



Overview and Scrutiny Committee Agenda

Wyre Borough Council
Date of Publication: 24 February 2017
Please ask for : Peter Foulsham
Scrutiny Officer
Tel: 01253 887606

**Overview and Scrutiny Committee meeting on Monday, 6 March 2017 at
6.00 pm in the Council Chamber, Civic Centre, Poulton-le-Fylde**

1. Apologies for absence

2. Declarations of interest

Members will disclose any pecuniary and any other significant interests they may have in relation to the matters to be considered at this meeting.

3. Confirmation of minutes

(Pages 1 - 4)

To confirm as a correct record the minutes of the meeting of the Overview and Scrutiny Committee held on 6 February 2017.

Please note that the appendix to the minutes of 6 February 2017 has not been republished.

4. Annual Community Safety Report

(Pages 5 - 10)

The Head of Environmental Health and Community Safety, Neil Greenwood, has submitted a report, which will be presented by Mr Greenwood and the Neighbourhood Services and Community Safety Portfolio Holder, Councillor Roger Berry.

Councillors will be invited to comment and ask questions.

5. Performance - The Council's Business Plan 2016-17

(Pages 11 - 12)

The Service Director Performance and Innovation, Marianne Hesketh, has submitted a report, the 3rd Quarter Performance Statement 2016/17, October – December 2016.

6. Report of the Domestic Abuse Task Group

(Pages 13 - 40)

Councillor Natalie Reeves, task group Chairman, has submitted the task group's draft report and recommendations for the consideration

and endorsement of the committee.

7. Report of the Food Hygiene Task Group (Pages 41 - 60)

Councillor Kerry Jones, task group Chairman, has submitted the task group's draft report and recommendations for the consideration and endorsement of the committee.

8. Overview and Scrutiny Work Programme 2016-17 - update report (Pages 61 - 62)

The Service Director Performance and Innovation, Marianne Hesketh, has submitted a report, updating the committee about the delivery of the Overview and Scrutiny Work Programme.

9. Date and time of next meeting

Monday 10 April 2017 at 6pm.



Overview and Scrutiny Committee Minutes

Notes of the meeting of the Overview and Scrutiny Committee held on Monday 6 February 2017 at the Civic Centre, Poulton-le-Fylde.

Committee members present:

Councillor I Amos
Councillor R Amos
Councillor E Anderton
Councillor C Birch
Councillor Fail
Councillor Hodgkinson

Councillor Ibison
Councillor Jones
Councillor Ormrod
Councillor Robinson
Councillor Smith
Councillor Michael Vincent

Officers present:

Rea Psillidou, Planning Policy and Economic Development Manager (for Agenda Item 5)
Peter Foulsham, Scrutiny Officer

Others present:

Dr Tony Naughton, Clinical Chief Officer, Fylde and Wyre Clinical Commissioning Group (for Agenda Item 4)
Kate Hurry, Head of Communications, Engagement and Development, Fylde and Wyre Clinical Commissioning Group (for Agenda Item 4)
Councillor Pete Murphy, Planning and Economic Development Portfolio Holder (for Agenda Item 5)
Alderman Roger Brooks
Alderman Gordon McCann.

OS.61 Apologies for absence

Apologies for absence were received from Councillors Reeves and Matthew Vincent.

OS.62 Declarations of interest

Councillor Ibison declared an Other Significant Interest in Agenda Item 5 (Local Plan) because a member of his family had recently submitted a planning application.

OS.63 Minutes of last meeting

RESOLVED that the minutes of the meeting of the committee held on 9 January 2017 be confirmed as a correct record.

OS.64 2030 Vision for Health and Care in Wyre – an update on progress

Dr Tony Naughton, Clinical Chief Officer, Fylde and Wyre Clinical Commissioning Group, made a presentation about the progress that had been made over the past three years towards the 2030 vision that had been agreed in 2014. His full presentation, including explanatory notes, is attached to these minutes as an Appendix.

In response to questions posed by members of the committee Dr Naughton agreed that A&E departments were not always being used appropriately, but it was equally important that people who really needed that service were not discouraged or turned away. He also agreed that the effective coordination of care packages was essential if the outcomes were to be positive, and noted that coordination across boundaries was not always straightforward.

Members raised the issue of social isolation, and made the point that it was difficult to identify people who were socially isolated. Dr Naughton said that it was only of value to identify people if there were solutions to suggest; a Directory of over four hundred organisations had been compiled in Blackpool. The Chairman, Councillor Michael Vincent, suggested that ways of making better use of the Directory might be explored, Dr Naughton responding by saying that he would be very happy to consider options with Garry Payne (Chief Executive) or Mark Broadhurst (Service Director Health and Wellbeing).

The Chairman asked that steps be taken by the CCG to keep councillors up to date when significant changes were made.

RESOLVED that

- (i) The CCG be asked to arrange a meeting with Wyre officers to consider a joint approach to promoting solutions for people who are socially isolated
- (ii) The CCG be invited to participate in regular update meetings with Wyre Council's scrutiny officer and councillors
- (iii) Dr Tony Naughton and Kate Hurry be thanked for attending the meeting and for their informative presentation.

OS.65 Local Plan – report on progress

The Planning Policy and Economic Development Manager, Rea Psillidou, presented a report to update the committee about the progress of the Local Plan.

Miss Psillidou said that, despite difficulties over the past twelve months, good progress has been made with Lancashire County Council on the highways report since November. The final Report was expected to be received by the end of February. Once the final highways position is established there is need to engage with the Local Education Authority and the Clinical Commissioning Groups in relation to the Infrastructure Plan. There might also be issues to resolve with Natural England in relation to the Habitat Regulation assessment.

The Planning and Economic Development Portfolio Holder, Councillor Pete Murphy, confirmed that the council was doing all that is could. There were also a number of other councils in Lancashire who were still awaiting reports about highways, so Wyre was not alone.

In response to questions from councillors Miss Psillidou said that future public consultation was unlikely to cause the same slippage in deadlines as previously as it was unlikely that there would be the same level of response again. She added that some potential sites shown at the last consultation would be ruled out because of constraints. This means that the scale of housing that could be delivered in Wyre was likely to be less than the unconstrained housing Objectively Assessed Need (OAN) figure of 9,580 over the plan period (2011-2031).

RESOLVED that

- (i) Miss Psillidou and Councillor Murphy be thanked for attending the meeting and for the report, and
- (ii) That the report be noted.

OS.66 Overview and Scrutiny work programme 2016-17

The Chairman, Councillor Michael Vincent, introduced the report that had been submitted by Marianne Hesketh, Service Director Performance and Innovation.

The Chairman explained that the council's waste contract was for eight years with an option to extend for a further eight years. It was an appropriate time to carry out a review of the current arrangements, alongside an officer review. Following his proposal, the committee agreed to commission a task group to commence in March.

The Chairman was concerned that a number of people, who were often older more vulnerable residents, were being targeted by people carrying out scams and doorstep crimes. The committee requested further information from Trading Standards officers at Lancashire County Council about their work, the extent of such scams and doorstep crime and what preventative action might be taken.

The committee requested a report from the Head of Engineering Services about the proposed parking strategy, which was due to be considered by the Cabinet in March.

A question was asked about the council's underperforming assets, with particular mention being made of the Marine Hall. The committee requested that they receive a report on this subject, which had not been considered by the committee for three years.

RESOLVED that

- (i) A task group on the council's waste contract be set up, with all non-Executive councillors being invited to express an interest in taking part
- (ii) A report on scams and doorstep crime be requested from Trading Standards at Lancashire County Council
- (iii) A report on the new parking strategy be requested from the Head of Engineering Services
- (iv) A report on the council's underperforming assets be requested from the Service Director Health and Wellbeing

OS.67 Date and time of next meeting

RESOLVED that the next meeting of the committee be held at 6pm on Monday 6 March 2017 at the Civic Centre, Poulton-le-Fylde.

The meeting started at 6pm and finished at 7.59pm.

Report to the Overview and Scrutiny Committee
Monday 6 March 2017

ANNUAL COMMUNITY SAFETY REPORT

SCOPE

Research and analysis for this document has been focused on the local priority areas and significant threats. Multi-agency data has been used to provide an objective understanding of key issues. This information has been obtained on the 8th February 2017, unless stated otherwise. Analysis is focused upon the Wyre CSP Priorities for 2016/17, which are:

- Anti-Social Behaviour
- Violence against the person
- Domestic Abuse
- Substance Misuse – Alcohol
- Road Safety

In addition the report will outline areas of work undertaken by the partnership during 2016-17.

SUMMARY of CRIMINAL ACTIVITY

- All crime is showing a year on year increase.
- Violent crime has continued to increase – this is similar across Lancashire.
- Reports of domestic abuse continue to increase.
- 42% of domestic abuse offences were alcohol related.
- Recording of alcohol related crime has increased – although recent months are showing a reduction.
- Year to date increase in all ASB, but more recently there have been reductions.
- Other threats – there has been an increase in sexual offences – this has been seen across Lancashire.

Performance Update

Category	YTD Performance 2016-17*	Performance Description
<i>All Crime</i>	+9.8% (+408)	The last 2 months have shown small reductions compared to the same period last year. All crime across Lancashire has increased by 10.5% YTD.
<i>Domestic Incidents</i>	-2.4% (-26)	The number of reported incidents has continued to reduce compared to last

<i>Domestic Abuse Crimes</i>	+40.2% (+164)	year. There has been an increase in January from the previous 2 months – which is not the norm at his time of year. Previous years has seen the number of crimes reduced post Xmas. The number of DV assaults continue to increase compared to previous years. This is replicated across Lancashire.
<i>Domestic Assault Crimes (DV)</i>	+31.3% (+87)	As with the above, increases continue to be seen both locally and across Lancashire. Harassment offences have increased by 81%.
<i>Violence against the person</i>	+24.6% (+270)	Although there is a YTD increase, the monthly totals have been reducing since August.
<i>Alcohol related crime</i>	+5.4% (+38)	The last 3 months have all shown small reductions compared to the same period last year. The current forecast suggests a similar annual total to last year.
<i>Anti-social behaviour</i>	+1.5% (+53)	There have been no fatalities YTD, and serious injuries have reduced from 49 to 38. Slight injury casualties have also reduced by 31% - from 220 to 152.
<i>Road safety (KSI's)</i>	-24% (-12)	

Quarterly Statistics for the period from November 2016 to January 2017 in respect of 4 of our priorities.

1) Violence against the person (VAP)

There has been a small **increase of 9% (+31)** compared to the same period last year. The increases are all **non-injury assaults** – both domestic and non-domestic related. Injury assaults have remained similar, whilst there has been a small increase in harassment (+4).

2) Domestic Abuse

13% (n=163) of all crimes were DA related during this period – this is similar to the previous reporting period. The levels of reported DA has continued to be at its highest during the last 4 years.

3) Substance Misuse – Alcohol

15.6% (n=196) of all crime during this period were alcohol related. This is a similar proportion to the same period last year. Year to date, 2016/17 has seen the highest number of alcohol related offences recorded during the last 3 years – this is consistent across Lancashire. Of note, the number of alcohol related offences per month has been reducing since the summer months.

4) Anti-Social Behaviour (ASB)

There has been a **reduction of 8.7% (-75)** during this period compared to last year, from 859 to 784. December (n=243) had the lowest monthly total recorded during the last 3 years.

Emerging trends / other threats.

Reporting of sexual offences has increased notably since the summer months. All sub categories of sexual offences (rape, sexual assault and sexual offences on children under 16) are showing an increase – this is similar across Lancashire.

A number of offences linked to children relate to social media and the sending / requesting images and video chat – as these are classified as sexual activity. A quarter of the offences reported during the period were non recent all relating to rape or sexual assaults (when at the time of these offences the victims were under 16 year of age.)

Community Safety Partnership Work.

Early Action.

Within Wyre there are a number of complex cases involving individuals that have an impact on a number of different agencies including justice and health professionals. Early action is seen as a key mechanism for all the agencies to discuss the case and agree the most appropriate interventions for these cases to get the best outcome for them and the agencies.

CCTV.

Following the award of grant funding by the Police And Crime commissioner's office during 2015/16, all the camera's in Fleetwood's CCTV system were replaced during the summer of 2016 and one additional camera was installed in Poulton thus future proofing the system for a further 5 years. CCTV monitoring in both Wyre and Fylde is undertaken by volunteers from the control room at the civic centre. A strong relationship exists between the CCTV control room and the police and is a highly respected service.

Under Age - Test Purchasing of Alcohol.

The partnership have provided funding for undertaking a number of test purchasing initiatives organised by the police, to identify which licensed establishments are providing alcohol to under aged individuals. The information is shared with the Licensing Section at Wyre Council and appropriate action taken against those premises found to be supplying alcohol to minors.

Dementia Buddies.

The partnership have purchased dementia Buddies which are a wrist band which can be used to track the whereabouts of the wearer. It is hoped these can provide piece of mind to the relatives of the wearer, but also reduce the amount of time the police spend looking for missing persons who have the dementia condition and have gone missing.

Inspire – Conference in January 2017.

Inspire are the service providers here in Wyre, for people trying to recover from addiction to alcohol and or drugs. The conference highlighted the importance of creating a community where recovering addicts can mix to obtain peer to peer support. Inspire are working closely with a number of providers to help create a culture of recovery. This work is crucial to reducing alcohol related crime.

Complex Needs.

The Partnership have applied for and been awarded grant funding from the police and crime commissioner to assist in the employment of a support worker to individuals with complex needs. People with complex needs include individuals who have just come out of prison, women coming out of a refuge, people with mental health issues and young adolescents with no support. If an individual has no money, no home and no food they are likely to suffer the same problems as before. If we can intervene and help set them up with food, a home and appropriate benefits, it gives the individual the best possible chance of a fresh start.

White Ribbon Campaign.

Together with Lancashire Authorities and the Police and Crime Commissioner's Office Wyre Council promoted the White Ribbon campaign through social media during November and December 2016, as part of the 16 days of action to raise awareness about domestic violence. The campaign encourages men to Wear a white ribbon, which means that they believe domestic violence is never acceptable. The aim of the campaign is to create a culture where domestic violence is seen to be socially unacceptable. As part of the campaign Wyre Council, Health & Safety enforcement officer visited businesses in Wyre with large numbers of employees, outlining their responsibility to their employees.

Community Consultation Events.

The neighbourhood Policing teams have held a number of community events aimed at promoting areas of community safety.

2 & 3 of April the theme for the event was securing your shed and outbuildings.

16 & 17 July the theme of the event was around keeping your house secure.

9 & 10 October the theme of the event was around high visibility on the roads.

10 & 11 December the theme of the event was around driver safety.

The events all occurred at Asda and Freeport in Fleetwood and Cleveleys plaza at the bottom of Victoria Road West on the sea front.

By Neil Greenwood – 20 February 2017.

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Report of:	Meeting	Date	Item No.
Marianne Hesketh, Service Director Performance and Innovation	Overview & Scrutiny	6 March 2017	5

<p>Council Business Plan – 3rd Quarter Performance Statement 2016/17</p> <p>October– December 2016</p>

Summary

The dashboard style report (attached) gives a quick reference to quarterly progress against the council’s business plan projects and measures, along with commentary where issues have been identified.

During the period from October to December 2016 (quarter 3), excellent progress has been made. Twelve of the Business Plan projects are progressing well and as reported last quarter the Garstang Leisure and Swimming Centres project has been delivered successfully, with good reviews. The Local Plan continues to experience major issues according to intended timescales and further information on the project is summarised in the ‘Comments and Issues – Projects’ section of the attached report.

Of the sixteen performance measures reported six of the measures show an improvement in performance and seven are either not significantly different to previous year’s performance or they are not directly comparable. Three measures show a decline on previous reported performance. One of these measures relates to the number of people on out of work benefits and the remaining two are measures taken from the [results](#) of the Life In Wyre Resident Survey 2016 regarding satisfaction with council services. Commentary on these is given in the ‘Comments and Issues - Measures’ section of the report.

Full progress information on the business plan projects and measures can be accessed online via the hyperlinks embedded within the report by clicking on the relevant project or measure title. *(Please note these links do not work for the general public, however information will be made available on request)*

Report Author: Sara Ordoñez Tel 01253 887267 sara.ordonez@wyre.gov.uk

arm/o&s/cr/17/0603so

Projects	
We will improve economic growth, housing and employment through delivery of:	R
<ul style="list-style-type: none"> A new Local Plan A new Local Growth Plan /Local Economic Development Strategy 	G
We will work closely with Fleetwood Town Council to support "Team Fleetwood" and other initiatives to rejuvenate Fleetwood town centre	G
We will restore the Mount and its Gardens in Fleetwood	G
We will construct the Rossall Sea Defence Scheme	G
We will promote the new Enterprise Zone at Hillhouse International Business Park at Thornton	G
We will work with our partners (LCC, Health, Police and Voluntary sector) to support integrated wellbeing, prevention and early help services to reduce demand on specialist services	G
We will develop a programme of work to promote healthy choices and healthier lifestyles to keep people well through better use of our leisure centres, recreational facilities, parks and open spaces	G
We will deliver improvements to the Leisure Centre and Swimming Centre in Garstang by September 2016	B
We will develop support services to help people to stay in their own home	G
We will support Elected Members and Parish and Town Councils to improve neighbourhoods through empowering communities and encouraging active citizenship	G
We will continue our programme of work to maximise the use of our assets	G
We will explore external funding opportunities to help deliver future priorities	G
We will develop our staff so that they can effectively respond to current challenges	G

Comments and Issues - Projects

Local Plan – Whilst work is progressing there are continuing delays in completing the highways evidence due to the failure of Lancashire County Council (LCC) to provide an adequate and timely response, which has meant that the housing requirement in the Local Plan cannot be finalised. A further draft report was received from LCC at the end of October. Queries with the report resulted in a series of meetings with LCC and good progress has been made. There has been ongoing engagement with parish/town councils and ward members and this will still be required due to changes in the highway position and scale of development in various parts of the borough.

The Strategic Flood Risk Assessment (SFRA) Level 2 report is now complete and has been approved by the relevant agencies. The addendum to the Report is advancing but subject to delays due to the requirement for further work around mitigation and contributions to support development.

The published timetable for the emerging [Local Plan](#) is due to be updated in February once critical evidence is complete.

Restoration of the Mount and its gardens in Fleetwood – The council has been successful in securing £142,900 from the Heritage Lottery Fund (HLF) and the Big Lottery Fund (BIG) for the development of a proposal to transform the landward side of the Grade II registered gardens, including pavilion, rose garden and gate lodge, to its original Victorian landscape. Further activity and community engagement are planned for later in the year to help shape plans for the site before a second application is submitted to the HLF in 2018 for the full project, totalling around £2.4 million.

Integrated wellbeing, prevention and early help services – The council has been awarded extra funding to implement innovative new approaches to prevent homelessness. As part of a joint bid submission (from the Fylde Coast Authorities) to the Department for Communities and Local Government, we will be one of a number of Homelessness Prevention Trailblazer Areas to be established across England to fundamentally reform the response to homelessness. Wyre will be commissioning services for those with complex needs and there will also be a rent bond scheme. The joint bid is worth £607,000 in total.

Engagement Campaign –The ‘Together we make a difference’ network was approved by Cabinet on [19th October](#). The network will be launched on 19th January to elected members providing an opportunity to understand how they can champion and identify high level community priorities in their wards for referral to the network. Stakeholder events will be launched in quarter 4.

Measures	Actual	Direction
Number of additional houses built (net cumulative)	371	▲
Number of affordable dwellings built	63	▲
Number of businesses supported	326	▲
Number of businesses registered with Wyred Up (cumulative)	4,702	▲
Out of work benefit claimant count	1,030	▲
Town centre vacancy rates	7.78%	◀▶
Excess weight in adults (obesity & overweight measure)	65.0% (13/15)	◀▶
Excess weight –child 10-11 years(obesity & overweight measure) ANNUAL	34.6% (14/15)	
Number of referrals for early action	13	◀▶
% clients enabled to remain living in their own home (Care & Repair)	99.87	◀▶
Number of leisure centre customers visits	651,798	◀▶
Satisfaction with sport and leisure facilities#	63%	▼
Number of volunteer hours offered	7,068	▲
Satisfaction with parks and open spaces#	76%	▼
% of people satisfied with where they live#	82%	◀▶
% of people that agree the council provides value for money#	55%	◀▶
% of residents very or fairly well informed#	63%	▲

Comments and Issues – Measures

Both the **number of additional houses and affordable dwellings built** continue to show a marked increase on previous years.

Town Centre vacancy rates the figures are taken from October data with the next set published after January.

Number of out of work benefit claimants – Despite the UK having one of the lowest jobless rates in Europe at 4.8%, the number of people in work nationally has fallen and with it a rise in people claiming out of work benefits.

Satisfaction with parks and open spaces and with sport and leisure facilities – whilst the satisfaction levels with these council services were lower when compared to the 2014 Life In Wyre results, parks and open spaces received the highest satisfaction rates.

PLEASE NOTE: The [hyperlinks](#) give further information on each of the projects and measures (this is available with council intranet access only).

Further Information on the projects and measures is available for members of the public by request via mailroom@wyre.gov.uk or the Engagement Team: 01253 891000



**Domestic Abuse
Task Group**

- Draft Report -

Chairman:

Councillor Natalie Reeves

Task Group Members:

Councillor Marge Anderton
Councillor Lady Dulcie Atkins
Councillor Barry Birch
Councillor Julie Robinson
Councillor Christine Smith
Councillor Val Wilson

**Overview & Scrutiny Committee
Chairman: Councillor Michael Vincent**

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Glenda Smith (Assistant Service Manager) Fylde Coast Women's Aid	Page 10
Emma Sylvester (Wyre Specialist Debt Caseworker) and Bridget Cheyne (Independent Domestic Violence Adviser/Service Manager), Citizens Advice Lancashire West	Page 12
Liz Canavan (Victims and Partnerships Officer) Office of the Police and Crime Commissioner	Page 14
Anne Rogers (Positive Impact Manager), Nicola Byrne (Service Manager) and Jo Wade (Team Leader), Letgo North Lancashire	Page 17
Mark Broadhurst (Service Director Health and Wellbeing) and Pamela Holroyd (Housing Options Team Leader)	Page 19
Fylde and Wyre Clinical Commissioning Group: Dr Kath Greenwood (Domestic Abuse Lead), Alison Taylor, (Named Professional Safeguarding Children & Primary Care) and Amanda Bate (Community Engagement Manager)	Page 21
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Introduction

Definition

The Home Office defines domestic abuse as¹:

“Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

This can encompass but is not limited to the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.”

Purpose

The stated purpose of the task group was to review the current provision for domestic abuse services in Wyre and to make recommendations for improvements that could affect Wyre residents.

Context

The current contract with Victim Support and the various grant agreements with other service providers for Lancashire Victim Services are scheduled to end on 31 March 2017 with a need for services to be re-commissioned to continue the provision of support for victims of crime.

Lancashire County Council's (LCC) contracts for domestic abuse services provided on behalf the County, District Authorities and the Police and Crime Commissioner for medium and high risk victims are also scheduled to end on 31 March 2017 with a clear need for a continued provision of services for victims.

¹ <https://www.gov.uk/guidance/domestic-violence-and-abuse>

The early support service for children and young people who have been victims or witnesses of domestic abuse, commissioned by LCC, is also due to end on 31st March 2017.

The Office of the Police and Crime Commissioner has been working with NHS England reviewing the provision of support services for victims of rape and sexual assault. This has included mapping the current provision of Independent Sexual Violence Advisers and reviewing the provision of counselling and therapy services.

The task group was aware from the outset that from 1 April 2015 it became a statutory responsibility for the Police and Crime Commissioner to deliver victim services and that the re-commissioning process would take place during 2016 resulting in a new contract to run a fully integrated victim service from 1 April 2017. The review was carried out against this background.

The new service

The re-commissioning process has recently been completed at the time of writing (January 2017) and, following an evaluation and interview process, the interview panel recommended to the Police and Crime Commissioner that a bid submitted by Victim Support represented the best value for money.

Whilst it is acknowledged that Victim Support is a national provider of services for victims of crime, including domestic abuse, sexual abuse and hate crime, their submission indicated an intention to work with a number of Lancashire based third sector organisations.

Victim Support have already developed relationships with Disability Equality North West, based in Preston, Renaissance, based in Blackpool, Aawaz Lancashire in Hyndburn and the Lancashire Council of Mosques and are looking to work with a number of third sector youth organisations to deliver NEST Lancashire, the young victims service.

The service will be delivered through four Multi-Crime Teams located across Lancashire to ensure that delivery is embedded in local communities. These Teams will include specialist workers for Domestic Abuse, Sexual Abuse and Hate Crime as well as Independent Victim Advocates who will provide 1-2-1 support for victims. Additional support will be provided for each Team through trained volunteers.

Aims of Review

The aims of the review, as specified in the scoping document (see Appendix A), were as follows:

1. To understand the funding arrangements for domestic abuse in Lancashire and Wyre
2. To understand the use of domestic abuse services in Wyre
3. To identify gaps in services
4. To consider the impact of potential closures of services, including refuges on the residents of Wyre
5. To review the effectiveness of communication between partner agencies and to make recommendations

The Review Process

The review has been wide-ranging. It was primarily carried out by interviewing 'witnesses' at task group meetings, including representatives from a wide range of organisations who, together, have been providing domestic abuse services in Wyre.

A representative from the Office of the Police and Crime Commissioner (OPCC) also attended one meeting and the OPCC's contribution by way of keeping the task group informed throughout the re-commissioning process has been very much appreciated by councillors.

Summary of evidence provided by the Neighbourhood Services and Community Safety Portfolio Holder, Councillor Roger Berry and Neil Greenwood, Head of Environmental Health and Community Safety

Councillor Roger Berry and Neil Greenwood provided a wealth of background information in order to detail the context within which the review was to take place.

They informed councillors about the current position regarding the provision of domestic abuse services in Wyre. The main points made by Mr Greenwood were:

- i. The Strategic Assessment for Community Safety was reviewed during 2015 as part of the 3 year cycle.
- ii. One of the key conclusions from that review was that domestic violence is a priority within Wyre.
- iii. Over the last 3 years 10% of all crime in Wyre has been related to domestic abuse, so the problem is significant.
- iv. There has been an increase in the number of Multi Agency Risk Assessment Conferences (MARAC) held in the Wyre area.
- v. Domestic abuse cases are serviced by a number of different agencies.
- vi. The main service to victims of domestic abuse is provided by Independent Domestic Violence Advocates, who work with the victim at crisis point.
- vii. There is a pan-Lancashire commissioned service operating in Wyre. Wyre Council has been paying £10,000 per annum (up to 2015/16) towards this service. No monies were requested for 2016/17 as there was adequate funding available for the service without the agreed annual contributions. Other partners include Lancashire County Council (LCC), other District Councils in Lancashire and the Clinical Commissioning Groups.
- viii. LCC is responsible for the procurement of this service and to that end a Pan-Lancashire Strategic Domestic Abuse Board was re-established in October 2014.
- ix. The current contract ends on 31 March 2017.
- x. The current provider of the pan-Lancashire service in Wyre is a company called LetGo, based in Lancaster. They provide services for high and medium risk victims.
- xi. Wyre also has access to a service provided by Fylde Coast Women's Aid which has operated in the area for a number of years.

- xii. Currently, Fylde Coast Women's Aid does not receive any funding from the pan-Lancashire commissioned service.
- xiii. Fylde Coast Women's Aid also run the Wyre Refuge for victims of domestic violence for which they receive some funding from Supporting People.
- xiv. Supporting People grant funding is facing significant cuts, which places the future of the refuge in some doubt.
- xv. The Fylde & Wyre Health & Wellbeing Partnership joint officers group discussed the likely implications of the potential loss of the Supporting People funding at their meeting on 1st July 2016.
- xvi. Key messages: (a) the non-statutory cuts planned by LCC are likely to have a big impact on statutory services; (b) there will be implications for clients, stakeholders and the community if services are lost.
- xvii. Wyre Council's housing advice section has a statutory duty to assist victims of domestic abuse under housing legislation. The Wyre refuge is partly funded by housing benefit. The absence of a refuge would have an impact on this statutory duty.
- xviii. Wyre's housing team also funds the Sanctuary Scheme, which provides advice on safety and installs minor security improvements for the victim.
- xix. The Community Safety Team run public health campaigns to raise awareness of the services available.
- xx. There are Specialist Domestic Violence Courts (SDVCs) whose aim is to increase the effectiveness of the criminal justice system. SDVCs represent a partnership approach to domestic violence by the police, prosecutors, court staff, the probation service and specialist support services for victims. Magistrates sitting in these courts are fully aware of the approach and have received additional training. These court systems provide a specialised way of dealing with domestic violence cases in magistrates' courts. They refer to the approach of a whole system, rather than simply a court building or jurisdiction. Agencies work together to identify, track and risk assess domestic violence cases, support victims of domestic violence and share information better so that more offenders are brought to justice.

Summary of Evidence provided by T/Detective Sergeant Ellie Gomerson and Peter Yates (Domestic Abuse Lead), Lancashire Constabulary

T/Detective Sergeant Ellie Gomerson and Peter Yates made a powerpoint presentation to councillors. The presentation focused on the questions that had been raised in advance by members of the task group, but was supplemented by a more general discussion about the role that the Lancashire Constabulary plays in dealing with incidents of domestic abuse.

After a complaint has been made an officer makes an initial assessment of risk. In high risk cases the perpetrator is visited or interviewed the following day. Relevant information about the family and children, for example, is obtained and passed to Children's Services, if appropriate. High risk cases are referred to a Multi-Agency Risk Assessment Conference (MARAC). If a perpetrator makes it difficult to be interviewed (by disappearing, for example) the police have access to alarms and mobile phones which can be provided to the victim or a place in a refuge can be arranged.

Legislation on coercive control was introduced on 29 December 2015, for which officers require further specific training. The police are still learning about gathering evidence in such cases and what the CPS threshold for prosecution is. Coercive control is not usually a stand-alone offence; there is usually other evidence available. In years to come it is anticipated that prosecutions will be made for coercive control alone. The processes for coercive control remain the same as for any other form of domestic abuse.

T/Detective Sergeant Ellie Gomerson and Peter Yates made a number of other points in response to questions from members of the task group:

- There has been something of a plateau in the number of referrals over the past couple of years, but numbers are just beginning to show signs of increase again
- Police cautions are used to divert people from the court process where appropriate, but the more serious cases are prosecuted
- There is typically an under-reporting of abuse of men
- Abuse in care homes usually comes within vulnerable adults' safeguarding procedures
- Requests under Clare's Law are quite common although precise statistics are not yet available
- The police work in partnership with a wide range of other organisations
- The police are always seeking to develop working relationships, with schools and GPs in particular
- The police have their own screening procedures to ensure that everything that goes to MARAC is still high risk. It is understood that other organisations are also in the process of developing their own screening procedures in order to try to help manage the high numbers of cases that are being referred
- A perpetrator programme has been run in Blackpool, mainly for medium risk cases, the project having originally been run in prisons only. The bulk of referrals are made by Children's Social Care.

It was suggested that Wyre Council might get more involved with the White Ribbon

Campaign, an annual event which took place for sixteen days from 25 November 2016, in which men sought to end violence against women.

It was further suggested that it would be beneficial for the council to consider appointing Domestic Abuse Champions, whose responsibility would be to raise awareness in the workplace and to provide someone neutral to speak to.

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Summary of Evidence from Glenda Smith, Assistant Service Manager, Fylde Coast Women's Aid (FCWA)

Glenda Smith, Assistant Service Manager, Fylde Coast Women's Aid (FCWA) made a powerpoint presentation to councillors. The presentation focused on the questions that had been raised in advance by members of the task group, but was supplemented by a more general discussion about the role that the FCWA plays in providing a domestic abuse service across the Fylde Coast.

Funding is a major issue, all the Independent Domestic Abuse Advisor (IDVA) posts relying on external funding. Sources of funding include the Big Lottery, Children in Need, Comic Relief and Lloyds TSB. A second outreach worker is funded from reserves. FCWA also employs a part-time funding officer.

Councillors asked a number of additional questions, in response to which Ms Smith made the following points:

- FCWA works particularly closely with the police, social services and health services
- FCWA liaises with the Clinical Commissioning Groups where appropriate but has identified working closely with GP surgeries as a particular area that could be improved
- Working with Weeton Barracks is especially problematic as it is a closed military installation
- Having an Independent Domestic Abuse Advisor (IDVA) working at Blackpool Victoria Hospital has proved to be a "big success"
- FCWA is often asked to deal with disclosures under Clare's Law, even though it should be the responsibility of the commissioned service
- The breakdown of referrals by gender in Wyre shows that 21% are male, an unusually high figure that probably reflects the fact that an IDVA for men is in place
- Women stay at the refuge for anything from a few hours to a number of months
- The Wyre refuge has a 90% occupancy rate
- There are criteria that are applied to the refuge which could exclude some women. For example it would not be possible for a Schedule 1 offender to be accommodated, nor someone on drugs nor with certain mental health conditions (e.g schizophrenia)
- No male children over the age of sixteen are accepted at the refuge. For some refuges in other areas the upper age limit is as low as 12.
- If there are reasons why someone could not be accepted at a refuge other options are explored through ukrefugesonline.org. Other hostels or bed and breakfast accommodation are alternative options which are considered through the local housing department
- There appear to be some difficulties regarding the services provided by the commissioned service, gaps that FCWA are happy to fill, subject to their own resource capacity

FCWA enjoys a positive relationship with Wyre Council, with no geographical areas of the borough being particularly problematic.

It was suggested that Wyre Council might consider

- (i) Promoting International Women's Day (March 8), and
- (ii) Continuing to support the White Ribbon Campaign (25 November 2016)

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Summary of Evidence from

(i) Emma Sylvester, Wyre Specialist Debt Caseworker, and

(ii) Bridget Cheyne, Independent Domestic Violence Adviser/Service Manager (Chorley/South Ribble), Citizens Advice Lancashire West

Emma Sylvester, Wyre Specialist Debt Caseworker, and Bridget Cheyne, Independent Domestic Violence Adviser and Service Manager (Chorley/ South Ribble), both of whom worked for Citizens Advice Lancashire West (CALW), made a presentation about their respective roles and, in particular, their involvement in providing support for victims of domestic abuse.

Emma Sylvester, Wyre Specialist Debt Caseworker

Ms Sylvester is a specialist money and debt adviser based at the CALW office in Fleetwood. Victims of domestic abuse are frequently faced with multiple problems, and sometimes initially seek help from CALW on financial issues. Ms Sylvester comes into contact with clients who have been subjected to some form of domestic abuse approximately 2-4 times a week.

She described two recent case studies which highlighted typical issues.

In the first case, the victim had been forced by her abusive husband to obtain various loans. He had then spent the money before leaving her with extensive debts. CALW eventually managed to persuade the lenders to write-off the debts.

In the second case, involving more direct and severe physical abuse, as well as financial coercion, a major bank and a well-known pay-day loan provider had both been persuaded to write off substantial debts when the circumstances of the victim had been presented to them. In that case the victim had also been provided with refuge by Fylde Women's Aid.

Bridget Cheyne Independent Domestic Violence Adviser and Service Manager (Chorley/ South Ribble)

Citizens Advice Lancashire West is currently commissioned by Lancashire Council to provide medium and high risk domestic abuse support services in the Chorley and South Ribble area. Feedback from both clients and partner agencies indicates that the wide range of services provided by CALW and the ability for victims to simply walk in safely without drawing attention to themselves is a unique and very positive feature of the service they provide. Although most of their domestic abuse referrals (approximately 90%) are from the police, self-referrals are increasing, as are the total number of cases being dealt with. Ms Cheyne stressed that they work very closely with a range of other agencies, particularly housing associations, the probation service and the police.

Ms Cheyne provided details of two further harrowing cases to illustrate how CALW's services are operated and how they collaborate closely with other agencies. One involved severe physical abuse from a violent partner and the other the abuse of a terminally ill woman in her 40's by her alcohol-dependent son. In the first case the

perpetrator had been convicted and given a long prison sentence and in the second case the victim had been kept safe and free from abuse in the last months of her life.

Councillors asked a number of questions, in response to which the following additional evidence was provided:

- Extending the comprehensive, “wrap around” service currently available in Chorley and South Ribble to Wyre (and other parts of Lancashire) would help to fill some of the gaps in current provision.
- CALW work with Let Go and Fylde Women’s Aid, although the Fleetwood office currently has more regular dealings with Fylde Coast Women’s Aid.
- CALW are part of a collaborative tender for domestic abuse services in Lancashire, which would include provision for a specialist domestic abuse adviser in each of the 14 districts in Lancashire.
- A very close working relationship which had been developed with the police in Chorley and South Ribble was one of the main reasons why the service was more effective than in other areas, in Ms Cheyne’s opinion.
- Proactive coordination with the police enabled the Multi Agency Risk Assessment Committee (MARAC) for Chorley and South Ribble to take action more quickly and more effectively than in some areas.

Summary of Evidence from Liz Canavan, Victims and Partnerships Officer, Office of the Police and Crime Commissioner (OPCC)

Liz Canavan, gave an overview of the work of the OPCC and the Office's role in the commissioning of domestic abuse services. Ms Canavan's presentation comprised four sections:

1 Lancashire Victim Services

- Statutory responsibility of the Police and Crime Commissioner to deliver victim services since April 1, 2015
- Lancashire Victim Services and Nest Lancashire are the over-arching names for the services commissioned by the OPCC
- Services are currently provided by:
 - Victim Support
 - Victim's Voice
 - Families, Health and Wellbeing Consortium
 - Trust House
 - The Birchall Trust

Lancashire Victim Services is the adult service, including specialist commissions. Nest Lancashire provides a bespoke service for young people

2 The Service deals with

- Approximately 40,000 referrals a year into Victim Support – supporting all victims of crime
- Hate crime victims
- Child victims of sexual assault through counselling and play therapy
- Young victims (10-18) through the Nest Lancashire young person's service
- Restorative Justice referrals
- Standard-risk domestic abuse cases picked up through a Lancashire MASH pilot

A pilot project of the MASH involves a Victim Support worker sitting in the Lancashire MASH, picking up "standard risk" referrals for which there is no commission within Lancashire.

There is often a lengthy delay in these referrals being contacted, which results in many victims declining the support offered.

3 The future

- New contract will take effect from April 1, 2017
- Integrated service
- Now includes domestic abuse services for Lancashire-12 area, commissioned on behalf of LCC and district councils
- Also includes provision for adult victims of sexual abuse, through ISVA support, counselling and pre-trial therapy

The new integrated service would be either a lead provider or consortium model. Currently, quarterly performance reviews are held with all the different commissioned services. Under the new commission, the OPCC would deal with the lead provider. All services would either be provided by the lead, or they will commission other organisations to deliver elements of the specification on their behalf.

4 Domestic abuse specification

- Integrated service
- Dedicated domestic abuse helpline
- Immediate risk management & safety plan within 48 hours
- Must provide service for medium and high risk victims – standard risk optional
- Requirement to work with all victims who come through MASH
- Support to be provided to both victim and family
- Referrals to be accepted for children and young people affected by DA
- Support for victims and former partners of perpetrators on LCC programme

The newly commissioned service would be streamlined with duplication avoided. The medium and high risk service and the early support service would be incorporated, having previously been run as separate contracts within the county council. The new arrangement would reduce duplication.

Support would be provided by an Independent Domestic Violence Adviser or Domestic Abuse worker, dependent on level of need, who would remain the point of contact throughout a client's journey through the service.

Ms Canavan made the following comments in response to questions from councillors:

- Hate crimes are dealt with by Victim's Voice.
- Restorative Justice is administered by Lancashire Constabulary.
- A Victim Support worker for standard referrals has been based in the Multi-Agency Safeguarding Hub (MASH) since May 2016. The original intention was to provide the service for the whole of Lancashire, but with numbers so high it was decided to limit the service to those four areas that did not have any other provision for standard referrals, namely Chorley, South Ribble, Lancaster and Morecambe. There is scope for this pilot to be extended through the new commission if it proves effective.
- An integrated service would help overcome some of the data-sharing difficulties that currently exist.
- An holistic service would be provided, which would reduce the feeling of competition between providers, facilitate information-sharing and protect the refuges.
- There had yet to be a domestic homicide review for a 'high risk' case, emphasizing the importance of allocating appropriate resources to 'standard risk' cases.
- All bidders had been asked to cost a standard risk package so that could be included in the new commissioned service.
- Bids would be evaluated during week commencing 7 November 2016, with interviews the following week. It was likely that the outcome would be made

- public before Christmas.
- The contract would be for three years initially, with an option for a further two years. A five-year term would provide greater consistency and security for the provider(s).
 - The police currently assess risk on the basis of the incident, not the victim. Negotiations with the police are on-going to see if the risk assessment could be changed to focus on the victim/couple instead.
 - A perpetrators' programme will continue to be managed by LCC (delivered by Relate) until the current contract expires. The arrangement by which the programme will be continued will be reviewed at that point, one option being to bring the programme within the whole specification.
 - The provision of a dedicated 24-hour domestic abuse help-line was part of the specification.
 - All districts have been asked to contribute the same money in 2017-18 as they contributed in 2015-16; no contributions had been necessary for 2016-17 because of a previous under-spend.

The task group expressed concern about the prospect of an outside agency providing the service unless they have sufficient bases in Lancashire to ensure face-to-face contact and support. The task group took the view that to use the phone as a primary means of contact with victims totally unacceptable. Ms Canavan confirmed that if an outside body won the contract one of the prerequisites would be that they had sufficient local bases.

Key Performance Indicators will be monitored quarterly by the Office of the Police and Crime Commissioner to ensure quality of service provision. It is also likely that a new approach will be taken to ensure that district councils are represented effectively rather than continuing with the present arrangement whereby a number of district councils are represented by one person.

Summary of Evidence from Anne Rogers, Nicola Byrne and Jo Wade, Letgo North Lancashire

The following three representatives of Letgo North Lancashire provided the task group with an overview of their work and respective roles before entering into a discussion with councillors and responding to questions:

Anne Rogers, Positive Impact Manager
Nicola Byrne, Service Manager
Jo Wade, Team Leader

Impact Housing Association started as a co-operative in 1975. Although it had grown significantly since then it still focused on vulnerable people. Since being awarded the contract for the delivery of domestic abuse services in North Lancashire, approximately 50% of referrals have come from Lancaster, 30% from Wyre and 20% from Fylde.

Referrals in Wyre over the past twelve months have included 515 in the medium risk and 138 in the high risk categories (total 653). 79% of referrals in 2015 came from the police and 67% so far in 2016 (information accurate on 3 November 2016).

In response to questions the following evidence was also given:

- Letgo deal with some standard risk cases despite only being contracted for medium and high risk. Standard risk cases are usually referred to Fylde Coast Women's Aid. Victim Support deal with standard risk referrals in Lancaster, Chorley and South Ribble.
- There is no formal route for standard risk cases; service provision would be improved if there was.
- The new commissioning approach will ensure that the service is comprehensive, holistic and integrated. It will also simplify and streamline processes which the Multi-Agency Safeguarding Hub (MASH) has sometimes struggled to deal with effectively.
- Letgo support victims through any criminal processes which involve the perpetrator.
- Letgo have run two Freedom Programmes in the past twelve months, with 24 women completing the course, and they are currently (November 2016) running the follow-on course, Recovery Toolkit, which is specific to Wyre.
- Letgo works with GPs and the Royal Lancaster Infirmary increasingly successfully.
- A Peer Mentoring Programme has been run for eight women.
- Letgo deal with all male victim referrals, although the numbers are small in comparison to females
- Letgo make contact with high risk referrals within 48 hours, according to the guidelines. Most of those contacts are by phone. There are many benefits of telephone rather than face-to-face contact including geography, safety, anonymity, it is less threatening and contacts can be made more frequently. Face-to-face meetings take place if necessary.
- For high risk cases the same worker remains involved in order to provide consistency, until such time as outreach or groupwork become more appropriate methods.
- Letgo do not receive many requests for a place in a refuge; most people who Letgo deal with want to move permanently if they move at all.

- Housing availability depends very much on the local allocation policy, which varies from authority to authority.

Regarding preventative initiatives it was agreed that greater focus on schools would be desirable. More preventative work has been undertaken in Cumbria than in Lancashire because it had been commissioned.

Developing awareness and skills in local communities is essential and key local figures are instrumental in successful prevention. Elected members could play a much more significant role; task group members highlighted the need for training to be offered to councillors.

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Summary of Evidence from Mark Broadhurst (Service Director Health and Wellbeing) and Pamela Holroyd (Housing Options Team Leader)

Mark Broadhurst (Service Director Health and Wellbeing) and Pamela Holroyd (Housing Options Team Leader) presented an overview of the council's homeless duty with particular reference to domestic abuse.

Local authorities must consider applicants for housing assistance under the Housing Act 1996. A person could be statutorily homeless if they had accommodation but it was not reasonable for them to continue to occupy the accommodation, even in the short-term, because of the probability of threats of domestic or other violence, including threatening behaviour or abuse, be it psychological, physical, sexual, financial or emotional.

Under the Homelessness Act 2002 a housing authority takes into account the following factors:

- The nature of the violence or threats of violence, and
- The impact and likely effects of the violence on the applicant's current and future wellbeing

In 2015-16 thirty-two households who were deemed to be homeless as a result of domestic abuse, approached the council. Of the thirty-two:

- 12 were single females; 1 was a single male
- 7 were provided with emergency accommodation by the council
- 4 of those accommodated utilised specialist domestic abuse accommodation
- 7 returned home or remained where they were or failed to engage
- 18 remained with family and friends until alternative accommodation was obtained within social or private sector housing, with the support or financial assistance of the Housing Options Team

The council refers households to other agencies in a number of different circumstances and can assist directly in certain cases:

- High risk cases are referred to the Multi-Agency Risk Assessment Conference (MARAC)
- Those in need of emotional or financial support are referred to other appropriate services
- Some people are referred to the Sanctuary Scheme for works to be conducted within their own home (locks, mobile phones, security, etc.)
- It is possible for the council to assist financially and with the removal and storage of furnishings in appropriate cases.
- Travel warrants can be provided to facilitate households moving to secure, safe accommodation within a refuge or with family.
- The council can provide and financially support placements in emergency accommodation and refer households to supported, private sector and social housing accommodation, with funding.
- Households can be allocated to Band A on the housing waiting list in order that they are rehoused as a priority.

The Housing Options Team ensure that a full wrap-around service is delivered.

In response to questions from councillors the following additional points were made:

- There is a budget for preventative work for people with a variety of needs, domestic abuse also coming under that heading
- Faith groups and third sector organisations often assist with the provision of furniture, fridges, etc.
- Integrated Care Co-ordinators promote links between different organisations; Wyre views them as a gateway to services
- A Fylde-wide bid is being made to the DCLG for provision for people with complex needs, the bid to be submitted by 16 December 2016

The task group concluded that the Housing Options Team provides an excellent service to customers.

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Summary of Evidence from Fylde and Wyre Clinical Commissioning Group

Councillor Wilson, on behalf of the task group, met with three members of the Fylde and Wyre Clinical Commissioning Group: Dr Kath Greenwood, Domestic Abuse Lead, Alison Taylor, Named Professional Safeguarding Children & Primary Care and Amanda Bate, Community Engagement Manager.

GPs do identify some domestic abuse cases and refer them on appropriately, although they probably do not identify as many as they would like. There are several reasons for this; appointments are short and generally relatively infrequent, so trust is difficult to build up on that basis. It is also often difficult to make a 'safe enquiry' as patients do not always attend appointments on their own.

Dr Greenwood referred to the Identification and Referral to Improve Safety (IRIS) initiative, a training project in which IDVAs work closely with GPs. Within the programme, which was implemented in Bristol and Hackney, appointments were offered to women who disclosed domestic abuse at GP practices. The women were encouraged to attend further appointments at the practice, rather than being referred to another organisation, as they felt safe returning to somewhere that they already knew rather than having to attend at a different office. There was evidence that in areas where IRIS was working the number of referrals had increased greatly.

Although an interesting initiative, IRIS is not currently commissioned in Fylde and Wyre. IRIS has not been fully costed to date, although it was likely that it would provide excellent value for money through savings in mental health, accident and emergency and other health services.

The following additional points were made by the CCG representatives:

- GPs often sign-post people to Fylde Coast Women's Aid
- The CCG ensures that any change to service provider is communicated to GPs (as will be the case with the newly commissioned service from 1 April 2017)
- The Safeguarding Leads Forum includes representatives from every GP practice and has discussed domestic abuse at one of its bi-monthly meetings
- Fylde & Wyre CCG is a very active member of the MARAC
- The CCG is developing a domestic abuse policy for all its GP practices
- The CCG's newsletters have included information on domestic abuse; they can be viewed on the CCG's website
- The CCG is undertaking a review of Child and Adolescent Mental Health Services (CAMHS) which includes input from schools; the Communications Team works increasingly with children and young people
- The CCG has been very active in care homes, through their adult safeguarding officer
- Champions from care homes meet regularly to share information and best practice

The task group invited all four of the Clinical Commissioning Groups that cover parts of the borough to contribute to the review.

Councillors appreciate the time given to the review by the Fylde and Wyre CCG, which covers the largest part of the borough.

Of the others, Blackpool CCG and Greater Preston CCG both responded to the invitation, but made the comment that, in their opinion, their views could very effectively be put forward by representatives from the Fylde and Wyre CCG as the issues were likely to be very similar. No response was received from the Lancashire North CCG.

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Conclusions and recommendations

1. The current provision of domestic abuse services in Wyre, and indeed across the whole of Lancashire, is complex with a large number of organisations involved, some commissioned by Lancashire County Council and some not.
2. The newly commissioned domestic abuse service, which will be part of the Office of the Police and Crime Commissioner's statutory responsibility to deliver victim services with effect from 1 April 2015, will provide a fully integrated service that is streamlined and without duplication, which the task group welcomes.
3. Although there are obvious limitations to the influence that any one district council can have, the task group is clear that the newly commissioned service provider must be accountable to all parties who contribute funding and there is an expectation that representation will be more effective than it has been hitherto.

RECOMMENDATION ONE

That steps be taken by the council's representative on the Police and Crime Panel and/or the Portfolio Holder and officers of the council to make representations to the Office of the Police and Crime Commissioner to ensure that the views of Wyre Council, as a recognised stakeholder, are taken into account throughout the process of performance monitoring of the newly commissioned service.

4. Increasing public awareness about domestic abuse remains the joint responsibility of all organisations involved in delivering services, including Wyre Council.

The task group was surprised and disappointed that only one male councillor took part in this review, particularly as 54% of Wyre's councillors are men.

The role of councillors is especially relevant in the light of the part they will play in the new 'Together We Make a Difference' initiative, with the vision "*to be a Collaborative Council that works together with local communities and partners to make a difference and improve the lives of those who live in, work in or visit the Borough.*"

The White Ribbon Campaign has been promoted with some effect, but there is more that Wyre can do, without cost, to increase awareness about domestic abuse issues both within the council and across the borough.

RECOMMENDATION TWO

That all councillors be offered and encouraged to take part in domestic abuse training, to be delivered by the end of March 2018.

RECOMMENDATION THREE

That the Council continues to support and promote the annual White Ribbon Campaign.

RECOMMENDATION FOUR

That the Council appoints two councillors and two officers as Domestic Abuse Champions.

5. The newly commissioned service will commence on 1 April 2017. The task group takes the view that the council should actively monitor the effectiveness of the new arrangements over the first year in particular, making sure that the best interests of Wyre residents are achieved.

RECOMMENDATION FIVE

That the Overview and Scrutiny Committee receives a briefing report, preferably specific to the Wyre Council area, from the council's representative on the Police and Crime Panel or the Portfolio Holder about the newly commissioned service at the beginning of the 2018/19 Municipal Year.

RECOMMENDATION SIX

That the report from the council's representative on the Police and Crime Panel or the Portfolio Holder's to the Overview and Scrutiny Committee at the beginning of the 2018/19 Municipal Year includes comments about the implementation of each of the task group's recommendations that has been supported by the Cabinet.

Councillors' Attendances

There were nine full meetings of the task group.

Name	Meetings attended (maximum 9)
Councillor M Anderton	8
Councillor Lady Atkins	6
Councillor B Birch	7
Councillor Reeves	7
Councillor Robinson	6
Councillor Smith	7
Councillor Wilson	9

In addition to the above, Councillor Wilson represented the task group at a meeting with the Fylde and Wyre Clinical Commissioning Group on Tuesday 13 December 2016.

List of Appendices

Appendix 1

Domestic Abuse Task Group – Scoping Document - FINAL

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22 February 2017

Domestic Abuse Task Group - Scoping Document - FINAL

Review Topic	Domestic abuse	
Chairman	Councillor Natalie Reeves	
Group Membership	Councillors Marge Anderton, Lady Dulcie Atkins, Howard Ballard, Barry Birch, Julie Robinson, Christine Smith and Val Wilson	
Officer Support	Peter Foulsham, Scrutiny Officer	
Purpose of the Review	To review the current provision for domestic abuse services in Wyre and to make recommendations for improvements that could affect Wyre residents.	
Role of Overview and Scrutiny in this Review (mark all that apply)	Holding Executive to account – decisions <input type="checkbox"/> Existing budget and policy framework <input type="checkbox"/> Contribution to policy development (See 'Scope of Review', below) <input checked="" type="checkbox"/> Holding Executive to account – performance <input type="checkbox"/> Community champion <input type="checkbox"/> Statutory duties / compliance with codes of practice <input type="checkbox"/>	
Aims of Review	<ul style="list-style-type: none"> ○ To understand the funding arrangements for domestic abuse in Lancashire and Wyre ○ To understand the use of domestic abuse services in Wyre ○ To identify gaps in services ○ To consider the impact of potential closures of services, including refuges on the residents of Wyre ○ To review the effectiveness of communication between partner agencies and to make recommendations 	
Methodology	<ul style="list-style-type: none"> ○ Consideration of documents, reports and performance statistics ○ Interviewing witnesses at meetings ○ Considering anonymised case examples 	
Scope of Review	<p>Noting that services for domestic abuse are primarily the responsibility of Lancashire County Council and not Wyre Council, the review will not focus on other closely related services, including mental health, children's services or education, for example.</p> <p>The focus will be solely on the delivery of the primary domestic abuse service in Lancashire.</p>	

Potential Witnesses	<p>Wyre Council officers Resources Portfolio Holder Lancashire County Council officers Fylde Women's Aid Letgo Lancashire Constabulary Regenda Citizens Advice Bureau</p> <p>The task group also needs to cover the following:</p> <ul style="list-style-type: none"> (i) Wyre's housing responsibilities, and (ii) CCG's view
Documents to be considered	<ul style="list-style-type: none"> • Draft Pan-Lancashire Domestic Abuse Strategy • Domestic Abuse Strategy and Pan-Lancashire Strategic Domestic Abuse Board – report to Lancashire Chief Executives meeting, 20 May 2016 • Overview of domestic abuse/violence services within Wyre District – 2 February 2016 – Jane Murray (Community Safety Officer)
Risks	
Level of Publicity	Low
Indicators of a Successful Review	
Intended Outcomes	<ul style="list-style-type: none"> • Improvement to services • More efficient use of domestic abuse funding • Wyre councillors having better understanding of domestic abuse arrangements in Lancashire • Improved communication between partners • Identification of alternative solutions within the context of the current funding cuts
Approximate Timeframe	Aim to complete by end of October 2016.
Projected Start Date	July 2016



**Food Hygiene
Task Group**

- Draft Report -

Chairman:

Councillor Kerry Jones

Task Group Members:

Councillor Ian Amos
Councillor Rita Amos
Councillor Mike Barrowclough
Councillor Rob Fail
Councillor John Hodgkinson
Councillor Tom Ingham
Councillor Patsy Ormrod
Councillor Julie Robinson
Councillor Shaun Turner
Councillor Lynn Walmsley
Councillor Val Wilson

Overview & Scrutiny Committee
Chairman: Councillor Michael Vincent

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Introduction

The Overview and Scrutiny Committee had been aware of local press coverage in April 2016 regarding food hygiene ratings. Four businesses were reported as receiving 'zero' ratings with a further sixty-seven receiving a rating of '1' on a scale of 1-5.

Food safety enforcement in the UK operates at the local level through local authorities, overseen by the Food Standards Authority. Food safety legislation has developed steadily over the last fifty years and been strengthened significantly over the last twenty-five years. Environmental Health Practitioners have a range of duties and powers to deal with non-compliance and employ a mixture of education and enforcement to secure these aims.

The position in Wyre, as reported to the Overview and Scrutiny Committee on 6 June 2016, was that Wyre had 1149 food businesses of which 89% were broadly compliant (i.e. rated 3, 4 or 5).¹

The food hygiene rating scheme extends only to establishments supplying food direct to consumers. This includes restaurants, cafes, takeaways, sandwich shops and other places where people eat food prepared outside of the home, as well as food retailers.

The aim of the scheme is to provide information on hygiene standards to consumers in circumstances where they are making a choice about eating or purchasing food.

The Overview and Scrutiny Committee took the view that residents should be as informed as possible about food hygiene in premises that they might consider using and that every effort should be made to raise food hygiene ratings particularly in those that have scored zero or one.

¹ There are 938 businesses in Wyre on the Food Standards Agency website at the time of writing (26 January 2017).

Aims of review

The aims of the review, as specified in the scoping document (see Appendix 1), were as follows:

- To understand how the Food Standards Agency's Food Hygiene Rating Scheme (FHRS) operates
- To understand how the council operates the FHRS
- To identify any opportunities for improvement in the way that Wyre Council delivers the FHRS
- To identify actions that could be taken in order to improve ratings
- To identify ways in which the profile of the FHRS can be raised for businesses and consumers

The review process

The task group has interviewed Councillor Vivien Taylor (Health and Community Engagement Portfolio Holder) and Neil Greenwood (Head of Environmental Health and Community Safety). A meeting was also held with Allan Watson from the Food Standards Agency.

Two members of the task group attended food hygiene inspections as observers and reported their findings back to the task group.

Throughout the review Neil Greenwood has been a constant source of information and expertise which has been very much to the benefit of the task group.

Summary of evidence provided by Neil Greenwood (Head of Environmental Health and Community Safety) and Councillor Vivien Taylor (Health and Community Engagement Portfolio Holder)

Councillors were given an overview of food safety in Wyre, which was reflected in a briefing paper provided for the task group (see Appendix 2).

Following questioning by councillors a number of additional points were made:

- A graduated approach to enforcement is followed, with a number of stages from an initial warning letter through to prosecution.
- Once inspected, food businesses are scored by officers using a scoring mechanism set out by the Food Standards Agency (FSA) which comprises (i) risk and (ii) hygiene, structure and cleanliness and management systems.
- Although coaching has been undertaken in the past using FSA grant money, there is no power at present to make businesses pay for such a service.
- Although the risks to residents of care homes are acknowledged, the food hygiene rating scheme is applied equally to all establishments supplying food direct to consumers.
- If a business is found to have an 'imminent risk' it will be closed immediately, either voluntarily or via court action.
- The food safety team currently has 3.8 full time equivalent posts with a vacancy of 0.5.
- Despite reductions in expenditure and resources devoted to food safety nationally and locally, Wyre has continued to deliver an effective food safety service.
- A new business should inform the council 28 days prior to opening.
- The owner/responsible person of a business is required to be adequately trained; adequate training can be demonstrated by attendance at a hygiene training course. Employees also need to be adequately trained; this can be achieved via on-line courses, although it is important that hygiene is managed from the top.
- Businesses are not required to display their ratings (unlike in Wales) but there is a strong view that they should be.
- The FSA is piloting an initiative whereby costs for revisits following an inspection are recovered from the businesses visited. (Fylde Council are one of the pilots.)
- The data on the Food Standards Agency's website is uploaded from Wyre's database every two weeks and can be accessed at <http://ratings.food.gov.uk/>

With regard to the 0.5 vacancy, some of the money has been used during 2016/17 to procure additional capacity. A procurement exercise was undertaken to carry out 100 programmed category D inspections which would probably not otherwise have been achievable. (Premises are rated A – E for risk, 'A' being those with the highest risk and 'E' being for those with the lowest risk).

An advantage of this approach is that the council has increased flexibility to allocate resources where and when they are most needed.

A disadvantage is that there is no guarantee that the agencies will be able to provide a consultant, food safety being a specialised area.

The use of consultants is a policy that will continue to be considered for as long as there is some budget provision; it gives increased flexibility especially as the team's focus is on increased enforcement work with the broadly non-compliant premises, which inevitably takes time away from undertaking routine inspections.

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Summary of evidence provided by Allan Watson, from the Relationship Management Team at the Food Standards Agency

The task group received a detailed presentation about the role and responsibilities of the Food Standards Agency (FSA) and local authorities, the main points of which were:

- i. The FSA is a non-ministerial Government Department with a degree of independence, decisions being made on the basis of scientific evidence and the interests of consumers.
- ii. In two-tier structures the County Council is responsible for food standards and the District Council for food hygiene.
- iii. Out of 661,381 local authority interventions in 2014/15 only 286 resulted in prosecutions, demonstrating the effectiveness of a graduated approach to enforcement.
- iv. The FSA carries out a number of focused audits on particular aspects of enforcement work in a selection of local authorities. The authorities represent a cross-section of local authority types, geographical locations and level of enforcement activity.
- v. The Food Hygiene Rating Scheme (FHRS) includes three elements: hygiene, structure and management.
- vi. The FHRS ensures fairness to businesses as well as to consumers; if a business carries out all the legal requirements it will score a 5.
- vii. Businesses can request a re-visit when improvements have been made; Fylde Council is part of a pilot scheme which allows for local authorities to charge for a re-visit (approximately £150). It is likely that all local authorities will have the opportunity to charge for re-visits once any glitches in the process have been resolved. Local authorities need to start to prepare for this eventuality.
- viii. Media coverage for food hygiene ratings generates local interest and is very powerful. It is often supported by lots of social media activity as well as reports on national and local television.
- ix. Some insurance companies offer discounts to businesses with 4 and 5 ratings; some festivals/events make it a condition that food businesses must have a rating of 3 or better to trade.
- x. Although a high FHRS score does not eliminate the risk of an identified foodborne disease outbreak or unsatisfactory sample results, there is evidence from the FSA audit returns that premises with higher FHRS scores are less likely to have unsatisfactory results. Outbreaks are less likely to occur at broadly compliant premises.

- xi. Although each analysis in isolation does not always yield statistically significant results, all results are in the right direction, and combine to provide an evidence base that indicates that higher food business compliance and food safety has a positive relationship.
- xii. Wales has had a mandatory FHS since legislation was passed in November 2013. There is some evidence that it is having a positive effect, similarly in Northern Ireland. Legislation will be needed if a mandatory scheme is to be implemented in England. Consequently, this is not something that is likely to happen quickly.
- xiii. It is essential to maintain the support and commitment of local authorities to the scheme, despite the current climate of reducing resources.
- xiv. The FSA has agreed to the development of a new food system that works in the interests of consumers. The aim is to implement a new regulatory model for food businesses in England, Wales and Northern Ireland by 2020, while implementing improvements in the meantime where possible.

In answer to questions from councillors Allan Watson made the following additional points:

- 1) Within the Code of Practice there are eight elements that contribute to an overall score for a business, which in turn determines the frequency of inspection.
- 2) With reducing resources it is important that local authorities allocate their resources in the right places, particularly the highest risk businesses.
- 3) One option being considered currently is for businesses to increasingly bear the cost of compliance with legislation, including any interventions their business might require.
- 4) The FSA is involved in lots of campaigns aimed at increasing public knowledge and awareness. The FSA has also become much better at making use of social media.
- 5) The FSA is particularly interested to know (e.g. through audit) what action local authorities are taking to reduce the number of businesses scoring 0 and 1.

Observation of food hygiene inspections

Councillors Ormrod and Walmsley each accompanied an Environmental Health Officer (EHO) on a food hygiene inspection, as observers.

The visits included observation of the following:

- Kitchen documentation
- Food deliveries
- Food storage
- Food preparation and storage equipment
- Food temperature control and cooking
- Use of colour-coded systems to help prevent cross-contamination
- Use of uniforms by staff
- Use of chemicals
- COSHH
- Waste disposal
- Satellite kitchens
- Training course information
- Completion of the written report
- Certification in food safety

The councillors were impressed with the polite and professional approach taken by the EHO and emphasized the importance of professional development, particularly in the businesses which were the highest risks.

A personal perspective – Councillor Shaun Turner, as the owner of a business with a Food Hygiene Rating of 5

Councillor Shaun Turner provided the task group with a personal view of the effectiveness of the Food Hygiene Rating Scheme. He made the following points:

- Businesses have become highly motivated to maintain their 5 rating.
- Businesses without the 5 rating have become increasingly motivated to achieve it. The public want to see it. It is a good marketing tool.
- High ratings are partly dependent upon how the premise is fitted out – if it is newly fitted it is easier to maintain.
- Good systems must be in place. The systems must be followed, without exception, even during busy periods (food rotation, temperature records, etc.)
- It is crucial that business owners train their staff thoroughly and ensure that they are playing their full part to help maintain a business's 5 rating. There can be no compromise on this even for businesses that experience high staff turnover, as is the case in many care homes.
- The scheme has driven improvements.
- The public are supporting the scheme (e.g. by checking ratings before going out for a meal), which adds strength to it.
- There still appear to be an unacceptable number of 0 and 1 rating premises.
- There should be a drive to make it a requirement that food premises display their rating, as is the case in Wales.
- Premises should be encouraged to display their staff's food hygiene and training certificates.

Premises risk rating trends

It was noted (from the council's Commercial Safety Delivery Plan 2016/17) that the staffing allocation for food safety had reduced from 4.3 FTE posts in 2013/14 to 3.8 FTE posts (with a 0.5 FTE vacancy) in 2016/17.

Alongside those figures the task group considered the trend in premises risk ratings. During the same period (2013/14 to 2016/17) the percentage of premises in the two highest risk bands had remained constant. The percentage of premises in the two lowest risk bands had increased from 44% in 2013/14 to 73% in 2016/17.

Similar figures for businesses' food hygiene ratings are not available as the information is not kept in the same accessible format, so a comparison cannot be made. However, an identified foodborne disease outbreak or unsatisfactory sample results are less likely to occur at broadly compliant premises, as evidenced previously by Allan Watson from the Food Standards Agency.

Conclusions

1. The FHRS is effective at driving up standards of food hygiene.
2. Media coverage about food hygiene ratings generates local interest and is very powerful.
3. Action needs to be taken to reduce the number of businesses scoring 0 or 1.
4. The relevance of the FHRS to Care Homes should not be underestimated, especially as residents do not always have freedom of choice about whether they live there.
5. There is evidence that legislation passed in Wales in 2013 to make it mandatory for businesses to display their food hygiene ratings has had a positive effect.
6. Businesses that take part in festivals and events should have an agreed minimum rating in order to help drive up standards. The council should endeavour to incorporate minimum standards into any formal arrangement with food businesses operating from council-owned assets.

RECOMMENDATION ONE

That the Food Hygiene Rating Scheme be promoted across the borough, using all methods that the council has at its disposal, to raise public awareness and interest, and to help raise food hygiene standards in commercial premises and in residential establishments.

RECOMMENDATION TWO

That, recognising the positive effect of legislation in Wales, a letter be sent from the Leader of the Council and the Chief Executive to the Secretary of State in the Department for Environment, Food and Rural Affairs (copied to Wyre's three MPs) urging the Government to bring forward legislation at the earliest opportunity to introduce a mandatory Food Hygiene Rating Scheme.

RECOMMENDATION THREE

That it be made a requirement:

- i. That for any festivals and events run by the council, any food business should have a Food Hygiene Rating of 3 or more to trade. The council should also endeavour to reflect the same terms, where possible, in new lease arrangements for any food business run from council premises.**
- ii. That for the Wyre Business Awards any food business taking part should have a Food Hygiene Rating of 4 or 5 (reflecting the fact that the Awards are an exhibition of excellence in the borough).**

Councillors' attendances

There were four meetings of the task group.

Name	Meetings attended (maximum 4)
Councillor I Amos	4
Councillor R Amos	4
Councillor Barrowclough	3
Councillor Fail	3
Councillor Hodgkinson	4
Councillor Ingham	4
Councillor Jones	4
Councillor Ormrod	4
Councillor Robinson	4
Councillor S Turner	4
Councillor Walmsley	3
Councillor Wilson	3

In addition to the above, Councillors Ormrod and Walmsley each accompanied a Wyre officer on a food hygiene inspection, as observers.

List of Appendices

- Appendix 1 Food Hygiene Task Group – Scoping Document - FINAL
- Appendix 2 Briefing paper for the Food Hygiene task group, provided by Neil Greenwood, Head of Environmental Health and Community Safety

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14 February 2017

Food Hygiene Task Group - Scoping Document - FINAL

Review Topic	Food hygiene	
Chairman	Councillor Kerry Jones	
Group Membership	Councillors I Amos, R Amos, Barrowclough, Fail, Hodgkinson, Ingham, Ormrod, Robinson, S Turner, Walmsley and Wilson	
Officer Support	Peter Foulsham, Scrutiny Officer	
Purpose of the Review	To review the way in which the Food Hygiene Rating Scheme is delivered in Wyre and to identify any actions that should be taken to improve ratings.	
Role of Overview and Scrutiny in this Review (mark all that apply)	Holding Executive to account – decisions	<input type="checkbox"/>
	Existing budget and policy framework	<input type="checkbox"/>
	Contribution to policy development (See also 'Scope of Review', below)	<input checked="" type="checkbox"/>
	Holding Executive to account – performance	<input type="checkbox"/>
	Community champion	<input checked="" type="checkbox"/>
	Statutory duties / compliance with codes of practice	<input checked="" type="checkbox"/>
Aims of Review	<ul style="list-style-type: none"> ○ To understand how the Food Standards Agency's Food Hygiene Rating Scheme (FHRS) operates ○ To understand how the council operates the FHRS ○ To identify any opportunities for improvement in the way that Wyre Council delivers the FHRS ○ To identify actions that could be taken in order to improve ratings ○ To identify ways in which the profile of the FHRS can be raised for businesses and consumers 	
Methodology	<ul style="list-style-type: none"> ○ Consideration of documents, reports and performance statistics ○ Interviewing witnesses at meetings ○ Site visits 	
Scope of Review	<p>The review is limited to the influence that Wyre Council has in helping the FSA carry out their statutory objective to protect public health and consumers' other interests in relation to food and drink.</p> <p>The focus of the review will be on statutory requirements.</p>	
Potential Witnesses	Wyre Council officers Health and Community Engagement Portfolio Holder Food Standards Agency	
Documents to be considered	FSA Code of Practice Wyre food safety work plan Wyre Council performance information	

	Your food hygiene rating – leaflet Recent press articles
Risks	Unnecessarily alarming food outlets and the public.
Level of Publicity	Medium
Indicators of a Successful Review	Improvement in Food Hygiene Ratings across Wyre. Public more aware of role and relevance of food hygiene ratings
Intended Outcomes	<ul style="list-style-type: none"> • Food outlets better motivated to improve ratings • Consumers better informed about FHRS • Public health protected
Approximate Timeframe	3 months
Projected Start Date	September 2016

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Briefing paper for the Food Hygiene task group, written by Mandy Seddon (Environmental Health Officer) and presented to the task group by Neil Greenwood, (Head of Environmental Health and Community Safety) on 21 September 2016

This paper has previously been submitted to the Overview and Scrutiny Committee on 6 June 2016.

Food Safety Report

Wyre has 1,149 food businesses of which 89% are broadly compliant (i.e. rated 3, 4 or 5).

The food hygiene rating scheme extends only to establishments supplying food direct to consumers. This includes restaurants, cafes, takeaways, sandwich shops and other places where people eat food prepared outside of the home, as well as food retailers. The aim of the scheme is to provide information on hygiene standards to consumers in circumstances where they are making a choice about eating or purchasing food.

The data on Food Standards Agency's website is uploaded from Wyre's database every 2 weeks so data is continually changing as officers carry out inspections, for example we now only have 3 zero rated premises.

When an officer carries out an inspection and identifies a business with a 0, 1 or 2 rating, correspondence i.e. a report of visit is left on site for priority work and then a letter or notices are sent with a revisit date and/or other enforcement action is taken at that time. An officer will ensure that the premises are broadly compliant (ie satisfactory) before it is left until the next programmed inspection or complaint. 0,1,2 businesses are more closely monitored as these businesses are inspected more frequently. The FSA require councils to tackle their broadly non-compliant premises through a range of enforcement strategies in addition to letter writing such as hygiene improvement notices, simple cautions, prohibition notices and prosecution. Businesses that don't comply are targeted with increased enforcement although we are encouraged by the Food standards agency to have a graduated approach to enforcement.

However the rating continues to be that given at the time of the initial inspection because those are the rules of the scheme as detailed in the Food Hygiene Rating Brand Standard, issued by the Food Standards Agency and agreed by the Council when we signed up to the scheme.

Food business operators have a right to request a re-visit for the purposes of re-rating if they have taken action to rectify the non-compliances identified at the time of inspection. This request for a revisit has to be made by the business and details about how to do this are sent out with every food hygiene letter. If a request for a revisit is received and businesses have provided sufficient evidence that the required improvements have been made, an unannounced inspection will occur between 3-6 months of the request and a new food hygiene rating will be given. It is the policy at Wyre that for all businesses that request a rerating a new inspection is carried out.

Ratings at this inspection however can go up or down. Businesses are only allowed one request for a re-rating visit per inspection period

The food hygiene rating scheme is only part of the inspection process. Food businesses once inspected are scored by officers using a scoring mechanism set out by the Food Standards Agency. The first part of the score is determined by the risk of a premises i.e. will be higher for businesses such as those cooking and preparing food and a lot lower for those selling prepacked food. The second part of the score i.e. hygiene, structure and cleanliness and management systems determines what food hygiene rating is given. The total score determines how often we carry out a programmed visit. Programmed visits can occur every 6 months, 12 months, 18 months, 24 months, or 36 months as determined by risk and compliance of the business.

If businesses choose not to request a revisit they will be inspected at their next programmed visit.

Since 2009 we have run two projects with poorly performing businesses with resources funded by the Food Standards Agency. The FSA provided coaching available for safer food better business pack training we invited 92 businesses to take part. 62 took part. In 2014 again with FSA funding coaching sessions of 2.5 hours were provided for 9 poorly performing takeaway businesses.

Some ideas as to how we can help poorly performing premises-

We are currently working with the website designer at Wyre to make our web page more easily accessible for food businesses to apply on line for a re-rating inspection as currently the correct forms are not easy to find, download or complete on line. We also feel it would be beneficial to have a web page as to 'how businesses can improve their rating'

The food team have recently had training in 'active communication' and it is our intention to change our written communication to food businesses to help promote improvements, once time and resources allow.

Mandy Seddon, Environmental Health Officer, and
Neil Greenwood, Head of Environmental Health and Community Safety
21 September 2016

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Report of:	Meeting	Date	Item No.
Marianne Hesketh, Service Director Performance and Innovation	Overview and Scrutiny Committee	6 March 2017	8

Overview and Scrutiny Work Programme 2016/17 – update report

1. Recommendations

- 1.1 That the draft report of the domestic abuse task group be noted and endorsed before submission to the Cabinet.
- 1.2 That the draft report of the food hygiene task group be noted and endorsed before submission to the Cabinet.
- 1.3 That the Working Group’s response to the Parliamentary Select Committee Inquiry into Overview and Scrutiny in Local Government be noted.
- 1.4 That a process by which the Fylde and Wyre Clinical Commissioning Group updates the committee about its work be agreed.

2. Current and completed work

2.1 Domestic abuse task group

The domestic abuse task group has completed its work and has submitted its report to the committee for endorsement. With the committee’s agreement the task group will report its findings and recommendations to the Cabinet on 22 March 2017, subject to the committee’s views about the report which will be considered under a separate item on this agenda.

2.2 Food hygiene task group

The food hygiene task group has completed its work and has submitted its report to the committee for endorsement. With the committee’s agreement the task group will report its findings and recommendations to the Cabinet on 22 March 2017, subject to the committee’s views about the report which will be considered under a separate item on this agenda.

2.3 Parliamentary Select Committee Inquiry into Overview and Scrutiny in Local Government

A Working Group of the committee has met on one occasion to prepare a response to the Parliamentary Select Committee Inquiry.

The response will be sent to the Management Board, for their information, on Wednesday 8 March 2017 before being submitted to the Select Committee before their deadline for receiving written submissions on Friday 10 March 2017.

3. Future task group work

- 3.1** The task group to review the council's waste contract will meet for the first time on Wednesday 8 March 2017. Eleven councillors have expressed interest in taking part in the review.

At the first meeting the task group will speak to the Street Scene, Parks and Open Spaces Portfolio Holder, Councillor David Henderson, and the Service Director People and Places, Mark Billington, who will work with councillors to develop the scope of the review.

- 3.2** There remains some capacity for the committee to commission another task group in the short-term and to identify additional topics for scrutiny review in the medium- and long-term.

4. Other issues

- 4.1** Following a presentation by the Fylde and Wyre Clinical Commissioning Group (CCG) at the last meeting of the committee held on Monday 6 February 2017, the CCG has asked whether the committee would wish to be kept better up to date about the Group's work and, if so, how it would be best to do that. The committee is invited to consider options which might include any or all of the following, for example:

- Regular written reports to the committee
- Informal briefings with the Scrutiny Officer
- Meetings with an identified councillor, who would be acting as the Committee's point of contact
- Another method

Report Author	Telephone No.	Email	Date
Peter Foulsham, Scrutiny Officer	01253 887606	peter.foulsham@wyre.gov.uk	22 February 2017

List of Background Papers:		
Name of Document	Date	Where available for inspection
Overview and Scrutiny Procedure Rules	7 July 2016	Council's website