

Notice of Meeting

Overview and Scrutiny Management Commission

Tuesday, 1st December, 2015 at 6.30 pm
in Council Chamber Council Offices
Market Street Newbury

Date of despatch of Agenda: Monday, 23 November 2015

For further information about this Agenda, or to inspect any background documents referred to in Part I reports, please contact David Lowe / Charlene Myers / Rachel Craggs on (01635) 519817 / 519695 / 5194
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**Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 1
December 2015 (continued)**

To: Councillors Anthony Chadley, Dave Goff, Clive Hooker, Mike Johnston (Vice-Chairman), Rick Jones, Alan Macro, Ian Morrin, Richard Somner, Virginia von Celsing, Emma Webster (Chairman) and Laszlo Zverko

Substitutes: Councillors Peter Argyle, Paul Bryant, James Cole, Lee Dillon, Billy Drummond, Mollie Lock and Tim Metcalfe

Agenda

Part I	Page No.
1. Apologies for Absence To receive apologies for inability to attend the meeting (if any),	
2. Minutes To approve as a correct record the Minutes of the meeting of the Commission held on 15 th September 2015.	5 - 16
3. Declarations of Interest To remind Members of the need to record the existence and nature of any Personal, Disclosable Pecuniary or other interests in items on the agenda, in accordance with the Members' Code of Conduct .	
4. Actions from previous Minutes To receive an update on actions following the previous Commission meeting.	17 - 18
5. West Berkshire Forward Plan 16 December 2015 to 31 March 2016 Purpose: To advise the Commission of items to be considered by West Berkshire Council 16 December 2015 to 31 March 2016 and decide whether to review any of the proposed items prior to the meeting indicated in the Plan.	19 - 20
6. Overview and Scrutiny Management Commission Work Programme Purpose: To receive new items and agree and prioritise the work programme of the Commission for the remainder of 2015/16.	21 - 32
7. Items Called-in following the Executive on 19 November 2015. To consider any items called-in by the requisite number of Members following the previous Executive meeting.	



Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 1 December 2015 (continued)

8. **Consideration of Urgent Items**
Purpose: To consider any items on which an Urgent Decision is required to be taken by the Executive, in exception to the requirements of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.
9. **Councillor Call for Action**
Purpose: To consider any items proposed for a Councillor Call for Action.
10. **Petitions**
Purpose: To consider any petitions requiring an Officer response.
11. **Severe Weather** 33 - 64
Purpose: To monitor the progress of recommendations associated with the earlier review of the response to severe weather experienced during the winter of 2013/14.
12. **Housing Allocations Policy** 65 - 70
Purpose: To monitor the progress of the recommendations made on the Council's Housing Allocation Policy.
13. **Scrutiny Recommendations Update** 71 - 78
Purpose: To provide the Commission with an update on the progress of recommendations resulting from scrutiny reviews.

Andy Day
Head of Strategic Support

If you require this information in a different format or translation, please contact Moira Fraser on telephone (01635) 519045.

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DRAFT

Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION

MINUTES OF THE MEETING HELD ON TUESDAY, 15 SEPTEMBER 2015

Councillors Present: Anthony Chadley, James Fredrickson, Dave Goff, Mike Johnston (Vice-Chairman), Rick Jones, Alan Macro, Ian Morrin, Richard Somner, Virginia von Celsing, Emma Webster (Chairman) and Laszlo Zverko

Also Present: Nick Carter (Chief Executive), Melanie Ellis (Chief Accountant), Tandra Forster (Head of Adult Social Care), Mac Heath (Head of Children and Families Services), Catalin Bogos (Performance Research Consultation Manager), Clare Ockwell (Electoral Services Officer), Phil Runacres (Elections and Land Charges Manager), Councillor Lynne Doherty (Executive Portfolio: Children's Services), David Lowe (Scrutiny & Partnerships Manager) and Charlene Myers (Democratic Services Officer).

Apologies for inability to attend the meeting: Councillor Clive Hooker

PART I

16. Minutes

The Minutes of the meeting held on 15th September 2015 were approved as a true and correct record and signed by the Chairman.

17. Declarations of Interest

There were no declarations of interest received.

18. Actions from previous Minutes

There were 4 actions followed up from previous Commission meetings, of which three had been completed. Members heard that item 2.1 (Annual Target Setting Task Group) had been scheduled for 22 September 2015.

Resolved that the report be noted.

19. West Berkshire Forward Plan 2 September 2015 to 31 December 2015

The Commission considered the West Berkshire Forward Plan for the period covering 2 September 2015 to 31 December 2015.

Resolved that the Forward Plan be noted.

20. Overview and Scrutiny Management Commission Work Programme

The Commission considered its work programme for 2015/16.

Members noted that the Severe Weather review would be considered in December 2015 due to report being submitted through the Executive Cycle. The update report would first be considered by Corporate Board and the Operations Board, on this occasion, but going forward the update would be received in conjunction with all other update items. Members heard that the delayed update would not impact the progress against recommendations which had been agreed by the Commission in September 2014.

Members considered the Terms of Reference in respect of the West Berkshire Parking review. Councillor Mike Johnston stated that concerns existed in relation to the

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cumulative charges of parking and whether these lead to parking pressures elsewhere. He strongly advocated the review and believed that it provided the opportunity to consider longer term parking provisions in relation to future developments.

Councillor Emma Webster advised that the review would take place in the form of a Task Group. Members who would be interested in contributing towards the review were requested to contact David Lowe.

Councillor Paul Bryant advised the Commissions that he would like to see a review of the Council's parking policies. He suggested that concerns raised by residents might be addressed if the policies were clearer.

In response to points raised by the Commission, Councillor Emma Webster advised that the Task Group would consider general issues (across the district) and specific issues (which had previously been raised).

Resolved that:

- 1) The Terms of Reference for West Berkshire Parking was accepted by the Commission.
- 2) Volunteers for the West Berkshire Parking Task Group should contact David Lowe.
- 3) The work programme was noted.

21. Items Called-in following the Executive on 10 September 2015

No items were called-in following the last Executive meeting.

22. Consideration of Urgent Items

There were no Urgent Items to be considered

23. Councillor Call for Action

There were no Councillor Calls for Action.

24. Petitions

There were no petitions received at the meeting.

25. Election review

The Commission considered a report (Agenda Item 11) concerning the Review of the May 2015 Elections. Nick Carter introduced the item to Members as the Returning Officer and stated that it would be another 20 years before a similar situation would occur again (Parliamentary, District and Parish/ Town Elections on the same day). However, he stressed that lessons could be learnt from the event to help develop preparedness and execution of Elections in the future.

Nick Carter proceeded to set the scene as detailed within the Introduction of the report. Members heard that the management and operational aspects of elections were dealt with by the Electoral Services Team who were part of the Strategic Support Unit. The team consisted of three core members who dealt with elections and electoral registration (Elections Manager, Electoral Services Officer and Elections Assistant). During busier periods the team was supported by other staff within Strategic Support and more widely across the Council and by non-Council employees.

It was agreed at an early stage to conduct the count over three days in the following Layout:

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- The Parliamentary Count immediately following the close of poll – a statutory requirement.
- The District Count on Friday 8 May commencing at 11.00am.
- The Parish/Town Count on Saturday 9 May commencing at 10.00am.

It was envisaged that the verification process would be complete by 01.00am and the Parliamentary Count concluded by 3.30am at the latest.

Members heard that, in Nick Carter's opinion, no significant issues had been identified in either the use of Polling Stations or the format of the Count. However, he highlighted that the lack of capacity of the Elections team had become evident at an early stage due to the volume of calls they had to manage on a daily basis. Whilst a project plan was put in place to oversee the overall Elections process, the programme was not robustly followed; the project plan lacked detail and the team reverted to previous methods of operation – relying on a smaller number of experienced staff.

Nick Carter proceeded to explain the events and issues associated with the Post Notice of Election (23rd March – 6th May). He advised that the Elections Team received a large number of District/Parish Council nominations just before the deadline - this placed significant pressures on the Election Team. In addition to this, the Council issued 23,131 postal vote packs for the Parliamentary Election and District Elections and a further 10,507 for Parish/Town elections. These packs contained a total of 47,809 votes. Nick Carter explained that it was not possible to include three ballot papers in a single pack due to printing constraints. Members were aware that some voters were confused by the multiple ballot papers they had received and that better communication could have helped.

The Elections Team ran a range of training courses for staff associated with the elections. Nick Carter suggested that the training could have been more robust so that support staff were better prepared to assist.

The challenges were compounded by the demands of 'overseas voters' requesting postal votes. The Elections Team received a significant number of phone calls regarding overseas voters which took a considerable amount of time to process.

Nick Carter explained that the team experienced a significant issue through the realisation that the Ballot Papers had been numbered incorrectly. The number of papers delivered was correct but there was an issue with the numbers which appeared on the Ballot Papers themselves as well. Members heard that the issue was exacerbated by the fact that the papers were delivered two days later than expected. Attempts were made to rectify the issue but due to time constraints this was not possible. As a result, contact was made with the software company but, due to the bank holiday weekend, the associated paperwork had to be manually amended.

Members heard that the venue and facilities for the Count on 7th May were ideal. The communication system in place was well received by every one and helped to keep people well informed. Nick Carter reminded the Commission that the verification process took far longer than anticipated but, as Returning Officer, he emphasised that his main focus was upon accuracy and not speed. He highlighted that, due to the late finish of the parliamentary count, some key staff did not leave the Racecourse until 6:45am and were then required to undertake the same role later that morning.

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The District Count commenced after a repeat verification of the ballot boxes. Nick Carter reiterated that his emphasis was around accuracy not speed. Once all boxes had been re-verified the District Count could begin. The Commission heard that an issue had occurred in respect of the Thatcham North seat. Nick Carter stated that this was a counting error which went undetected until after the Declaration. It was not possible to say whether the arithmetical error led to the declaration of an incorrect result. Nick Carter advised that due to the problems identified with the ballot paper numbering it was not possible to use the Election Management Software system. Had this been operational then it should have highlighted the error to the Control Table before it was declared.

The Commission was directed to point (5.23) of the report which listed the factors which attributed to the difficulties on that day: staff exhaustion; training, skill set and the role of the Control Table/ supervisors and availability of Election Management Software.

Councillor Emma Webster thanked Nick Carter for the report and welcomed questions from the Commission.

Councillor Von-Celsing stated that she had observed a member of staff struggling to count the ballot papers which had been placed in front of her. She asked Officers to explain how staff were selected for the role and whether checks were conducted to ensure they were suitable for the role. Phil Runacres advised that, due to the number of Elections, it was necessary to employ significantly more staff than usual. For this reason the team were unable to train every member of support staff but supervisors were asked to highlight anyone who they felt were unable to fulfil their role. Nick Carter explained how the Council were usually reliant on its own members of staff to support Elections but on this occasion the process required more support staff. Each person was requested to complete an online training course before they could partake in the count but it did not consider the persons abilities to count. Councillor Alan Macro suggested that the problem could have been exacerbated by the long working hours.

In response to questions asked by the Commission, Phil Runacres explained that the Election Management Software could not be used to streamline the count process because there was an earlier issue with the incorrect numbering on ballot papers. He stated that there was very limited opportunity to rectify the issue because the error was identified over a bank holiday weekend - the software support staff were not available over the bank holiday weekend. Nick Carter suggested that the issue highlighted, in hindsight, the importance of the Election Management Software to provide checks and assurance.

Councillor Paul Bryant asked for clarification regarding the process for sending multiple postal votes to residents. Phil Runacres stated that an external supplier provided the postal service on behalf of the Council. The provider was unable to include multi ballot papers because of the complexities caused by different franchises, the large size of many of the Parish Council ballot papers and the fact that it was not known until the close of nominations which Parishes/Parish Wards would be contested.

Councillor Mike Johnston asked whether the count could start after the parliamentary boxes had been verified and whether the polling station's material could have been stored at the facility the night before, to avoid running items around the district on the day of the Elections. Phil Runacres advised that some ballot papers may have been misplaced into other ballot boxes so for this reason it was not viable to start counting before all boxes had been opened and verified. Also, some Presiding Officers decided to visit their polling station the night before in order to check that all the necessary polling

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screens were readily available - admittedly not all Officers conducted the same checks but there was no requirement for them to do so. The polling screens were delivered by an external company and it was noted that there were a few issues with the number of screens delivered. Clare Ockwell advised that there were two vans on standby to deliver additional screens as and when they were requested by Presiding Officers.

Councillor Webster thanked Members for their questions and asked Tony Vickers to address the Commission as the Liberal Democratic Agent

Tony Vickers stated that he was appointed as agent one month before the deadline. He found Clare Ockwell and Phil Runacres both to be extremely helpful and he sympathised with the team due to the pressures they had faced. The pressures were exacerbated by the late submissions by candidates and volume of postal votes – which had been discussed previously.

However, he suggested that it was reasonable to assume that seats would be contested for Town and Parish Council seats. For this reason the team should have been better prepared for such an eventuality. Tony Vickers suggested that the issue could be resolved if the Council held yearly Elections. He stated that issues had been raised regarding the skill set of support staff so he suggested that regular elections would ensure staff were familiar with the process. Tony Vickers suggested that, by introducing annual Elections, there would be fewer Polling stations required, fewer training sessions and the process could be financial beneficial as well.

Councillor Webster thanked Tony Vickers for his comments and welcomed the Commission to comment.

Councillor Ian Morrin highlighted an issue with the Polling station at Burghfield. He advised that there was restricted disabled access and for this reason some residents were unable to vote. Nick Carter acknowledged the issue around accessibility and advised that he would review the concerns which had been raised.

Councillor Laszlo Zverko highlighted that he had visited three Polling Stations and that each of them had inadequate signage to advise residents how many votes they could use for each ballot paper. He was concerned that residents did not use all their votes due to the lack of notice within the stations. Nick Carter was surprised to hear that notices were inadequate as they were in accordance with legislation and in a format agreed by the Electoral Commission. He stated that he visited a number of stations and marked them against a standard checklist – from this he did not report any issues regarding signage but he acknowledged the comments which had been made. Councillor Webster challenged Councillor Zverko's concern by stating that each ballot paper indicated the number of votes they were entitled to and that confusion could be minimised if Councillors' mentioned the process when speaking to residents in advance of the Elections. Members noted that residents were entitled to vote 'up to' their allowance – which did not mean they had to use all votes available.

Councillor Bryant suggested that candidates with their name listed at the top of the ballot paper were 10% more likely to receive votes than those listed elsewhere on the same paper. He also stated that a number of external signs were difficult to read/see due to the weather conditions. He suggested that better signage would ensure residents could locate their polling station with ease.

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Councillor Johnston advised that the next set of Elections would fall near the bank holiday weekend again. He suggested that if this was likely to reoccur then the Elections team should ensure this was factored into their project plan. Nick Carter agreed with the suggestion.

Councillor Johnston suggested that staff could support/ observe other Local Authority Elections in order to gain experience, awareness or direct training. Nick Carter explained that a set of standardised training was required with a robust training package available for Count Supervisors.

Councillor Alan Macro supported the suggestions that staff could observe neighbouring Councils Election process. He wanted to highlight the issues associated with the Theale Polling Station set away from the main High Street. He advised that the signage was inadequate and due to the turnover of residents in the area it was important that the locations were clearly marked.

Councillor Dave Goff wanted to extend his appreciation to everyone who was involved in the Elections process. However, he also expressed his frustrations that the Thatcham North result could not be challenged once declared, other than by way of an electoral petition to the High Court.

Councillor Webster concluded by comparing the order of processing at neighbouring Counting venues; She advised that the verification process at the Racecourse was challenging but she extended her thanks to everyone involved in the process. Councillor Webster specifically thanked Phil Runacres, Clare Ockwell and Nick Carter for their commitment and support throughout.

Resolved that:

1) The following recommendations were accepted by the Commission:

- A. That a more detailed and robust project plan is developed six months prior to the election count.
- B. That project management principles are used to oversee, review and refresh the project plan and its implementation, in particular regular meetings are put in place involving the returning officer, the elections team and senior managers in strategic support to review implementation of the plan.
- C. That greater attention is paid to the future resourcing of elections, in particular where their scale is likely to require a much wider engagement of staff beyond the immediate elections team. Resourcing requirements and a detailed assessment of responsibilities should form part of the project plan development.
- D. A detailed "frequently asked question" sheet should be prepared so that the contact centre could manage any generic queries on behalf of the elections team.
- E. A communication plan should be developed to explain complex or unusual aspects of the voting process to the public beforehand.
- F. A review of the way in which elections agents are briefed should be undertaken with a view to minimising nomination forms being returned at the last minute.

26. Review the outcomes of the Children's Services Ofsted inspection (March 2015)

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The Commission considered a report concerning the progress of Children's Services subsequent to their Ofsted grading of 'inadequate' issued in May 2015. Mac Heath (Head of Children and Families Services) introduced himself to the Commission, stating that he had been in post since June 2015.

Six months had passed since the grading was published and in that time a lot of work had been undertaken – which was highlighted within the report. The key point to note was that the Improvement Action Plan had been developed in response to the Ofsted report and clearly set out the vision for children, young people and families.

The Improvement Plan showed how the Improvement Commitments linked to Ofsted's recommendations and showed what would be measured, monitored, observed or established to demonstrate that the service met their commitments. Each section of the plan contained SMART actions with target dates and a lead officer who had responsibility for completing them.

Mac Heath explained that the Secretary of State showed confidence in the Council's ability to improve the service with minimal intervention; the plan had been accepted as a constructive tool to track the improvement journey. Since the plan was publically accepted, in August 2015, it had been confirmed that the Improvement Partners to work alongside the service would be an organisation called Exploring Choices.

Mac Heath wanted to emphasise that the plan showed a number of red statuses and these indicated that the plan was ambitious. However, the service still recognised the need to complete the items so deadlines had been rescheduled.

Members heard that concerns had been raised regarding the leadership and culture within the service. Mac Heath advised that a number of management roles had secured permanent staff (from previously temp/ contracted posts). Mac Heath explained how it would help to demonstrate that the service was committed to its staff which in turn would help to shape an improved culture.

He concluded by stating that he would use every available opportunity to provide updates (Local Safeguarding Children's Board, Overview & Scrutiny Management Commission and Children's Improvement Board) to ensure the service was transparent in its improvement journey – he wanted to ensure the plan received robust challenge in various forums.

Councillor Alan Macro was disappointed to see that a review of Test of Assurance on the Director post had been postponed. Councillor Lynne Doherty advised that the review was postponed in order to allow time to consider the best way forward. The service was committed to conducting a review and this would take place in due course.

Members proceeded to focus their discussions around the items which had been reported as either 'amber' or 'red'. The Commission heard that, in many cases, an item would be deliberately categorised as 'amber' although the action had been completed. This was to allow sufficient time for the action to be embedded within the service. Lynne Doherty stressed that numerous changes required cultural improvements and it was recognised that this would take time to embed.

Councillor Emma Webster asked whether the service had an overall deadline for the delivery of commitments stated within the plan. Lynne Doherty suggested that 15 months would be a reasonable final deadline but the main focus was around making sure the actions were sufficiently embedded.

Members discussed the process of selecting services from Ofsted. Mac Heath advised that the package offered by Ofsted was not entirely fit for the needs of West Berkshire

Children's Services. So they would undergo negotiations to select certain elements of the package which would offer benefits to the overall improvement programme.

Councillor David Goff asked how the service envisaged that they would meet the 'Good standard'. Mac Heath stated he had first-hand experience of this process so understood that Ofsted could provide interval checks in order to gauge the direction of the service but this was not a formal review. An assessment of improvement could only be judged when a full review took place.

Members were informed that the Improvement Plan would be assessed by the Commission to ensure it continued to receive robust challenge. It was agreed that Members would receive another update in 3 months time – December 2015.

Resolved that:

- (1) Members would receive an update report in 3 months time – December 2015.
- (2) The report was noted.

27. Delayed Transfer of Care

The Commission considered a report concerning Delayed Transfers of Care (DToC) in West Berkshire. Tandra Forster (Head of Adult Social Care) reminded Members that the item was previously considered by the Commission due to the concerns raised about the poor performance of the Council in comparison to national statistics.

Tandra Forster explained that, since the previous review, DToC figures had significantly improved with social care delays decreasing from an average of 9.0 to 4.5 people per 100,000 population.

Members heard that section 2 of the report detailed how the Maximising Independence Team had managed the improvements through the focused efforts of managers overseeing the following:

- In reach hospital link workers based on acute hospital sites could ensure a close dialogue with Health hospital discharge teams before point of referral. This enabled staff to get to know people at an early stage to understand their likely social care needs.
- Referrals were responded too in a more timely manner. The teams proactively worked to the principle of engaging with patients from the point of admission rather than point of discharge, linking with the Council re-enablement team to maximise rehabilitation opportunities and facilitate safe and timely discharge.
- Engagement with Health managers before formal notification to the Department of Health to ensure that data on delayed transfers is accurately reported as part of the DToC Situation Report (SitRep).

Tandra Forster advised that helping clients from rural areas to return home presented challenge due to limited capacity with external homecare providers. This placed the Council's in-house reablement team under pressure as they were having to hold on to clients for longer than they needed reducing access for new people.

Members heard that Adult Social Care (ASC) was committed to continuing good progress and new ways of working in partnership with health partners. The work would include the development of the Joint Care Provider (JCP) project under the Better Care Fund

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programme of work. The project involved the Council and Berkshire Healthcare Foundation Trust pooling their resources to avoid duplication of services to support timely hospital discharges.

In addition to this, work was underway to develop a 7 day social care response. The plans were in the early stages and some minor changes had been introduced without making any formal adjustments to staff working patterns. The approach was introduced in June 2015 with a sole focus on the Royal Berkshire Hospital. Since then the scope had widened to include North Hampshire Hospital and Great Western Hospital. The impact had been closely monitored and data collected on a daily and weekly basis. The feedback received so far suggested that the changes were effective; should it continue to prove successful then the service would undertake a formal consultation.

The Commission heard that, given the significant improvements in performance and mitigations in place, it was recommended that the DToC item was removed from the Work Programme. Tandra Forster advised Members that the topic was also considered and scrutinised through the Health and Wellbeing Board and local service plans.

Councillor Alan Macro asked whether the changes had resulted in patients being discharged too early; concerned that the emphasis on reducing delays had created unnecessary panic. Tandra Forster advised that it was the overall decision of the Hospital Consultants to discharge patients – the Council supported the patients upon instruction.

Councillor Paul Bryant asked for information regarding capacity within residential care homes and availability of support staff. Tandra Forster advised that there were no particular issues to report; the service had Commissioned fewer beds last year due to a continued focus on supporting people within their own homes. It was acknowledged that recruiting staff within the care sector was challenging; the line of work was difficult and not particularly attractive to many. Adult Social Care aimed to avoid using agency staff within Council owned care homes. Tandra Forster was unable to comment on the percentage of agency staff in private care homes. It was agreed that Tandra Forster would report back to the Commission with the percentage of agency staff used within Council owned care homes.

Councillor Ian Morrin asked whether the services collected information regarding the readmission rate of patients. Tandra Forster advised that such data was not collected by the Council but she would discuss the request with Health Partners and try to provide a response back to the Commission.

Resolved that:

- 1) Tandra Forster would confirm the percentage of agency staff versus permanent staff used within Council owned care homes.
- 2) Tandra Forster would discuss the availability for readmission statistics with Health Partners and report her findings to the Commission.

The item would be removed from the Commission's work Programme

28. Revenue and capital budget reports

The Commission considered a report concerning the financial performance for Q1 of the 2015/16 financial year. Melanie Ellis (Chief Accountant) advised Members that current forecasted revenue position was an overspend of £987k.

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The Commission heard that the overspend predominantly originated from Children's Services who were forecasting an overspend of £1.9m. The Service and Directorate introduced a range of actions to help reduce the overall overspend by year end. Adult Social Care forecasted an underspend of £877k, as a result of releasing £400k from the risk reserve and capitalising over £400k of equipment expenditure which was previously funded from revenue budgets.

Councillor Laszlo Zverko asked how much the service expected to reduce the overall underspend by through proposed actions. Melanie Ellis advised that it was too early to know.

Councillor Alan Macro acknowledged that £400k of the risk fund had been utilised in order to reduce the current overspend but he was concerned that the risk fund might be required later in the year and he subsequently asked how much of the reserve was left. Melanie Ellis advised that she did not know the exact amount of the reserve fund remaining but that she would report back to the Commission with a definitive response. Members heard that the risks within both services were still present and she suggested that an assessment had been made by the Directorate of the likelihood of all risks arising and it was felt that £400k could be released at this time.

Councillor Rick Jones asked whether Adult Social Care had reprioritised the delivery of services in order to forecast a significant underspend. Melanie Ellis advised suggested that Members would receive a comprehensive response from Tandra Forster.

Resolved that:

- 1) Melanie Ellis would confirm the remaining value of the risk reserve
- 2) Tandra Forster would be requested to detail whether activities within Adult Social Care had been re-profiled in order to increase the forecasted underspend.

29. Performance Report for Level One Indicators

The Commission considered a report (Agenda Item 15) concerning the Key Accountable Performance outturn report for quarter one 2015/16. Catalin Bogos (Performance, Research and Consultation Manager) informed Members that it was the first report issued since the performance management methodology had been revised. This was also the first performance report on the new Councils Strategy approved by the Council in May 2015.

The current report contained 27 key measures, of which 19 were available at the end of Q1. Fourteen of these measures were reported as 'green' and 5 were reported as 'Amber'. Catalin Bogos advised that the amber items predominantly related to Children's Services' performance measures, however, exception reports were requested for all items reported as amber and then detailed within the main body of the report.

Councillor Alan Macro was concerned to read that the majority of amber items related to Child Protection processes, most notably because the Commission had received an update from the Head of Children's Services earlier that evening and was led to believe that progress was being made.

Councillor Macro stated that it was unfortunate to see that some key performance measures had been withdrawn from the report, empty houses being one of those. He highlighted that the previous reports suggested that the performance was outside the target level which had been set and that it was a shame to lose sight of these.

Councillor Emma Webster reminded Members that a task group would meet the following week to consider the current set of measures and to note that these should be closely linked to the Council Strategy.

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Catalin Bogos reminded Members that the previous performance reports included a basket of indicators that provided progress updates against the previous Council Strategy and that the report considered by the Commission reflected the new basket of indicators used to monitor the delivery of the new Council Strategy 2015-2019. In addition, the revised performance management methodology allowed services to propose new targets if it provided a more accurate reflection of the performance challenges/ successes faced within their service.

Councillor Rick Jones asked for clarification regarding the term ‘core functions’. Catalin advised that a large number of measures could be included within the report as several hundred functions were undertaken by services within the Council. However, the Council was selective in the measurements it considered to be a priority – based upon whether the item directly linked to an element of the Council Strategy. Items referred to as ‘core business’ were not directly linked to the identified priorities of the Council Strategy but they were additional measure that contributed towards a fundamental, high profile, public facing service within the Council.

Councillor Laszlo Zverko highlighted the alarming figures detailed within graphs 13 and 14 of the report. Catalin advised that when compared to the national result, West Berkshire’s levels were similar (for 4-5 years olds) or significantly better (for 10-11 years old). The Commission heard that child obesity was an area of national concern but that it had also been picked up within the Joint Strategic Needs Assessment which was considered by the Health and Wellbeing Board.

Resolved that:

- 1) Catalin Bogos would provide clarification regarding the National Child Measurements Programme.
- 2) The report was noted.

(The meeting commenced at 6.30 pm and closed at 9.12 pm)

CHAIRMAN

Date of Signature

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Agenda Item 4.

Title of Report:	Actions from previous meetings
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	1 December 2015

Purpose of Report: To advise the Commission of the actions arising from previous meetings

Recommended Action: To note the report

Overview and Scrutiny Management Commission Chairman	
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1 Introduction

This report provides the Overview and Scrutiny Management Commission with an update on the actions arising from the meeting held on 15 September 2015 .

2 Actions

- 2.1 Resolution:** Volunteers for the West Berkshire Parking Task Group should contact David Lowe.

Action/ Response: The Task Group had been established and two meetings have taken place since then. Members include – Cllr Mike Johnston, Cllr James Fredrickson, Cllr Rick Jones and Cllr Lee Dillon.

- 2.2 Resolution:** Tandra Forster would confirm the percentage of agency staff versus permanent staff used within Council owned care homes

Action/ Response: Own Staff appointed and in post 88.6 % versus Agency staff used 11.4%.

- 2.3 Resolution:** Tandra Forster would discuss the availability for readmission statistics with Health Partners and report her findings to the Commission.

Action/ Response: The question was raised specifically about the work of the Joint Care Provider project which is one of our locality initiatives in the Better Care Fund and only relates to West Berkshire residents. The project has involved development of an integrated care pathway which has allowed us to work more proactively with patients to support timely hospital discharge. Since the project went live in July it has received 65 referrals, 61 of which have been successfully supported to recover and remain at home. There have been 4 re-admissions, these were quite early on in the project, resulted from the quality of the referrals provided and have been addressed.

- 2.4 Resolution:** Melanie Ellis would confirm the remaining value of the risk reserve

Action/ Response: Total remaining: £220,000.

- 2.5 Resolution:** Tandra Forster would be requested to detail whether activities within Adult Social Care had been re-profiled in order to increase the forecasted underspend

Action/ Response:

The ASC underspend forecast as period 5 had arisen purely as a result of the decisions to capitalise the spend on equipment and release some of the Risk Fund to help the position in Children's Services. Excluding these items, the service was forecasting a drop in both expenditure and income and a net position of 'on-budget'. No specific activities have been re-profiled although the service is part way through a transformation programme that is looking to support people in a new way that focuses on their strengths and the support available in the wider community. This is already showing a positive impact with more residents being helped without them becoming dependent on the council for long term services. It must be stressed that whilst the £527k drop in expenditure is a significant sum, with some clients costing in excess of £250k per annum the situation can change very quickly.

- 2.7 Resolution:** Members would receive finance awareness training.

Action/ Resolution: Complete. Members Development Session took place on 4th November 2015.

Appendix

None

Agenda Item 5.

Title of Report:	West Berkshire Forward Plan
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	1 December 2015

Purpose of Report: To advise the Overview and Scrutiny Management Commission of items to be considered by West Berkshire Council from 16 December 2015 to 31 December 2016 and decide whether to review any of the proposed items prior to the meeting indicated in the plan.

Recommended Action: That the Overview and Scrutiny Management Commission considers the West Berkshire Council Forward Plan and recommends further action as appropriate.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Emma Webster
E-mail Address:	ewebster@westberks.gov.uk

Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Officer
Tel. No.:	01635 519695
E-mail Address:	cmyers@westberks.gov.uk

Supporting Information

1. Introduction

- 1.1 The Forward Plan attempts to cover all decisions, not just those made by the Executive, which the Authority intends to take over the next 4 months.
- 1.2 In order to hold the Executive to account, Overview and Scrutiny Management Commission Members are asked to identify any areas of forthcoming decisions which may be appropriate for future scrutiny.
- 1.3 The West Berkshire Council Forward Plan 16 December 2015 to 31 March 2016 is available at <http://www.westberks.gov.uk/index.aspx?articleid=1594> and will be displayed on screen during the meeting.

Appendices

There are no appendices to this report.

Agenda Item 6.

Title of Report:	Overview and Scrutiny Management Commission Work Programme
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	1 December 2015

Purpose of Report: To receive, agree and prioritise the Work Programme of the Commission.

Recommended Action: To consider the current, proposed and future items for scrutiny.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Emma Webster
E-mail Address:	ewebster@westberks.co.uk
Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Officer
Tel. No.:	01635 519695
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Executive Report

1. Introduction

- 1.1 The work programme for the Overview and Scrutiny Management Commission is attached at Appendix A for the Commission's consideration.
- 1.2 Shown at Appendix B is the proposed Terms of Reference for a review into Children and Family Services.

Appendices

Appendix A – Overview and Scrutiny Management Commission Work Programme

Appendix B – Proposed Topic for Scrutiny – Delivery of Council Strategy

Appendix C – Proposed topic for Scrutiny – Children and Family Services

Overview and Scrutiny Management Commission Work Programme 2015/16

Reference	Subject	Format	Lead Officer / Service Area	Portfolio Holder	Comments
01 December 2015					
OSMC/14/153	Severe weather <i>To understand the effect of and response to severe weather experienced during the winter of 2013/14.</i>	Review	Carolyn Richardson - 2105 Civil Contingencies Manager	Emergency Planning	Review concluded in September 2014 - recommendations to be revisited in 2015. 1. Sand bag policy review 2. Communications Strategy 3. Recommendations / action plan progress report
OSMC/11/129	Housing Allocations policy <i>To monitor the progress of the recommendations made on the Council's Housing Allocation Policy</i>	Review	Mel Brain - 2403 Social Care Commissioning and Housing	Housing	Reviewed 2 Dec 14 (12 months after implementation). Further review to be conducted 6 months after the implementation of the additional revisions agreed at Dec 14 Exec.
05 January 2016					
OSMC/09/157	Revenue and capital budget reports <i>To receive the latest period revenue and capital budget reports</i>	In meeting	Andy Walker – 2433 Finance	Finance	To receive the Quarter Two report.
26 January 2016					
23 February 2016					
05 April 2016					
Items or items to be scheduled					

Reference	Subject	Format	Lead Officer / Service Area	Portfolio Holder	Comments
OSMC/15/163	CCFA - Hildens Drive <i>To examine the options for improvement of the car park at Hilden's Drive, Calcot</i>	In meeting	Nick Carter	Leader	Added to the programme following discussion at the March 2015 meeting (CCfA proposed by Councillors Webster and Linden).
OSMC/15/164	Adult Social Care/ NHS integration	Task Group	Tandra Forster	Adult Social Care	
OSMC/15/165	The Future Development and Provision of Shared Services	Task Group	Nick Carter	Chief Executive	
OSMC/15/166	Joint Commissioning	Task Group			
OSMC/15/167	The Implications of the Care Act	Task Group	Rachael Wardell	Adult Social Care	
OSMC/15/168	The Provision Of Children's Services (post Ofsted)	Task Group	Mac Heath	Children's and Families Services	
OSMC/15/169	Devolution	Task Group	Nick Carter	Leader	
OSMC/15/170	Brilliant West Berkshire	Task Group	Rachael Wardell	Adult Social Care	

Reference	Subject	Format	Lead Officer / Service Area	Portfolio Holder	Comments
OSMC/15/171	Berkshire Finances/ MTFS	Task Group	Andy Walker	Adult Social Care	

Task Group activity

OSMC/12/135	Annual target setting <i>To examine the annual targets being set for 2014/15.</i>	Task Group	Catalin Bogos – 2102 Strategic Support	Strategy and Performance	Annual review. Task group will be scheduled to meet May or June 2015.
OSMC/12/149	Car Parking in West Berkshire <i>To review the existing polices, the effect these have upon usage and revenue and the future plans of car parking provision across the district.</i>	Task Group	Mark Edwards–2208 Highways and Transport	Transport Operations	Agreed on 15th September 2015 that a task group would form to consider the item further.

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Title of Report:	Delivery of the Council Strategy
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	1 December 2015

Purpose of Report: To propose the adoption of a schedule of meetings to provide oversight and monitoring of progress against achievement of the Council Strategy priorities for improvement.

Recommended Action: It is recommended that the Commission agrees for regular monitoring to be carried out on the progress being made against the achievement of the aims and priorities for improvement set out in the Council Strategy.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Emma Webster (0118) 941 1676
E-mail Address:	ewebster@westberks.gov.uk

Contact Officer Details	
Name:	David Lowe
Job Title:	Scrutiny and Partnerships Manager
Tel. No.:	01635 519817
E-mail Address:	dlowe@westberks.gov.uk

Executive Report

1. Introduction

- 1.1 The Council has set out what it wants to achieve in the period 2015 – 2019 in its strategy ‘Shaping our District’. Although progress against the targets set within the strategy is subject to monitoring by the Executive, to date the Overview and Scrutiny Management Commission has not hitherto given the matter attention.
- 1.2 This paper sets out a proposal for an ongoing and scheduled programme of scrutiny to monitor the progress that the Council is making in the achievement of its strategic outcomes. It provides some background information on the structure of the Council Strategy and a proposed schedule of activities.

2. Background

- 2.1 The Council Strategy has the following aims

Aim A	Better educated communities
Aim B	A stronger local economy
Aim C	Protect and support those who need it
Aim D	Maintain a high quality of life within our communities

- 2.2 Sitting across the entire strategy is an overarching aim to become ‘an even more effective council’.

- 2.3 Beneath the aims are 6 priorities for improvement

Priority 1	Improve educational attainment
Priority 2	Close the educational attainment gap
Priority 3	Enable the completion of more affordable housing
Priority 4	Deliver or enable key infrastructure projects in relation to roads, rail, flood prevention, regeneration and the digital economy
Priority 5	Good at safeguarding children and vulnerable adults
Priority 6	Support communities to do more to help themselves

- 2.4 The strategy additionally makes reference to a range of core services which are essential for the communities of West Berkshire.

- 2.5 Responsibility for the achievement of actions associated with each of the priorities for improvement is assigned to services within the authority for which an Executive Member of the Council has responsibility.

3. Proposed action

- 3.1 Part of the role of Overview and Scrutiny within councils is to ‘hold the Executive to account’. It is proposed therefore that the Commission regularly and systematically receives updates from the Executive Members and Heads of Service responsible for achievement of the aims and priorities for improvement contained within the Council Strategy on the progress being made against them.

- 3.2 The updates would be received during scheduled meetings of the Commission, with each priority probably being the subject to its own meeting. An illustrative schedule is shown below.

Meeting date	Priority
5 January 2016	Deliver or enable key infrastructure projects in relation to roads, rail, flood prevention, regeneration and the digital economy
26 January 2016	Improve educational attainment
23 February 2016	Close the educational attainment gap
5 April 2016	Enable the completion of more affordable housing
June 2016 (date tbc)	Good at safeguarding children and vulnerable adults
July 2016 (date tbc)	Support communities to do more to help themselves
September (date tbc)	Become an even more effective Council

The cycle would then repeat.

- 3.3 Should the proposal be adopted then the schedule of the meetings may need to be adjusted to ensure that the duration of each is broadly equal and that undue demand for attendance at meeting is not placed on either Executive Members or Heads of Service.

4. Recommendation

- 4.1 It is recommended that the Commission agrees for regular monitoring to be carried out on the progress being made against the achievement of the priorities for improvement set out in the Council Strategy.

Appendices

There are no Appendices to this report.

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Title of Report:	Proposed topic for Scrutiny – Children and Family Services
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	1 December 2015

Purpose of Report: To propose the establishment of a task group to identify the most effective way in which the Commission might scrutinise the activities of the Children and Families Service.

Recommended Action: It is recommended that the Commission agrees to the establishment of a task group to agree a programme or schedule of activity for the scrutiny of the Children and Family Service.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Emma Webster (0118) 941 1676
E-mail Address:	ewebster@westberks.gov.uk

Contact Officer Details	
Name:	David Lowe
Job Title:	Scrutiny and Partnerships Manager
Tel. No.:	01635 519817
E-mail Address:	dlowe@westberks.gov.uk

Executive Report

1. Introduction

- 1.1 The recent Ofsted inspection of the Children and Family Service set out that there would be a benefit for increased supervision through Overview and Scrutiny.
- 1.2 This paper sets out a proposal to examine the extent to which Overview and Scrutiny should be involved in improving services to children and families, providing context and a methodology for doing so.

2. Background

- 2.1 The 2015 Ofsted inspection of 'services for children in need of help and protection, children looked after and care leavers' in West Berkshire, found that the Council's leadership, management and governance required improvement.
- 2.2 Within the wider section on leadership, management and governance, it reported, at para 115, that

Although the role of overview and scrutiny has demonstrated some appropriate challenge when considering matters relating to children, a specific focus on children's services would further strengthen the scrutiny provided.

3. Proposed action

- 3.1 In order that action might be taken to address the area for improvement set out at para 115 of the report, the Head of Children and Family Services has requested that the Commission explores how it might be most effectively achieved.
- 3.2 It is proposed therefore that a small task group is established to agree a programme or schedule of activity for the scrutiny of the Children and Family Service. The will work with senior officers from the Communities Directorate.
- 3.3 The task group should comprise 4 members (3 x Conservative, 1 x Liberal Democrat) and should be able to report back to the February meeting of the Commission

4. Recommendation

- 4.1 It is recommended that the Commission agrees to the establishment of a task group to agree a programme or schedule of activity for the scrutiny of the Children and Family Service.

Appendices

There are no Appendices to this report.

Adverse Weather Debrief Progress Report - Summary Report

Committee considering report: Overview and Scrutiny Management Commission

Date of Committee: 01 December 2015

Portfolio Member: Councillor Garth Simpson

Date Portfolio Member agreed report:

Forward Plan Ref:

1. Purpose of the Report

- 1.1 To update the Board on the progress of actions following the Adverse Weather Debrief in 2014.

2. Recommendation(s)

It is recommended that:

- (1) The Commission notes the progress that has been made in the action plan
- (2) Support continues to be provided to officers to ensure the successful progression of the actions to a satisfactory conclusion.

3. Executive Summary

3.1 Introduction

Following the adverse weather experienced over the winter of 2013/14 a debrief was undertaken. A report was developed and an action plan was prepared which was approved by the Executive in December 2014. It was also agreed that the report would be re-appraised annually in order to monitor progress. This document is the first of these reports.

3.2 Action Progress

Since the approval of the action plan in December 2014 34 of the 60 actions have been completed. Appendix A shows the current status.

Of the 34 actions completed it should be noted that:

- (1) after consideration by the Highways and Transport Service certain actions will not be progressed (Serial No 19 & 52)
- (2) Appendix B is the report on the investigation of the use of 'UAV's in emergencies.
- (3) Appendix C is the report in relation to Communications Strategies and promotional activities.

3.3 Of the remaining 26 actions, all are being progressed as indicated, with many nearing completion. Some are also likely to become 'business as usual' activities in a rolling programme particularly in relation to promotion of community resilience activities. There are however a number of complex multi-service and multi-agency actions which are taking more time to progress to a full conclusion.

It should be noted however that despite many actions not being completed in full at this stage, the lessons learnt are such that if a similar situation arose now the Council and others will be better placed to respond more effectively.

3.4 Other Flood Actions

In addition to this action plan, there are other action plans being progressed by the Highways & Transport Service as a result of the flood investigation reports as required under Section 19 of the Flood and Water Management Act 2010. These have almost been completed and the resultant engineering solutions are being implemented. The effect of which should reduce the risk of flooding in these areas.

Central Government provided funding to partially compensate businesses against their business losses following the floods and to support home owners with the installation of property level protection. The figures below show the number of businesses and residential properties that have been supported. This process had a significant resource implication through checking applications and administering the payment of funds.

<i>No of businesses supported</i>	25	<i>Business grant funds provided.</i>	<i>£50,000.00</i>
<i>No of residential property applications approved</i>	99	<i>Residential grant funds provided</i>	<i>£454,113.33</i>

4. Conclusion & Recommendations

Since the floods in 2013/14 good progress has been made with all proposed actions. The profile of the action plans is still high not least because of the formation of 4 local Flood Forums following the flooding which maintains the public interest in the engineering work being undertaken in the communities themselves and by way of a greater understanding overall in the problems and issues likely to be experienced in the future.

It is recommended that:

- (4) Board notes the progress that has been made in the action plan and
- (5) support continues to be provided to officers to ensure the successful progression of the actions to a satisfactory conclusion.

5. Appendices

5.1 Appendix A - OSMC Progress Action Plan

5.2 Appendix B – UAV report

5.3 Appendix C – Communications Strategy & Promotional Activities.

Corporate Board's recommendation:

Report to proceed to Operations Board for information.

OSMC's recommendation:

To be considered at the meeting scheduled 1 December 2015.

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Appendix A OSMC Recommendations Update

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	(1) All external contractors supporting services, in particular, critical or essential services should have their Business Continuity Management plans reviewed and actions taken as necessary. WBC Information Security Officer to review the plans to ensure they are fit for purpose.	Jackie Woodland	Sep-14	17/12/2014	BC review delayed due to vacant post. Recommendation being analysed to assess relevancy, feasibility and proportionality.	To be confirmed - following completion of initial review
Severe Weather (OSMC/14/153)	(2) The Councils Corporate Business Continuity and Service Business Continuity plans should all be reviewed in order to ensure they are fit for purpose. WBC Information Security Officer to review the plans to ensure they are fit for purpose.	Jackie Woodland	Sep-14	17/12/2014	A review of the Council's business continuity capability has been carried out and a number of areas have been identified for improvement.	To be confirmed - following completion of initial review
Severe Weather (OSMC/14/153)	(3) The Head of Highways and Transport should establish a register of recently retired or other local highways engineers willing to work with and for the Council during extended flood events. Assessment of their suitability to be included, or remain, on the register should be carried out.	Mark Edwards	Sep-14		We are not aware of any qualified, experienced retired engineers but will monitor the situation. Even if such people are available there may be an issue with providing suitable Professional Indemnity insurance. Availability at the right time, reliability and payment will also be issues to consider. It should also be noted that there is an MOU signed by all LA's across the Thames Valley to support each other by way of resources including qualified staff. Which would be the preferred route for support.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(4) The Information Security Officer should closely monitor the effectiveness of the scheme (as in 3 above) and if, appropriate, consider its extension to other emergency incident competencies.	Jackie Woodland	Sep-14	17/12/2014	A review of business continuity capability within the Council has highlighted an expert resource weakness. A programme of work has commenced to address all business continuity weaknesses.	To be confirmed - following completion of initial review
Severe Weather (OSMC/1 4/153)	(5) Through the Thames Valley Local Resilience Forum, the Civil Contingencies Manager should reinforce the necessity to activate Business Continuity Plans when dealing with major incidents, particularly when they are of a prolonged duration, and that it is fully understood by senior managers within Category 1 organisations. This should include the requirement to provide representation to Tactical Co-ordination Groups.	Carolyn Richardson	Sep-14		This has been raised and approved by the Thames Valley Local Resilience Forum as part of the over arching flood action plan for the area. This will be progressed as part of that action plan	Completed
Severe Weather (OSMC/1 4/153)	(6) A more detailed wider survey and/or assessment of local businesses readiness is recommended in order to determine what their state of readiness is and any support businesses need to improve their resilience, esp. SME's.	Carolyn Richardson	Sep-14	17/12/2014	A draft survey has been developed and being tested internally. The survey will take place in the 2016/17. The issue about BCM readiness esp. with SME's is being taken up across Berkshire as part of BCM promotion and Community Resilience.	Jul-16

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	<p>(7) The Head of Strategic Support should develop and implement a flood communication strategy to ensure that the right information is delivered to the right people at the right time. It should include elements to address:</p> <p>The provision of information to residents and businesses on:</p> <p>A. Whether their property is in a flood zone and the specific risks that they face.</p> <p>B. Their roles in protecting their own premises before flooding occurs and examples of permanent and temporary measures that the public can take to protect their property.</p> <p>C. The roles and responsibilities of flood risk agencies and the help and advice they can expect from agencies during incidents.</p> <p>D. The causes of flooding and level of flood risk.</p> <p>E. The responsibilities of riparian owners</p> <p>F. Flood incident health and safety.</p> <p>G. The Council's culvert policy.</p> <p>H. The limitations of sandbags as a flood defence measure)</p> <p>I. Health and safety risks associated with surface water, river and sewer flooding.</p> <p>J. The communications channels (e.g. emails, face to face, websites,</p>	Martin Dunscombe & Carolyn Richardson	Sep-14	17/12/2014	<p>Planning meetings are ongoing with new Communications Manager.</p> <p>This action is a major piece of work however actions being pursued include:</p> <p>a. Reviewing the website for flooding prevention to cover all the actions</p> <p>b. Preparing videos to support the actions requested of residents to do themselves.</p> <p>c. A Major Incident Support Team plan is in draft format in readiness for the communications channels of support.</p> <p>d. The EOC procedures are being reviewed to incorporate review of social media and webpage info.</p> <p>f. The communications plan for the Thames Valley Local Resilience Forum is being revised</p>	Jan-16

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
	<p>'flood bus', text, social and broadcast media etc) to be used during flooding incidents and how they might be exploited to best effect.</p> <p>K. How best to work with other agencies to develop triggers and activation processes for the establishment of communications cells within the multi-agency Tactical Co-ordination Centre.</p> <p>L. The joining-up of agencies' telephony and internet channels to provide a single point of contact for residents that gives the information and they need, regardless of provider.</p> <p>M. The triggers and activation processes for the establishment of communications cells within the Emergency Operations Centre.</p> <p>The Communications strategy should include: Operation of 24/7 cover and ability to operate all communication options and details of support by way of mutual aid</p>					
Severe Weather (OSMC/1 4/153)	(8) The Communications strategy should include: Operation of 24/7 cover and ability to operate all communication options and details of support by way of mutual aid	Martin Dunscombe	Sep-14	17/12/2014	as per action (7) this element will be encompassed within the development of the overall comms strategy - discussions due to start July 2015 along with the arrival of the new Communications Manager.	Jan-16
Severe Weather (OSMC/1	(9) The Head of Highways and Transport should explore the opportunities for the use of	Mark Edwards	Sep-14		All road closures are now shown on the Council's website.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
4/153)	appropriate technologies, such as mobile phone applications or satellite navigation systems, for the dissemination of real-time road closure alerts. A report on the available options should be returned to the OSMC by June 2015.					
Severe Weather (OSMC/1 4/153)	(10) The Executive Member for Civil Contingencies should ask the Secretary of State for Communities and Local Government to consider the establishment of a single point of contact for the public when reporting all types of flooding or other resilience incidents (like those services provided by 101 or 111) from where calls can then be directed to the appropriate agency.	Carolyn Richardson	Sep-14		Letter sent to the Cabinet Office 5th August 2015 requesting that a single point of contact is considered for the public to use when reporting all types of flooding or other resilience incidents. Response received confirming it is being considered.	Completed
Severe Weather (OSMC/1 4/153)	(11) The Head of Highways and Transport, through the West Berkshire Professional Partners Flooding Group, should ensure that communities are regularly updated on the progress of ongoing flood prevention and alleviation work being undertaken by all agencies in their areas.	Mark Edwards	Sep-14		WBC Officers and representatives of Thames Water and Environment Agency attend all flood forums to provide updates on local schemes.	Completed
Severe Weather (OSMC/1 4/153)	(12) The WBC Out of Hours Contact Centre service should be reviewed in relation to emergencies.	Carolyn Richardson	Sep-14		This contract has been revised in light of recommendations, retendered and made aware.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(13) The Civil Contingencies Manager should review the Community Template plan to include information and guidance.	Carolyn Richardson	Sep-14		The template & guide has been reviewed, revised and consulted on by communities and other agencies. Launched on website in Apr 15.	Completed
Severe Weather (OSMC/1 4/153)	(14) Promotion of property level protection where possible should be undertaken for properties at risk of flooding to prepare them by the installation.	Carolyn Richardson & EA	Sep-14		Progress being made via: -Flood Forums - Communications with the Flood Wardens (telecom on 10 Dec and via newsletters & website) - publicity through the grants scheme following last floods. This will be an ongoing programme of activities via the Community Resilience process.	Completed
Severe Weather (OSMC/1 4/153)	(15) Parish Councils in known flood-risk areas should consider the purchase of pumps and other emergency flood alleviation equipment for use in their own communities. Progress should be measured and monitored.	Parish Councils	Sep-14	17/12/2014	A revised template community emergency plan and guide was released in May 15. During 2015 there will be a realignment of parish plan grant funding which will enable communities to bid for small equipment purchases to help with flood prevention measures. Information was sent to all communities relating to grant opportunities. So far Thatcham and Eastbury have been successful. Others are preparing bids. A list of resources available in the communities is being developed as part of the community resilience package. This will be an ongoing action therefore on 2nd report of this action plan consideration will be considered as to the status and whether this is now 'business as usual'.	

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(16) The Head of Strategic Support should incorporate the consideration of emergency planning into the Parish Planning process, particularly for those communities whose areas are likely to benefit from the establishment of a local flood forum.	Andy Day	Sep-14	17/12/2014	The parish plan process is being reviewed and will pick up on emergency planning and community related issues. The aim will be to link the Brilliant West Berkshire Programme and Civil Emergency issues in with an overall approach to community development. Funding is also currently being realigned to support flood defence measures	
Severe Weather (OSMC/1 4/153)	(17) The Civil Contingencies Manager should encourage all town and parish councils to annually review their preparedness for flooding/winter.	Carolyn Richardson	Sep-14		This action is in the diary to undertake a promotion for 21 Oct 2015 and thereafter.	Completed
Severe Weather (OSMC/1 4/153)	(18) The Civil Contingencies Manager and the Environment Agency should integrate and co-ordinate the work of their respective flood wardens and flood ambassadors to ensure they achieve the best effect.	Carolyn Richardson & EA	Sep-14		Communications with the Flood Wardens (telecom on 10 Dec and via newsletters & website) The EA will endeavour to inform the LRF/LA on the locations to where ambassadors have been/will be sent, daily in order that the links can be set up via WBC and the community flood wardens. This action is also in the TVLRF flood action plan where this item has been added as an item to the Briefings that will be sent out prior to Adverse Weather Telecoms, briefings that we send to EA staff in SCG's and TCG's. Where possible we will add details of where we are planning to send Flood Data Recorders and Ambassadors and any key messages that they will be passing on.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(19) The Head of Highways and Transport should consider providing Neighbourhood Wardens with the keys to highways drains manhole covers for use during flooding incidents.	Mark Edwards	Sep-14		Officers have considered this proposal but feel that the risks of inappropriate and potentially hazardous use are too great. The proposal will therefore not be pursued.	Completed
Severe Weather (OSMC/1 4/153)	(20) The Council should continue to work with all the Flood Forums.	Mark Edwards & Carolyn Richardson	Sep-14		Attendance by Civil Contingencies and Highways Officers continues at Flood Forums including (Streatley/Pang Valley/Lambourn Valley/Thatcham and Newbury)	Completed
Severe Weather (OSMC/1 4/153)	(21) The Environment Agency should take steps to increase the number of West Berkshire residents and businesses in flood risk areas signed up to its Floodline alerting system.	Environment Agency	Sep-14		4304 props at fluvial risk in WBC area of which 2562 are registered. Registered numbers are down as people cancel landline contracts. EA nationally, are looking at ways to increase registration by extending opt out service to other mobile providers. No timescales yet. Locally we have established a mechanism within the Flood Forums to monitor local numbers and promotional opportunities. This activity will not have an end date due to the constant changes within communities as people leave and move into the area. To date, the flood forums have proven to be a successful tool in increasing the awareness of the registration process.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(22) The Environment Agency, working with the Council's Civil Contingencies Manager, should develop and deliver a package of training (including through the use of videos) for all agencies and for the public on how, when and where to build effective sandbag defences.	Carolyn Richardson & EA	Sep-14	17/12/2014	There is a lot of information already on the gov.uk website on what actions to take to reduce the impact of flooding Training by way of support from Field Team's is also available. WBC will look to ensure all the signposting is on the Councils website. Info will be covered in Parish and Warden briefings in the autumn. The EA have a publication - Sandbags and how to use them properly that we use for the public https://www.gov.uk/government/publications/sandbags-how-to-use-them-to-prepare-for-a-flood .	
Severe Weather (OSMC/1 4/153)	(23) The Civil Contingencies Manager should review the processes in the EOC following staff feedback.	Carolyn Richardson	Sep-14	17/12/2014	The EOC processes are under review. These were tested in May 2015 and the debrief activity highlighted further opportunities for improvement.	Feb-16
Severe Weather (OSMC/1 4/153)	(24) The Civil Contingencies Manager should review relation to staffing and competencies	Carolyn Richardson	Sep-14	17/12/2014	A review of all staff trained in Emergency Planning work has been undertaken to consolidate all information and place it on the Councils training software. A review is now underway with all HoS to consider gaps in training needs across services with a view to putting in place training to close the gaps.	Feb-16

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	(25) The Civil Contingencies Manager should request that the Government (via the Department for Communities and Local Government) works with the Association of British Insurers to identify measures that might discourage the drivers of vehicles from contravening formal road closures. This might include the passing back to policy holders the costs of recovering the occupants of vehicles, recovering the vehicle itself, the damage to third parties (for example householders) and the making good of damage to their vehicles.	Carolyn Richardson	Sep-14		West Berkshire Council wrote to the DCLG on 5 August 2015 requesting that the Department work with the Association of British Insurers to identify measures that might discourage the drivers of vehicles from contravening formal road closures. Response received on 30 Sept 2015. Confirmation received that there is a reviewing this across Whitehall.	Completed
Severe Weather (OSMC/14/153)	(26) Public Health England should prepare in advance clearer advice and information in relation to flood waters to cover rural locations, open rivers and potential contamination with raw sewage	PHE	Sep-14		Advice has been reviewed and updated by PHE including a Flooding Q&A sheet for the public (February 2014) available on www.gov.uk site – and directed through the TV LRF public facing website through the link “Flood News Update” - “Advice from Public Health England” : https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/348925/Flooding_questions_and_answers_February_2014.pdf	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(27) The Civil Contingencies Manager should specify, select, procure (if necessary) and deliver an Information Management System (IMS) for the Council's Emergency Operations Centre that allows for effective and efficient logging, tracking and dissemination of information relating to emergency incidents. If feasible, the system should allow for alerts to be communicated to subscribers to the Environment Agency's Floodline notification system and, for road closures, to motorists.	Carolyn Richardson	Sep-14	17/12/2014	ELM has been developed to incorporate an emergency mode to enable the EOC to gather information and assign actions efficiently and with a clear audit trail. Through the process of testing a few changes have been identified and these will be completed by ICT by Dec 15. Once confirmed that all changes have been made - The Civil Contingencies Manager will look to ensure all staff are suitably aware of the systems use within the EOC.	Jan-16
Severe Weather (OSMC/1 4/153)	(28) The Civil Contingencies Manager should revise the West Berkshire Vulnerable People Plan to incorporate a process for sharing and collation of information from and between agencies.	Carolyn Richardson	Sep-14	17/12/2014	Consultation is underway with services in relation to our own systems. There is also engagement with other agencies including health and utility companies to consider the process of securely sharing the data.	Dec-15
Severe Weather (OSMC/1 4/153)	(29) A 'duty' Member arrangement should be considered by all political parties and put in place in the Major Incident Plan/Members Handbook	Carolyn Richardson	Sep-14		This has been completed with the details in the Members handbook.	Completed
Severe Weather (OSMC/1 4/153)	(30) The Civil Contingencies Manager should work to establish a Major Incident Support Team (MIST), comprising individuals available to be deployed to affected communities.	Carolyn Richardson	Sep-14	17/12/2014	Consultation is underway with services in relation to developing a MIST plan. Once a draft is in place then this will be shared with other agencies and companies to encourage them to be able to field officers to support this plan.	Mar-16

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(31) It is recommended that the Civil Contingencies Manager liaise with the Military in relation to: A. The process of activation of MOD assets B. Consideration should be given to military units being coterminous boundaries with the LA's they are supporting. C. Adoption' of specific local units D. Joint training with these local units to facilitate joint working and understanding	Carolyn Richardson	Sep-14		The CCM has engaged with the MOD with the following specific outcomes: A. The process of activation is being reviewed by the MoD B Being reviewed by local commanders C 77x based at Hermitage will be the specific local unit for engagement with WBC (along with 7 Rifles at Berks level) D Military units are standing invitees to the training undertaken.	Completed
Severe Weather (OSMC/1 4/153)	(32) The Chairman of the Overview and Scrutiny Management Commission should commission a strategic review of the implications of climate change on the Council and other agencies. The scope of the review should be sufficiently wide to evaluate the impact of climate change on business as usual activities as well as preparedness for severe weather incidents.	OSMC	Sep-14		Following consideration it was agreed that the item would not be progressed. The Committee concluded that the topic was not a priority in the context of other items detailed in their work programme.	Completed
Severe Weather (OSMC/1 4/153)	(33) The Head of Highways and Transport, working with other agencies, should ensure that the temporary flood alleviation measures that are still in place remain fit for purpose, are made permanent or removed as appropriate.	Mark Edwards	Sep-14		This is all part of the ongoing action plan for flood risk management.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	(34) The Civil Contingencies Manager should review the Major Incident Plan in relation to: Declaring a Major Incident should be considered using the definition and considering the support likely to be required	Carolyn Richardson	Sep-14	17/12/2014	The Council Major Incident Plan is to be revised over Aug - Jan 16	Jan-16
Severe Weather (OSMC/14/153)	(35) The Thames Valley Local Resilience Forum should consider the inclusion of Registered Social Landlords (RSLs) as participants in the Tactical Co-ordination Group when necessary.	Carolyn Richardson	Sep-14		This has been raised at LRF level and it was agreed that all plans need to be flexible enough to allow any specific agencies or RSL's to attend the TCG. This is also being reviewed as part of the EOC plan revision samples	Completed
Severe Weather (OSMC/14/153)	(36) The Civil Contingencies Manager should consider the inclusion of Registered Social Landlords as participants in the Emergency Operations Centre when necessary.	Carolyn Richardson	Sep-14	17/12/2014	As above - the new EOC plan has this as an example in the considerations	Completed
Severe Weather (OSMC/14/153)	(37) The Head of Education should work to achieve 100% adoption of Major Incident Plans within schools. Head teachers should be encouraged to share their plans with children in order that the arrangements contained within them are widely known.	Ian Pearson	Sep-14		92% of schools confirmed that they have a Severe Winter Weather plan and 96% have a Critical Incident Plan. 76% of schools confirmed that the plans are shared with staff, with 24% not responding to this part of the question. 86% of schools confirmed that the critical incident plan is either being reviewed currently and/or is regularly updated. Pupils are involved in the plans through practice drills, such as evacuation and lock-down. Communication continues with schools to increase the number with appropriate plans in place.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	(38) The Civil Contingencies Manager should develop and appropriately resource a plan for the activation of a Tactical Co-ordination Group in the Council offices.	Carolyn Richardson	Sep-14	17/12/2014	This process has started - due for completion in Feb 16	Feb-16
Severe Weather (OSMC/14/153)	(39) The Head of Highways and Transport, working with the Civil Contingencies Manager, should develop and maintain a local critical infrastructure map.	Mark Edwards & Carolyn Richardson	Sep-14	17/12/2014	A comprehensive data base has been developed based on knowledge from a number of flooding events, and asset management programming. This will be put on limited access GIS and shared as necessary with partners at time of incidents due to the fact it is constantly being updated.	Completed
Severe Weather (OSMC/14/153)	(40) The Head of Highways and Transport should develop the local flood plan to: - Reflect risk and identify where strategic flood protection and response assets might be located. - Identify private land on to which flood water might be diverted to protect homes or businesses from damage	Mark Edwards	Sep-14	17/12/2014	This is being considered as part of our LFRMS work.	
Severe Weather (OSMC/14/153)	(41) The Environment Agency should work with land owners and other agencies to develop a plan for the management of locks and weirs in the event of flooding incidents.	Environment Agency	Sep-14	17/12/2014	The EA have received funding for this. The intention is to get an operating agreement in place between asset owners on the River Kennet to manage the flow of water downstream. We now need to "people" resource this work and hope to do this over the next month.	

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	(42) All Registered Social Landlords should be advised to consider the requirement for property level protection in their housing stocks. A report on the feasibility of works should be returned to the Overview and Scrutiny Management Commission by June 2015.	Carolyn Richardson	Sep-14	17/12/2014	This will be reviewed and updated in the EOC plans, NB not all RSLs would be able to be involved due to numbers.	Feb-16
Severe Weather (OSMC/14/153)	(43) The Head of Highways should review the operation of the Council's Sandbag Policy to ensure that it remains fit for purpose. A report setting out the policy should be returned to the Overview and Scrutiny Management Commission by June 2015.	Mark Edwards	Sep-14	17/12/2014	A review has taken place and a revised document exists in draft format - the draft will be distributed for consultation.	Dec-15
Severe Weather (OSMC/14/153)	(44) The Civil Contingencies Manager should conduct annually an assessment of flooding readiness prior to the onset of winter.	Carolyn Richardson	Sep-14		This is programmed for Oct each year - involves a review of plans, equipment, status of groundwater and rivers and a joint agency meeting with services. Also included meeting with external partners and flood wardens	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(45) The Environment Agency, along with other responsible agencies (e.g. the Canal and River Trust), should review its dredging and river maintenance including weed management) policies, to ensure that they are fit for all purposes and that the works are carried in all locations where there would be benefit. Riparian owners should be supported or have enforcement action taken against them as necessary. A report setting out the Agency's position should be returned to the Overview and Scrutiny Management Commission by June 2015.	Environment Agency	Sep-14		The EA produce and deliver an annual maintenance programme in areas where this work can provide the greatest reduction in flood risk. The EA work hard to make sure they continue to spend taxpayers' money where it delivers the greatest flood risk benefit. Each year the EA publish this maintenance programme and consult with our key partners on this. However, it is acknowledged there maybe work to do with other interest parties to reach an overall catchment approach to maintenance. Please note the EA cannot guarantee funding each year to deliver watercourse maintenance. The EA are happy to support and advise riparian owners. They will only undertake enforcement action where there is a clear obstruction of the channel that is causing problems, such as increasing flood risk.	Completed
Severe Weather (OSMC/1 4/153)	(46) Through the Thames Valley Local Resilience Forum, the Civil Contingencies Manager should work with all agencies to ensure that their roles in recovery, as well as response, are fully understood and delivered against.	Carolyn Richardson	Sep-14		TV LRF recovery plan revised. Adopted Apr 15	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(47) Through the Thames Valley Local Resilience Forum, the Civil Contingencies Manager should seek the establishment of a Strategic Resilience Resource Store at an appropriate location or locations to hold essential flood alleviation equipment, including personal protective equipment. This should be supported by plans for its ongoing maintenance and resourcing, as well as activation, staffing and de-activation during and after incidents.	Carolyn Richardson	Sep-14		This has been referred to the TV LRF to be considered as part of their plans. Progress will be monitored.	Completed
Severe Weather (OSMC/1 4/153)	(48) The Civil Contingencies Manager should establish and maintain a register of local providers able to provide assets that might be mobilised in the event of an emergency. The required items might include large goods and 4 x 4 vehicles (including those with snorkels), pumps and personal protective equipment.	Carolyn Richardson	Sep-14	17/12/2014	There is a Berkshire wide data base of all the equipment LA's have for emergencies. Details of all services used during the floods is being developed as part of the EOC actions due to be completed in Oct 15 - this will be part of the process but needs to accept the details can go out of date. There is also an MOU with all LA's to support each other with equipment and people.	Completed
Severe Weather (OSMC/1 4/153)	(49) The Head of Highways and Transport should create an adequate stock of 'road closure', 'flood' and 'foul water' signs for deployment during flood incidents.	Mark Edwards	Sep-14	17/12/2014	We aim to incorporate this requirement into the new 2016 Highway Term Maintenance Contract.	

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(50) The Civil Contingencies Manager should obtain clarification from the Department of Communities and Local Government (DCLG) on the responsibility for the provision of portable toilets during events that involve sewage water flooding.	Carolyn Richardson	Sep-14		West Berkshire Council wrote to the DCLG on 5 August 2015 requesting that the Department clarified the responsibility of agencies to provide portable toilets. Response received on 30 Sept 15 - DCLG now discussing with DEFRA as to clarity on who is responsible.	Completed
Severe Weather (OSMC/1 4/153)	(51) The Civil Contingencies Manager should investigate the utility of unmanned aerial vehicles (UAVs) in the response to flooding and other emergency incidents. A report setting out the findings should be returned to the Overview and Scrutiny Management Commission by June 2015.	Carolyn Richardson	Sep-14		Report written	Completed
Severe Weather (OSMC/1 4/153)	(52) The Head of Highways and Transport should examine the possibility of other Council staff or other people, for example Neighbourhood Wardens, assisting police officers in the enforcement of road closures.	Mark Edwards	Sep-14		This is not legally possible. Apart from the Council as Highway Authority, only Police Officers have the authority to close roads in an emergency. Members of the public are not permitted to be involved.	Completed
Severe Weather (OSMC/1 4/153)	(53) If preventative measures cannot be applied to known flood prone roads (in order to keep them open) then the Head of Highways and Transport should assess the feasibility of providing permanent gates or barriers, including on fords. A report setting out the findings should be returned to the Overview and Scrutiny Management	Mark Edwards	Sep-14	17/12/2014	This feasibility study has yet to be undertaken due to insufficient resources. We will aim to investigate further later in 2015/early 2016.	

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
	Commission by June 2015.					
Severe Weather (OSMC/1 4/153)	(54) Thames Water, working with Network Rail, should expedite the work to address the flooding of Newbury railway station.	Thames Water	Sep-14	17/12/2014	TW have lined the sewers in the area of the Railway Station in Newbury. They are checking on some flows in the area to consider misconnections which may be adding to the excess flows in the area at time of heavy rain. Network Rail not completed their work. First Great Western to be contacted to advise they need to consider more some property level flood defences.	
Severe Weather (OSMC/1 4/153)	(55) The Head of Highways and Transport should conduct surveys, including by CCTV, of all critical drainage infrastructure located within the Highways to ensure they are free from obstacles, debris and damage.	Mark Edwards	Sep-14	17/12/2014	This work is ongoing. The action will be reviewed in more detail in 2016.	
Severe Weather (OSMC/1 4/153)	(56) The Head of Highways and Transport should develop and deliver a programme of works to fit and maintain non-return valves on highway drains that empty into rivers in areas where ingress from water-sources is known to be an issue.	Mark Edwards	Sep-14		Where identified as a problem, non-return valves have been fitted. Currently this applies at 2 locations.	Completed

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	(57) Through the Thames Valley Local Resilience Forum, the Civil Contingencies Manager should seek the provision of the training necessary to ensure that key Category 1 decision-makers have the confidence to declare a 'major incident' or to request mutual aid when and if necessary.	Carolyn Richardson	Sep-14	17/12/2014	The TV LRF Training, Exercise and Organisational Learning group is developing a programme of training and exercising including for director level to ensure the knowledge and experience is developed. Programme being developed.	
Severe Weather (OSMC/14/153)	(58) The Royal Berkshire Fire and Rescue Service should develop and deliver a multi-agency water and flood safety training programme.	RBFRS	Sep-14		The RBFRS can deliver a package of training re flood safety training. The training wing of RBFRS is a 'commercial' service so payment would be required therefore scoping will take place to get best value. This is being considered as part of the Thames Valley LRF training programme.	Completed
Severe Weather (OSMC/14/153)	(59) Thames Water should urgently ensure that the waste water network is protected from ground and surface water ingress. Thames Water should provide its capital programme for West Berkshire to be considered by the Overview and Scrutiny Management by June 2015.	Thames Water	Sep-14	17/12/2014	Thames Water has completed sewer relining and manhole sealing in Lambourn, Great Shefford and Eastbury. A new FLIP device has also been installed at Newton Cottages, Eastbury. Drainage area strategies are also being carried out for the Lambourn and Pang Valleys and the initial reports have been shared with key stakeholders including parish councils.	

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/1 4/153)	(60) Utility companies are recommended to review their communications to the community including the robustness of their systems and staffing levels.	Utilities	Sep-14		Thames Water has appointed ten new customer representatives who would take a more proactive role in any future event. Call handling systems have also been amended to ensure TW flooding issues are more easily identified and responded to . SSE have new customer representatives to support local communities and work with the Council SGN also have reps in place. This was also being picked up by the utilities forum taking place in June 15.	Completed

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Appendix B

OSMC Recommendation No: 51

The Civil Contingencies Manager should investigate the utility of unmanned aerial vehicles (UAVs) in the response to flooding and other emergency incidents. A report setting out the findings should be returned to the Overview and Scrutiny Management Commission by June 2015.

1. Background.

During emergencies it is very useful to get an overview of the areas affected in pictures or videos thus allowing responders to prioritise areas to support.

These pictures are often provided by those officers from the Council of other responding agencies in the area sending information. In addition residents send pictures into the Council to inform of the current situation. In order to get a more 'birds eye' view of a larger area during the floods in 2007 and again in 2013/14 requests were made to Thames Valley Police for their helicopter to fly over specific areas to allow for this visual picture to be provided.

All of the above are useful tools to use during any incident however certainly in the case of the later the use of it is very dependent on the priorities of the police force at the time.

Hence the recommendation to consider other options.

2. Considerations.

There are a number of rules in relation to Unmanned Aerial Vehicles with respect to Civil Aviation Authority (CAA)ⁱ Rules which include:

- a. You can fly a small UAV of up to 20kg in weight with no prior permission needed so long as you abide by the restrictions:
 - You cannot fly over or within 150m of a congested area;
 - You cannot fly over or within 150 m of an assembly of more than 1000 people;
 - You cannot fly within 50m of any vessel, vehicle or structure not under your control
 - You cannot fly within 50m of any person.

As a result in part due to these limitations and due to the quality of the footage provided this would not be an option for the Council to follow.

- b. If you wish to fly the UAV for commercial work, over people or property then permission must be provided by the CAA.

This is the work most likely to be required by the Council in emergency response mode or indeed for any other Council requirements and therefore the permission required includes:

- An evidence manual detailing the practices and procedures
- Evidence of airmanship skills and awareness
- Evidence of the ability to operate the UAV safely.

As a result this would be intensive for the Council to operate a UAV for its own purposes.

3. Other issues with respect to the Council owning a UAV include:

a. Costs:

- i. The cost of the UAV – to get stability of the UAV and quality of pictures the costs of a UAV are in the region of £10000.00– prohibitive for the Council on the number of times it would be used.
- ii. Insurance costs due to the nature of the work
- iii. Training of staff – there are a number of competencies that the Council Officers would have to comply with in relation to skills to use the UAV. In addition a number of officers would have to be trained in order to not have a single point of failure in an emergency situation. For the CAA to give a company permission the Pilot(s) needs to go through a training course to learn the theory side of UAV flying. The theory training and examination cost £1050 per Pilot.
The Pilot(s) then need to undertake a practical flight examination at a cost of £350 per Pilot with a renewal fee of £75 per pilot per year.
The CAA will then process this application to provide the Permission for Aerial Work at a cost of £226, and £113 per year after.
Alongside this the Pilot(s) need to spend hours practically flying the UAV to train before the practical flight examination takes place.

b. Maintenance of the data and security of the information.

c. Maintenance of the equipment – there is a regime of maintenance that is required which is intensive due to the nature of the equipment.

4. Alternatives to purchasing a UAV.

There are a number of companies locally, one of which we have used in the past, who undertake this work who regularly do this type of work, have all the equipment and comply with all the CAA rules and therefore could provide the service to the Council. Contacts out of hours are available to assist in requests outside normal office hours.

The charges would be in the region of £150.00/hour which is substantially more cost effective for the Council at this stage due to the number of times the equipment is used.

There are still limitations with the use but these are practicalities in relation to line of sight, maintaining sight of the UAV and a 1km radius of operation from the operator. However it can fly at approx 122m (400ft) and provide good images (in 2013 footage was taken of Northcroft Park from ~ 92m (300ft) with good results.

5. Summary & Recommendations.

Having reviewed the options and undertaken a cost analysis and resource comparison it is recommended that:

- a. The Council does not purchase a UAV but maintains on a database at least one company which is CAA approved to be contacted whenever an emergency requires visual information, including 24hour contact details.
- b. A protocol is considered as to what the Council would and would not use the data for and how it would use, share and store the data obtained.

ⁱ <http://www.caa.co.uk/default.aspx?CATID=1995>

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Appendix C Communications Actions

Background:

The OSMC reported specifically recommended 2 main actions in relation to Communications as set out below:

OSMC Recommendation No: 7

The Head of Strategic Support should develop and implement a flood communication strategy to ensure that the right information is delivered to the right people at the right time. It should include elements to address the provision of information to residents and businesses on:

1. Whether their property is in a flood zone and the specific risks that they face.
2. Their roles in protecting their own premises before flooding occurs and examples of permanent and temporary measures that the public can take to protect their property.
3. The roles and responsibilities of flood risk agencies and the help and advice they can expect from agencies during incidents.
4. The causes of flooding and level of flood risk.
5. The responsibilities of riparian owners
6. Flood incident health and safety.
7. The Council's culvert policy.
8. The limitations of sandbags as a flood defence measure)
9. Health and safety risks associated with surface water, river and sewer flooding.
10. The communications channels (e.g. emails, face to face, websites, 'flood bus', text, social and broadcast media etc) to be used during flooding incidents and how they might be exploited to best effect.
11. How best to work with other agencies to develop triggers and activation processes for the establishment of communications cells within the multi-agency Tactical Co-ordination Centre.
12. The joining-up of agencies' telephony and internet channels to provide a single point of contact for residents that gives the information and they need, regardless of provider.
13. The triggers and activation processes for the establishment of communications cells within the Emergency Operations Centre.

OSMC Recommendation No: 8

The Communications strategy should include: Operation of 24/7 cover and ability to operate all communication options and details of support by way of mutual aid

Progress Update:

In order to address these recommendations 2 major pieces of work are being undertaken – development of a communications strategy and promotional communications activities relating to floods.

Communications Strategy: A small group of officers have been developing the strategy. Some of the key points considered have been:

- Whilst the focus of the recommendation was in relation to a flood communications strategy on consideration it was agreed that the communications strategy should cover all emergencies, whether major incidents or not.
- There was a need for a multi-agency approach to the strategy in order to ensure the joint approach in a multi-agency incident.

In addition to the work West Berkshire Council was doing in this area the Thames Valley Local Resilience Forum were also embarking on the revision of the Communications Strategy as a result of issues highlighted in the multi-agency debrief. Therefore in order to ensure the two plans dovetail together the Council is now developing their Strategy in line with the Thames Valley Strategy. These strategies are now in the first draft phase with a view to them both being fully in place by December 15 ready for training and exercising to following in 2016.

Promotional communications: In relation to the promotional activities the Council is working with the Met Office and Environment Agency in relation to promoting the National Get Ready for Winter Campaign. Whilst the focus will be on flooding with a drip feed of information and activities for residents and businesses to do it will also be tailored according to the weather risks at the time. A detailed community resilience programme is being developed across Berkshire in a multi-agency partnership for launch in 2016/17.

Title of Report:	Update on the Housing Allocations Policy - following the amendments approved at Executive in December 2014
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	1st December 2015
Forward Plan Ref:	

Purpose of Report: To update members of the Overview and Scrutiny Management Commission on the amendments to the Housing Allocations Policy approved at Executive in December 2014

Recommended Action: Reference Only

Reason for decision to be taken:

Other options considered:

Key background documentation: Allocation of accommodation: guidance for local housing authorities in England, CLG, June 2012
Statutory guidance 'Providing Social housing for local people' (CLG, \Dec 2013)

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OSMC Report

1. Introduction

1.1 West Berkshire Council's current Allocation Policy was adopted in October 2013. In December 2014, the Executive approved some amendments to the policy in light of new Statutory Guidance. This report is to update members of the Overview and Scrutiny Management Commission on the implementation of the amendments.

2. Amendments to the Housing Allocation Policy.

2.1 The Housing Allocations Policy has now been in place since October 2013. In December 2014 the Executive approved some key amendments to the Housing Allocations Policy.

2.2 The key changes agreed by Executive were as follows:

- (a) Qualification - amend local connection qualifying criteria to residency or meaningful paid employment of at least 16 hours a week for 2 consecutive years. (Other aspects of local connection criteria remain the same)
- (b) Social tenants and labour mobility – to allow for exceptions to local connection qualifying criteria to be applied to certain social tenants who need to move in order to sustain or take up employment
- (c) Foster carers – inclusion in the policy to award an additional bedroom for approved foster carers.
- (d) Homeless Households – new wording inserted to allow deferral of a CHR application when a household is placed into temporary accommodation following acceptance of a full homelessness duty to allow the Housing Service to identify support needs.

2.3 To be able to fully implement these changes some modifications were required to "Locata" the Housing Register data base.

2.4 To ensure the amendments were implemented with minimal impact on both housing staff and service users, the software provider was requested to build a semi automated assessment.

2.5 The benefits of using this method for the implementation include: The service user is only required to answer three questions about their local connection as opposed to completing a whole new application form. The application is then automatically determined as Qualifying or Non Qualifying and Service Users and Registered Providers have not had to miss out on a bidding cycle.

3. Implementation of Amendments to the Qualifying Criteria

3.1 The amendments to the Housing Allocations Policy were implemented on 1st October 2015.

- 3.2 All 2973 live applicants on the Housing Register were set to a hibernated status as part of the mini re-registration process. This meant they were unable to access their Home Choice account to place bids or review their bidding status without being directed to and answering three questions relating to their local connection.
- 3.3 Awareness of the amendments and the requirement to answer the local connection questions was notified to all members on the housing register using a message on the Homechoice Website and an advanced notification email or letter to all members.
- 3.4 The amended Housing Allocations Policy and amended Scheme User Guide were both uploaded and available via the Council's Website.
- 3.5 The implementation date was set to be a Thursday as this is the first day in the bidding cycle. Of the overall 2973 applicants we have 927 active bidders and the majority of applicants bid at the start of the bidding cycle.
- 3.6 Applicants have been advised that if they fail to complete the mini re-registration process their applications will be removed.

- (1) Email Notifications: Of the 2973 applicants set to hibernated status on the 1st October 2015, 2323 had previously provided an email address.

All of these applicants were emailed on the 22nd September to raise awareness of the need to answer the three questions.

1626 applicants who had failed to respond were sent a 2nd follow up email between the 1st and the 6th of October.

1156 applicants were sent a 3rd reminder email on the 9th October 2015.

- 3.7 Letter Notifications: Of the 2973 applicants set to hibernated status on the 1st October 2015, 650 applicants had not provided the Housing Service with an email address.

All of these applicants were written to on the 28th September to raise awareness of the need to answer the three questions.

479 Applicants were sent a reminder letter on the 13th October 2015.

- 3.8 Text Message Notifications: The use of SMS messaging has been used to specifically target active bidders.

On the 1st October all applicants who had provided a mobile phone number and had placed a bid since the 10/08/2015 were sent a text message reminder equating to 486 applicants.

On the 6th October all applicants who had provided a mobile phone number and have placed bids in the 2015 year were sent a text message reminder - equating to 320 applicants.

- 3.9 The mini re-registration process concluded on the 23rd October 2015. At this point 1196 applicants had not logged in and answered the three local connection questions

Total number of applicants still hibernated: 1196

Of which have provided an email address: 804

Of which have not provided an email address: 392

Of which have placed a bid since 1st January 2015: 142 of which 72 have identified vulnerability on their Common Housing Register application.

These applicants were removed from the Common Housing Register on 23rd October 2015 for failing to re-register.

- 3.10 All 1196 Applicants were written to and advised that they have been removed and provided with a form asking the three questions and a pre-paid envelope to provide their response. The internal process we have implemented is any applicant that contacts the Housing Service within a 60 day period will have their application automatically reinstated providing they provide a response to the three Local Connection questions.
- 3.11 Prior to the removal process the Housing Service made additional attempts to contact the 90 households who had placed bids at some point this year and had a vulnerability identified on their application form. These additional attempts included calling them directly or raising awareness/seeking support from their identified support network
- 3.12 As of the 11th November 2015, 145 applicants have returned the form requesting that their application is reinstated.

4. Homeless Households

- 4.1 Following the input of OSMC in the latter part of last year, the Allocations Policy was amended in relation to homeless households as follows:

Applicants to whom a full housing duty has been accepted and who are placed in temporary accommodation will have their CHR application deferred to allow the Housing Service time to identify any ongoing support needs and to confirm that the applicant is able to effectively manage and sustain a tenancy prior to being offered settled accommodation. The usual period of time that an application will initially be deferred for is four months, however the Housing Service have the discretion to reduce this period of time in exceptional circumstance. Any decision to reduce or increase the deferral period will be assessed by a panel of two Housing Managers.

- 4.2 This amendment was not introduced retrospectively but will apply to all applicants accepted as homeless from 1st October 2015.
- 4.3 Housing Options staff have been making applicants aware of this at the point they have made a homelessness application and to date we have not received any adverse responses to this implementation.

5. Foster Carers and Social Mobility

- 5.1 A mechanism has been built into the "Locata" Database for us to implement the remaining key changes to the Housing Allocations Policy. As applicants apply to the Common Housing Register or notify us of a change of circumstances we will

determine if the foster carers or social mobility provision applies and assess their application accordingly.

6. Conclusion

- 6.1 The implementation of the amendments has now been concluded, this was done with minimal disruption to the Service User and appears to have been well accepted.
- 6.2 In consequence of the re-registration process the overall number of households registered on the Housing Register has decreased.

	Live Applicants	Qualifying	Non Qualifying
Pre Re-registration	2966	1157 (39%)	1807
Post Re-registration (As of 11.11.15)	1936	744 (38.4%)	1192

It was expected that the overall number of applications would reduce in consequence of applicants failing to respond to the review request. The Overall % of Qualifying applicants has however not changed significantly and this confirms the position that we did not anticipate a high number of applicants would be affected by the amendment to the Local Connection Criteria.

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Title of Report:	Scrutiny Recommendations Update Report
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	1 December 2015

Purpose of Report: To inform the Commission of the progress of scrutiny recommendations approved by the Commission during the previous year.

Recommended Action: To note the information.

Overview and Scrutiny Management Commission Chairman	
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Executive Report

1. Introduction

- 1.1 The purpose of this report is to inform the Commission of the progress of scrutiny recommendations approved by the Commission.
- 1.2 Since December 2014, the Commission has approved 60 recommendations for submission through the Executive cycle – specifically related to the Severe Weather Review. To date 60 have been adopted by the Executive.
- 1.3 21 recommendations remain outstanding and of these some refer to reviews completed in 2013. However, progress is being made and this has been reflected in Appendix A.
- 1.4 The following topics have been concluded by the Commission and monitoring activity complete:
 - (1) Children’s Services Governance Arrangements: Due to the ongoing work within the service it was considered that the Commission should monitor the Action Plan produced in response to the recent OFSTED Inspection.
 - (2) Fairer Contributions Policy: A task and finish group was established to amend the policy in response to the Care Act 2015. The amendments have been fully introduced.

2. Recommendations

- 2.1 It is recommended that Members of the Commission note the update and consider any further action as appropriate.

Appendices

Appendix A – Scrutiny Recommendations Update

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Severe Weather (OSMC/14/153)	Reccomendations approved by the Executive in December 2014 following a review into the effects of severe weather that affected West Berkshire during the winter of 2013/2014 and the response provided by the Council	Carolyn Richardson	30/09/15	18/12/14	Updated provided through Agenda Item 11 of the meeting held 1 December 2015	
UTILISATION OF SHAW HOUSE (OSMC/12/144)	The target for the number of heritage visitors each year should be increased to at least 5,000 from 2016/17. Targets for the years prior to this should also be increased commensurately	Steve Broughton	20/05/14	04/09/14	The Business Plan is being revised accordingly; the new target is in place	on track
UTILISATION OF SHAW HOUSE (OSMC/12/144)	Volunteers should be recruited to assist with the running of the House, for example with school parties, the provision of information to heritage visitors and the maintenance of the garden	Steve Broughton	20/05/14	04/09/14	Vodafone staff volunteers and Community Payback Volunteers undertake work in the gardens and The business plan incorporates an increased use of volunteers. The next volunteer recruitment event will be in March 2016	on track
UTILISATION OF SHAW HOUSE (OSMC/12/144)	The development of the garden should be given a high priority and the garden maintenance budget should be increased to reflect its larger size	Steve Broughton	20/05/14	04/09/14	Work to complete the construction of the main car park is due to commence on 19 th October together with the return of the temporary car park to the south of the house back to garden which will significantly improve the historic landscape. Further improvements will require funding applications to grant giving bodies. A conservation plan for the gardens is being developed in 2016 with the support of Historic England. This will include an external funding plan to identify sources of grants. Maintenance of the gardens in their current form is ongoing and visual improvements are already evident. There is no budget to increase the Grounds Maintenance provision.	on track
UTILISATION OF SHAW HOUSE (OSMC/12/144)	Steps should be taken to overcome the acknowledged obstacles to the use of the House by television and film production companies. The use of the House as a media production set should then be marketed.	Steve Broughton	20/05/14	04/09/14	A Marketing Strategy is now in place as a key element in the Business Plan.	on track
UTILISATION OF SHAW HOUSE (OSMC/12/144)	Serious consideration should be given to the outsourcing of the marketing of events in the House	Steve Broughton	20/05/14	04/09/14	A Marketing Strategy is now in place as a key element in the Business Plan. A marketing officer has been appointed	On track
UTILISATION OF SHAW HOUSE (OSMC/12/144)	Negotiation should be undertaken with English Heritage to secure the maximum flexibility for the Council's operation of the House, in order to increase its usage and utility	Steve Broughton	20/05/14	04/09/14	We have regular and positive dialogue with Historic England. The Business Plan proposes various developments to the business which is all in keeping with the Council's responsibilities as custodian of a Grade I Listed building of significant importance to the national heritage.	On track

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Adult Social Care Eligibility Criteria (OSMC/12/143)	(2) The Head of Adult Social care should ensure, through annual review, that in its operation of the Fair Access to Care Services Policy the Council continues to comply with its statutory duties. In addition to any required policy changes, the reviews should incorporate an assessment of equality impact.	Tandra Forster	10/12/13	13/02/14	The Care Act (2014) has introduced a new eligibility framework which all Councils will have to implement from 1 April 2015. Work is already underway to ensure we can make the necessary changes, an EIA will be completed as part of the project work.	on track
Adult Social Care Eligibility Criteria (OSMC/12/143)	(7) The Head of Adult Social Care should ensure that all staff undertaking social care assessments understand the need to keep those undergoing the process fully appraised of progress. This should ensure that expectations are managed and that dissatisfaction is resultantly kept to a minimum.	Tandra Forster	10/12/13	13/02/14	The Multifunctional Assessment/ Review Document (MARD) has been reviewed in light of the recommendations and a full training programme implemented for social care staff. Guidance on the involvement of service users and those that care for them is an integral part of the guidance issued to all staff. This is subject to ongoing review e.g work undertaken as oart of implementing the Care Act.	On track
Adult Social Care Eligibility Criteria (OSMC/12/143)	(9) The Head of Adult Social Care should undertake further work to test the perception of some stakeholders that some groups, regardless of the level at which the eligibility criteria are set, are being disadvantaged. Should a disproportionate adverse effects be determined to be present then measures should be introduced to mitigate them.	Tandra Forster	10/12/13	13/02/14	See point 2	on track
Adult Social Care Eligibility Criteria (OSMC/12/143)	(10) The Head of Adult Social Care should review and then re-issue the guidance to staff about the necessity to ensure a holistic assessment is carried out in line with the 'Cross team working protocol'.	Tandra Forster	10/12/13	13/02/14	Adult Social Care is currently undergoing a change programme. A New Way of Delivering Adult Social Care', which will change the service structure. Guidance will be revised and reissued once this work has been completed. In the interim core principles of cross team working will be re-issued to staff.	On track
Adult Social Care Eligibility Criteria (OSMC/12/143)	(11) The Head of Adult Social Care should give consideration to the introduction of measures to meet the needs of carers	Tandra Forster	10/12/13	13/02/14	The Care Act (2014) has introduced a new duty to complete carers assessments and flexibility about how their needs can be met. A carers project has been established which will ensure we are well placed for implementation from 1 April 2015.	On track
Adult Social Care Eligibility Criteria (OSMC/12/143)	(12) The Head of Adult Social Care should strengthen the links between their service and GPs to ensure that the unique and trusted status of GPs is used to identify an early need for social care or the provision of support for carers.	Tandra Forster	10/12/13	13/02/14	The Carers Strategy Group includes GP as one of its key members ensuring involvement in strategy development and future policy in relation to carers. A Joint Commissioning Group has been established with the CCG, this is a major workstream. The CCG has completed a specific piece of work aimed at early identification of carers and making them aware of the services and support that is available.	On track

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Domestic Abuse	(1) The Portfolio Holder responsible for Safer Communities should take steps to secure the attendance at the West Berkshire Domestic Abuse Forum representatives from schools and General Practitioners, to ensure that all appropriate agencies are represented.	Philip Littlechild	30/10/12	14/02/13	- Appropriate education representation discussed at Domestic Abuse Forum in February and Domestic Abuse Reduction Coordinator to draft letter for Forum Chair - A GP attended the February meeting of the DA Forum and will be discussing future attendance with CCG colleagues. Education rep identified to attend Forum and also newly established Domestic Abuse Strategic Forum. GP attendance has not continued and this has been raised with Portfolio Holder. Ian Pearson WBDC Education has nominated Cathy Burnham to attend future meetings of the DA Strategy Group & DA Forum. Dr Barrie (CCG) attended one meeting of the DA forum but no GP rep has attended since 2013. Update 07/2015: DA Forum has been reviewed and revised, a terms of reference developed and a refreshed membership list agreed. At this stage GP representation is not required as we have developed alternative links to the CCG as a whole. The GP Referral scheme will ensure that GP's are aware of and able to respond to domestic abuse. Nikki Davies the schools health and well-being coordinator represents schools at both the Forum and Strategy meetings. Domestic Abuse awareness raising has been carried out in a number of schools in West Berkshire	On Track
Domestic Abuse	(2) The Portfolio Holder responsible for Children and Young People should secure the necessary funding to make permanent the Domestic Abuse Response Team in order to ensure that its effective work continues.	Head of Children's Services	30/10/12	14/02/13	No planned changes to funding for 2013/14 Update 07/2015: Will need comment from Mac Heath.	On Track
Domestic Abuse	(3) The Portfolio Holder responsible for Children and Young People should consider increasing the resources available to the Domestic Abuse Response Team in order to improve its resilience.	Head of Children's Services	30/10/12	14/02/13	Opportunities to increase resources available to DART through increased partnership activity being explored 07/2015: Will need comment from Mac Heath	On Track

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Domestic Abuse	(4) The Portfolio Holder responsible for Safer Communities should take steps to ensure that the incoming Police and Crime Commissioner (PCC) fully understands the value of the West Berkshire Independent Domestic Violence Adviser. The desired outcome would be for funding, which will move from the Home Office to the PCC's control, to be maintained at existing levels.	Susan Powell	30/10/12	14/02/13	- Briefing Document on Domestic Abuse, including the value of the IDVA, sent to Police and Crime Commissioner. - Response to draft Police and Crime Plan submitted on behalf of Safer Communities Partnership. - Police and Crime Commissioner to announce funding allocations at end of March 2013. PCC Funding in 2013/14 was maintained at previous level. DA Coordinator has submitted 2014/15 application to Home Office. PCC to announce future funding, including funding for Domestic Abuse, after consultation with all Community Safety Partnerships. Update 07/2015: IDVA funding secured for 2015/16	On Track
Domestic Abuse	(5) In the event that the desired outcome at recommendation (4) cannot be achieved, the Council would need to review the implications of this decision.	(For future consideration dependent on rec	30/10/12	14/02/13	Pending Recommendation 4	On track
Domestic Abuse	(6) The Portfolio Holder responsible for Housing should make available funding to reduce the gap for Independent Domestic Violence Advisers in the district from the current 0.8 Full Time Equivalent (FTE) to the 2.5 FTE recommended by the charity Co-ordinated Action Against Domestic Abuse (CAADA).	June Graves	30/10/12	14/02/13	- Review of service provided by A2 Dominion, including provision of an Independent Domestic Violence Adviser, to be reviewed. Review to be completed by September 2013 - Review Framework to be scoped in June 2013. Contracts & Commissioning review submitted to CSP strategy Group in May 2014. Recommendation to increase IDVA post from 0.8 to 1.0 FTE. Not clear where this funding will come from Update 07/2015: IDVA post has been increased to 1.0 from 2015 to 2016	On Track
Domestic Abuse	(14) The Portfolio Holder for Housing should write to the Home Secretary requesting that she give consideration to the establishment of a national system for refuge provision, in order to ensure that there is an appropriate number and mix of accommodation type available.	June Graves	30/10/12	14/02/13	Analysis described under Recommendation 15 will need to be completed before a letter can be written. Dont Understand why ?? Cant we now write the letter and CLOSE	

	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Update	Expected/ completion date
Domestic Abuse	(15) In order that professionals working with domestic abuse are able to understand the composite picture and manage resources accordingly, in conjunction with A2Dominion the Portfolio Holder for Housing should establish a mechanism to capture data on the total number of referrals being made to refuges, whether within the district or elsewhere. After six months of data collection, an assessment should be made as to the appropriateness of both the number and type of refuge accommodate provided.	June Graves	30/10/12	14/02/13	Analysis of existing data to be undertaken to understand demand and comparison with other Local Authorities with similar population profile to be undertaken by December 2013. Contract & Commissioning Review presented to CSP stratgey Group in May 2014. There is still no reliable national refuge data. WBDAS have begun to record requests for refuge but this does not capture all referring agencies. It is felt that this data is not able to be collated at this time.... No recommendation made to enhance refuge provision. WBDAS has refurbished existing property and intends to replace existing 4 bed accommodation with 4 bed refuge that can also take dependent children. Update 07/2015: Deferred to Karen Felgate for comment.	

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