



# SCRUTINY COMMITTEE

BURNLEY TOWN HALL

Thursday, 10th August, 2023 at 6.30 pm

## PRESENT

## MEMBERS

Councillors G Barton (Chair), B Horrocks (Vice-Chair), H Baker, G Birtwistle, M Brindle, J Broughton, M Hurt, N Kazmi, J McGowan, P Reynolds, C Sollis, D Whitaker and F Wild

## OFFICERS

Rob Dobson	– Chief Operating Officer
Howard Hamilton-Smith	– Director of Resources
Kate Ingram	– Director of Economy and Development
Clare Jackson	– Housing Manager
Kieron Roberts	– Parks Development Manager
Wilma Waddingham	– Housing Needs Officer
CJ Walmsley	– Democracy Officer

## IN ATTENDANCE

Zachary Christie	- Knight, Kavanagh & Page (KKP)
Paul Hughes Superintendent	- Knight, Kavanagh & Page (KKP)
Derry Crocken	- Lancashire Police

### 144. Apologies

Apologies for absence were received from Councillors Bridges, S Kazmi and Launer.

### 145. Minutes

The minutes of the meeting held on 5<sup>th</sup> July 2023 were approved as a correct record and signed by the Chair.

### 146. Additional Items of Business

The Chair had agreed that an additional item of business be considered at agenda item 15, Nicholas Street Re-development.

#### **147. Declarations of Interest**

Councillor Barton declared a personal interest in Item 8, Burnley Playing Pitch & Outdoor Sports Strategy, due to her position as School Governor.

#### **148. Exclusion of the Public**

Exclusion of press and public was as set out in the agenda.

#### **149. Public Question Time**

No questions, statements or petitions had been received from members of the public.

#### **150. Notice of Key Decisions and Private Meetings**

Members were asked to note the Notice of Key Decisions and Private Meetings (NKDPM) published on 18<sup>th</sup> July 2023, and the agreement of the Scrutiny Committee Chair under Regulation 5 (6)(a) (Private) and 11 (Key) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, in relation to Newtown Mill – To agree revised programme and payment terms, and the Nicholas Street Redevelopment – Funding from DLHUC, published on 4<sup>th</sup> August 2023.

Members were reminded that should they wish the Committee to consider any items on the NKDPM, they should inform the Chair.

RESOLVED – That the NKDPM of 18<sup>th</sup> July 2023 and the agreement of the Scrutiny Committee Chair under Regulation 5 (6)(a) (Private) and 11 (Key) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, published on 4<sup>th</sup> August 2023, be noted.

#### **151. Burnley Playing Pitch & Outdoor Sports Strategy**

Knight, Kavanagh and Page gave a presentation on the Playing Pitch an Outdoor Sports Strategy (PPOSS) which included the methodology of developing the PPOSS; the headline findings; grass football pitch recommendations; 3G pitch recommendations; cricket, rugby, hockey, tennis, netball, bowls and golf recommendations; other sports recommendations; and implementing the strategy.

It was reported that the PPOSS would guide the management and development of Burnley's playing pitches over the next 5+ years. It would also provide a strategic framework to ensure that the provision of outdoor sports facilities meets the needs of residents (both existing and future) and visitors across Burnley. It would also support those

organisations, including the Council, involved in the provision of outdoor sports facilities across Burnley.

The shortfall in 3G pitches was highlighted and it was queried if the old Baxi site was being considered. It was explained that options were being explored and a response from the Football Foundation was awaited. Members would be kept updated.

Figures for tennis were queried in terms of court usage and feedback that had been received. It was reported that the feedback was predominantly positive, with some complaints being about the misuse of courts, for example being used for football instead of tennis.

It was emphasised that this was an ambitious strategy, with provision and growth factored in. In terms of the social infrastructure, there was good relationships with sports clubs in terms of collaborative working with them and governing bodies.

RESOLVED – That the report be noted.

## **152. Lancashire Police - Presentation on new Target Operating Model**

Superintendent Crocken of Lancashire Police gave a presentation on the new Target Operating Model (TOM). The TOM areas were outlined and included:-

- Force Crime Management Unit
- 24/7 Response Policing
- Response Investigations Team
- Local Policing
- Specialist Operations – Roads Policing Unit
- Specialist Operations- - Roads Crime Team

Figures were provided that specifically focussed on Burnley, with time to arrive continuing to improve for emergency, priority and routine responses and numbers in terms of team resources. In terms of specialist operations, the Roads Policing Unit, which focussed on the investigation of serious and fatal collisions, and prevention and enforcement on roads, there had been 962 traffic offence reports, 171 vehicles seized and 207 section 59 warnings. The Roads Crime Team, which targeted criminals who use the road network, and focussed on crime and ASB, and cross border criminality, had made 54 arrests, received 39 stolen vehicles, searched 115 vehicles, seized £125k of drugs, and had 35 pursuits.

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.

Concerns regarding mental health were raised in terms of working together and making a difference. It was reported that the 'Right Care Right Person' model was in the process of being introduced which aimed at making sure the right agency deals with health related calls, focussing on reducing risk, harm and threat.

Concerns were also raised in relation to young people leaving care, and it was reported that whilst there is liaison with partner agencies, it does need improvement. Concerns would be passed on.

An update was provided in terms of tackling bike nuisance. Work was being undertaken with partners to collect intelligence and act where possible.

The importance of resident information/intelligence was highlighted. This could be done a number of ways including online, 101 and Crimestoppers.

A further concern was raised with regards to enforcement of 20mph speed zones.

RESOLVED – That the presentation be noted.

### **153. Q4 and Year End 22/23 Performance Report**

A report was submitted that provided the Committee with the Quarter 4 performance results, including on and off target indicators and trends.

An update was also given on Quarter 1 23/24, and it was highlighted that there had been a significant improvement in relation to missed bin collection in Q1, with 85 missed bins per 100,000, as opposed to 182 bins per 100,000 in Q4.

Councillor Baker raised the difficulty with getting VAT receipts for replacement bins. The Head of Policy and Engagement agreed to take this matter forward.

Clarification was sought with regards the on target indicator for processing new benefit claims. Re-assurance was given that accuracy was measured alongside speed.

RESOLVED – That the report be noted.

### **154. Scrutiny Review Groups**

A report was submitted on the findings of the Contact Centre Review Group. The group had met with the Senior Operational Performance Manager and the Senior Operations Manager on 11<sup>th</sup> July 2023 and received a presentation on the voicebot proposals. The group had the opportunity to try out a test version of the voicebot, and feedback was outlined in the report with regards to voice clarity and speed.

Following consultation with the Review Group, the Head of Policy and Engagement 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 would be monitored to ensure the changes deliver a better experience for residents, and the Committee would receive an update at a future meeting.

A verbal update was given on the Climate Change Group which had met to agree the scope of the review and meet the Climate Change officer. The group had four meetings planned from September to December, with a report back to the Committee by March 2024.

RESOLVED – (1) That the report and update be noted; and  
(2) That updates be provided to future meetings of the Committee.

#### **155. Work Programme 2023/24**

The Committee received the updated work programme for 2023/24.

RESOLVED – That the updated work programme for 2023/24 be noted.

Members determined to exclude the public from the meeting before discussion took place on the following items on the grounds that in view of the nature of the business to be transacted if the public were present there would be a disclosure to them of exempt information within the meaning of Schedule 12A of the Local Government Act 1972.

#### **156. Fitness Equipment Replacement - Use of Framework Agreement**

Members considered a report which sought approval from the Executive for funding to replace the fitness equipment and refurbish the associated fitness areas at St. Peter's and Padiham leisure centres.

RESOLVED – That the report be noted.

#### **157. Acquisition of Temporary Accommodation**

The Committee considered a report on the acquisition of properties for temporary accommodation.

RESOLVED – That the report be noted.

#### **158. Nicholas Street Re-development**

The Committee considered a report on Nicholas Street re-development.

RESOLVED – That the report be noted.