

Report of:	Meeting	Date	Item No.
Marianne Hesketh, Service Director Performance and Innovation	Overview and Scrutiny Committee	12 September 2016	8

**Overview and Scrutiny Work Programme 2016/17 – update report**

**1. Recommendations**

- 1.1 That the draft scoping document for the Citizens Advice task group be agreed.

**2. Current and completed work**

**2.1 Libraries task group**

The Libraries task group's report was submitted to Lancashire County Council on 12 August, in time for their consultation deadline. The issues raised by the task group and included in the response will be considered further by Wyre's Cabinet on 7 September.

**2.2 Domestic abuse task group**

Four further meetings have been planned for this task group, to take place between 26 September and 24 October 2016. Representatives from the Lancashire Constabulary, Let Go, Fylde Coast Women's Aid and Citizens Advice Lancashire Advise have been invited to attend meetings as witnesses.

**3. Future task group work**

**3.1 Food hygiene**

At their meeting on 1 August 2016 the committee agreed to commission a task group to look at food hygiene issues, with particular reference to the food hygiene ratings. Eight councillors have expressed interest in taking part in the review. The first meeting is likely to be held on Wednesday 21 September.

### 3.2 Citizens Advice Bureau

Following a scrutiny review of the Citizens Advice service in Wyre the Cabinet agreed, on 21 January 2015, to renew the 2011 agreement (as amended by a decision of the Cabinet on 5 December 2012) with appropriate updating and redrafting, with Citizens Advice Lancashire West for a further two years from 1 June 2015.

Consideration needs to be given to renewing the agreement with effect from 1 June 2017 and a further short scrutiny review would enable the Cabinet to be fully informed about the content and effectiveness of advice provision in Wyre before such a decision is taken. A draft scoping document for a review is attached for the committee's consideration at Appendix 1.

Subject to the committee's agreement a review would be likely to be carried out over two meetings in November with recommendations submitted to the Cabinet meeting to be held on 18 January 2017.

### 3.3 Other topics

Other topics that have been suggested for possible inclusion in the 2016/17 Work Programme include:

- Changing energy suppliers
- Provision of dementia services, with reference to the Dementia Atlas (<https://engage.dh.gov.uk/dementiachallenge/dementia-map/>)
- Sport England allocation of grant funding – the role of the council and the YMCA

Report Author	Telephone No.	Email	Date
Peter Foulsham, Scrutiny Officer	01253 887606	<a href="mailto:peter.foulsham@wyre.gov.uk">peter.foulsham@wyre.gov.uk</a>	24 August 2016

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

### APPENDICES

Appendix 1	Citizens Advice Bureau task group – Scoping Document – Draft
Appendix 2	Overview and Scrutiny Work Programme May 2016 – April 2017 – Summary

**Citizens Advice Bureau – Task Group****Scoping Document – DRAFT**

<b>Review Topic</b>	Citizens Advice Bureau
<b>Chair</b>	To be confirmed
<b>Group Membership</b>	To be confirmed
<b>Officer Support</b>	Peter Foulsham (Scrutiny Officer)
<b>Purpose of the Review</b>	To assess whether the council's requirements have been fulfilled, within the terms of the Service Level Agreement between the council and Citizens Advice Lancashire West, and whether positive outcomes have been delivered, prior to the Cabinet making a decision whether or not to continue funding Citizens Advice Lancashire West beyond the end of the current agreement (31 May 2017)
<b>Objective of Review</b>	To ensure that Citizens Advice Lancashire West delivers a service that meets the needs of residents and provides good value to Wyre's Council Tax payers.
<b>Aims of Review</b>	<ol style="list-style-type: none"> <li>1. To review the current Service Level Agreement and come to a view about whether the intended outcomes have been achieved</li> <li>2. To understand the complementary roles of (i) the council's Debt Advisors and (ii) the service provided by Citizens Advice Lancashire West</li> <li>3. To review the implementation of the additional recommendations made by the previous scrutiny review and agreed by the Cabinet on 21 January 2015</li> <li>4. To identify the services that need to be commissioned, and outcomes achieved, if the current agreement with Citizens Advice Lancashire West extends beyond May 2017</li> <li>5. To explore other funding opportunities</li> </ol>
<b>Methodology</b>	<ul style="list-style-type: none"> <li>• Review previous reports and documentation (see below)</li> <li>• Review performance data</li> <li>• Interview witnesses</li> </ul>
<b>Potential Witnesses</b>	<ul style="list-style-type: none"> <li>• Planning and Economic Development Portfolio Holder (in his role as the council's nominated representative on the CAB Board)</li> <li>• Wyre Council officers (including, possibly, Service Director Performance and Innovation, Head of Contact Centre and Care &amp; Repair Manager)</li> <li>• Chief Executive, Citizens Advice Lancashire West</li> <li>• Fleetwood Town Council</li> <li>• Service users</li> </ul>

<b>Documents to be considered</b>	<ul style="list-style-type: none"> <li>• Service Level Agreement</li> <li>• Report to Cabinet on 5 December 2012, 'Welfare Advice Service (Citizens Advice Bureau)'</li> <li>• Scrutiny review report to Cabinet on 21 January 2015</li> <li>• CAB Service Report – 2015 and beyond</li> <li>• CAB performance reports</li> </ul>
<b>Risks</b>	<ul style="list-style-type: none"> <li>• Unnecessarily prolonging what is intended to be a very short review of the outputs provided by the current funding arrangement with the CAB</li> </ul>
<b>Level of Publicity</b>	Not defined at present.
<b>Indicators of a Successful Review</b>	<ul style="list-style-type: none"> <li>• A clear recommendation to Cabinet influencing their decision about whether to continue the agreement with the CAB beyond 31 May 2017</li> </ul>
<b>Intended Outcomes</b>	<ul style="list-style-type: none"> <li>• A wide range of Wyre residents' social and welfare needs (including debt management in particular) managed effectively</li> </ul>
<b>Approximate Timeframe</b>	One month, two meetings
<b>Projected Start (and Completion) Date</b>	November 2016

arm/o&s/cr/16/1209pf App1

05.08.16

