



TRAFFORD COUNCIL

AGENDA PAPERS FOR SCRUTINY COMMITTEE

Date: Wednesday, 11 March 2020

Time: 6.30 p.m.

Place: Committee Room 2 and 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. | MINUTES | To Follow |
| | To receive and, if so determined, to agree as a correct record the Minutes of the meeting held on 15 January 2020. | |
| 3. | 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. | |
| 4. | 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 p.m. on the working day prior to the meeting. Questions must be relevant to the remit of the Committee and will be submitted at the meeting in the order in which they were received. | |
| 5. | HIGH RISE CLADDING | Verbal Report |
| | To receive an update from representatives of Trafford Housing Trust. | |

Scrutiny Committee - Wednesday, 11 March 2020

6. **CRM SYSTEM** 1 - 6
To receive a report from the Corporate Director of Governance and Community Strategy.
7. **TRO LIST AND PRIORITISATION PROCESS** To Follow
To receive a report from the Corporate Director of Place.
8. **DISABILITY ACCESS TASK AND FINISH GROUP INTERIM REPORT** To Follow
To receive an interim report from the Disability Task and Finish Group.
9. **OVERVIEW REPORT** 7 - 18
To receive a report from the Chair of the Committee.
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.

SARA TODD
Chief Executive

Membership of the Committee

Councillors D. Acton (Chair), J. Lamb (Vice-Chair), J. Holden, B. Shaw, R. Thompson, A.J. Williams, B.G. Winstanley, A.M. Whyte, Dr. K. Barclay (ex-Officio), D. Western (ex-Officio) and J.D. Newgrosh.

Further Information

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

Alexander Murray, Governance Officer,
Tel: 0161 912 4250
Email: alexander.murray@trafford.gov.uk

This agenda was issued on **Thursday, 5 March 2020** by the Legal and Democratic Services Section, Trafford Council, Trafford Town Hall; Talbot Road, Stretford, Manchester, M32 0TH

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TRAFFORD COUNCIL

Report to: Scrutiny Committee

Date: 11 March 2020

Report of: Corporate Director of Governance and Community Strategy

Report Title

An update on the Council's CRM system.

Summary

To provide an update to the Scrutiny Committee on the progress made with the Council's CRM system (C360) since the previous updates in January and October 2018.

Recommendation(s)

That the report is noted.

Contact person for access to background papers and further information:

Name: Sarah Curran

Extension: 912 2823

Background Papers: None

Background

An earlier report to the Scrutiny Committee's Task and Finish Group in January 2018 set out the background to the procurement of and functionality of the CRM system - C360

There were three recommendations made by the Scrutiny Committee in January 2018;

Recommendation 1 – That the Executive Member for Highways, Parks and Environmental Services continues to work closely with Amey on improving the interface between Amey systems and the Council's CRM system to ensure residents and Members have an effective portal for reporting incidents, as well as ensuring that performance reporting is as accurate as possible.

Recommendation 2 – That the Executive consider conducting a review of the Council's procurement process for large IT projects to ascertain whether any lessons can be learned following the procurement of the CRM system.

Recommendation 3 – That a further update on the CRM's implementation be provided to Scrutiny in due course, reporting on progress against the timeline.

A further report to Scrutiny in October 2018 gave an update against the recommendations;

Recommendation 1 – this had been completed

Recommendation 2 - it was agreed that the Council would review the procurement process for any subsequent large IT project in the light of the lessons learned from the CRM project

Recommendation 3 – the report of October 2018 gave the update which is below;

| Service area | Update |
|--|--|
| Submit a compliment Submit a comment Submit a complaint | These went live in June 2018 and so far 2,000 compliments, comments and complaints have been submitted |
| Green waste | Form developed for taking payments for green waste permits. Waiting for decision on green waste payments before deploying |
| Environmental Services 'pay for it' | Forms developed for; Bulky Waste Collections, New and replacement bins Dropped Kerbs Final testing done, go live in October 2018 |
| Environmental Services changes to live system (including extra closure reasons) | Forms developed. Final testing done, go live in October 2018 |
| Freedom of information and subject access requests | Form development completed, testing still to do |
| Blue Car Badges | Form development completed, testing still to do |
| Pest Control | Form development completed, testing still to do |
| Registrars | Forms development almost completed. Testing |

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| will then needs to be done |
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In October 2018 the Council was also in the process of agreeing a Change Control Notice (CCN) submitted by Civica to end the implementation programme and move to 'business as usual'.

Current position

Work on the Change Control Notice had just started in October 2018 and it took longer than anticipated to complete due to a need to revisit some elements of the specification. Whilst this was ongoing Civica suspended work on the outstanding elements of the programme.

The table below provides the position as at March 2020

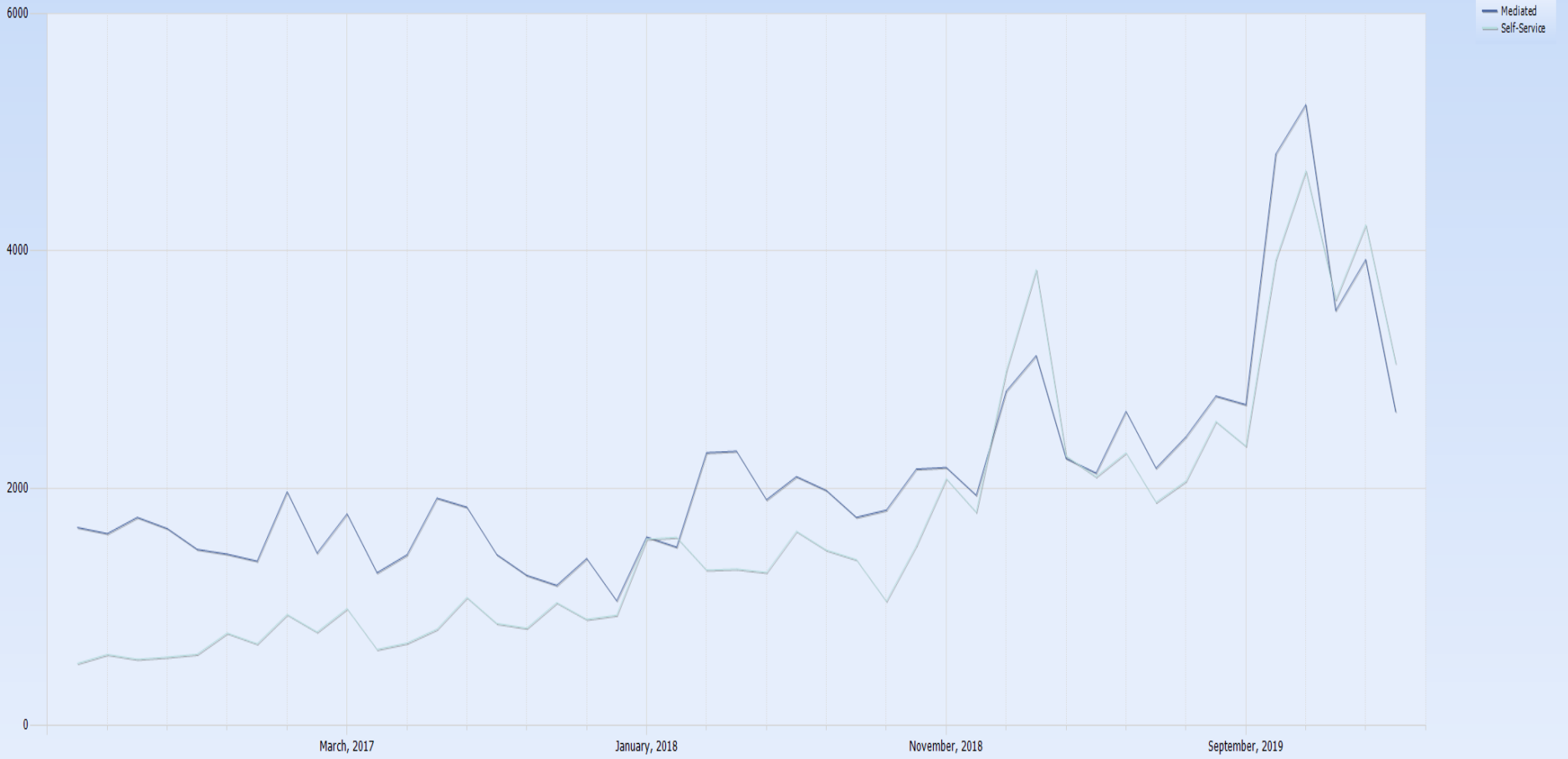
| Service area | Update – March 2020 |
|--|---|
| Submit a compliment Submit a comment Submit a complaint | Since going live in June 2018 12,000 complaints, comments and compliments have been received. It is much easier to monitor the number of complaints now they are all within C360. Previously data had to |
| Green waste | The form was developed and deployed and worked well. It was decommissioned when the decision was taken to no longer charge for this service |
| Environmental Services 'pay for it' | All the following forms went live in October 2018 Bulky Waste Collections, New and replacement bins Dropped Kerbs Since then 12,700 service requests have been received for these areas |
| Environmental Services changes to live system (including extra closure reasons) | The forms and extra closure reasons were developed and went live in October 2018. Additional closure reasons were deployed in 2019 |
| Freedom of information and subject access requests | Forms have been development and are ready to go live. |
| Blue Car Badges | Form have been development and went live in March 2020 |
| Pest Control | Form have been development and will go live in April 2020 |
| Registrars | Forms were developed but as a result of the CCN it was agreed that Registrars would benefit from using the bespoke system developed for Registrar services rather than C360. Civica agreed that this would be provided free of charge – resulting in a saving of £30k to the Council. Work on deploying this new system will start in May 2020 and is envisaged to be completed by |

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| | late 2020. |
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The total number of service requests for the areas that went live in 2016 now total 157,700

20,000 customer accounts have been created where they can submit and receive updates on their service requests. The graph below shows the number of service requests submitted online (self-service) versus via the phone (mediated). As can be seen self-service is now higher than the mediated channel.

Contacts: Self-service vs Mediated



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TRAFFORD COUNCIL

Report to: Scrutiny Committee
Date: 11 March 2020
Report for: Information
Report of: Chair of the Scrutiny Committee

Report Title

Overview Report

Purpose

This report provides information on the following:

- Work Programme
- Task & Finish Groups
- Recommendation Tracker
- Greater Manchester Scrutiny Committee Meeting Updates

Recommendations

That the report be noted.

Contact person for access to background papers and further information:

Name: Alexander Murray, Democratic and Scrutiny Officer.
Phone: x4250

1. Work Programme

| Wednesday 3 July 2019 – 6:30pm, Committee Rooms 2 & 3 Trafford Town Hall | | | | |
|---|--|---|----------------------------|---|
| <i>Report submission deadline – midday Tuesday 25 June 2019</i> | | | | |
| Item | Information | Executive Member(s) | Lead Officer(s) | Comments |
| Fire Safety in High Rise Tower Blocks | To receive a further update on safety in high rise tower blocks in Trafford. | Councillor Wright - Executive Member for Housing and Regeneration | Richard Roe | The Committee received an update on this topic at their meeting in October 2018. It was agreed that a further report be brought to a future meeting to provide an update on progress. |
| Presentation by GMFRS on Retrofitting Sprinklers | To receive a presentation on the options available for retrofitting sprinkler systems in buildings | Councillor Wright - Executive Member for Housing and Regeneration | N/A | At the Scrutiny Committee meeting on 3 October 2018, the Chair requested that Greater Manchester Fire and Rescue Service (GMFRS) provide a presentation to the Committee on how retrofitting sprinkler systems in buildings could be done. The Chair will contact the relevant people to schedule this. |
| Annual Scrutiny Report | To receive the annual report of the Statutory Scrutiny Officer on the work of all three Scrutiny Committees during the 2018/19 municipal year. | N/A | Statutory Scrutiny Officer | The Annual Scrutiny Report comes to the Committee for Comment and sign off prior to being submitted at full Council in July 2019. |
| Work Programme | The Committee are to discuss and agree the proposed work programme for the 2019/20 municipal year. Members have the opportunity to | N/A - Report of the Scrutiny Committee Chairman | Alexander Murray | |

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| | propose any items of business to be added to the Committee's Work programme. | | | |
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Wednesday 13 November 2019 – 6:30pm, Committee Rooms 2 & 3 Trafford Town Hall

Report submission deadline – midday on Tuesday 5 November 2019

| Item | Information | Executive Member(s) | Lead Officer(s) | Comments |
|---|---|---|------------------------|---|
| 2020/21 Budget Gap and Assumptions / Progress against the financial risks Identified as part of the 2019/20 Budget Scrutiny process | An update on the 2020/21 Budget Gap and the assumptions behind this to be provided to the Committee. As part of the 2019/20 Budget Scrutiny process, the Committee were provided a list of the proposed savings / income generation and the risks associated with achieving these. The Committee would like an update on progress against these. | Cllr Tom Ross - Finance | Nikki Bishop | |
| 2020/21 Budget Presentation by the Leader of the Council | The Committee will receive the 2019/20 draft budget proposals, accompanied by a presentation to be delivered by the Leader of the Council. | Cllr A Western – Leader of the Council Cllr M Cordingley - Finance | Nikki Bishop | The presentation (considered in conjunction with the update on the Investment Strategy) was presented to the Committee. The Chair and Vice-Chair would confirm the arrangements for the Budget Scrutiny sessions scheduled for 4 and 6 December 2018 in due course. |

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| 2019/20 Corporate Plan | To receive the Corporate Plan Q1 Performance report | Executive Member for Constitutional Reform and Resident Engagement | Jane Le Fevre | |
| Social Investment Framework – Trafford Housing Trust | A report providing a further update on the arrangements for Trafford Housing Trust's Social Investment Framework. | N/A | THT Social Investment Fund Manager | Following an update at the Scrutiny Committee meeting in March 2018, it was agreed that a further update be brought to the Committee to provide a progress update. |
| High rise cladding task and finish group report | A report of the Task and finish group which looked into the replacement of cladding on high rise tower blocks within Trafford | N/A - Report of the Scrutiny Committee Chairman | Alexander Murray | |
| Overview Report | An overview report including information on the Scrutiny work programme, task and finish group topics, Executive decisions, and a recommendation tracker. | N/A - Report of the Scrutiny Committee Chairman | Alexander Murray | |

Budget Scrutiny

There are two Budget Scrutiny sessions scheduled for the 3 and 5 December 2019. Discussions at these sessions, along with the presentation scheduled to be delivered at the Committee's meeting 3 October 2019 meeting will help formulate the Scrutiny Committee's Budget Scrutiny report to the Executive (To be presented to Scrutiny at the 15 January 2020 meeting).

| Wednesday 15 January 2020 – 6:30pm, Committee Rooms 2 & 3 Trafford Town Hall <i>Report submission deadline – midday on Tuesday 7 January 2020</i> | | | | |
|---|---|--|------------------------------|-----------------|
| Item | Information | Executive Member(s) | Lead Officer(s) | Comments |
| 2019/20 Budget Scrutiny Report | A report produced by the Scrutiny Committee providing its recommendations on the 2020/21 Budget Proposals. | N/A – Report of the Scrutiny Committee | Jane Le Fevre | |
| Corporate Plan Quarter 2 Performance Report | To receive the second quarter corporate plan performance report. | Cllr Freeman – Public Safety, Governance, and Reform | Sara Saleh | |
| High Rise Cladding update | Following meeting 13 November this is to be a standing item until the Cladding replacement is completed | | Ian Wallace and Tony McMahon | |
| 2018/19 Ombudsman Report | The Committee receives the annual report on Ombudsman complaints for information. | Cllr Freeman – Public Safety, Governance, and Reform | Jane Le Fevre | |
| Overview Report | An overview report including information on the Scrutiny work programme, task and finish group topics, Executive decisions, and a recommendation tracker. | N/A | Jane Le Fevre | |
| Wednesday 11 March 2020 – 6:30pm, Committee Rooms 2 & 3 Trafford Town Hall <i>Report submission deadline – midday on Tuesday 3 March 2020</i> | | | | |
| Item | Information | Executive Member(s) | Lead Officer(s) | Comments |
| Executive Response to the 2019/20 Budget Scrutiny Report | A report providing a response to the recommendations made by the Scrutiny Committee as part of the | Cllr T. Ross – Finance and Investment | Nikki Bishop | |

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| | 2019/20 Budget Scrutiny process. | | | |
| TRO List and Prioritisation Process | To receive an exhaustive list of all TROs ongoing. To receive a report detailing the process by which TROs are added to the list and how they are prioritised. The Committee would also like to receive information explaining how often the list is reviewed and what actions are taken regarding low priority TROs which will not be fulfilled. | Councillor Adshead - Executive Member Environment, Clean Air, and Climate Change. | | |
| Further update on the Implementation of the CRM Services Programme | To receive a report providing an update on the implementation of the CRM Service Programme. | Executive Member for Constitutional Reform and Resident Engagement | Jane Le Fevre | At the meeting in October 2018, the Committee received the Executive's response to the Task & Finish Group review conducted by the Committee. It was agreed that a further update on implementation be brought to a future meeting of the Committee. |
| High Rise Cladding update | Following meeting 13 November this is to be a standing item until the Cladding replacement is completed | | Ian Wallace and Tony McMahon | |
| Overview Report | An overview report including information on the Scrutiny work programme, task and finish group topics, Executive decisions, and a recommendation tracker. | N/A | Jane Le Fevre | |

| Items to be scheduled | | | | |
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| Item | Information | Executive Member(s) | Lead Officer(s) | Comments |
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2. Task & Finish Groups

| Topic | Information | Members | Status |
|--------------------------------|---|--|--|
| Affordable Housing in Trafford | This has been identified as a possible area of focus for a Task & Finish Group review. | Cllrs A. Williams (Chair), D. Acton, R. Thompson | The Group met with providers in February 2020 and the Chair of the Group will update the Committee on the next steps at their meeting 11 th March 2020. |
| Disability Access | Proposed by Councillor Winstanley and agreed by the Committee at their meeting July 2019. | Councillors Winstanley (Chair), Acton, Akinola, Lloyd, Haddad, Holden, Lamb, Minnis, Shirley Procter, Welton, Williams | The work of the group has culminated in an Interim report going to the Scrutiny Committee 11 th March 2020. |

3. Recommendation Tracker

There are no formal Scrutiny Committee recommendations awaiting an Executive response.

| Scrutiny Recommendation | Executive Response |
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| <p>One Trafford Partnership Recommendation 1 - That the Executive conduct an assessment of the feasibility of the following 3 options;</p> <ol style="list-style-type: none"> 1. Consider alternative models of service delivery, including the development of an In-House Service model, with a view to ending the contract with Amey. 2. Review the contract with Amey with a clear intent that there should be a wholesale reshaping of the contract and partnership between Amey and the Council. 3. Continue the Amey Contract and seek significant improvements to the delivery of existing services. <p>If it is determined that all options are feasible then option 1 is the preferred option of the Scrutiny Committee.</p> <p>Recommendation 2 – That an update be provided to Scrutiny once the Executive has considered the report. Executive consideration is ongoing</p> | <p>Executive consideration is ongoing</p> |
| <p>Recommendation 2 – That an update be provided to Scrutiny once the Executive has considered the report.</p> <ol style="list-style-type: none"> 1. That a Committee be established to coordinate the Council’s work relating to Climate Emergency. | <p>Recommendations presented to Executive 30 September 2019. Executive response to be delivered to Council.</p> |

2. That the Committee complete activity one through four with the support of external experts and partners.
3. That the Committee have executive membership as well as lead officers from Public Health, Licensing, Procurement, Amey, Highways, Planning, and any other key areas identified.
4. That there be a lead Executive member dedicated to the Climate Emergency.
5. That a dedicated officer role, reporting to the Corporate Director of Place, be created to drive the Climate Emergency Agenda forward.
6. That the Committee will oversee the action plan and monitor Trafford's performance against carbon reduction targets.
7. That the Councils Carbon Budget be published annually alongside the Financial Budget.
8. That an additional Scrutiny Committee or Sub Committee be established with the sole purpose of Scrutinising the Council and their partners in relation to the Climate Emergency.
9. That Climate Emergency Implications and sustainability be listed as an area to be considered in reports and that the guidance to officers be updated to bring it in line with the Council's current targets as per appendix 1.
10. That Climate Emergency be added to the Corporate Plan an additional priority forming part of the annual report and performance monitoring.

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| <p>11. That the Council roll out Carbon literacy training across the workforce and Councillors.</p> <p>12. That Climate Emergency champions be recognised within the organisation.</p> <p>13. That a comprehensive Communication and Engagement Strategy be developed and considers the following methods;</p> <ul style="list-style-type: none">• Dedicated Climate Emergency Section of the Council's Website• Wide distribution of the Public Health Annual Plan• Internal communications (sections on the intranet)• Have Climate Emergency resources available at Council Buildings• Hold Climate Emergency events or sessions at libraries• Hold Climate Emergency challenge among Trafford schools• Support of existing Climate Emergency VCSE groups within Trafford• Utilising Citizens Juries (Dr Malcolm Oswald)• Support the creation of a citizen's assembly• Community energy projects• Advertise and champion the resources created by Greater Manchester on tackling Climate Emergency <p>14. That the Executive consider the 33 Actions for Local Authorities laid out by Friends of the Earth and implement as many as possible.</p> <p>15. That the Executive consider immediate implementation of the following actions as quick wins;</p> <ul style="list-style-type: none">• Buy Green Energy• Adjust the Council Social Value weighting in procurement so that reducing carbon footprint, planting trees etc. are counted as elements of social value | |
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| <ul style="list-style-type: none"> • Increase number of EV Charging points in Trafford • Stop promoting measures that increase greenhouse gasses • Install food waste collection bins in all Council buildings (including in kitchens for employees) <p>16. That the Executive ask officers to complete the Trafford position column of appendix 2.</p> | |
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4. Greater Manchester Scrutiny Committee Updates

Greater Manchester Corporate Issues & Reform Overview and Scrutiny Committee – Councillor Ann Duffield, Councillor Dave Morgan

[11th February 2020,](#)

Greater Manchester Economy, Business Growth and Skills Overview and Scrutiny Committee – Councilor Barry Brotherton,

Next meeting scheduled for 13th March

Greater Manchester Housing Planning and Environment Overview and Scrutiny – Kevin Procter

[13th February 2020](#)