



Council

Thursday, 11 July 2019

Approval of the Scrutiny Annual Reports 2018/19

Report of the Executive Manager – Finance and Corporate Services

Portfolio Holder for Strategic and Borough Wide Leadership Councillor S Robinson

1. Purpose of report

- 1.1. The Scrutiny Annual Report, contained at **Appendix 1**, provides a review of the work undertaken by the Council's four Scrutiny Groups during 2018/19.

2. Recommendation

It is RECOMMENDED that Council endorse the work undertaken by the four Scrutiny Groups during 2018/19.

3. Reasons for Recommendation

- 3.1 To enable Council oversight of the work and operation of its statutory Overview and Scrutiny function, the function's effectiveness and contribution to the work of the Council.

4. Supporting Information

- 4.1. During the year, the following subjects have been scrutinised and monitored:

Community Development Group

- Economic Growth Update
- Update on the Public Spaces Protection Order
- Digital by Design
- Single Use Plastics Action Plan Update
- Report on Diversity in Rushcliffe
- Rural Broadband Update
- Armed Forces Community Covenant
- Draft Empty Homes Strategy 2018 – 2023
- Report on Diversity in Rushcliffe – Focus on Dementia
- Tree Protection and Promotion in Rushcliffe

Corporate Governance Group

- Statement of Accounts 2017/18
- External Audit Annual Governance Report 2017/18
- Treasury Management Outturn 2017/18

- Annual Fraud Report
- Health and Safety Annual Report 2017/18
- Annual Audit Letter
- Internal Audit, including Quarterly Progress Reports
- Revenue and Capital Budget Monitoring
- Risk Management Report, including Emergency Planning
- Internal Audit Strategy 2019-2022
- External Audit Strategy 2019
- Capital and Investment Strategy 2019/20
- Certification of Grants and return Annual Report
- Internal Audit Annual Report
- Annual Governance Statement

Partnership Delivery Group

- The Cooperation Agreement for Fleet Maintenance and Garage Services
- Nottinghamshire Wildlife Trust
- Building Control Agreement with South Kesteven District Council
- Metropolitan Housing Partnership
- Platform Housing Partnership
- Service Level Agreement with Trent Bridge Community Trust
- Grantham Canal Partnership with the Canal and Rivers Trust
- South Nottinghamshire Community Safety Partnership

Performance Management Board

- East Leake Leisure Centre Annual Report
- Civil Parking and Enforcement Contracts
- Planning Enforcements
- Annual Customer Feedback Report
- Parkwood Annual Report
- Environmental Health Enforcements
- Equality and Diversity Annual Report
- Glendale Golf Annual Update
- Streetwise Annual Report
- Performance Monitoring Quarterly Reports

5. Alternative options considered and reasons for rejection

5.1. None.

6. Risks and Uncertainties

6.1 None.

7. Implications

7.1. Financial Implications

7.1.1 There are no financial implications.

7.2. Legal Implications

7.2.1. The Council is required by the Local Government Act 2000 to have scrutiny arrangements in place. This report ensures the Council meets these requirements.

7.3. Equalities Implications

7.3.1. The role of the relevant scrutiny groups includes monitoring the Equality and Diversity impact of the Councils policies and strategies.

7.4. Section 17 of the Crime and Disorder Act 1998 Implications

7.4.1. There are no Section 17 implications.

7.5. Other implications

7.5.1. There are no other implications.

8. Link to Corporate Priorities

The breadth of topics scrutinised by the Council's four scrutiny groups supports all of the Council's corporate priorities.

9. Recommendations

It is RECOMMENDED that Council endorse the work undertaken by the four Scrutiny Groups during 2018/19.

For more information contact:	Peter Linfield Executive Manager - Finance and Corporate Services 0115 9148439 plinfield@rushcliffe.gov.uk
Background papers available for Inspection:	None.
List of appendices:	Appendix 1 – Annual Scrutiny Reports 2018/19

Annual Scrutiny Report 2018/19



Community Development Group

Chairman's Foreword

I am pleased to write this foreword to this year's annual report of the Community Development Group. This year our work has been interesting, challenging and rewarding. We have covered many significant topics in order to ensure Rushcliffe communities thrive and prosper.

Thanks must go to the many staff who gave us presentations throughout the year, with particular thanks to those who have supported this Scrutiny Group.

We have scrutinised many topics ranging from the an update on the public spaces and protection order, tree protection and promotion in Rushcliffe, the Delivery of Rural Broadband in Rushcliffe, the Draft Empty Homes Strategy, Diversity in Rushcliffe and the Armed Forces Community Covenant.

I would like to thank all Members for their very active involvement, support and professionalism during the meetings and particularly my Vice Chairman, Councillor Rob Inglis.

Councillor Tina Combellack
Chairman



Councillor Tina Combellack
Chairman



Councillor Rob Inglis
Vice Chairman

What we are responsible for?

The Community Development Group's remit is to scrutinise:

- Community priorities and proposed solutions
- Engaging and identifying needs of key groups
- Building relationships to ensure that policies empower communities
- Reputation management gained via communications and promotion
- Town and Parish Councils shared working (identifying opportunities whilst establishing priorities)

A major element of the Group's role is to understand the key issues for residents, and encourage them to give their views about matters of importance. The Group also ensures the Council maintains its excellent reputation via effective communications.

Our work this year

During this year the Group considered many service areas and issues within its scrutiny role, particularly:

- Economic Growth Update
- Update on the Public Spaces Protection Order
- Digital by Design
- Single Use Plastics Action Plan Update
- Report on Diversity in Rushcliffe
- Rural Broadband Update
- Armed Forces Community Covenant
- Draft Empty Homes Strategy 2018 – 2023
- Report on Diversity in Rushcliffe – Focus on Dementia
- Tree Protection and Promotion in Rushcliffe.

Economic Growth Update

At the June meeting, The Economic Growth Manager and the Economic Growth Officer delivered a presentation which provided the Group with an update of the work of the economic growth team. The presentation covered:

- Economic Development in Rushcliffe
- Key achievements for 2017/18
- The Bingham Masterplan
- West Bridgford Commissioners Report
- Regeneration of Cotgrave Town Centre
- Key priorities for 2018/19

Members of the Group were pleased to note the £9.95 million of funding that the economic growth team had secured for the main 'spine road' at Fairham Pastures. The Group also welcomed the progression of the regeneration of Cotgrave town centre and that shop front improvements had attracted both old and new businesses to the town centre. The Economic Growth Officer confirmed that the next phase of

the project would include the demolition of the police station, health centre and library which would then form a new multi-service centre to be completed later this year.

Update on the Public Spaces Protection Order

The Executive Manager – Neighbourhoods provided the Group with an update on the use and impact of the Public Space Protection Order that had been implemented on the 2 February 2017. Members of the Group were reminded that the Public Spaces Protection Order had been introduced to tackle the activities of street drinking and outdoor sleeping in areas of West Bridgford, Edwalton and Gamston. The Executive Manager informed the Group that no formal enforcement action under the Public Space Protection Order had been taken and believed that instead it was being used as a deterrent. The Group welcomed the revised guidance had been introduced by the Government in December 2017 which had supported the Council's original position and decision to introduce the Public Space Protection Order based on evidence and feedback of antisocial behaviour problems linked to specific geographical locations.

Digital by Design

At the September meeting, The Executive Manager – Transformation and Operations presented a report which provided the Group with an update on the work that had been undertaken regarding the digitising of various services across the Council and on the future objectives for the digital by design programme.

The Executive Manager and the ICT Manager delivered a presentation to the Group which outlined:

- Pre 2018 Web Update
- The 2015 – 2017 Customer Access Strategy
- External Validations of the website
- Competitive results from Nottinghamshire Districts
- Statistics about current website usage
- Digital by Design 2018 Onwards

The Executive Manager confirmed that each resident would have access to an account online which would enable them to access all online services such as council tax, planning applications and benefit claim forms. Members of the Group also raised concerns over the verification of identification documents if residents were given the option to scan and send them online and asked to be provided with additional information regarding fraud prevention and identification verification. The Group were pleased that printing costs had reduced since the induction of Hybrid Mail and the office move from the Civic Centre to Rushcliffe Arena.

Single Use Plastics Update

The Environmental Health Manager presented the report of the Executive Manager – Neighbourhoods which provided the Group with an update of the work undertaken by the Council and its partners to reduce the use of single use plastics. It was noted that since it was resolved on the 7 December for the Council to tackle its use of single

use plastics an updated action plan had been completed which identified the detailed tasks across four theme areas:

- a) Audit of the single use plastic currently used across the Council in normal council activities
- b) Identifying ways of seeking support from key partners and contractors to encourage them to commit to support similar actions
- c) Run relevant communications and campaigns to influence and challenge behaviour of residents and businesses in the Borough on these issues
- d) Identify how we prohibit the use of lanterns and helium balloons in Council assets and parks following good practice from other agencies such as Nottinghamshire County Council.

The Environmental Health Manager delivered a presentation to the Group which covered:

- The Council Motion
- The Action Plan
- Refill Rushcliffe
- What's Next

As part of the Council's initiative to reduce the use of single use plastics, the Chairman organised an opportunity for Councillors to visit Veolia Materials Recovering Facility. Following the presentation members of the Group raised concerns regarding the types of plastic that the facility could process for recycling and requested that a letter be sent to Nottinghamshire County Council which expressed their concerns.

The Group endorsed the implementation of the Refill Rushcliffe scheme which allowed residents to refill their reusable water bottles for free from different businesses and residents within the Borough. The Group were informed by the Principal Community Development Officer that the Council had stopped purchasing balloons for events such as Lark in the Park and that traders were discouraged to use single use plastics.

Diversity in Rushcliffe

The Principal Community Development Officer presented the report of the Executive Manager – Communities that provided the Group with an overview of Diversity of Rushcliffe and its impact on service delivery. It was noted that the Equality Act 2010 had challenged Local Government organisations to know how age, disability, gender reassignment, marriage, civil partnership, pregnancy and maternity, race, religion/belief, sex and sexual orientation influenced local communities both individually and collectively. It was also noted that the Equality Framework for Local Government comprised of five performance areas:

- Knowing your communities
- Leadership, partnership and organisation commitment
- Involving your communities
- Responsive services and customer care
- A skilled and committed workforce.

The Health Development Officer delivered a presentation to the Group which focused on the 'knowing your communities' section of the equality framework. The presentation also highlighted the Council's actions to address health inequalities within the Borough. The presentation covered:

- Knowing your communities data
- Mosaic Groups in Rushcliffe
- Indices of Multiple Deprivation
- Child Poverty
- Health Determinants
- Health Profile
- Lifestyle Behaviour
- Health inequalities
- Health Priorities
- Health Ambitions
- Dementia
- Recommendations.

Following the presentation the Group raised suggestions of subjects for further investigation such as child obesity, dementia and mental health. The Principal Community Development Officer and the Health Development Officer returned to present to Community Development Group in February 2019 and delivered a presentation regarding the actions the Council and its partners were taking to ensure that Rushcliffe was a dementia friendly Borough.

The Health Development Officer delivered a presentation which focused on how the Council delivered responsive services and customer care outlined in The Equality Framework for Local Government. The presentation covered:

- What makes us healthy
- Context
- Dementia in the UK
- Dementia in Rushcliffe
- What the Council has done
- Dementia Action
- What we plan to do
- Dementia Friendly.

The Group were pleased to note that the Health Development Officer was currently working with care homes to help them introduce a physical activity programme in partnership with Ashfield District Council. The Group suggested that dementia friendly training should be delivered to refuse staff as well as Councillors and staff based at the Rushcliffe Community Contact Centre. The Group also agreed that the Council working in partnership with other organisations such as local authorities, Nottinghamshire Police and the Alzheimer's Society was the best approach in order for the Council to spread awareness about dementia, due to the Council's limited role and resources.

The Delivery of Rural Broadband in Rushcliffe

At the November meeting, the Executive Manager – Communities introduced Ceren Clulow – Broadband Project Manager at Nottinghamshire County Council who delivered a presentation to the Group. The presentation provided an overview of the BBfN programme and provided information on the progress of Contract 2 highlighting the take up of broadband services within Rushcliffe, and the future plans and aspirations for Contract 3.

The Group were informed that the costs of the installation of faster broadband were generally higher in rural communities where houses were spaced further apart. It was suggested that contacting ward members and Town and Parish Councils to present the Better Broadband for Nottinghamshire delivery may help to encourage a greater take up and improve network capacity. The Group were pleased to note that contactors for larger developments were making provisions for the installation of Broadband.

Armed Forces Community Covenant

The Community Development Manager provided a report that summarised the delivery of the Armed Forces Covenant, which was adopted by Rushcliffe Borough Council in partnership with Charnwood and Melton Borough Councils' and signed at Full Council in June 2013, and subsequently re-signed in November 2018.

A presentation was delivered by Victoria Coomber, Armed Forces Covenant Officer for Rushcliffe, Charnwood and Melton Borough Councils', and Zoe Richardson – Outreach Officer for Rushcliffe, Charnwood and Melton Borough Councils'. The presentation focused on recent achievements, findings from a mapping/survey exercise and future work programme priorities.

Ms Coomber provided an update on the activities delivered against the initial objectives within the action plan of 2013, these included:

- The signing of the Armed Forces Community Covenant
- Local consortium funding award from the Ministry of Defence
- The delivery of the Local Action Plan
- The appointment of Armed Forces Covenant Officer and Outreach Officer
- Royal British Legion 'pop-ins'
- Presented 'mapping report findings' to Parish Council Forum and Leadership Team at Rushcliffe Borough Council.
- Achievement of the Silver Employer Recognition Award.

Members considered the report and presentations and congratulated the Officers on the extent of work they had achieved so far and the silver accreditation for Employer Recognition. The Group were also informed that a media campaign was to be launched and that local GP Surgeries, charities such as Age Concern would be approached for information on those veterans that are harder to reach. Members requested that information be shared with ward members, as Councillors were the 'eyes and ears' in the community and could provide information on veterans in their communities. Ms Coomber welcomed their support.

Draft Empty Homes Strategy 2018 – 2023

The Executive Manager – Neighbourhoods presented a report which provided the group with a proposal to introduce an Empty Homes Strategy. The draft strategy highlighted how resources could be best utilised to target empty homes within the Borough that would provide positive outcomes, both financially for the Council and for the community as a whole.

The Executive Manger – Neighbourhoods added that Empty Homes were an increasing feature of Central Government Policy, which can be seen through both the New Homes Bonus and recent changes to Council Tax. The benefits of a strategy to deal with empty properties could:

- Assist in meeting housing need;
- Improve housing conditions;
- Assist with a reduction in crime;
- Regenerate blighted areas;
- Increase Council Tax collection rates and empty homes premium;
- Generate additional income through the New Homes Bonus (NHB).

The Group agreed in principle to the draft strategy and supported its development. Members also advised if Town and Parish Councils could provide information as they often had the depth and knowledge from local councillors and residents. This suggestion was welcomed by officers.

A report on the Empty Homes Strategy 2019 – 2024 which included the comments and suggestions made by the Community Development Group was considered by the Council's Cabinet on 12 February 2018 where the strategy was approved.

Tree Protection and Promotion in Rushcliffe

The Environmental Sustainability Officer presented the report of the Executive Manager – Communities which provided the Group with an update on initiatives for tree protection and promotion in Rushcliffe. It was noted that following the recommendations from Community Development Group in November 2017 and approval from Cabinet in January 2018, a three year revenue budget of £50,000 was allocated to initiatives including the Rushcliffe free tree scheme and the Parish Tree Scheme. The Environmental Sustainability Officer and the Landscape Officer delivered a presentation to the Group which highlighted the performance monitoring of the initiatives since the schemes were introduced in April 2018. The presentation covered:

- Enforcement
- Publicity
- Tree Schemes
- Public Comments
- Tree Wardens
- Government Consultation.

Following the presentation, the Group suggested that Mountain Ash and Robinia trees could be offered as part of the free tree scheme. The Group also received clarification over the implementation of tree preservation orders and the responsibilities of tree wardens. The Group were pleased to note that over 400 trees were planned to be planted on the Sharphill development.

The Group advised that more collection points be available for residents to collect their trees during the next planting season and that the Council could publicise follow up responses from residents who benefited from the free tree scheme in its first year of operation. The Group also suggested that the prices of water bowsers could be considered in order to reduce the cost of watering trees.

Member Panels

The Group did not establish any Member Panels this year.

Call-ins

The Group did not discuss any call-ins this year.

Looking forward to the year ahead

Following the review of the Council's scrutiny functions in 2018/19, all members of scrutiny are looking forward to developing the new arrangements over the coming year.

Corporate Governance Group

Chairman's Foreword

This brief foreword looks back on the busy year of the Corporate Governance Group in 2018/19. It has been an interesting and challenging role, particularly in these changing times and a period of on-going financial austerity; however, I am pleased to report that due to the dedication of both the staff and Councillors the Council has had a successful year which reflects well on the governance arrangements in place.

The scrutiny process is vital to challenge and influence how the Council makes decisions to ensure a high service quality. This report demonstrates the variety of areas which the Corporate Governance Group has scrutinised over the past year, and the actions taken to ensure the probity and soundness of the Council's decision making. The group over the past year have judiciously and robustly scrutinised the Council's finances, approach to risk, as well as other corporate issues including associated financial implications such as the Council's pension liability.

Going forward we all look forward to developing the new scrutiny process and the integral role that the Governance Scrutiny Group will play in the revamped scrutiny arrangements.

Councillor Kevin Beardsall
Chairman Corporate Governance Group



Councillor Kevin Beardsall
Chairman



Councillor George Davidson
Vice Chairman

What we are responsible for?

The Corporate Governance Group's responsibilities include:

- **Statement of Accounts** To examine the outturn and statement of accounts resulting in its approval.
- **Annual Governance Statement** To consider the annual report on applying the Council's system of internal control. This statement ultimately comprises a key element of the Council's Statement of Accounts.
- **Capital and Investment Management** To consider the annual and interim reports on capital and investment management activity. Ensuring that practice has complied with the approved Asset and Investment Management Strategy, making recommendations to Cabinet or Full Council as appropriate. Including changes to the Treasury and Capital Codes of Practice, which includes how we account for Commercial Investments and reporting on the position with regards to both treasury and commercial investments.
- **Protecting against fraud** To consider the annual report on fraud and irregularities in order to make an informed judgement on the corporate governance and internal control statements, making recommendations to Cabinet on improvements. To consider any matters arising as a result of irregularity referred to it by Cabinet.
- **Capital and Revenue Budget Monitoring** To consider regular reports on progress against the revenue and capital budget, making recommendations to Cabinet on matters requiring its approval and where progress is considered to be unsatisfactory.
- **Internal Audit** To consider periodic reports on the more significant findings of internal audit in order to make an informed judgement on corporate governance and internal control statements, making recommendations to Cabinet on improvements.
- **Risk Management** To consider periodic reports on controls over key risk areas as identified in the risk register in support of making an informed judgement on the corporate governance and internal control statements, making recommendations to Cabinet on improvements.

Our work this year

During this year the Group considered many service areas and issues within its scrutiny role, particularly:

- Internal Audit, including Progress Reports 2018/19, Annual Report 2018/19 and Strategy 2018 - 2021
- External Audit Plan 2018/19
- Local Government Pension Scheme (LGPS) and the Nottinghamshire Pension Fund
- Capital and Investment Strategy 2018/19

- Annual Governance Statement
- External Auditors Report to Those Charged with Governance 2017/18
- Approval of the Statement of Accounts 2017/18
- Annual Audit Letter 2017/18
- Revenue and Capital Budget Monitoring 2018/19
- Risk Management Review and Emergency Planning
- Health and Safety Annual Report 2017/18 and Interim Report
- Certification of Grants and Returns
- Capital and Investment Management outturn and mid-year report

Internal Audit

Internal Audit Progress Reports 2018/19

The Group received four progress reports on the internal audit plan throughout the year. The first report provided information on the current position on the audit programme, along with significant recommendations with regards to the audits completed during this period.

At the Group's meeting in November the Auditors, RSM, provided the second progress report. It was noted that there had been a number of low priority findings identified in NNDR, IT Strategy Review, Payroll and Expenses and Income and Debtors and management actions were agreed in respect of these findings.

At the meeting in February 2019 the Auditors, RSM provided the third progress report. It was noted that four further assignments had been completed and all four audits had returned finding of Substantial Assurance.

At the Group's meeting held on 9 May 2019 the Auditors, RSM, provided the fourth and final progress report.

Internal Audit Annual Report 2017/18

Mr Chris Williams, Head of Internal Audit at RSM, the Council's internal auditors, attended the May meeting of the Group and presented the Council's Internal Audit Annual Report 2018/19. This is the last report for the financial year and RSM had concluded that the Council had an adequate and effective framework for risk management, governance and internal control.

Internal Audit Strategy 2019 to 2022

The Group received for approval the proposed Internal Audit Strategy 2019/20 – 2021/22. The audit plan had been developed with regards to the Council's corporate objectives, risk profile and assurances framework, as well as other factors affecting the Council in the year ahead, including changes within the public sector. Members of the Group welcomed and approved the adoption and implementation of the strategy.

External Audit Plan 2019

Mr David Hoose – Partner, Mazars, the Council's external auditors, provided a report for the Group that summarised Mazars approach to external audit activity with

regards to the final accounts process and their approach to value for money work in relation to the financial year 2018/19. The report also detailed key risks with regards to the year-end accounts and the Council achieving value for money. These included:

- The Completeness and accuracy regarding the Council's valuation of property, plant and equipment;
- The Local Government Pension Scheme and the risk that the data is inaccurate and the impact of these inaccuracies on the financial account;
- The level of various provisions are reasonable, including bad debt provision, Business Rates appeals and Minimum Revenue Provision are reasonable;
- Financial resilience – both potential changes to local government funding and continued delivery of future savings to secure long term financial and operational sustainability remains challenging and therefore poses a risk to financial resilience; and
- The appropriateness of commercialisation decisions.

Capital and Investment Strategy 2019/20

Members of the Group received a report detailing the Capital and Investment Strategy for 2019/20, which focused on traditional treasury activity and the Council's commercial property investments.

A report detailing the Capital Prudential Indicators, Minimum Revenue Provision (MRP), Treasury Management Strategy and Commercial Investments were attached to the officer's report and highlighted the future position of the Council's capital, commercial investments and treasury plans. The report identified the risks relating to interest rates, use of counterparties for investments and the returns from commercial investments. In addition, the report identified the risks relating to interest rates, use of counterparties for investments and the returns from commercial investments, particularly in light of prevailing uncertainty with BREXIT and global financial markets.

The Group welcomed the Investment Strategy and noted that it provided a robust spread of risk across the Council's investments and thanked officers for their efforts in creating the strategy.

Annual Governance Statement

The Annual Governance Statement was reported to the Corporate Governance Group at its meeting in May 2019.

External Auditors Report to Those Charged with Governance 2017/18

The Executive Manager – Finance and Corporate Services presented the Group with the External Auditor's Report to those Charged with Governance 2017/18. The report provided a summary of the key findings arising from the audit of the Council's financial statements for the year ending 31 March 2018 as well an assessment of the Council's arrangements to secure value for money in its use of resources. It was noted that over the past few years significant improvements had been made to the year-end closedown process resulting in both a good quality Statement of accounts

and supporting working papers. This approach had helped the Council meet the new statutory deadline with the financial statements now having to be made available by 31 May and finalised for publication by 31 July.

Members of the Group were pleased to note that there were no major issues to report and that any matters outstanding were on schedule for successful completion.

Approval of the Statement of Accounts 2017/18

The Statement of Accounts for 2017/18, along with the draft management representation letter was presented to the Group for their approval in advance of being presented at Full Council.

Annual Audit Letter

Members of the Group received the Annual Audit Letter that concluded that no significant issues had arisen during the 2017/18 financial year.

The Chairman highlighted the Council's Pension Liabilities and whether the audit risk variances were high, medium or low and what impact these variances would have in the long term. The Group were advised that pensions were the largest liability and were influenced by uncontrollable factors, such as interest rates, increase in pension rates and Brexit, all of which could have significant impact on pension liabilities, as well as the fact it is a national statutory scheme

Revenue and Capital Budget Monitoring

The Group received three revenue and capital budget monitoring reports during the year. Throughout the year a favourable revenue efficiency position has been reported and a significant capital underspend. The latter largely due to a revisiting of the Council's strategy with regards to asset investments and the expectation that there will be more investments in assets within the Borough.

Members of the Group noted that opportunities and challenges could arise as a result of external financial pressures, such as business rates, welfare reform and continued financial pressures on individuals, businesses and partners.

Risk Management

At the meeting in November 2018, the Group received the Risk Management Progress Report, which provided a summary of the Council's Risk Registers that have changed. Members were advised that at that time there were 35 corporate risks and 28 operational risks within the register and that these risks could fluctuate throughout the year as active risk management is undertaken.

The Service Manager advised the Group that in early August 2018 the Government raised a potential risk of a 'no deal' BREXIT. Technical notices had been released from the government detailing plans for a 'No deal' including instructions for businesses and households on how to prepare. Members were assured that BREXIT and the risk of a 'no deal' was discussed at weekly EMT meetings, and that the risk for Rushcliffe was considered to be relatively low.

Emergency Planning

The Emergency Planning Officer provided an update on the Council's Emergency Planning arrangements. The Group were advised that an internal audit on the Council's business continuity arrangements was conducted in June 2018, which concluded that there was substantial assurance that the Council has appropriate business continuity arrangements in place.

The Emergency Planning officer updated the Group on the Local Resilience Forum and the recent emergency planning exercises that had been conducted. The Emergency Planning Officer advised that during the year other training had been facilitated and staff had attended discussion exercises on Grenfell, Leicester Hinckley Road explosion, Salisbury Novichok and Shorham air disaster. The group were also delivered a presentation on the Lord Kerslake report into the Manchester Arena terrorist attack. The Emergency Planning Officer advised that representatives from Nottingham Forest Football Club, Trent Bridge Cricket Ground and officers from Rushcliffe had attended counter terrorism awareness workshops and both club grounds have safety advisory groups in place.

Health and Safety Annual Report and Interim Report

The Group received both the Health and Safety Annual Report and interim report (6 monthly report) which summarises the Council's occupational health and safety performance during the year 1 April 2017 to 31 March 2018 and health and safety activity during 2018/19. The Group noted that the reports are structured in such a way as to reflect Health and Safety Executive guidance. They summarise the Council's health and safety policies, procedures and activities that had taken place both in the previous year and during the current year. The report also provides details on training programmes delivered, as well as providing numerical and statistical data, and the proposed health and safety objectives for the year.

Annual Fraud Report

At its meeting in July 2018 Mr Williams, Head of Internal Audit at RSM, the Council's internal auditors, presented the Annual Fraud Report which provided an overview of general and specific fraud related issues that had arisen at the Council during 2017/18.

It was noted, that in carrying out its functions and responsibilities, the Council was firmly committed to dealing with fraud or corruption from inside or outside the organisation. Mr Williams advised the Group that the Council did not have a dedicated fraud prevention resource; however, it was the responsibility of managers as part of the internal control environment to identify fraud and if required, request RSM to investigate any allegations of fraud. Mr Williams informed the Group that during 2018/18 there had been no fraudulent activities detected, but there had been a number of errors found in Council Tax support awards. The Executive Manager – Finance and Corporate Services advised that action had been taken to recover the housing benefit overpayments.

Certification of Grants and Returns

The Executive Manager - Finance and Corporate Services presented members of the Group with a report from the Council's external auditors, KPMG to provide information on the work undertaken during 2018/19 in relation to grant claims and returns for the financial year 2017/18.

The report from KPMG summarised the results of the audit of the Housing Benefit Subsidy Claim 2017/18 and the resultant costs of the audit. It was noted that the audit identified no significant issues or errors and KPMG certified the claim without amendment.

Capital and Investment Management outturn and mid-year report

The Group received a report that summarised the transactions undertaken during the 2017/2018 financial year as part of the Capital and Investment Management function. The report also provided information on the Council's commercial investment activity with regard to the new CIPFA code ensuring there are both transparency and scrutiny in terms of treasury and asset investment decision making. It was noted that the report met the requirements of both CIPFA Code of Practice on Treasury Management and the CIPFA Prudential Code for Finance in Local Authorities. Similarly an interim report for the first 6 months of 2018/19 was presented to the group in November 2018. Treasury investment interest income was due to exceed budget linked to capital programme underspend. This was linked to the planned strategy of reduced commercial investments outside of the Borough, given other potential capital demands.

Member Panels

The Group did not establish any member Panels this year.

Call-ins

The Group did not discuss any call-ins this year.

Looking forward to the year ahead

Following review of the Council's scrutiny functions in 2018/19, all members of scrutiny are looking forward to developing the new arrangements over the coming year.

Partnership Delivery Group

Chairman's Foreword

This annual report highlights the work of the Partnership Delivery Group over the past year. Through scrutiny, the Council can review and, if necessary challenge the outcome of our investment in partnerships with outside bodies. This scrutiny enables us to be better informed about the work done in our partnerships. The role of the Partnership Delivery Group is to ensure that our many partnerships are worthwhile, mutually beneficial, and meet their desired outcomes.

Effective scrutiny helps improve accountability, performance, policies, future plans and service quality. We hope that by building good working relationships with our partners, that this ensures better outcomes for our residents and provides even better value for money.

I am confident that our work over the last year has enhanced how we all work together, and that this attracts our partners to want to work with us to benefit our residents.

I would like to thank all my colleagues, especially my Vice Chairman, Councillor Sarah Bailey, for their support throughout the year, for the lively and probing discussions and for their engagement and participation.

My thanks also go to our partners for their support in delivering quality services, and to the council staff for attending meetings and for ensuring that the scrutiny process remains effective and efficient.



Councillor J Cottee
Chairman



Councillor S Bailey
Vice Chairman

What we are responsible for?

The Partnership Delivery Group's remit is to:

- Make sure existing partnerships are effective, enabling them to grow and develop
- Help ensure partnership working is the norm to deliver synergy, better asset and resource utilisation, better value for money and remove duplication
- Forge public sector partnerships to deliver community benefits
- Develop future partnership working with both the public and private sector.

Our work this year

The Group's main work was to monitor the services of the Council's partners to help develop policy and consultation prior to Cabinet.

During this year the Group considered many service areas and issues within its scrutiny role, reviewing particularly:

- The Cooperation Agreement for Fleet Maintenance and Garage Services
- Nottinghamshire Wildlife Trust
- Building Control Agreement with South Kesteven District Council
- Metropolitan Housing Partnership
- Platform Housing Partnership
- Service Level Agreement with Trent Bridge Community Trust
- Grantham Canal Partnership with the Canal and Rivers Trust
- South Nottinghamshire Community Safety Partnership

Review of the Corporation Agreement for Fleet Maintenance and Garage Services.

The Group considered and commented on the performance of the Cooperation Agreement for Fleet Maintenance and Garage Service Provision that the Council had entered into with Nottingham City Council in 2014. The Executive Manager – Neighbourhoods advised that it was important to note that performance in the last year had been adversely affected by some changes in staffing levels and resources at Nottingham City Council, which had led to some areas of performance being negatively impacted on.

The Group received a presentation from the Head of Service for Parking, Fleet and Transport and the Commercial Operations Manager at Nottingham City Council and considered the performance indicators which had been revised for the fourth year of the partnership. The presentation covered:

- Nottingham City Council's Commercial Ethos
- Commercial Fleet – The Story so far
- The Origins of the Co-operation Agreement
- The Objectives of the Co-operation Agreement

- Scope of Services Delivered
- The Governance of the Co-operation Agreement
- Key Performance Indicators
- Issues and Improvements Made
- Streetwise
- Next Steps

Following the presentation, members of the Group were informed that an increase in the quality of materials meant that vehicles had an increased life span which created efficiencies and less frequent replacement of vehicles but that this did mean that there had to be an increase in the maintenance budget.

The Group were advised that Nottingham City Council had recently received £1.5 million in funding from DEFRA to fund electric vehicles. Members were also informed that charging points for electrical vehicles would be installed at the depot with the help of the funding from DEFRA. Members of the Group were also pleased to note that there were currently four apprentices working in fleet maintenance at Nottingham City Council.

The Group were pleased to endorse the work of the cooperation agreement partnership.

Nottinghamshire Wildlife Trust

The Environmental Sustainability Officer presented the report of the Executive Manager – Communities to report how the Council had been working with the Nottinghamshire Wildlife Trust to deliver the Rushcliffe Nature Conservation Strategy and Biodiversity gain in Rushcliffe. It was noted that Rushcliffe Borough Council had a Nature Conservation Strategy since 1995 that had been refreshed in 2010 and 2015 and was due for renewal in 2020. It was noted that the Nottinghamshire Wildlife Trust was making a significant contribution to delivering the nature conservation strategy in areas including:

- Promoting Landscape Scale Conservation to create a more resilient natural environment
- Promoting the maintenance and enhancement of nature reserves
- Promoting sympathetic land management for wildlife in rural and urban areas
- Supporting continuous surveying, monitoring and reporting of Rushcliffe's biodiversity
- Raising awareness of nature conservation issues
- Seeking to influence the impact of development on wildlife.

Ms Janice Bradley, Head of Conservation at Nottinghamshire Wildlife Trust, attended the meeting and delivered a presentation to the Group which focused on delivery of the service level agreement with the Council. The presentation covered the Service Level Agreement Targets, Sites and Outputs. The presentation also included information regarding training provisions, multiple output projects and the benefits to Rushcliffe in partnership working.

Following the presentation, the Group endorsed the Service Level Agreement with the Nottinghamshire Wildlife Trust provided excellent value of money for the Council with the wide-ranging services that it provided and welcomed how well it engaged

with volunteers and local schools. Members also welcomed the work that the Nottinghamshire Wildlife Trust had done in assisting to establish Friends' Groups at new nature reserves sites such as the lily ponds in Radcliffe on Trent.

Building Control Agreement with South Kesteven District Council

The Executive Manager – Communities presented a report to the Group to review the performance of the Building Control partnership with South Kesteven District Council that delivers Rushcliffe Borough Council's and Newark and Sherwood District Council's Building Control services through the East Midlands Building Control Consultancy. The Executive Manager noted that the partnership had been formed in 2014 between the three Councils in order to improve resilience and reduce costs and advised that the three Chief Executives of the Council's held meetings every six months in order to monitor the partnership and its performance.

A presentation was delivered by the Office Administration Team Leader and the two Lead Officers from the East Midlands Building Control Consultancy which covered the partnerships performance to date and an outline of future plans and initiatives. The presentation covered:

- The historical cost of building control
- The journey of East Midlands Building Control
- Fee earning services
- Non-fee earning services
- Discretionary services
- Our vision
- Market Share
- Customer feedback
- Staff
- How we work
- LABC Awards 2018

Following the presentation, the Group were informed that since the partnership was formed in 2014 the team had increased its resilience despite competition from private sector building control providers. With regard to the performance of the partnership, it was noted that for larger buildings and developments, drawings would reach East Midlands Building Control in stages and so it was hard for the team to monitor the speed in which applications were processed.

The Executive Manager – Communities advised that an email link to the East Midlands Building Consultancy was provided in correspondence with residents who applied for planning permission through Rushcliffe Borough Council as the Group were informed that it was exclusively the decision of the applicant to contact the consultancy regarding building control matters. The Group were pleased to note that electronic application forms and online methods of payment were available for residents and endorsed the work of the partnership.

Review of Metropolitan Housing Partnership

The Group considered the Council's partnership with Metropolitan Housing Trust and received a report and presentation on the company's work during 2017/18. It was

also noted that Metropolitan Housing had recently merged with Thames Valley Housing to form 'Metropolitan Thames Valley' who would be responsible for managing and administering more than a total of 57,000 homes in London, the South East, the East Midlands and the East of England.

The Group received a presentation from Beth Watson – Head of Housing (Midlands), Ruth Jennings – Head of Care and Support (Midlands) and Nicola Raffell – Housing Services Manager (Nottinghamshire). The presentation covered:

- People Powered Living
- Rushcliffe year at a glance
- New Homes in 2017/18
- Garage sites
- Maintenance
- Anti-social behaviour
- Rent arrears
- Partnerships
- Superkitchens
- Universal Credit
- The Future

Following the presentation, members of the Group considered and discussed many issues including the development of garage sites, parking on roads in the East Leake area and were pleased to note that Metropolitan Thames Valley were working in partnership with the University of Nottingham to set up dementia friendly cafes.

Members of the Group were concerned about the length of time that residents had to wait on the phone to report repairs. However, the Group were pleased to be informed about community walkabouts and asked that details of walkabouts, superkitchens and job clubs scheduled be circulated to members of the Group. The Group were pleased to endorse the work of the Metropolitan Housing Partnership for 2017/18.

Review of Platform Housing Partnership

The Strategic Housing Manager presented the report of the Executive Manager – Neighbourhoods which requested that members of the Group reviewed the performance of the Council's partnership with Platform Housing, (formerly Waterloo Housing) the second largest housing provider in Rushcliffe.

Jeff Plant, Assistant Director for Communities and Neighbourhoods, attended the meeting and delivered a presentation to the Group regarding performance across key service areas since the partnership was last scrutinised. The presentation covered:

- Introduction
- Rents
- Welfare Reform
- Voluntary Right to Buy
- Lettings
- Independent Living

- Developments
- Stock Improvements and Responsive Repairs
- Contact Centre
- Complaints
- Anti-Social Behaviour
- Estate Management

Following the presentation the Group asked several questions regarding how residents were able to find a home. Officers clarified that all properties were initially advertised through the Choice Based Lettings Scheme and then via Platform Housing. It was noted that five new dwellings were planned for 2019. The Assistant Director - Communities and Neighbourhoods confirmed that a new Chief Executive was due to start in post later in the year and alongside the merger with Fortis Living, could present increased opportunities for more housing to be delivered within the Borough through S106 agreements. The work of the partnership was endorsed by the Group.

Review of Service Level Agreement with Trent Bridge Community Trust

The Principal Community Development Officer presented the report of the Executive Manager – Communities which provided the Group with an opportunity to review the partnership and service level agreement with the Trent Bridge Community Trust. It was noted that in June 2016, Cabinet supported the extension of the Positive Futures programme from January 2017 to December 2020 at the cost of £110,000 per annum and that in January 2018 Cabinet supported the delivery of the YouNG Project at a cost of £82,000 per annum which focused on employability, work experience and YouNG Markets which took place throughout the Borough.

The Community Projects Manager, the Senior Youth Project Officer and the YouNG Project Officer represented the Trent Bridge Community Trust and delivered a presentation to the Group on performance covering the period 2017/18. The presentation included:

- Team 2019
- Projects
- Positive Futures – Sport
- Positive Futures – Mentoring
- YouNG
- Ready4Work
- Celebration Event 2018

Following the presentation, members of the Group suggested that the Trust could attempt to re-engage with Brookside Primary School in East Leake and explore if the Service Level Agreement be amended to include the village of Ruddington. The Group praised the YouNG Project and the Ready4Work element of the Trent Bridge Community Trust.

Grantham Canal Partnership with the Canal and Rivers Trust

The Service Manager – Transformation presented the report of the Executive Manager – Operations and Transformation which provided the Group with an update on the delivery of the Council's partnership with the Canal and Rivers Trust. It was noted that the Service Level Agreement included that the Canal and Rivers trust would maintain the surfaced multi-user path and verge, pedestrian and cycle routes and to maintain street furniture including bins and motorcycle barriers.

The Canal and Rivers Trust National Contracts Manager delivered a presentation to the Group which focused on the outcomes of the Service Level Agreement with the Council. The presentation covered:

- Introduction
- Waterways and Wellbeing
- The Trusts Finances
- The Trust in the East Midlands
- The Trust in Rushcliffe
- Delivering Contract Work
- Service Level Agreement Improvements
- Volunteer Partner Groups
- Towpath Taskforces
- Grantham Canal Heritage Initiative
- Hickling Hut Restoration

It was noted that the Trust would invite local Councillors to celebrate the Hickling Hut restoration project which was currently taking place. The Group were pleased to note that the Trust actively sought community engagement and volunteers to assist with projects and refurbishments including the Friends of the Lady Bay Canal Group.

Review of the South Nottinghamshire Community Safety Partnership

The Executive Manager – Neighbourhoods presented the report which detailed a review of the South Nottinghamshire Community Safety Partnership (SNCSPP). It was noted that the Partnership covered the administrative areas of Rushcliffe, Broxtowe and Gedling. The Executive Manager advised that the statutory and voluntary partners who participated in the SNCSPP aimed to reduce crime and disorder, anti-social behaviour and to promote healthy and safer communities.

Inspector Craig Berry of Nottinghamshire Police delivered a presentation to the Group which had a particular focus on stakeholder engagement. The presentation covered:

- Statements about demands on policing
- Recorded incidents vs recorded crime
- Rushcliffe year to date crime data
- Community engagement
- Partnership Delivery

As there was a nationwide increase in fly-tipping, the Group were concerned about tradesmen who left their unused materials in a customer's home which could

encourage fly tipping. The Group also asked questions regarding the levels of theft in shops within the Borough. Inspector Berry stated that there were currently 14 shops in West Bridgford signed up to the very successful 'shop watch' scheme and was hopeful that the scheme would expand into other areas in Rushcliffe such as Keyworth.

Member Panels

The Group did not establish any Member Panels this year.

Call-ins

The Group did not discuss any call-ins this year.

Looking forward to the year ahead

Following the review of the Council's scrutiny functions in 2018/19, all members of scrutiny are looking forward to developing the new arrangements over the coming year.

Performance Management Board

Chairman's Foreword

This annual report summarises the main work undertaken by this scrutiny group during the year. Effective scrutiny ensures that the Borough Council carries out its decision-making properly, underpinned by thoroughness, challenge, analysis and evaluation and results in quality services.

We have explored the Council's performance against its strategic tasks and key performance indicators. I am confident that our work over the last year has improved Council performance. There have been many areas of strength, balanced against areas where improvement and development are needed. Our work has been rewarding and fulfilling. The role of an 'overseer' and 'surveillance' helps the Council to maintain its high standards and value for money in these current difficult financial times.

Thank you to all my colleagues, especially my Vice Chairman, Councillor John Thurman, for the lively and probing discussions, and for their engagement and support.

Councillor Neil Clarke
Chairman



Cllr Neil Clarke
Chairman



Cllr John Thurman
Vice Chairman

What are we responsible for?

The Performance Management Board's remit is to scrutinise performance including:

- Monitoring the Council's overall performance.
- Monitoring performance of specific services and ensuring the Council uses resources effectively.
- Overseeing the handling of complaints.

Our work this year

Monitoring services, helping develop policy and consultation before Cabinet

During the year, the Group considered many service areas and issues within its scrutiny role, particularly:

- East Leake Leisure Centre Annual Report
- Civil Parking Enforcement Contract
- Planning Enforcement Annual Review
- Parkwood Leisure Contract Annual Review
- Equality and Diversity Annual Report
- Environmental Health Enforcement Review
- Glendale Golf Annual Review
- Streetwise Environmental Ltd Annual Report

Performance Monitoring

An important aspect of the Board's work is to monitor the Council's performance against its key performance indicators and strategic tasks. As part of the Council's performance management framework, the Board scrutinises performance every quarter. Exceptions and highlights are identified and the Board ensures that appropriate action is taken to bring under-performing tasks and indicators back on track. Some of the issues arising from performance reports discussed this year include:

- Tasks and performance indicators in the Corporate Strategy 2016-20
- The number of fly tipping incidents
- Planning applications processed within target
- Planning appeals allowed against the Authority's decision
- Average waiting time of applicants rehoused by Choice Based Lettings
- Number of affordable homes delivered
- Councillors' Community Grant Scheme

The Board were also presented with the results of the Council's Residents Survey undertaken in summer 2018.

The Board expressed concern in respect of the number of performance measures they were being asked to consider on a quarterly basis and requested that a separate Task and Finish Group be set up to consider how to monitor the performance of the Council and its delivery of the new Corporate Strategy.

East Leake Leisure Centre – Carillion Annual Report

In June 2018, the Board were informed that the Carillion, who had been managing the contract had gone into administration in January 2018 and that East Leake School Ltd who operated the PFI contract had worked closely with the administrator to ensure that service delivery and staffing remained consistent throughout the period of uncertainty. Members of the Board were informed that Mitie had been appointed as the new provider to deliver leisure services at East Leake Leisure Centre.

The Manager of East Leake Leisure Centre, Mr Ben Neath, and Senior Facilities Manager – Mitie, Mr Edward Surplice, attended the Board meeting and provided a presentation on the Leisure Centre's performance and the future delivery of leisure services at East Leake Leisure Centre.

Mr Neath reported that the Leisure Centre was performing well with steady increases in gym membership and uptake of swimming lessons adding that customer satisfaction from monthly returns was 93% from 292 comments.

Mr Surplice provided members with an overview of Mitie and the services that they provided and advised that the transfer of the contract had gone smoothly and that the majority of leisure centre staff employed with Carillion had had their contracts transferred to Mitie on similar terms and conditions. Mr Surplice advised the Board that improvements to the reception area, changing rooms and all weather pitches were being considered. Members were pleased to know that there were no plans to re-brand the facility as Mitie and that the 'Energise – East Leake Leisure Centre' banner would remain in place.

Civil Parking Enforcement Contract

The Board received the progress report on the work of the Civil Parking Enforcement Contract in partnership with Nottinghamshire County Council and the other district council's in the county. Members were advised that during 2017/18 a number of changes had been introduced including the implementation of the Council's first off street car parking strategy, short stay provision in two Bingham car parks and the planned introduction of Ringo which would provide users with the option to pay for parking via their mobile device. The Board were informed that future plans including the installation of electric charging points and an increased commitment to offering short stay parking solutions in towns and villages within the Borough. The Board noted that the Council was keen to be awarded the Park Mark Safe Parking Award by improving lighting and cutting back trees and shrubs to ensure car parks were safe for users at all times.

Members of the Board were pleased to see the introduction of short stay parking in order to support economic growth in towns and villages across the Borough. The Board were also pleased that there was potential for further joint working with other local authorities, which would potentially see a reduction in management costs. The Board added that they looked forward to reviewing this issue next year and reviewing the longer term effects of the changes to parking arrangements that have been introduced.

Planning Enforcement Annual Review

The Board received a presentation that provided information on the delivery of the Council's Planning Enforcement functions, procedures and investigations of alleged breaches of planning control. The Board were advised that although Planning Enforcement was discretionary, failure to act promptly to complaints regarding alleged breaches would impact on public confidence of the planning service, as well as the reputation of the Council as a whole.

The Board advised that they were aware of three incidents of alleged breaches. The Service Manager – Communities acknowledged this and agreed to follow up the alleged breaches and for the level of responses to enquiries to be reviewed.

It was noted and recommended that all Councillors receive a Planning Enforcement workshop as part of their ongoing training programme, following the induction of new Councillors after the elections in May 2019.

Parkwood Annual Report

The Board were provided with a report on the Parkwood Leisure contract for the period, July 2017 to June 2018 and noted the following highlights:

- Growth in both gym and swim memberships
- Increase of 147,926 visits on previous year
- Launch of Parkwood radio and new fitness/booking app
- Investment in virtual classes to increase availability
- Customer satisfaction rating of 93%

A presentation was delivered by Alex Godfrey and Luke Colaluca from Parkwood Community Leisure, which provided the Board with a summary of the performance of the contract across the four leisure centres; Rushcliffe Arena, Bingham, Cotgrave and Keyworth.

In summary, the Board was informed about the growth in leisure centre users and the extensive range of clubs, classes and activities across the four sites and the increase in community activities such as blood donation sessions, markets and conferences. Members were advised that to meet increasing demand Rushcliffe Arena was now open at 6.00am each morning. In addition, it was reported that leisure centre staff had noticed a customer migration from Keyworth and Cotgrave to the Arena over the course of the year, presumably making use of the modern facilities and the central location of this site.

The Board were informed that despite targeted marketing campaigns, trial sessions and a close working relationship with the bowls club, membership had dropped again from 250 members to 149. Despite this underutilisation, specialist matting had been purchased to protect the flooring and enable the space to be used for other activities.

Other planned improvements included developing a swimming lesson growth strategy to retain a greater proportion of children learning to swim as they progress through the different grading levels, more advanced methods access controls to facilities and the achievement of ISO 45001 Health and Safety accreditation.

The board questioned who held responsibility for setting the strategic objectives within the contract and requested whether a target that better fitted reality could be set for the financial objective. They also questioned the customer satisfaction target, which was regularly exceeded. The Executive Manager – Operations and Transformation advised that these would be discussed with colleagues and reported back to the board.

The Board asked about the GP referral process and who ensured that the goals of the scheme were met. The General Manager advised that the GP's themselves follow up the referrals, but that Parkwood were in the process of extending their GP referral work by training more staff and hiring one of their treatment rooms to the Rushcliffe Livewell team to facilitate greater access through the GP referral scheme.

Members endorsed the way in which Parkwood was fulfilling its contract with the Council and welcomed the innovative ways it was using to encourage attendance which would impact positively on the health and wellbeing of local residents.

Environmental Health Enforcement

A presentation was delivered to the Board on the Council's Environmental Health Service and its various enforcement functions, including environmental protection, community safety, food safety, health and safety at work and private sector housing and the Council's licensing functions.

It was noted that the enforcement work undertaken by the Environmental Health team operated underneath the Council's Corporate Enforcement Policy and was supported by national guidelines and statutes. The Board were informed that the majority of the work undertaken by the team was based around advise and education and that enforcement was usually a last resort.

The Environmental Health Manager reported on a number of successful fly-tipping prosecutions and fixed penalty notices issued for graffiti and flyposting.

The Board noted that there were 818 food premises in the Borough and inspections were based on risk. The Environmental Health Manager advised the Board that the Food Hygiene Inspection Scheme was not mandatory but that there were calls in the profession to make it such. The Chairman requested that a letter be sent on behalf of the Board supporting the campaign to make food hygiene inspections mandatory.

The Board were informed about the Primary Authority scheme and explained that the Council was now the Primary Authority for Boots and Jury's Inn nationwide meaning that these companies could access assured independent advice for incidents of food safety and health and safety wherever they happen in the country.

The Board were concerned that the number of fixed penalty notices issued for dog fouling were not higher given the extent of the problem within the Borough. The Environmental Health Manager explained that it was very difficult to catch people without first hand evidence and it was difficult to prove who was responsible for the mess. The Board asked the Executive Health Manager to consider what further education and communication campaigns could be undertaken to reduce the number of cases of dog fouling and fly-tipping but also increase the number of convictions in both cases.

The Board endorsed the work undertaken by the Environmental Health Service in respect of enforcement action.

Equality and Diversity Annual Report

The Board received the Diversity Annual Report which sets out the Council's performance against the objectives in the Single Equality Scheme during 2017/18. The information contained in the report compared the demographic information for the Borough and the latest census information with that of the workforce.

The Strategic Human Resources Manager advised the Board that as a public sector employer the Council was expected to be an exemplar in this area. However as reported in previous years, the Council's workforce does not reflect the ethnicity of the Borough, though there were policies in place to encourage applications from underrepresented groups when vacancies are advertised. In addition, the age profile of council staff was in line with other local authorities, but Rushcliffe had seen an increase in the number of under 25's due to our growing apprenticeship scheme. The number of disabled employees remained static and the Human Resources Manager reminded the Board that the Council was a Disability Confident Employer.

The Human Resources Manager talked the Board through the Council's Gender Pay Gap Statement and in response to questions raised by the Board provided further information and explanation with regard to the breakdown of beneficiaries of bonuses and how gender affects these, and the breakdown of the workforce by gender and type of job role.

Members were pleased with the range of training courses undertaken by staff, and questioned what follow up sessions or monitoring was done to establish the impact of having attended the training. The Human Resources Manager provided reference to the annual appraisal process for staff and how this is monitored throughout the year.

Glendale Golf/Edwalton Golf Course Contract – Annual Review

The Board worked closely in partnership with Glendale Golf and Lex Leisure throughout the year to support them in improving the performance at Edwalton Golf Course. Tom Brooke, Glendale Golf, and Luke Colaluca, Lex Leisure, jointly delivered a presentation to the Board summarising the performance of the Edwalton Golf course during 2018/19.

It was reported that customer satisfaction levels were higher than had been reported in previous years, outlining an ambitious programme of developments for 2019/20, including a stronger relationship with the local leisure centres run by Lex Leisure, improved use of social media, developing a GP golf referral scheme, and member of the month awards.

The Chairman of the Board asked about the national decline in golf. Mr Brooke explained that the industry had built too many golf courses in the 1990's in line with the then increase in golf participation. He advised the Board that current trends and demands were different and in order to survive golf needs to become more family-orientated.

Members questioned the low number of female club members and asked what the management were doing to encourage more women. Mr Colaluca explained that the club were very aware of this issue and had developed a range of activities to encourage more female participation. Members questioned what was being done to encourage younger players, Mr Colaluca updated the Board about the use of junior golf sessions, wee nippers and scragg golf sessions were being held weekly at Edwalton School.

Members were pleased with the performance of the Golf Centre and welcomed the increase usage of both the course and the facilities, room bookings, including regular weekly slots, were increasing as well as Glendale's activities to engage with the community to increase participation.

Review of Streetwise Environmental Ltd for 2017/18

At its March meeting, the Board received a presentation summarising the performance of Streetwise Environmental Ltd of their delivery of the Council's street cleansing and ground maintenance functions under the prime contract arrangement. The presentation provided information on the performance of Streetwise over the last year and on the Company's future plans. The Managing Director, John Scott-Lee provided an overview of the Streetwise contract highlighting:

- The colourful summer bedding display in West Bridgford
- The efficient removal of fly-tipping despite an increase in cases
- The illuminated Christmas trees in West Bridgford
- The support of many large events in Rushcliffe
- Key performance indicators
- Staff training

The Managing Director provided the Board with some contextual information such as the number of square metres of open spaces maintained, the kilometres of roads swept and the tonnage of litter and fly-tipping removed each year.

The Board were informed about the key initiatives Streetwise had undertaken to develop the company in the past year including the multi-skilling of staff. Other example initiatives focused on improving the local community including the introduction of a graffiti wall, village litter pickers, allotments and Christmas collections.

Members of the Board raised specific questions about the financial information contained in the report and were advised by the Service Manager – Neighbourhoods that the increases were due to standard inflationary increases as well as additional sums to cover the increase in fly-tipping and additional land acquisitions that will need covering as part of the prime contract.

Members enquired about the timescales for vacating the Depot and were advised that the company was aiming for September but that no firm date had been set by the Council.

Members of the Board are looking forward to monitoring performance throughout next year as well as the opportunities for growth and challenges provided by the move of operations from the Abbey Road Depot.

Member Panels

The Group did not establish any Member Panels this year.

Call-ins

The Group did not discuss any call-ins this year.

Looking forward to the year ahead

Following the review of the Council's scrutiny functions in 2018/19, all members of scrutiny are looking forward to developing the new arrangements over the coming year.