



TRAFFORD COUNCIL

AGENDA PAPERS FOR SCRUTINY COMMITTEE

Date: Wednesday, 12 July 2023

Time: 6.30 p.m.

Place: Committee Rooms 2 & 3, Trafford Town Hall, Talbot Road, Stretford
M32 0TH

A G E N D A	PART I	Pages
1. ATTENDANCES		
To note attendances, including Officers, and any apologies for absence.		
2. MEMBERSHIP OF THE COMMITTEE 2023/24		1 - 2
To note the Membership of the Committee for the 2023/24 Municipal Year including the appointment of Chair and Vice Chair.		
3. COMMITTEE TERMS OF REFERENCE 2023/24		3 - 6
To note the Terms of Reference of the Committee for the 2023/24 Municipal Year.		
4. MINUTES		7 - 16
To receive and, if so determined, to agree as a correct record the Minutes of the meeting held on 8 March 2023.		
5. DECLARATIONS OF INTEREST		
Members to give notice of any interest and the nature of that interest relating to any item on the agenda in accordance with the adopted Code of Conduct.		
6. QUESTIONS FROM THE PUBLIC		
A maximum of 15 minutes will be allocated to public questions submitted in writing to Democratic Services (democratic.services@trafford.gov.uk) by 4		

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p.m. on the working day prior to the meeting. Questions must be relevant to items appearing on the agenda and will be submitted in the order in which they were received.

7. **AMEY 7 YEAR REVIEW** 17 - 44

To consider the attached presentation.

8. **LEADER OF THE COUNCIL'S PRIORITIES FOR 2023/24** Verbal Report

To consider a verbal report from the Leader of the Council.

9. **COMMITTEE WORK PROGRAMME 2023/24** 45 - 56

To consider items for the 2023/24 work programme.

10. **URGENT BUSINESS (IF ANY)**

Any other item or items which, by reason of special circumstances (to be specified), the Chair of the meeting is of the opinion should be considered at this meeting as a matter of urgency.

11. **EXCLUSION RESOLUTION (REMAINING ITEMS)**

Motion (Which may be amended as Members think fit):

That the public be excluded from this meeting during consideration of the remaining items on the agenda, because of the likelihood of disclosure of "exempt information" which falls within one or more descriptive category or categories of the Local Government Act 1972, Schedule 12A, as amended by The Local Government (Access to Information) (Variation) Order 2006, and specified on the agenda item or report relating to each such item respectively.

SARA TODD

Chief Executive

Membership of the Committee

Councillors D. Acton (Chair), J. Holden (Vice-Chair), J.M. Axford, G. Carter, G. Coggins, W. Frass, D. Jarman, W. Jones, M.J. Taylor, L. Walsh, B.G. Winstanley, D. Butt (ex-Officio) and D. Western (ex-Officio).

Further Information

For help, advice and information about this meeting please contact:

Alexander Murray, Governance Officer,
Tel: 0161 912 4250
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This agenda was issued on **Tuesday, 6 July 2023** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH.

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TRAFFORD COUNCIL

MEMBERSHIP OF COMMITTEES 2023/24

Notes on Membership:

(1) The Scrutiny Committee shall have a membership of 11, or, where this does not achieve the political balance required under the Local Government and Housing Act 1989, whatever figure is necessary to reflect the proportional representation of political groups.

(2) The Scrutiny Committee shall be chaired by a Councillor who is a member of the largest political group on the Council. The person appointed as Vice-Chair shall not be a member of the same political group as the person appointed as Chair.

(3) The Chairs of both the Health Scrutiny Committee and the Children and Young People’s Scrutiny Committee shall be appointed as ex-officio Members of the Scrutiny Committee.

COMMITTEE	NO. OF MEMBERS			
<p>SCRUTINY COMMITTEE</p>	<p>11</p> <p>(plus the Chair of Health Scrutiny Committee and the Chair of Children and Young People’s Scrutiny Committee as ex-officio Non-Voting Members)</p>			
LABOUR GROUP	CONSERVATIVE GROUP	LIBERAL DEMOCRATS GROUP	GREEN PARTY GROUP	
<p>Councillors:</p> <p>David Acton CH</p> <p>Jill Axford</p> <p>Ged Carter</p> <p>David Jarman</p> <p>Will Jones</p> <p>Laurence Walsh</p> <p>Barry Winstanley</p>	<p>Councillors:</p> <p>John Holden V-CH</p> <p>Michael Taylor</p>	<p>Councillors:</p> <p>Will Frass</p>	<p>Councillors:</p> <p>Geraldine Coggins</p>	
TOTAL	7	2	1	1

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SCRUTINY COMMITTEE

Terms of Reference

1. To act as the Council's Overview and Scrutiny Committee and Crime and Disorder Committee for the purposes of all relevant legislation including, but not limited to, the Local Government Act 2000 (as amended), and Police and Justice Act 2006.

General Role

2. Subject to statutory provision, to review and scrutinise decisions made or actions taken in connection with the discharge by the Council of its functions and by relevant partner authorities.
3. In relation to the above functions:
 - a) to make reports and/or recommendations to the full Council, Executive of the Council, any joint committee or any relevant partner authority as appropriate
 - b) to consider any matter affecting the area or its inhabitants
4. In relation to any function within the remit of this Committee:-
 - a) as set out in (b) below to exercise the power to call in, for reconsideration, executive decisions made but not yet implemented set out in Section 21(3) of the Local Government Act 2000.
 - b) The call-in of an executive decision is to be exercised as follows:-
 - i) the decision must not have been designated as urgent by the decision taker
 - ii) the request to call in a decision must be made within 5 working days of the decision being published
 - iii) any 3 members of an overview and scrutiny committee or select committee can ask the Chair of this Committee or, in his/her absence, the Vice-Chair to call in an executive decision
 - iv) in deciding whether or not to approve the request to call in a decision, the Chair or Vice-Chair may consult the Vice-Chair and the chairs of the Select Committees as appropriate
 - v) if the Chair, or Vice-Chair as appropriate, approve the call in of a decision the request to call in the decision must be made to the Chief Executive within the timescale set out in (ii) above

- vi) the Chair may decide, after consulting as appropriate, to call in a decision whether or not a request under (iii) has been received.
5. To put in place and maintain a system to ensure that referrals from overview and scrutiny to the Executive, either by way of report or for reconsideration, are managed efficiently and do not exceed the limits set out in the Constitution.
 6. At the request of the Executive, to make decisions about the priority of referrals made in the event of reports to the Executive exceeding limits in the Constitution, or if the volume of such reports creates difficulty for the management of executive business or jeopardises the efficient running of Council business.
 7. To report annually to full Council on its workings, set out their plans for future work programmes and amended working methods if appropriate.

Specific functions

8. Maintain a strategic overview of progress towards the achievement of the ambitions and priorities within Trafford's Sustainable Community Strategy.
9. Identify the Committee's strategic priorities and determine the Overview and Scrutiny work programme to facilitate constructive evidence based critical-friend challenge to policy makers and service providers within the resources available.
10. Assist and advise the Council in the continued development of the Overview and Scrutiny function within Trafford.
11. Receive, consider and action as appropriate requests:
 - a) from the Executive in relation to particular issues; and
 - b) on any matters properly referred to the Committee
12. Identify areas requiring in-depth review and allocate these to an appropriate Topic Group. The Committee in consultation with the leader of the relevant Topic Group will set the terms of reference, scope and time frame for the review by the Topic Group.
13. In relation to the terms of reference of the Committee it may:
 - a) assist the Council and the Executive in the development of its budget and policy framework by in-depth analysis of policy issues;
 - b) review and scrutinise the decisions made by and performance of the Executive and/or committees and Council officers both in relation to individual decisions and over time;
 - c) review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas;

- d) review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the overview and scrutiny committee and local people about their activities and performance;
- e) conduct research, community and other consultation as it deems appropriate in the analysis of policy issues and possible options;
- f) question and gather evidence from any other person with their consent.
- g) consider and implement mechanisms to encourage and enhance community participation in the development of policy options;
- h) question members of the Executive and/or committees, senior officers of the Council and representatives of relevant partner authorities on relevant issues and proposals affecting the area and about decisions and performance;
- i) liaise with other external organisations operating in the area, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working; and
- j) undertake any other activity that assists the Committee in carrying out its functions.

Delegation

14. The Scrutiny Committee shall have all delegated power to exercise the power and duties assigned to them in their terms of reference.

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SCRUTINY COMMITTEE

8 MARCH 2023

PRESENT

Councillor D. Acton (in the Chair).

Councillors D. Butt (Vice-Chair), J.M. Axford, G. Carter, G. Coggins, W. Frass, K. Procter, L. Walsh, B.G. Winstanley, S. Zhi and M.P. Whetton (ex-Officio)

In attendance

Councillor Ross	Leader of the Council
Councillor Adshead	Executive Member for Environmental Services
Sara Saleh	Corporate Director of Strategy and Resources
Richard Roe	Corporate Director of Place
Adrian Fisher	Director of Growth and Regulatory Services
Simon Davis	Head of Customer Service, Libraries and Culture
John Addison	Statutory Scrutiny Officer
Alexander Murray	Governance Officer

APOLOGIES

Apologies for absence were received from Councillors R. Thompson and D. Western.

33. MINUTES

RESOLVED: That the minutes of the meeting held 11 January 2023 be agreed as an accurate record and signed by the Chair.

34. DECLARATIONS OF INTEREST

No declarations were made.

35. QUESTIONS FROM THE PUBLIC

No questions were received.

36. INVESTMENT MANAGEMENT STRATEGY

The Leader introduced the report that was circulated as part of the agenda. The Committee were asked to note that it was a concise report which accompanied the latest version of the strategy. The strategy gave a facility for up to £500M but informed the Committee that the Council was currently investing £330M so had a large amount of available capital to invest. The strategy had delivered over £4M in returns during the year despite it coming under projections by £2M.

Councillor Procter welcomed the impact of the strategy and asked whether there was a greater level of due diligence on developments outside of Trafford and GM. The Leader welcomed the question and handed over to the Corporate Director of place to provide an answer. The Corporate Director of Place asked Members to

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note that the Strategy had changed over the years to have a focus upon local investments and the focus of the due diligence was upon mitigating risks to the Council. The Council no longer looked at investments outside of GM and attempted to invest as much within Trafford as possible. The Corporate Director of Place assured the Committee that extensive due diligence was carried out prior to any investment wherever it was situated.

Councillor Winstanley asked about the risk reserve, which was being used to meet the shortfall this year, and what level of risk reserve would be of concern. The Leader responded to Councillor Winstanley that the Council had been conservative in their approach since the fund had been created and had built up a large risk reserve and the amount during the year was not a cause for concern. The Corporate Director of Place added that the risk reserve was different to other reserves as it linked directly to investments, so it was easier to calculate the risk and level of reserve needed. The Committee were informed that the Council continuously reviewed the risk of the investments and the Corporate Director explained how funds were allocated to the reserve to ensure risk to the Council was minimal.

Councillor Carter asked how the Council increased the level of property development. In response to Councillor Carter the Leader explained the way that the Council identified and invested in opportunities and that the Council took a low-risk approach to investment.

Councillor Carter asked whether Trafford could be benchmarked against other authorities. The Leader responded that the Council was not benchmarked against other authorities although he would be interested in doing so, especially against authorities who had gotten into financial difficulty due to investments to avoid the same pitfalls. The Corporate Director added that due to the changes to the rules of how Councils were able to invest it was difficult to benchmark with other authorities as many had investments which were no longer permissible.

Councillor Carter asked whether the Council were able to invest in projects to help with the climate change priorities. In response to Councillor Carter the Leader stated that the Council did look for investments that would help meet the Council's climate change priorities and that the reports on potential investments did provide information on the environmental impacts of the development. The Corporate Director of Place added that the Council looked for opportunities but had to compete with other investors, could not undercut the market, and had to invest within the investment strategies parameters regarding risk and rates of return. The Committee were asked to note that the Investment Management Board did not get involved with projects until after planning permission for a development had been granted to avoid conflicts of interest. This limited the influence the Council could have upon developments, but they did try to encourage developers to maximise their green efforts.

Councillor Coggins recommended CIPFA training to get an understanding of the investments made by Council's. The training provided tools for comparing your Council's investments with what the Councils who had struggled had done. Councillor Coggins noted the success of the investment programme but stated

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that she felt that Councils should not have to do this type of work to generate revenue.

The Leader agreed with the points raised by Councillor Coggins and noted that the authorities that had gone bust had a lack of challenge and he assured the Committee that was not the case in Trafford. The Leader agreed that the Council should not have to do this to bring in income but that it was delivering a large amount of regeneration into the area and he hoped that would continue.

Councillor Walsh asked whether the Council ever looked to providers other than CBRE for advice. The Corporate Director of Place responded that the Council were currently going through a tender process for an investment advisor.

Councillor Walsh asked whether social value was considered as part of the investments. The Corporate Director of Place responded to Councillor Walsh that social value was taken into consideration, especially in terms of the wider impact of potential regeneration in the area.

Councillor Walsh asked whether Stockport had a similar approach to Trafford. The Corporate Director of Place Responded that Stockport had a different structure of how they managed their investments so while they carried out similar investment activity it fell within their main budget rather than a separate structure.

Councillor Butt asked whether there was a risk register for the strategy. In response to Councillor Butt the Corporate Director of place informed the Committee that the investment management fund was captured on the strategic risk register and there was a risk assessment for each development. As the information within those risk assessments was commercially sensitive it had not been shared as part of the report.

The Chair welcomed the report and noted how well it was written. Due to the size of the investment fund the Chair felt that the Committee should receive regular updates on how it was performing. The Corporate Director of Place responded that regular reports were made to the Accounts and Audit Committee, which could be shared with Committee Members, and that Members always had opportunity to scrutinise the strategy during the budget scrutiny process each year. The Corporate Director of Place Expressed that he would like to provide some reports to the Committee which focused upon the outputs of the strategy. The Corporate Director of Place noted the Chair's comments regarding the quality of the report and informed the Committee that was due to the work of the Council's Finance Manager. The Leader added that he was happy to bring further reports to Scrutiny and that he welcomed the challenge they provided.

RESOLVED: That the report be noted.

37. CORPORATE PLAN DELIVERY

The Leader introduced the report on the corporate plan and informed the Committee how the plan was monitored by the Executive with fifty-seven indicators tracked across all services. Of those fifty-seven indicators twenty-three

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were annual indicators, seven were red, eight were amber, and seventeen were green. The Leader picked out three examples (one red, one amber, and one green) to demonstrate the level of detail the level of detail the Executive were provided with and the actions the Executive took.

Following the introduction Councillor Axford noted that the level of depression which had increased which was a worrying trend. Councillor Axford commented that when looking at smoking cessation cannabis use needed to be included as she was aware of many instances of it being smoked in public spaces. The Leader agreed that cannabis should be included and he had also noticed a number of instances of cannabis smoking across the borough.

Councillor Axford asked for information about uptake of the Your Home Better programme. The Leader responded that he would have to take that away and provide the figures outside of the meeting.

Councillor Axford asked a final question of what was being done to support people in libraries. The Head of Customer Service, Libraries and Culture responded to Councillor Axford that the library support was around the digital offer and helping people to access digital services safely.

Councillor Frass asked about clean air monitoring, where it lay in the plan, and what was being done. The Leader responded that the measures were kept with the climate crisis section of the report

Councillor Carter noted the issues around active transport and the lack of progress in this area. The Leader recognised that the Council had to pick up the pace in this area and assured the Committee that both he and the Executive Member for Climate Change and Transport Strategy had been meeting with the Council's partners to look at ways to speed up delivery of active transport across the borough. Stated that would attend the Committee again in 12 months' time and hoped that he would be able to inform the Committee of a large amount that had been achieved in those 12 months.

Councillor Winstanley asked about the vaping strategy and what could be done to reduce the levels. The Leader responded that this was in the early stages and work had to be done with those who were using the vapes.

Councillor Winstanley welcomed the refresh of the domestic abuse policy and asked for more details on what the refresh entailed. The Corporate Director of Strategy and Resources responded that she would speak with the Executive Member for Culture, Leisure, and Strategic Partnerships about bringing an update on the domestic abuse strategy refresh to scrutiny.

Councillor Walsh admitted to the Committee that he was not aware of the Trafford data lab prior to receiving the report and how useful the information was that he found there. Councillor Walsh felt that that the Council should do more to advertise the data lab. Councillor Carter asked that it be recommended that the Trafford Data lab be covered within the Councillor Induction and it was agreed by the Committee.

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The Chair noted that there were many positives within the report and felt that all Councillors should be made aware when the reports were available to view.

RESOLVED:

- 1) That the report be noted by the Committee.
- 2) That figures on the uptake of Your Home Better programme to be provided to Members outside of the meeting.
- 3) That an update on the domestic abuse strategy refresh be brought to Scrutiny.
- 4) That the Committee recommend that the Trafford Data Lab be covered within the Councillor induction.

38. ACCESSIBILITY OF COUNCIL SERVICES

The Corporate Director of Strategy and Resources introduced the report and apologised for the delay in bringing the report to the Committee, as it had originally been scheduled for the January meeting. The Committee were asked to note that the report did not include contacts for Amey as those went through a separate service.

The Head of Customer Service, Libraries, and Culture spoke of the various ways people could contact the Contact Centre, which supported 17 areas across the Council. The Report also listed the services which were not taken within the Contact Centre. The slide on performance provided an overview and compared pre, during, and post covid pandemic figures. The Committee were asked to note the large reduction of phone calls in 2019, which was in large part down to the Council not chasing for council tax. The volumes of calls had not reached the same levels as pre-pandemic, but the length of calls had increased by 10%. There were a number of contacts that the service could not help with, but they could signpost residents to the correct contact. In total the service received roughly 7000 emails per year.

The Head of Customer Service, Libraries and Culture informed the Committee of the work that the service did to support vulnerable residents. The Committee were asked to note that while Amey contacts were separate the One Trafford CRM sat with the Council and they were able to see the volumes of contacts through self-service and One Trafford portals. The Head of Customer Service, Libraries and Culture concluded the overview by informing the Committee that the Council were currently going through a procurement exercise for a new CRM system.

Following the Overview Councillor Walsh noted that the CRM was frustrating to use and that the new system would not be ready until 2024. The Councillor then asked if there were any quick fixes that could be implemented to improve the current CRM before the new one came online. The Head of Customer Service, Libraries and Culture responded that it was unfortunately not possible to make any further adjustments to the CRM as it was passed its support period.

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Councillor Procter noted that many of the calls that came through the Contact Centre were for other departments. Councillor Procter asked whether there was an issue around the information available to the public and whether there was a way people could be directed to the correct service directly. The Head of Customer Service, Libraries and Culture assured the Committee that the service was aware of the issue and there were possible solutions, but it required further work with teams across the council to implement them successfully. The Corporate Director of Strategy and Resources added that it was a priority to deal with this issue and that the new CRM along with an upgrade of the telephony system would go a long way to addressing the current problems.

Councillor Winstanley noted the call answering levels and asked what the targets were. The Head of Customer Service, Libraries and Culture responded that the goal was to answer 95% of all calls and for 70% of all calls to be answered within 30 seconds, which the Council was not achieving. The Committee were informed that small changes delivered a large impact and currently there were not enough members of staff available to be able to answer the volume of calls received, which lead to further problems.

Councillor Winstanley noted the issues and asked what Councillors could say to residents who contacted them who were unable to get through to the Council. The Corporate Director of Strategy and Resources drew the Committees attention to the increased length of calls which reflected the increased complexity of the contacts the team were having. While the service recognised the issues around calls not being answered they were committed to providing quality support to those who did get through to the service. The Corporate Director of Strategy and Resources assured the Committee that solutions were being sought and that the CRM and telephony service upgrades would improve residents' experience. Councillor Winstanley noted that the options Councillors could tell residents were to either contact their ward Councillor, to use the Council's online portal, or to keep trying the Contact Centre.

Councillor Carter asked whether the automated response to pothole queries could be adjusted. The Executive Member for Environmental Services responded that the system was outdated and that he was not sure how much could be changed but he would take it up with the Corporate Director of Place to see what was possible.

Councillor Frass noted that licensing was not listed within the numbers and asked whether it was included within any of the figures. The Head of Customer Service, Libraries and Culture answered that it was not captured within the data apart from when someone rang the Contact Centre asking them to connect them to licensing.

Councillor Frass shared an email from a resident expressing their dismay in trying to contact a team within the Council. The Corporate Director of Strategy and Resource asked Councillor Frass to forward on that email and she would ensure it was addressed.

Councillor Axford asked whether webchat could be used by the Council. In response the Corporate Director of Strategy and Resource informed the

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Committee that the Council was looking to add that feature as part of the update of the Council's systems.

The Chair asked whether the Welfare Rights team were coping. The Corporate Director of Strategy and Resource responded that the number of calls had increased from just over 60 to over 100 and she would get back to the Committee with the number of staff within the team.

Councillor Butt asked how many of the team worked from home and whether it impacted their performance. The Head of Customer Service, Libraries and Culture answered that 75% of the team were in office and the other 25% worked from home. All members of the team had access to the same equipment when at home as when in the office and so it did not impact their efficiency.

The Chair thanked the officers for the update and for attending the meeting.

RESOLVED:

- 1) That the update be noted.
- 2) That Councillor Frass share the email from a resident with the Corporate Director of Strategy and Resources
- 3) That the Corporate Director of Strategy and Resources provide the Committee with the number of staff within the welfare rights team.

39. GYPSY, ROMA, AND TRAVELLER VISITS

The Chair stated that the report had gone to the Executive and had been well received and informed the Committee of the excellent feedback received from the Executive about the work of the Task and finish group.

Councillor Adshead gave a brief introduction to the report and spoke about how the developments had come about. The report identified a site for a temporary stopping site and noted that the new local plan would put forward some longer-term options.

The Director of Growth and Regulatory Services added that the Council had looked at several sites in Trafford, which was restricted due to the nature of the borough. Following the proposal of Boyer Street, the Council had begun consultation with local businesses, residents, and several groups who represented Gypsy, Roma, and Traveller communities; there was not a GM Gypsy, Roma, and Traveller group so the Council had liaised with groups and charities from further afield. The consultation had recently closed and received roughly 400 responses and officers were starting to interrogate the data. Within the executive report it did delegate decision making to officers with close working with the Executive Member and taking the views of the Committee onboard.

Councillor Axford noted that Gypsy, Roma, and Travellers usually went to rural areas and asked how they would be informed of the site. The Director of Growth and Regulatory Services responded to Councillor Axford that if the site was

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deemed to be acceptable then the Council would look at how to approach informing Gypsy, Roma, and Traveller groups of the site. Part of that would be when Gypsy, Roma, and Traveller visitors would be directed to the site when moved on from other areas of the borough.

Councillor Axford asked about suitability of the site around safety and access to water. The Director of Growth and Regulatory Services answered that the Council was aware of the issues with the site and were considering possible solutions.

Councillor Axford asked what the maximum level of stay would be and whether it was 28 days. The Director of Growth and Regulatory Services responded that the maximum length of stay was 28 days and that the council would look at what would happen after that following feedback from the consultation.

Councillor Axford asked whether the charity Friends, Families, and Travellers were being consulted with and the Director of Growth and Regulatory Services confirmed that they were.

Councillor Carter asked whether the site had capacity to cope with the level of Gypsy, Roma, and Traveller groups who came to the area. The Director of Growth and Regulatory Services responded that it was suitable for most visits that were seen around Trafford.

Councillor Carter noted that the site was next to the old police station and asked whether it was possible to provide water to the site from there. The Director of Growth and Regulatory Services responded that he would take it back and look into the possibility.

Councillor Butt noted that the costs of the site would be on the residents who paid council tax and asked whether they would have chance to have input to the consultation. The Director of Growth and Regulatory Services assured Councillor Butt and the Committee that residents, local businesses and the Gypsy, Roma, and Traveller communities would be consulted with. The Committee were informed that the visits already caused costs to the Council and the hope of the site was that it would cover the costs and possibly offer a saving.

The Executive Member for Environmental Services added that the current visits caused a large amount of inconvenience for residents and this site would reduce the impacts upon local communities.

The Chair welcomed the progress that had been made and asked for the results of the consultation to be shared with the Committee.

RESOLVED:

- 1) That the report be noted.
- 2) That The Director of Growth and Regulatory Services look at the possibility of accessing water for the Boyer site from the old police station.

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- 3) That the results of the consultation be shared with the Committee.

40. ITEMS FOR CONSIDERATION 2023/24

The Chair asked all Committee Members to put forward suggestions for items to be considered as part of the next municipal years work programme.

Councillor Winstanley suggested that further work be done around access to services following on from what had been heard at the meeting with additional data from the One Stop Resource Centre to be added in any future report. Councillor Carter asked for it to be broadened to include Amey responses.

Councillor Frass asked if the committee could look at action taken around damp and mould as councils had been asked to ensure that the housing providers were taking adequate action by the government. The Chair supported the addition of damp and mould to the work programme.

Councillor Axford asked about what housing providers including THT were doing around retrofitting.

Councillor Walsh stated that he would like to understand what friends of Parks groups thought about the services being delivered within parks.

Councillor Carter asked that the Committee look at housing development and what the Council were doing to stimulate housing development. Initially looking at brown field sites and whether all possibilities had been considered.

The Chair noted that the Committee had two Task and Finish Groups running which would continue into the next municipal year which had to be considered.

RESOLVED: That the suggestions be noted and put to next years Committee for consideration.

The meeting commenced at 6.30 pm and finished at 8.21 pm

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TRAFFORD
COUNCIL

Highways, Transportation and Environment

7 Year Review – Outcome of Negotiations

ONE Excellence
Investment
Efficiency
TRAFFORD



working
with



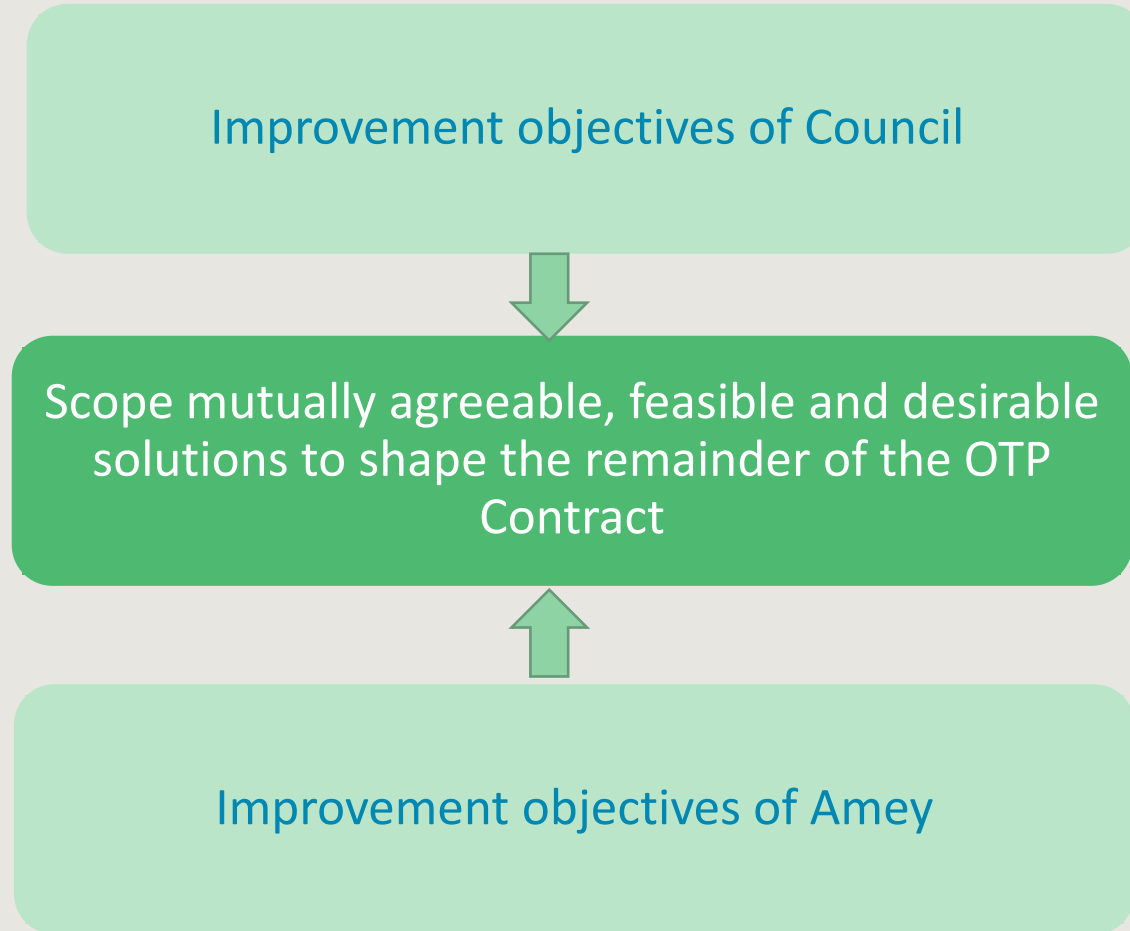
Agenda

1. Context, Governance, Objectives & Approach
2. Overall summary analysis and key outcomes
3. Service by Service review
4. Next Steps & Timelines

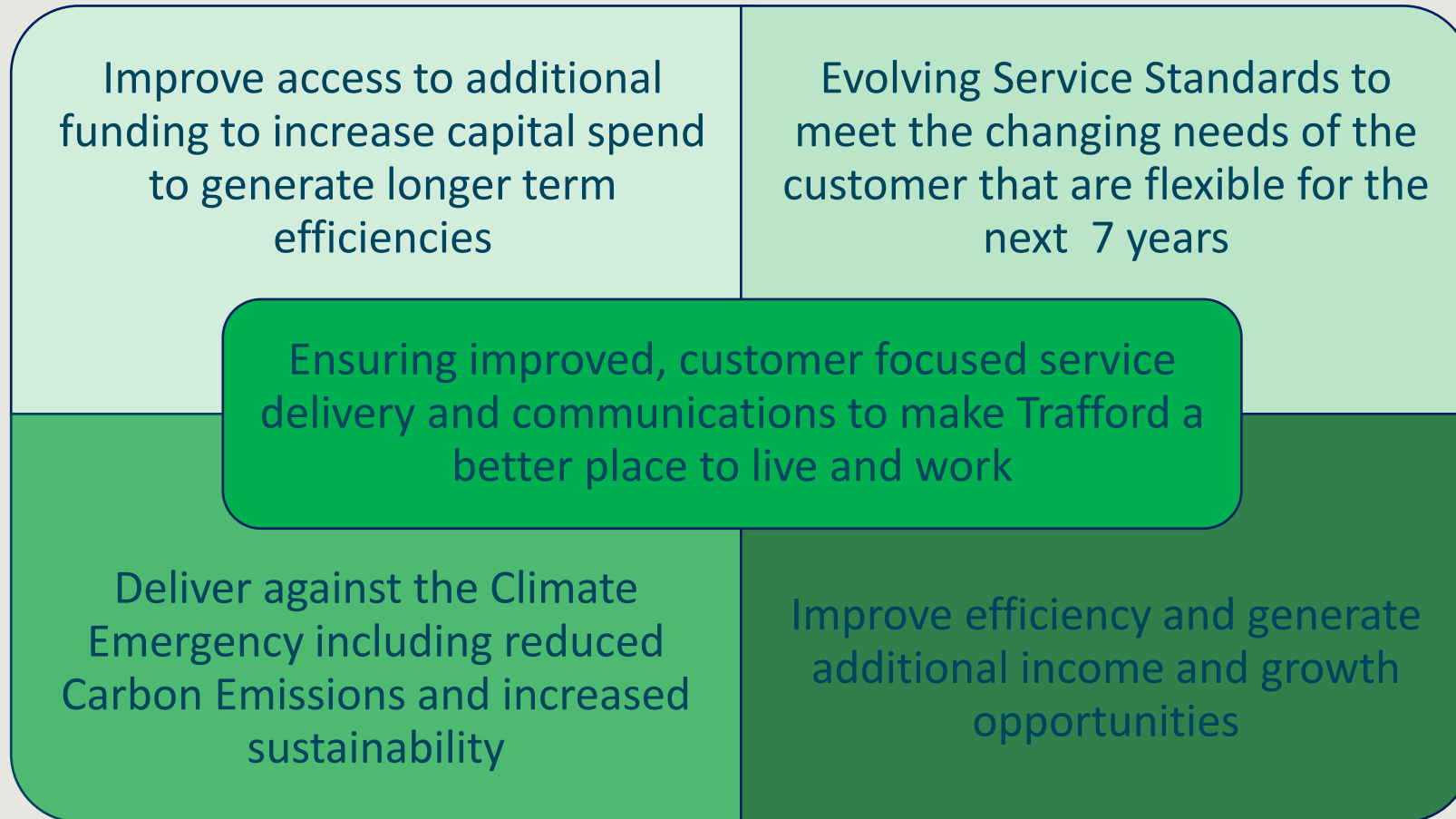
Context

- The “7 Year Review” is a contractual process within the OTP to make mid-term improvements to the contract.
- All changes need to be agreed between the Council and Amey.
- Not an opportunity to fundamentally change the OTP or the “risks” that Amey manage.
- More to look at better ways of working and managing the OTP going forward....

Strategic approach adopted...

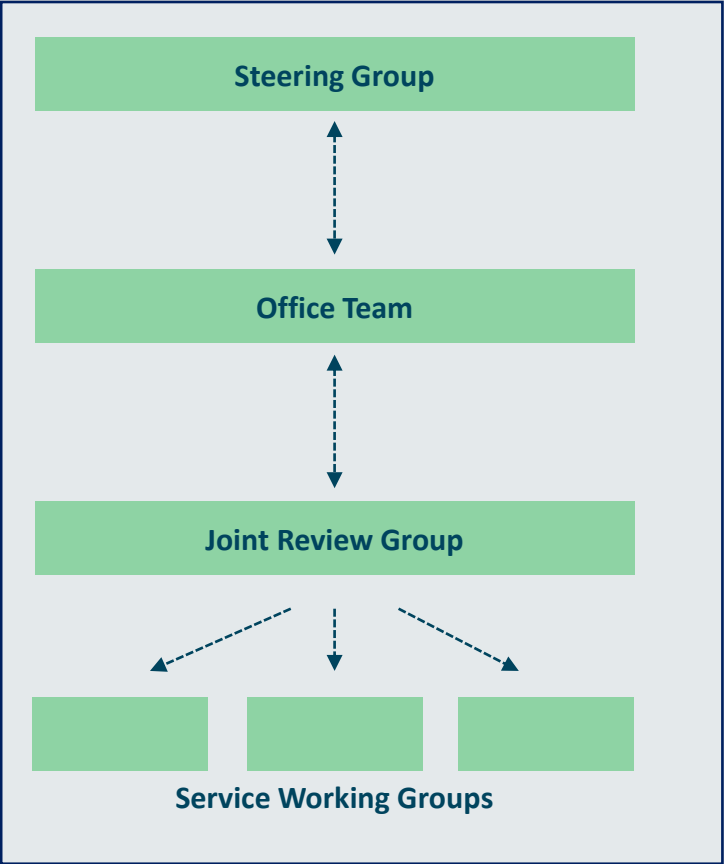


Strategic Goals of the 7 Year Review...

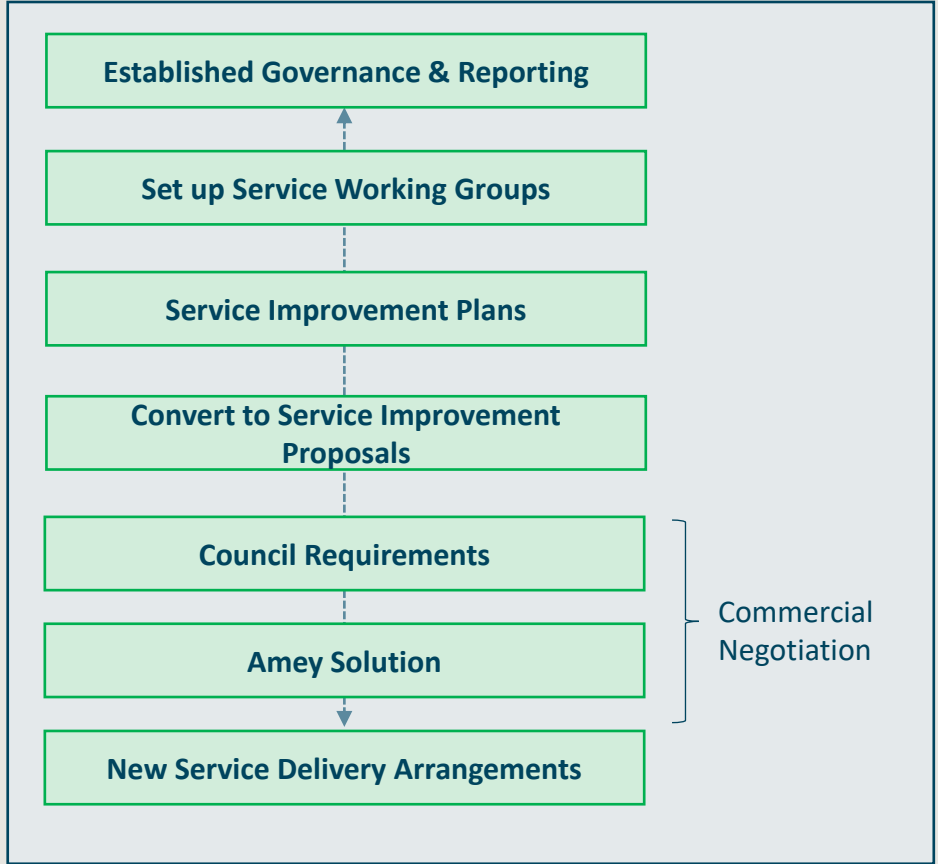


7 Year Review Governance and Process ...

Governance groups



Process



Overall summary of what we've achieved

- The 7 Year Review has provided a strong platform for the Parties to discuss the future of the OTP;
- During the Review period there has been a steady improvement in the performance and delivery of the OTP;
- We have already secured significant investment from Amey into delivering required improvements and investment into the OTP;
- The joint changes we have identified provide a stronger platform for continuous improvement and seek to unlock some of the challenges we have jointly experienced in the first 7 Years of the OTP;
- Most of the proposed changes will “go live” from July 2023 if they have not already been actioned.

Governance, Service Planning & Culture

Overall Objectives

- To refresh the **Governance of the OTP** introducing new Service Management Groups with agreed Terms of References;
- To introduce **greater transparency** in Service Planning through clearer annual Service Planning timetable;
- To ensure there is **“tighter” management of Service performance** - new monthly Service Performance Dashboards;
- To introduce new arrangements for **open book accounting** to seek to ensure more clarity in the use of resources;
- To **Improve Customer Services and Member engagement** through a new communication and engagement strategy;
- To operate the OTP as **one integrated contract** that operates flexibly and is aligned with other Council services.

Expected Customer & Council Benefits	Key Contractual Changes	Mechanism
<ul style="list-style-type: none"> • Improved monitoring of Service Delivery • Greater transparency in Service Planning • Better management of Service Performance • Earlier identification and response to Service issues • Greater alignment and flexibility of Service activities • Better Customer Experience and Member engagement 	New Governance structures to be implemented in April 2023 with firming up of monthly service reporting metrics as systems become live by June 2023.	Project Agreement Update
	Changes to KPI's and introduction of Management PI's – New KPI for supply of monthly reports.	New KPI Framework
	New Open-book Accounting Arrangements	Project Agreement Update
	New Customer Service and training commitments	Project Agreement Update

Waste

Overall Objectives

- To improve **Service Standards** (particularly for missed bins);
- To invest into new IT systems **to improve transparency of Service operations & tackle Service challenges and issues;**
- To take **stronger control of Waste Minimisation policy** and performance & **reduce environmental impact;**
- To introduce **charges for Larger Grey Bins** for certain customer groups in line with charges for other bin categories;
- To **improve Service Governance and performance monitoring** through new meeting and reporting arrangements;
- To **improve Christmas Collections** ensure there is less disruption to customers by limiting changes in collection dates;
- To ensure **legal compliance with CCTV coverage** when required/requested.

Expected Customer & Council Benefits	Key Contractual Changes	Mechanism
<ul style="list-style-type: none"> • Improved Service Delivery & improvements to operational delivery arrangements • Transparency in Service Planning & delivery • Reduced Environmental impact by taking stronger control of recycling policy • Earlier identification and response to Service issues through new system functionality • Improved Customer Experience & engagement 	New Governance structures to be implemented by April 2023 with new monthly performance reporting.	Project Agreement Update
	Invest into new IT Waste systems (complete) and reports.	Project Agreement Update
	TUPE Transfer of Waste Minimisation Team	Deed of Variation
	New charging arrangements for Larger Grey Bins	Project Agreement Update
	Changes to Christmas collection cycles	Project Agreement Update
	Clarification of CCTV policies and coverage	Project Agreement Update

Waste Service Development

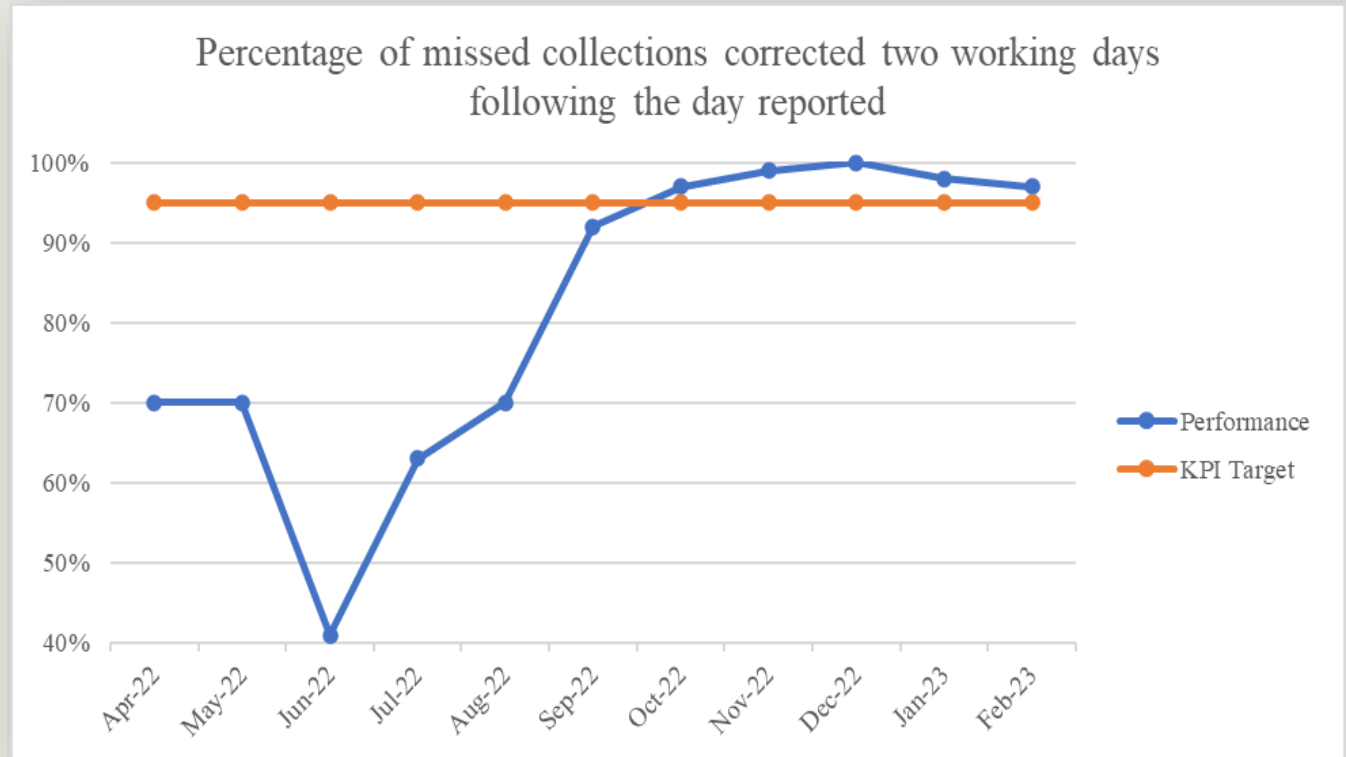
Project Delivery

- ✓ Round balancing (5,118 completed Feb 23)
- ✓ Passing missed bins back to crews (Live)
- ✓ Crew targets and monitoring (Live)
- ✓ Proposals for roads with continual access issues (Live)
- ✓ Container capacity review (Live)

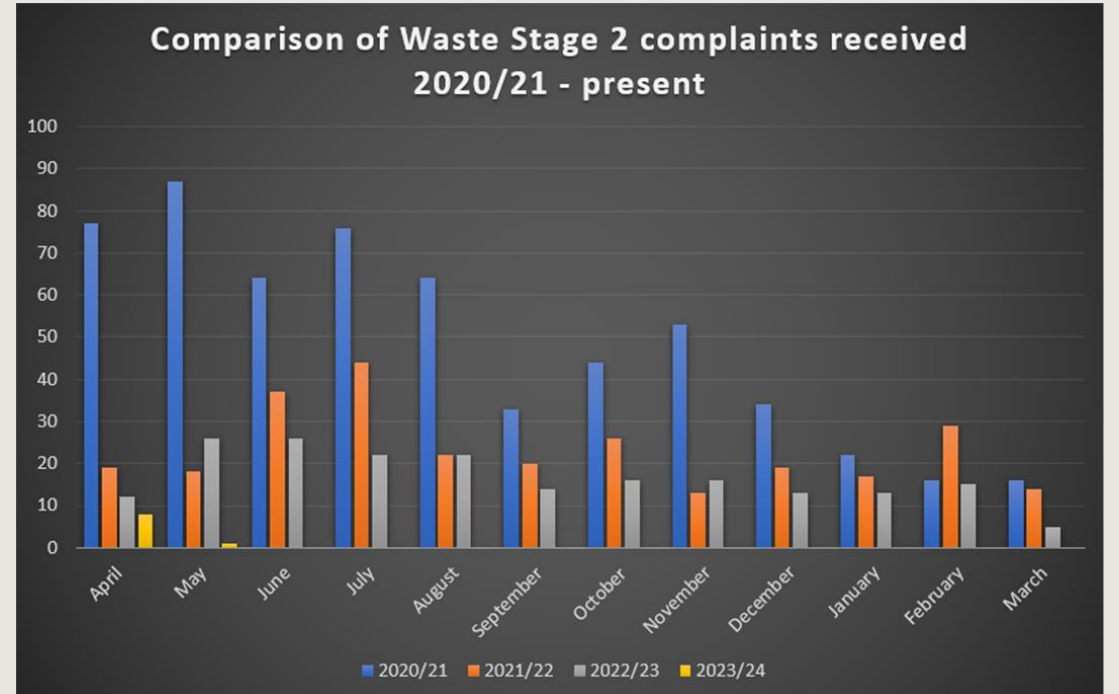
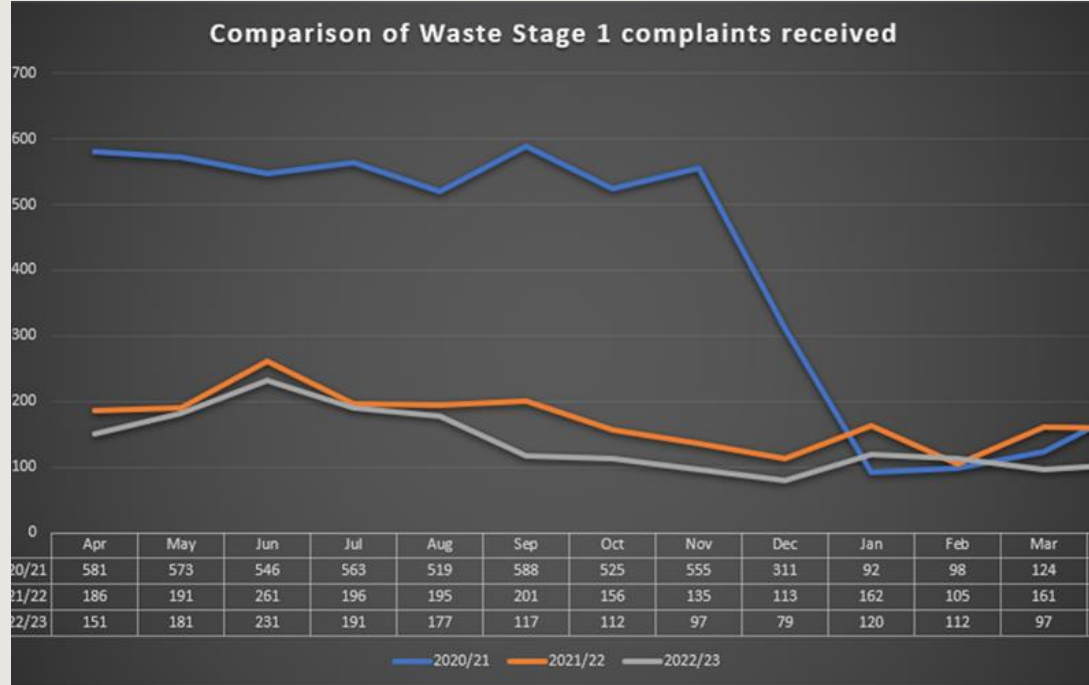
NEXT STEP: Flats Projects

Project initiated to work with management companies to address some of the present challenges.....

1. Safety (moving bins & access)
2. Access to bins
3. Excessive waste in bins stores
4. Increase recycling.



Waste Complaints Performance



Pay & Performance Mechanism

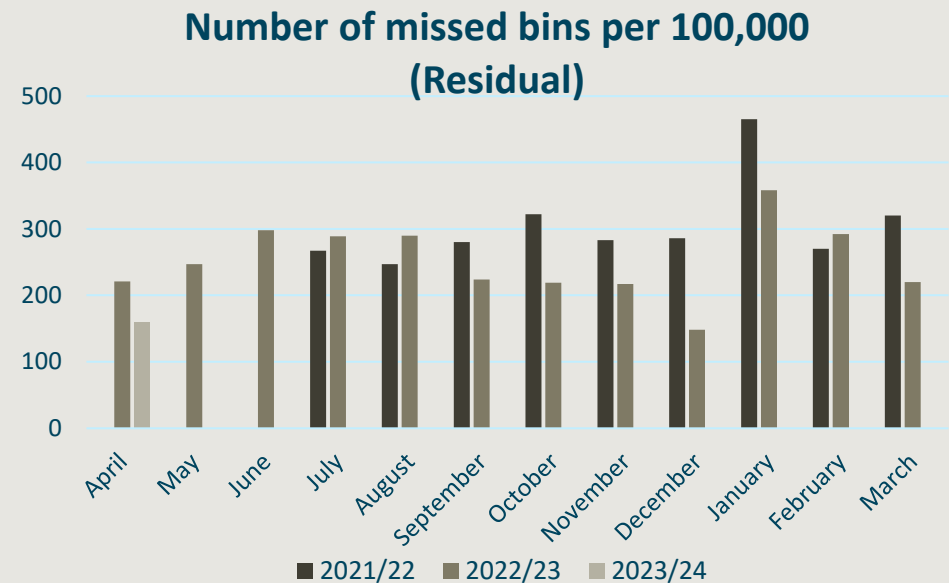
Overall Objectives

- To improve the **balance and coverage** of the KPIs for which the OTP Service Provider is accountable;
- To give a **greater focus on Customer Service** and the management and measurement of customer service and complaints management;
- To provide the opportunity to **change KPIs and introduce new measures** to incentivise better performance;
- Improve the range of **KPI's into areas with little or no coverage**;
- To introduce better and **more robust Annual Review** arrangements.

Expected Customer & Council Benefits	Key Contractual Changes	Mechanism
<ul style="list-style-type: none"> • Better Service performance • Improved Customer Service and response • More balanced monitoring of Service Delivery • Greater transparency and flexibility in delivery • Better management and delivery of outcomes 	New contractual arrangements for annual review of KPIs and mechanisms to change the balance between different KPI measures	Project Agreement Update
	Agreement of the introduction of a number of new KPIs and targets	New KPI Framework
	New contractual process to changes to MPis & KPI's and introduction of new measures	Project Agreement Update

Key changes to Performance Mechanism

- Annual review of the KPI Framework formalised in the contract
- Agreed process to escalate Management PIs to KPIs (and vice versa), with potential financial deductions, following failure to hit agreed targets;
- Amendments to KPI descriptions and deduction points, to better reflect the risk profile and priorities of the Partnership;
- Agreed new MPIs that encourage “right first time” behaviour, including:
 - Customer care PIs strengthened, e.g. number of Stage 1 & 2 complaints upheld;
 - Waste – number of missed bins per 100k;
 - Highways - maintain quality of address and street data at National standard.
- Communication of service standards and performance information sharing via Council website, e.g. “did you know” sections, (linked to new CRM in 2023/24);



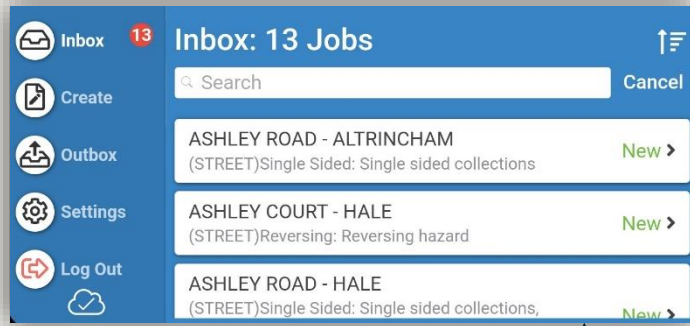
Systems

Overall Objectives

- To **invest into new systems** for most areas (an investment of £500k +, see next slide);
- Better **customer service** and **service information availability** (including mobile) especially when reporting issues and tracking progress;
- To deliver **better Service planning information** and **improved forward planning**;
- To provide **transparency in service delivery** and the potential for **efficient management of Service Performance**;
- Introduction of **new and more effective reporting capabilities** (Powered BI) to improve Service Management.

Expected Customer & Council Benefits	Key Contractual Changes	Mechanism
<ul style="list-style-type: none"> • Better Customer Service & experiences • Quicker decision making and response to service issues • Greater transparency in Service Planning • Better Service information and Improved monitoring of Service delivery and performance • More efficient Service delivery 	Investment into a new system “Whitespace” improve management and delivery of Waste Services, Grounds Maintenance and Street Cleansing	Project Agreement Update
	Investment into “Confirm” to improve management and delivery of Highways and Steet Lighting Services reports.	Project Agreement Update
	Investment into CAFM/Condition Surveys providing better FM information and management	Project Agreement Update
	Investment into Powered BI to enhance Service management and reporting	Project Agreement Update

Systems & Data Development Programme



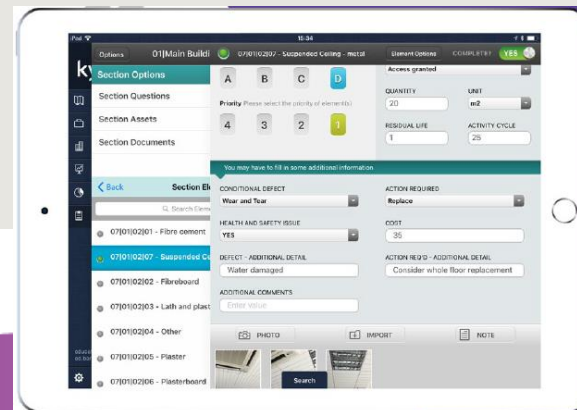
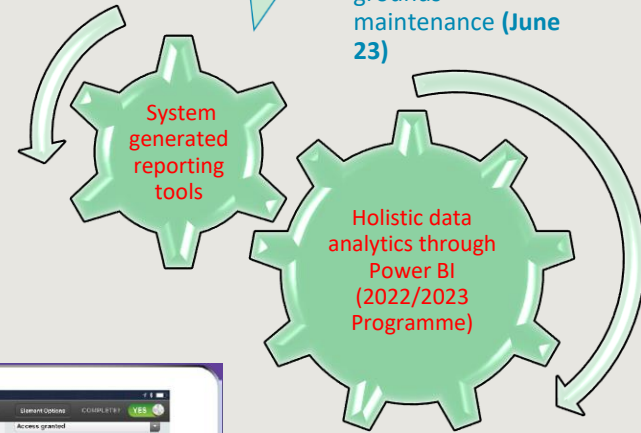
Whitespace: In-cab technology for the domestic & trade waste service. (July 22 -Complete)

Confirm Workzone: Handheld technology for Highways & Streetlighting, with automated permitting. (Nov/Dec 22)

KyKloud: Handheld technology for FM condition surveys, with automated permitting. (Oct/Nov 22 - Complete)

Whitespace: Handheld technology for street cleansing (March 23)

Whitespace: Handheld technology for grounds maintenance (June 23)



Decarbonisation

Overall Objectives

- A **joint commitment** to substantively **reduce the carbon footprint** of the OTP;
- A recognition of the challenges and **investment requirements** needed to make a difference;
- The introduction of **new Governance Group** to oversee reduction in carbon emissions and environmental impact;
- An **agreed baseline** measure for the environmental impact (carbon footprint) of the OTP;
- Agreed ambitious **new carbon reduction targets** over the lifetime of the OTP;
- A series of **carbon reduction projects identified** to deliver the required change.

Expected Customer & Council Benefits	Key Contractual Changes	Mechanism
<ul style="list-style-type: none"> • Reduced environmental impact of the OTP • Aligned objectives for tackling the climate emergency • An agreed approach to joint monitoring and Governance arrangements • An agreed set of innovative carbon reduction projects • A more proactive approach to unlocking potential funding opportunities for carbon reduction initiatives 	New Governance structures introduced from April 2023	Project Agreement Update
	Decarbonisation baseline and OPT lifetime Carbon Reduction targets agreed	Project Agreement Update
	Decarbonisation roadmap and action plan to be incorporated in the governance of the contract	Project Agreement Update

CARBON FOOTPRINT

Trafford Data capture: Vehicle/Plant Fuel, Tatton House utility usage, highways & depot waste tonnages | Engaging with Trafford key suppliers to account for OTP Scope 3 emissions. | Robust quarterly reporting to TBC | Amey carbon data capture - Accredited to ISO14064

2023



OTP DECARB WORKING GROUP

Establish regular working group sessions | Include stakeholders from Amey & TBC to progress decarbonisation initiatives and table new ideas



FLEET MANAGEMENT

Continue to roll out EVs where viable | Introduce only Zero Emission company cars | Introduce Tyre-Turning to increase tyre lifespan



WATER CONSERVATION

Investigate salt barn grey-water harvesting opportunity



BEHAVIOURAL CHANGE PROGRAMME

Green Driver Initiatives: Tatton House - in-dep idling reduction campaign | Employee PDR objectives to match OTP Net Zero targets | Investigate and mitigate missed bin numbers



GREEN BUILDINGS/SITES

Reduce energy consumption at Tatton House. Depot energy saving – IT, Lights-off initiatives | Greener options for site set ups



ZERO HIGHWAY WASTE

Continue to work with suppliers with Material & Aggregate recycling



BIODIVERSITY OPPORTUNITIES

Distinguish biodiversity enhancement opportunities | Green community days.



ROADMAP TO NET ZERO

2023-2030

PHASE 3

SUPPLY CHAIN ENGAGEMENT

Environmental considerations engrained in procurement decisions



TECHNOLOGY INNOVATION

Tool & Equipment innovation | Sustainable Materials case studies | Benchmark against other LAs and Amey contracts



FLEET MANAGEMENT

Continue to drive down fossil fuel usage | Move to Alternative fuels | Continue to investigate emerging alternative fuel market for HGVs including RCVs/Gritters



CARBON FOOTPRINT

Implement Carbon Calculation Accounting Standard (CCAS) | have robust supplier engagement on carbon and environmental performance | Identify carbon hotspots



PHASE 2

CARBON REDUCTION

Continue to eliminate, reduce carbon with offsetting as a last resort



Certified to PAS 2080 | Carbon Neutrality Approval and Certification | Working with Carbon Trust



2030

CONTINUOUS IMPROVEMENT

Continue to review, innovate and trial



CARBON NEUTRAL ACCREDITATION

Decarbonisation

Alpha 311 Wind Turbines

- Wind generated energy; manufacturer testing.
- Trial locations being identified.



Solar Powered Street Light

- Solar generated energy
- x1 trailed at Tatton House.
- x4 to be trialled on Woodbridge Rd, Urmston (June 23).



EV Charging Points

- Electric car charging from street light.
- Potential locations being identified
- Supplement BE.EV units.



Electric Vehicles

- All Amey Company Cars being phased to at least Hybrid
- All Inspectors Cars now Electric with EV charging installed at the depot.
- EV Transit Vans for emergencies and grounds
- Decarbonisation plan being put together for the depot – Solar possibilities
- RCV options – Hydrogen/EV/Hybrid now being looked at.

Street Light: Trimming and Dimming Programme

- Programme of reducing the lux levels (on/off times) and reducing luminary (energy) to support decarbonisation and cost savings.
- Implemented from adjusting the CMS on each of the 23,000 Street Lights. *(There are c3,000 streets lights without CMS controls)*
- Initial programme rolled out across Trafford Park.
- Locations review.
- We are aiming to implement from June onwards.

Green Spaces

Overall Objectives

- The introduction of **new Governance Group** to oversee Green Space strategy to better align all Green Space activities;
- Ensuring **clearer roles for voluntary organisations** (Friends of Parks);
- Greater **visibility of forward plans leading to better tracking and management of Service delivery**;
- Greater focus on supporting **biodiversity and funding opportunities**;
- Introduction of Green Space **carbon reduction targets and tracking of reduction in carbon** from greenspace projects.

Expected Customer & Council Benefits	Key Contractual Changes	Mechanism
<ul style="list-style-type: none"> • Clearer forward direction on Green Space strategy • Improved Governance of activities • Better alignment with voluntary orgs/FO Parks • Clearer visibility of service frequencies and plans • A clearer focus on biodiversity and carbon reduction projects • Tracking of sector innovation to drive improvements for tackling the climate emergency 	New Governance structures introduced from April 2023	Project Agreement Update
	New strategy and service planning arrangements	Project Agreement Update
	Decarbonisation roadmap and action plan to be incorporated in the governance of the contract	Project Agreement Update

Green Spaces

Governance and Transparency

- Monthly reports on service delivery progress now in place.
- Development of Whitespace for grounds service in development.

► The monthly review seeks to ensure that all Trafford green spaces are well managed for the benefits of those who live, work and relax in Trafford, whilst providing a framework to guide the planning and allocation of resources.



Parks & Grounds Maintenance

Action(s)	Calendar											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cut Hedge (according to species)	Subject to species											
Remove Rogue Species			1		1		1		1		1	
Footpaths												
Blow & Tidy	1	1	1	1	1	1	1	1	1	1	1	1
Mechanical Sweep	1		1		1		1		1		1	
Monitor Condition (report as necessary)	1	1	1	1	1	1	1	1	1	1	1	1
Leaf Clearance												
Clear Leaves Throughout Park										1	1	1
Tennis Courts												
Sweep Court as necessary		1		1	1	1	1	1	1	1	1	1
Maintain nets				1			1			1		
Roller Hockey												
Keep clear as necessary		1		1		1		1		1		
Basketball Court												
Keep clear as necessary		1		1		1		1		1		
Water Features												
Inspect condition and liaise where required			1	1	1	1	1	1	1	1	1	1
Skateboard Area												
Keep clear as necessary		1	1	1	1	1	1	1	1	1	1	1
Play Areas												
Weekly Checks and action items arising where required	4	4	4	4	4	4	4	4	4	4	4	4
Wildflower Areas												
Annual Mow and Clear	In Consultation with Friends Groups and the Species Involved											
Biodiversity Areas												
Annual Mow and Clear	In Consultation with Friends Groups and the Species Involved											

Ground Maintenance	
Resource	Assets
Labour	19
Vehicles	12
Plant & Equipment:	
Tractor Mower	2
Ride-On Mowers	6
Pedestrian mowers	11
Strimmers	10
Blowers	7
Ele.LH hedge trimmer	7
Baroness	4
Parks	
Resource	Assets
Labour	9
Vehicles	3
Plant & Equipment:	
Ride on mowers	2
Pedestrian mowers	7
Strimmers	3
Blowers	3
Ele.LH hedge trimmer	3

Please note some inspection we only complete from April till October

Measuring performance by completing inspection					
Random Inspections	Ornamental	Ground Quality	Grass height	Open space	Sport pitches
Target	3	20	23	15	8
April	5	27	30	15	10



Parks & Grounds Maintenance

► The following information reflects the frequency of cyclical operational tasks, which have been planned to deliver the outcome specification in each park. It should be noted, the various operational tasks are subject to variation, due to the seasonal/weather changes. As such, the profile is going to be subject to occasional changes.

Feature(s)	Action(s)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Grass Cutting	Amenity Mowing			1	2	2	2.5	2.5	2.5	2	2		
	Ornamental Mowing			1	2	2	3	3	3	2	2		
	Golf Fairways				2	2	2.5	2.5	2.5	2.5	2		
	Golf Greens				2	4	4	4	4	4	4	2	
	Edge Back Annually	LIAISE WITH FRIENDS GROUP – PROPOSE IN ADVANCE OF GREEN FLAG INSPECTION											
Bowling Greens	Grass Cutting			1	6	8	8	8	8	6	2		
	Maintain Border/Ditch			1	4	4	4	4	4	4	2		
	Subject to condition of Green(s)												
	Selective Herbicide Subject to condition of Green(s)												
	Fertiliser Application				1					1			
	Autumn Maintenance										1		
Shrub Borders	Spring Prune (according to species)			1									
	Reform Edge			1									
	Weed, Cut Edge & Tidy			1	1	1	1	1	1	1	1		
	Autumn/Winter Prune (according to species)											1	
	Treat Pernicious Weeds (as necessary)	As necessary											
Rose Beds	Spring Prune			1									
	Reform Edge			1									
	Weed & Tidy			1	1	1	1	1	1	1	1		
	Dead Head			1	1	1	1	1	1	1	1		
	Remove Rogue Stems			1	1	1	1	1	1	1			
	Autumn Prune										1		
Seasonal Flower Beds	Prepare and Plant Summer Bedding					1							
	Hoe and Hand Weed						2	2	2	2			
	Dead Head						2	2	2	2			
	Strip Bedding										1		

Capital

Overall Objectives		
<ul style="list-style-type: none"> To deliver improved arrangements for the management and delivery of capital projects; To seek to secure greater inward investment into Trafford & to improve infrastructure by means of a simple rebate mechanism for increased Capital share To introduce more robust arrangements for the recovery of Council overheads; To secure better value for money & gain-share arrangements through growth in the Capital managed by the OTP. 		
Expected Customer & Council Benefits	Key Contractual Changes	Mechanism
<ul style="list-style-type: none"> Better capital project delivery Better Governance and management arrangements for capital projects Greater investment into the infrastructure of Trafford Developing more delivery capacity & capability Better value for money & gain-share arrangements to underpin the sustainability of the OTP 	New Governance structures introduced from April 2023	Project Agreement Update
	Commitment to better annual planning and tracking of capital delivery through the OTP	Project Agreement Update
	Increase in capital thresholds and introduction of new gain-share arrangements on all capital growth	Project Agreement Update Side letter to contract each year with target

Capital Projects

Capital Horizon Scanning

- Joint Resources to identify, target and progress funding opportunities.
- Working in partnership with Trafford Council strategic Growth to provide added support to identify and develop funding opportunities.



Active Travel

- Active Travel T1 & T2: TfGM funding approvals in May.
- Delivery targeted to commence July/August 2023, 9-month delivery programme to develop three junctions.

Greenspace Funding

- Following the success of securing funding for Lostock Park, further funding routes are being explored:
 - ❖ Cross Lane Park – woodland & wildflower (max £15K)
 - ❖ Flixton Park – rose garden (max £3K)
 - ❖ Lottery Awards (£50K)

A56 Project Delivery

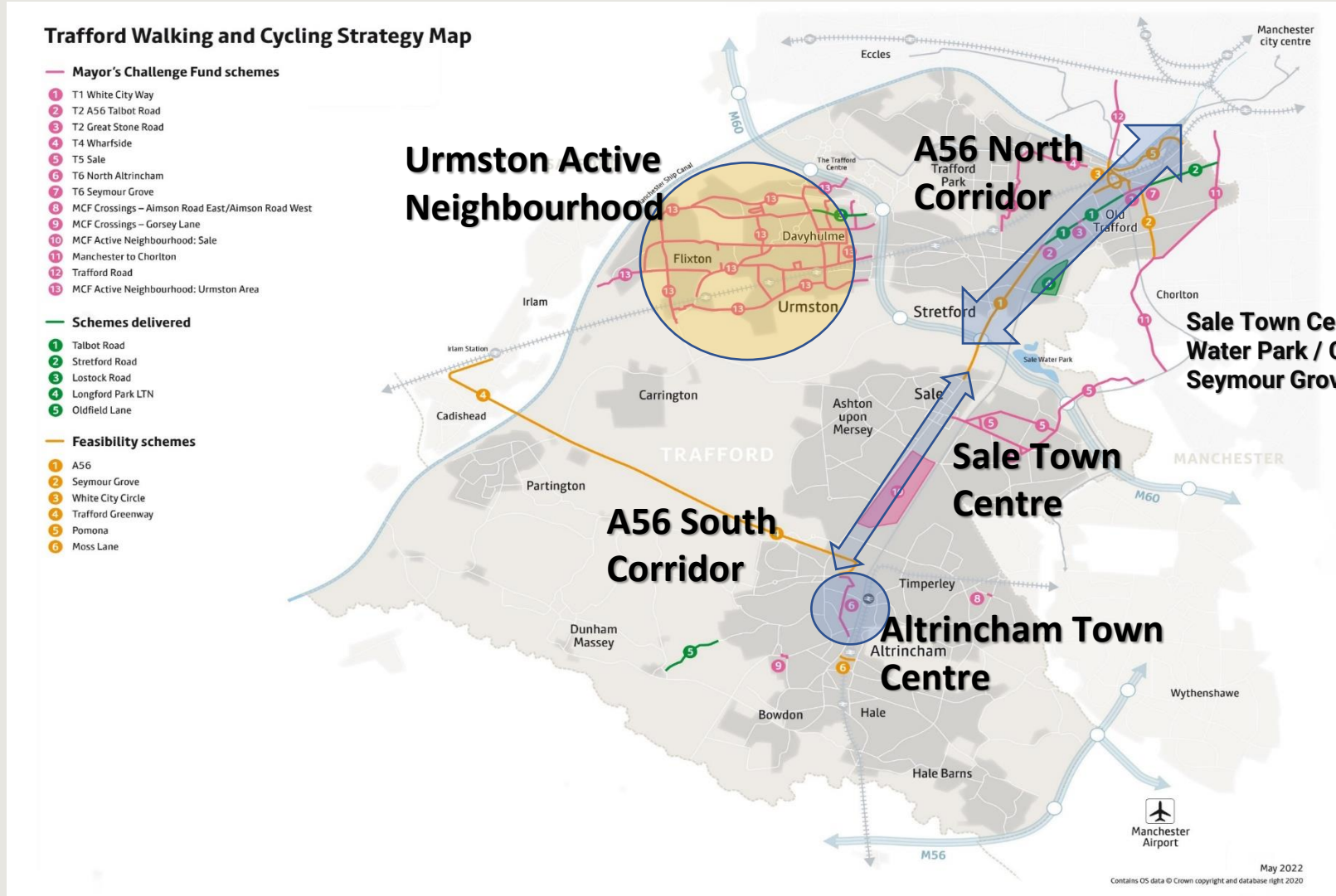
Example of hybrid delivery.

Self Delivery

- ✓ Removed x5 traffic islands
- ✓ Installed x2 zebra crossing
- ✓ Replaced x5 streetlight columns/DNO transfers
- ✓ Installed 362 cycle wands
- ✓ Removed x4 islands marker posts and x8 bollards as part of decarbonisation and de-cluttering
- ✓ Installed new kerbing, pedestrian crossings and all footway re-instatements

Supply Chain

- ✓ Structurally tested all columns on the road
- ✓ Road re-surfaced, anti-skid surfacing at junctions and associated lining along the street.



Overall Summary (Going Forward)

- There is a commitment to improving the delivery of the OTP and the parties are committed to delivering further reviews and improvements;
- We have agreed an ongoing cyclical review process where we can jointly explore opportunities to deliver innovation in the delivery of OTP Services (we are actively exploring a range of digital opportunities off the back of the Council's investment into CRM);
- We will closely monitor the introduction of all of the new arrangements and seek to ensure that they are all delivering the value we expect.

Benefits of the changes for the residents of Trafford

- Achieved a platform for **better Service Delivery**;
- **Earlier identification & response** to Service issues;
- **Better Customer Service**, experience & engagement;
- **Greater transparency** in Service Planning for the Council and residents;
- **Improved Governance** & performance monitoring;
- Investment into the OTP – **delivering better & more efficient infrastructure**;
- **Better environmental management** & reduced impact.

Content of the Executive Report

- Delegated authority to the Corporate Director of Place to conduct final negotiations and to makes appropriate changes to the OTP;
- Members to note the progress made and the potential benefits to Trafford Residents of the proposed changes;
- Members to note and agree the proposed timetable to conclude the 7 Year Review;
- Members to support continued investment into the OTP and the potential for further continuous improvements and innovations in Service delivery.

Next Steps & Timelines

- Most of the agreed changes are “live” or in the process of being delivered;
- Conclude final negotiations with the Service Provider in Summer 2023;
- Document a Deed of Variation (DoV) and changes to the project Agreement with Amey to enshrine the agreed changes contractually;
- Submit Executive Report to Council September 2023
- Closely monitor the embedding of new arrangements;
- Continue dialogue with Amey on improvement and innovation.

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Trafford Scrutiny Committee 2023/24 Work Programme

Wednesday 12th July 2023 – 6:30pm, Committee Rooms 2&3, Trafford Town Hall				
<i>Report submission deadline – midday Tuesday 5th July 2023</i>				
Item	Information	Executive Member(s)	Lead Officer(s)	Comments
Amey Seven Year Review	To receive an overview of the Amey seven-year review and outcomes.	Cllr Adshead	Corporate Director of Place	
Corporate Plan Delivery	To receive a report from the Leader of the Council's priorities within the Corporate Plan.	Cllr Ross	Corporate Director of Strategy and Resources	
Committee Work Programme 2023/24	To Agree the Committee work programme for the year.	N/A		

Wednesday 20 September 2023 – 6:30pm, Committee Rooms 2&3, Trafford Town Hall

Report submission deadline – midday on Tuesday 12 September 2023

Item	Information	Executive Member(s)	Lead Officer(s)	Comments

Wednesday 8 November 2023 – 6:30pm, Committee Rooms 2&3, Trafford Town Hall

Report submission deadline – midday on Tuesday 31 October 2023

Item	Information	Executive Member(s)	Lead Officer(s)	Comments
Budget Presentation	To receive an outline of the budget position for 2024/25 to inform the Budget Scrutiny process	Cllr Tom Ross	Graeme Bentley	

Budget Scrutiny

There are two Budget Scrutiny sessions scheduled for the 28 November and 30 November 2023. Discussions at these sessions, will help formulate the Scrutiny Committee's Budget Scrutiny report to the Executive (To be presented to Scrutiny at the 16 January 2023 meeting).

Wednesday 16 January 2024 – 6:30pm, Committee Rooms 2&3, Trafford Town Hall				
<i>Report submission deadline – midday on Monday 8 January 2024</i>				
Item	Information	Executive Member(s)	Lead Officer(s)	Comments
2023/24 Budget Scrutiny Report	A report produced by the Scrutiny Committee providing its recommendations on the 2024/25 Budget Proposals.	N/A – Report of the Scrutiny Committee		

Wednesday 13 March 2024 – 6:30pm, Committee Rooms 2&3, Trafford Town Hall

Report submission deadline – midday on Tuesday 5 March 2024

Item	Information	Executive Member(s)	Lead Officer(s)	Comments

Ongoing Task and Finish work				
Item	Information	Executive Member(s)	Lead Officer(s)	Comments
Events at Old Trafford	Work carried over from 2022/23 Municipal Year.	Cllr Adshead – Executive Member for Highways, Environmental, and Paid Services	Corporate Director of Place	
Reducing Car Dependency	Work carried over from 2022/23 Municipal Year.	Councillor Williams – Executive Member for Climate Change and Cllr Adshead – Executive Member for Highways,	Corporate Director of Place	

		Environmental, and Paid Services		
Travellers	Trial and Consultation of Temporary Stopping Area underway – outcome to come to Scrutiny	Cllr Adshead – Executive Member for Highways, Environmental, and Paid Services	Corporate Director of Place	

Key

Scheduled	To be scheduled	Not to be considered
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Item Prioritisation				
Title	Outline	Importance	Impact	Details
Accessibility of Council Services	To look at how easily Trafford Residents are able to contact the Council online, through email, or phone to access services.	4	4	Received a report in March 2023 . Councillors would like more detailed figures including breakdowns across departments, the One Stop Resource Centre, and in relation to Amey services. Aware that new CRM system is under development and Scrutiny would like to receive progress updates. The Committee would also like to receive information relating to the Outcomes of Contacts by residents and whether any measures of customer satisfaction on communications with the Council. Licensing is an area that is known to have issues and possible area for deep dive.
Damp and mould within rented accommodation	To review the performance of Housing Providers in tackling damp and mould within their properties. Housing Associations to provide information on the work they do to tackle damp and mould within their properties. Good Landlords Scheme in GM – Trafford's	4	4	This was raised by Councillors Acton and Frass in March following a request by the government for Council's to take action and has been the subject of a number of articles and action nationally. Tory MP calls for tougher damp and mould regulations for housing providers Politics News Express.co.uk

				Inside Housing - News - Revealed: 55% of councils set up damp and mould taskforce
Retrofitting of accommodation in Trafford	To look at the work housing providers are doing to retrofit properties and whether it meets the progress expected within the Council's Carbon Neutral Action Plan.	4	4	This item was suggested by Councillor Axford in March. Retrofitting part of the Council's Carbon Neutral Action Plan Carbon Neutral Action Plan (trafford.gov.uk)
Feedback from Friends of Parks Groups	To engage the friends of Parks groups to see what they think about services delivered in Parks.	1	1	This item was suggested by Councillor Walsh in March.
Carrington Relief Road	To look at the risks and associated costs of the project.	4	3	The Committee received its most recent update on the relief Road in September 2022. Report going to Exec in September
Housing development and stimulating housing development.	To look at opportunities for housing development in Trafford starting with Brown field areas and see whether all possibilities have been considered. How brown field sites can be made more attractive to prospective developers.	4	2/3	This item was suggested by Councillor Carter in March. Look at Places for Everyone and Trafford's Housing Strategy. Executive Report to be circulated to Scrutiny Members after August Exec meeting before determining if it should be scheduled.
HIAMP	To look at the scoring matrix system for road repairs and devise a way that the input of Elected Members could influence the priority of the Highways programme.			The Members agreed to look at the recent report to the Executive on this area before attributing a score to this item.
Weeds	To look at the impact of unrestricted weed growth on the highway network's surfaces, drainage and the visual amenity.			This items score will be determined following the conclusion of the current years weeding programme.

ICT Security	To look at the current position of the Council's Digital Security, risks to Council Systems, and possible actions to mitigate those risks.			This item has been suggested by the Leader but will consult with Paul James before providing further details. The Committee are awaiting further information from the Leader before providing this item a score.
Devolution Trailblazer				This is an area that the Committee feel could be of significant importance and impact but are awaiting further information before providing a score.
Financial sustainability, affordability of key programmes and the Finance and Change Programme	Suggested by the Executive Member for Finance, Change, and Governance and Director of Finance and Systems.			A briefing session for Scrutiny Committee Members on the context can be provided by the Director of Finance and Systems if the Committee Decide to Scrutinise this topic.
Understanding why Council's fail and issue S114 notices, including the importance of the Prudential Framework	Suggested by the Executive Member for Finance, Change, and Governance and Director of Finance and Systems.			A briefing session for Scrutiny Committee Members on the context can be provided by the Director of Finance and Systems if the Committee Decide to Scrutinise this topic.
Investment strategy position	Suggested by the Executive Member for Finance, Change, and Governance and Director of Finance and Systems.			A briefing session for Scrutiny Committee Members on the context can be provided by the Director of Finance and Systems if the Committee Decide to Scrutinise this topic.

The Capital Strategy – and the affordability of maintaining our assets	Suggested by the Executive Member for Finance, Change, and Governance and Director of Finance and Systems.			A briefing session for Scrutiny Committee Members on the context can be provided by the Director of Finance and Systems if the Committee Decide to Scrutinise this topic.

Trafford SCRUTINY TOPIC ASSESSMENT - SELECTION CRITERIA

1.0 Defining Scrutiny Topics

For every item on the work programme / new referral, it should be clear:

- What is the issue / activity / project under consideration?
 1. A brief outline of the matter being referred / the question being asked - What is Scrutiny being asked to do?
 2. e.g. undertake a full review of the subject? Investigate / interrogate different policy options? Be consulted on final proposals before decision making? Monitor outcomes / implementation?
- What are the reasons for / expected benefits of involving Scrutiny in this matter?
- Is there a specific deadline for this piece of work?

1.1 Topic Selection Criteria

The topic should meet at least one of the following:

- Improvements for local people likely.
- Community/Corporate priority area.
- Key issue for the public.
- Poor performing service.
- High level of dissatisfaction.

2.0 Topic Rejection Criteria

The topic should not meet any of the following:

- The issue is already being addressed / being examined elsewhere and change is imminent
- The topic would be better addressed elsewhere (and will be referred there)
- Scrutiny involvement would have limited / no impact upon outcomes
- The topic may be zsub-judice or prejudicial to the Council's interest
- The topic is too broad to make a review realistic
- New legislation or guidance relating to the topic is expected within the next year
- The topic area is currently subject to inspection or has recently undergone substantial change
- Simply for information.

3.0 Scoring

Each topic is scored for Importance and Impact on a scale of 1-4 using a scoring guide. (Scoring Topic Assessment Template attached for information).

Importance – how well a topic fits with the Council's key aims and priorities.

Impact – likely potential impact of outcomes from a scrutiny investigation of the topic in terms of community benefit.

4.0 **Scoring Guide**

Importance

- 1 Some evidence that the topic is linked to the Council's key aims and priorities but only indirectly.
- 2 Good evidence linking topic to Council's aims but not to Council's current priorities.
- 3 Good evidence linking topic to Council's key aims and priorities.
- 4 Strong evidence linking topic to Council's key aims and priorities.

Impact

- 1 Minor potential benefits or benefits affecting only one ward/customer/client group
- 2 Minor potential benefits affecting two or more wards/customer/client groups or, moderate potential benefits affecting only one ward/customer/client group.
- 3 Moderate potential benefits affecting more than one ward/customer/client group, or Substantial potential benefits affecting one or more ward/customer/client group.
- 4 Substantial potential benefits community wide or for a significant proportion or section of the community.