

**Committee:** Overview and Scrutiny Committee  
**Date:** Tuesday 18 October 2011  
**Time:** 6.30 pm  
**Venue:** Bodicote House, Bodicote, Banbury, OX15 4AA

### Membership

|  |  |
|--|--|
| <b>Councillor Kieron Mallon (Chairman)</b> | <b>Councillor Lynn Pratt (Vice-Chairman)</b> |
| <b>Councillor Ann Bonner</b>               | <b>Councillor Tim Emptage</b>                |
| <b>Councillor Chris Heath</b>              | <b>Councillor Alastair Milne Home</b>        |
| <b>Councillor Neil Prestidge</b>           | <b>Councillor Leslie F Sibley</b>            |
| <b>Councillor Daniel Sames</b>             | <b>Councillor Trevor Stevens</b>             |
| <b>Councillor Lawrie Stratford</b>         | <b>Councillor Rose Stratford</b>             |

### Substitutes

|  |                                      |
|--|--------------------------------------|
| <b>Councillor Andrew Beere</b>           | <b>Councillor Patrick Cartledge</b>  |
| <b>Councillor Timothy Hallchurch MBE</b> | <b>Councillor Simon Holland</b>      |
| <b>Councillor David Hughes</b>           | <b>Councillor George Parish</b>      |
| <b>Councillor Alaric Rose</b>            | <b>Councillor Douglas Williamson</b> |

## AGENDA

Overview and Scrutiny Members should not normally be subject to the party whip. Where a member is subject to a party whip they must declare this at the beginning of the meeting and it should be recorded in the minutes.

- 1. Apologies for Absence and Notification of Substitute Members**
- 2. Declarations of Interest**

Members are asked to declare any interest and the nature of that interest which they may have in any of the items under consideration at this meeting.

### 3. **Urgent Business**

The Chairman to advise whether they have agreed to any item of urgent business being admitted to the agenda.

### 4. **Minutes** (Pages 1 - 4)

To confirm as a correct record the minutes of the meeting held on 13 September 2011.

### 5. **Equality Framework for Local Government 'Achieving' Self Assessment - update** (Pages 5 - 20)

Report of Head of Service and Corporate Performance Manager

#### **Summary**

To review progress against areas for improvement identified in the 2010/11 Equalities Self Assessment with respect to the Equality Framework for Local Government.

#### **Recommendations**

The Overview and Scrutiny Committee is recommended to:

- (1) Consider the evidence and information submitted in the Council's Self Assessment against the Achieving Standard under the Equality Framework for Local Government, along with a progress update on identified areas for improvement.
- (2) Refer the Self Assessment and the progress review to the Executive for approval.

### 6. **Overview and Scrutiny Work Programme** (Pages 21 - 28)

Report of Head of Service

#### **Summary**

To update the Committee on the Overview and Scrutiny Work Programme 2011/12.

#### **Recommendations**

The Overview and Scrutiny Committee is recommended to:

- (1) Note any items of interest in the current version of the Forward Plan (October 2011 – January 2012) and consider whether to include them on the work programme for 2011/12.
- (2) Note the current Overview and Scrutiny element of the work programme for 2011/12 as set out at Appendix 1.

- (3) Determine the agenda items for the 15 November 2011 meeting of the Overview and Scrutiny Committee.

**Councillors are requested to collect any post from their pigeon hole in the Members Room at the end of the meeting.**

## **Information about this Meeting**

### **Apologies for Absence**

Apologies for absence should be notified to [democracy@cherwell-dc.gov.uk](mailto:democracy@cherwell-dc.gov.uk) or (01295) 221583 prior to the start of the meeting.

### **Declarations of Interest**

Members are asked to declare interests at item 2 on the agenda or if arriving after the start of the meeting, at the start of the relevant agenda item. The definition of personal and prejudicial interests is set out in the constitution. The Democratic Support Officer will have a copy available for inspection at all meetings.

**Personal Interest:** Members must declare the interest but may stay in the room, debate and vote on the issue.

**Prejudicial Interest:** Member must withdraw from the meeting room and should inform the Chairman accordingly.

With the exception of the some very specific circumstances, a Member with a personal interest also has a prejudicial interest if it is one which a Member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Member's judgement of the public interest.

### **Local Government and Finance Act 1992 – Budget Setting, Contracts & Supplementary Estimates**

Members are reminded that any member who is two months in arrears with Council Tax must declare the fact and may speak but not vote on any decision which involves budget setting, extending or agreeing contracts or incurring expenditure not provided for in the agreed budget for a given year and could affect calculations on the level of Council Tax.

### **Evacuation Procedure**

When the continuous alarm sounds you must evacuate the building by the nearest available fire exit. Members and visitors should proceed to the car park as directed by Democratic Services staff and await further instructions.

### **Access to Meetings**

If you have any special requirements (such as a large print version of these papers or special access facilities) please contact the officer named below, giving as much notice as possible before the meeting.

**Mobile Phones**

Please ensure that any device is switched to silent operation or switched off.

**Queries Regarding this Agenda**

Please contact Catherine Phythian, Legal and Democratic Services  
catherine.phythian@cherwell-dc.gov.uk (01295) 221583

**Sue Smith**  
**Chief Executive**

Published on Monday 10 October 2011

# Agenda Item 4

## Cherwell District Council

### Overview and Scrutiny Committee

Minutes of a meeting of the Overview and Scrutiny Committee held at Bodicote House, Bodicote, Banbury, OX15 4AA, on 13 September 2011 at 6.30 pm

Present: Councillor Kieron Mallon (Chairman)

Councillor Ann Bonner  
Councillor Tim Emptage  
Councillor Chris Heath  
Councillor Alastair Milne Home  
Councillor Leslie F Sibley  
Councillor Daniel Sames  
Councillor Trevor Stevens  
Councillor Lawrie Stratford  
Councillor Rose Stratford

Apologies  
for  
absence: Councillor Lynn Pratt

Officers: Claire Taylor, Corporate Strategy and Performance Manager  
Caroline French, Equalities and Diversity Officer  
Catherine Phythian, Senior Democratic and Scrutiny Officer

#### 19 **Declarations of Interest**

There were no declarations of interest.

#### 20 **Urgent Business**

There was no urgent business.

#### 21 **Minutes**

The Minutes of the meeting of the Committee held on 19 July 2011 were agreed as a correct record and signed by the Chairman.

#### 22 **Equality Framework for Local Government 'Achieving' Self Assessment**

The Chairman welcomed the Corporate Strategy and Performance Manager and the Equalities and Diversity Officer to the meeting.

The Corporate Strategy and Performance Manager introduced the report and gave a short presentation which set the context for the Self Assessment. She explained that the Council's approach to equalities had evolved over the last few years from an original focus on legal compliance and "box-ticking" to the current ethos of ensuring that our business processes, performance management and service delivery are appropriate for the needs of all residents and flexible in response to people's requirements. The Committee learnt that in 2008 the Council identified 90 equalities impact assessments of its service departments but that as the approach to equalities has developed a more focused and targeted approach has been developed which aims to assess about 10 – 15 equalities issues per year prompted by changes to service delivery and customer requirements rather than following departmental structures.

The Corporate Strategy and Performance Manager highlighted four main points which underpin the Council's work on equalities:

**Approach:** the focus was now about making the Council's services equitable, accessible and high quality for all regardless of their needs and not about targeting particular strands of ethnicity or religion for the sake of box ticking.

**Resources:** the work is embedded in teams across the Council supported to a limited extent by the Corporate Strategy and Performance Manager and the Equalities and Diversity Officer and the Corporate Planning Assistant.

**Legislation:** still complex but now consolidated in the single 2010 act which is better suited to the Cherwell approach (i.e. focusing on a holistic and locally appropriate approach to equalities rather than a limited set of characteristics)

**Results:** the focus is on using customer feedback and service testing to produce practical results. For example on a local volunteer translation service and running the successful Knowing Our Communities events, these types of events aim to make a difference to service users by enhancing access and focusing resources on the frontline.

The Committee noted that although each section of the draft Self Assessment included details of "Areas For Improvement" there was no indication of how or when these would be reviewed or measured. It was therefore appropriate to suggest that the Overview and Scrutiny Committee should monitor the progress on the implementation of these improvements at a future meeting. In response officers agreed to bring an initial response and action plan for the "Areas For Improvement" to a future meeting of the Committee.

The Committee were concerned to note that the Cherwell district has the highest reported hate crime figures next to Oxford City within the Oxfordshire area. The Committee invited officers to provide further information and detail on this matter.

The Committee requested further information on the work being undertaken by Housing Services to review the grants given to community groups in order to improve the distribution of funding to groups and also on the take up and effectiveness of the training offered to Asian landlords.

In response to questions from the Committee the Corporate Strategy and Performance Manager explained that the improvement proposal to “align our staff force to the Cherwell community” did not mean that there would be any attempt to introduce a strict numerical quota based on gender, ethnicity etc but rather that it was intended to illustrate that the Council would seek to ensure that the staff force had the necessary skills and experience to meet the needs of the community.

In conclusion it was agreed that the Equalities and Diversity Officer should bring an updated version of the Self Assessment and additional information on the specific topics raised to the next meeting of the Committee.

### **Resolved**

- 1) That the Corporate Strategy and Performance Manager should bring an updated version of the Self Assessment and additional briefing information on the areas for improvement, hate crime statistics, the distribution of community grants and the training offered to landlords, to the November meeting of the Committee.
- 2) Not to refer the Self Assessment to the Executive for approval at this time.

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### **Overview and Scrutiny Work Programme**

The Committee considered the report of the Interim Head of Legal and Democratic Services which updated Members on the Overview and Scrutiny Work Programme 2010/11.

### **Forward Plan**

The Committee agreed that there were no items on the Forward Plan for September to December 2011 that they wished to include on their work programme in 2010/11.

### **Agenda for 18 October 2011**

The Committee agreed that the agenda should include a further discussion with the Corporate Strategy and Performance Manager and the Equalities & Diversity Officer on the equalities issues raised at this meeting and a briefing from the working party looking at the Registered Social Landlord's Policy.

### **Resolved**

- (1) That there were no items in the current version of the Forward Plan (September - December 2011) to include on the work programme for 2011/12.
- (2) That the current Overview and Scrutiny element of the work programme for 2011/12 be noted.

- (3) That it be noted that the 18 October 2011 meeting of the Overview and Scrutiny Committee would consider an updated report on the Council's Equality Framework for Local Government 'Achieving' Self Assessment and additional briefing information on the level of equalities related crimes in Cherwell and on the training offered by the Council to Asian landlords. In addition the working group looking at the Registered Social Landlord's Policy would brief the Committee meeting on their initial discussions with officers.

The meeting ended at 7.30 pm

Chairman:

Date:

## Overview and Scrutiny Committee

### Equalities Self Assessment - Update

18 October 2011

### Report of Head of Service and Corporate Performance Manager

#### PURPOSE OF REPORT

To review progress against areas for improvement identified in the 2010/11 Equalities Self Assessment with respect to the Equality Framework for Local Government.

This report is public

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#### Recommendations

The Overview and Scrutiny Committee is recommended to:

- (1) Consider the evidence and information submitted in the Council's Self Assessment against the Achieving Standard under the Equality Framework for Local Government, along with a progress update on identified areas for improvement.
- (2) Refer the Self Assessment and the progress review to the Executive for approval.

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#### Introduction

- 1.1 At their meeting on 13 September 2011 the Overview and Scrutiny Committee reviewed the Council's approach to equalities and considered its performance and self assessment in relation to the Equality Framework for Local Government.
- 1.2 The committee commended the approach undertaken with regards to equalities and agreed that the aspiration to attain performance at the 'achieving level' was reflected in the self assessment document.
- 1.3 The committee noted that areas for improvement had been identified and that given equalities legislation had recently changed asked that a further review of areas for improvement was undertaken and a progress report brought to the committee.

- 1.4 This report presents that progress update and identifies ongoing areas for improvement that are included with the council's corporate equalities plan.

## **Details**

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- 2.1 This evidence based self-assessment of the council's equalities performance has been prepared by the Equality Corporate Steering Group. This is an officer only group and it is essential that the assessment is subject to an independent review and challenge by Members of the Council. The assessment was reviewed by the committee at their meeting on 13 September 2011 and this paper provides an update with regards to the areas for development and improvement.
- 2.2 Areas for development and improvement have been clearly highlighted in the self assessment and appendix 1 provides an overview of them with a current performance update. Areas for development and improvement are also reflected in the Council's corporate equalities plan (attached as appendix 2). This plan outlines actions that will be taken to address areas for improvement and also actions that meet local equalities priorities.
- 2.3 Together the Corporate Equalities Plan and the Equalities Self Assessment provide a full overview of the Council's planned equalities activities, both are subject to frequent performance monitoring and help deliver against the Council's strategic objectives.

## **Conclusion**

- 3.1 Cherwell District Council has made significant progress delivering against the equalities agenda in recent years. The Council has reviewed its performance under the Equalities Scheme for Local Government and in relation to its own corporate equalities plan. The Council reports on its equalities performance quarterly through the performance management framework and annually through an updated self assessment. Opportunities for stakeholder consultation and overview and scrutiny of the work programme have also been sought to ensure the work is of high quality.
- 3.2 The Council remains committed to delivering high quality and accessible services and the equalities programme helps deliver against this objective. Areas for development are clearly identified and prioritised and progress tracked against them.

## Implications

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|                         |  |
|-------------------------|--|
| <b>Financial:</b>       | None<br>Comments checked by Karen Curtin, Head of Service 01295 221551   |
| <b>Legal:</b>           | The 2010 Equalities act places a number of duties upon local authorities, including the duty to undertake impact assessments with regards to policy and service decisions.<br>Comments checked by Nigel Bell, Team Leader – Planning and Litigation 01295 221687   |
| <b>Risk Management:</b> | The author of this report is responsible for the performance and risk management framework. The risk associated with failure to comply with Equalities legislation are three fold, legal issues, reputational issues and the failure to deliver good quality and accessible services. The work the council undertakes with regards to equalities aims to mitigate these risks and the self assessment is an important part of this process.<br>Claire Taylor, Corporate Performance Manager, 01295 221563. |

## Wards Affected

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All

## Corporate Plan Themes

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All

## Executive Lead

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Councillor Wood, Leader of the Council

## Document Information

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| Appendix No   | Title   |
|---|---|
| Appendix 1  | Areas for improvement – progress update October 2011  |
| Appendix 2  | Corporate Equalities Action Plan  |
| <b>Background Papers</b>                                  |   |
| 1. Cherwell District Council Equalities Self Assessment   |   |
| 2. Cherwell District Council Equalities Policy and Scheme |   |
| <b>Report Author</b>                                      | Claire Taylor, Corporate Performance Manager  |
| <b>Contact Information</b>                                | 01295 221563 <a href="mailto:claire.taylor@cherwell-dc.gov.uk">claire.taylor@cherwell-dc.gov.uk</a> |

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## Cherwell District Council Equalities Self Assessment – Areas for Improvement October 2011

### Areas of improvement identified within the 2009/2010 Equality ‘Achieving’ Self Assessment.

| Issue  | Update  | Outcome/Completed   |
|--|---|---|
| <ul style="list-style-type: none"> <li>The Council's does not routinely collect data about sexual orientation.</li> </ul>                              | <ul style="list-style-type: none"> <li>Staff awareness events have been held to promote an understanding of the LGBT community</li> <li>sexual orientation is monitored as part of the HR and Recruitment procedures</li> </ul> | <ul style="list-style-type: none"> <li>The council understands the importance for collecting community data but will only ask relevant questions has it has been proven to discourage overall response rates.</li> </ul>  |
| <ul style="list-style-type: none"> <li>There is an opportunity to widen consultation as part of the annual review of the Equalities scheme.</li> </ul> | <ul style="list-style-type: none"> <li>Equality Scheme review scheduled for October 2011 to take into account the Public Sector Equality Duty</li> </ul>  | <ul style="list-style-type: none"> <li>Equality Scheme to be updated by November 2011.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Further Member engagement in the Equality Impact Assessment Process.</li> </ul>                                 | <ul style="list-style-type: none"> <li>Corporate Equality Steering Group to discuss options</li> </ul>  | <ul style="list-style-type: none"> <li>Agenda item included within the Corporate Equality Steering Group - 12<sup>th</sup> December 2011</li> </ul>   |
| <ul style="list-style-type: none"> <li>To obtain accurate hate crime figures via the success of the Mantra Oxfordshire programme.</li> </ul>           | <ul style="list-style-type: none"> <li>Cherwell, will pilot the launch of the Arch Hate Crime reporting System</li> </ul>   | <ul style="list-style-type: none"> <li>Partnership &amp; Equality Officer sits on Mantra Strategic Steering Group.</li> <li>The Council has been set up as an Third Party Reporting Centre for the Hate Crime System.</li> <li>Communications Strategy currently being agreed</li> <li>Official Pilot live estimated Winter 2011</li> </ul> |

| Issue   | Update   | Outcome/Completed  |
|---|--|--|
| <ul style="list-style-type: none"> <li>Feedback any complaints made on the grounds of discrimination.</li> </ul>  | <ul style="list-style-type: none"> <li>All complaints are managed, logged and reported centrally through the Lagan system.</li> </ul>  | <ul style="list-style-type: none"> <li>Completed</li> </ul>  |
| <ul style="list-style-type: none"> <li>Housing services are reviewing grants given to community groups to improve distribution of funding to groups.</li> </ul>           | <ul style="list-style-type: none"> <li>Consultation has taken place and commissioning of advice, volunteering and volunteer car driving schemes has been created.</li> </ul>   | <ul style="list-style-type: none"> <li>The commissioning of advice, volunteering and volunteer car driving services is now underway. A 'Providers Workshop' was held prior to the commissioning to ensure agencies were fully aware of the tender process and had opportunity to ask questions. A report will be taken to the Executive on 7<sup>th</sup> November 2011 recommending who is awarded the contract and if approval is given the contract will be awarded by the end of November. This will then allow four months for any transition arrangements that need to be in place to ensure the services can start from 1<sup>st</sup> April 2011.</li> </ul> |
| <ul style="list-style-type: none"> <li>The Housing Equality Group is overseeing the creation and implementation of an Equality Scorecard throughout 2011/2012.</li> </ul> | <ul style="list-style-type: none"> <li>Housing Equality Group have agreed format and content for the Equality Scorecard</li> </ul>   | <ul style="list-style-type: none"> <li>Scorecard to be signed off by the Housing Equality Steering Group during January 2012.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Area of improvement would be to align our staff work force to the Cherwell community profile.</li> </ul>                           | <ul style="list-style-type: none"> <li>Successful Apprenticeship scheme conducted during 2010/2011.</li> <li>The Equality Act 2010 now allows organisations to recruit in favour of an under represented community within their organisation.</li> </ul> | <ul style="list-style-type: none"> <li>Apprenticeship to be continued into 2012/2013</li> <li>Successful community volunteering at the Council with under represented groups such as the polish and African community.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Staff Workforce Profile to be published on the Council's website.</li> </ul>   | <ul style="list-style-type: none"> <li>Completed on an annual basis</li> </ul>   | <ul style="list-style-type: none"> <li>Completed – Staff figures are available on the Cherwell District Council website.</li> </ul>  |

**Areas for development identified within the 2010/2011 Equality 'Achieving' Self Assessment.**

| Issue  | Action   | Timeframe   |
|--|--|---|
| <ul style="list-style-type: none"> <li>Inclusion of the Armed Forces within Cherwell's Equality Programme</li> </ul> | <ul style="list-style-type: none"> <li>Armed Forces 'Knowing Your Community' Event</li> <li>Customer Service Out-Reach Service at The Garrison, Bicester.</li> </ul>   | <ul style="list-style-type: none"> <li>January 2012</li> <li>January 2012</li> </ul>                                    |
| <ul style="list-style-type: none"> <li>To embed the Equality 2010 Legislation throughout the Council</li> </ul>      | <ul style="list-style-type: none"> <li>All Equality Corporate Policies, Scheme and documentation to be updated to reflect the legislation and published on the Councils Website</li> </ul>   | <ul style="list-style-type: none"> <li>December 2011</li> </ul>   |
| <ul style="list-style-type: none"> <li>Oxford Mantra Pilot and Scrutiny of Hate Crime</li> </ul>                     | <ul style="list-style-type: none"> <li>Mantra Steering Group to sign off Communications Strategy</li> <li>Local Community Communications to take place</li> <li>Official Oxfordshire Mantra launch</li> <li>Cherwell Overview and Scrutiny Committee to monitor hate crimes cases within Cherwell</li> </ul> | <ul style="list-style-type: none"> <li>January 2011</li> </ul>  |
| <ul style="list-style-type: none"> <li>Equality Analysis on Budget Decisions</li> </ul>                              | <ul style="list-style-type: none"> <li>All Head of Services to complete the Equality Analysis process on all budget decisions.</li> <li>Partnership &amp; Equality Officer to support this process</li> </ul>  | <ul style="list-style-type: none"> <li>Ongoing</li> </ul>   |
| <ul style="list-style-type: none"> <li>Maintain a Community Knowledge Programme</li> </ul>                           | <ul style="list-style-type: none"> <li>Specific Understanding of the impact of the recession on vulnerable groups</li> </ul>   | <ul style="list-style-type: none"> <li>Ongoing – Brighter Futures in Banbury Project. Connecting Communities</li> </ul> |
| <ul style="list-style-type: none"> <li>Customer Service Outreach Programme</li> </ul>                                | <ul style="list-style-type: none"> <li>Identifying new hard to reach community areas in Cherwell.</li> <li>Armed Forces – Bicester Garrison</li> <li>Bullington Prison – Bicester</li> </ul>   | <ul style="list-style-type: none"> <li>New out reach programmes to be investigated and launched January 2011</li> </ul> |

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## Cherwell District Council Corporate Equality Action Plan 2009 – 2012

### Fair Access and Customer Satisfaction

| Corporate Plan Aim  |   | 3 Year Corporate Targets   | 2009/10 Corporate Targets   | 2010/11 Corporate Targets   | 2011/12 Corporate Targets   | People/Resources  |
|---|---|--|---|---|---|---|
| <p>To ensure Cherwell District Council and our Partners treat the public fairly regardless of their background or way of life.</p> <p>To improve our services to the older generation within the Cherwell district.</p> <p>To ensure all our services both internal and external are provided to an excellent standard.</p> | <p>To improve our N1140 (Fair Treatment) National Indicator score</p>                         | <p>Place Survey Deleted</p>  | <p>Place Survey Deleted</p>   | <p>Place Survey Deleted</p>   | <ul style="list-style-type: none"> <li>• Quarterly Equality &amp; Access Panels</li> <li>• Faith Forum</li> <li>• Disability Forum</li> <li>• Connecting the Community</li> </ul>   | <p>Michal Gogut</p>   |
|   | <p>Implement Older People's Strategy comprising of three age groups (50-65) (65-80) (80+)</p> | <p>Older People's Strategy to be written by 31<sup>st</sup> March 2010.</p> <p>Housing strategy for Older People</p>   | <p>Implement Strategy</p> <p>Housing Strategy for older people – action plan year 1</p>   | <p>Implement Strategy</p> <p>Housing Strategy for older people – action plan year 2</p>   | <ul style="list-style-type: none"> <li>• Implement Older People's Strategy</li> <li>• Housing Strategy for older people – action plan year 2</li> <li>• Implement DFG Policy</li> </ul>   | <p>Chris Rothwell</p> <p>Martyn Swann/Fiona Brown</p> <p>John Hoed/Tim Mills</p>  |
|   | <p>Implement a yearly mystery shopper plan on our services.</p>                               | <p>Phone and Face – Face mystery shopping in Customer Services.</p> <p>Continue to ensure 90% of customers who access Customer Services are happy with the service they receive.</p> <p>Create a centrally managed complaints procedure across all CDC departments</p> | <p>Phone and Face – Face mystery shopping in Customer Services.</p> <p>Continue to ensure 90% of customers who access Customer Services are happy with the service they receive.</p> <p>Continue and monitor corporate complaints procedure.</p> <p>Establish Disability Forum</p> <p>Create CDC service experience days using volunteers from the Disability Forum and review.</p> | <p>Phone and Face – Face mystery shopping in Customer Services.</p> <p>Continue to ensure 90% of customers who access Customer Services are happy with the service they receive.</p> <p>Continue and monitor corporate complaints procedure.</p> <p>Establish Disability Forum</p> <p>Create CDC service experience days using volunteers from the Disability Forum and review.</p> | <ul style="list-style-type: none"> <li>• Phone and Face – Face mystery shopping in Customer Services.</li> <li>• Create CDC service experience days using volunteers from the Disability Forum and review</li> <li>• Continuous completion of the Corporate Building (DDA Review) Rolling Programme</li> <li>• Continue to progress the Housing Services Equality &amp; Diversity Action plan</li> <li>• Undertake a range of Housing Customer Service Satisfaction measures</li> </ul> | <p>Chris Rothwell/Jacqui Hurd</p> <p>JacquiHurd<br/>CarolineFrench/<br/>Michal Gogut</p> <p>JohnHoed Mike Zuliani</p> <p>Martyn Swann</p> <p>Martyn Swann</p> |

## Tackling Inequality and Deprivation

| Corporate Plan Aim  | 3 Year Corporate Targets                                     | 2009/10 Corporate Targets | 2010/11 Corporate Targets  | 2011/12 Corporate Targets   | People/Resources   |
|---|--|---------------------------|--|---|--------------------|
| <p>To break the cycle of deprivation within the district.</p> | <p>Deliver 'Breaking the Cycle of Deprivation' projects.</p> |                           | <p>Set up and commence the delivery of a multi-agency programme to address inequalities in targeted areas in Banbury.</p> <p>Undertake a community engagement activity in Banbury to ensure local people's views are included in the development of the pilot programme.</p> | <ul style="list-style-type: none"> <li>• Continue the delivery of the Brighter Futures programme.</li> <li>• Explore ways to disseminate the learnings and outcomes from Brighter Futures across the district.</li> <li>• Continue No Place Like Home, tackling multi generational homelessness</li> <li>• Improving skills in areas of multiple deprivation e.g. Miller Road project, The Hill.</li> </ul> | <p>Iain Davies</p> |
|   |  |                           | <p>Additional targets to be agreed by steering group in first quarter if 2010/11</p>   |   |                    |

## Building Strong and Cohesive Communities

| Corporate Plan Aim  | 3 Year Corporate Targets   | 2009/10 Corporate Targets  | 2010/11 Corporate Targets   | 2011/12 Corporate Targets   | People/Resources   |
|---|--|--|---|---|--|
| <p>Promote integration between communities and groups through the use of sport, leisure, cultural activities and opportunities for community involvement.</p> | <p>To develop and implement a stronger communities strategy.</p> <p>To improve upon the NI1 (%of people who believe people from different backgrounds get on well in their local area) National Indicator score</p> <p>To improve upon the NI23 (Perceptions that people in the area treat one and another with respect and Consideration) National indicator score.</p> <p>Improve opportunities for different groups within communities to work together and build strong community relations</p> <p>Establish intergenerational projects to improve relations between the young and old and tackle issues such as fear of crime</p> <p>Joint working with Thames Valley Police to highlight and reduce any community tension and build trust in local services.</p> | <p>CDC to hold a Community Event to promote (Inclusion Infusion)</p> <p>To be measured via the Cherwell District Council Place Survey.</p> | <p>Launch stronger communities strategy</p> <p>To be measured via the Cherwell District Council Place Survey.</p> <p>Work with Banbury Cohesion Working Group to hold a community event to build cohesion, understanding and strong relationships.</p> <p>CDC To establish programme of community events</p> <p>Work with the LSP to establish new opportunities for community groups to engage with local service providers</p> <p>Banbury Museum Asian Intergenerational Project to be ready for display in 2010.</p> | <ul style="list-style-type: none"> <li>• Draft Community Engagement Strategy</li> <li>• Re-modelling &amp; commissioning advice &amp; information services and improving volunteering opportunities</li> <li>• Work with the Banbury Cohesion Group to publish a quarterly Cohesion Newsletter</li> </ul> | <p>Community Planning</p> <p>Community/Developm ent. Housing Strategy</p> <p>Caroline French</p> |
|   | <p>CDC to Join TVP Independent Advisory Panel to improve consultation and community relations.</p>   |  |   |   |  |

## Positive Engagement and Understanding

| Corporate Plan Aim   |  | 3 Year Corporate Targets  | 2009/10 Corporate Targets  | 2010/11 Corporate Targets   | 2011/12 Corporate Targets  | People/Resources |
|--|--|---|--|---|--|------------------|
| <p>To gain better engagement and work with young people within the district.</p> <p>Continue to increase Cherwell's knowledge and understanding of the wider community to ensure we fulfil all residents' needs within our services.</p> | <p>To work with local schools, colleges and sixth forms to engage with the districts younger generation.</p>                               | <p>Implement Kidlington Youth Council.</p> <p>Local Democracy Week.</p> <p>Continue OCC lead Oxfordshire Youth Parliament.</p>  | <p>Implement Rural Youth Council.</p> <p>Local Democracy Week.</p> <p>Receive OCC Children &amp; Young People Plan.</p> <p>Continue OCC lead Oxfordshire Youth Parliament.</p>         | <ul style="list-style-type: none"> <li>Implement OCC Children and Young People's Action Plan.</li> <li>Local Democracy Week.</li> <li>Continue OCC lead Oxfordshire Youth Parliament.</li> </ul>  | <p>Jon Wild</p> <p>Jon Wild</p> <p>Jon Wild</p>                                      |                  |
|  | <p>Explore and establish links with minority representation and community groups to help us improve our services.</p>                      | <p>Launch role of Customer Service Officer - Specialist</p> <p>Support and be an active member of the 'Mantra' and 'Halt' steering groups to decrease hate crimes within the district</p> | <p>Attending external community events, forums, group meetings with the aim of reaching different equality groups who would not or could not access our services and promote them.</p> | <ul style="list-style-type: none"> <li>Create an opening for these minority groups to attend open days at Cherwell District Council where they can access all services.</li> <li>Support and be an active member of the 'Mantra' and 'Halt' steering groups to decrease hate crimes within the district.</li> <li>To assist Oxfordshire County Council Hate Crime Lead roll out Mantra pilot in Cherwell</li> <li>Work with housing's residents panel on strategic input</li> </ul> | <p>Jacqui Hurd</p> <p>Caroline French</p> <p>Caroline French</p> <p>Martyn Swann</p> |                  |
| <p>Raise internal awareness of diversity within our community</p>  | <p>Implement the 'Knowing Your Community' internal events.</p> <p>Continue with the internal 'Fair and Aware' Equality Communications.</p> | <p>Polish Community Event Communities in Crisis Event.</p>  | <p>To complete two 'Knowing your Community' events a year.</p>   | <ul style="list-style-type: none"> <li>To complete two 'Knowing your Community' events a year.</li> <li>Widen participation in 'Knowing your Community' events to include partners</li> </ul>   | <p>Michal Gogut</p> <p>Michal Gogut</p>  |                  |

## Demonstrating Our Commitment to Equality

| Corporate Plan Aim  | 3 Year Corporate Targets  | 2009/10 Corporate Targets  | 2010/11 Corporate Targets   | 2011/12 Corporate Targets  | People/Resources                   |
|---|---|--|---|--|------------------------------------|
| To review and publicise all documentation in line with government framework   | To ensure Cherwell District Council meets government requirements   | Introduce Equality Monitoring Scorecard<br>Publish Workforce Profile and identify underrepresentation<br>Review EIA format.<br>Create 3 year EIA Rolling Plan<br>Create Single Equality Scheme<br>Create 3 year Equality Action Plan | Continue to publish all EIA's<br>Monitor, report and publish results on Equality Scorecard and EIA Action Plans<br>Review EIA Rolling Plan and Equality Action Plan | <ul style="list-style-type: none"> <li>Continue to publish all EIA's</li> <li>Monitor, report and publish results on Equality Scorecard and EIA Action Plans</li> <li>Review EIA Rolling Plan and Equality Action Plan</li> </ul>                                      | Caroline French<br>Caroline French |
| To undertake a self assessment of the Councils performance against the the Equality Framework for Local Government. | To gain and maintain the 'Achieving' standard under the Equality Framework for Local Government.  | Research Council's current position and implement the 'Path to Excellence' project plan  | ELFG Peer Challenge for 'Achieving' Standard.   | <ul style="list-style-type: none"> <li>Review Achieving Standard to research and develop an improvement programme.</li> </ul>  | Caroline French                    |
| Ensuring our staff and services promote and embed equality into their work.   | Implement a mandatory corporate modular training programme which can be tailored to each specific service.                              | Corporate training to be created and signed off by Chief Executive.<br>Roll out Corporate Equality Training Programme to all staff.  | Complete Corporate Equality Training Programme and consult on the success of the programme.   | <ul style="list-style-type: none"> <li>Equality Training Programme to continue on a quarterly basis for all new employees or refresher courses for existing staff.</li> <li>Continue to implement the Housing Services Equality &amp; Diversity Action Plan</li> </ul> | Chris Harvey<br>Martyn Swann       |
| To continue to maximise output from the Corporate Equality and Diversity Steering Group                             | Group members to continue to consult on all activities within the Council and promote Equality and Diversity within their own services. | Create new structure and terms of reference for the group.<br>Group to meet on a Quarterly basis.  | Group to meet on a Quarterly basis.<br>Review success of the group.   | <ul style="list-style-type: none"> <li>Group to meet on a Quarterly basis.</li> <li>Review success of the group</li> </ul>   | Caroline French                    |

**Corporate Equality 3 Year Rolling Plan**

| Year 2009/2010 ( September Onwards)  |                 | Year 2010/2011                           |                 | Year 2011/2012                         |                 | Year 2012/2013                             |                 |
|--------------------------------------|-----------------|--|-----------------|--|-----------------|--|-----------------|
| EQIA                                 | Completion Date | EQIA                                     | Completion Date | EQIA                                   | Completion Date | EQIA                                       | Completion Date |
| Job Evaluation                       | November 09     | Arts Grants Removal                      | April 2011      | Corporate Health & Safety              | 2011/2012       | Corporate Cons & Engagement Strategy       | 2012/2013       |
| SCS – Sustainable Community Strategy | November 09     | Older People’s Grants Removal            | April 2011      | Environment Strategy/Changing Climate. | 2011/2012       | Civil Parking Enforcement – Urban & Rural. | 2012/2013       |
| Work Force Planning Process          | October 09      | Corporate Plan, new strategic Priorities | 2010/2011       | Tourism Plan & Recreation Strategy     | 2011/2012       | Safer Community Partnership Strategy       | 2012/2013       |
| Health & Improvement Strategy        | March 10        | Sports Grants Removal                    | April 2011      | Occupational Health & Welfare Policy   | 2011/2012       | Licensing Services                         | 2012/2013       |
| Waste & Recycling Kitchen Caddy      | November 09     | HR Recruitment Policy                    | 2010/2011       | Organisational Change Policy           | 2011/2012       | Overview & Scrutiny                        | 2012/2013       |
| Procurement Strategy                 |                 | Equality in Employment                   | 2010/2011       | Review of Countryside Grants           | 2011/2012       | Rural Dev & Countryside Services           | 2012/2013       |
| Data Quality Strategy                |                 | Village Hall Grants Removal              | April 2011      | ASB Standby Service                    | 2011/2012       | Vehicle Parks                              | 2012/2013       |
| Job Clubs                            | October 09      | Equality & Employment Strategy           | 2010/2011       | Review of Street Warden Service        | 2011/2012       | Street Furniture, Urban & Rural            | 2011/2012       |
| Deprivation Agenda                   | February 10     | Voicemail Policy                         | April 2010      | Electoral Services                     | July 2011       | Corporate Facilities Review                | 2011/2012       |
| ICT Operations                       | December 09     |  |                 | Land Charges                           | 2011            | Communications – Cherwell Link             | 2011/2012       |

**Corporate Equality 3 Year Rolling Plan**

| Year 2009/2010 ( September Onwards)  |                 | Year 2010/2011                           |                 | Year 2011/2012                         |                 | Year 2012/2013                             |                 |
|--------------------------------------|-----------------|--|-----------------|--|-----------------|--|-----------------|
| EQIA                                 | Completion Date | EQIA                                     | Completion Date | EQIA                                   | Completion Date | EQIA                                       | Completion Date |
| Job Evaluation                       | November 09     | Arts Grants Removal                      | April 2011      | Corporate Health & Safety              | 2011/2012       | Corporate Cons & Engagement Strategy       | 2012/2013       |
| SCS – Sustainable Community Strategy | November 09     | Older People’s Grants Removal            | April 2011      | Environment Strategy/Changing Climate. | 2011/2012       | Civil Parking Enforcement – Urban & Rural. | 2012/2013       |
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| Health & Improvement Strategy        | March 10        | Sports Grants Removal                    | April 2011      | Occupational Health & Welfare Policy   | 2011/2012       | Licensing Services                         | 2012/2013       |
| Waste & Recycling Kitchen Caddy      | November 09     | HR Recruitment Policy                    | 2010/2011       | Organisational Change Policy           | 2011/2012       | Overview & Scrutiny                        | 2012/2013       |
| Procurement Strategy                 |                 | Equality in Employment                   | 2010/2011       | Review of Countryside Grants           | 2011/2012       | Rural Dev & Countryside Services           | 2012/2013       |
| Data Quality Strategy                |                 | Village Hall Grants Removal              | April 2011      | ASB Standby Service                    | 2011/2012       | Vehicle Parks                              | 2012/2013       |
| Job Clubs                            | October 09      | Equality & Employment Strategy           | 2010/2011       | Review of Street Warden Service        | 2011/2012       | Street Furniture, Urban & Rural            | 2011/2012       |
| Deprivation Agenda                   | February 10     | Voicemail Policy                         | April 2010      | Electoral Services                     | July 2011       | Corporate Facilities Review                | 2011/2012       |
| ICT Operations                       | December 09     |  |                 | Land Charges                           | 2011            | Communications – Cherwell Link             | 2011/2012       |

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## Overview and Scrutiny Committee

2011/12 Work Programme

18 October 2011

Report of Head of Service

### PURPOSE OF REPORT

To update the Committee on the Overview and Scrutiny Work Programme 2011/12.

This report is public

### Recommendations

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The Overview and Scrutiny Committee is recommended to:

- (1) Note any items of interest in the current version of the Forward Plan (October 2011 – January 2012) and consider whether to include them on the work programme for 2011/12.
- (2) Note the current Overview and Scrutiny element of the work programme for 2011/12 as set out at Appendix 1.
- (3) Determine the agenda items for the 15 November 2011 meeting of the Overview and Scrutiny Committee.

### Details

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#### **1 Overview and Scrutiny Work Programme 2011/12**

- 1.1 Appendix 1 sets out the existing work programme for both the Overview and Scrutiny Committee and the Resources and Performance Scrutiny Board, as agreed at the committee meetings in September 2011.
- 1.2 The Committee will wish to note any items of interest in the current version of the Forward Plan (October 2011 – January 2012) and consider whether to include them on the work programme for 2011/12.

- 1.3 The latest version of the Forward Plan can be found at <http://modgov.cherwell.gov.uk/mgListPlans.aspx?RPId=115&RD=0>

## **2 Potential Work Programme Items 2011/12**

### **Registered Social Landlords Relationship Policy**

- 2.1 At the July meeting the Committee agreed that Councillors Bonner, Emptage and Mrs R Stratford would work with officers outside the formal meeting programme to develop a briefing pack on the current procedures and policies and to develop the plans for the structure of the review of the Council's relationships with Registered Social Landlords. It is suggested that the Committee take an initial discussion on this topic at their November meeting.

### **Empty Homes Policy**

- 2.2 At the July meeting the Committee noted that the production of the Empty Homes Policy document has been delayed mainly because of external events (changes to national benefit payments and the economic recession) which required a re-prioritisation of resources within the housing team. The Committee requested that, as part of their policy development brief, they be given the opportunity to review the document prior to its submission to the Executive. It is proposed that the Committee take a discussion on this topic at the November meeting which will then inform the drafting of the policy document.

### **Shared ICT Services**

- 2.3 The Director, Environment and Community is aware of the Committee's request to consider any reports on this topic prior to submission to the Executive. He has advised that it will be some months before this report on the business case will be available; he has indicated a provisional earliest date of November 2011. The item has been added to the work programme for the late autumn and will be kept under review.

## **3 Agenda for 15 November 2011**

- 3.1 This is the draft agenda for the meeting in October:
- Empty Homes Policy ~ detailed discussion with officers from Housing Services to inform the drafting of the policy document.
  - Registered Social Landlords ~ briefing from the lead Committee members on their preliminary investigations.
  - Work Programme 2011-12 (regular agenda item presented by the Scrutiny Officer).

## 4 Future Meetings Schedule

4.1 The future meeting dates for the Overview and Scrutiny Committee and the Resources and Performance Scrutiny Board are listed below.

|   |                                      |
|---|--------------------------------------|
| <b>Overview and Scrutiny Committee</b>            | 15 November 2011<br>06 December 2011 |
| <b>Resources &amp; Performance Scrutiny Board</b> | 11 October 2011<br>22 November 2011  |

### Implications

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**Financial:** There are no financial implications arising directly from this report. The report of the individual scrutiny reviews will address any specific financial issues.

Comments checked by Sarah Best, Senior Accountancy Assistant 01295 221736

**Legal:** There are no legal implications arising directly from this report. The report of the individual scrutiny reviews will address any specific financial issues.

Comments checked by Paul Manning, Solicitor, 01295 221691

**Risk Management:** If the work programme contains too many items there is a risk that scrutiny agendas become overloaded. This undermines effective scrutiny because Members are unable to concentrate on the key issues and officer resources are over-stretched. It may be necessary to hold further meetings during the year if the risk of not achieving the work programme becomes apparent. The report of the individual scrutiny reviews will address any specific risk issues.

Comments checked by James Doble, Democratic, Scrutiny and Elections Manager, 01295 221587

### Wards Affected

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Each scrutiny review will identify the wards affected

### Corporate Plan Themes

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Each scrutiny review will identify the relevant corporate plan themes

## Document Information

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| <b>Appendix No</b>         | <b>Title</b>   |
|----------------------------|--|
| Appendix 1                 | Overview and Scrutiny Annual Work Programme 2011/12        |
|                            |  |
| <b>Background Papers</b>   |  |
| None                       |  |
| <b>Report Author</b>       | Catherine Phythian, Senior Democratic and Scrutiny Officer |
| <b>Contact Information</b> | 01295 221583<br>Catherine.phythian@cherwell-dc.gov.uk      |

Overview & Scrutiny Work Programme 2011/12

| Title  | Sub-committee | Comments  | Meeting |     |     |       |
|--|---------------|---|---------|-----|-----|-------|
|  |               |   | Oct     | Nov | Dec | Later |
| <b>OVERVIEW AND SCRUTINY COMMITTEE</b>   |               |   |         |     |     |       |
| <b>Scheduling – to identify and agree potential topics for scrutiny</b>  |               |   |         |     |     |       |
|  |               |   |         |     |     |       |
| <b>Scrutiny – agreed topics for consideration at committee meetings</b>  |               |   |         |     |     |       |
| Equalities policy  | OSC           | Agenda item for 18 October meeting.   | ✓       |     |     | ✓     |
| Registered Social Landlords Relationship Policy  | OSC           | Cllrs Bonner, Emptage and R Stratford to progress with officers. Agenda item for 15 November 2011                                   |         | ✓   |     | ✓?    |
| Empty Homes Policy   | OSC           | For policy development review by Overview and Scrutiny Committee prior to submission to Executive. Agenda item for 15 November 2011 |         | ✓   |     |       |
| Options for future provision of ICT - South Northamptonshire Council & Cherwell District Council                           | OSC           | For review by Overview and Scrutiny Committee prior to final decision by Executive.   |         |     |     | ✓?    |
| <b>Task &amp; Finish Groups – agreed topics for review outside committee meetings</b>                                      |               |   |         |     |     |       |
| None   |               |   |         |     |     |       |
| <b>Monitoring – to examine responses to scrutiny reports and to check on progress on implementation of recommendations</b> |               |   |         |     |     |       |
| Youth Services   | OSC           | Monitor developments in OCC and CDC Youth Services.   |         |     |     | ✓     |

OSC: Overview & Scrutiny Committee  
T&FG: Task & Finish Group

R&PSB: Resources & Performance Board

FSWG: Finance Scrutiny Working Group  
PSWG: Performance Scrutiny Working Group

Overview & Scrutiny Work Programme 2011/12

| Title   | Sub-committee | Comments   | Meeting |     |     |       |
|---|---------------|--|---------|-----|-----|-------|
|   |               |  | Sept    | Oct | Nov | Later |
| <b>RESOURCES &amp; PERFORMANCE SCRUTINY BOARD</b>                                     |               |  |         |     |     |       |
| <b>Scheduling – to identify and agree potential topics for scrutiny</b>               |               |  |         |     |     |       |
| Budget Scrutiny 2012/13   |               | Agenda item for September meeting to agree an approach and timescales.   | ✓       |     |     |       |
| Partnerships: Bicester Vision   |               | Agenda item for September meeting. Chairman to submit a scoping document for consideration.  | ✓       |     |     |       |
| <b>Scrutiny – agreed topics for consideration at committee meetings</b>               |               |  |         |     |     |       |
| The cost and use of external consultants by Cherwell District Council                 | R&PSB         | Agenda item for September. To receive additional information on the complete process of procuring consultants giving examples from each directorate.   | ✓       |     |     |       |
| Contracts review – Landscape Maintenance  | R&PSB         | 2 Members nominated to work with officers regarding the Landscape Maintenance contract. Update to be provided on the contract review process and performance in light of the reduction in service. | →       | →   | →   | ✓     |
| Concessions Policy  | R&PSB         | Cllrs Cullip and Tompson to work with officers to develop the policy which will feed into the 2012/13 budget.  | →       | →   | →   | ✓     |
| Planning Applications Charges   | R&PSB         | To consider changes to charges for planning applications in line with government guidance and CDC policy – timescale dependent on Government issuing guidance                                      |         |     | ✓?  | ✓?    |
| <b>Task &amp; Finish Groups – agreed topics for review outside committee meetings</b> |               |  |         |     |     |       |

OSC: Overview & Scrutiny Committee  
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## Overview &amp; Scrutiny Work Programme 2011/12

| Title  | Sub-committee | Comments   | Meeting |     |     |       |
|--|---------------|--|---------|-----|-----|-------|
|  |               |  | Sept    | Oct | Nov | Later |
| <b>RESOURCES &amp; PERFORMANCE SCRUTINY BOARD</b>  |               |  |         |     |     |       |
| None   |               |  |         |     |     |       |
| <b>Monitoring – to examine responses to scrutiny reports and to check on progress on implementation of recommendations</b> |               |  |         |     |     |       |
| Partnerships: ORCC   | R&PSB         | Progress against recommendations accepted by Executive in April 2010 reviewed in September 2010 and June 2011. Retain on work programme in light of budget position, to review again |         |     |     | ✓     |
| Partnerships: Cherwell Safer Communities   | R&PSB         | To receive an update on the partnership and to consider the impact of funding cuts and how the CSCP is preparing for these cuts from the Local Police Area Commander                 | ✓?      | ✓?  |     |       |
| Partnership Scrutiny: Oxfordshire Waste Partnership  | R&PSB         | Monitor OWP review of Joint Municipal Waste Strategy and financial arrangements  |         |     |     | ✓     |
| Disabled Facilities Grants   | R&PSB         | Progress against implementation of policy and any wider implications in light of budget position   |         | ✓   |     |       |
| The cost and length of planning appeals  | PSWG          | The PSWG considered the draft development control VfM report at the July meeting and agreed to monitor performance.  | ✓       |     |     |       |
| The cost and use of external consultants by Cherwell District Council  | FSWG          | Monitor consultancy costs through the information provided to the Finance Scrutiny Working Group   |         |     |     | ✓     |
| Crime & Anti-social behaviour  | R&PSB         | Referral from OSC for R&PSB to look at impact of budget reductions on work area  |         |     |     | ✓     |

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