

Committee: Overview and Scrutiny Committee
Date: Tuesday 21 November 2017
Time: 6.45 pm
Venue: Bodicote House, Bodicote, Banbury, OX15 4AA

Membership

Councillor Neil Prestidge (Chairman)	Councillor Jolanta Lis (Vice-Chairman)
Councillor David Anderson	Councillor Claire Bell
Councillor Mike Bishop	Councillor Mark Cherry
Councillor Chris Heath	Councillor Sean Gaul
Councillor Timothy Hallchurch MBE	Councillor David Hughes
Councillor Andrew McHugh	Councillor Jason Slaymaker

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 10 October 2017.

5. **Chairman's Announcements**

To receive communications from the Chairman.

6. **Lead Member Attendance - Councillor Lynn Pratt**

Lead Member for Estates and the Economy, Councillor Lynn Pratt, will attend the meeting to give an overview of her areas of responsibility.

7. **Quarter Two Performance Update** (Pages 5 - 32)

Report of Director – Strategy & Commissioning

Purpose of report

To provide an update on the Cherwell Business Plan progress to the end of Quarter Two 2017/18.

Recommendations

The meeting is recommended to:

- 1.1 Note the exceptions highlighted
- 1.2 Identify any performance related matters Overview and Scrutiny Committee would like to refer to Executive.

8. **Oxfordshire Safeguarding Children Board/Oxfordshire Safeguarding Adult Board Section 11 Review and Approval** (Pages 33 - 70)

Report of Director of Operational Delivery

Purpose of report

To provide the committee with an opportunity to review the draft Cherwell District Council Section 11 return ahead of its submission to the Oxfordshire Safeguarding Children Board (OSCB) and Oxfordshire Safeguarding Adults Board (OSAB).

To receive feedback and approval for submission.

Recommendations

The meeting is recommended:

- 1.1 To approve the draft Cherwell District Council Section 11 return to be submitted alongside the results from the staff survey currently underway.

9. Work Programme 2017-18 (Pages 71 - 78)

Report of Assistant Director – Transformational Governance

Purpose of report

To give an update on the Overview and Scrutiny work programme for 2017-2018

Recommendations

The meeting is recommended to:

- 1.1 To review the draft work programme (Appendix 1).
- 1.2 To determine a timetable for the Mobile Phone Signal Survey
- 1.3 To identify any items from the Executive Work Programme to form part of the Overview and Scrutiny Committee Work Programme for 2017/18
- 1.4 To identify any other possible future topics for scrutiny and consider whether these topics should have scoping documents produced, based on the considerations of risk and what value scrutiny can add through considering the issue.

10. The acquisition of Castle Quay Shopping Centre

Report of Chief Finance Officer

Please note that the report will be to follow, as due to the timescales and size of the project, the report is still being finalised

11. Exclusion of the Press and Public

The following report(s) contain exempt information as defined in the following paragraph(s) of Part 1, Schedule 12A of Local Government Act 1972.

3– Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Members are reminded that whilst the following item(s) have been marked as exempt, it is for the meeting to decide whether or not to consider each of them in private or in public. In making the decision, members should balance the interests of individuals or the Council itself in having access to the information. In considering their discretion members should also be mindful of the advice of Council Officers.

Should Members decide not to make a decision in public, they are recommended to resolve as follows:

“That under Section 100A of the Local Government Act 1972, the public and press be excluded from the meeting for the following item(s) of business on the grounds

that, if the public and press were present, it would be likely that exempt information falling under the provisions of Schedule 12A, Part I, Paragraph 3 would be disclosed to them, and that in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.”

12. The acquisition of Castle Quay Shopping Centre - Exempt Appendices

Please note that the appendices will be to follow, as due to the timescales and size of the project, they are still being finalised

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@cherwellandsouthnorthants.gov.uk or 01327 322043 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.

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 Emma Faulkner, Democratic and Elections
emma.faulkner@cherwellandsouthnorthants.gov.uk, 01327 322043

Yvonne Rees
Chief Executive

Published on Monday 13 November 2017

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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 10 October 2017 at 6.45 pm

Present: Councillor Neil Prestidge (Chairman)

Councillor Claire Bell
Councillor Mike Bishop
Councillor Mark Cherry
Councillor Chris Heath
Councillor Sean Gaul
Councillor Timothy Hallchurch MBE
Councillor Andrew McHugh

Also Present: Councillor Richard Mould
Councillor Surinder Dhesi

Apologies for absence: Councillor Jolanta Lis
Councillor David Anderson
Councillor David Hughes
Councillor Jason Slaymaker

Officers: Inspector John Batty, Thames Valley Police
Mike Grant, Safer Communities Manager
Emma Faulkner, Democratic and Elections Officer

26 **Declarations of Interest**

There were no declarations of interest.

27 **Urgent Business**

There were no items of urgent business.

28 **Minutes**

The Minutes of the meeting of the Committee held on 29 August 2017 were confirmed as a correct record and signed by the Chairman.

29 **Chairman's Announcements**

There were no Chairman's announcements.

30 **Anti-Social Behaviour - Attendance of Inspector John Batty**

The Chairman welcomed Inspector John Batty, Thames Valley Police, and Mike Grant, Safer Communities Manager for Cherwell District and South Northamptonshire Councils to the meeting, to discuss anti-social behaviour.

The Committee began by asking Inspector Batty if he thought Cherwell District Council was doing enough in relation to instances of anti-social behaviour across the district. Inspector Batty confirmed that the Council had a close working relationship with the police, and that he felt there was enough being done with regards to anti-social behaviour.

Inspector Batty updated the Committee on work that had recently been undertaken, including closure orders for residential properties suspected of being involved with drugs.

Inspector Batty advised that not every instance of reported anti-social behaviour was a crime. Groups of youths congregating were regularly reported to the police, however this on its own was not a crime and therefore the police wouldn't have the power to disperse them.

With regard to an issue concerning a needle being found in the grounds of a pre-school in Bicester, the Safer Communities Manager explained that there were things the Council could do to help if similar circumstances arose again, and the issue was reported to the Council.

In response to questions from the Committee regarding graffiti, the Safer Communities Manager provided clarification. Graffiti was considered criminal damage rather than anti-social behaviour. If it occurred on private property, it was the owners responsibility to clear it. If it occurred on public property, the Council would arrange for its removal via the Environmental Service department, although this could take a few days. Graffiti that was offensive or hate related in nature would be removed by the Council immediately.

The Committee thanked Inspector Batty and the Safer Communities Manager for their attendance.

Resolved

- (1) That the update from Inspector Batty be noted

31 **Lead Member Attendance - Councillor Richard Mould**

The Chairman welcomed Councillor Richard Mould, Lead Member for Performance Management, to the meeting, to give an overview of the roles and responsibilities of the portfolio.

Councillor Mould explained that the portfolio covered programme management, business planning, consultation, complaints and performance management.

With regard to performance management, Councillor Mould explained that the performance and insight team monitored the framework on a monthly basis to see if the performance level of any indicators had changed. Overview and Scrutiny received full performance monitoring information every quarter, and had the opportunity to flag any areas of concern to the Executive.

The performance management objectives were set each year as part of the business planning process. Work on the 2018-2019 business plan would start shortly, and it would be an opportunity to review the performance indicators currently in place and decide if they were still relevant. The exact timetable for the 2018-2019 plan was still to be finalised, but it was anticipated that it would be submitted to the Committee for consideration prior to full Council.

Councillor Mould also explained about the annual Customer Satisfaction survey. 3,500 properties were selected at random every year to receive a copy of the survey, which was sent out in paper form. The most recent set of results in which the overall response rate had increased to 31% showed that the overall level of satisfaction was good, although some service specific areas had seen a drop. The team would be investigating those areas, to try and find out why the satisfaction levels had dropped.

In response to questions from the Committee regarding parking, Councillor Mould advised that the new contract had started on 1 June 2017 and therefore there were still aspects of the new contract to be fully implemented.

The Committee thanked Councillor Mould for the overview.

Resolved

- (1) That the overview be noted

32

Work Programme 2017-18

The Committee considered the work programme for the Municipal Year.

The Democratic and Elections Officer advised the Committee that officers from the Housing team had requested to attend a future meeting of the Committee, to make Members aware of the Homelessness Reduction Act that was due to come into force in April 2018. The Committee agreed that this would be useful and agreed to add to their work programme.

With regard to the A361 review, the working group had attended a meeting at South Newington Parish Council, to hear about a consultation from Oxfordshire County Council regarding a proposed 7.5 tonne weight limit through Burford. If implemented, the limit would help to reduce LGV traffic through South Newington.

In relation to adding items to the work programme, the Chairman suggested contacting parish councils to ask if there were any issues that they would like the Committee to investigate. The information could be requested via the parish liaison meetings and/or when Councillors attend parish council meetings in their wards.

Following the discussion earlier in the meeting regarding anti-social behaviour, the Chairman mentioned 'The Arson Project', which had been created by Community Albums in conjunction with North Oxfordshire Academy and Banbury Police. The project was created due to an increase in arson incidents next to North Oxfordshire Academy, and the group produced a video that helped reduce incidents by 63%. It was agreed that partners involved in the production of the video should be contacted and invited to attend a future meeting.

With regard to the Mobile Phone Signal review, Councillor McHugh explained about a short online survey that had been put together to gather information relating to signal in Epwell Parish. The format had been very useful and would be easy to circulate to a larger number of respondents. The Committee agreed that it would be a useful survey to include in the mobile signal review.

The Committee agreed that it would be a useful survey to include in the mobile signal review.

In relation to the Executive Forward Plan, the Chairman commented that it wasn't very helpful for the Committee and the public as it did not contain a lot of information, and it was difficult to know exactly what an item related to and what decision Executive would be taking. The Democratic and Elections Officer advised the Committee that if there were any items they wanted to know more about, they should contact the team and ask for further information.

Resolved

- (1) That the work programme be noted
- (2) The officers from Housing be invited to attend the November meeting of the Committee to discuss the Homelessness Reduction Act
- (3) That the parish liaison meeting be used as an opportunity to engage with parishes regarding possible items for Scrutiny review

The meeting ended at 8.22 pm

Chairman:

Date:

Cherwell District Council

Overview and Scrutiny Committee

21 November 2017

Quarter Two Performance Update

Report of Director – Strategy & Commissioning

Purpose of report

To provide an update on the Cherwell Business Plan progress to the end of Quarter Two 2017/18.

1.0 Recommendations

The meeting is recommended to:








- 1.1 Note the exceptions highlighted
- 1.2 Identify any performance related matters Overview and Scrutiny Committee would like to refer to Executive.

2.0 Introduction

- 2.1 This is the second quarterly performance report for the 2017/18 Business Plan.
- 2.2 The report is also available online via the Performance Matters corporate performance management system where further options are available to interrogate the data in the report.

2.3 Legend for Appendices




The following legend applies to the report and associated appendices:

Colour	Symbol	Meaning for Judgements	Meaning for Numeric Measures
Red		Significantly behind schedule	Significantly worse than target (more than 10% by default)
Amber		Slightly behind schedule	Slightly worse than target (up to 10% worse by default)
Dark Green		Delivering to plan	Delivering to target (up to 10% better by default)
Light Green		Ahead of schedule	Significantly better than target (more than 10% by default)
		Has improved since last month / quarter/ year (arrow signifies which way performance has moved)	
		Has got worse since last month / quarter/ year	
		Direction of Travel is not applicable as measures have not previously been reported; they are new to this year's business plan.	

3.0 Report Details

3.1 Overall summary

This report focuses on the 'Year to Date' position which shows the performance for this financial year at the end of Quarter two. There are 82 measures in the 2017/18 business plan that have targets or judgements applied to them. The summary of performance is as follows:-

Overall Plan Summary		
Status	No Of Measures	% attainment
	70	85%
	7	8%
	5	7%

Appendix 1 shows a 'sunburst' overview of quarter two performance, radiating from the corporate priorities in the centre through the objectives to the specific measures in the outer ring.

3.2 Exceptions this quarter

3.2.0 An exception is anything that has triggered a Red or Amber alert.

3.2.1 For measures of performance which are numerically based, the default tolerances are 'not meeting target but within 10%' (Amber) and 'worse than 10% away from target' (Red). Some measures may in future have their own tailored tolerances to ensure that Red and Amber alerts are appropriate to the measure.

3.2.2 Details of all Quarter two exceptions are shown in Appendix 2 including any period exceptions for the month of September.

3.2.3 Below is a summary of the five Red rated measures reported at the end of Quarter two.

Measure	Red Measures – Quarter Two Update								
<p>CBP3.2.2a – Average time taken to process new housing benefit claims</p>	<ul style="list-style-type: none"> In June 2017 a system conversion was undertaken for CDC which saw all the Revenues and Benefits data move from Northgate to Academy software system. <p>Although currently below target of 22 days the direction of travel is very good as shown below. A new online claim form is about to go live which will allow for the full introduction of Risk Based Verification which will also have a positive impact on performance.</p> <table border="1" data-bbox="488 1249 1347 1447"> <thead> <tr> <th></th> <th>Average time to assess new claims</th> </tr> </thead> <tbody> <tr> <td>August 17</td> <td>38.06 days</td> </tr> <tr> <td>September 17</td> <td>34.27 days</td> </tr> <tr> <td>October 17</td> <td>28.1 days</td> </tr> </tbody> </table>		Average time to assess new claims	August 17	38.06 days	September 17	34.27 days	October 17	28.1 days
	Average time to assess new claims								
August 17	38.06 days								
September 17	34.27 days								
October 17	28.1 days								
<p>CBP3.2.2b - Average time taken to process change in circumstances</p>	<ul style="list-style-type: none"> As above (CBP3.2.2a) As above, the system conversion means that we are dealing with a backlog, and this is reducing every week. Although slightly below the target of 8 days the direction of travel for the assessment of changes is also very encouraging as shown below. <table border="1" data-bbox="488 1682 1347 1872"> <thead> <tr> <th></th> <th>Average time to assess changes</th> </tr> </thead> <tbody> <tr> <td>August 17</td> <td>13.78 days</td> </tr> <tr> <td>September 17</td> <td>12.56 days</td> </tr> <tr> <td>October 17</td> <td>10.3 days</td> </tr> </tbody> </table>		Average time to assess changes	August 17	13.78 days	September 17	12.56 days	October 17	10.3 days
	Average time to assess changes								
August 17	13.78 days								
September 17	12.56 days								
October 17	10.3 days								
<p>CBP3.2.2c – Average time taken to process new claims and changes to</p>	<ul style="list-style-type: none"> As above, the direction of travel is good as shown below: <table border="1" data-bbox="488 1989 1347 2101"> <thead> <tr> <th></th> <th>New and Changes</th> </tr> </thead> <tbody> <tr> <td>August 17</td> <td>15.4 days</td> </tr> <tr> <td>September 17</td> <td>14.4 days</td> </tr> </tbody> </table>		New and Changes	August 17	15.4 days	September 17	14.4 days		
	New and Changes								
August 17	15.4 days								
September 17	14.4 days								





housing benefit.	October 17	12.6 days	<ul style="list-style-type: none"> Performance will be monitored and we would hope to see improvement on a monthly basis. Priority will continue to be given to any claims from vulnerable residents.
CBP3.4.4 – Get commitment from five local businesses to work towards Workplace Wellbeing accreditation.	<ul style="list-style-type: none"> The council has been working towards a national set of indicators in order to deliver this. Unfortunately, the national programme has been put on hold, meaning that our delivery is also on hold. We are waiting for the green light from Public Health England to resume. 		
CBP4.1.3 – Percentage of Council Tax collected, increasing Council tax base.	<ul style="list-style-type: none"> Due to the system conversion from Northgate to Academy, it has not been possible to undertake all the recovery runs as anticipated. We expect that this will be rectified after November. 		

3.2.4 **Appendix 2** shows all exceptions for Quarter 2/YTD (5 x Red and 7 x Amber) with associated commentary.

3.2.5 Commentary is directly from the service experts to provide context to the judgement or data displayed.

3.3 Good news extracts from Quarter Two / Year to Date report

District of Opportunity




Status	No Of Measures	% attainment
 or 	20	87%
	3	13%
	0	0%

Below are some examples of measures that are on or exceeding target

Measure	Quarter Two/YTD Update
CBP1.2.5 – Delivering, in partnership, the Health New Town programme for Bicester	<ul style="list-style-type: none"> Healthy New Town programme is progressing well and second Stakeholder conference will take place in October 2017.

<p>CBP1.3.4 – Support the Mill as the primary town centre arts provision in its development.</p>	<ul style="list-style-type: none"> The feasibility study has been received from the Mill and positive discussions are underway between the Trustees, Cherwell DC and Oxfordshire County Council regarding its long term viability and forward planning.
<p>CBP1.4.5 – Unemployment rate and take up of Job Clubs/Job Fairs by companies</p>	<ul style="list-style-type: none"> Very low unemployment is maintained - measured by work related benefit claimants.





3.3.2 Safe, Green, Clean

Status	No Of Measures	% attainment
	14	100%
	0	0%
	0	0%

Below are some examples of measures that are on or exceeding target

Measure	Quarter Two/YTD update
<p>CBP2.2.1a – Undertake neighbourhood blitzes with community involvement</p>	<ul style="list-style-type: none"> We have undertaken the Kidlington Neighbourhood Blitz which ran from 18th until 22nd September. The event proved to be very popular with the residents. Street Cleansing collected a record 130 pre-booked bulky household waste requests. The total amount of weight of waste collected was in excess of 20 tonnes throughout the week.
<p>CBP2.3.5 – Embedding new Taxi Policy including safeguarding awareness training for licensed taxi drivers.</p>	<ul style="list-style-type: none"> The new taxi policy has now been in place for 10 months. During this period mandatory safeguarding training has been required. Approximately 500 drivers out of 600 have now undergone the training.





3.3.3 A Thriving Community

Status	No Of Measures	% attainment
 or 	27	82%
	2	6%
	4	12%

Below are some examples of measures that are on or exceeding target

Measure	Quarter Two/YTD update
CBP3.3.1 - Deliver the actions within the revised Homelessness prevention strategy.	<ul style="list-style-type: none"> Officers continue to be involved in working in partnership with the other Oxfordshire District Councils, Oxfordshire County Council and Oxfordshire Clinical Commissioning Group to oversee an approved plan to de-commission beds within the Adult Homeless Pathway as a result of a reduction in funding from the County Council. Cherwell will be making a financial contribution for the next three years. This guarantees Cherwell access to 11 complex needs bed spaces based in Oxford, providing 24 hour support for people found rough sleeping.
CBP3.2.1 – Monitoring of contract for high quality financial & debt advice for vulnerable residents	<ul style="list-style-type: none"> The contract for Debt and Money advice has an annual target of supporting 5000 residents and is broken down to 1250 per quarter. Citizens Advice report that 1434 people living within the Cherwell District were supported in Quarter 2. Nearly 3000 have been supported in the first 6 months, 20% ahead of target.





3.3.4 Sound budgets and customer focussed council

Status	No Of Measures	% attainment
 or 	9	75%
	2	17%
	1	8%

Below are some examples of measures that are on or exceeding target

Measure	Quarter Two/YTD update
CBP4.1.2 – Implement the shared corporate IT strategy including a new council website	<ul style="list-style-type: none"> • New council websites were successfully launched on 26th September. On time and on budget. • IT Strategy and Transformation work is progressing well. A new data network supplier has been appointed which will deliver significant savings. • Infrastructure harmonisation and simplification is progressing well.
CBP4.4.2 – Delivering a jointly owned company (with SNC) for Revenues and Benefits services.	<ul style="list-style-type: none"> • The Council Owned company was established in April 2017. 18 new officers are now employed by CSN Resources and the remainder of the Revs and Bens team will transfer into the company from April 18.

3.3.5 Equalities – Exceptions

Status	No Of Measures	% attainment
 or 	33	92%
	3	8%
	0	0%

3.3.6 **Appendix 3** has a list of ‘All measures’ in the business plan with associated commentary.

3.3.7 **Appendix 4** provides an update of the Equalities action plan 2017/18. There are no concerns with progress.

4.0 Conclusion and Reasons for Recommendations

4.1 This is the second for 2017/18 based on the new Business Plan. As agreed previously, this report focuses on the exceptions and some examples of good performance to provide a balance and includes commentary supporting the generally excellent levels of delivery.

5.0 Consultation

5.1. As part of the Council’s engaging and comprehensive approach to performance management, the joint management team has reviewed the Quarter two

performance and is satisfied with progress. There are no recommendations for intervention or alternative measures.

- 5.2 Overview & Scrutiny Committee is also invited to review the Council's performance on a quarterly basis and to provide any feedback to Executive.
- 5.3 It should also be noted that some indicators are based on public consultation or customer feedback.

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following alternative options have been identified and rejected for the reasons as set out below.

None identified

7.0 Implications

Financial and Resource Implications

- 7.1 Financial Effects – The resource required to operate the Performance Management Framework is contained within existing budgets. However the information presented may lead to decisions that have financial implications. These will be viewed in the context of the Medium Term Plan and Financial Strategy and the annual Service and Financial Planning process.

Comments checked by:

Paul Sutton – Chief Finance Officer

03000 030106 Paul.Sutton@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.2 There are no legal issues arising from this report.

Comments checked by:

Nigel Bell, Interim Legal Services Manager

01295 221687 nigel.bell@cherwellandsouthnorthants.gov.uk

Risk Implications

- 7.3 The purpose of the Performance Management Framework is to enable the Council to deliver its strategic objectives. All managers are required to identify and manage the risks associated with achieving this. All risks are logged on the Risk Register and reported quarterly to the Audit Committee.

Comments checked by:

Louise Tustian – Team Leader, Strategic Intelligence & Insight Team 01295 221786 Louise.tustian@cherwellandsouthnorthants.gov.uk

Data Quality

- 7.4 Data for performance against all indicators has been collected and calculated using agreed methodologies drawn up by accountable Officers. The Council's performance management software has been used to gather and report performance data in line with performance reporting procedures.

Comments checked by:

Julie Miles – Strategic Intelligence & Insight Team Assistant 01295 221553

Julie.miles@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Wards Affected

All

Links to Corporate Plan and Policy Framework

The Performance Management Framework covers all of the Council's Strategic Priorities

Lead Councillor

Councillor Richard Mould – Lead Member for Performance Management

Document Information

Appendix No	Title
1	Appendix 1 – Sunburst showing the CDC Business Plan Priorities and Objectives The outer ring of the diagram shows the individual judgments and measures used to evidence the objective judgments in the middle ring.
2	Appendix 2 – Exceptions for this quarter The table provides details of all measures with a Red or Amber alert for Quarter 2 and the most recent period (if applicable for monthly measures).
3	Appendix 3 – Full measure and judgement list All measures are shown in this appendix with commentary provided by the appropriate service area
4	Appendix 4 – Equalities Action Plan Sunburst A summary of the key Equalities themes
Background Papers	
None	
Report Author	Louise Tustian – Team Leader, Strategic Intelligence & Insight Team
Contact Information	01295 221786 Louise.tustian@cherwellandsouthnorthants.gov.uk

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Appendix 1 – CDC Sunburst



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Appendix 2 - This Quarter's Exceptions

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP1.1 - Manage the growth of the district	CBP1.1.1 Meeting key dates for the proposed submission of Local Plan Part 2	Monthly	Delivering to plan	Slightly behind schedule	●	?	Delivering to plan	Slightly behind schedule	●	?
<p>1) What has happened? Local Plan part 2 has been delayed whilst attention focuses on the Cherwell Local Plan Partial Review</p> <p>2) Why has it happened? This will remain the case for a number of months.</p>										
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.1 Northwest Bicester continue to facilitate the planning applications for the site	Monthly	Delivering to plan	Slightly behind schedule	●	✖	Delivering to plan	Slightly behind schedule	●	➡
<p>1) What has happened? Work is continuing on the negotiation of legal agreements for the applications at NW Bicester</p> <p>2) Why has it happened? The legal agreements for the NW Bicester site are complex given the large scale nature of the development, it is therefore important that agreements are right for both the Council and Developers and therefore it takes time to ensure details are negotiated and drafted correctly.</p> <p>3) What actions are we taking? Work is continuing to progress the agreements as quickly as possible.</p> <p>4) When will we see improvement? Agreements are anticipated during 2018.</p>										
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.3 Adoption of the Masterplan document to assist revitalisation of Bicester town centre	Monthly	Delivering to plan	Slightly behind schedule	●	➡	Delivering to plan	Slightly behind schedule	●	?
<p>1) What has happened? Draft plan is being developed and programme for consultation.</p> <p>2) Why has it happened? The masterplan needs to fit within the wider planning policy framework for the town and therefore it has been necessary to review the emerging document and programme to ensure that they are compatible.</p> <p>3) What actions are we taking? A revised programme for consultation is being produced.</p> <p>4) When will we see improvement? Revised programme in place by end of month.</p>										
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.2a Average time taken to process new Housing Benefit claims	Monthly	22.00	34.27	▲	✔	22.00	29.69	▲	✖
<p>1) What has happened? In June 2017 a system conversion was undertaken for CDC which saw all the Revenues and Benefits data move from Northgate to Academy software system. The situation is improving week on week and the average time taken to assess a new claim has reduced from 38.06 days in August to 34 days in September.</p>										
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.2b Average time taken to process change in circumstances	Monthly	8.00	12.56	▲	✔	8.00	11.12	▲	✖
<p>1) What has happened? As above, the system conversion means that we are dealing with a backlog, and this is reducing every week.</p>										

Appendix 2 - This Quarter's Exceptions

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
3) What actions are we taking? A team of officers has been established to focus on the assessment of changes.										
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.2c Average time taken to process new claims and changes for HB	Monthly	10.00	14.44	▲	✔	10.00	12.22	▲	✘
1) What has happened? As above but we are near to clearing the backlog										
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.4 Get commitment from five local businesses to work towards Workplace Wellbeing accreditation	Quarterly	Delivering to plan	Very behind schedule	▲	✘	Delivering to plan	Very behind schedule	▲	?
1) What has happened? The council has been working towards a national set of indicators in order to deliver this. Unfortunately, the national programme has been put on hold, meaning that our delivery is also on hold. We are waiting for the green light from Public Health England to resume.										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.4 Establish sports pitch and facilities strategies for the district	Quarterly	Delivering to plan	Slightly behind schedule	●	➡	Delivering to plan	Slightly behind schedule	●	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.5 Commence, with the aid of external funding the redevelopment of the Hill in Banbury	Quarterly	Delivering to plan	Slightly behind schedule	●	✔	Delivering to plan	Slightly behind schedule	●	✘
1) What has happened? The project has been delayed as additional CDC funding of £200,000 had to approved by BPM, Executive and Council before the invitation to tender could be issued. This has also been delayed by TSH architects failing to provide the tender documents by the 2nd October as agreed. Progress is now being made following approval by CDC to fund the works. Tenders are currently being sought for the contract of works.										
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.3 Percentage of Council Tax collected, increasing Council Tax Base	Monthly	59.00 %	51.81 %	▲	✔	59.00 %	51.81 %	▲	✘
1) What has happened? Due to the system conversion from Northgate to Academy, it has not been possible to undertake all the recovery runs as anticipated. We expect that this will be rectified after November.										
4) When will we see improvement?										

Appendix 2 - This Quarter's Exceptions

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
October - November 2017										
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.4 Percentage of business rates collected, increasing NNDR Base.	Monthly	57.00 %	55.99 %			57.00 %	55.99 %		
1) What has happened?										
Due to the system conversion from Northgate to Academy, it has not been possible to undertake all the recovery runs as anticipated. We expect that this will be rectified after November.										
4) When will we see improvement?										
October - November 2017										
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.3 Undertaking feasibility studies for the delivery of new commercial services and projects	Quarterly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule		
1) What has happened?										
Progress has been made in relation to the Bicester Eco-Innovation Centre which is now in construction phase and the business incubator at Franklins House with fit out due to be completed in November.										

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Appendix 3 - All Measures: A District of Opportunity

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP1.1 - Manage the growth of the district	CBP1.1.1 Meeting key dates for the proposed submission of Local Plan Part 2	Monthly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule		
<p>1) What has happened? Local Plan part 2 has been delayed whilst attention focuses on the Cherwell Local Plan Partial Review</p> <p>2) Why has it happened? This will remain the case for a number of months.</p>										
CBP1.1 - Manage the growth of the district	CBP1.1.3 Engaging with all neighbouring councils under the duty to co-operate	Quarterly	Delivering to plan	Delivering to plan			Delivering to plan	Delivering to plan		
CBP1.1 - Manage the growth of the district	CBP1.1.4 Preparation of neighbourhood plans to timetables set in regulations	Quarterly	100 %	100 %			100 %	100 %		
<p>5) Performance on Green or Green * All deadlines have been met for Adderbury and Mid Cherwell Neighbourhood Plans.</p>										
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.1 Northwest Bicester continue to facilitate the planning applications for the site	Monthly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule		
<p>1) What has happened? Work is continuing on the negotiation of legal agreements for the applications at NW Bicester</p> <p>2) Why has it happened? The legal agreements for the NW Bicester site are complex given the large scale nature of the development, it is therefore important that agreements are right for both the Council and Developers and therefore it takes time to ensure details are negotiated and drafted correctly.</p> <p>3) What actions are we taking? Work is continuing to progress the agreements as quickly as possible.</p> <p>4) When will we see improvement? Agreements are anticipated during 2018.</p>										
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.2 Northwest Bicester: Delivery of the Eco - Bicester business centre	Monthly	Delivering to plan	Delivering to plan			Delivering to plan	Delivering to plan		
<p>5) Performance on Green or Green * Eco Business Centre is currently under construction and progressing to programme.</p>										
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.3 Adoption of the Masterplan document to assist revitalisation of Bicester town centre	Monthly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule		
<p>1) What has happened? Draft plan is being developed and programme for consultation.</p> <p>2) Why has it happened? The masterplan needs to fit within the wider planning policy framework for the town and therefore it has been necessary to review the emerging document and programme to ensure that they are compatible.</p> <p>3) What actions are we taking? A revised programme for consultation is being produced.</p> <p>4) When will we see improvement?</p>										

Appendix 3 - All Measures: A District of Opportunity

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
Revised programme in place by end of month.										
CBP1.2 - Deliver the growth plans for Bicester	CBP1.2.4 Marketing Bicester's employment and investment opportunities	Monthly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP1.2 - Deliver the growth plans for Bicester	CBP1.2.5 Delivering, in partnership, the Healthy New Town programme for Bicester	Monthly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.1 Bolton Road Consult with local businesses and devleop preferred option for redevelopment	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.2 Take steps to develop a Masterplan of Canalside in Banbury Town Centre for redevelopment	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
5) Performance on Green or Green *										
Development of the Supplementary Planning Document is underway.										
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.3a Secure start on site for Castle Quay 2	Quarterly	Delivering to plan	Delivering to plan	★	👍	Delivering to plan	Delivering to plan	★	👍
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.3b Attend FM Meetings, improve financial reporting & review investment opportunities	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	👍
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.4 Support The Mill as the primary town centre arts provision in its development activities	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.5 Completing 2nd stage assessment of the Business Improvement District (BID) for Banbury	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.1 Support business growth, skills & employment in local companies & visitor economy	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.1a Number of business who have received advice	Monthly	10	37	★	👍	10	34	★	?
CBP1.4 - Promote Inward Investment And Support Business Growth Within The	CBP1.4.2 Continue to use the Cherwell Investment Partnership as a hub for	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡

Appendix 3 - All Measures: A District of Opportunity

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
District	inward investment									
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.3 Ensure that available land and premises for business are promoted locally and nationally	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.5 Unemployment rate and take up of Job Clubs/Job Fairs by companies	Monthly	0.60 %	0.50 %	★	⬇️	0.60 %	0.50 %	★	?
5) Performance on Green or Green * Very low unemployment is maintained - measured by work related benefit claimants.										
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.1 A review of the planning pre-application process	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.2 Carrying out a survey and establishing baseline satisfaction with services	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.3 Developing an action plan for improvement of regulatory services	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP1.6 - Consider steps to support the visitor economy and the wellbeing of town centres	CBP1.6.1 Implement the action plan with key attraction and town centres to promote the district	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡

Appendix 3 - All Measures: Safe, Green, Clean

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP2.1 - Provide High Quality Recycling & Waste Services, Helping Residents Recycle	CBP2.1.1 Achieve 56% recycling rate	Monthly	56.00 %	57.87 %	★	⬆️	56.00 %	59.62 %	★	⬇️
CBP2.1 - Provide High Quality Recycling & Waste Services, Helping Residents Recycle	CBP2.1.2 Residual household waste per household	Monthly	3.65 %	3.61 %	★	⬇️	3.61 %	3.54 %	★	?
CBP2.2 - Provide High Quality Street Cleansing Services, And Tackle Environmental Crime	CBP2.2.1a Undertake neighbourhood blitzes with community involvement	Quarterly	0	1	★	➡	0	2	★	⬇️
1) What has happened? We have undertaken the Kidlington Neighbourhood Blitz which ran from 18th until 22nd September. The event proved to be very popular with the residents. Street Cleansing collected a record 130 prebooked bulky household waste requests. The total amount of weight of waste collected was in excess of 20 tonnes throughout the week.										
CBP2.2 - Provide High Quality Street Cleansing Services, And	CBP2.2.1c % of Successful Flytip actions following	Monthly	40.00 %	42.86 %	★	⬇️	40.00 %	60.73 %	★	⬇️

Appendix 3 - All Measures: Safe, Green, Clean

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
Tackle Environmental Crime	investigation									
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.1 Maintain CCTV in all urban areas	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.2 Reducing the number of anti-social behaviour incidents in our town centres	Quarterly	300	169	★	✖	600	330	★	?
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.3 Carrying out operations & initiatives in accordance with the joint CDC /TVP night-safe plan	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.4 Reducing incidents of drunkenness, begging and rough sleeping in the Banbury PSPO area	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
5) Performance on Green or Green * The PSPO seems to be working as the number of reported begging and rough sleeping complaints has reduced. Drinking in the Town has reduced and offenders are complying when requested to stop.										
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.5 Embedding new Taxi Policy incl. safeguarding awareness training for licensed taxi drivers	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
5) Performance on Green or Green * The new taxi policy has now been place for 10 months. During this period mandatory safeguarding training has been required. Approximately 500 drivers out of 600 have now undergone the training.										
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.6 Responding to incidents / complaints regarding licensed premises	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.7 Undertaking routine food/health and safety inspections as per programme.	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.1 Deliver the Council's Biodiversity Action Plan	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.3 Implementing agreed action plans including the promotion of cycling and walking	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.4 Reviewing progress of the actions in the Air Quality Action Plans with partner agencies	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?

Appendix 3 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.1 Deliver at least 190 Units of affordable housing	Quarterly	17.00	138.00	★	✔	33.00	206.00	★	?
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.2 Monitor no.of additional affordable housing units delivered on new developments	Quarterly	Delivering to plan	Ahead of schedule	★	✔	Delivering to plan	Ahead of schedule	★	?
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.3 Create 10 units of accommodation for nomination by the council	Quarterly	2	5	★	✔	4	5	★	?
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.1 Monitoring of contract for high quality financial & debt advice for vulnerable residents	Quarterly	Delivering to plan	Ahead of schedule	★	✔	Delivering to plan	Ahead of schedule	★	✔
5) Performance on Green or Green * The contract for Debt and Money advice has an annual target of supporting 5000 residents and is broken down to 1250 per quarter. Figures provided by Citizens Advice for Quarter 2 show that 1434 people living within the Cherwell District were supported in the last 3 months. Nearly 3000 have been supported in the first 6 months, 20% ahead of target.										
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.2 Effective implementation of welfare reform and administration of benefits	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP3.2 - Work with partners to support financial inclusion	⊕ CBP3.2.2a Average time taken to process new Housing Benefit claims	Monthly	22.00	34.27	▲	✔	22.00	29.69	▲	✖
1) What has happened? In June 2017 a system conversion was undertaken for CDC which saw all the Revenues and Benefits data move from Northgate to Academy software system. The situation is improving week on week and the average time taken to assess a new claim has reduced from 38.06 days in August to 34 days in September.										
CBP3.2 - Work with partners to support financial inclusion	⊕ CBP3.2.2b Average time taken to process change in circumstances	Monthly	8.00	12.56	▲	✔	8.00	11.12	▲	✖
1) What has happened? As above, the system conversion means that we are dealing with a backlog, and this is reducing every week.										
3) What actions are we taking? A team of officers has been established to focus on the assessment of changes.										
CBP3.2 - Work with partners to support financial inclusion	⊕ CBP3.2.2c Average time taken to process new claims and changes for HB	Monthly	10.00	14.44	▲	✔	10.00	12.22	▲	✖
1) What has happened? As above but we are near to clearing the backlog										
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1 Deliver the actions identified within the revised Homelessness prevention strategy	Monthly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡

Page 55

Appendix 3 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1a Number of households living in Temporary Accommodation (TA)	Monthly	41	38	★	↓	41	38	★	↓
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1b Housing Advice: repeat homelessness cases	Monthly	0	0	★	→	0	0	★	→
5) Performance on Green or Green * CDC have had no repeat homeless cases as we ensure the offers we make to discharge duties are robust and successful.										
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.2 Prevent people from becoming homeless through use of Housing Advice Service	Quarterly	Delivering to plan	Delivering to plan	★	→	Delivering to plan	Delivering to plan	★	?
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.3 10 CHEEP grants allotted to private sector landlords	Quarterly	1	2	★	↓	2	2	★	?
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.2 Work with partners to provide the widest level of health care at the Horton Hospital	Quarterly	Delivering to plan	Delivering to plan	★	↓	Delivering to plan	Delivering to plan	★	→
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.3 With partners help improve lives of most vulnerable from Brighter Futures initiative	Quarterly	Delivering to plan	Delivering to plan	★	→	Delivering to plan	Delivering to plan	★	→
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.4 Get commitment from five local businesses to work towards Workplace Wellbeing accreditation	Quarterly	Delivering to plan	Very behind schedule	▲	↓	Delivering to plan	Very behind schedule	▲	?
1) What has happened? The council has been working towards a national set of indicators in order to deliver this. Unfortunately, the national programme has been put on hold, meaning that our delivery is also on hold. We are waiting for the green light from Public Health England to resume.										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.1 Maintain a minimum usage level of visits to CDC Leisure facilities	Monthly	129,000...	123,813...	★	↓	774,000...	780,427...	★	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.1a Number of Visits/Usage to District Leisure Centres	Monthly	11,000.00	111,171...	★	?	66,000.00	596,186...	★	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.1b Number of visit to Cooper, NOA and WGLC	Monthly	11,000.00	12,642.00	★	?	66,000.00	66,913.00	★	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.2 Undertake feasibility studies for new indoor leisure facilities in Banbury and	Quarterly	Delivering to plan	Delivering to plan	★	→	Delivering to plan	Delivering to plan	★	?

Page 26

Appendix 3 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
	Bicester									
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.3 Complete work on Whitelands Farm Sports Ground outdoor sports pitches	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.4 Establish sports pitch and facilities strategies for the district	Quarterly	Delivering to plan	Slightly behind schedule	●	➡	Delivering to plan	Slightly behind schedule	●	?
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.5 Commence, with the aid of external funding the redevelopment of the Hill in Banbury	Quarterly	Delivering to plan	Slightly behind schedule	●	✅	Delivering to plan	Slightly behind schedule	●	❌
<p>1) What has happened? The project has been delayed as additional CDC funding of £200,000 had to be approved by BPM, Executive and Council before the invitation to tender could be issued. This has also been delayed by TSH architects failing to provide the tender documents by the 2nd October as agreed. Progress is now being made following approval by CDC to fund the works. Tenders are currently being sought for the contract of works.</p>										
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.2 Put in place partner organisation with commissioning arrangements to promote volunteering	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.3 Support the growth & development of neighbourhood community associations	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.5 Support the Local Strategic Partnership in addressing the key issues in the District	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP3.7 - Protect Our Built Heritage	CBP3.7.1 Continue programme of Conservation Reviews (5pa)	Quarterly	0	0	★	➡	0	0	★	➡
CBP3.7 - Protect Our Built Heritage	CBP3.7.2 Respond to consultations from Development Management with design guidance	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
CBP3.7 - Protect Our Built Heritage	CBP3.7.3 Processing of major applications within 13 weeks	Monthly	50.00 %	100.00 %	★	➡	50.00 %	87.18 %	★	❌
CBP3.7 - Protect Our Built Heritage	CBP3.7.4 Processing of non-major applications within 8 weeks	Monthly	65.00 %	91.73 %	★	❌	65.00 %	92.28 %	★	❌
CBP3.7 - Protect Our Built Heritage	CBP3.7.6 Major Planning appeals allowed	Monthly	10.00 %	0.00 %	★	➡	10.00 %	5.13 %	★	✅

Page 26

Appendix 3 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
5) Performance on Green or Green * Performance in September was 0%. Performance for September was good and was significantly below the national threshold of 10%.										
CBP3.7 - Protect Our Built Heritage	CBP3.7.7 Non Major Planning appeals allowed	Monthly	10.00	0.00	★	➡	10.00	0.88	★	?
CBP3.8 - Work To Ensure Rural Areas Are Connected To Local Services.	CBP3.8.1 Work with BT/BDUK & Oxfordshire County Council to extend Superfast Broadband District wide	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡

Appendix 3 - All Measures: Sound budgets and customer focussed council

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.2 Implement the shared corporate IT strategy including a new council website	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.3 Percentage of Council Tax collected, increasing Council Tax Base	Monthly	59.00 %	51.81 %	▲	✔	59.00 %	51.81 %	▲	✖
1) What has happened? Due to the system conversion from Northgate to Academy, it has not been possible to undertake all the recovery runs as anticipated. We expect that this will be rectified after November.										
4) When will we see improvement? October - November 2017										
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.4 Percentage of business rates collected, increasing NNDR Base.	Monthly	57.00 %	55.99 %	●	✔	57.00 %	55.99 %	●	✖
1) What has happened? Due to the system conversion from Northgate to Academy, it has not been possible to undertake all the recovery runs as anticipated. We expect that this will be rectified after November.										
4) When will we see improvement? October - November 2017										
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.1a Social media ratings : Facebook (Target 12000 likes)	Monthly	4,000	9,699	★	✔	24,000	57,203	★	✔
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.1b Social media ratings : Twitter (9000 Hits)	Monthly	3,000	6,899	★	✔	18,000	40,803	★	✔
5) Performance on Green or Green * Twitter continues to offer an excellent platform to engage end users of our services.										
CBP4.2 - Communicate										

Appendix 3 - All Measures: Sound budgets and customer focussed council

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Peri...	vs last peri...	Target (YTD)	Actual (YTD)	YTD	vs last Year
effectively with local residents & businesses, access to services online	CBP4.2.2 Making five more services available online	Quarterly	Delivering to plan	Delivering to plan	★	↑	Delivering to plan	Delivering to plan	★	?
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.3 Reducing face to face contact time	Quarterly	Delivering to plan	Delivering to plan	★	↑	Delivering to plan	Delivering to plan	★	?
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.2 Delivering a jointly owned company (with SNC) for Revenues and Benefits services	Quarterly	Delivering to plan	Delivering to plan	★	→	Delivering to plan	Delivering to plan	★	?
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.3 Undertaking feasibility studies for the delivery of new commercial services and projects	Quarterly	Delivering to plan	Slightly behind schedule	●	→	Delivering to plan	Slightly behind schedule	●	?
1) What has happened? Progress has been made in relation to the Bicester Eco-Innovation Centre which is now in construction phase and the business incubator at Franklins House with fit out due to be completed in November.										
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.4 Implementing the actions set out in the new Asset Management Strategy	Quarterly	Delivering to plan	Delivering to plan	★	↑	Delivering to plan	Delivering to plan	★	?
CBP4.5 - Ensure effective governance arrangements are in place for all council owned companies	CBP4.5.2 Include full legal implications in member reports on establishment of companies/entities	Quarterly	Delivering to plan	Delivering to plan	★	→	Delivering to plan	Delivering to plan	★	?
CBP4.5 - Ensure effective governance arrangements are in place for all council owned companies	CBP4.5.3 Incorporating each approved company entity in accordance with project plan timescale	Quarterly	Delivering to plan	Delivering to plan	★	→	Delivering to plan	Delivering to plan	★	?

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Appendix 4 – CDC Equalities Action Plan Sunburst



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Cherwell District Council

Overview and Scrutiny Committee

21 November 2017

<p>Oxfordshire Safeguarding Children Board/Oxfordshire Safeguarding Adult Board Section 11 Review and Approval</p>

Report of Director of Operational Delivery

This report is public

Purpose of report

To provide the committee with an opportunity to review the draft Cherwell District Council Section 11 return ahead of its submission to the Oxfordshire Safeguarding Children Board (OSCB) and Oxfordshire Safeguarding Adults Board (OSAB).

To receive feedback and approval for submission.

1.0 Recommendations

The meeting is recommended:

- 1.1 To approve the draft Cherwell District Council Section 11 return to be submitted alongside the results from the staff survey currently underway.

2.0 Introduction

- 2.1 Section 11 of the Children Act 2004 places duties on district councils (and other organisations) to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.
- 2.2 Cherwell District Council has been requested by the OSCB and OSAB to complete a self-assessment of its arrangements against four broad safeguarding standards with a total of ten sub categories. The standards cover both safeguarding children and adults with care and support needs and adults at risk.
- 2.3 This return also requires Cherwell District Council to undertake and submit the results of a Safeguarding Self-Assessment Practitioner Questionnaire.

3.0 Report Details

- 3.1 This report is accompanied by the draft OSCB/OSAB Section 11 Self-Assessment 2017 for review.
- 3.2 The Self-Assessment 2017 requires confirmation of the degree by which Cherwell District Council can meet and evidence adherence to the prescribed safeguarding standards and is in the process of receiving input from Service Managers across the Council.
- 3.4 The self-assessment has identified some areas where improvements could be made and action plans have been documented to address these. All of which are planned to be complete by 30 September 2018.
- 3.5 The Self-Assessment 2017 identified that of the ten standard sub categories Cherwell District Council could evidence full compliance in six areas; were compliant but needed further evidence in three areas; and could not fully meet one area however recognises that work is already underway to address the identified weaknesses.
- 3.6 This report is in draft and is subject to review and input from Service Management and possible amendment following analysis of the results of the staff survey.
- 3.7 Submission of the Section 11 Self-Assessment 2017 to the OSCB/OSAB is required by 1 December 2017.

4.0 Conclusion and Reasons for Recommendations

- 4.1 We recommend the approval of this Section 11 Self- Assessment 2017 draft return (subject to no material changes) which we believe accurately reflects the adequacy of our safeguarding arrangements and will enable us to meet our statutory reporting duties.

5.0 Consultation

The following are currently being consulted and will provide formal approval of the OSCB/OSAB Section 11 Self-Assessment Return:

Mike Grant, Safer Communities Manager
Jackie Fitzsimons, Shared Public Protection Manager
Natasha Barnes, Contact Centre Services Manager
Tim Mills, Private Sector Housing Manager
Marianne North, Housing Needs Manager
Joanne Barrett, Strategic Housing Manager
Mandy Emery, Team Leader Entitlements
Claire Cox, Human Resources Business Partner

6.0 Alternative Options and Reasons for Rejection

- 5.1 No alternative options have been identified as it is a statutory requirement for Cherwell District Council to submit a return.

7.0 Implications

Financial and Resource Implications

- 7.1 None arising from this report

Comments checked by:

Kelly Wheeler, Principal Accountant. 01327 322230,

Kelly.wheeler@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.2 The Council must continue to discharge its statutory duties pursuant to the Children Act 2004 and all other relevant acts, regulations and statutory guidance. The recommendation contained in this report will assist the Council in discharging these responsibilities.

Comments checked by:

Sophie Phillips, Solicitor. 01295 753701,

sophie.phillips@cherwellandsouthnorthants.gov.uk

Risk Implications

- 7.3 Completion of this Section 11 Self-Assessment 2017 will give corporate assurance that Cherwell District Council are meeting the requirements of a district council as outlined in the Children's Act 2004 and the Working Together 2015 guidance. It also enables us to identify areas where improvements are required and action plans can be put in place to address any shortfalls.

Comments checked by:

Louise Tustian, Team Leader, Strategic Intelligence & Insight Team. 01295 221786,

louise.tustian@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision – Not applicable

Wards Affected

All

Links to Corporate Plan and Policy Framework

Protect the District

Lead Councillor

Kieron Mallon, Public Protection and Community Services

Document Information

Appendix No	Title
1	Cherwell District Council Section 11 Self-Assessment 2017
Background Papers	
None	
Report Author	Maria Wareham, Safeguarding Officer
Contact Information	01295 221777 Maria.wareham@cherwellandsouthnorthants.gov.uk

Oxfordshire Safeguarding Self-Assessment

This template incorporates the standards from the safeguarding self-assessment against the Children Act 2004 (known as the Section 11 audit) carried out by the OSAB as well as the standards developed by the LGA for Adult Services and published within the LGA Adult Safeguarding Improvement Tool.

The standards are broken down into four areas:

1. Leadership, Strategy and Working Together
 - a. Senior management have commitment to the importance of safeguarding and promoting the welfare of children and adults with care and support needs
 - b. There is a clear statement of the agency's responsibility towards children and adults with care and support needs and this is available to all staff
 - c. Local Safeguarding Board Effectiveness
2. Commissioning, Service Delivery and Effective Practice
 - a. Service development takes into account the need to safeguard and promote welfare and is informed, where appropriate, by the views of children and adults with care and support needs & families
 - b. There is effective inter-agency working to safeguard & promote the welfare of children and adults with care and support needs
 - c. There is effective Information Sharing
 - d. Commissioning arrangements are robust, effective and cost-effective
 - e. Thematic Issue: Transport of children and adults with care and support needs
3. Performance & Resource Management
 - a. There is effective training on safeguarding & promoting the welfare of children and adults with care and support needs for all staff working with or, depending on the agency's primary functions, in contact with children and adults with care and support needs
 - b. Safer recruitment procedures including vetting procedures and those for managing allegations are in place
4. Outcomes for, and Experiences of, People Who Use Statutory Services
 - a. People's experiences of safeguarding

Timescales and deadlines

The self-assessment will be circulated in July 2017 for **return by Friday 1st December 2017**. All returns must be sent back to osab@oxfordshire.gov.uk. An initial analysis will be completed in **January 2018**. This will inform the **Peer Review** event that will be held on **8th February 2018**. Invitations have already been sent. If you have not received an invitation, please email osab@oxfordshire.gov.uk. A final analysis report will be produced in **March 2017**.

Guidance on completing the self-assessment

Guidance the rating system can be found at the end of this document.

Safeguarding Self-Assessment Practitioner Questionnaire

Note: The online questionnaire should be used with a number of frontline staff. We would like to hear from at least 10% of the frontline workforce. As responses to online surveys are known to be around 10%-20% of those asked this means the questionnaire should be aimed at all frontline staff. Please arrange for the link to be circulated to your frontline teams. Results will be collated by the Safeguarding Board and agency leads will be sent the collated returns for their agency. Agencies are expected to provide a summary of the findings from your agency. **To obtain a blue rating** you need to have completed this or, an alternative safeguarding questionnaire, which helps you assess the effectiveness of strategic arrangements for safeguarding children and adults with care and support needs.

The link to circulate to frontline staff is: <https://www.surveymonkey.co.uk/r/self-assessment-2017>. All responses are anonymous. The Survey should take 15-20 minutes to complete.

Part 1: Leadership, Strategy and Working Together

1A - Senior management have commitment to the importance of safeguarding and promoting the welfare of children and adults with care and support needs

How effective is the commitment of senior management to safeguarding and promoting the welfare of children and adults with care and support needs within your agency / organisation?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
<p>1. There is a named person at senior level responsible for safeguarding and championing safeguarding is clearly in their job description and that they understand and undertake their responsibilities</p>	<p>Ian Davies, Director of Operational Delivery is the Senior Officer responsible for Safeguarding for at CDC.</p> <p>Nicola Riley, Community Services Manager is the Designated Safeguarding Lead (DSL) for CDC, a role which is clearly defined in her job description and in the Safeguarding Policy and Procedures document.</p> <p>To support Nicola, a Safeguarding Officer is in place (Maria Wareham) and both have received enhanced safeguarding training at generalist and specialist level (this can be evidenced through provision of certificates if required).</p> <p>High risk business areas also have appointed 'Safeguarding Leads' who are to be seen as first point of contact for safeguarding queries and who are required to receive the same level of training as the DSL/Safeguarding Officer.</p>	<p>There are known key individuals in place across the organisation who have a good knowledge/understanding of safeguarding practices/procedures and mutli-agency contacts and escalation processes. This has meant that concerns regarding children and vulnerable adults have been assessed accurately and escalated in a timely manner to the relevant agency.</p>	<p>N/A</p>	<p>N/A</p>
<p>2. Strategies and plans include reference to safeguarding and are clear about responsibilities in relation to:</p> <ul style="list-style-type: none"> a. the impact of our services in safeguarding children and adults with care and support needs b. what are the criteria for deciding who we 	<p>All Service Areas have Safeguarding included as a factor on their Service Plans and they have to comment annually how their service area conforms to our statutory safeguarding</p>	<p>Service areas understand their responsibilities in relation to safeguarding and this is reflected in the number and quality of safeguarding referrals received by the DSL/Safeguarding Officer where a member of staff has been concerned for the welfare of a child, young person or vulnerable adult. These referrals have</p>	<p>N/A</p>	<p>N/A</p>

<p>work with</p> <p>c. The quality of our work</p> <p>d. Whether the timing of our interventions, where measured, are appropriate for the child and adults with care and support needs safety</p>	<p>requirements.</p> <p>When new services are developed an equality impact assessment is completed which would highlight any safeguarding considerations so they can be dealt with through the Safeguarding Leads Group.</p> <p>The business planning process makes use of the results from the annual satisfaction surveys; these are predominantly completed by adults. Service planning makes use of customer feedback which may include views of children and families where relevant.</p> <p>Contracting parties are required to verify they can comply with the CDC Safeguarding Policy and Procedures as part of the tender process. Other questions/checks may be asked of prospective contracting partners in the event that they are to conduct regulated activities with children to further verify their own safeguarding policies and procedures. This is conducted on a case by case basis and the Procurement team/contract manager will liaise with the DSL/Safeguarding Officer to input and verify adequacy of responses.</p> <p>CDC does not provide services which work directly 'with' children and families and thus intervention would not take place.</p>	<p>been promptly assessed and escalated to ensure appropriate agency care/support is provided if considered necessary (by the relevant agency).</p>		
<p>3. Safeguarding activity is routinely monitored within the organisation, issues are identified at the appropriate</p>	<p>On an annual basis a staff survey is carried out to assess the</p>	<p>Safeguarding concerns for children and vulnerable adults are identified, referred via the appropriate</p>	<p>N/A</p>	<p>N/A</p>

<p>level and resources are put in place to resolve them. We can explain (a) our agency's internal escalation arrangements for safeguarding concerns and (b) how we know that they are complied with</p>	<p>embeddedness of safeguarding policy and procedures. The outcome of the survey impacts feeds into the development work undertaken by the Safeguarding Officer/DSL to ensure appropriate arrangements are in place to protect the most vulnerable in our communities.</p> <p>CDC has a See it, Report it, procedure which outlines how staff should escalate safeguarding concerns. This is well communicated via the Intranet and part of new starter training and referrals of concerns are being made to the Safeguarding Team which indicates that there is a good awareness of safeguarding and associated employee responsibilities for identification/referral. The number of referrals increased dramatically in Q2 2017/18 which is an indicator of improved awareness.</p> <p>In 2018/19, we also intend to introduce more formal monitoring activity to assess staff understanding and application of policy and procedure in practice.</p> <p>At present, annual audits are not conducted to ensure compliance of commissioned providers with section 11 requirements. This is scheduled to take place by the end of the financial year for leisure providers.</p>	<p>process and escalated to the relevant agency in a timely manner.</p>		
<p>4. Senior managers demonstrate good understanding of safeguarding, keeping abreast of local and national developments and learning, to ensure that practice</p>	<p>Senior Managers of services areas whose work sees them interacting with children, young people and</p>	<p>Ensuring up to date awareness of local and national learnings/areas of development/legislative change means that staff are equipped to identify and respond</p>	<p>N/A</p>	<p>N/A</p>

<p>continues to improve</p>	<p>vulnerable adults are part of a Safeguarding Leads Group which meets quarterly to oversee and challenge the adequacy of safeguarding arrangements that are in place. Local and National Developments and learnings are shared via this group and they are requested to circulate to teams where relevant.</p> <p>The Safeguarding Officer and DSL review local and national learnings/developments to ensure incorporation into policy and procedure where necessary.</p> <p>Broader employee training/briefings will be provided should the learning/procedural implications be material.</p>	<p>to safeguarding concerns within the community.</p>		
<p>5. Senior managers communicate to their organisation that safeguarding is core business and are able to demonstrate that staff are aware of their individual responsibilities.</p>	<p>Safeguarding and the implications for each service are outlined in each area Service Plan (devised by the Director/Service Manager) which is communicated to staff and incorporated into staff job descriptions and annual objectives as relevant. These objectives are set at the beginning of the year for all staff as part of an appraisal with their line managers and interim performance against these objectives is assessed at the half year.</p> <p>There is also a standard corporate objective for all staff to ensure all relevant training is completed. This includes safeguarding training in accordance with the Safeguarding Training Framework (see 3A).</p>	<p>Staff awareness of safeguarding and their personal responsibilities in relation to it ensures that safeguarding concerns for children and vulnerable adults are identified, referred via the appropriate process and escalated to the relevant agency in an accurate and timely manner.</p>	<p>N/A</p>	<p>N/A</p>

Training and PDP returns for all staff are provided to HR on an annual basis. These will outline staff attainment of corporate objectives and individual personal development plans which may include safeguarding aspects, depending on the role (although all roles are required to complete some form of safeguarding training).

How do you rate your compliance with this standard?

Blue X

Green

Amber

Red

1B - There is a clear line of accountability and a clear statement of the agency's responsibility towards children and adults with care and support needs

How clearly are the agency's responsibilities towards children and adults with care and support needs communicated to all staff and how clear are the lines of accountability within the organisation for work on safeguarding & promoting welfare?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
<p>1. There are clearly documented lines of accountability from staff through the organisation to the named person, a clear escalation and whistleblowing policy and a clear complaints procedure.</p>	<p>Clear structure charts are in place which outlines lines of accountability from staff through to Service Management (high risk service managers are part of the Safeguarding Leads group). The DSL and Safeguarding Officer are independent of the service areas (with exception Community Development of which they are part), however names and routes of escalation are communicated via the Safeguarding Pages on the Intranet and via the CDC Safeguarding Policy.</p> <p>A Whistleblowing policy is in place and is accessible via the Intranet. All new employees are required to read the policy as part of induction.</p> <p>CDC has an effective complaints procedure in place which is available via the CDC Website: https://www.cherwell.gov.uk/info/5/your-council/341/comments-and-complaints</p>	<p>Children and vulnerable adults can feel assured when using our services that CDC has clear, understood and well communicated mechanisms in place for addressing complaints regarding service provision or individual staff members.</p>	<p>N/A</p>	<p>N/A</p>
<p>2. Staff feel able to raise concerns, including about workloads, and encourage service users to raise complaints when they are dissatisfied with the service they are receiving, e.g. <i>"we know because we can cite examples of frontline practitioners doing this because..."</i></p>	<p>Staff are able and feel confident raising concerns about workload with their line managers.</p> <p>If a service user indicates dissatisfaction then they are signposted to our Complaints Procedure.</p> <p>Leaflets are available in our public offices which outline our complaints procedure and this information is also available via</p>	<p>Children and vulnerable adults can feel assured when using our services that CDC has clear, understood and well communicated mechanisms in place for addressing complaints regarding service provision or individual staff members.</p>	<p>N/A</p>	<p>N/A</p>

	the CDC Website: https://www.cherwell.gov.uk/info/5/your-council/341/comments-and-complaints			
3. Effective complaints systems are in place, in line with current statutory guidance, for children and adults with care and support needs, staff & other people to make complaints and themes of these complaints are addressed, e.g. <i>"we know because we know what has bothered them over the last 12 months is..."</i>	See 1B.1 CDC continually reviews its procedures to ensure vulnerable groups receive the appropriate care. For example, following an incident involving a volatile vulnerable adult at CDC Offices, internal safety and security measures have been reviewed and improvements made to ensure the safeguarding of employees CDC also reports on the number of complaints within the annual report.	Children and vulnerable adults can feel assured when using our services that CDC has clear, understood and well communicated mechanisms in place for addressing complaints regarding service provision or individual staff members.	N/A	N/A
4. Child / Service User friendly complaints information is used, which includes information on what safeguarding issues are and how to raise a safeguarding concern	The Leisure Team do have in place a child friendly feedback form which they use for children attending Holiday Hubs. No complaint has ever been received to date in relation to a member of staff or the quality of our service.	Children have ability in a tailored way to give feedback and raise concerns.	N/A	N/A
5. Recommendations / outcomes on practice and changes to procedures are communicated to staff, e.g. <i>"we do this via..."</i>	Should a complaint or learning be identified, this would be communicated to employees via email (Communications Team) or via training sessions should the change in practice be considered material.	Developmental changes would impact on an improved experience and outcome for children and vulnerable adults.	N/A	N/A
6. Staff feel there is clear communication of the legislative framework within which safeguarding sits, including in relation to domestic abuse, mental health, etc.	Staff are made aware via training, policy and via the Safeguarding Pages on the Intranet that CDC has a duty (in accordance with the Children Act 2004 and Care Act 2014) to have appropriate safeguarding arrangements in place to protect the most vulnerable in our communities. All staff are aware of how their role/responsibilities fit into these arrangements. Additional training in relation to dealing with service users with mental health	Children and vulnerable adults are dealt with in line with legislation and appropriate safeguarding arrangements are in place at CDC which ensures their protection when accessing our services.	N/A	N/A

	concerns is currently being identified by the Safeguarding Team for delivery to front line teams.			
7.Anyone who comes into contact with children and adults with care and support needs or their families has their responsibility towards the person’s welfare explicitly stated in job description and this is reviewed in appraisals and 1 to 1s.	Adults and children with care and support needs may access the services of CDC.	Staff awareness of safeguarding and their personal responsibilities in relation to the welfare of those who they deal with in their role ensures that children and vulnerable adults will have a positive experience when accessing CDC services. They can also be assured that safeguarding concerns will be identified, referred via the appropriate process and escalated to the relevant agency in an accurate and timely manner.	A review of job descriptions of front line roles is to be completed over the coming months and these updated to reflect safeguarding responsibilities where gaps are identified.	Maria Wareham, Safeguarding Officer 30 June 2018
8.Staff receive adequate reflective supervision and support, e.g. <i>“We can explain (a) our agency’s supervision policies for safeguarding issues and (b) how we know that they are complied with...”</i>	All staff receive adequate supervision and guidance in relation to safeguarding via the Safeguarding Leads and line management. If an individual’s role sees them exposed to vulnerable groups, their responsibilities are reflected in their job description and appropriate objectives to ensure the welfare/protection of these groups included are set and monitored as part of the appraisal process. Discussions regarding safeguarding issues/concerns may also be held as part of team meetings as necessary and the Safeguarding Officer may be invited to cascade learnings.	Mechanisms to ensure appropriate supervision and guidance of staff to ensure accurate undertaking of their responsibilities in relation to the welfare of those who they deal with in their role ensures that children and vulnerable adults will have a positive experience when accessing CDC services. They can also be assured that safeguarding concerns will be identified, referred via the appropriate process and escalated to the relevant agency in an accurate and timely manner.	N/A	N/A

How do you rate your compliance with this standard?

Blue Green X Amber Red

1C – Local Safeguarding Boards’ Effectiveness				
TO BE COMPLETED BY BOARD MEMBER AS A SINGLE AGENCY RESPONSE				
How is your organisation’s commitment to safeguarding evidenced through the Safeguarding Boards, covering their whole agenda from prevention to intervention?				
Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale

<p>1. Your representative on the safeguarding board is sufficiently senior on the Safeguarding Boards (SB), ensuring effective leadership and coordination in the delivery of Safeguarding policy and practice.</p>	<p>District Councils in Oxfordshire have one representative on the Oxfordshire Children Safeguarding Board. This role is undertaken on rotation by the DSL of each District. CDC inputs into and receives feedback to the board via this appointed representative. Nicola Riley represents CDC on the Oxfordshire Safeguarding Adults Board.</p>	<p>Our involvement at a Senior Manager level with the Safeguarding Boards ensures that CDC are kept abreast of Safeguarding policy and best practice and that our own policy and procedures are kept up-to-date to reflect this. Children and vulnerable adults can be assured that CDC is operating in line with best practice wherever possible.</p>	<p>N/A</p>	<p>N/A</p>
<p>2. You contribute human and financial resources to the Safeguarding Boards to enable it to function effectively.</p>	<p>We contribute financially to both the OSCB and OSAB. We contribute human resources in so far as we sit on the OSAB full board meeting and attend the Training Sub Group. District Councils are represented at other meetings/subgroups by one nominated person into whom we input and receive feedback.</p>	<p>CDC is supporting the effective function of the Safeguarding Boards wherever possible which provides assurance to vulnerable groups in relation to our commitment to their welfare when accessing our services.</p>	<p>N/A</p>	<p>N/A</p>
<p>3. You contribute towards the Safeguarding Boards multi-agency safeguarding training agenda.</p>	<p>CDC does not currently provide training resources but does provide venues for training when required.</p>	<p>CDC is supporting the effective function of the Safeguarding Boards wherever possible which provides assurance to vulnerable groups in relation to our commitment to their welfare when accessing our services.</p>	<p>N/A</p>	<p>N/A</p>
<p>4. You provide challenge at the SBs, ensuring the impact and effectiveness of service delivery.</p>	<p>CDC attends full board meetings and other sub groups (either in person or represented) and provides challenge wherever possible.</p>	<p>CDC is supporting the effective function of the Safeguarding Boards wherever possible which provides assurance to vulnerable groups in relation to our commitment to their welfare when accessing our services.</p>	<p>N/A</p>	<p>N/A</p>
<p>5. You contribute towards the SBs understanding of how well it is performing and what difference it makes through regular self-assessment and benchmarking and have a positive attitude to learning and improving across partners.</p>	<p>CDC has attended self-assessment and benchmarking sessions and has provided positive feedback wherever possible.</p>	<p>CDC is supporting the effective function of the Safeguarding Boards wherever possible which provides assurance to vulnerable groups in relation to our commitment to their welfare when accessing our services.</p>	<p>N/A</p>	<p>N/A</p>
<p>6. You contribute towards the SB's duties to safeguard children and adults with care and support needs both proactively, through awareness raising and prevention of abuse and neglect, and responsively, by creating frameworks to effectively respond once concerns are raised.</p>	<p>CDC has in place appropriate arrangements to ensure the safeguarding of children and vulnerable adults accessing our services. This includes the presence of:</p> <ul style="list-style-type: none"> - Safeguarding Policy and Procedures - Safeguarding Training Framework 	<p>Staff understand their safeguarding responsibilities and are confident in identifying and understanding how to report safeguarding/criminal concerns which enhances the protection of children and adults with care and support needs when accessing our services.</p>	<p>N/A</p>	<p>N/A</p>

	(all roles to have a level of understanding with more enhanced training required for those in more exposed roles, e.g. front line) - Safeguarding concern reporting mechanism and assessment/referral process - Monitoring/review/governance procedures			
7. You act upon data, information and intelligence gathered by the SB to identify risk and trends and formulates action in response to these.	Yes. Any such identified risks/trends would be tabled as part of a Safeguarding Leads Meeting where a strategic approach to action would be discussed and agreed. If immediate response is required due to the identification of an imminent threat to the welfare of vulnerable groups, then action would be devised by the Safeguarding Officer and agreed by the DSL and Director of Operational Delivery ahead of immediate implementation (e.g. procedural change, comms, training etc.).	Children and vulnerable adults can be assured that CDC's approach to safeguarding continuously evolves to reflect current risks and trends, thus ensuring their upmost protection at all times when accessing our services.	Introduce mechanism whereby identified risks/trends/intelligence is shared with our commissioned service providers (where they have exposure to vulnerable groups) to ensure they are able to adapt their approach to safeguarding as appropriate.	31 March 2018
8. You share issues raised at the board with your organisation	Issues raised at the board are shared via the Safeguarding Leads Group who are requested to disseminate the learnings/introduce practice changes as appropriate.	Children and vulnerable adults can be assured that CDC's approach to safeguarding continuously evolves to reflect current issues, thus ensuring their upmost protection at all times when accessing our services.	N/A	N/A
9. You consider the SB to have good quality specialist advice e.g. legal, medical or social work, when necessary.	Yes and this has been evident through training. Although CDC would commonly seek legal, medical or social work advice directly from the relevant agency (i.e. Police, NHS and Social Care).	CDC have access to good quality specialist advice which provides children and vulnerable adults with assurance that we are trusted and credible in our assessment of their welfare.	N/A	N/A
10. You understand the links between the Safeguarding Adults Board, Children's Safeguarding Board, Health and Wellbeing Board & Community Safety Partnerships and reporting mechanisms (to the SBs, between the SBs and the boards of partner organisations) are clear and effective.	CDC has a good understanding and awareness of the multi-agency board and reporting structure/mechanism and how this applies to our organisation.	Children and vulnerable adults can be confident when dealing with CDC that we understand and operate in full compliance with the Oxfordshire's multiagency approach to safeguarding.	N/A	N/A
11. There are clear protocols in place that integrate	CDC procedure requires all staff to	Children and vulnerable adults can feel safe	N/A	N/A

<p>different agency procedures for reporting serious incidents.</p>	<p>contact 999 in the event that they identify a concern whereby they suspect imminent harm of a child or vulnerable adult.</p> <p>We work in accordance with the Safeguarding Boards Thresholds of Needs matrices and utilise the Social Care and MASH reporting mechanisms as appropriate, using the LCSS and Adults Triage Team for advice and guidance.</p>	<p>when accessing CDC services that we have in place appropriate protocols for reporting serious incidents/concerns.</p>		
<p>12. There are mechanisms in place to ensure that the views of people who are in situations that place them at risk of abuse, and carers, inform the work of the SBs.</p>	<p>There is no such formal mechanism, however should a view be expressed to a member of CDC staff during the course of their daily work which was felt pertinent to the ongoing work/development of the Safeguarding Boards then this would be fed back to the Safeguarding Officer/DSL who would in turn feedback to the Safeguarding Boards (as these are the two roles to whom any queries/concerns etc. related to a Safeguarding matter should be referred as outlined in the Safeguarding Policy and Safeguarding pages of the staff intranet site).</p>	<p>Children and vulnerable adults can be assured that their views are taken seriously and escalated as appropriate to help inform the work of the Safeguarding Boards.</p>	<p>N/A</p>	<p>N/A</p>
<p>How do you rate the <u>Safeguarding Boards' compliance</u> with this standard?</p>				
<p>Blue <input type="checkbox"/> Green X Amber <input type="checkbox"/> Red <input type="checkbox"/></p>				

Part 2: Service Delivery and Effective Practice

2A - Service delivery & development takes into account the need to safeguard and promote welfare and is informed, where appropriate, by the views of service users and their families

How effectively does service development take into account need to safeguard? How can you demonstrate improved outcomes?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
<p>1. Service development has taken into account the need to safeguard and promote the welfare of children and adults with care and support needs</p>	<p>All Service Areas have Safeguarding included as a factor on their Service Plans and they have to comment annually how their service area conforms to our statutory safeguarding requirements.</p> <p>When new services are developed an equality impact assessment is completed which would highlight any safeguarding considerations so they can be dealt with through the Safeguarding Leads Group.</p>	<p>Children and vulnerable adults can be confident when accessing our services that their welfare and protection is taken into account and that our staff are trained to identify and refer via the 'See it, Report it' mechanism, any safeguarding concerns.</p>	<p>N/A</p>	<p>N/A</p>
<p>2. Children and adults with care and support needs are actively involved in design, development & delivery of services & their involvement is demonstrated</p>	<p>CDC does not provide services which work directly 'with' children and adults in a care provision.</p> <p>However the business planning process makes use of the results from the annual satisfaction surveys, these are predominantly completed by adults. Service planning makes use of customer feedback which may include views of children, adults and minority groups where relevant.</p> <p>Our holiday hub leaflets outline that they are accessible to disabled children and these can be tailored as appropriate to ensure accessibility (i.e. carers accompanying a child).</p>	<p>Children and vulnerable adults can be confident when accessing our services that their welfare and protection is taken into account and that our staff are trained to identify and refer via the 'See it, Report it' mechanism, any safeguarding concerns.</p>	<p>N/A</p>	<p>N/A</p>
<p>3. Children and adults with care and support needs from black and minority ethnic backgrounds and other diversity strands are appropriately consulted in the development of services and of equality policies to ensure that all aspects of the planning and delivery of services reflect the needs of the changing population of</p>	<p>See 2A.3.</p> <p>When new services are developed an equality impact assessment is completed which would highlight any safeguarding considerations so they can be dealt with through the</p>	<p>Children and vulnerable adults from minority or other diversity backgrounds can be confident when accessing our services that their welfare and protection is taken into account and that our staff are trained</p>	<p>N/A</p>	<p>N/A</p>

Oxfordshire.	<p>Safeguarding Leads Group.</p> <p>CDC does not discriminate based on race, language, religion, faith, gender or disability with any of the services we offer.</p> <p>Where tailoring is required this is addressed on a case by case basis by the team (i.e. if translation is required or documentation provided in another language etc.) and advice would be sought from the DSL if required.</p>	to identify and refer via the 'See it, Report it' mechanism, any safeguarding concerns.		
4. There is a responsive process in place to act on identified unmet need and feed into business planning and identify where gaps are met elsewhere and what happens if there is not	The service planning process is designed to identify unmet need and inform plans to meet any gaps in service provision.	Identifying service gaps helps in updating procedures to meet the needs of users better.	N/A	N/A
5. Children and adults with care and support needs who have experienced abuse are supported and are able to access services that are appropriate to them, including signposting to and supporting through effective criminal, civil or social justice frameworks	[Housing to comment]		N/A	N/A
6. There are services available to support carers.	<p>We do not provide services that work 'with' children, vulnerable adults in a care provision.</p> <p>No specific services are provided by CDC to support carers but should a carer be identified by a member of staff who is considered to have a need for support, this would be referred through to the Safeguarding Officer/DSL and a referral to the most appropriate support agency would be made.</p>	Carers can be assured that should a member of CDC staff identify that they have support needs (or if this is requested), they would be referred to the most appropriate agency who can provide this to them.	N/A	N/A
7. There are services available for perpetrators to address their behaviours where appropriate.	N/A This is not applicable to the services that CDC offers. However should our staff come across any queries related to such services, they would refer to the Safeguarding Officer or DSL who would refer onwards to the appropriate agency or community service.	Children and vulnerable adults can be assured that CDC has appropriate referral/signposting mechanisms in place to relevant agencies in the event that a query is received regarding perpetrator rehabilitation services.	N/A	N/A
8. Extended family members, friends and neighbours are engaged in safeguarding when this is appropriate.	Yes. Should a safeguarding concern be reported to the Safeguarding Officer or DSL	Children and vulnerable adults can be assured that CDC seeks to gain clarity	N/A	N/A

	<p>(commonly via the 'See it, Report it' mechanism), where relevant enquiries are made of family members, friends and neighbours. Due to the sensitivity of such enquiries, enquiries of friends and family are commonly referred to and conducted by Thames Valley Police or Social Services; however CDC Community Wardens may also make such enquiries. Other front line staff may make enquiries in so far as it fits within the remit of their role.</p>	<p>over a reported safeguarding concern to support referrals and/or have good relationships with agencies who are able to make these enquiries.</p> <p>For example Environmental Enforcement Officers or Community Wardens may make enquiries of neighbours following Anti-Social Behaviour or odour complaints.</p>		
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How do you rate your compliance with this standard?

Blue X Green Amber Red

2B - There is effective inter-agency working to safeguard & promote the welfare of children and adults with care and support needs

How effective is inter-agency working by your organisation?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
<p>1. We make practitioners aware of the multi-agency procedures and we monitor the use of them</p>	<p>All staff have access to the CDC safeguarding policy and procedures through the intranet. Safeguarding Awareness Training (provided to all new starters) also covers the multi-agency reporting procedures.</p>	<p>Children and vulnerable adults can be confident when accessing our services that our staff understand the multi-agency procedures and can identify/report any safeguarding concern appropriately.</p>	<p>N/A</p>	<p>N/A</p>
<p>2. We make practitioners aware of the multi-agency tools for identifying, assessing and recording safeguarding concerns, such as the Neglect Tool, CSE Screening Tool, self-neglect tool, Risk Assessment Tool, Mental Capacity Assessment Form and that they are using them</p>	<p>Access to multi agency tools is through links via the Safeguarding Board websites which are linked to via our intranet.</p> <p>The Safeguarding Leads, and other specialist officers, advise as necessary on the use of these tools.</p> <p>Where the use of available toolkits</p>	<p>Multi-agency toolkits are utilised by appropriate practitioners and where a need is identified, this will be referred to the appropriate agency for action.</p>	<p>N/A</p>	<p>N/A</p>

	<p>are felt relevant to the services we provide, these are communicated via the Safeguarding Leads for onwards cascade and/or specific training provided.</p> <p>To date, most of the toolkits have been felt to be tailored to those working within a care role or working 'with' the vulnerable person, which is not the role of the District Council. In the event that a safeguarding concern is identified, we would refer to the relevant agency who we expect would utilise any toolkit as appropriate.</p>			
<p>3. We ensure effective contribution to joint working and safeguarding investigations by participating in operational or strategic multi-agency meetings, ensuring that non-participation is addressed to ensure that there is a sustained contribution to the process.</p>	<p>The council contributes as needed to joint working and safeguarding investigations. Should the Safeguarding Officer or DSL not be available to attend, an informed representative will be sent to provide input.</p>	<p>CDC are proactive in ensuring we input wherever required which gives assurance to vulnerable groups that their welfare is taken seriously.</p>	N/A	N/A
<p>4. We are compliant with the requirements of the Prevent duty and in particular in relation to policies and procedures regarding staff training, referring to the Channel panel and use of public resources e.g. rooms, ICT equipment, commissioning arrangements.</p>	<p>CDC meets its duties with regard to Prevent and works with other agencies in Oxfordshire in accordance with strategies agreed as part of the Safer Oxfordshire Partnership.</p> <p>All staff are required to complete the Home Office Prevent e-learning (upon employment and all existing staff are required to complete this by the 31 March 2018).</p> <p>We have facilitated training to all staff on prevent duties and to elected members delivered under a county wide project, Operation</p>	<p>The provision of staff training ensures that staff are equipped to identify and report concerns related to radicalisation which aids in ensuring the protection of those in the community.</p>	N/A	N/A

	<p>Griffin, in 2017.</p> <p>CDC is represented at Channel Panel and Prevent Implementation Group.</p> <p>Prevent is a standing agenda item at the monthly JATAC meeting.</p>			
<p>5. If we lead multi-agency safeguarding meetings we take, circulate and store minutes and ensure that any regular meetings are appropriately tied in to the safeguarding system so that strategic issues can be escalated</p>	<p>Whilst lead by TVP, we administer the JATAC meeting for Cherwell and West Oxfordshire.</p> <p>The CDC Housing Team also currently chairs and administers the Vulnerable Adults Panel however this is currently under review (question over whether this should be moved to the responsibility of the Safeguarding Team with the support of the Community Services Business Support Team).</p> <p>Minutes are taken, circulated and stored appropriately and the Safeguarding Officer is in attendance at both meetings meaning appropriate linkages are made and issues escalated as appropriate.</p>	<p>Dedicated and accurate administration of multi-agency meetings and attendance by the Safeguarding Officer means continued awareness of cases and ability to take action and escalate concerns where required. Vulnerable groups can be assured that their welfare is of the highest priority.</p>	N/A	N/A
<p>6. Staff, managers, officers and members work across individual service and agency boundaries, and beyond traditional definitions of their roles, to improve outcomes.</p>	<p>We are part of several multi-agency partnerships/meetings/information sharing protocols and staff are encouraged to take a flexible approach to working to ensure best use of resources and knowledge thus improving outcomes for children and vulnerable adults. This cross-agency working can be informal in nature and we also attend/input formally to: Safeguarding Full</p>	<p>A flexible approach is key is ensuring best use of resources and expediting matters for users.</p>	N/A	N/A

	<p>Board meetings; sub group meetings; Brighter Futures Meetings; Community Impact Zone, Safer Oxfordshire Partnership; Joint Operating Framework meetings (task and finish groups); JATAC; Vulnerable Adults Panel; Oxfordshire Stronger Communities Alliance; North Oxfordshire Creative Partnership; and 'Safeguarding Children in Banbury' (a group of 8 to 10 head teachers representing schools in Banbury).</p>			
<p>7. We are delivering/contributing to effective prevention and early help.</p>	<p>Our staff are trained to identify safeguarding concerns and refer them as soon as possible via the 'See it, Report it' mechanism.</p> <p>These are assessed and referred on to the relevant agency by the Safeguarding Officer/DSL/allocated backup if the safeguarding concern meets the reporting thresholds.</p> <p>Staff are not in positions of care and would not complete the early help assessment. It is our expectation that this is conducted by Social Care upon referral.</p>	<p>CDC aims to identify and refer safeguarding concerns at the earliest opportunity to ensure prevention and early intervention which can help stop issues escalating and ensure faster address.</p>	N/A	N/A
<p>8. There this a clear policy on appropriate information sharing both across and within agencies to ensure children and adults with care and support needs are safeguarded and their welfare promoted and that this policy is complied with and made explicit to all service users.</p>	<p>The council adheres to all guidance on appropriate information sharing.</p> <p>The CDC Safeguarding Policy (section 5) outlines requirements in relation to information sharing where a safeguarding concern is identified. The policy also covers how information should be</p>	<p>Appropriate information sharing is vital in ensuring that material is processed correctly in such a way that it helps to protect those at risk.</p>	N/A	N/A

	retained to ensure compliance with Data Protection legislation (section 6).			
9. Training addresses need for effective information sharing both across and within agencies and encourages staff to use professional judgement.	<p>Staff in front line roles (e.g. Housing, Leisure, Customer Services, Revenue and Benefits etc.) are required to attend the OSCB Generalist and/or OSAB Level 2 (depending on the exposures of their role) training courses.</p> <p>All new staff into these roles need to complete this training within their first three months and all existing staff are being required to complete this training (if they haven't already) by the 31 March 2018.</p> <p>These OSCB/OSAB provided courses stress the need/importance of information sharing across agencies and encourage the use of professional judgement.</p>	Appropriate information sharing is vital in ensuring that material is processed correctly in such a way that it helps to protect those at risk.	N/A	N/A
10. Staff know where to seek advice on information sharing both across and within agencies & have confidence in their professional judgement.	If staff have any queries relating to a safeguarding matter (which would include queries on information sharing) then they are signposted via the CDC Safeguarding Policy and Safeguarding Pages on the Intranet to contact the Safeguarding Officer/DSL or HR Business Partner.	Appropriate information sharing is vital in ensuring that material is processed correctly in such a way that it helps to protect those at risk.	N/A	N/A

How do you rate your compliance with this standard?

Blue X Green Amber Red

2C – Commissioning arrangements are robust and effective
COMMISSIONERS ONLY TO COMPLETE

How effective are the organisations commissioning arrangements?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
1. Commissioning and contracting set out quality assurance and service standards in order to safeguard children and adults with care and support needs.	Commissioned service providers are required to confirm that they can comply with the CDC Safeguarding Policy and Procedures and that they comply with DBS requirements when recruiting staff. This declaration is sought as part of the tendering process. Where the service provision involves regulated activities with children, more safeguarding questions may be asked of prospective providers as part of the tender process. This is at the discretion of the Procurement Team and Contracting Manager.	CDC needs to be sure that third party service providers are clear on the expectations of them in relation to safeguarding children and vulnerable adults. This will reassure children and vulnerable adults accessing these services that their welfare and protection is taken seriously and that action would be taken should any safeguarding concern be raised.	N/A	N/A
2. We have developed mechanisms for people who are organising their own support and services to manage risks and benefits e.g. Direct Payments	N/A	N/A	N/A	N/A
3. Clear expectations and reporting requirements are placed on providers of services.	Whilst there are clear expectations and reporting requirements placed on third party providers of services, these have not to date been specific in relation to safeguarding matters. This currently being addressed.	CDC needs to be sure that third party service providers are clear on the expectations of them in relation to safeguarding and that we require self-assessment reports periodically to confirm compliance with CDC safeguarding policy. This will reassure children and vulnerable adults accessing	Work with the Procurement Team and Contracting Managers to ensure where a commissioned service is to be contracted which impacts upon children, young people or vulnerable adults, clear expectations of them in relation to safeguarding are outlined and agreed and that a formal	Maria Wareham, Safeguarding Officer Richard Stirling, Corporate Procurement Manager 30 June 2018

		these services that their welfare and protection is taken seriously and that action would be taken should any safeguarding concern be raised.	reporting required is specified.	
4. Contract monitoring has a focus on safeguarding, dignity and respect, and any shortfalls in standards are addressed.	To date, safeguarding, dignity and respect has not been a key focus of contract monitoring. This requires improvement and the Safeguarding Officer is working with the Corporate Procurement Manager and key Contract Managers (i.e. those managing contracts of service providers which provide services to vulnerable groups) to introduce regular audits of high risk. This is commencing with Safeguarding Audits of our Leisure centres in November/December 2017.	Audits of commissioned providers of services to vulnerable groups to ensure adequate safeguarding arrangements are in place will provide comfort to children and vulnerable adults accessing these services that their welfare and protection is taken seriously and that action would be taken should any safeguarding concern be raised.	Working with the Leisure Contracts and Sports Hub Officer, carry out a series of Safeguarding Audits of the Leisure Centres across Cherwell that they manage on our behalf. These audits will seek to confirm that appropriate safeguarding arrangements are in place and that these align with CDC safeguarding policy and meet national guidelines. Working with the Corporate Procurement Manager and Contract Managers the Safeguarding Officer will also identify other commissioned providers of services which may impact on vulnerable groups and prioritise Safeguarding Audits of these during 2018.	Liam Didcock, Leisure Contracts and Sports Hub Officer Maria Wareham, Safeguarding Officer Richard Stirling, Corporate Procurement Manager Leisure Safeguarding Audits: 31 March 2018 Other commissioned services to vulnerable groups: 31 December 2018
5. Providers meet essential/ fundamental national and local standards and quality improvement is tracked and acted on.	See 2C.4. Safeguarding audits are commencing of Leisure providers in November 2017. Action plans will be developed and tracked to address any identified weaknesses in safeguarding arrangements.	See 2C.4.	See 2C.4.	See 2C.4.
6. Safeguarding referrals/alerts across providers are tracked and under or over-reporting patterns addressed.	Commissioned providers of services to vulnerable groups do, on occasion, report safeguarding concerns via their Contracting Manager (as has been received from Leisure	Audits of commissioned providers of services to vulnerable groups to ensure adequate safeguarding arrangements are in place will provide comfort to children and		Liam Didcock, Leisure Contracts and Sports Hub Officer Maria Wareham, Safeguarding Officer

	Centres) however these are most commonly dealt with via their own internal reporting/referral mechanisms directly to appropriate agencies (this will be verified as part of the Safeguarding Audits – see 2C.4).	vulnerable adults accessing these services that their welfare and protection is taken seriously and that action would be taken should any safeguarding concern be raised.		Richard Stirling, Corporate Procurement Manager Leisure Safeguarding Audits: 31 March 2018 Other commissioned services to vulnerable groups – Safeguarding Audits: 31 December 2018 Amendments to contractual expectations if applicable: 30 June 2018
7. Quality in commissioned services is monitored so that abuse and neglect is prevented as far as reasonably possible.	See 2C.4.	See 2C.4.	See 2C.4.	See 2C.4.
8. Actions take place to safeguard individuals when standards in services put people at risk.	Should substandard services be identified which places individuals at risk, these will be addressed immediately or if not possible, measures will be taken to remove vulnerable groups from exposure. No such instances have been identified to date. The action taken by commissioned providers in such circumstances will be verified as part of the Safeguarding Audit Programme due to start with Leisure Providers in November 2017.	Audits of commissioned providers of services to vulnerable groups to ensure adequate safeguarding arrangements are in place will provide comfort to children and vulnerable adults accessing these services that their welfare and protection is taken seriously and that action would be taken should any safeguarding concern be raised.	Via Safeguarding Audits of commissioned providers, ensure that protocols are in place to safeguard vulnerable groups in the event that substandard services are identified. Ensure that such a protocol and CDC's expectations of commissioned providers to take such steps to protect vulnerable groups in the event that substandard services are identified is formalised and documented (and included as part of contract agreements).	Liam Didcock, Leisure Contracts and Sports Hub Officer Maria Wareham, Safeguarding Officer Richard Stirling, Corporate Procurement Manager Leisure Safeguarding Audits: 31 March 2018 Other commissioned services to vulnerable groups – Safeguarding Audits: 31 December 2018 Amendments to contractual expectations if applicable: 30 June 2018
9. Agencies commissioned to provide services have safer recruitment in place.	See 2C.1. Commissioned providers are required to confirm that they have safer	Children and vulnerable adults accessing these services can be confident that their welfare and	N/A	N/A

	recruitment protocols in place as part of the tendering process (this includes any sub-contractors).	protection is taken seriously.		
10. There is a clear process for escalating service gaps to the commissioning body.	Contracts with service providers' outline expectations on that contractor to monitor its own performance (whilst not explicit at present, this includes safeguarding) and report on this periodically and as/when requested to the commissioning body. This will include the escalation of any service gaps.	Children and vulnerable adults accessing these services can be confident service quality is monitored to ensure their welfare and protection is maintained at all times.	Whilst this does happen in practice (in particular with regard to the Leisure contracts), safeguarding could be made more explicit on the documented contractual agreements. As such action to ensure contractual obligations of commissioned providers of services to vulnerable groups include requirement to report on safeguarding performance and where a service gap is identified, the impact on these vulnerable groups is assessed and appropriate action is taken to ensure their protection.	
How do you rate your compliance with this standard?				
Blue <input type="checkbox"/> Green <input type="checkbox"/> Amber X Red <input type="checkbox"/>				

2D – Thematic Issue: Transport of Children or Adults With Care and Support Needs

If your agency is responsible for transporting children and adults with care and support needs, how do you ensure they are transported safely with due regards to the safeguarding of the passenger?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
1. Identification of a named person at senior management level to champion the importance of safeguarding in transport and to promote the welfare of children and adults with care and support needs throughout the service. This person is known as the designated safeguarding transport lead.	CDC doesn't have a designated safeguarding transport lead due to this being a county lead function. However, as part of the Joint Operating Framework (JOF) we have an Information Sharing Protocol that ensures a free flow of relevant information.	This ensures that vulnerable groups can feel safe when using licensed vehicles in the district.	N/A	N/A
2. All drivers/escorts are fully vetted and appropriate risk management arrangements are in place in accordance with the standards agreed in Oxfordshire's Joint Operating Framework .	All CDC drivers are subject to enhanced DBS checks before being issued with a licence.	This ensures that vulnerable groups can feel safe when using licensed vehicles in the district.	N/A	N/A
3. All drivers/escorts are trained in safeguarding with Oxfordshire County Council's training provider.	All CDC drivers have to undertake mandatory Safeguarding awareness training, currently delivered by Diversiti, prior to being issued with their licence.	This ensures that vulnerable groups can feel safe when using licensed vehicles in the district.	N/A	N/A
4. All drivers/escorts receive a standard Code of Conduct and best practice information materials on safeguarding in accordance with Oxfordshire's Joint Operating Framework.	This is provided by OCC.	This ensures that vulnerable groups can feel safe when using licensed vehicles in the district.	N/A	N/A
5. Information is shared across the county council, district councils and the police in accordance with the Joint Operating Framework Information Sharing Schedule.	Information is exchanged on all new applicants between the 5 licensing authorities in Oxfordshire. Revocations and suspensions are shared with the above and OCC.	This ensures that vulnerable groups can feel safe when using licensed vehicles in the district.	N/A	N/A
6. All policies have been refreshed and approved to ensure full compliance with the Joint Operating Framework.	CDCs taxi licensing policy was written taking into account all of the recommendations contained within the JOF. This has been in place since January 2017.	This ensures that vulnerable groups can feel safe when using licensed vehicles in the district.	N/A	N/A

7. Performance monitoring information is shared and reviewed in accordance with the Joint Operating Framework.	OCC compile all data from all 5 licensing authorities and this is discussed on a quarterly basis at JOF meetings.	This ensures that vulnerable groups can feel safe when using licensed vehicles in the district.	N/A	N/A
8. Staff who are responsible for driver vetting, quality monitoring and complaints investigation receive generalist and specialist designated lead safeguarding training so that they can identify potential safeguarding risks.	All CDC licencing staff will have completed the OSCB Generalist and OSAB Level 2 Front Line Worker training by the end of March 2018 (in accordance with the CDC Safeguarding Training Framework).	This ensures that vulnerable groups can feel safe when using licensed vehicles in the district.	N/A	N/A
9. Agencies who are not part of the Joint Operating Framework but who have a responsibility for transporting children and adults with care and support needs report as relevant on safeguarding arrangements in relation to vetting/training; information sharing; policy development; enforcement, complaints, allegations management; performance monitoring arrangements; and quality standards.	N/A - CDC are part of the Joint Operating Framework.	N/A	N/A	N/A
How do you rate your compliance with this standard?				
Blue X Green <input type="checkbox"/> Amber <input type="checkbox"/> Red <input type="checkbox"/>				

Part 3: Performance and Resource Management

3A - There is effective regular training on safeguarding & promoting the welfare of children and adults with care and support needs for all staff working with or in contact with these groups

How effective is training on safeguarding & promoting welfare of children and adults with care and support needs for all staff & volunteers working with these groups? Can you demonstrate improved outcomes as a result?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
<p>1. There is a clear training strategy for our organisation.</p>	<p>A Safeguarding Training Framework was introduced across the organisation on 8th August 2017.</p> <p>All roles across CDC have been assessed and the training framework outlines the mandatory training they are required to complete based on the exposure they have to vulnerable groups.</p> <p>Training draws upon the resources available to staff from the Safeguarding Boards. Basic PREVENT training is also required (Home Office E-Learning).</p> <p>All staff are required to complete the safeguarding training required of them in accordance with their role risk profile by 31st March 2018 and this will require renewal every 2 or 3 years (depending on risk exposure).</p> <p>New starters are required to attend a Safeguarding Awareness Briefing within their first three months of employment.</p> <p>Councillors are required to carry out training and attend a safeguarding briefing once every three years.</p> <p>Other ad-hoc training will be provided as and when the need is identified (i.e. key themes, trends, changes in legislation,</p>	<p>Staff are confident in identifying and understanding how to report safeguarding/criminal concerns which enhances the protection of children and adults with care and support needs when accessing our services.</p>	<p>N/A</p>	<p>N/A</p>

	procedure etc.).			
2. We have made staff aware of current safeguarding concerns and have provided training relevant to their roles such as radicalisation; female genital mutilation; sexting; self-harm; self-neglect, peer on peer violence in the following ways	<p>See 3A.1 above. Staff have received and/or are in the process of receiving safeguarding training appropriate to their role/exposure. This includes an overview of abuse types and signs so that they can be confident in identifying and referring anything they may come across when dealing with children and adults as part of their role.</p> <p>Staff learning events may also be run periodically to enhance understanding of certain areas; one was recently held on modern slavery (presented by TVP).</p> <p>Safeguarding Board communications are also circulated to Safeguarding Leads (Managers from highest exposed areas) for onward cascade.</p>	Staff remain and updated with current theme areas and are confident in identifying and understanding how to report safeguarding/criminal concerns which enhances the protection of children and adults with care and support needs when accessing our services.	N/A	N/A
3. A clear induction process is in place for all staff, trustees and volunteers that addresses safeguarding & is delivered in a timely way, e.g. <i>"we can provide you with some sample materials..."</i>	<p>Since the launch of the Safeguarding Training Framework on 8 August 2017, all new starters are required to attend a Safeguarding Awareness Briefing. This is required to be completed within the first three months of employment (as outlined in the framework document).</p> <p>Training slides can be provided.</p>	Staff remain and updated with current theme areas and are confident in identifying and understanding how to report safeguarding/criminal concerns which enhances the protection of children and adults with care and support needs when accessing our services.	N/A	N/A
4. All staff and volunteers are appropriately trained and supported through a range of methodologies, e.g. <i>"we have established who needs to do what training..."</i>	See 3A.1 above.	Staff remain and updated with current theme areas and are confident in identifying and understanding how to report safeguarding/criminal concerns which enhances the protection of children and adults with care and support needs when accessing our services.	N/A	N/A
5. We can evidence safeguarding training undertaken by staff through a database. We have a system in place which we monitor to check who has been / needs to be trained, e.g. <i>"we can tell you that ..% of our staff are trained to the right</i>	Training completion is required to be evidenced by way of the provision of a certificate to the Safeguarding Team.	Staff remain and updated with current theme areas and are confident in identifying and understanding how to report	N/A	N/A

<p>level..."</p>	<p>A training register is maintained which records all members of staff and councillors and records the dates of training completion. It also flags when training renewal is due.</p> <p>As this was only introduced on 8th August 2017, the register reflects relatively low completion percentages, however this is hoped to be at or near 100% by the deadline date of 31st March 2018.</p> <p>Reminders are scheduled.</p>	<p>safeguarding/criminal concerns which enhances the protection of children and adults with care and support needs when accessing our services.</p>		
<p>6. We contribute trainers and / or resources to the multi-agency safeguarding training programme.</p>	<p>We contribute venues to the multi-agency safeguarding training programme.</p> <p>At present we do not contribute trainers.</p>	<p>Agencies have access to adequate and timely training which in turn means that children and adults are protected when accessing their services.</p>	<p>N/A</p>	<p>N/A</p>
<p>7. Training explores issues of diversity in relation to safeguarding.</p>	<p>Staff in customer facing roles are required to complete OSCB/OSAB training (Generalist and Level 2 Front Line Worker course).</p>	<p>Staff remain and updated with current theme areas and are confident in identifying and understanding how to report safeguarding/criminal concerns which enhances the protection of children and adults with care and support needs when accessing our services.</p>	<p>N/A</p>	<p>N/A</p>
<p>8. We can demonstrate impact of training on practice from having asked staff/volunteers at supervision how their practice has changed through their safeguarding training.</p>	<p>A staff survey was completed in November 2017 which asked front line staff to comment on the effectiveness/embeddedness of safeguarding in CDC and how their practices have changed to incorporate learnings.</p> <p>ADD ONCE SURVEY CONCLUDED</p>	<p>Children and adults accessing our services can be confident that staff are equipped with the skills required to identify and refer safeguarding/criminal concerns and deal with them with sensitivity.</p>	<p>N/A</p>	<p>N/A</p>
<p>How do you rate your compliance with this standard?</p>				
<p>Blue X Green <input type="checkbox"/> Amber <input type="checkbox"/> Red <input type="checkbox"/></p>				

3B - Safer recruitment procedures, including vetting procedures and those for managing allegations by children and adults with care and support needs against professionals, are in place

How robust are organisation's recruitment, vetting and managing allegations procedures?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
<p>1. Safer recruitment & selection procedures are in place in line with statutory guidance and is audited.</p>	<p>Yes, CDC has a Safer Recruitment Procedure in place which is accessible via the intranet and is fully embedded into recruitment practices.</p> <p>This was reviewed in March 2017 and a Safeguarding Interview Policy incorporated to outline what questions should be asked depending on the role exposure.</p> <p>We will be reviewing the recruitment processes of our commissioned leisure service provider (at each site) in November to ensure adequacy.</p>	<p>Children and adults with care and support needs can be confident when accessing our services that they are not exposed to persons who may put them at risk of harm.</p>	<p>N/A</p>	<p>N/A</p>
<p>2. Safer recruitment training is in place for managers involved in recruitment.</p>	<p>At least one panel member on every recruitment campaign will have completed Recruitment and Selection Training which includes Safer Recruitment.</p>	<p>Children and adults with care and support needs can be confident when accessing our services that they are not exposed to persons who may put them at risk of harm.</p>	<p>N/A</p>	<p>N/A</p>
<p>3. We have procedures for managing allegations, such as whistle blowing, and escalating as appropriate.</p>	<p>Yes a Whistleblowing policy is in place and is accessible via the Intranet. All new employees are required to read the policy as part of induction.</p>	<p>Children and adults with care and support needs can be confident when accessing our services that they are not exposed to persons who may put them at risk of harm.</p>	<p>N/A</p>	<p>N/A</p>
<p>4. A senior manager has been identified for the managing allegations process and understand when to refer to the adult safeguarding manager or Designated Officer and acts upon guidance from the adult safeguarding manager or Designated Officer appropriately.</p>	<p>Whilst managed in coordination with HR, Nicola Riley (Designated Safeguarding Lead) is the named Senior Officer to whom allegations or concerns should be reported.</p> <p>Documented escalation process</p>	<p>Children and adults with care and support needs can be confident when accessing our services that they are not exposed to persons who may put them at risk of harm.</p>	<p>Improvements should be made to the escalation process to ensure that where concerns/allegations regarding staff may impact on the welfare of children; this is referred to the Safeguarding Officer. This</p>	<p>Claire Cox, 31 December 2017</p>

	requires improvement to ensure this is reflected.		process should be documented and accessible to all staff.	
5. Support is available for staff who are subject to allegations.	<p>Support to staff who are subject to allegations is available from HR.</p> <p>UNISON is also able to offer support and guidance to employees who are members of the union.</p> <p>Referral to occupational health for counselling or support can also be made by the individual's line manager.</p>	Children and adults with care and support needs can be confident when accessing our services that they are not exposed to persons who may put them at risk of harm.	N/A	N/A
How do you rate your compliance with this standard?				
Blue X Green <input type="checkbox"/> Amber <input type="checkbox"/> Red <input type="checkbox"/>				

Part 4: Outcomes for and the experiences of people who use services

4A - People's experiences of safeguarding

How do organisations capture the views and experiences of service users and use these to improve the service for them?

Compliance checklist – policies & procedures, organisational arrangements	Describe / identify how your organisation meets this standard.	What impact has this had on outcomes for children and adults with care and support needs?	Actions required to raise to green/blue	Lead and Timescale
<p>1. Safeguarding is personalised, so that service users experiencing or receiving safeguarding services are treated sensitively and respectfully</p>	<p>Our customer facing staff would not be actively managing a safeguarding matter as this would be handled by the relevant care/support agency following referral of a concern (via the CDC Safeguarding Team) but they are trained to ensure all interactions with customers are sensitive and diplomatic and this includes matters of Safeguarding and/or where vulnerabilities are known/identified.</p> <p>The Safeguarding Team aim to feedback to relevant front line staff to inform them of sensitivities to ensure communication approaches can be adapted to take into account any known vulnerabilities. This is to be incorporated into the revised 'See it, Report it' procedure.</p>	<p>Children and adults with care and support needs are treated with sensitivity resulting in a positive experience when accessing CDC services.</p>	<p>N/A</p>	<p>N/A</p>
<p>2. Outcomes are defined by the individuals concerned or, where people lack decision- making capacity, by their representatives or advocates. Advocacy is available and used appropriately for children and adults with care and support needs who are (or may have been) experiencing abuse.</p>	<p>A good understanding of dealing with adults who lack decision-making capacity is held by our Housing Teams. They understand the legal framework around representation/power of attorney and adhere to this in their operations. Awareness/understanding will be refreshed through training periodically or as changes are made to legislation.</p> <p>Young People and Mental Health training is also to be provided to our Holiday Hub teams later in 2018 however our staff would not be dealing with children in a capacity where an advocate would be required.</p>	<p>Children and adults who lack decision making capacity are treated appropriately resulting in a positive experience when accessing CDC services.</p>	<p>N/A</p>	<p>N/A</p>
<p>3. Outcomes are consistent, regardless of the ethnicity, cultural identity / diversity, gender, sexuality, disability or age of the service user.</p>	<p>CDC does not discriminate based on race, language, religion, faith, gender or disability with any of the services it offers to children and young people.</p> <p>Where tailoring is required this is addressed on a case by case basis by the relevant team (i.e. if a carer is required to accompany a child at an activity hub etc.) and advice would be sought from</p>	<p>Positive and supported experience by those accessing our services.</p>	<p>N/A</p>	<p>N/A</p>

	<p>the DSL if required.</p> <p>Our holiday hub leaflets outline that they are accessible to disabled children.</p>			
<p>4. The safeguarding process is proportionate, puts individuals in control and where this is not possible (for instance where there is concern that an individual or organisation could harm others) this is fully discussed and the person's views taken into account as much as possible.</p>	<p>The safeguarding process at CDC is proportionate. Training provided is based on the exposure roles have to children, young people and vulnerable adults (i.e. less training for those with no exposure) and staff are responsible/in control of ensuring the application of the CDC Safeguarding Policy and Procedures in their day to day activities.</p> <p>Staff are not responsible for working 'with' families in relation to safeguarding matters but may have exposure to families who are working with other agencies in which case sensitivities will be shown/changes to their working approach adapted accordingly.</p>	<p>Positive and supported experience by those accessing our services.</p>	<p>N/A</p>	<p>N/A</p>
<p>How do you rate your compliance with this standard?</p>				
<p>Blue X Green <input type="checkbox"/> Amber <input type="checkbox"/> Red <input type="checkbox"/></p>				

Guidance notes to support the completion of the self-assessment tool

This assessment tool has been designed to provide agencies with the opportunity to highlight areas of strength and to identify areas for development in respect of their section 11 duties and responsibilities as well as the expectations from the LGA in regards to their duties towards adults with care and support needs.

In completing the assessment tool please note if an agency decides that a particular strand within the assessment tool is not applicable the agency must set out why the standard is not relevant (e.g. where the strand states it's for 'Commissioners Only' and your service does not commission any external people or agencies).

This tool covers the continuum of safeguarding need from early safeguarding provision to statutory protection processes.

BRAG rating and evidencing the standards

The form uses the BRAG colour rating. These are as follows:

Blue – the standard/compliance point is fully met and can be evidenced as completed. **Organisations cannot rate themselves as Blue unless they can evidence all elements in the standard.**

Green – the standard/compliance point is near completion or fully met but cannot be evidenced at this point.

Amber – the standard/compliance point is not met but work has begun or work is underway but has experienced delays in completion.

Red – the standard/compliance point is not met, work is not underway and there are issues with commencing work.

When providing evidence to support compliance with standards you must be assured that statements made within the completed tool are correct and based on **accessible evidence**. This self-assessment tool does not require agencies to submit documentation as evidence; however evidence may be subsequently requested.

The self-assessment must demonstrate the **impact** of policies and practice on identifiable improved outcomes for children and adults with care and support needs, for which evidence is available. Standards rated as Blue or Green will be downgraded to Amber if they do not complete the two follow-up sections “describe / identify how your organisation meets this standard” and “what impact has this had on outcomes for children and adults with care and support needs” addressing all the points in the compliance checklist (where they are relevant).

Cherwell District Council

Overview and Scrutiny Committee

21 November 2017

Work Programme 2017-18

Report of Assistant Director - Transformational Governance

This report is public

Purpose of report

To give an update on the Overview and Scrutiny work programme for 2017-2018

1.0 Recommendations

The meeting is recommended to:

- 1.1 To review the draft work programme (Appendix 1).
- 1.2 To determine a timetable for the Mobile Phone Signal Survey
- 1.3 To identify any items from the Executive Work Programme to form part of the Overview and Scrutiny Committee Work Programme for 2017/18
- 1.4 To identify any other possible future topics for scrutiny and consider whether these topics should have scoping documents produced, based on the considerations of risk and what value scrutiny can add through considering the issue.

2.0 Introduction

- 2.1 The Committee are required to review the Work Plan at each meeting and make any amendments required as a result of developments since the last meeting.

3.0 Report Details

Update on current Scrutiny reviews

A361 Traffic review

- 3.1 At the meeting of the Committee in May 2016, it was agreed that a working group be established to look at a potential review regarding the A361 through the district.

- 3.2 As part of the research carried out so far, the group found out about funding from the Department for Transport (DfT) as part of the Safer Roads Fund that Oxfordshire County Council (OCC) had the opportunity to bid for.
- 3.3 Officers at OCC were contacted during September regarding the outcome of the bid. They advised that the Department for Transport had delayed the funding announcements until early September.
- 3.4 A further update was received from OCC officers in November. The DfT have decided that they will make all announcements connected with both phases of the Safer Roads Fund together, and this is likely to be in the New Year.
- 3.5 The working group agreed that they would like to hold a joint meeting with the parishes along the route of the A361, to discuss issues and concerns in more detail.
- 3.6 Arrangements for such a meeting will be made by officers in due course.

Mobile phone signal review

- 3.7 Following concerns regarding the quality of mobile phone signal across the district, the Committee agreed to set up a working group comprising of Councillors Anderson, Brown, Lis, Prestidge and Williams.
- 3.8 Councillor Andrew McHugh has been appointed to the working group, replacing Councillor Williams who left the Committee at the end of the 2016/17 Municipal Year.
- 3.9 At the meeting of the Committee in February 2017, officers advised the Committee of work being undertaken by the British Infrastructure Group (BIG) into the same subject. At that time, it was agreed that the working group would continue research gathering with a view to submitting it to the BIG review.
- 3.10 At the last meeting of the Committee, it was agreed that the Survey Monkey based questionnaire put together by Councillor McHugh should be sent to all parishes in the district, to gather further information regarding mobile signal 'not spots', to help inform the work of the working group.
- 3.11 The survey has been created on the council's corporate Survey Monkey account, and is ready to be sent out.
- 3.12 The Committee are asked to determine a timescale for completion of the survey, before arrangements are made for sending it out to parishes.

Homelessness Reduction Act

- 3.13 At the last meeting of the Committee, it was reported that officers from Housing had requested to attend a future meeting to discuss the Homelessness Reduction Act.
- 3.14 Committee agreed to the item being added to the November 2017 meeting. However, the Joint Housing Manager has since advised that it has been necessary to delay the update to the January 2018 meeting, to allow officers additional time to consider and review any potential implications for the Council prior to consideration by Overview and Scrutiny.

Engagement with parishes

- 3.15 Following the training held in September 2017, the Committee agreed to engage with parish councils to find out if there are any subjects that they would like to refer to the Committee for discussion and/or review.
- 3.16 Officers from Democratic and Elections have liaised with the Chairman, to determine the best method of contacting the parishes.
- 3.17 It was felt that written correspondence, via email where available, would be the best way of explaining to the parishes the remit of the Committee, and asking them to submit possible topics for consideration.
- 3.18 Timing wise, the Chairman has requested that parishes be contacted as soon as possible, so that items for consideration of suggested topics can be added to the work programme in anticipation of the new Municipal Year.

Executive Work Programme

- 3.19 As part of the monthly work programme report, the Committee reviews the Executive Work Programme to consider whether there are any issues which they would wish to look at in more detail in advance of the Executive discussion and decision. To facilitate a thorough consideration of the topic the Committee will need to identify the Executive Work Programme items at an early stage of the decision making process.
- 3.20 The Executive Work Programme is updated and published monthly; an electronic copy is available on the council's website and all councillors are sent a prompt containing the website link. Members of the Committee are encouraged to review the Executive Work Programme outside the committee meetings and to contact the Chairman, Vice-Chairman or Democratic Services Officer if there is a topic that they wish to review.
- 3.21 The Committee will wish to note any items of interest in the current version of the Executive Work Programme and consider whether to include them on the Overview and Scrutiny Committee Work Programme for 2017/18.
- 3.22 At the time of writing this report, the current version of the Executive Work Programme is December 2017 to March 2018 and can be found on the following page of the website: [Forward Plan](#)
- 3.23 Following comments made at the previous meeting of the Committee, the Work Programme now contains a short description of the item to be considered, to give those reviewing the plan more information.

Future meetings Schedule

- 3.24 The meetings of the Overview and Scrutiny Committee for the remainder of the Municipal Year are listed below:

Overview and Scrutiny	2017/18
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Committee	23 January 2018 20 February 27 March
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4.0 Conclusion and Reasons for Recommendations

4.1 The recommendations as set out in the report are believed to be in the best interests of the Council.

5.0 Consultation

5.1 None required as this is a standing report.

6.0 Alternative Options and Reasons for Rejection

6.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: To agree the recommendations as set out in the report.

Option 2: To amend the recommendations.

Option 3: Not to agree the recommendations.

7.0 Implications

Financial and Resource Implications

7.1 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: Paul Sutton, Chief Finance Officer. 0300 003 0106,
paul.sutton@cherwellandsouthnorthants.gov.uk

Legal Implications

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

Comments checked by: Nigel Bell, Interim Legal Services Manager. 01295 221687,
nigel.bell@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Wards Affected

Each scrutiny review will identify the wards affected.

Links to Corporate Plan and Policy Framework

Each Scrutiny Review will identify the relevant Corporate Plan and Policy framework links.

Lead Councillor

None

Document Information

Appendix No	Title
1	Work Programme 2017/18
Background Papers	
None	
Report Author	Emma Faulkner, Democratic and Elections Officer
Contact Information	Tel: 01327 322043 emma.faulkner@cherwellandsouthnorthants.gov.uk

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Overview and Scrutiny Committee Draft Work Programme - 2017/2018

Item	Description	Reason for Consideration	Contact Officer
23 January 2018			
Homelessness Reduction Act	Overview of changes being made as a result of the Act being introduced	Request from Housing Officers for Committee to consider	May Read, Housing Options Officer
Committee Work Plan	To review the work plan for the Municipal Year	Standing item	Emma Faulkner, Democratic and Elections Officer
20 February 2018			
Performance Report 2017-18 Quarter 3 (1 October to 31 December)	Performance data and if necessary officer attendance for each quarter	To flag any issues before consideration by Executive	Louise Tustian, Team Leader, Strategic Intelligence and Insight Team
Committee Work Plan	To review the work plan for the Municipal Year	Standing item	Emma Faulkner, Democratic and Elections Officer
27 March 2018			
Annual Report of the Committee 2017-18	To consider the draft Overview and Scrutiny Committee Annual Report prior to submission to Council	Constitutional requirement to submit an annual report to Council	Emma Faulkner, Democratic and Elections Officer
Committee Work Plan	To review the work plan for the Municipal Year	Standing item	Emma Faulkner, Democratic and Elections Officer
Items to be allocated			
Draft Business Plan 2018/19	Consideration of key objectives for 2017-18	To consider draft plan ahead of consideration by Council	Louise Tustian, Team Leader, Strategic Intelligence and Insight Team

Appendix 1

Item	Description	Reason for Consideration	Contact Officer
Debt and Money Advice Contract – update following first 12 months (likely to be 2018/19 Municipal year)	Update following first 12 months of new contract with Citizens Advice North Oxfordshire and South Northamptonshire	Request from Housing Officers for Committee to consider.	Chris Weight, Housing Partnerships Officer