

## Scrutiny Chair Report to Council

Since the last report to you at July's Full Council, the Scrutiny Committee met on 10<sup>th</sup> August and 14<sup>th</sup> September.

At its meeting on 10<sup>th</sup> August, the Committee received a presentation from Knight, Kavanagh and Page on the Playing Pitch and Outdoor Sports Strategy (PPOSS). The shortfall in 3G pitches was highlighted and it was explained that options were being explored. The Committee requested to be kept updated.

This is an ambitious strategy, with provision and growth factored in. In terms of the social infrastructure, there appeared to be good relationships with sports clubs in terms of collaborative working, with them and governing bodies.

The Committee also received a presentation from Lancashire Constabulary on the new Target Operating Model (TOM). Figures were provided that specifically focussed on Burnley and the presentation also highlighted Operation Defender, Warrior and Centurion which targeted the whole of Lancashire.

The Committee sought clarification in respect of who was responsible for dealing with antisocial behaviour in the Town Centre. It was reported that this was joint responsibility of the Police and the Council. The Police had the responsibility to enforce the Public Space Protection Order (PSPO), but would try to assist people in the first instance. People are moved on if they are in contravention of the PSPO and Criminal Behaviour Orders are taken out for repeated breaches. It was stressed that if reporting ASB, it was important to be clear on the details of the incident to allow police to respond appropriately.

The Committee also received a report on Q4 and Year End 22/23 Performance and the Review Groups, of which the Liberata voicebot Review Group had had the opportunity to try out a test version of the voicebot, and give feedback with regards to voice clarity and speed. It has been agreed with Liberata that the Retain Position in the Queue and voicebot feature should be implemented as soon as possible, with changes being kept under review. Usage will be monitored to ensure the changes deliver a better experience for residents, and the Committee will continue to receive updates.

At the meeting on the 14<sup>th</sup> September, the Committee received a presentation from Liberata which outlined what we have achieved together so far; information on service line delivery for Revs & Bens, Customer Services, Transformation Shift, ICT and Property; key initiatives for people, growth and transformation; and beyond 2023. Plans for the future include working with us to identify transformation initiatives to assist in meeting both financial and operational challenges; identify further opportunities to work with LCC; and have a successful chat and web BOT solution which can provide Burnley with support in areas beyond Liberata's current range of services.

The Committee also received finance reports on Revenue and Capital Monitoring 23/24 Q1, Treasury Management 23/24 Q1, and Revenue Budgets 24-27 – latest position and savings proposals, along with a report on Council Tax Support Scheme 24/25 and 25/26.

Finally, we welcomed the report on Article 4 Direction: Houses in Multiple Occupation, which recommended the making of a non-immediate Article 4 direction to remove permitted development rights for changes of use from individual dwelling houses to smaller houses in multiple occupation, with 12 months' notice.

Councillors Gail Barton and Bill Horrocks, Scrutiny Committee Chair and Vice Chair - September 2023