



Overview and Scrutiny Committee Agenda

Wyre Borough Council
Date of Publication: 31 March 2017
Please ask for : Peter Foulsham
Scrutiny Officer
Tel: 01253 887606

Overview and Scrutiny Committee meeting on Monday, 10 April 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 - 6)

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

4. Scams and doorstep crime

(Pages 7 - 8)

Amanda Maxim, Trading Standards Manager, Lancashire County Council, will attend and make a presentation about current initiatives in dealing with scams and doorstep crime, with particular reference to matters relating to vulnerable elderly residents. A briefing note is attached.

Councillors will be invited to engage in discussions on this topic and ask questions.

5. Review of task group recommendations - building stronger relationships with Town and Parish Councils

(Pages 9 - 10)

A note summarising progress on actions taken on the recommendations made by the Building stronger relationships with Town and Parish Council's Task Group is attached.

Marianne Hesketh, Service Director Performance and Innovation, and Cllr Vivien Taylor, Health and Community Engagement Portfolio Holder, will attend the meeting to answer questions on this item.

6. Lancashire County Council Health Scrutiny Committee (Pages 11 - 12)

Councillor Julie Robinson has submitted a report summarising the work undertaken by Lancashire County Council's Health Scrutiny Committee during 2016.

7. Overview and Scrutiny Work Programme 2016-17 - update report (Pages 13 - 14)

The Scrutiny Officer will provide a verbal report on the delivery of the Overview and Scrutiny Work Programme. The committee will be invited to consider and comment on the draft scoping document for a proposed task group on the Life in Wyre Residents' Survey.

8. Date and time of next meeting

Monday 22 May 2017 at 6pm.



Overview and Scrutiny Committee Minutes

Notes of the meeting of the Overview and Scrutiny Committee held on Monday 6 March 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 Ormrod
Councillor Robinson
Councillor Matthew Vincent
Councillor Michael Vincent

Officers present:

Jane Murray, Community Safety Officer (for Agenda Item 4)
Peter Foulsham, Scrutiny Officer

Others present:

Councillor Roger Berry, Neighbourhood Services and Community Safety Portfolio Holder (for Agenda Item 4)
Councillor Lady Atkins
Councillor B Birch

OS.68 Apologies for absence

Apologies for absence were received from Councillors Jones, Reeves and Smith.

OS.69 Declarations of interest

None.

OS.70 Minutes of last meeting

RESOLVED that the minutes of the meeting of the committee held on 6 February 2017 be confirmed as a correct record.

OS.71 Performance – the Council’s Business Plan 2016-17

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

The committee expressed concern about the increase in the number of out of work benefit claimants, which they accepted was a measure that was largely beyond the council’s control. They also expressed disappointment about the reduction in satisfaction with the borough’s sport and leisure facilities and parks and open spaces when compared with the Life in Wyre results from 2014.

Councillors wished to understand the reasons for these changes and wondered what actions might be taken by the council to reverse the trends. A suggestion was also made that an additional performance measure might be included in order to monitor whether and how the council was meeting its open space requirements.

The Chairman expressed concern that the town centre vacancy rate continued at 7.78% and requested that the committee be advised about how the figure was calculated and what the relevant definitions were (e.g. extent of ‘town centre’, definition of ‘a vacancy’). The committee noted that the proposed changes to Business Rates were likely to have an impact on vacancy rates.

RESOLVED that

- (i) the committee takes action to better understand the Life in Wyre survey, with particular reference to changes in satisfaction levels for (a) parks and open spaces and (b) sport and leisure facilities, and
- (ii) the report be noted.

OS.72 Community Safety Partnership

Councillor Roger Berry, Neighbourhood Services and Community Safety Portfolio Holder, introduced the report. He reminded the committee that there was a minimum requirement that the Community Safety Partnership (CSP) be scrutinised annually.

Councillor Berry drew members’ attention to the CSP’s priorities for 2016/17 and said that the summary of criminal activity recorded in Wyre was no different from other parts of the county in terms of trends.

Members of the committee asked a number of questions about test purchasing and concluded that the system appeared to be working well.

Councillor Berry clarified a point about Dementia Buddies that had been included in the report submitted by the Head of Environmental Health and Community Safety.

The Dementia Buddy which was being purchased for Wyre was a Guardian Angel Device that helped people with dementia to remain independent, but safe within the community by providing them with near-field communication (NFC) enabled wristbands, badges or hang tags. The devices were encoded with the individual's first name and an emergency contact number, which could be clicked and called when scanned with a mobile phone if they became lost or disorientated.

Councillor Berry agreed, at the request of Councillor Ibison, to suggest that community safety events held by the neighbourhood policing teams took place in the east of the borough as well as in other areas.

Councillor Berry concluded by saying that Wyre was doing a lot of effective work with partners to help deliver the priorities identified by the Police and Crime Commissioner, with a particular focus on early intervention and dealing with people with complex needs.

RESOLVED that the report be noted.

OS.73 Report of the Domestic Abuse task group

The task group Chairman, Councillor Natalie Reeves, submitted a report which was introduced by Councillor B Birch in the absence of Councillor Reeves. Councillor Birch said that this had been a very detailed and thorough review but urged his colleagues to accept that the council's commitment to dealing with and preventing domestic abuse needed to continue despite the review having been completed.

Councillor Birch emphasized that all elected members should ensure that they familiarize themselves with and become more aware of the issues surrounding domestic abuse and highlighted the task group's recommendation that all councillors be offered and encouraged to take part in domestic abuse training by the end of March 2018. Councillor Birch said that, in his opinion, it had been disappointing that only one male councillor took part in the scrutiny review – it had been something of a missed opportunity.

Councillor Michael Vincent, referring to the fact that Councillor Reeves had indicated that she had chosen to resign as a councillor through ill-health, said that Councillor Reeves had been a valued member of the committee who had made a very positive contribution to its work. She would be missed, he said, a sentiment echoed by all councillors present.

RESOLVED that the task group's report be endorsed and sent to the Cabinet for their consideration.

OS.74 Report of the Food Hygiene task group

The task group Chairman, Councillor Kerry Jones, submitted a report which was introduced by Councillor Julie Robinson in the absence of Councillor Jones.

Councillor Robinson explained that the section on premises risk rating trends (page 11) needed to be amended in the light of information that had only recently come to the attention of the task group. The committee agreed that a short explanatory caveat be included in the report at that point.

RESOLVED that

- (i) the section of the draft report on premises risk rating trends (page 11) be amended by the inclusion of an explanatory caveat, and
- (ii) the task group's report be endorsed and sent to the Cabinet for their consideration.

OS.75 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.

A new parking strategy was being prepared by officers. The Chairman reported that he had had discussions with the Neighbourhood Services and Community Safety Portfolio Holder and had been assured that the draft strategy would be forthcoming for consideration by the committee by 31 May 2017.

The Chairman confirmed that a response to the Parliamentary Select Committee inquiry into overview and scrutiny in local government had been prepared by a Working Group of the committee comprising seven members. The response would be submitted before the deadline, which was Friday 10 March 2017.

Councillor Fail, who was not a member of the Working Group, said that he did not agree with two statements made in the response. The Chairman invited the committee to vote on the Working Group's response, all those present voting in support of it except Councillors E Anderton and Fail who voted against. It was confirmed that when the response was submitted it would clearly state that it was the response of a Working Group of the council's Overview and Scrutiny Committee.

The Chairman advised the committee that the Fylde and Wyre Clinical Commissioning Group (CCG) had asked whether a mechanism could be set up by which the CCG could keep the committee better informed about important developments. It was agreed that Councillor Julie Robinson and the Scrutiny Officer would meet periodically with the CCG's Head of Communications, Engagement and Development and feed any relevant information back to the committee.

The Chairman proposed that the committee consider setting up a task group on the Life in Wyre survey in order to give members the opportunity to consider the implications of and possible explanation for the reported reduced satisfaction in (a) parks and open spaces and (b) sport and leisure facilities.

RESOLVED that

- (i) the response from the committee's Working Group to the Parliamentary Select Committee inquiry into overview and scrutiny in local government be endorsed and submitted by the deadline date, Friday 10 March
- (ii) Councillor Robinson and the Scrutiny Officer arrange to meet with the CCG's Head of Communications, Engagement and Development twice a year and report and significant issues to the committee
- (iii) A task group on the Life in Wyre survey be set up, the draft scoping document to be submitted for the committee's consideration on Monday 10 April 2017.

OS.76 Date and time of next meeting

RESOLVED that the next meeting of the committee be held at 6pm on Monday 10 April 2017 at the Civic Centre, Poulton-le-Fylde.

The meeting started at 6pm and finished at 7.01pm

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LANCASHIRE COUNTY COUNCIL TRADING STANDARDS SERVICE

SCAMS AND THE EXPLOITATION OF VULNERABLE PEOPLE

We all like to think that we are scam wise – when we see in the news that a vulnerable person has been taken in by a scam our first reaction is often to think how obvious it was, and how could the person have been taken in by it.

We may make judgements that the person has been foolish or greedy, or needlessly intimidated into parting with their money and that they could have sought help.

The reality is that we may all be vulnerable to scams at different phases in our lives, and when it happens we may feel embarrassed or ashamed, and want to sweep the problem under the carpet rather than talk about it to family, friends or officials. Scams are frauds – and fraudsters are people who know how to exploit people's vulnerabilities and take money from them.

Anyone can be a target but the statistics show us that it is the elderly who are at the greatest risk of being taken in by a scam.

Why is this? There are a number of factors:

- Elderly people may be adjusting from living a busy working and family life to more social isolation.
- Many older people may be struggling to maintain their independence, particularly they may start to suffer with cognitive impairment and memory issues.
- Any contact from the outside world can be welcome for an otherwise lonely existence.
- Responding can give people a sense of purpose, and the return contact can lead to a process akin to "grooming", where relationships are entered into leading the person to pay out large amounts of money to scammers – in many cases even borrowing money to pay out, leaving them in serious debt.

Scams take numerous forms and may move from one form to another – mail scams can lead to victims providing telephone numbers/email addresses and then receiving telephone calls/online contact.

- Across the UK the average cost of scams to each scam victim is £1,975.90
- The average age of the scam victim is 73.5
- Estimated number of scam victims in Lancashire – 76,000
- Estimated cost to Lancashire victims – £150million
- Some chronic scam victims have been responding to scams for many years.
- They may receive 30 to 40 letters (or more) per week, along with numerous phone calls every day – many start to suffer with mental health problems.
- We have seen cases where the identified financial loss exceeds £50,000
- The activities of the scammers do not just affect the victim, but also their family and friends.

Consider the case of Jeanette:

Jeanette is in her 70's and lives alone

She used to have an active social life and was a regular church-goer

She responded to a scammer several years ago and was subsequently "groomed" into believing that she was speaking with a group of clairvoyants who could help solve her money worries

She no longer participates in church activities

She is under the care of the Mental Health team

She has credit card debts of over £12,000 and is having to sell her house

Despite intervention from Trading Standards and relatives 2 years ago, her daughter has recently caught her corresponding with scammers again.

What can Trading Standards do about scams?

Visits to victims: Reports of vulnerable victims are taken seriously and where needed will receive a visit from a Trading Standards Service Officer. In many cases the mail will be removed, and victims may be assisted by the installation of call blockers/ identification of ongoing support.

Lancashire Trading Standards also works closely with the National Scams Team. The National Team have instigated work with Royal Mail, Action Fraud and have been handed intercepted mail and mailing lists which are likely to identify scam victims across the UK.

Lists provided to Lancashire identify over 3000 potential victims across the County and work is ongoing in Lancashire to visit these individuals.

Reporting/Advice: Scams can be reported via the Citizen's Advice Consumer Helpline 03454 04 05 06

Scams can also be reported to Action Fraud on 0300 123 2040

Scambuster Stan: Lancashire Trading Standards Facebook page – like the page and you will be advised of any current scams and warnings.

Both Citizens Advice Consumer Service and Action Fraud collate intelligence and take action in the most serious cases.

Why are more fraudsters not prosecuted?

They are often based abroad and can be difficult or impossible to trace and prosecute.

Given the nature and scale of the problem, Scams are not solely a Trading Standards issue – legislators, the police, Royal Mail, safeguarding teams, local services, communities and families all have a role to play in supporting and protecting the public from these frauds.

O&S Update - Building Stronger Relationships with Town and Parish Councils recommendations – April 2017

No	Recommendation	Action
<p>3.1</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 9</p>	<p>That all councillors be formally reminded of their roles and responsibilities (as detailed in the Councillor Development Programme 2015-2019 and agreed at Full Council on 22 October 2015) which include the expectation to</p> <ul style="list-style-type: none"> ○ regularly attend any town or parish council and other community meetings that take place in your ward and provide a regular line of communication with the council for local people, including those who do not actively participate in community groups ○ inform residents and community groups about current and upcoming consultation exercises, encourage them to take part and tell them about the outcomes ○ represent the council within the community by talking to residents about the council's strategies, policies, services and procedures. 	<p>As part of the Councillor Development Plan process, all councillors have been given <u>at least</u> one copy of the Wyre Councillor Skills Framework over the last 12 months. This document is within the Councillor Development Programme and details all their roles and responsibilities including the specific areas that were highlighted by the O&S review.</p>
<p>3.2</p>	<p>That consideration be routinely given to offering town and parish council representatives the chance to attend relevant training events and briefings for Wyre councillors, in particular those related to planning policy and practice.</p>	<p>The Policy and Engagement Manager regularly attends the LALC meetings to pick up any support needs from parish and town councils plus to share any opportunities for engagement.</p> <p>Parish and Town Councils are asked twice a year to contribute to Wyre Voice with news from their area.</p> <p>Parish and Town Councils receive the monthly Wyre Council e-news containing news and opportunities to be involved in consultations.</p>

No	Recommendation	Action
3.3	<p>That basic information about Wyre Council be made more readily available to town and parish councils by the following means:</p> <p>(a) Consideration to be given to preparing a simple guide to the council's services and departments, and/or</p> <p>(b) The council's website be made more user-friendly in order to ensure that information about the council's services and departments can be found more easily.</p>	<p>A guide was not prepared, however, the Policy & Engagement Manager is developing good relationships with parish clerks and they are able to contact her directly for support / queries relating to council services.</p> <p>A full website content review is currently underway to improve the usability and accessibility of our website. It is hoped that a redesign of the council's website will also be undertaken in the next 12 - 18 months.</p>
3.4	<p>That Wyre councillors be reminded that best practice requires them to access the council's IT systems regularly and read and respond to emails within 48 hours (as stated in the Councillor Development Programme 2015-2019 and agreed at Full Council on 22 October 2015).</p>	<p>As mentioned at 3.1, this is included in the Skills Framework document.</p>
3.5	<p>That no further action should be taken regarding the introduction of a Parish Charter and the version that is currently on the council's website should be removed. Future consideration of a Parish Charter should only take place if initiated by one or more of the borough's town and parish councils.</p>	<p>No further action was required</p>



Report of:	Meeting	Date	Item No.
Cllr Julie Robinson	Overview and Scrutiny Committee	10 April 2017	6

Lancashire County Council – Health Scrutiny
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1. Purpose of Report

1.1 To advise the committee about the work of Lancashire County Council's Health Scrutiny Committee.

2. Outcomes

2.1 Councillors better informed about health scrutiny in Lancashire.

2.2 Improved provision of health services in Wyre.

3. Recommendations

3.1 That Wyre's nominated representative on Lancashire County Council's Health Scrutiny Committee, currently Cllr Robinson, continues to feed back to the O&S Committee at least once per year, or more frequently if matters of particular significance for Wyre residents arise.

3.2 That the report be noted.

4. Background

4.1 Lancashire County Council's Health Scrutiny Committee is a statutory committee which has the following stated purpose:

- To review and scrutinise issues around public health and health inequalities. The Committee will review and scrutinise the work and performance of any relevant part of the County Council and its partners and the functions of the relevant Cabinet Members
- To exercise the statutory functions of a health overview and scrutiny committee under the provisions of the National Health Service Act 2006. For this purpose the Committee shall include twelve non-voting Co-opted district council Members.
- To consider and respond to petitions in accordance with the Council's petitions scheme see Appendix 'O' of Lancashire County Council's Constitution.

4.2 Councillor Julie Robinson is Wyre Council's nominated co-opted representative on this committee.

5. Key Issues and Proposals

5.1 There were eight meetings of the Health Scrutiny Committee during 2016.

The committee considered a wide range of items in 2016, including the following:

- Transforming care for people with a learning disability and/or autism
- Update on the transformation of Public Health and Wellbeing Services
- Lancashire Teaching Hospitals Trust - Chorley A&E update
- Recruitment issues – Lancashire Teaching Hospitals Trust
- Lancashire Teaching Hospitals Trust – temporary closure of Chorley A&E
- Transforming care – proposed redesign of Learning Disability Services in the North West
- Emergency Care crisis – Chorley
- Lancashire & South Cumbria Sustainable Transformation Plans
- NHS Improvement – role and remit
- Lancashire Teaching Hospitals Trust – response to scrutiny report
- Health and Wellbeing Partnerships
- Reports from the Health Scrutiny Committee Steering Group

5.2 Cllr Robinson's membership of the Health Scrutiny Committee provides an opportunity for Wyre Council to be directly represented in the Health Scrutiny process for Lancashire. It also provides a channel for feedback on any wider health issues that will have a particular impact on Wyre's residents.

Report Author	Telephone No.	Email	Date
Peter Foulsham, Scrutiny Officer	01253 887606	peter.foulsham@wyre.gov.uk	9 March 2017

Agenda Item 7

Agenda item 7

Life in Wyre Task Group - Scoping Document

Review Topic	Life in Wyre Residents' Survey
Chairman	To be confirmed
Group Membership	To be confirmed
Officer Support	Peter Foulsham, Scrutiny Officer
Purpose of the Review	To review the Life in Wyre Survey and to better understand its use and identify areas for improvement to ensure the Council gets best value from the survey.
Role of Overview and Scrutiny in this Review (mark all that apply)	<p>Holding Executive to account – decisions <input type="checkbox"/></p> <p>Existing budget and policy framework <input type="checkbox"/></p> <p>Contribution to policy development <input checked="" type="checkbox"/></p> <p>Holding Executive to account – performance <input type="checkbox"/></p> <p>Community champion <input checked="" type="checkbox"/></p> <p>Statutory duties / compliance with codes of practice <input type="checkbox"/></p>
Aims of Review	<ul style="list-style-type: none"> ○ To understand the Life in Wyre Residents Survey (LIW) in terms of: background, history, analysis, use, relevance, benefits, outcomes ○ To consider the results by area and highlight any differences ○ To explore possible reasons for the decline in reported satisfaction with (i) parks and open spaces, and (ii) sport and leisure facilities ○ To consider the costs and benefits of Life in Wyre ○ To identify gaps ○ To identify areas for improvement
Methodology	<p>Interviewing witnesses at task group meetings</p> <p>Reviewing literature</p> <p>Benchmarking with other local authorities</p> <p>Focus Group with respondents</p>

Scope of Review	The review will be limited to the section of the LIW Survey which relates directly to Wyre Council. It will exclude the Clinical Commissioning Group's section entitled 'Community-Based Health Services'.
Potential Witnesses	<ul style="list-style-type: none"> ○ Health and Community Engagement Portfolio Holder ○ Wyre Council officers ○ Representative from Infusion, research and consultation contractors
Documents to be considered	Life in Wyre questionnaire Reports to Council and Cabinet http://www.wyre.gov.uk/downloads/download/829/life_in_wyre_survey_results
Risks	None identified.
Level of Publicity	Low
Indicators of a Successful Review	<ul style="list-style-type: none"> ○ Recommendations for areas for improvement ○ Recommendation(s) about future residents surveys and/or how the council might collect residents' opinions about the council and partner services.
Intended Outcomes	Clear evidence base in place to make informed decisions
Approximate Timeframe	3 months
Projected Start Date	April 2017

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