & Bosworth GP practices achieved the lowest level of satisfaction in the 'Advanced booking' indicator (69.98%)

Age group breakdown of respondents that were satisfied with their GP times

- Of the people that were satisfied with GP opening hours the satisfaction levels were highest within the 65+ category (92.17%), followed by 45 to 64 year olds (84.58%) and the under 45's (79.58%)

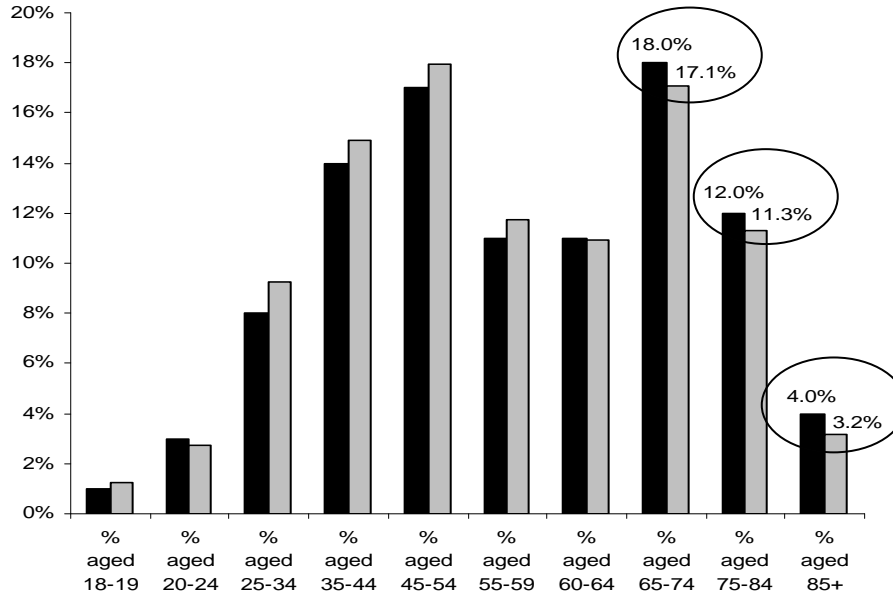
Area of significant disparity – Dissatisfaction with opening hours

- Of the 15% of respondents who were dissatisfied with opening hours, there was a significant disparity between Leicestershire and Rutland as a whole when compared to Hinckley & Bosworth on the issue of surgeries not being open late enough in the evening:
  - Across Hinckley & Bosworth 30% of these respondents highlighted that this was an issue compared to 25% overall in Leicestershire & Rutland

Overall satisfaction – aggregate of all satisfaction indicators by age group

- The following chart shows that respondents in Hinckley & Bosworth aged 65 and over were less satisfied overall than respondents aged 65 and over across the whole of Leicestershire & Rutland

**Satisfaction (summary of all satisfaction indicators) by age**



### Specialist referral

94% of people said they were given a choice of specialist referral by their GP

3.7 Leicestershire County and Rutland Primary Care Trust is developing community healthcare services and as plans develop, local people are asked what they think. Over the last few years there have been considerable improvements and advances in the way that healthcare can be delivered. The PCT is taking the opportunity of these improvements to ensure that:

- Patients get the most appropriate treatment, safely, in the most cost-effective way, at home or as close to home as possible
- Community health services in Leicestershire County and Rutland are viable, equitable, accessible, and fit for the long term
- The PCT make the best use of the resources available to them on behalf of the whole population.

At the end of October 2007 the PCT published first draft proposals for each community hospital locality aimed at ensuring as much care as possible is provided close to home. The timetable for next steps is as follows:

- Between October 2007 and February 2008 - the working groups' (which consist of: Doctors, PCT managers and clinical leads, representatives from adult social care and members of the public involvement forum) individual plans will be subject to review between the PCT and the groups to test whether they are compatible with the plans of the other working groups and those of the NHS and social care partners, and importantly whether they would be clinically safe, accessible for patients and offer value for money.



- Spring 2008 - the PCT Board will consider final proposals
- Spring 2008 - any major service changes will be subject to 12 week's formal public consultation.

#### **4. Terms of Reference - Proposed approach to Scrutiny & timeline for reviews**

- 4.1 It is essential that scrutiny work is based on a sense of what it is intended to achieve and how it plans to be influential. Positive achievements from scrutiny of Healthcare Provision can be divided into:

##### **Meeting 1 (27 March 2008) – Provide the foundation for the review of Healthcare Provision in the borough**

- Receiving results and analysis from the national GP survey conducted in 2007 as outlined in this report
- Brainstorm work plan and key issues for review

##### **Meeting 2 (01 May 2008) – Developing Community Health Services**

- Receive progress update on work being carried out by Leicester County and Rutland Primary Care Trust to develop community hospitals and community services
- Define and identify questions for the PCT witnesses

##### **Meeting 3 (12 June 2008) – Interview of Witnesses**

- Invite member/s from the PCT to Scrutiny to discuss progress on the development of community hospitals and community services and any potential opportunities to improve the provision of Healthcare within Hinckley & Bosworth

##### **Meeting 4 (28 August 2008) – Final Report and Conclusions**

- Receive final report and conclusions

#### **5. FINANCIAL IMPLICATIONS [MD]**

- 5.1 To be carried out using existing resources

#### **6. LEGAL IMPLICATIONS [LH]**

- 6.1 None arising directly from this report

#### **7. CORPORATE PLAN IMPLICATIONS**

- 7.1 This report supports the following elements of the *Corporate Performance Plan 2007-12*:
- The corporate vision: “A borough to be proud of”
  - Our long term strategic aim:
    - Safer and healthier borough

**8. CONSULTATION**

8.1 No individuals, groups or organisations were consulted in the process of this report

**9. RISK IMPLICATIONS**

9.1 It is the Council’s policy to proactively identify and manage significant risks which may prevent delivery of business objectives. It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer’s opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

9.2 The following significant risks associated with this report / decisions were identified from this assessment:

<b>Management of significant (Net Red) Risks</b>		
Risk Description	Mitigating actions	Owner
None arising directly from this report	None	

**10. RURAL IMPLICATIONS**

10.1 The survey was undertaken with GP practices from across the whole Borough

**11. CORPORATE IMPLICATIONS**

11.1 By submitting this report, the following implications have been taken into account:

- Community Safety Implications – None relating to this report
- Environmental Implications – None relating to this report
- ICT Implications – None relating to this report
- Asset Management Implications –None relating to this report
- Human Resources Implications – None relating to this report

**12. APPENDICES**

Appendix 1 - Detailed results and graphs

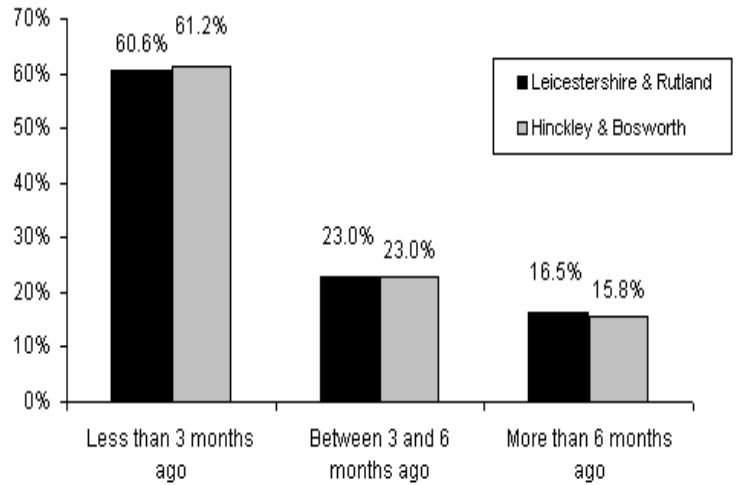
Contact Officer : Cal Bellavia: ext 5795

Background Papers : GP Patient survey results

**When was the last time you made an appointment with a doctor at your GP Surgery?**

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
Less than 3 months ago	12452	60.6%	1813	61.2%
Between 3 and 6 months ago	4722	23.0%	682	23.0%
More than 6 months ago	3388	16.5%	467	15.8%
<b>Total responses</b>	<b>20562</b>	<b>100.0%</b>	<b>2962</b>	<b>100.0%</b>

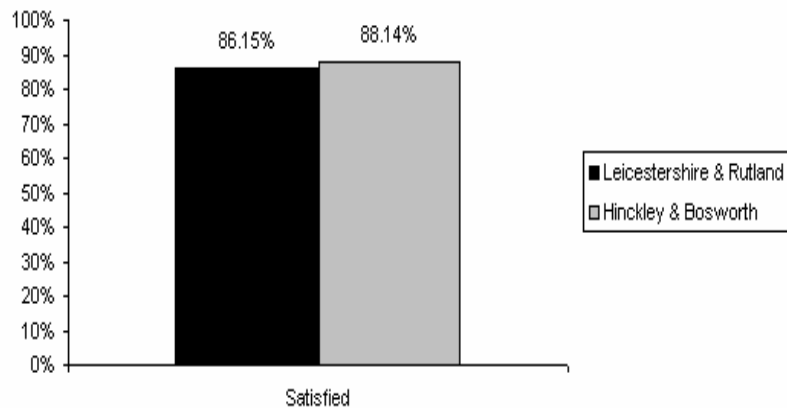
**Last appointment time**



**Satisfaction with phone access - total responses (Q2)**

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
Satisfied	14669	86.15%	2185	88.14%
<b>Total responses</b>	<b>17027</b>		<b>2479</b>	

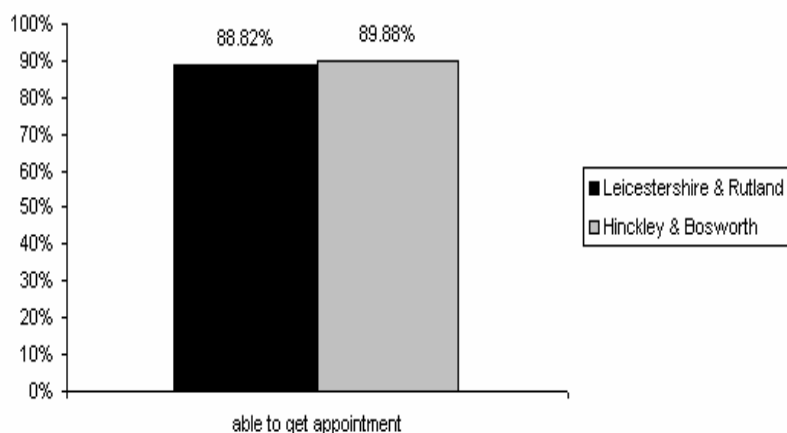
**Satisfaction with phone access**



**48 hour access to GP (Include only people who reported seeing a doctor within the last 6 months)**

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
able to get appointment	11514	88.82%	1740	89.88%
<b>No of people that tried to get appointment</b>	<b>12964</b>		<b>1936</b>	

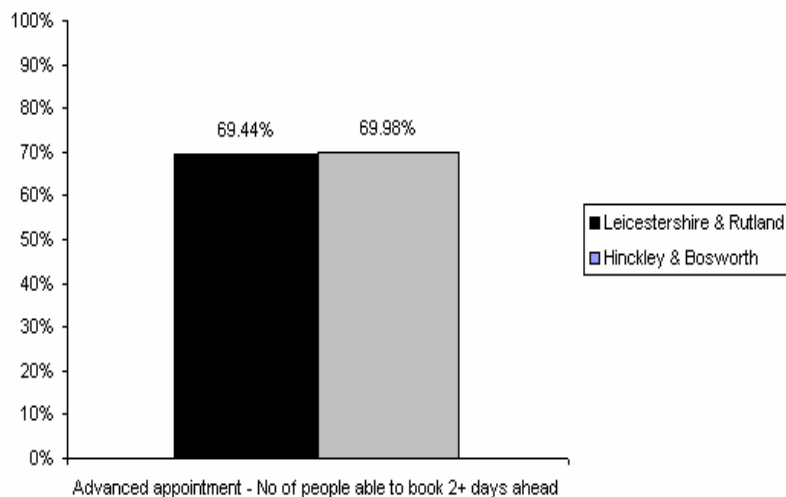
**Satisfaction with 48 hour access**



**Advanced booking (Include only people who reported seeing a doctor within the last 6 months)**

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
Advanced appointment - No of people able to book 2+ days ahead	6770	69.44%	986	69.98%
Advanced appointment - No of people wanting to book 2+ days ahead	9749		1409	

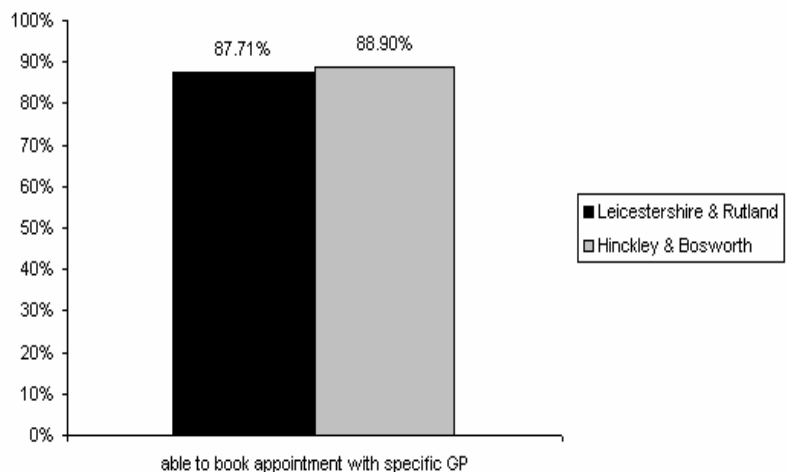
**Satisfaction with advance bookings**



**Appointment with specific GP (Include only people who reported seeing a doctor within the last 6 months)**

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
able to book appointment with specific GP	10219	87.71%	1489	88.90%
No of people wanting appointment with specific GP	11651		1675	

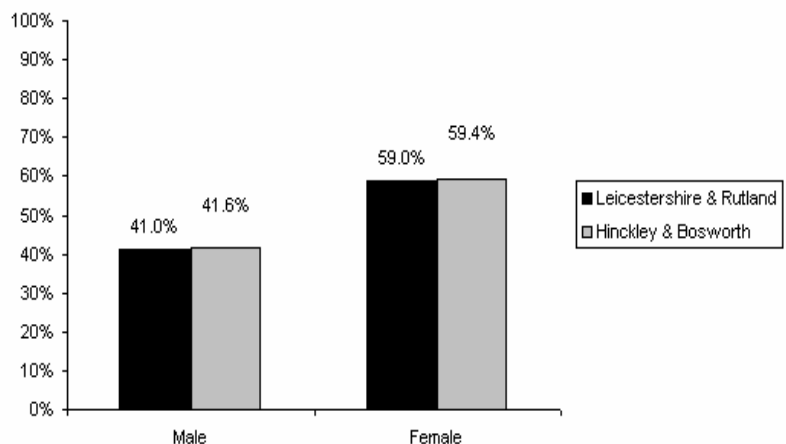
**Satisfaction with specific GP appointments**



**Satisfaction questions demographic analysis - Gender**

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
Male		41.0%		41.6%
Female		59.0%		59.4%
Total Responses	0	100.0%	0	101.0%

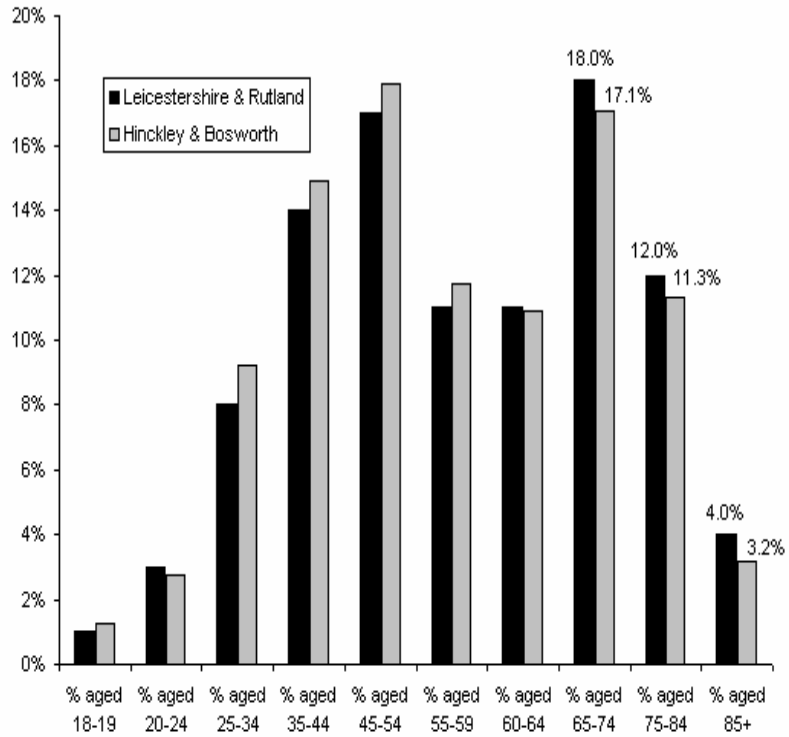
**Overall Satisfaction - by age**



**Satisfaction questions demographic analysis - Age**

	Leicestershire & Rutland		Hinckley & Bosworth	
% aged 18-19		1.0%		1.3%
% aged 20-24		3.0%		2.8%
% aged 25-34		8.0%		9.3%
% aged 35-44		14.0%		14.9%
% aged 45-54		17.0%		17.9%
% aged 55-59		11.0%		11.8%
% aged 60-64		11.0%		10.9%
% aged 65-74		18.0%		17.1%
% aged 75-84		12.0%		11.3%
% aged 85+		4.0%		3.2%

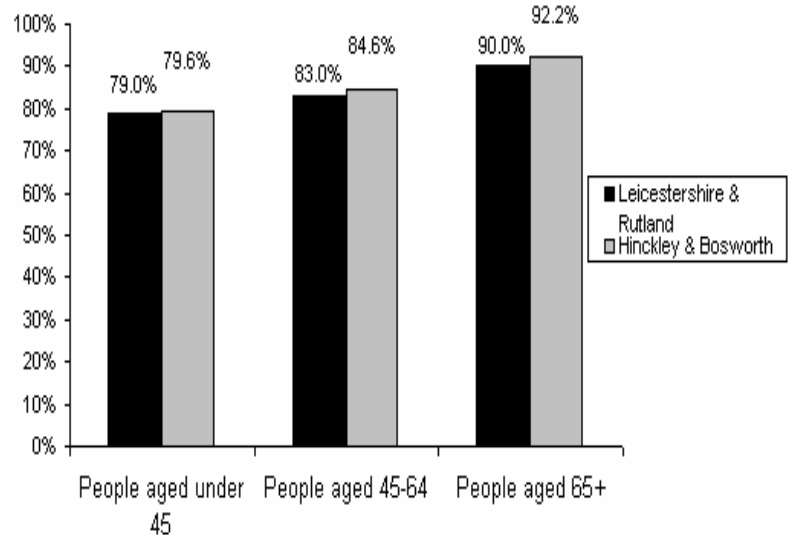
**Satisfaction (summary of all satisfaction indicators) by age**



**Satisfaction with opening hours - Age**

	Leicestershire & Rutland		Hinckley & Bosworth	
People aged under 45		79.0%		79.6%
People aged 45-64		83.0%		84.6%
People aged 65+		90.0%		92.2%

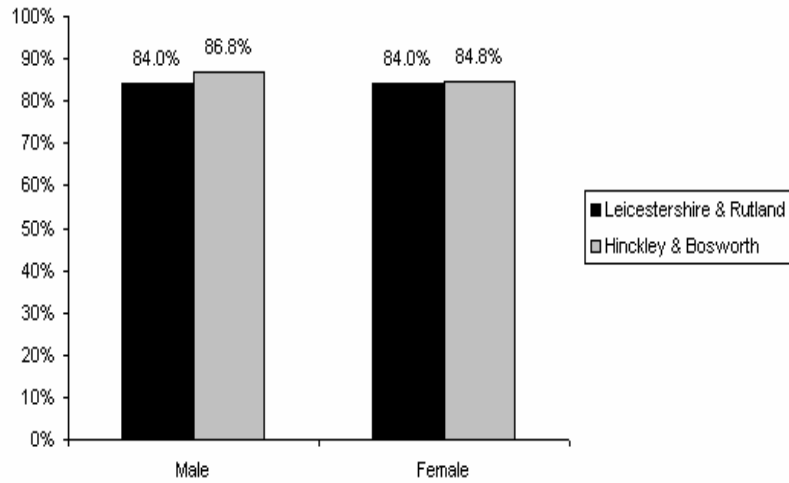
**Satisfaction with opening Hours**



**Satisfaction with opening hours - Gender**

	Leicestershire & Rutland	Hinckley & Bosworth
% Male	84.0%	86.8%
% Female	84.0%	84.8%

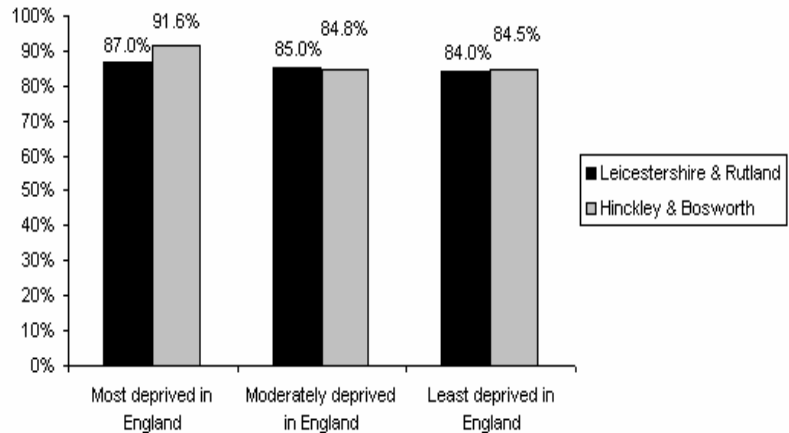
**Satisfaction with opening hours - by Gender**



**Satisfaction with opening hours - by deprivation of area of residence**

	Leicestershire & Rutland	Hinckley & Bosworth
Most deprived in England	87.0%	91.6%
Moderately deprived in England	85.0%	84.8%
Least deprived in England	84.0%	84.5%

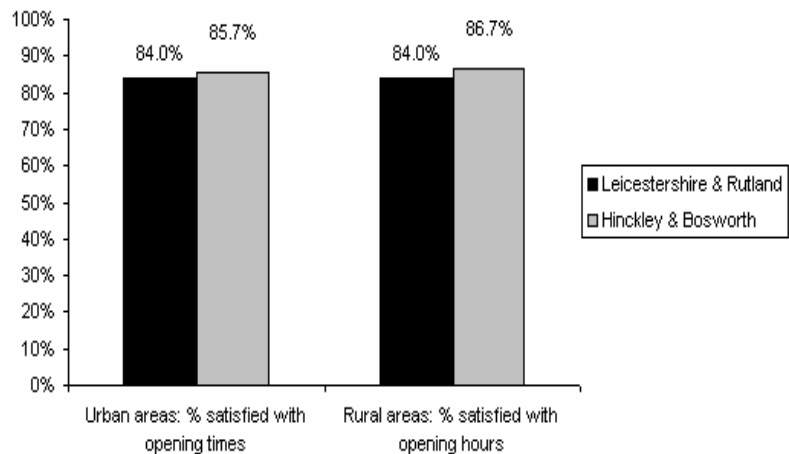
**Satisfaction with opening hours - by deprivation of area of residence**



**Satisfaction with opening hours - by rurality of area of residence**

	Leicestershire & Rutland	Hinckley & Bosworth
Urban areas: % satisfied with opening times	84.0%	85.7%
Rural areas: % satisfied with opening hours	84.0%	86.7%

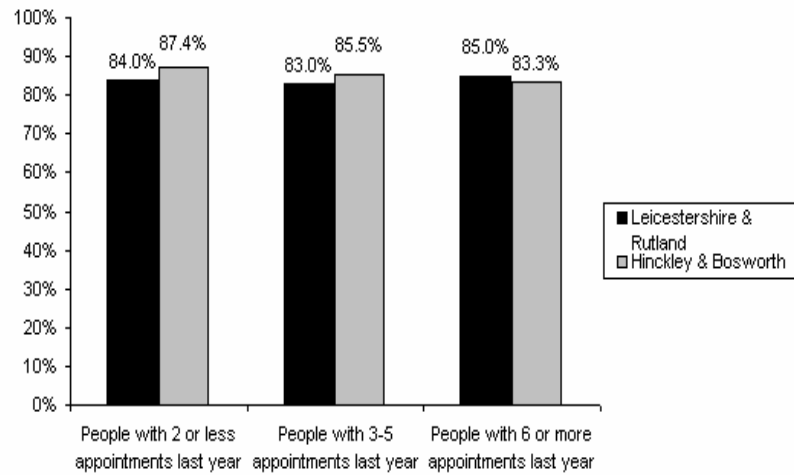
**Satisfaction with opening hours - by rurality of area of residence**



### Satisfaction with opening hours - by number of appointments

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
People with 2 or less appointments last year		84.0%		87.4%
People with 3-5 appointments last year		83.0%		85.5%
People with 6 or more appointments last year		85.0%		83.3%

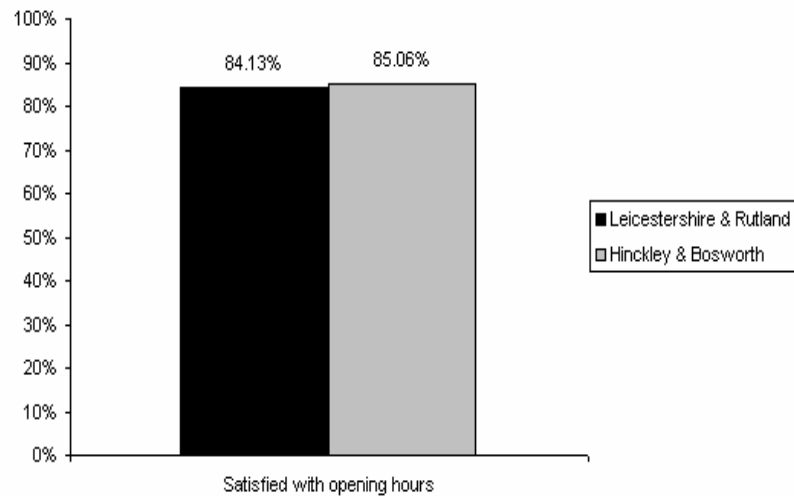
### Satisfaction with opening hours - by number of appointments



### Satisfaction with opening hours - overall

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
Satisfied with opening hours	17190	84.13%	2500	85.06%
Not satisfied with opening hours	3243	15.87%	439	14.94%
<b>Total Responses</b>	<b>20433</b>	<b>100.00%</b>	<b>2939</b>	<b>100.00%</b>

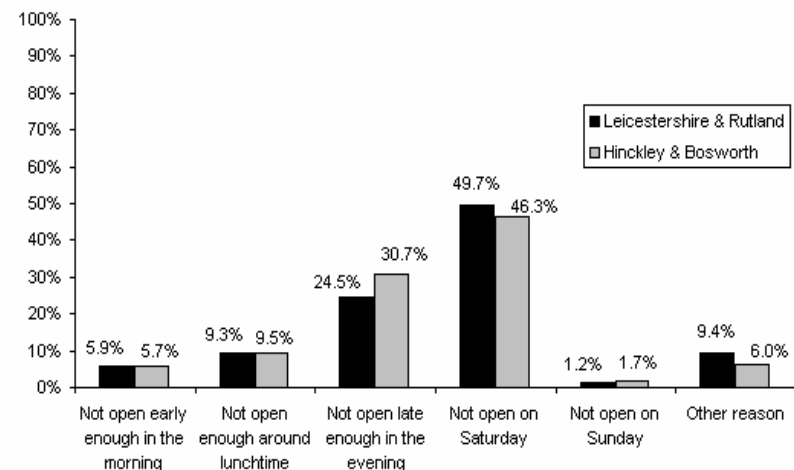
### Satisfaction with opening hours - overall



### Main reason for dissatisfaction with opening hours

	Leicestershire & Rutland		Hinckley & Bosworth	
	Count	Percentage	Count	Percentage
Not open early enough in the morning	143	5.9%	20	5.7%
Not open enough around lunchtime	227	9.3%	33	9.5%
Not open late enough in the evening	595	24.5%	107	30.7%
Not open on Saturday	1210	49.7%	161	46.3%
Not open on Sunday	30	1.2%	6	1.7%
Other reason	228	9.4%	21	6.0%
<b>Total Responses</b>	<b>2433</b>	<b>100.0%</b>	<b>348</b>	<b>100.0%</b>

### Opening Hours - Dissatisfaction (balance of the 15% of respondents who were dissatisfied with opening hours)





**SCRUTINY COMMISSION - 27 MARCH 2008**

**REPORT OF DIRECTOR OF COMMUNITY & PLANNING SERVICES  
AND HEAD OF BUSINESS DEVELOPMENT AND STREET SCENE SERVICES**

**RE: REVIEW OF CAR PARKING AND NEIGHBOURHOOD WARDEN SERVICES**

---

**1. PURPOSE OF REPORT**

- 1.1 To seek Members' approval of the proposed Terms of Reference for the review of Car Parking and Neighbourhood Warden Services.

**2. RECOMMENDATIONS**

- 2.1 That Members approve the Terms of Reference for the current review of Car Parking and Neighbourhood Warden Services contained in Section 3.5 of this report.
- 2.2 That Members agree that a further report on this review be presented to the next meeting of Scrutiny Commission on 1<sup>st</sup> May 2008.

**3. BACKGROUND TO THE REPORT**

- 3.1 Members will recall that, at a meeting of Scrutiny Commission on 19 February 2008, a report entitled "Six Monthly Review on Introduction of Civil Parking Enforcement" was considered.
- 3.2 Following the discussion, Members' decision was that "a report be brought to a future meeting on the roles of Neighbourhood Wardens and Parking Attendants on the enforcement of Environmental Crime". The current establishment in these service areas comprises 3 Neighbourhood Wardens, 7 Parking Attendants, 1 Neighbourhood Team Leader and 1 Car Park Supervisor.
- 3.3 It is recommended that the review concentrates on the:
- integration of the roles and activities of Parking and Neighbourhood Warden staff
  - balance of Neighbourhood Warden and car parking enforcement activities between rural and urban areas, based on need.
- 3.4 It is clear from all recent consultation that the work carried out in these service areas is fundamental to the public's overall satisfaction with the Local Authority.
- 3.5 The suggested Terms of Reference for this review are:-

That this review objectively examines the work of the Parking Attendants and Neighbourhood Wardens and brings forward recommendations on how the

parking and environmental enforcement roles can be delivered in the most effective and equitable manner in both the rural and urban areas of Hinckley & Bosworth Borough Council. The review needs to acknowledge the benefits which have been derived from the shared delivery of Civil Parking Enforcement and examine the potential for a similar approach with adjoining authorities and others in respect of environmental crime.

In particular the review should:-

- establish a baseline in respect of the demand for these services in rural and urban areas
- put forward proposals in respect of how the existing resources can be utilised to meet this demand
- identify synergies between the work of the Parking Attendants and Neighbourhood Wardens and the benefits which can be derived from these, together with any additional associated training requirements
- identify any potential 'shared service' approaches with other local authorities or agencies which could improve the capacity available to these services
- identify any appropriate changes to the management of these services in order to improve their effectiveness
- ensure that the services comply with and respond to current and emerging legislation and guidance (e.g. Local Better Regulation Office (LBRO) Draft Strategy 2008-11)
- propose an appropriate consultation process in order to gain wider public support and identify enforcement issues of particular concern.

#### 4. **FINANCIAL IMPLICATIONS(HF)**

- 4.1 There are no direct financial implications from this report. The costs of the review will be met from existing budgets.

#### 5. **LEGAL IMPLICATIONS(LH)**

- 5.1 There are no direct legal implications from this report. The legal implications will be considered during the review and any subsequent action.

#### 6. **CORPORATE PLAN IMPLICATIONS**

- 6.1 The work of the Neighbourhood Wardens and Parking Attendants contributes to the Aims of Cleaner and Greener Neighbourhoods, Thriving Economy, Safer and Healthier Borough and the creation of Strong and Distinctive communities. Their work is also crucial in enhancing the overall reputation of the Council.

#### 7. **CONSULTATION**

- 7.1 The outcomes of the review of Neighbourhood Warden and Parking Attendant services will need to be appropriately consulted upon in order to gain wider public support. Appropriate methods of consultation need to be suggested as an outcome of the review.



**SCRUTINY COMMISSION – 27 MARCH 2008**

**REPORT OF DIRECTOR OF FINANCE**  
**RE: HOUSING REVENUE ACCOUNT SUBSIDY 2008/09**

---

**1. PURPOSE OF REPORT**

Following discussion of the Housing Revenue Account Estimates at Council on 26 February 2008, this report is to inform Members of the operation of the HRA subsidy system and the impact on the Council's Housing Revenue Account in 2008/09.

**2. RECOMMENDATION**

The Scrutiny Commission:

- (i) Notes the information in the report;
- (ii) Supports the national joint initiative to make representations to central government on the review of the HRA subsidy system.

**3. BACKGROUND TO THE REPORT**

**3.1 HRA Subsidy System**

There is a national subsidy system operated by the Department for Communities and Local Government (CLG) which covers all housing authorities in England.

CLG describe the system as follows:

“Local authority housing is a national programme, and the Housing Revenue Account Subsidy (HRA subsidy) system which provides revenue support for the housing stock (the bricks and mortar) reflects this.

HRA subsidy is paid to meet any shortfall between expenditure and income, based on a model of each authority's HRA. Where, according to this model, an authority's HRA income is greater than its HRA expenditure then the subsidy system collects the resulting 'negative subsidy' from the authority. The calculation makes assumptions about an authority's need to spend and about the income it can reasonably be expected to receive. The figures used are therefore mainly notional. They will differ from the credit and debit items that are posted to an authority's actual HRA.”

The negative subsidy is calculated using the following factors:

Assumed rental income using CLG's guideline rent per property multiplied by the number of properties.

Interest from council mortgage holders.

LESS:

Allowance for management based on number and type of properties.

Allowance for maintenance based on number and type of properties.

Allowance for major repairs based on number and type of properties.

Allowance for charges for capital based on the amount of capital expenditure to be incurred.

### **3.2 Impact on Hinckley & Bosworth BC**

This council has been in a negative subsidy position for a number of years and has had to make payments to CLG. The comparative amounts are shown in the table below:

2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09
£2.368m	£2.695m	£2.705m	£2.616m	£2.751m	£2.787m	£3.460m

The estimated amount payable in 2008/09 represents an increase of £673,000 over 2007/08. One major reason for this increase is an element which was included in the calculation in 2007/08, which has been removed in 2008/09 for all authorities. This was an allowance for CLG imposed restrictions in rent increases in previous years. In 2007/08 HBBC received an allowance of £381,000 for this. CLG have stated that adjustment will be made in the 2009/10 subsidy determination, based on data provided by the authority later in 2008/09. Some of this increase is therefore expected to be recovered from CLG in 2009/10, but the amount cannot yet be calculated.

The increase in the amount of subsidy payable could have a detrimental effect on the resources available to manage and maintain the Council's housing stock.

### **3.3 Future Developments**

CLG have announced that they are exploring the possibilities for wider reform of the HRA subsidy regime and that they are therefore not able to give any indication of the figures for future years. Many authorities are in a similar position to this one and are concerned at the impact of the subsidy system on their ability to provide and maintain their housing stock. Joint action by housing authorities is being taken nationally to positively influence the review and officers from this council are taking part in that action.

4. **FINANCIAL IMPLICATIONS** [MD]

The estimated level of subsidy payable has been included in the Council's approved Housing Revenue Account estimates for 2008/09. The increase in the amount of subsidy payable could have a detrimental effect on the resources available to manage and maintain the Council's housing stock.

5. **LEGAL IMPLICATIONS** []

6. **CORPORATE PLAN IMPLICATIONS**

The increase in subsidy payable by the Council could have a negative impact on the Council's ability to ensure that all council stock continues to meet the Decent Homes Standard.

7. **CONSULTATION**

None

8. **RISK IMPLICATIONS**

It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

The following significant risks associated with this report / decisions were identified from this assessment:

<b>Management of significant (Net Red) Risks</b>		
<b>Risk Description</b>	<b>Mitigating actions</b>	<b>Owner</b>
Inability to ensure all housing stock continues to meet the Decent Homes Standard.	Participate in national representation to central government on review of subsidy system.	Steve Atkinson
	Reprioritisation of maintenance work.	David Purnell

9. **RURAL IMPLICATIONS**

Possible impact on housing stock throughout the Borough.

10. **CORPORATE IMPLICATIONS**

By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Human Resources implications

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Background papers: Housing Revenue Account Subsidy Determination 2008/09.  
Housing Revenue Account Manual 2005-06 (Both CLG).

Contact Officer: Martin Donovan Ext 5709

**SCRUTINY COMMISSION – 27 MARCH 2008**

**REPORT OF THE DIRECTOR OF FINANCE**

**RE: MEDIUM TERM FINANCIAL STRATEGY 2008/09 TO 2011/12**

---

1. **PURPOSE OF REPORT**

To consider and approve the Medium Term Financial Strategy 2008/09 to 2011/12.

2. **RECOMMENDATION**

Scrutiny Members are asked to note the Strategy.

3. **BACKGROUND TO THE REPORT**

The Medium Term Financial Strategy sets out clearly the Council's financial position for the four years from 2008/09 to 2011/12. The financial strategy underpins the Council's Corporate Plan and ensures that resources are allocated and used effectively to achieve the targets set out in the Corporate Plan whilst at the same time not placing an unreasonable burden on local tax payers. Council considered and approved the Medium Term Financial Strategy on 26<sup>th</sup> February 2008, subject to endorsement by Finance & Audit Select Committee.

The Strategy sets out the financial planning framework for Hinckley and Bosworth Borough Council and shows how national, regional and local issues are taken into account in planning the resources available for service delivery.

Section 6 of the Strategy sets out the main financial pressures affecting the Council and Section 7 sets out explicitly the 10 financial objectives of the Council. Section 10 sets out the Capital Programme of the Council and emphasises that the programme contains a number of major schemes (Leisure Centre, Business Enterprise Centre, Council Offices). Revenue implications of these developments have a major impact on the General Fund revenue budgets in the years 2009/10 and 2010/11.

These financial implications, together with actions required to mitigate the funding gap, are summarised in sections 6.11 and 6.12 and detailed in Appendices II and III in the Strategy.

The Medium Term Financial Strategy is a rolling document and will require updating in six months time.



4. **FINANCIAL IMPLICATIONS (SK)**

These are contained within the report.

5. **LEGAL IMPLICATIONS (LH)**

Council has a statutory requirement to set a budget each year and approve the MTFS, including a three year capital programme.

6. **CORPORATE PLAN IMPLICATIONS**

A robust MTFS is required to ensure that resources are effectively allocated in order to ensure delivery of the aims, outcomes and targets included in the Council's Corporate Plan.

7. **RISK IMPLICATIONS**

It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision/project have been identified, assessed and that controls are in place to manage them effectively.

The Risk Management Strategy is the vehicle that manages the risks to the council and the Strategic Risk Register identifies the key risks to the organisation during the period of the Medium Term Financial Strategy.

8. **CORPORATE IMPLICATIONS**

By submitting this report, the report author has taken the following into account:

- Community Safety Implications
- Environmental Implications
- ICT Implications
- Asset Management Implications
- Human Resources Implications

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Contact Officer: Sanjiv Kohli, Ext 5607

Background Papers : Chief Executive's Report to Council on the Corporate Plan Capital Programme 2007/2008 to 2010/11

**SCRUTINY COMMISSION - 27 MARCH 2008**

**REPORT OF HEAD OF BUSINESS DEVELOPMENT AND STREET SCENE SERVICES**

**RE: CONSULTATION RESULTS - CITIZENS' PANEL SURVEY - WINTER 2007**

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**1. PURPOSE OF THE REPORT**

- 1.1 To inform the Scrutiny Commission of the findings of the citizens' panel survey conducted in January 2008.
- 1.2 To identify key messages from the survey that can inform the future direction of Council policy and service delivery.

**2. RECOMMENDATIONS**

- 2.1 That the Scrutiny Commission:
  - (1) Review the overall results of the consultation exercise undertaken on proposed Strategic Aims, Targets and satisfaction with services
  - (2) Note the correlation in overall results with analysis by gender and ethnic origin.
  - (3) Review the detailed analysis of results by locality provided at appendix 2 and make any appropriate recommendations for improvement
  - (4) Identify any issues to incorporate into the Scrutiny Commission's Work Programme
  - (5) agree that the results will be considered in conjunction with the development of Business Delivery Plans to improve service delivery, satisfaction levels and to incorporate equality and geographical issues highlighted

**3. BACKGROUND**

- 3.1 The citizens' panel is one of the ways in which the Council consults with local communities. It comprises about 800 members, all of whom live in the Borough of Hinckley and Bosworth. The panel is operated by Hinckley and Bosworth Borough Council and allows members of the public:
  - to express their views on the services they receive
  - to have an influence in shaping the delivery of services
- 3.2 The Council seeks to recruit new members on an on-going basis through:
  - the Council's website
  - the *Hinckley and Bosworth Borough Bulletin*
- 3.3 It has also targeted recruitment via:
  - parents in conjunction with local schools
  - the Hinckley and Bosworth Youth Council
  - Councillors at borough, parish and county level
  - letters to Council tenants

- contacting respondents to the User Satisfaction Survey
- 3.4 These approaches seek to increase the membership of the citizens' panel and ensure it is demographically representative of the Borough's residents.

#### 4. **INTRODUCTION**

4.1 The purpose of the January 2008 survey was to obtain views on:

- draft strategic aims
- key corporate objectives
- satisfaction with services
- planning application/complaints processes
- improvements to nature access, and parks and open spaces
- different backgrounds
- sense of belonging to neighbourhood
- ability to influence decisions
- shaping of opinion
- *Borough Bulletin*
- engaging with the community – focus groups

4.2 Results are provided throughout the report based on the overall position, ethnic origin, gender and locality. Ethnic origin has been split into either "White British" or "Other groups" due to the relative low number of respondents from ethnic minority groups.

#### 5. **KEY MESSAGES – CITIZENS' PANEL**

5.1 The survey generated 311 responses, although not all respondents answered all questions. The key messages are set out below and detailed results are provided at appendices 1 and 2. The percentages in the following tables relate to those questions where respondents have given an answer.

##### Draft Aims

5.2 Panel members were supportive of the Council's draft aims for the next five years:

<b>DRAFT AIM</b>	<b>RESPONDENTS IN AGREEMENT</b>
Cleaner and greener neighbourhoods	97%
Promoting Hinckley and Bosworth as a distinctive and accessible place	83%
A thriving economy	90%
A safer place	94%
Involve and strengthen community	92%
A healthier place	93%
Securing, decent, well-managed and affordable homes	86%

There was no disparity in results when considering respondents answers by ethnic origin or gender. Detailed results by locality are provided at appendix 2.

In addition to consulting Citizens Panel members on the Council's Aims and Objectives, the Council has also engaged hard to reach groups to seek their views on delivery of these. The results are presently being compiled and will be considered by services when producing their final Business Delivery Plans. Hard to reach groups consulted included respondents with physical disability, mental disability and respondents from the Polish and Indian Communities.

### Key Corporate Objectives

5.3 Panel members were also supportive of the Council's key corporate objectives:

<b>KEY CORPORATE OBJECTIVE</b>	<b>RESPONDENTS IN AGREEMENT</b>
Recycle 50% of household waste by 2010, and 58% in the period to 2017	89%
Reduce CO <sup>2</sup> levels in the borough	90%
Ensure 90% of streets continue to be cleaned to the highest standard	93%
Secure and maintain the Council stock at Decent Homes Standard by 2010	93%
Deliver improved leisure facilities by 2011	89%
Reduce crime, anti-social behaviour and fear of crime by 10% by working with key partners	94%
Ensure 100% of fly tipping and graffiti is removed from public places within 24 hours	93%
Increase the number of people volunteering and participating in physical activity	88%
High levels of satisfaction with Hinckley and Bosworth as a place to live	93%
Ensure all regenerated community parks achieve Green Flag status by 2012	93%
Deliver key components of town centre regeneration by 2012:	
a. bus station redevelopment	87%
b. rail interchange improvements	90%
c. Atkins (new college and creative enterprise centre)	81%
Deliver value for money by maintaining low council tax and providing high-quality services in period (to) 2012	95%

### Satisfaction with Services

5.4 Satisfaction trends are improving for most of the following categories:

CATEGORY	SATISFIED WITH SERVICE	
	2007/08 <sup>a</sup>	2006/07 <sup>b</sup>
Service provided by the Council	84%	49%
Cleanliness standard in your area	70%	69%
Household collection of waste	73%	64%
Waste recycling facilities (local)	70%	64%
Sports and leisure facilities	43%	50%
Arts activities and venues	39%	34%
Parks and open spaces supported by the Council	64%	71%

<sup>a</sup> Source: Citizens' panel, Winter 2008

<sup>b</sup> Source: User satisfaction Survey 2006/07

5.5 Note that 111 respondents (36%) said they were neither satisfied nor dissatisfied with sports and leisure facilities, and 127 respondents (42%) said they were neither satisfied nor dissatisfied with arts activities and venues. These relatively high figures suggest that respondents were not regular users of those services. Polling regular service users directly is likely to reveal higher levels of satisfaction.

5.6 When considering the satisfaction results by ethnic origin and gender, the following points were noted: -

- "Other groups" were more satisfied with cleanliness in the area than "White British" and females more satisfied than males.
- The "White British" group are more satisfied than "other groups" in respect of art activities and venues.
- The "other groups" are more satisfied than the "White British" group with Parks and Open Spaces. Both groups had a minimum of 64% satisfied however.

Detailed results by locality are provided at appendix 2.

#### Planning Application/Complaints Processes

5.7 The following results, which also show favourable trends, applied only to those respondents that had ever submitted a planning application or had ever made a complaint to the Council:

PROCESS	SATISFIED WITH PROCESS	
	2007/08 <sup>a</sup>	2006/07 <sup>b</sup>
Planning applications	75%	72%
Handling of complaints	49%	39%

<sup>a</sup> Source: Citizens' panel, Winter 2008

<sup>b</sup> Source: User satisfaction Survey 2006/07

There was no disparity when comparing results by ethnic origin or gender in respect of planning applications and complaints. Detailed results by locality are provided at appendix 2.

### Improvements to Nature Access, and Parks and Open Spaces

- 5.8 Panel members were asked if things had improved or at least stayed the same in relation to nature access, and parks and open spaces:

CATEGORY	IMPROVED OR STAYED THE SAME	
	2007/08 <sup>a</sup>	2006/07 <sup>b</sup>
Local access to nature over the last three years	79%	89%
Parks and open spaces over the past three years	78%	73%

<sup>a</sup> Source: Citizens' panel, Winter 2008

<sup>b</sup> Source: User Satisfaction Survey 2006/07

There was no disparity when comparing results by ethnic origin or gender in respect of local access to nature.

When comparing results by ethnic origin in respect of Parks and Open Spaces the "other groups" had a higher percentage of respondents believing parks and open spaces had improved over the past three years. Detailed results for both questions by locality are provided at appendix 2.

### Different Backgrounds

- 5.9 Respondents were asked if they felt their local area is a place where people from different backgrounds get on well together,

ISSUE	2007/08 <sup>a</sup>	2006/07 <sup>b</sup>
The local area is a place where people from different backgrounds get on well together	57%	50%

<sup>a</sup> Source: Citizens' panel, Winter 2008

<sup>b</sup> General User Satisfaction Survey 2006/07

When comparing results by ethnic origin, more respondents from the "other groups" believed people from different backgrounds got on well together. Both "other groups" and "white British" has at least 76% of respondents in agreement however. There was no disparity in results between male and female respondents. Detailed results by locality are provided at appendix 2.

### Sense of Belonging to Neighbourhood

- 5.10 The following result applies only to those respondents who felt the question was applicable to them:

ISSUE	RESPONDENTS IN AGREEMENT
Strongly feel that you belong to your neighbourhood	76%

More “White British” respondents (78%) feel they belong to their neighborhood than respondents from “other groups” where only half respondents agreed (50%). There was no disparity in results between male and female respondents. Detailed results by locality are provided at appendix 2.

#### Ability to Influence Decisions

- 5.11 The following result is likely to be higher than for the general population as citizens’ panel members have been told that their comments will “make a real difference to the borough”:

<b>ISSUE</b>	<b>2007/08<sup>a</sup></b>	<b>2006/07<sup>b</sup></b>
You can influence decisions affecting your local area	45%	23%

<sup>a</sup> Source: Citizens’ panel, Winter 2008

<sup>b</sup> General User Satisfaction Survey 2006/07

Results by ethnic origin show more respondents from “other groups” (89%) believe they can influence decisions than respondents from the “white British” (48%) group. There was no disparity in results for male and female respondents. Detailed results by locality are provided at appendix 2.

#### Shaping of Opinion

- 5.12 Panel members were asked to indicate which one of the following most strongly shaped their opinion of Hinckley and Bosworth Borough Council:

<b>MEDIUM</b>	<b>2007/08<sup>a</sup></b>	<b>2005/06<sup>b</sup></b>
Local newspapers	36%	37%
Council website	2%	3%
Word of mouth	14%	11%
Local TV/radio	1%	1%
Council <i>Borough Bulletin</i>	20%	13%
Council leaflets and other documents	3%	10%
Direct contact with Council staff/elected members (in person or phone)	16%	16%
Other	7%	6%

<sup>a</sup> Source: Citizens’ panel, Winter 2008

<sup>b</sup> Source: Citizens’ panel Winter 2005

The User Satisfaction Survey conducted in 2006/07 identified respondents found out about the Council and its services by contacting the Council direct rather than alternative means. Whilst this is positive, there is a distinction to be made between where people find information about the Council/the services provided and what influences perception/opinion of the Council.

The above results confirm that local newspapers remain the strongest influence on shaping perceptions of the Council. Reputational Risk registers

have been established to mitigate negative influences on public perception and these are managed by the Corporate Communication and Consultation Group. In addition the strategic risk register identifies reputation as a significant risk which is owned and managed by the Chief Executive and Strategic Leadership Board.

Local newspapers were most influential in shaping opinion of the Council for respondents from the “white British” group and for male and female respondents. For “other groups” local newspapers and word of mouth were jointly most influential in shaping opinions.

Borough Bulletin

- 5.13 Panel members were asked what subjects should be included in future articles of the *Borough Bulletin* and their responses were as follows:

SUBJECT	RESPONDENTS IN AGREEMENT
Energy efficiency issues	88%
Local factory shops	63%
Places to visit in the borough	86%
Farmers’ markets/farm shops	86%
Local sports round-up	41%
Information on play facilities across the borough	52%
Local history	84%
Tourism/leisure facilities	83%
A day in the life of a councillor/front-line staff	36%
Council policies – how they are made	76%
Discount vouchers for days out in the borough or local shops	74%

- 5.14 They were then asked if they had received their Winter edition of the *Borough Bulletin*:

ISSUE	RESPONDENTS IN AGREEMENT
Please indicate if you received your copy	79%

- 5.15 Panel Members were also asked about their preferred frequency of the *Borough Bulletin*:

FREQUENCY	RESPONDENTS IN AGREEMENT
Bi-monthly – six issues a year - MORE	17%
Every three months, four issues a year - THE SAME	53%
Every four months, three issues a year - LESS	29%

Engaging With the Community – Focus Groups

- 5.16 Finally, panel members were asked if they would be prepared to participate in focus groups and, if so, their preferred subject area:



SUBJECT	NUMBER OF VOLUNTEERS
Communication and web services	52
Community safety	109
Contact centre	37
Council tax and benefits	39
Cultural services	90
Democratic services including elections and electoral registration	51
Environmental health and licensing	111
Green space	93
Planning and regeneration	111
Street scene services	101

## **6. FINANCIAL IMPLICATIONS [MD]**

- 6.1 The results of the consultation will be considered in preparation of the Council's Medium Term Financial Strategy and budgets for future years.

## **7. LEGAL ISSUES [LH]**

- 7.1 This report has no legal implications.

## **8. CORPORATE PLAN IMPLICATIONS**

- 8.1 This report supports the following elements of the *Corporate Performance Plan 2007-12*:

- the corporate vision: "A borough to be proud of"
- long-term strategic aims, namely:
  - Cleaner & greener neighbourhoods
  - Safer and healthier borough
  - Strong and distinctive communities
- corporate values, namely:
  - work with communities to deliver value for money customer focussed services

## **9. CONSULTATION**

- 9.1 The nature of this report is to explain the outcome of consultation with members of the citizens' panel.

## **10. RISK IMPLICATIONS**

- 10.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of our aims. It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision/project have been identified, assessed and that controls are in place to manage them effectively.

10.2 The main risk associated with consultations relates to reputation. “Failure to communicate consultation results” is a significant (red) risk on the Council’s reputational risk management register. To mitigate this risk, results of the consultation exercise will be communicated to residents via the *Borough Bulletin* and to citizens’ panel members individually.

## **11. RURAL IMPLICATIONS**

11.1 The consultation was undertaken with respondents from across the whole Borough.

## **12. CORPORATE IMPLICATIONS**

12.1 By submitting this report, the following implications have been taken into account:

- Community Safety Implications – Included in the report
- Environmental Implications – Included in the report
- ICT Implications – None relating to this report
- Asset Management Implications –None relating to this report
- Human Resources Implications – None relating to this report

## **13. APPENDICES**

Appendix 1 – Overall results from Citizens Panel Survey

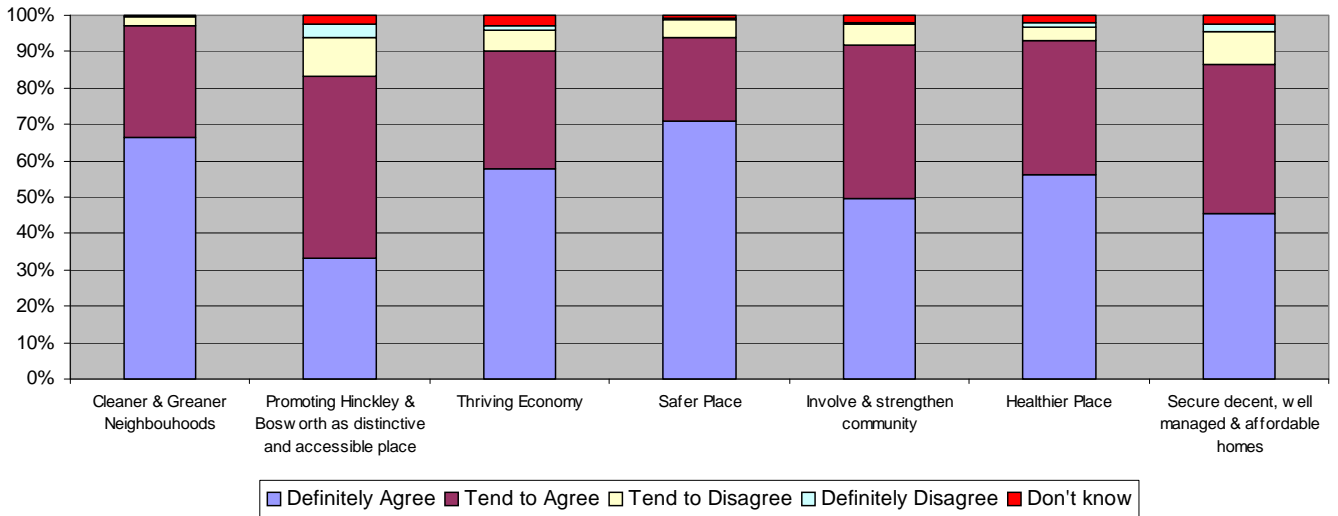
Appendix 2 - Detailed results by locality

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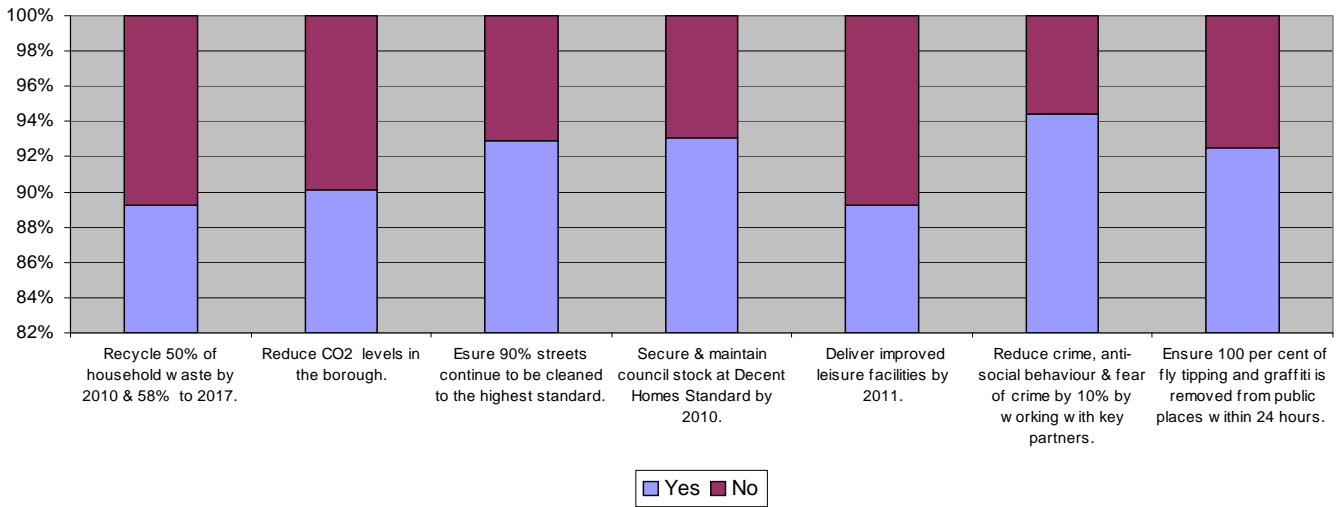
Contact Officer: Darren Moore ext 5962

Background Papers: Citizens’ panel results

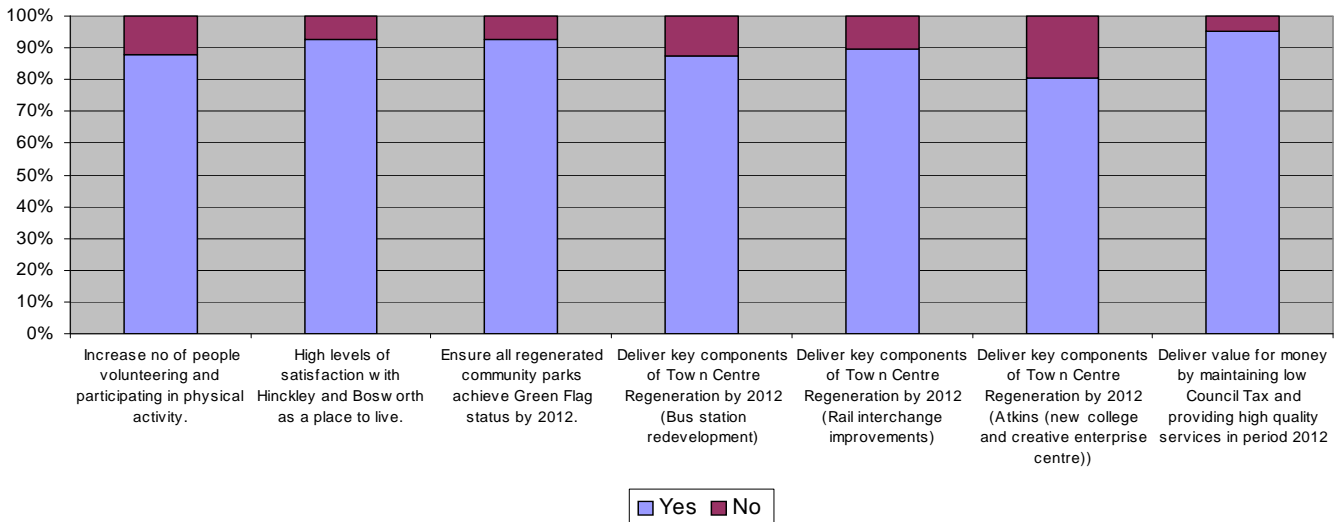
### Do our aims reflect what in your view are priority areas of attention for the council



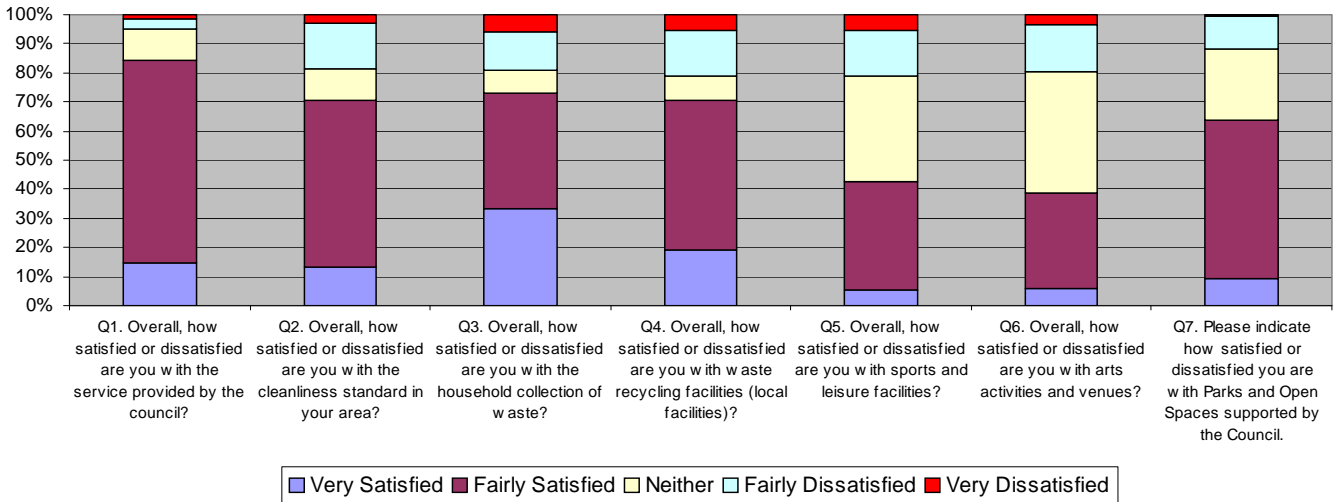
### Do you agree with our objectives



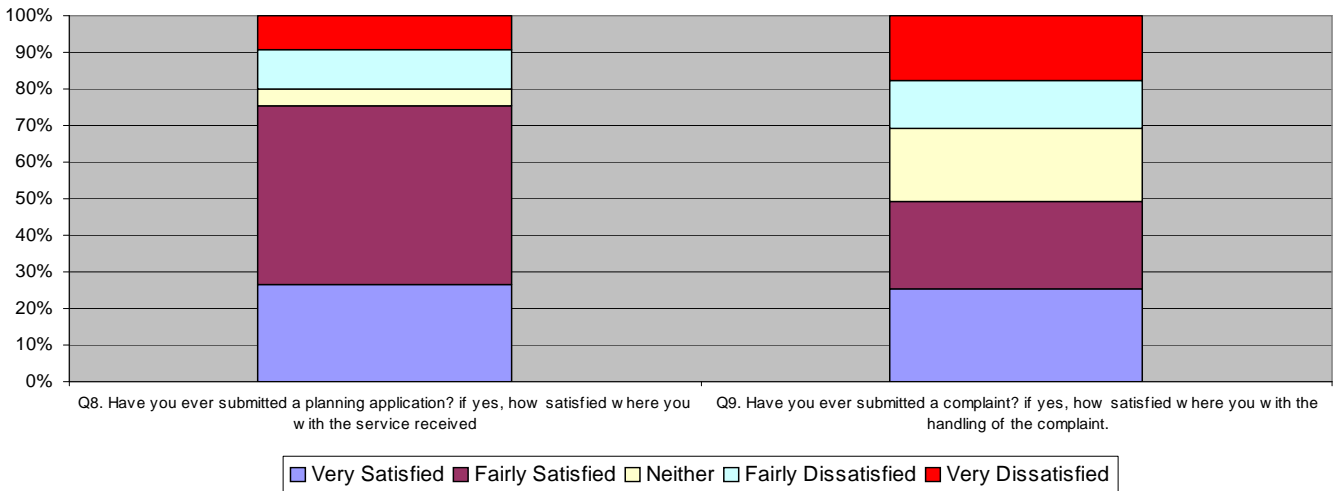
### Do you agree with our objectives



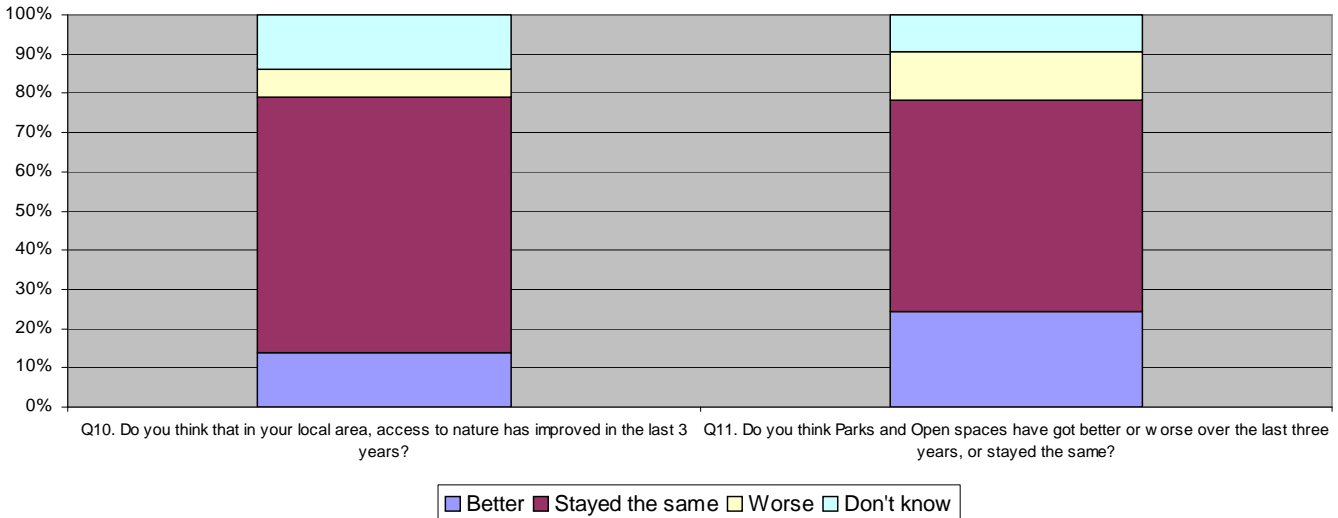
### Satisfaction with Services



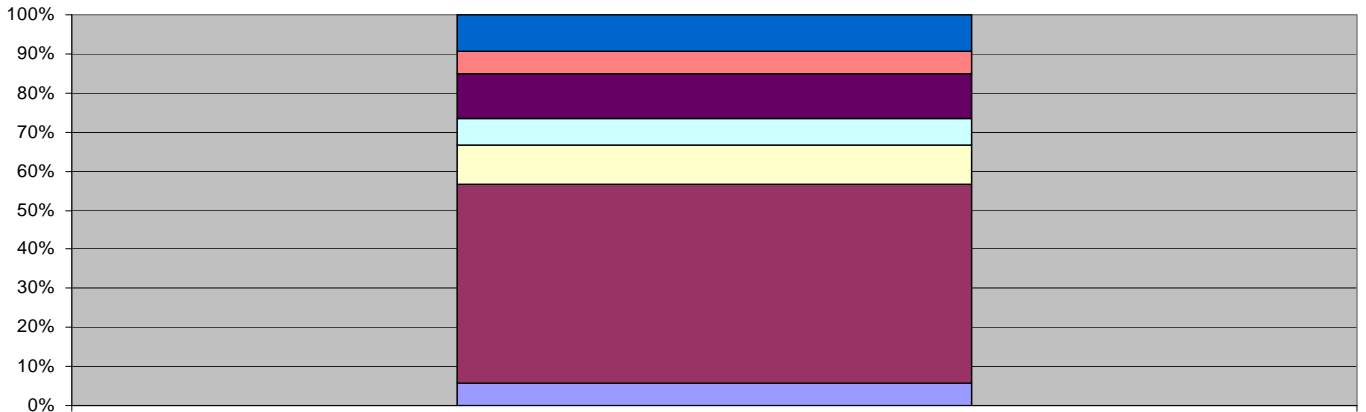
### Satisfaction with Complaints/Planning application submission



### Access to Nature & Improvement to Parks & Open Spaces



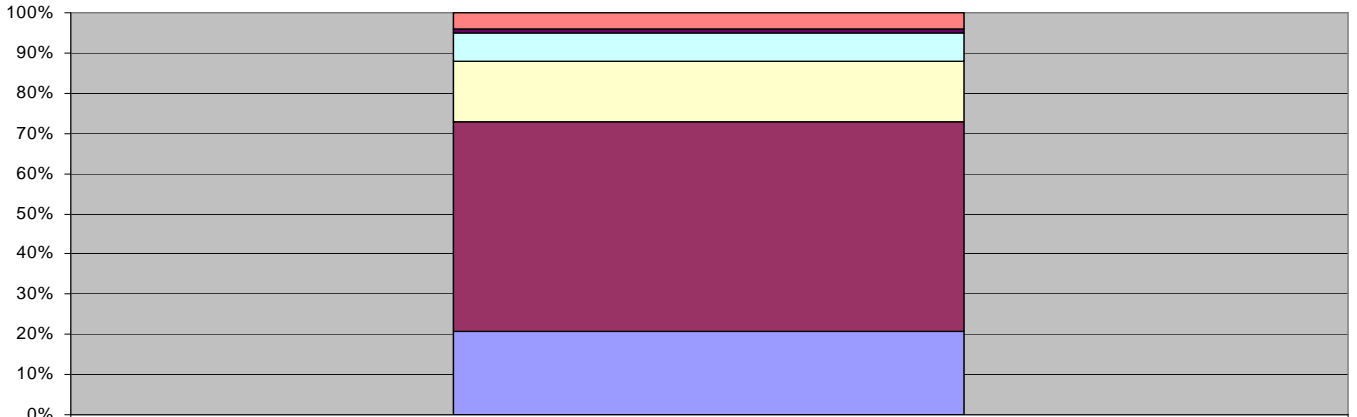
**Extent - agree that people from different backgrounds get on well together**



Q12. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

Legend: ■ Definitely Agree ■ Tend to Agree ■ Tend to Disagree ■ Definitely Disagree ■ Don't know ■ Too Few People ■ All same background

**Sense of belonging to neighbourhood**



Q13. How strongly do you feel that you belong to your neighbourhood?

Legend: ■ Very Strongly ■ Fairly Strongly ■ Not very Strongly ■ Not at all Strongly ■ Don't know ■ Not Applicable

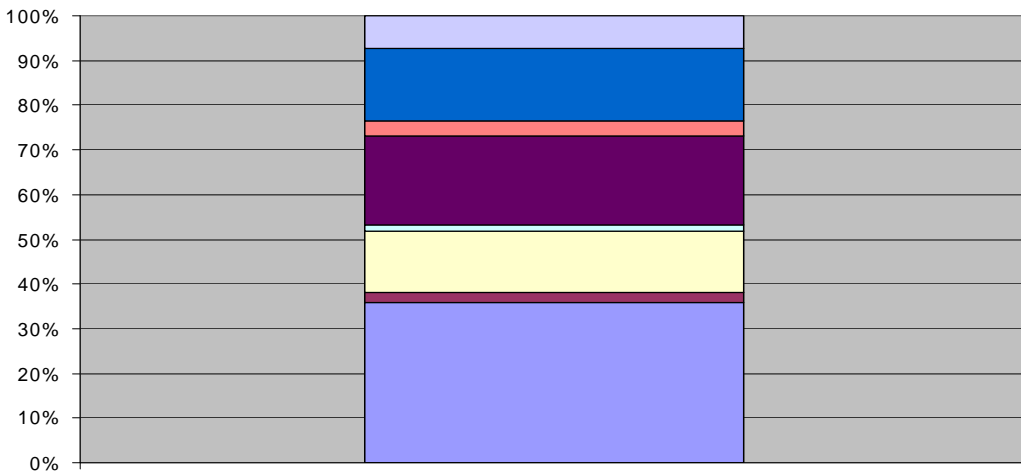
**Agree can influence decisions**



Q14. Do you agree or disagree that you can influence decisions affecting your local area?

Legend: ■ Definitely Agree ■ Tend to Agree ■ Tend to Disagree ■ Definitely Disagree ■ Don't know

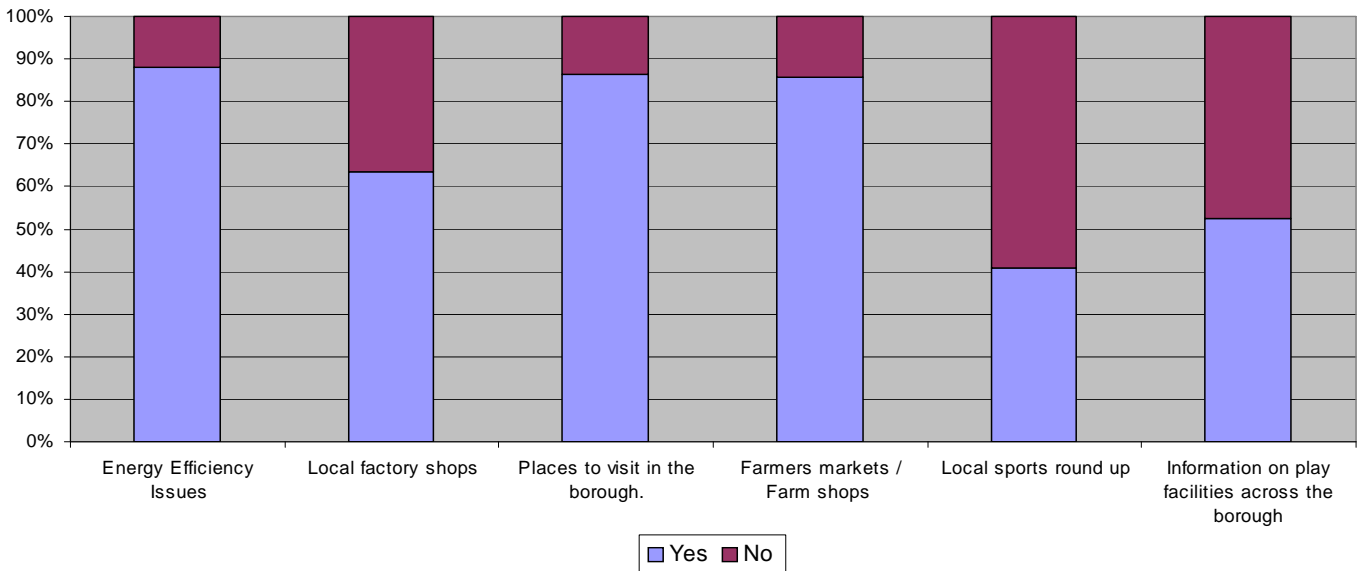
### Shaping of Opinion



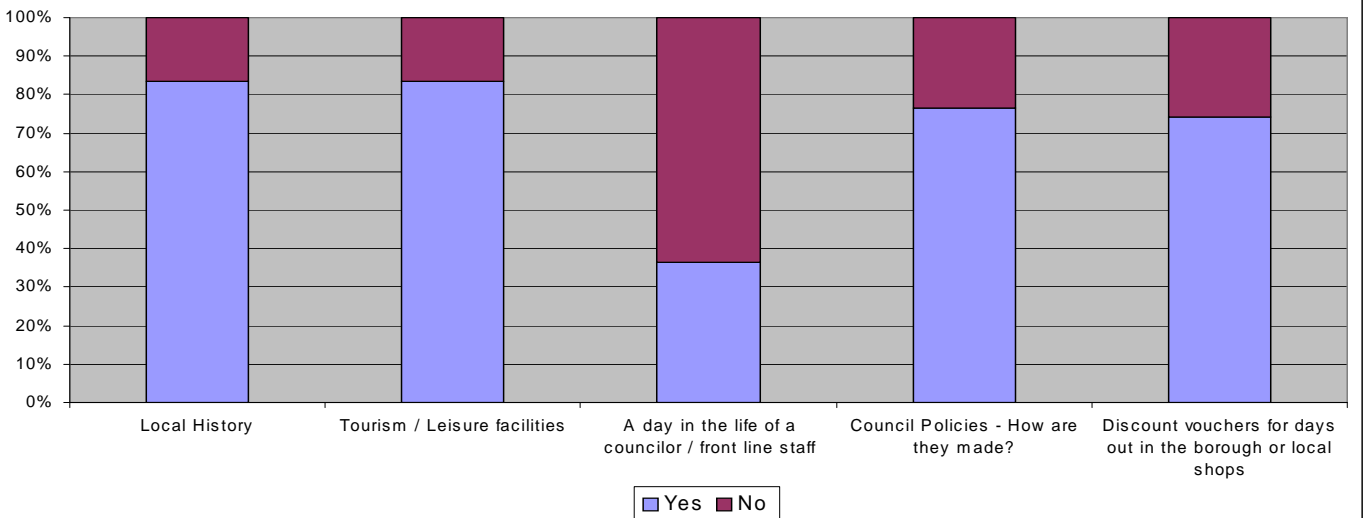
- Other
- Direct contact with Council staff/elected members (in person or on the telephone)
- Council Leaflets & other documents
- Council 'Borough Bulletin'
- Local TV/Radio
- Word of Mouth
- Council Website
- Local Newspapers

Q15. Which of the following most strongly shape your opinion of Hinckley & Bosworth Borough Council?

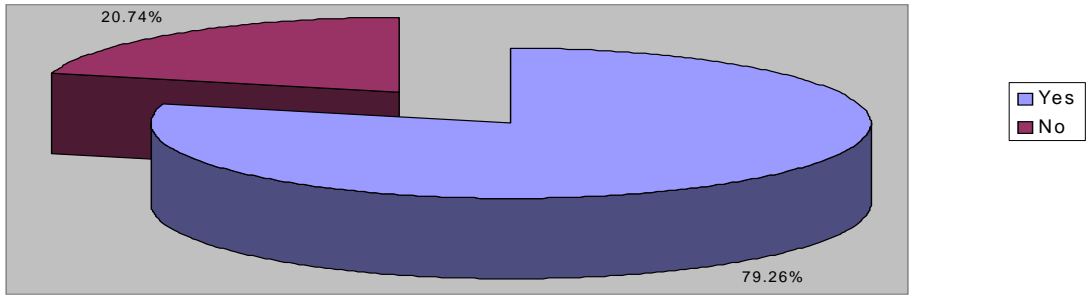
### Ideas on Borough Articles



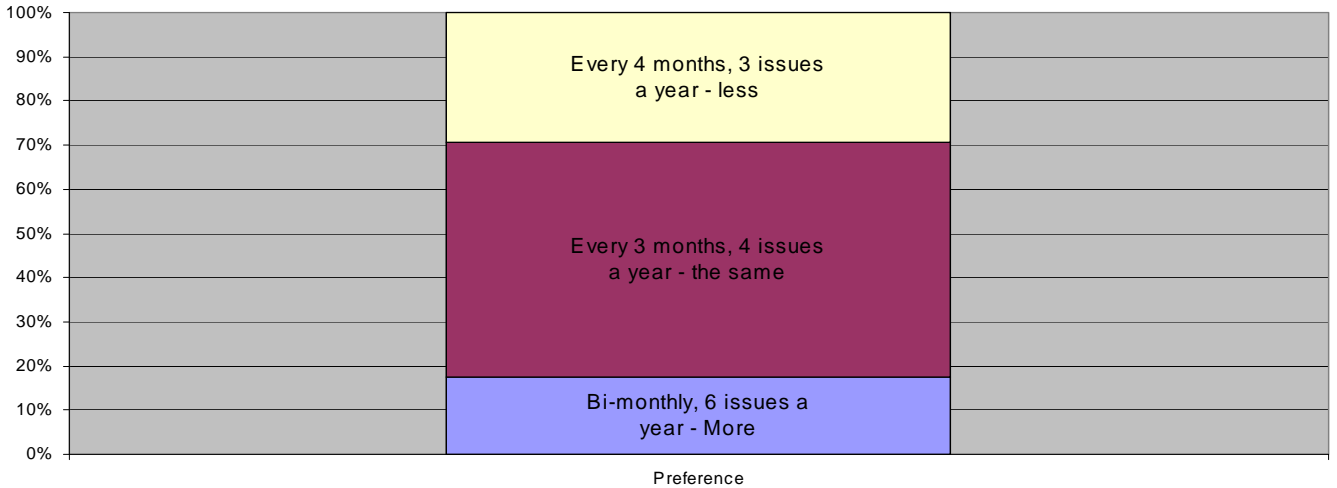
### Ideas on Borough Articles



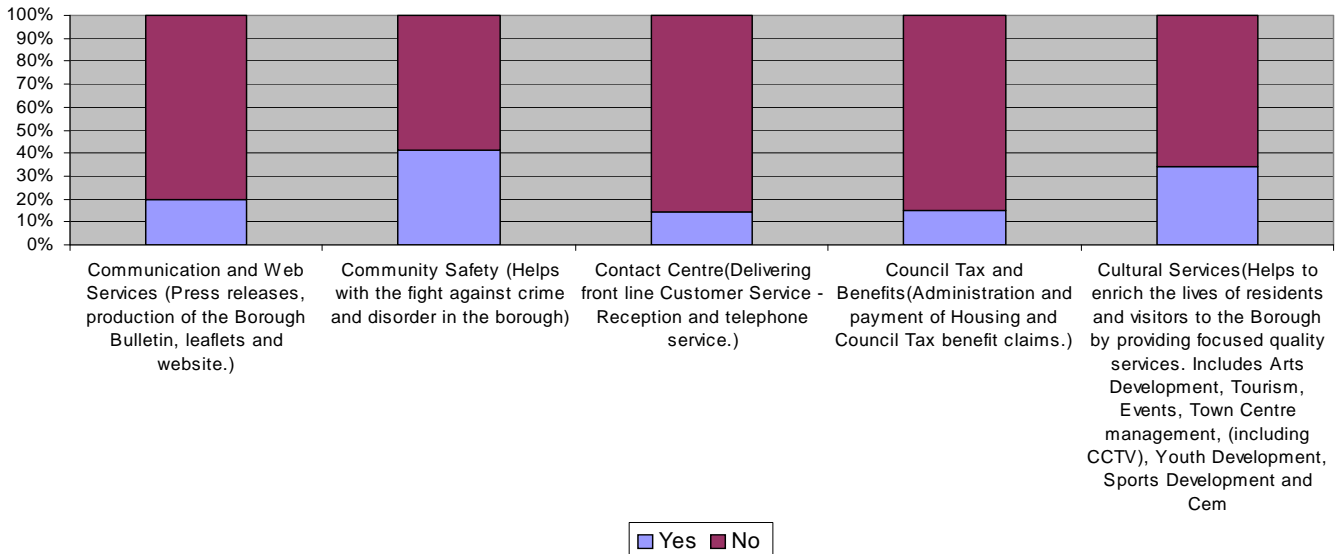
### Received Borough Bulletin?



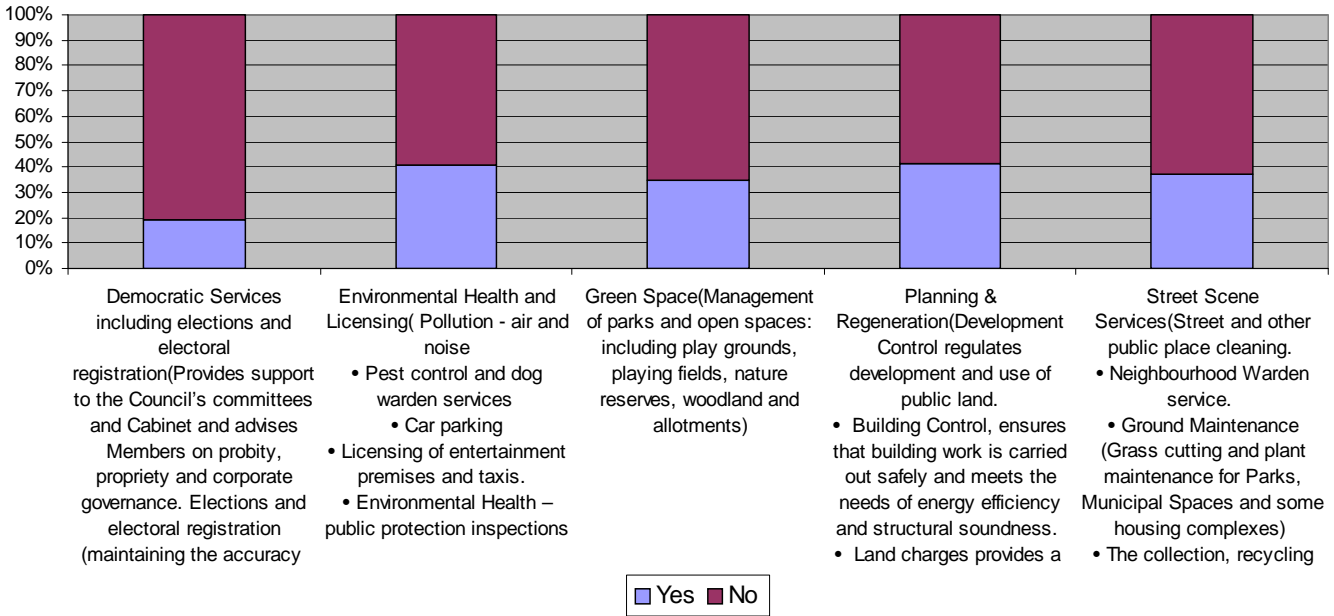
### Borough Bulletin Frequency



### Engaging with community - Focus groups



### Engaging with community - Focus groups





# Strategic Aims - analysis by locality

Cleaner & Greener Neighbourhoods			Promoting Hinckley & Bosworth as distinctive and accessible place			Thriving Economy			Safer Place		
Ambien	Agree Disagree	85.71% 14.29%	Ambien	Agree Disagree	71.43% 28.57%	Ambien	Agree Disagree	85.71% 14.29%	Ambien	Agree Disagree	85.71% 14.29%
Barlestone Nailstone & Osbaston	Agree Disagree	87.50% 12.50%	Barlestone Nailstone & Osbaston	Agree Disagree	62.50% 37.50%	Barlestone Nailstone & Osbaston	Agree Disagree	100.00% 0.00%	Barlestone Nailstone & Osbaston	Agree Disagree	100.00% 0.00%
Barwell	Agree Disagree	100.00% 0.00%	Barwell	Agree Disagree	86.36% 13.64%	Barwell	Agree Disagree	86.36% 13.64%	Barwell	Agree Disagree	95.45% 4.55%
Burbage Sketchley & Stretton	Agree Disagree	96.30% 3.70%	Burbage Sketchley & Stretton	Agree Disagree	88.89% 11.11%	Burbage Sketchley & Stretton	Agree Disagree	96.15% 3.85%	Burbage Sketchley & Stretton	Agree Disagree	88.46% 11.54%
Burbage St Catherins & Lash Hill	Agree Disagree	100.00% 0.00%	Burbage St Catherins & Lash Hill	Agree Disagree	90.91% 9.09%	Burbage St Catherins & Lash Hill	Agree Disagree	95.45% 4.55%	Burbage St Catherins & Lash Hill	Agree Disagree	100.00% 0.00%
Cadeby Carlton, M.Bosworth & Shackerstone	Agree Disagree	100.00% 0.00%	Cadeby Carlton, M.Bosworth & Shackerstone	Agree Disagree	72.73% 27.27%	Cadeby Carlton, M.Bosworth & Shackerstone	Agree Disagree	100.00% 0.00%	Cadeby Carlton, M.Bosworth & Shackerstone	Agree Disagree	100.00% 0.00%
Earl Shilton	Agree Disagree	88.24% 11.76%	Earl Shilton	Agree Disagree	94.12% 5.88%	Earl Shilton	Agree Disagree	87.50% 12.50%	Earl Shilton	Agree Disagree	87.50% 12.50%
Groby	Agree Disagree	100.00% 0.00%	Groby	Agree Disagree	81.82% 18.18%	Groby	Agree Disagree	90.91% 9.09%	Groby	Agree Disagree	100.00% 0.00%
Hinckley Castle	Agree Disagree	91.67% 8.33%	Hinckley Castle	Agree Disagree	75.00% 25.00%	Hinckley Castle	Agree Disagree	83.33% 16.67%	Hinckley Castle	Agree Disagree	87.50% 12.50%
Hinckley Clarendon	Agree Disagree	100.00% 0.00%	Hinckley Clarendon	Agree Disagree	84.62% 15.38%	Hinckley Clarendon	Agree Disagree	100.00% 0.00%	Hinckley Clarendon	Agree Disagree	91.67% 8.33%
Hinckley De Montfort	Agree Disagree	100.00% 0.00%	Hinckley De Montfort	Agree Disagree	91.30% 8.70%	Hinckley De Montfort	Agree Disagree	92.86% 7.14%	Hinckley De Montfort	Agree Disagree	95.24% 4.76%
Hinckley Trinity	Agree Disagree	100.00% 0.00%	Hinckley Trinity	Agree Disagree	100.00% 0.00%	Hinckley Trinity	Agree Disagree	92.86% 7.14%	Hinckley Trinity	Agree Disagree	100.00% 0.00%
Markfield Stanton & Fieldhead	Agree Disagree	100.00% 0.00%	Markfield Stanton & Fieldhead	Agree Disagree	90.91% 9.09%	Markfield Stanton & Fieldhead	Agree Disagree	88.89% 11.11%	Markfield Stanton & Fieldhead	Agree Disagree	100.00% 0.00%
Newbold Verdon with Desford & Peckleton	Agree Disagree	96.43% 3.57%	Newbold Verdon with Desford & Peckleton	Agree Disagree	92.86% 7.14%	Newbold Verdon with Desford & Peckleton	Agree Disagree	96.43% 3.57%	Newbold Verdon with Desford & Peckleton	Agree Disagree	100.00% 0.00%
Ratby Bagworth & Thornton	Agree Disagree	100.00% 0.00%	Ratby Bagworth & Thornton	Agree Disagree	46.67% 53.33%	Ratby Bagworth & Thornton	Agree Disagree	100.00% 0.00%	Ratby Bagworth & Thornton	Agree Disagree	92.86% 7.14%
Twycross Witherley & Sheepy	Agree Disagree	91.67% 8.33%	Twycross Witherley & Sheepy	Agree Disagree	100.00% 0.00%	Twycross Witherley & Sheepy	Agree Disagree	91.67% 8.33%	Twycross Witherley & Sheepy	Agree Disagree	75.00% 25.00%

Strategic Aims - analysis by locality								
Ward			Ward			Ward		
Involve & Strengthen Community			Healthier Place			Secure decent, well managed & affordable homes		
Ambien	Agree	85.71%	Ambien	Agree	100.00%	Ambien	Agree	100.00%
	Disagree	14.29%		Disagree	0.00%		Disagree	0.00%
Barlestone Nailstone & Osbaston	Agree	62.50%	Barlestone Nailstone & Osbaston	Agree	87.50%	Barlestone Nailstone & Osbaston	Agree	62.50%
	Disagree	37.50%		Disagree	12.50%		Disagree	37.50%
Barwell	Agree	85.71%	Barwell	Agree	100.00%	Barwell	Agree	90.00%
	Disagree	14.29%		Disagree	0.00%		Disagree	10.00%
Burbage Sketchley & Stretton	Agree	92.31%	Burbage Sketchley & Stretton	Agree	92.31%	Burbage Sketchley & Stretton	Agree	84.00%
	Disagree	7.69%		Disagree	7.69%		Disagree	16.00%
Burbage St Catherins & Lash Hill	Agree	100.00%	Burbage St Catherins & Lash Hill	Agree	95.00%	Burbage St Catherins & Lash Hill	Agree	85.00%
	Disagree	0.00%		Disagree	5.00%		Disagree	15.00%
Cadeby Carlton, M.Bosworth & Shackerstone	Agree	100.00%	Cadeby Carlton, M.Bosworth & Shackerstone	Agree	100.00%	Cadeby Carlton, M.Bosworth & Shackerstone	Agree	100.00%
	Disagree	0.00%		Disagree	0.00%		Disagree	0.00%
Earl Shilton	Agree	93.75%	Earl Shilton	Agree	87.50%	Earl Shilton	Agree	93.33%
	Disagree	6.25%		Disagree	12.50%		Disagree	6.67%
Groby	Agree	90.91%	Groby	Agree	100.00%	Groby	Agree	90.00%
	Disagree	9.09%		Disagree	0.00%		Disagree	10.00%
Hinckley Castle	Agree	87.50%	Hinckley Castle	Agree	87.50%	Hinckley Castle	Agree	87.50%
	Disagree	12.50%		Disagree	12.50%		Disagree	12.50%
Hinckley Clarendon	Agree	100.00%	Hinckley Clarendon	Agree	100.00%	Hinckley Clarendon	Agree	100.00%
	Disagree	0.00%		Disagree	0.00%		Disagree	0.00%
Hinckley De Montfort	Agree	97.62%	Hinckley De Montfort	Agree	100.00%	Hinckley De Montfort	Agree	88.10%
	Disagree	2.38%		Disagree	0.00%		Disagree	11.90%
Hinckley Trinity	Agree	92.86%	Hinckley Trinity	Agree	92.86%	Hinckley Trinity	Agree	92.31%
	Disagree	7.14%		Disagree	7.14%		Disagree	7.69%
Markfield Stanton & Fieldhead	Agree	88.89%	Markfield Stanton & Fieldhead	Agree	88.89%	Markfield Stanton & Fieldhead	Agree	100.00%
	Disagree	11.11%		Disagree	11.11%		Disagree	0.00%
Newbold Verdon with Desford & Peckleton	Agree	100.00%	Newbold Verdon with Desford & Peckleton	Agree	96.15%	Newbold Verdon with Desford & Peckleton	Agree	88.46%
	Disagree	0.00%		Disagree	3.85%		Disagree	11.54%
Ratby Bagworth & Thornton	Agree	100.00%	Ratby Bagworth & Thornton	Agree	92.86%	Ratby Bagworth & Thornton	Agree	85.71%
	Disagree	0.00%		Disagree	7.14%		Disagree	14.29%
Twycross Witherley & Sheepy	Agree	91.67%	Twycross Witherley & Sheepy	Agree	83.33%	Twycross Witherley & Sheepy	Agree	75.00%
	Disagree	8.33%		Disagree	16.67%		Disagree	25.00%

# Satisfaction analysis by locality

Overall satisfaction with service provided			Satisfaction with Cleanliness of your area			Satisfaction with household waste collection			Satisfaction with waste recycling facilities		
Ward	Q1. Overall, how satisfied or dissatisfied are you with the service provided by the council?		Ward	Q2. Overall, how satisfied or dissatisfied are you with the cleanliness standard in your area?		Ward	Q3. Overall, how satisfied or dissatisfied are you with the household collection of waste?		Ward	Q4. Overall, how satisfied or dissatisfied are you with waste recycling facilities (local facilities)?	
Ambien	Satisfied	50.00%	Ambien	Satisfied	75.00%	Ambien	Satisfied	37.50%	Ambien	Satisfied	62.50%
	Dissatisfied	50.00%		Dissatisfied	25.00%		Dissatisfied	62.50%		Dissatisfied	37.50%
Barlestone Nailstone & Osbaston	Satisfied	75.00%	Barlestone Nailstone & Osbaston	Satisfied	37.50%	Barlestone Nailstone & Osbaston	Satisfied	87.50%	Barlestone Nailstone & Osbaston	Satisfied	62.50%
	Dissatisfied	25.00%		Dissatisfied	62.50%		Dissatisfied	12.50%		Dissatisfied	37.50%
Barwell	Satisfied	82.61%	Barwell	Satisfied	65.22%	Barwell	Satisfied	82.61%	Barwell	Satisfied	78.26%
	Dissatisfied	17.39%		Dissatisfied	34.78%		Dissatisfied	17.39%		Dissatisfied	21.74%
Burbage Sketchley & Stretton	Satisfied	85.19%	Burbage Sketchley & Stretton	Satisfied	74.07%	Burbage Sketchley & Stretton	Satisfied	62.96%	Burbage Sketchley & Stretton	Satisfied	70.37%
	Dissatisfied	14.81%		Dissatisfied	25.93%		Dissatisfied	37.04%		Dissatisfied	29.63%
Burbage St Catherins & Lash Hill	Satisfied	81.82%	Burbage St Catherins & Lash Hill	Satisfied	81.82%	Burbage St Catherins & Lash Hill	Satisfied	90.91%	Burbage St Catherins & Lash Hill	Satisfied	81.82%
	Dissatisfied	18.18%		Dissatisfied	18.18%		Dissatisfied	9.09%		Dissatisfied	18.18%
Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	91.67%	Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	83.33%	Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	75.00%	Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	58.33%
	Dissatisfied	8.33%		Dissatisfied	16.67%		Dissatisfied	25.00%		Dissatisfied	41.67%
Earl Shilton	Satisfied	82.35%	Earl Shilton	Satisfied	64.71%	Earl Shilton	Satisfied	58.82%	Earl Shilton	Satisfied	64.71%
	Dissatisfied	17.65%		Dissatisfied	35.29%		Dissatisfied	41.18%		Dissatisfied	35.29%
Groby	Satisfied	91.67%	Groby	Satisfied	75.00%	Groby	Satisfied	75.00%	Groby	Satisfied	66.67%
	Dissatisfied	8.33%		Dissatisfied	25.00%		Dissatisfied	25.00%		Dissatisfied	33.33%
Hinckley Castle	Satisfied	84.00%	Hinckley Castle	Satisfied	60.00%	Hinckley Castle	Satisfied	60.00%	Hinckley Castle	Satisfied	79.17%
	Dissatisfied	16.00%		Dissatisfied	40.00%		Dissatisfied	40.00%		Dissatisfied	20.83%
Hinckley Clarendon	Satisfied	84.62%	Hinckley Clarendon	Satisfied	76.92%	Hinckley Clarendon	Satisfied	84.62%	Hinckley Clarendon	Satisfied	69.23%
	Dissatisfied	15.38%		Dissatisfied	23.08%		Dissatisfied	15.38%		Dissatisfied	30.77%
Hinckley De Montfort	Satisfied	93.62%	Hinckley De Montfort	Satisfied	85.11%	Hinckley De Montfort	Satisfied	78.72%	Hinckley De Montfort	Satisfied	76.60%
	Dissatisfied	6.38%		Dissatisfied	14.89%		Dissatisfied	21.28%		Dissatisfied	23.40%
Hinckley Trinity	Satisfied	82.35%	Hinckley Trinity	Satisfied	64.71%	Hinckley Trinity	Satisfied	58.82%	Hinckley Trinity	Satisfied	64.71%
	Dissatisfied	17.65%		Dissatisfied	35.29%		Dissatisfied	41.18%		Dissatisfied	35.29%
Markfield Stanton & Fieldhead	Satisfied	91.67%	Markfield Stanton & Fieldhead	Satisfied	66.67%	Markfield Stanton & Fieldhead	Satisfied	83.33%	Markfield Stanton & Fieldhead	Satisfied	66.67%
	Dissatisfied	8.33%		Dissatisfied	33.33%		Dissatisfied	16.67%		Dissatisfied	33.33%
Newbold Verdon with Desford & Peckleton	Satisfied	72.41%	Newbold Verdon with Desford & Peckleton	Satisfied	68.97%	Newbold Verdon with Desford & Peckleton	Satisfied	68.97%	Newbold Verdon with Desford & Peckleton	Satisfied	62.07%
	Dissatisfied	27.59%		Dissatisfied	31.03%		Dissatisfied	31.03%		Dissatisfied	37.93%
Ratby Bagworth & Thornton	Satisfied	93.33%	Ratby Bagworth & Thornton	Satisfied	53.33%	Ratby Bagworth & Thornton	Satisfied	86.67%	Ratby Bagworth & Thornton	Satisfied	66.67%
	Dissatisfied	6.67%		Dissatisfied	46.67%		Dissatisfied	13.33%		Dissatisfied	33.33%
Twycross Witherley & Sheepy	Satisfied	92.31%	Twycross Witherley & Sheepy	Satisfied	76.92%	Twycross Witherley & Sheepy	Satisfied	76.92%	Twycross Witherley & Sheepy	Satisfied	83.33%
	Dissatisfied	7.69%		Dissatisfied	23.08%		Dissatisfied	23.08%		Dissatisfied	16.67%

## Satisfaction analysis by locality

Satisfaction with Sports/Leisure facilities		
Ward	Q5. Overall, how satisfied or dissatisfied are you with sports and leisure facilities?	
Ambien	Satisfied	50.00%
	Dissatisfied	50.00%
Barlestone Nailstone & Osbaston	Satisfied	37.50%
	Dissatisfied	62.50%
Barwell	Satisfied	39.13%
	Dissatisfied	60.87%
Burbage Sketchley & Stretton	Satisfied	48.15%
	Dissatisfied	51.85%
Burbage St Catherins & Lash Hill	Satisfied	36.36%
	Dissatisfied	63.64%
Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	25.00%
	Dissatisfied	75.00%
Earl Shilton	Satisfied	29.41%
	Dissatisfied	70.59%
Groby	Satisfied	27.27%
	Dissatisfied	72.73%
Hinckley Castle	Satisfied	39.13%
	Dissatisfied	60.87%
Hinckley Clarendon	Satisfied	69.23%
	Dissatisfied	30.77%
Hinckley De Montfort	Satisfied	50.00%
	Dissatisfied	50.00%
Hinckley Trinity	Satisfied	52.94%
	Dissatisfied	47.06%
Markfield Stanton & Fieldhead	Satisfied	33.33%
	Dissatisfied	66.67%
Newbold Verdon with Desford & Peckleton	Satisfied	51.72%
	Dissatisfied	48.28%
Ratby Bagworth & Thornton	Satisfied	40.00%
	Dissatisfied	60.00%
Twycross Witherley & Sheepy	Satisfied	40.00%
	Dissatisfied	60.00%

Satisfaction with arts activities/venues		
Ward	Q6. Overall, how satisfied or dissatisfied are you with arts activities and venues?	
Ambien	Satisfied	25.00%
	Dissatisfied	75.00%
Barlestone Nailstone & Osbaston	Satisfied	37.50%
	Dissatisfied	62.50%
Barwell	Satisfied	52.17%
	Dissatisfied	47.83%
Burbage Sketchley & Stretton	Satisfied	48.15%
	Dissatisfied	51.85%
Burbage St Catherins & Lash Hill	Satisfied	50.00%
	Dissatisfied	50.00%
Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	33.33%
	Dissatisfied	66.67%
Earl Shilton	Satisfied	17.65%
	Dissatisfied	82.35%
Groby	Satisfied	36.36%
	Dissatisfied	63.64%
Hinckley Castle	Satisfied	30.43%
	Dissatisfied	69.57%
Hinckley Clarendon	Satisfied	46.15%
	Dissatisfied	53.85%
Hinckley De Montfort	Satisfied	44.44%
	Dissatisfied	55.56%
Hinckley Trinity	Satisfied	37.50%
	Dissatisfied	62.50%
Markfield Stanton & Fieldhead	Satisfied	33.33%
	Dissatisfied	66.67%
Newbold Verdon with Desford & Peckleton	Satisfied	34.48%
	Dissatisfied	65.52%
Ratby Bagworth & Thornton	Satisfied	26.67%
	Dissatisfied	73.33%
Twycross Witherley & Sheepy	Satisfied	50.00%
	Dissatisfied	50.00%

Satisfaction with Parks and Open Spaces		
Ward	Q7. Please indicate how satisfied or dissatisfied you are with Parks and Open Spaces supported by the Council.	
Ambien	Satisfied	75.00%
	Dissatisfied	25.00%
Barlestone Nailstone & Osbaston	Satisfied	62.50%
	Dissatisfied	37.50%
Barwell	Satisfied	65.22%
	Dissatisfied	34.78%
Burbage Sketchley & Stretton	Satisfied	51.85%
	Dissatisfied	48.15%
Burbage St Catherins & Lash Hill	Satisfied	68.18%
	Dissatisfied	31.82%
Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	75.00%
	Dissatisfied	25.00%
Earl Shilton	Satisfied	70.59%
	Dissatisfied	29.41%
Groby	Satisfied	72.73%
	Dissatisfied	27.27%
Hinckley Castle	Satisfied	60.87%
	Dissatisfied	39.13%
Hinckley Clarendon	Satisfied	76.92%
	Dissatisfied	23.08%
Hinckley De Montfort	Satisfied	62.22%
	Dissatisfied	37.78%
Hinckley Trinity	Satisfied	75.00%
	Dissatisfied	25.00%
Markfield Stanton & Fieldhead	Satisfied	75.00%
	Dissatisfied	25.00%
Newbold Verdon with Desford & Peckleton	Satisfied	51.72%
	Dissatisfied	48.28%
Ratby Bagworth & Thornton	Satisfied	53.33%
	Dissatisfied	46.67%
Twycross Witherley & Sheepy	Satisfied	60.00%
	Dissatisfied	40.00%

Planning applications			Complaints			Access to Nature			Parks and Open Spaces		
Ward	Q8. Have you ever submitted a planning application? if yes, how satisfied where you with the service received		Ward	Q9. Have you ever submitted a complaint? if yes, how satisfied where you with the handling of the complaint.		Ward	Q10. Do you think that in your local area, access to nature has improved in the last 3 years?		Ward	Q11. Do you think Parks and Open spaces have got better or worse over the last three years, or stayed the same?	
Ambien	Satisfied	66.67%	Ambien	Satisfied	0.00%	Ambien	Better	14.29%	Ambien	Better	0.00%
	Dissatisfied	33.33%		Dissatisfied	100.00%		Stayed the Same	85.71%		Stayed the Same	100.00%
							Worse	0.00%		Worse	0.00%
Barlestone Nailstone & Osbaston	Satisfied	0.00%	Barlestone Nailstone & Osbaston	Satisfied	0.00%	Barlestone Nailstone & Osbaston	Better	12.50%	Barlestone Nailstone & Osbaston	Better	12.50%
	Dissatisfied	0.00%		Dissatisfied	0.00%		Stayed the Same	87.50%		Stayed the Same	87.50%
							Worse	0.00%		Worse	0.00%
Barwell	Satisfied	100.00%	Barwell	Satisfied	80.00%	Barwell	Better	9.52%	Barwell	Better	52.38%
	Dissatisfied	0.00%		Dissatisfied	20.00%		Stayed the Same	85.71%		Stayed the Same	42.86%
							Worse	4.76%		Worse	4.76%
Burbage Sketchley & Stretton	Satisfied	33.33%	Burbage Sketchley & Stretton	Satisfied	0.00%	Burbage Sketchley & Stretton	Better	10.00%	Burbage Sketchley & Stretton	Better	10.00%
	Dissatisfied	66.67%		Dissatisfied	100.00%		Stayed the Same	80.00%		Stayed the Same	80.00%
							Worse	10.00%		Worse	10.00%
Burbage St Catherins & Lash Hill	Satisfied	50.00%	Burbage St Catherins & Lash Hill	Satisfied	50.00%	Burbage St Catherins & Lash Hill	Better	15.79%	Burbage St Catherins & Lash Hill	Better	42.11%
	Dissatisfied	50.00%		Dissatisfied	50.00%		Stayed the Same	84.21%		Stayed the Same	47.37%
							Worse	0.00%		Worse	10.53%
Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	75.00%	Cadeby Carlton, M.Bosworth & Shackerstone	Satisfied	25.00%	Cadeby Carlton, M.Bosworth & Shackerstone	Better	25.00%	Cadeby Carlton, M.Bosworth & Shackerstone	Better	33.33%
	Dissatisfied	25.00%		Dissatisfied	75.00%		Stayed the Same	66.67%		Stayed the Same	66.67%
							Worse	8.33%		Worse	0.00%
Earl Shilton	Satisfied	83.33%	Earl Shilton	Satisfied	66.67%	Earl Shilton	Better	28.57%	Earl Shilton	Better	57.14%
	Dissatisfied	16.67%		Dissatisfied	33.33%		Stayed the Same	64.29%		Stayed the Same	21.43%
							Worse	7.14%		Worse	21.43%
Groby	Satisfied	0.00%	Groby	Satisfied	0.00%	Groby	Better	90.00%	Groby	Better	0.00%
	Dissatisfied	100.00%		Dissatisfied	100.00%		Stayed the Same	10.00%		Stayed the Same	90.00%
							Worse	0.00%		Worse	10.00%
Hinckley Castle	Satisfied	66.67%	Hinckley Castle	Satisfied	33.33%	Hinckley Castle	Better	9.52%	Hinckley Castle	Better	19.05%
	Dissatisfied	33.33%		Dissatisfied	66.67%		Stayed the Same	71.43%		Stayed the Same	57.14%
							Worse	19.05%		Worse	23.81%
Hinckley Clarendon	Satisfied	0.00%	Hinckley Clarendon	Satisfied	0.00%	Hinckley Clarendon	Better	0.00%	Hinckley Clarendon	Better	8.33%
	Dissatisfied	0.00%		Dissatisfied	0.00%		Stayed the Same	75.00%		Stayed the Same	66.67%
							Worse	25.00%		Worse	25.00%
Hinckley De Montfort	Satisfied	66.67%	Hinckley De Montfort	Satisfied	33.33%	Hinckley De Montfort	Better	20.59%	Hinckley De Montfort	Better	32.35%
	Dissatisfied	33.33%		Dissatisfied	66.67%		Stayed the Same	73.53%		Stayed the Same	52.94%
							Worse	5.88%		Worse	14.71%
Hinckley Trinity	Satisfied	66.67%	Hinckley Trinity	Satisfied	66.67%	Hinckley Trinity	Better	7.69%	Hinckley Trinity	Better	15.38%
	Dissatisfied	33.33%		Dissatisfied	33.33%		Stayed the Same	84.62%		Stayed the Same	69.23%
							Worse	7.69%		Worse	15.38%
Markfield Stanton & Fieldhead	Satisfied	50.00%	Markfield Stanton & Fieldhead	Satisfied	50.00%	Markfield Stanton & Fieldhead	Better	40.00%	Markfield Stanton & Fieldhead	Better	30.00%
	Dissatisfied	50.00%		Dissatisfied	50.00%		Stayed the Same	50.00%		Stayed the Same	60.00%
							Worse	10.00%		Worse	10.00%
Newbold Verdon with Desford & Peckleton	Satisfied	83.33%	Newbold Verdon with Desford & Peckleton	Satisfied	50.00%	Newbold Verdon with Desford & Peckleton	Better	13.64%	Newbold Verdon with Desford & Peckleton	Better	27.27%
	Dissatisfied	16.67%		Dissatisfied	50.00%		Stayed the Same	81.82%		Stayed the Same	59.09%
							Worse	4.55%		Worse	13.64%
Ratby Bagworth & Thornton	Satisfied	100.00%	Ratby Bagworth & Thornton	Satisfied	100.00%	Ratby Bagworth & Thornton	Better	28.57%	Ratby Bagworth & Thornton	Better	21.43%
	Dissatisfied	0.00%		Dissatisfied	0.00%		Stayed the Same	57.14%		Stayed the Same	57.14%
							Worse	14.29%		Worse	21.43%
Twycross Witherley & Sheepy	Satisfied	50.00%	Twycross Witherley & Sheepy	Satisfied	50.00%	Twycross Witherley & Sheepy	Better	10.00%	Twycross Witherley & Sheepy	Better	20.00%
	Dissatisfied	50.00%		Dissatisfied	50.00%		Stayed the Same	90.00%		Stayed the Same	70.00%
							Worse	0.00%		Worse	10.00%

## Different backgrounds get on well

Ward Q12. To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

Ward	Agree	Disagree
Ambien	83.33%	16.67%
Barlestone Nailstone & Osbaston	83.33%	16.67%
Barwell	76.47%	23.53%
Burbage Sketchley & Stretton	79.17%	20.83%
Burbage St Catherins & Lash Hill	80.00%	20.00%
Cadeby Carlton, M.Bosworth & Shackerstone	90.91%	9.09%
Earl Shilton	58.33%	41.67%
Groby	100.00%	0.00%
Hinckley Castle	80.00%	20.00%
Hinckley Clarendon	75.00%	25.00%
Hinckley De Montfort	62.50%	37.50%
Hinckley Trinity	57.14%	42.86%
Markfield Stanton & Fieldhead	77.78%	22.22%
Newbold Verdon with Desford & Peckleton	86.36%	13.64%
Ratby Bagworth & Thornton	92.31%	7.69%
Twycross Witherley & Sheepy	71.43%	28.57%

## Belonging to neighbourhood

Ward Q13. How strongly do you feel that you belong to your neighbourhood?

Ward	Strongly	Not Strongly
Ambien	100.00%	0.00%
Barlestone Nailstone & Osbaston	87.50%	12.50%
Barwell	73.91%	26.09%
Burbage Sketchley & Stretton	76.92%	23.08%
Burbage St Catherins & Lash Hill	80.95%	19.05%
Cadeby Carlton, M.Bosworth & Shackerstone	91.67%	8.33%
Earl Shilton	71.43%	28.57%
Groby	70.00%	30.00%
Hinckley Castle	73.91%	26.09%
Hinckley Clarendon	75.00%	25.00%
Hinckley De Montfort	77.50%	22.50%
Hinckley Trinity	71.43%	28.57%
Markfield Stanton & Fieldhead	63.64%	36.36%
Newbold Verdon with Desford & Peckleton	70.37%	29.63%
Ratby Bagworth & Thornton	84.62%	15.38%
Twycross Witherley & Sheepy	76.92%	23.08%

## I can influence decisions

Ward Q14. Do you agree or disagree that you can influence decisions affecting your local area?

Ward	Agree	Disagree
Ambien	37.50%	62.50%
Barlestone Nailstone & Osbaston	37.50%	62.50%
Barwell	54.55%	45.45%
Burbage Sketchley & Stretton	48.00%	52.00%
Burbage St Catherins & Lash Hill	65.00%	35.00%
Cadeby Carlton, M.Bosworth & Shackerstone	63.64%	36.36%
Earl Shilton	31.25%	68.75%
Groby	54.55%	45.45%
Hinckley Castle	22.73%	77.27%
Hinckley Clarendon	71.43%	28.57%
Hinckley De Montfort	48.84%	51.16%
Hinckley Trinity	26.67%	73.33%
Markfield Stanton & Fieldhead	66.67%	33.33%
Newbold Verdon with Desford & Peckleton	61.54%	38.46%
Ratby Bagworth & Thornton	46.67%	53.33%
Twycross Witherley & Sheepy	50.00%	50.00%

# Shaping of Opinion

Q15. Which of the following most strongly shape your opinion of Hinckley & Bosworth Borough Council?		
Ward		
Ambien	Local Newspapers	28.57%
	Council Website	0.00%
	Word of mouth	14.29%
	Local TV/Radio	0.00%
	Council Borough Bulletin	42.86%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	14.29%
Barlestone Nailstone & Osbaston	Local Newspapers	0.00%
	Council Website	0.00%
	Word of mouth	0.00%
	Local TV/Radio	0.00%
	Council Borough Bulletin	62.50%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	37.50%
Barwell	Local Newspapers	40.91%
	Council Website	4.55%
	Word of mouth	9.09%
	Local TV/Radio	0.00%
	Council Borough Bulletin	27.27%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	18.18%
Burbage	Local Newspapers	60.00%
	Council Website	0.00%
	Word of mouth	20.00%
	Local TV/Radio	4.00%
	Council Borough Bulletin	8.00%
	Council Leaflet /other Docs	4.00%
	Direct contact with Council	4.00%
Burbage St	Local Newspapers	38.10%
	Council Website	0.00%
	Word of mouth	9.52%
	Local TV/Radio	0.00%
	Council Borough Bulletin	19.05%
	Council Leaflet /other Docs	9.52%
	Direct contact with Council	23.81%
Cadeby Carlton, M.Bosworth & Shackerstone	Local Newspapers	16.67%
	Council Website	0.00%
	Word of mouth	33.33%
	Local TV/Radio	0.00%
	Council Borough Bulletin	25.00%
	Council Leaflet /other Docs	16.67%
	Direct contact with Council	8.33%
Earl Shilton	Local Newspapers	47.06%
	Council Website	5.88%
	Word of mouth	17.65%
	Local TV/Radio	0.00%
	Council Borough Bulletin	17.65%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	11.76%



Groby	Local Newspapers	25.00%
	Council Website	0.00%
	Word of mouth	25.00%
	Local TV/Radio	0.00%
	Council Borough Bulletin	41.67%
	Council Leaflet /other Docs	8.33%
	Direct contact with Council	0.00%
Hinckley Castle	Local Newspapers	52.17%
	Council Website	4.35%
	Word of mouth	8.70%
	Local TV/Radio	0.00%
	Council Borough Bulletin	13.04%
	Council Leaflet /other Docs	8.70%
	Direct contact with Council	13.04%
Hinckley Clarendon	Local Newspapers	41.67%
	Council Website	0.00%
	Word of mouth	25.00%
	Local TV/Radio	0.00%
	Council Borough Bulletin	8.33%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	25.00%
Hinckley De Montfort	Local Newspapers	53.49%
	Council Website	0.00%
	Word of mouth	6.98%
	Local TV/Radio	0.00%
	Council Borough Bulletin	13.95%
	Council Leaflet /other Docs	2.33%
	Direct contact with Council	23.26%
Hinckley Trinity	Local Newspapers	40.00%
	Council Website	0.00%
	Word of mouth	20.00%
	Local TV/Radio	6.67%
	Council Borough Bulletin	20.00%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	13.33%
Markfield Stanton & Fieldhead	Local Newspapers	10.00%
	Council Website	10.00%
	Word of mouth	20.00%
	Local TV/Radio	0.00%
	Council Borough Bulletin	40.00%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	20.00%
Newbold Verdon with Desford & Peckleton	Local Newspapers	37.04%
	Council Website	7.41%
	Word of mouth	7.41%
	Local TV/Radio	3.70%
	Council Borough Bulletin	18.52%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	25.93%
Ratby Bagworth & Thornton	Local Newspapers	0.00%
	Council Website	0.00%
	Word of mouth	37.50%
	Local TV/Radio	12.50%
	Council Borough Bulletin	12.50%
	Council Leaflet /other Docs	0.00%
	Direct contact with Council	37.50%
Twycross Witherley & Sheepy	Local Newspapers	15.38%
	Council Website	7.69%
	Word of mouth	23.08%
	Local TV/Radio	0.00%
	Council Borough Bulletin	38.46%
	Council Leaflet /other Docs	7.69%
	Direct contact with Council	7.69%



**SCRUTINY COMMISSION – 27 MARCH 2007**

**REPORT OF THE HEAD OF CORPORATE AND SCRUTINY SERVICES**

**RE: LSP UPDATE**

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**1. PURPOSE OF THE REPORT**

- 1.1.. To update members on the progress of the LSP, and specifically the outcomes of the recent LSP Away Day.

**2. RECOMMENDATION**

That the Scrutiny Commission review this update report, to inform the Commission's Review of the LSP.

**3. BACKGROUND TO THE REPORT**

- 3.1. The LSP Away Day took place on 29<sup>th</sup> February, to enable the Partnership to take stock of progress, review the Community Plan, and in the light of this agree an improvement plan and supporting work programme.
- 3.2. The event included a review of the draft LSP Peer Challenge Report (following the LSP Peer Challenge exercise in December 2007), in order that the recommended areas for improvement could be considered in informing the improvement plan.
- 3.3. A summary of the key issues explored during the day, and subsequent actions agreed, is attached at Appendix 1

**4. SUMMARY OF UPDATE**

- 4.1. Drawing on the existing community plan, and a review of progress to date, the LSP identified and agreed 4 key priorities to focus on over the next 2 years:

- To improve the quality of life in priority neighbourhoods
- To influence the development and delivery of sustainable integrated communities as part of the growth agenda
- To ensure the development and delivery of thriving and regenerated town centres in Hinckley and Earl Shilton
- To ensure accessibility of services in rural Hinckley and Bosworth

Supported by a cross cutting theme to underpin the above priorities:

- To enable the development and delivery of a consolidated and integrated approach to community engagement

- 4.2. In addition to the above priorities, a number of underpinning core activities were also agreed:

- Establishment of a communication strategy to ensure the role, priorities and achievements of the LSP are appropriately profiled
  - Establishment of robust governance, accountability and performance management arrangements
- 4.3. Following the identification of these priority areas, lead officers were identified to scope and develop an initial action plan. This will include the identification and engagement of appropriate officers and elected members.
- 4.4. The LSP reflected on its current membership, and agreed that the following individuals/agencies should be approached to secure broader representation at Board level: Keith London – Hinckley Business Network; Nikki Beacher – Locality Services Manager, Hinckley Hospital; a representative from the Federation of Head Teachers for Hinckley; and a representative from the Church’s together Group.
- 4.5. Whilst the LSP agreed with the overall findings of the LSP Peer Review Report in relation to the high level areas for improvement, and subsequent summary of priority recommendations, it was agreed that the underpinning content of the report did not reflect an appropriate balance between the identified strengths and improvement areas. It was therefore agreed, that this would be fed back to the peer review team, with a view to getting sign off of the report by the end of March.
- 4.6. Following the LSP away day, the LSP Board subsequently met on 6<sup>th</sup> March to ratify the above outcomes. It was agreed that the initial action plans against the priority areas, should be presented to the LSP Board at its next meeting on 10<sup>th</sup> June.
- 4.7. It was agreed that progress and outcomes should be presented to the next Scrutiny Commission meeting, to inform the Commission’s review of the LSP.

## **5. FINANCIAL IMPLICATIONS (MD)**

- 5.1. None arising directly from this report

## **6. LEGAL IMPLICATIONS (LH)**

- 6.1. None arising directly from this report

## **7. CORPORATE PLAN IMPLICATIONS**

- 7.1. The contents of the report relate to and support the following strategic aims:
- Thriving economy
  - Safer and Healthier Borough
  - Strong and distinctive communities
  - Decent, well managed and affordable housing

## **8.**

## **CONSULTATION**

- 8.1. Hinckley and Bosworth LSP and a range of appropriate managers have contributed information to this report.

## **9. RISK IMPLICATIONS**

- 9.1. It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision/project have been identified, assessed and that controls are in place to manage them effectively.

The following significant risks associated with this report were identified from this assessment.

No Net Red Risks

## **10. RURAL IMPLICATIONS**

- 10.1. As detailed within this report, a key priority agreed by the LSP for its forthcoming 2 year action plan, focuses on improving accessibility of services in rural areas.

## **11. CORPORATE IMPLICATIONS**

- 11.1. By submitting this report, the author has taken the following into account:

- Community Safety – None
- Environmental - None
- ICT - None
- Asset management None
- Human Resources – The delivery of the priority areas identified within this report, will require a commitment from the local authority to identify appropriate officers, to support in the scoping, development and delivery of the supporting priority area actions plans. This is likely to impact particularly on Corporate and Scrutiny Services, Community Services, COB and SLB.

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Background papers: Appendix 1 – LSP Away Day 29<sup>th</sup> February 2008, summary of issues explored and subsequent outcomes

Contact Officer: Edwina Grant, Strategic and Community Planning Officer Ext 5629

HINCKLEY AND BOSWORTH LSP

REPORT OF LSP AWAY DAY -29<sup>TH</sup> FEBRUARY 2008

**SESSION ONE - SETTING THE SCENE**

Reinforcement of the purpose of the LSP and key achievements to date - Presentation by Bill Cullen

**SESSSION TWO - SHARING OUR AMBITION FOR THE LSP**

Questions posed for groups discussions:

What is the commitment?

What is the commitment I have that I think the LSP can make real?

What can we do differently to make this real and tangible?

How do we align the capital expenditure of all agencies?

Outcomes of group discussions:

- Better and clearer outcomes
- Pull together and deliver
- Better able to facilitate/enable things to happen
- Investing in Hinckley & Bosworth Borough as a whole - equity of services across the Borough
- Immediate and longer term funding and resources identified which are focused on delivering our priorities
- We don't want talking shops we want a partnership that gets things done
- Being joined up and not blaming each other - if we fail we have all failed
- Accountability - challenging delivery, again challenge not blame
- Focus and a small no. of priorities - Jam spread thickly

	<ul style="list-style-type: none"> <li>○ Focused meetings - every agenda item should relate to our overall priorities and the outcomes we are seeking - if it doesn't should it be on the agenda?</li> <li>○ Community engagement - be clearly responsive to public need and enable the public to be able to respond</li> </ul>
<p><b>SESSION THREE - HOW CAN WE IMPROVE THE PERFORMANCE OF THE LSP?</b></p> <p>Overview of priority recommendations - presentation by Edwina Grant</p> <p><u>Questions posed for group discussions:</u></p> <p><u>Part 1</u> Look at key areas for improvement, what is your gut reaction to these, what are most important to tackle first?</p>	<p><u>Outcomes of discussions:</u></p> <p><u>Part 1</u> Further refine our key priorities and outcomes we want to achieve</p> <p>Achieve real understanding of all partners of the LSPs role, enabling greater determination of the strategic and operational activities</p> <p>Share responsibility for resourcing the LSP and initiatives</p> <p>Ensure the LSP is consistently led by community needs</p> <p>Clarify how we want to engage and empower the community, and establish structures and resources to support this</p>

Part 2

Question posed for group discussions:

Ideas and suggestions for addressing these improvement areas?

Communicate our key messages

Part 2

Outcome of group discussions:

Ensure we have the right partners  
Adopt an integrated approach to use of facilities  
Focussed frequent meetings that achieve/deliver against key priorities  
Identify funding for projects in advance  
Develop and promote joint key messages i.e. what the LSP is/does, challenges, priorities, achievements  
Co-ordinate all LSP partnership communication, so single shared route of communication - simple visual messages  
Is the LSP the right name? Should we have something simple e.g. Hinckley Together  
We need a process for sharing our findings from consultation and engagement, being clear about how we bring this intelligence together, and the ability to respond/deliver based on this need  
Focus on community neighbourhoods - take simple action that equates to focused improvement on the right needs

**SESSION FOUR - WHAT ARE OUR PRIORITY OUTCOMES FOR THE NEXT 2 YEARS?**

Questions posed for group discussions:

Define your key priorities

Utilising the following criteria

1. Requires action by a range of partners to achieve
2. We have significant control or influence
3. Community needs
4. Resource is possible

Outcome of group discussions:

Priorities established

1. Priority Neighbourhoods/NATS - Improve the quality of life in key priority neighbourhoods
2. Influencing the development and delivery of sustainable integrated communities as part of the growth agenda
3. Thriving and regenerated town centres - Hinckley and Earl Shilton
4. Accessibility of services - ensuring accessibility of services and support for those who need it most. - specifically rural communities?
5. Cross cutting underpinning priority area – Community Engagement – people are enabled and encouraged to influence decisions and take an active part in implementing decisions

**SESSION FIVE: WHAT DO WE NEED TO DO TO ENSURE THAT WE MAKE PROGRESS IN ACHIEVING THESE OUTCOMES?**

Question posed for group discussions:

What resource can we bring to these priorities, and develop action plans for each?

<b>PRIORITIES</b>	<b>LEAD PERSON</b>	<b>SPECIFIC ACTION</b>
1. Improve quality of life in priority neighbourhoods	Greg Drozdz	<ul style="list-style-type: none"> <li>▪ Recognition of priority neighbourhoods and there priorities in service/business plans of all partners</li> <li>▪ Review of delivery of NATS including support to implement activities</li> <li>▪ Support to NAT Chairs</li> <li>▪ Establish neighbourhood hubs</li> <li>▪ Draw down other resources</li> </ul>
2. Influence the development and delivery of sustainable integrated communities as part of the growth agenda	Bill Cullen Resources pledged to develop and deliver action plan	<ul style="list-style-type: none"> <li>▪ Commission integrated master plan and community engagement</li> <li>▪ Influence infrastructure plan for new development areas</li> <li>▪ Set up theme groups</li> </ul>
3. Thriving and Regenerated Town Centres in Hinckley and Earl Shilton	Ian Daniels	<ul style="list-style-type: none"> <li>▪ Drive regeneration plan for Town Centres</li> <li>▪ Establish robust link with Town Centre Partnership and influence/add value issues raised</li> </ul>



		<p>through this group</p> <ul style="list-style-type: none"> <li>▪ Influence standards for BID</li> <li>▪ Development of a package of positive activity and management of the night time economy</li> </ul>
4. Accessible Services in rural Hinckley and Bosworth	Andy Robinson	<ul style="list-style-type: none"> <li>▪ Review Rural Partnership progress/achievements and priorities</li> <li>▪ Ensure governance and management of LRP is fit for purpose</li> <li>▪ Ensure regular presence of RP at LSP</li> <li>▪ Role in scrutinising/supporting the LRP</li> </ul>

<b>UNDERPINNING CORE ACTIVITIES</b>	<b>LEAD OFFICER</b>	<b>SPECIFIC ACTIONS</b>
Communicating our role, priorities and achievements	Edwina Grant Resources pledged - Police offering support of Press Officer College - offering support of marketing and design officer	<ul style="list-style-type: none"> <li>▪ Development of brand</li> <li>▪ Development of revised/refocused community plan</li> <li>▪ 2 monthly newsletter on progress/achievements - style about creating a dialogue with people in the Borough</li> </ul>
Establish robust governance, accountability and performance management arrangements	Edwina Grant	<ul style="list-style-type: none"> <li>▪ Review existing arrangements and develop proposals for improved arrangements</li> </ul>

<p>Linkage with existing partnerships/arrangements</p>	<p>Edwina Grant</p>	<ul style="list-style-type: none"> <li>▪ Undertake mapping exercise to show linkage of existing partnerships/key agencies/initiatives and these support delivery of priorities i.e community safety partnership, PCT priorities, NATs, Parish Plans, Community Forums, HBBC Corporate Plan, SCS/LAA, etc.</li> <li>▪ Define relationship and reporting mechanism to LSP</li> </ul>
<p>Consolidated/integrated community engagement</p>	<p>Dave Frank</p>	<ul style="list-style-type: none"> <li>▪ Development of a recognised protocol for sharing and analysing information</li> <li>▪ Development of an integrated community safety bureau –joined up with the Youth Council, and Compact, etc.</li> <li>▪ Demonstration of how community intelligence informs decision making</li> </ul>



*A Borough to be proud of*

Hinckley & Bosworth  
Borough Council

REPORT NO. SC105

# **Overview and Scrutiny Work Programme 2008/2009**

**ISSUE 2008/01: May 2008**

Welcome to Hinckley and Bosworth Borough Council's Overview and Scrutiny Work Programme, which sets out the work to be carried out by the Council's Scrutiny Commission during 2008/2009.

A structured, focussed and supported scrutiny process, which dovetails into the Council's wider democratic, performance and financial management processes, provides for an evidence based approach to challenging and developing the Council's long term vision and priorities and ensuring that the needs of the Borough's Citizens' are met.

This is the fourth year that we have managed the work of scrutiny through a work programme. Following a review of progress in November 2005, it was proposed that future work programmes be configured into the following categories to better represent all the roles and responsibilities of the Overview and Scrutiny Function:

- **Scrutiny Topics** – This includes items of particular interest to overview and scrutiny that can be classified as 'scrutiny topics' to investigate in particular detail.
- **Performance Management Information** – Information provided by the council identifying current performance levels against performance indicators, progress with implementation of business delivery plans, best value reviews and service improvement projects. This is in accordance with the Council's Performance Management Framework.
- **Participation in Policy Development Issues** – These are issues being revised or introduced by the Council or other external organisations. The Overview and Scrutiny Function should be engaged in the development of such matters so that the decision-making body (Executive, Council or external organisation) are informed of all possible views before taking a decision / agreeing a new policy. This will need to be updated in the Council's Constitution.
- **Tracking of implementation with previous recommendations** – The scrutiny committee will review progress with the implementation of previously agreed recommendations.
- **Committee Management Issues** – These include the minutes of previous meetings, progress reports on actions, overview and scrutiny work programmes and development issues for the overview and scrutiny function.

The Work Programme ensures that Scrutiny's work is:

outcome focussed;  
prioritised accordingly;  
resourced properly; and  
project planned properly.

The Work Programme has been designed to ensure it is a living document and it will be reviewed at each meeting of the Scrutiny Commission, and the Select Committees will also review their sections at each of their meetings, to ensure it remains focussed and relevant.

*Councillor Matthew Lay  
Chairman of Scrutiny Commission*

## **SCRUTINY COMMISSION WORK PROGRAMME 2008/2009**

### **1. Citizens' Panel Consultation Results**

- Use the results of the survey improving Your Area as a Place to Live and Work to inform priorities and policy.
- Report on issues identified in the 2007 results of Council Priorities & Budget Spend

### **2. Performance Improvement**

- How the Council proactively manages performance to ensure that issues are addressed in a timely fashion and that there is continuous improvement; and
- Monitor the quarterly Performance Reports to Executive and the decisions they take.
- Risk Management

### **3. Implementation of Rural Areas Review**

- Annual progress report on implementation of outcomes.

### **4. Review of the Local Strategic Partnership**

- Monitor the effectiveness of the Hinckley & Bosworth Local Strategic Partnership and how it delivers effective outcomes for the community by provision of performance information

### **5. Community Services Strategy for Leicestershire & Rutland**

- Update on local Health Economy
- Development of local facilities
- GP Out of Hours Access

### **6. Community Safety Partnership**

- Quarterly report on progress of Partnership

### **7. Equalities Standard**

- Scrutinise progress on Equalities

## SCRUTINY COMMISSION

### TIMETABLE

Scrutiny Commission - Thursday 1 <sup>st</sup> May 2008						
Function	Activity/Objective	Reason	Desired Outcome	Vision and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics	Tourism Update	Review of Hinckley & Bosworth Tourism Blueprint	Endorsement of report	Thriving Economy	Executive member for Cultural Services and Deputy Chief Executive	Hinckley & Bosworth Promotions
	Parish & Community Initiative Fund	Review of Distribution of Initiative fund	Gain consensus on distribution of fund	Strong and Distinctive Communities	Executive member for Cultural Services and Deputy Chief Executive	
	Developing Community Health Services – follow up report to <i>Out of Hours Healthcare Provision</i>	Review progress of Leicestershire & Rutland PCT on development of community hospitals and community health services	Define and identify questions on areas of concern for PCT witnesses	Safer and Healthier Borough	Scrutiny Chair and Deputy Chief Executive	Leicestershire County & Rutland Primary Care Trust
	Local Strategic Partnership – final report	Review final report of the IDEA	More effective delivery of Community Plan Projects	Strong and Distinctive Communities	Leader of the Council and Deputy Chief Executive	Partners involved with the Local Strategic Partnership
	Overview & Scrutiny - annual report	Review of achievements	Endorse the report	All Corporate Aims	Chair of Scrutiny Deputy Chief Executive	

<b>Scrutiny Commission - Thursday 1<sup>st</sup> May 2008 (Continued)</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Performance Management Information	Performance Improvement – End of Year 2007/2008 results	Monitor the annual Performance Report to Cabinet and the decisions they take	Ensuring that the Executive delivers improvement to Council Services and addresses underperformance appropriately	All Corporate Aims	Relevant Executive Members and Heads of Service	
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services And Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations	Implementation of Rural Areas Review – Annual report	Review of Progress of implementation	Better delivery of services in Rural Areas	Strong and Distinctive Communities	Executive member for Rural issues  Deputy Chief Executive	
Committee Management Issues	Future Work Programme	Agree work load for the year	Agreed forward work programme	All Corporate Aims		

<b>Scrutiny Commission - Thursday 12<sup>th</sup> June 2008</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics	Developing Community Health Services – follow up report to <i>Out of Hours Healthcare Provision</i>	Interview of Witnesses	Identify potential opportunities to improve the provision of healthcare in Hinckley & Bosworth	Safer and Healthier Borough	Scrutiny Chair  Deputy Chief Executive	Leicestershire County & Rutland Primary Care Trust
Performance Management Information						
Participation in Policy Dev issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services  Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		



<b>Scrutiny Commission - Thursday 24<sup>th</sup> July 2008</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services  Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations	Community Safety Partnership Review	Quarterly update	Reduction in crime	Safer and Healthier Borough	Executive member for Community safety  Deputy Chief Executive	
Committee Management Issues						

<b>Scrutiny Commission - Thursday 28<sup>th</sup> August 2008</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics	Developing Community Health Services – follow up report to <i>Out of Hours Healthcare Provision</i>	Review final report and conclusions	Improve the provision of healthcare in Hinckley & Bosworth	Safer and Healthier Borough	Scrutiny Chair  Deputy Chief Executive	Leicestershire County & Rutland Primary Care Trust
	Consultation results of Council priorities and budget spend – Citizens Panel	Review and identify issues	Gain consensus and incorporate into Medium Term Financial Strategy	All Corporate Aims	Leader of the council  Head of Finance	
Performance Management Information	Performance Improvement	Monitor the quarterly Performance Reports to Executive	Ensuring that the Executive delivers improvement to Council Services and addresses underperformance appropriately.	All Corporate Aims	Relevant Executive Members and Heads of Service	
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services  Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

<b>Scrutiny Commission - Thursday 16<sup>th</sup> October 2008</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services  Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

<b>Scrutiny Commission - Thursday 27<sup>th</sup> November 2008</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics						
Performance Management Information	Performance Improvement – 6 monthly status	Monitor the quarterly Performance Reports to Executive	Ensuring that the Executive delivers improvement to Council Services and addresses underperformance appropriately.	All Corporate Aims	Relevant Executive Members and Heads of Service	
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services  Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

<b>Scrutiny Commission - Thursday 8<sup>th</sup> January 2009</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services  Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

<b>Scrutiny Commission - Thursday 12<sup>th</sup> February 2009</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics						
Performance Management Information	Performance Improvement – End of year status	Monitor the Annual Performance Report to Executive	Ensuring that the Executive delivers improvement to Council Services and addresses underperformance appropriately.	All Corporate Aims	Relevant Executive Members and Heads of Service	
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services  Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

<b>Scrutiny Commission - Thursday 2<sup>nd</sup> April 2008</b>						
<b>Function</b>	<b>Activity/Objective</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services  Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		



*A Borough to be proud of*

Hinckley & Bosworth  
Borough Council

REPORT NO SC106

# **Overview and Scrutiny Work Programme 2007/2008**

**ISSUE 2007/08: March 2008**



Welcome to Hinckley and Bosworth Borough Council's Overview and Scrutiny Work Programme, which sets out the work to be carried out by the Council's Scrutiny Commission and Select Committees during 2007/2008.

A structured, focussed and supported scrutiny process, which dovetails into the Council's wider democratic, performance and financial management processes, provides for an evidence based approach to challenging and developing the Council's long term vision and priorities and ensuring that the needs of the Borough's Citizens' are met.

This is the second year that we have managed the work of scrutiny through a work programme. Following a review of progress in November 2005, it was proposed that future work programmes be configured into the following categories to better represent all the roles and responsibilities of the Overview and Scrutiny Function:

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- **Tracking of implementation with previous recommendations** – The scrutiny committee will review progress with the implementation of previously agreed recommendations.
- **Committee Management Issues** – These include the minutes of previous meetings, progress reports on actions, overview and scrutiny work programmes and development issues for the overview and scrutiny function.

The Work Programme ensures that Scrutiny's work is:

outcome focussed;  
prioritised accordingly;  
resourced properly; and  
project planned properly.

The Work Programme has been designed to ensure it is a living document and it will be reviewed at each meeting of the Scrutiny Commission, and the Select Committees will also review their sections at each of their meetings, to ensure it remains focussed and relevant.

*Councillor Matthew Lay*  
*Chairman of Scrutiny Commission*

## **SCRUTINY COMMISSION WORK PROGRAMME 2007/2008**

### **1. Local Area Agreements**

- Pursue joint Scrutiny with other districts in Leicestershire and the County Council.

### **2. Citizens' Panel Consultation Results**

- Use the results of the survey improving Your Area as a Place to Live and Work to inform priorities and policy.

### **3. Council Vision (Corporate Performance Plan)**

- Quarterly reporting on progress against Strategic Objectives and Strategic Improvement Projects.

### **4. Performance Improvement**

- how the Council proactively manages performance to ensure that issues are addressed in a timely fashion and that there is continuous improvement; and
- monitor the quarterly Performance Reports to Cabinet and the decisions they take.

### **5. Implementation of Community Safety Review**

- Ensuring that any recommendations are implemented.

### **6. Implementation of Rural Areas Review**

- Ensuring that any recommendations are implemented.

### **7. Income Poverty in the Borough**

- What is Poverty? Identify the main geographical pockets. Produce a report which will inform the Council's Corporate Planning Framework.

### **8. Review of the Local Strategic Partnership**

- Review the effectiveness of the Hinckley & Bosworth Local Strategic Partnership and how it delivers effective outcomes for the community

### **9. An item of scrutiny identified by the public**

<b>Scrutiny Commission - Thursday 27 March 2008</b>						
<b>Function</b>	<b>Subject</b>	<b>Reason</b>	<b>Desired Outcome</b>	<b>Vision, Values and Aims</b>	<b>Responsible (member/officer)</b>	<b>External Involvement</b>
Scrutiny Topics	Medium Term Financial Strategy	To review future of the council's budgetary spending	To align Financial Management with the needs of the community	Value in service delivery and investment in people	Leader of the Council and Head of Finance & ICT	
	Citizens Panel Winter 2007 survey	To inform Scrutiny of results	To obtain consensus and feedback on utilisation of results	All Corporate Aims and Objectives	Relevant Executive members and Heads of Service	
	Review of Neighbourhood Warden service	Review effectiveness of current operation	Gain clarification of future service provision	Achievements for the Community	Executive member and Head of service for Health & Environment	
	GP Out of Hours access	Recommendation by Citizens Panel – Scrutiny of External Partnership	Review current provision and identify potential improvements	Achievements for the Community	Deputy Chief Executive	Primary Care Trust
	Children & Young People Strategy	To inform members of the statutory obligations contained within the 2004 Children Act and to introduce a new strategy and policy to support this	Obtain consensus and support of recommendation included in the Action Plans.	Achievements for the Community	Executive member and Head of Service for Culture & Development	
	HRA subsidy system	To review the HRA subsidy system	Ensure sustainable long term system for financing council housing	Decent, Well-Managed and Affordable Housing	Leader of the Council and Head of Finance & ICT	
	Local Strategic Partnership	Review of outcomes from LSP away day	To enable Scrutiny to complete their review of the LSP	Achievements for the Community	Leader of the council and Deputy Chief Executive	

Performance Management Information						
Participation in Policy Development Issues	Forward Plan	To review Forward Plan to identify items for Scrutiny	To ensure full utilisation of Scrutiny	All Corporate Aims and Objectives	Relevant Executive Members and Heads of Service	
Tracking of implementation with previous recommendations						
Committee Management Issues						