PRESENT

MEMBERS

Councillor Paul Campbell - in the Chair.

Councillors Jonathan Barker, Bea Foster, Roger Frost, Anne Kelly, Margaret Lishman, Andrew Newhouse, Paul Reynolds and Betsy Stringer.

ALSO IN ATTENDANCE

Councillor John Harbour - Executive Member for Leisure & Culture

OFFICERS

Tom Forshaw - Head of Chief Executive’s Office
Joanne Swift - Head of Streetscene
Simon Goff - Head of Green Spaces & Amenities
Saima Afzaal - Assistant Democracy Officer

30. Apologies

Apologies for absence were received from Mick Cartledge

31. Minutes

The Minutes of the last meeting held on 1st October, 2013 were approved as a correct record and signed by the Chair.

32. The Executive’s Notice of Key Decisions

The Executive Notice of Key Decisions for December to March 2014 was received for comments relating to the remit of this Committee.

There were no items for discussion.
IT WAS AGREED

That the Executive Notice of Key Decisions and Private Meetings be noted.

33. **Mid-Year Performance Report 2013/14**

Members received the performance results at midyear for those services within the remit of this Committee.

Tom Forshaw highlighted that the report focussed on performance information ‘by exception’ by showing where performance against key indicators had been strong or where targets specified had not been met.

Members made the following comments:-

- In terms of the Citizens’ Panel survey were standard questions asked every year?

- To include a subject area on dog fouling in future surveys to monitor resident’s views on dog services delivered by the Council.

Tom Forshaw indicated that the Council maintained a consistent approach in terms of asking questions however, in the past the Council had built in relevant subject area questions to gain views and would incorporate dog fouling subject area for future surveys.

- A suggestion was made that data should be gathered to evaluate how good the Council was in solving the telephone enquiry as supposed to how quickly the phone call was answered?

Tom Forshaw advised that he anticipated that this matter would be built within the existing process at the contact centre to gain customer views.

- Citizens’ Panel Survey - was participation inclusive of young people and BME groups in the borough.

- How accessible was the survey to the young people, and was it available through Youth Council and Community Faith Centres.

- How many people participated in the citizens’ panel?

Tom Forshaw advised that the citizens’ panel was a collaboration of Partnership work within East Lancashire authorities. Further options were under consideration to improve the process. He indicated that 1000 people participated in the citizens’ panel, this figure varied. The results were demographically presented across the Borough to maintain a consistent approach. He highlighted that he would circulate further information highlighting the process for the citizens’ panel.

IT WAS AGREED

(1) That further information on the Citizens’ Panel be sent to Members of this Committee and that the report and comments be noted.
Joanne Swift updated Members on the crime figures for Burnley during the first half of the year 2013/14. She reported more notable success during the period was on overall reduction in all Crime in Burnley. A summary of key points and partnership activity relating to Anti-Social Behaviour (ASB), Domestic Violence, Alcohol misuse and Crime were discussed.

She further outlined a number of key initiatives planned to work around raising awareness to reduce alcohol and vehicle crime in the run up to Christmas through a combination of approaches by working with other partner agencies.

The following comments were received:

- **Domestic Abuse** - What was the breakdown of categories relating to domestic violence and how did the Council support women’s refuge.

  Joanne Swift highlighted that the Council worked closely with the women’s refuge and supported the Domestic Abuse Co-ordinator, who carried out a strategic role in increasing awareness through working with partner agencies and being involved in co-ordinating local events.

- **Child Sexual Exploitation / Alcohol misuse** - What steps were being taken to prevent future concerns.

- An update be provided on the number of children hospitalised locally due to alcohol related incidents.

  Joanne Swift confirmed that “Operation Freedom” was set by the Police specialist team who were working on a range of approaches to address the issue. She further advised that she would obtain an update from Freedom Team on figures for the local area.

- A further discussion took place highlighting issues around Alcohol consumption by young people and whether the Police continued with test purchasing exercise on licenced premises. Furthermore a point was made whether area saturation points should be taken into concern relating to new off licence premises.

  Joanne Swift advised on a number of local actions being undertaken with partner agencies and further options considered to address concerns. She emphasised on some of the key initiatives including the introduction of Community Alcohol Network (CAN) and the on-going work with REFLECT a multi-agency partnership initiative which would assist in reducing alcohol related offences.

Saima Afzaal advised that the comments made in respect to licenced premises and saturation policy would be referred to the Licensing team to
respond to Members.

(1) That an update on the number of children hospitalised due to alcohol related incidents locally be provided to Councillor Betsy Stringer.

(2) That the comments made in respect to licenced premises and saturation policy be referred to the Licensing team to respond to Members; And

(3) That the report and comments be noted.

35. Playing Pitch Review and Green Spaces Strategy

Simon Goff reported on the progress with the Playing Pitch Review and preparation of the new Green Spaces Strategy.

He reported that no further progress had been made on the playing pitch review since officers became aware that Sport England were preparing to issue formal guidance on the preparation of Playing Pitch Strategies.

He indicated that the new Playing Pitch Strategy Guidance was published at the end of October (with appendices still to be published) and sets out, in detail, a new approach to the preparation of playing pitch strategies that required the involvement of the national governing bodies of each sport together in the preparation and development of each strategy.

He indicated that a timetable for preparation of the strategy in accordance with the new guidance would be circulated at a future Community Services Scrutiny meeting.

The following comment was received:

- How would the assessment process for playing pitch be determined.

Simon Goff advised that every pitch available for community use would be part of the assessment process.

The Chair further highlighted that the ongoing Playing Fields Working Group would no longer continue to meet until the outcome of the Green Spaces Strategy was determined.

IT WAS AGREED That the update be noted.

36. Final Outcome of the Dog Services Working Group

The Chair reported on the work of the Dog Services review, and the proposed actions and timescales recommended by the working group in accordance with the effective delivery of dog services delivered by the
The Chair outlined the progress made by the Review Group at its meetings by setting objectives through the effective delivery of an Action Plan to achieve outcomes and future improvements.

The Chair thanked Members of the Review Group, Joanne Swift, Streetscene and Greenspaces Officers for their hard work and efforts in supporting the review.

The following comments were received:-

- Comparison of services across Lancashire - would that information be available.
- Maintaining on-going communication with Parishes - some Parishes had not received any dog services reports.
- That further information on engagement activity be highlighted in the Action Plan.

Joanne Swift outlined the main and current planned engagement activities as set out in the Action Plan and highlighted that a range of options were being considered to maximise engagement with the community.

She further briefed Members on a range of ward initiatives/events planned to raise awareness and highlighted further options were underway to improve engagement with residents through the new CRM system to ensure greater usability and increased functionality and feedback.

She indicated that a targeted approach in key areas was delivered to ensure the Council engaged with the Community around responsible ownership where concerns of dog related issues were prominent.

Saima Afzaal indicated that the information highlighting comparison of services across Lancashire was undertaken for the purpose of the working group project and would be available on request.

Members welcomed the recommendations proposed by the Working Group.

**IT WAS AGREED**

That Community Services Scrutiny Committee endorses the recommendations made by the Dog Services Working Group for consideration by the Executive as set out in the report:-

- a) To continue to promote the work of the service through positive engagement.
- b) To further improve the process of dog service reportage by local residents by the implementation of the Council’s new CRM (customer relationship management) system.
- c) That Community Services Scrutiny Committee regularly monitors the progress of the Action Plan; And
That the information highlighting comparison of services across Lancashire be sent to Councillor Margaret Lishman.

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**IT WAS AGREED**

That the work programme for the next meeting be agreed as follows:-

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<th>DATE OF MEETING</th>
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