

Overview and Scrutiny Committee Agenda

8 July 2019 at 7pm

**Council Chamber, Civic Centre,
Duke Street, Chelmsford**

Membership

Councillor J. Galley (Chair)
Councillor S.M. Goldman (Vice-Chair)

and Councillors

L. Ashley, N.A. Dudley, C.L. Finneycy, I.S. Grundy, R.J. Hyland, D.G. Jones, J.S. Lardge, M. Sismey, M.S. Steel, C.R. Tron, M.D. Watson, R.T. Whitehead and S. Young

Local people are welcome to attend this meeting, where your elected Councillors take decisions affecting YOU and your City. There will also be an opportunity to ask your Councillors questions or make a statement. If you would like to find out more, please telephone Daniel Bird in the Democracy Team on Chelmsford (01245) 606523 email Daniel.bird@chelmsford.gov.uk, call in at the Civic Centre, or write to the address above.

Council staff will also be available to offer advice in the Civic Centre for up to half an hour before the start of the meeting.

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OVERVIEW AND SCRUTINY COMMITTEE

8 July 2019

AGENDA

PART I

1. **APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

2. **MINUTES**

To consider the minutes of the meeting held on 4 February 2019.

3. **PUBLIC QUESTION TIME**

Any member of the public may ask a question or make a statement at this point in the meeting. Each person has two minutes and a maximum of 15 minutes is allotted to public questions/statements, which must be about matters for which the Committee is responsible.

The Chair may disallow a question if it is offensive, substantially the same as another question or requires disclosure of exempt or confidential information. If the question cannot be answered at the meeting a written response will be provided after the meeting.

4. **DECISIONS CALLED-IN**

To report on any Cabinet decisions called in and to decide how they should be progressed.

5. **DECLARATION OF INTERESTS**

All Members are reminded that they must disclose any interests they know they have in items of business on the meeting's agenda and that they must do so at this point on the agenda or as soon as they become aware of the interest. If the interest is a Disclosable Pecuniary Interest they are also obliged to notify the Monitoring Officer within 28 days of the meeting.

6. **HEALTH & SAFETY ANNUAL REPORT 2018/19**

7. **DECISIONS TAKEN UNDER DELEGATION TO THE CHIEF EXECUTIVE**

8. **ANNUAL REPORT ON THE SCRUTINY FUNCTION 2018/19**

9. **FUTURE WORK PROGRAMME**

10. **FUTURE PERFORMANCE MONITORING**

11. **URGENT BUSINESS**

To consider any other matter which, in the opinion of the Chair, should be considered by reason of special circumstances (to be specified) as a matter of urgency.

PART II (EXEMPT ITEMS)

NIL

MINUTES

of the

OVERVIEW AND SCRUTINY COMMITTEE

held on 4 February 2019 at 7pm

Present:

Councillor M. Springett (Chairman)

Councillors N. Chambers, P.J. Cousins, J.A. Deakin, M.J. Flack, I.S. Grundy, A.M. John, D.A. Lumley, J.A. Potter G.C. Seeley, and G.I. Smith

1. **Apologies for Absence and Substitutions**

Apologies for absence were received from Councillors J. De Vries, R.A. Ride and G.H. Smith. No substitutions were made.

2. **Minutes**

The minutes of the meeting held on 26 November 2018 were agreed as a correct record and signed by the Chairman.

In relation to minute number 8, the Committee was informed that officers had implemented the recommendation agreed regarding household notification letters. It was noted that these were now being delivered to every residential property.

3. **Public Question Time**

No questions were asked or statements made.

4. **Decisions Called-In**

The Committee noted that no decisions taken by the Cabinet had been called-in.

5. **Declaration of Interests**

All members were reminded to declare any Disclosable Pecuniary or other registerable interests where appropriate in any items of business on the meeting's agenda. None were made.

6. **Quarter Three 2018/19 Performance Information Report**

The Committee considered a report on the progress made against the Council's key performance indicators at the end of December 2018.

Eleven indicators had achieved target for quarter three in 2018/19. Of particular note were **Percentage of waste reused, recycled and composted, Customer visits to Sports and Net additional homes provided**. It was noted that recycling rates were now 10% higher than in December 2016, therefore highlighting the benefits of fortnightly collections. Members were informed that a figure comparing this to the national average would be circulated to them after

the meeting. It was also noted that visits to Riverside had been performing well against its revised target in addition to higher visitor levels at both CSAC and Dovedale's.

It was reported to the Committee that ten indicators had not met their target for quarter three in 2018/2019. These included, **Theatre Promotion Visits, CSC Abandoned calls and the Number of Household living in temporary accommodation.**

In response to questions from members the Committee was informed that:

- The introduction of GDPR had led to services such as the Theatres losing a significant proportion of their customer database. Other solutions were being developed including different types of brochures being circulated in addition to a new sign up software being implemented.
- The Leisure card would be re launched alongside the re-opening of Riverside.
- The base budget target for Riverside had been reduced when the budget was set to be in line with the expected lower customer levels.
- The indicator for the average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax benefit normally reached the 9 day target by the end of the financial year. It was noted that an explanation for this would be provided after the meeting by officers.
- The switch to Skype had been a very complex migration but it now provided greater functionality and officers were starting to realise the benefits of this.
- The possibility of adding an indicator related to Universal Credit would be explored by officers when setting the 19/20 indicators and targets.

It was agreed by the Committee that the GDPR issues discussed also be raised when the report on GDPR was due to the Governance Committee in June. The Committee also agreed that officers should explore the use of Parish notice boards to help promote theatre shows and other events. The Committee also stated that officers should be commended for their hard work in consistently meeting a majority of targets.

Councillor John joined the meeting at 7.15pm

RESOLVED that;

1. the report be noted and;
2. a written response be provided regarding why the Housing and Council Tax benefit indicator only reached its target towards the end of the financial year and;
3. the possibility of adding an indicator related to Universal Credit be explored by officers,
4. that the topics discussed regarding GDPR also be raised when the Governance Committee receive a report on GDPR in June and;
5. officers explore the possibility of using parish noticeboards to advertise theatre events.

(7.01pm to 7.26pm)

7. Annual Presentation by Safer Chelmsford Partnership

The Council's Public Protection Manager gave a presentation on behalf of the Safer Chelmsford Partnership, regarding its statutory duties, key priorities, key projects and funding in 2018/19.

The Committee was reminded of the Partnership's statutory duties, which were;

- Strategic Assessment and Partnership Plan
- Co-Ordination of Partnership activities
- Strategic Priorities plus Reducing Reoffending
- Prevent, Modern Day Slavery and Domestic Homicide Reviews
- Face the Public – combined with Police, Fire and Crime Commissioner and Essex Police.
- Survey Public opinion – fear of crime and perceptions
- Annual presentation to Overview and Scrutiny Committee

The Committee was also reminded of the Partnership's strategic priorities for 2018/19, which were:

- Tackling violent crime
- Driving down anti-social behaviour in public places
- Identifying and supporting vulnerable people
- Delivery of the Essex Police rural crime strategy

The key projects carried out in the last 12 months included;

- Community Safety Hub launching in March 2019
- Operation Statue
- Violence and Vulnerability
- Education, awareness and community engagement
- Night time economy interventions
- CCTV Transformation

The Committee heard that the Community Safety Hub was due to launch in March 2019 and would be a crucial asset enabling further joint working with Essex Police and other key partners. It was noted that the project had been funded jointly with the Essex Fire, Police and Crime Commissioners office. The Committee also heard that as the Hub was to be located on the Council premises it would enable officers in the Public Protection team of the Council to work closely with their strategic partners.

The Committee was informed that the SOS project continued to be very successful and alongside the new bus were 44 volunteers. It was noted that trainee paramedics from Anglia Ruskin University were included in the 44 volunteers. The Committee was also informed that 313 trips to A & E had been saved as a result of the SOS bus last year.

The Committee was also informed that the 'Spare change or real change' campaign had been shortlisted for a national award and that other Councils were now contacting Chelmsford regarding setting up similar schemes.

In response to questions from Members the Committee was informed that;

- Changes to CCTV had been ongoing and this involved switching from analogue to 4k digital technologies enabling image quality to be greatly enhanced. It was noted that the current focus was on improving the existing technologies rather than re-structuring the whole network.

- Mobile CCTV sites in specific hotspots tended to be very expensive due to not having a direct line of sight between rural areas outside of the City Centre and the CCTV control room. It was noted that for rural sites 4G technology was required and this was very expensive, therefore it was not the most cost viable option.
- CCTV sites had been upgraded in South Woodham Ferrers.
- The partnership had been working closely with the William De Ferrers school and school pastors had been re-introduced to the school under Operation Enlightenment. It was also noted that other schools had now been following this approach and it enabled dialogue to be opened up between students, parents and the Police as it created a safe environment to discuss issues.

The Committee thanked the Council's Public Protection Manager for attending and their presentation.

RESOLVED that;

1. the report be noted and;
2. the Committee's appreciation for the excellent work of the Safer Chelmsford Partnership and the detailed presentation from the Council's Public Protection Manager be noted.

(7.27 pm to 7.59 pm)

8. **Annual Presentation by Essex Police**

The Committee received a presentation from the Assistant Director for Commissioning at the Essex Fire, Police and Crime Commissioners Office. The Assistant Director informed the Committee of the precept changes which had resulted in raising £7.5m in 2018/19 with changes set to result in raising £16m in 2019/20. It was noted that 150 officers had been added in the financial year who were now all fully trained.

The Committee heard that the PFCC had consulted 4,000 members of the public on the proposed increase in precept and had received over 71% support for the initiative. It was also noted that the PFCC was involved with ongoing discussions with the Home Office and Treasury regarding increased funding and a fairer allocation of national funds to the Essex force.

The Committee were also informed about the Police and Crime Plan for 2016-20 which highlighted the operations and aims of the PFCC and heard that an annual report is also published on the PFCC website.

The Committee heard that the use of mobile technologies was becoming commonplace and it was hoped that 1 hour per shift would be saved through the use of mobile phones and dedicated apps. It was noted that the apps enabled reports to be typed up away from the office meaning that officers could stay on patrol for longer as an example.

At this point in the meeting the Chairman advised that questions could be asked after hearing from the Chief Inspector too.

The Committee received a verbal update from the Chief Inspector for Chelmsford. The Committee were informed of the three main areas of policing which included, Community Policing, Local policing teams and the CID/Investigations teams. It was noted that the new hub allowed these teams to collaborate together much more effectively along with the other external partners.

The Committee heard that crime had risen nationally and that this was the case in Chelmsford too. It was also noted that violent crime had risen in Chelmsford, but this was mainly due to the manner of reporting as crimes previously reported elsewhere now were classed as violent crimes. The Committee heard that robberies had dropped by 12.5% and it was believed an increase in stop and search tactics had helped achieve this. It was noted that some significant recent arrests had been made concerning burglaries and that new tactics had helped to achieve this. The Chief Inspector stated that one of the most important messages for the public was to take care of their own property and ensure doors and windows were locked to help prevent opportunist burglaries.

The Committee heard that drugs were a common concern with residents in Chelmsford and that an increase in stop and search had made strong inroads into the problem. It was noted that approximately 80 stop and searches were made between October and December 2017 compared with 489 in the same period in 2018. It was noted that the success rate was one in three therefore leading to a significant number of arrests for possession of drugs or offensive weapons.

The Committee was informed that a strong focus on gang related issues had still been in place throughout 2018 with specific operations in place. The Committee also heard that various projects such as Operation Enlightenment were in place allowing closer working with schools which was crucial as a preventative measure.

The Committee heard that neighbourhood watch groups were seeing a resurgence in certain areas and this was very positive news which Essex Police were keen to encourage. It was noted that a new structure for the Chelmsford neighbourhood watch was being developed. The Committee was informed that the Chief Inspector was exploring new communication methods. It was noted that he wanted meaningful information to be distributed to the public and for good news stories to be publicised more effectively.

In response to questions from Members the Committee was informed that;

- A breakdown of where new officers would be situated was not yet available but was being analysed.
- The appointment process for new officers was normally around nine months, including recruitment, background checks and training.
- The task and finish group for Community Safety Communication would be an important tool in improving messages that reach the public and the police were looking forward to working closely with the Council on this.
- Social Media was a powerful tool and was very important in allowing officers to provide information and highlight the work being performed by them.
- Stop and search tactics had led to arrests for both drug and weapon offences.
- The possibility of a challenge 25 style system for the sale of knives was being explored with the Chelmsford BID.
- Suicide prevention was a key area of work between various partners including the City and County Council. It was noted that measures had been adopted at multi storey car parks to help prevent this.
- Changes had been made to how South Woodham Ferrers was being policed and various tactics were being utilised to fight crimes in the area.
- Various methods were being used to fight localised burglaries.

- The Safer Chelmsford Partnership received funding from the PFCC office and a strong working relationship was in place between the two bodies.

The Committee noted that the work by Essex Police was of great importance and thanked them for their continued hard work in making Chelmsford a safe place for its residents.

RESOLVED that;

1. the Committee's appreciation for the work of Essex Police be noted and;
2. the Committee's thanks for the attendance of the Chief Inspector and Assistant Director and their presentations be noted.

(8 pm to 9.05 pm)

9. **Annual Report on Housing Delivery**

The Cabinet Member for Strategic Housing began by thanking the Committee for allowing them to present at this meeting rather than the November 2018 meeting as scheduled. He informed the Committee that this had been due to the high workloads for officers related to the Local Plan hearings that had been taking place.

The Committee received a report from Councillor P.J.L. Hutchinson, Cabinet Member for Strategic Housing which provided an overview of key housing delivery monitoring statistics in Chelmsford for the period April 2017 – March 2018. The report also provided updated information on new and proposed local and national housing initiatives that had an impact on the delivery of new housing.

The Cabinet Member informed the Committee that the report highlighted the positive work taking place and demonstrated that figures were continuing to improve. The Committee heard that the appendix to the report detailed a range of information on housing supply in Chelmsford. In conclusion the Cabinet Member stated that the work being undertaken by officers was excellent and very valuable in ensuring housing supply targets were met in future years. He stated that the area was closely monitored by both members and officers and was of good standing.

RESOLVED that the Cabinet Member for Strategic Housing and officers be thanked for the annual report on housing delivery in Chelmsford, which was noted.

(9.06 pm to 9.13 pm)

10. **Terms of Reference for Task and Finish Group**

The Committee was asked to agree the draft terms of reference for the Task and Finish Group relating to the effect of the introduction of Universal Credit in Chelmsford.

The Committee agreed that officers should begin background work on this but that it would be beneficial to appoint members to the group after the elections at the June meeting.

RESOLVED that;

1. the terms of reference for the group be agreed and;
2. Councillors be appointed to the Task and Finish Group at the next meeting of the Committee in June after the local elections.

(9.14 pm to 9.17 pm)

11. **Work Programme**

The Committee considered a report on its work programme for 2018/19 which had been updated following the Committee's meeting on 26 November 2018.

It was noted that the Chairman and Vice Chairman had agreed to cancel the meeting scheduled for 29th April 2019 due to its proximity to the local elections. The Committee agreed that officers should move the April items to the other meetings scheduled later in the year and report the dates at the June meeting.

RESOLVED that;

1. the draft work programme of the Committee submitted with the report to the meeting be approved with the above changes and additions and;
2. Officers finalise new dates for the items originally scheduled for the April meeting.

12. **Urgent Business**

There were no matters of urgent business brought before the Committee.

The meeting closed at 9.20 pm.

Chairman

OVERVIEW AND SCRUTINY COMMITTEE
8 July 2019

AGENDA ITEM 7

Subject:	REPORT ON DECISIONS TAKEN UNDER DELEGATION TO THE CHIEF EXECUTIVE
Report by:	DIRECTOR OF CORPORATE SERVICES

Enquiries contact: Daniel Bird, Tel. (01245) 606523,
Email: daniel.bird@chelmsford.gov.uk

Purpose

To report on the decisions taken under delegation to the Chief Executive for the period 1 November 2018 to 31 May 2019.

Recommendation

That the report be noted.

Corporate Implications

Legal:	None
Financial:	None
Personnel:	None
Risk Management:	None
Equalities and Diversity:	None
Health and Safety:	None
IT:	None
Other:	None

Consultees:	Director of Corporate Services
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Policies and Strategies

None relevant

1. Background

- 1.1 The Constitution of the Council includes, at Part 3 (Responsibility for Functions), details of matters on which the officers of the Council are authorised to take decisions. These are known as delegations to officers and among them is the following, which is delegated to the Chief Executive:

"Deal with any matter on grounds of urgency, following consultation with the Leader of the Council, or the Chairman and Vice Chairman of the appropriate committee in respect of non-executive matters."

- 1.2 The decisions taken by the Chief Executive under this delegation are recorded and notified to the public and members of the Council by publication on the Council's website. On 8 February 2010 the Overview and Scrutiny Committee agreed that a list of those decisions should also be brought to the Committee for information in June and November each year.

2. Latest Decisions

- 2.1 One decision was taken under delegation to the Chief Executive during the period 1 November 2018 to 31 May 2019. A summary of the decision is attached at Appendix 1 to this report.
- 2.2 Members are asked to note the content of the report.

List of Appendices

Appendix 1 – Decision taken under delegation to the Chief Executive for the period 1 November 2018 to 31 May 2019.

Background Papers

Nil

DECISIONS TAKEN UNDER DELEGATION TO THE CHIEF EXECUTIVE

Date of Decision: 19 December 2018		Decision Number: 7/2018
Subject:	Purchase of Visteon Engineering Services HQ, 1 Springfield Lyons Way, Chelmsford	
Background:	<p>The opportunity recently arose for the Council to purchase, at less than the asking price, the above property, a purpose built self-contained office building, from SLI UK Real Estate Fund. It comprises ground and two upper floors and comprises 32,342 sq. ft. of office accommodation.</p> <p>The financial information relating to this acquisition is not detailed in this summary as it would disclose exempt information within Paragraph 3 of Schedule 12A to the Local Government Act 1972 (Information relating to the financial or business affairs of any particular person including the authority holding that information).</p>	
Decision and Reasons for Urgency:	<p>Based on the rents and investment values of other properties on the Springfield Lyons Business Park which have come onto the market in recent years, the acquisition of the premises at the price negotiated represented a good investment for the Council.</p> <p>Visteon occupy the property under lease terms expiring 23 June 2024 with a current passing rent in excess of £700,000. Current rental evidence would suggest that for out of town office space of this nature a headline rent slightly lower than that figure could be achieved with an estimated 12-month void made up of a six-month lease incentive and a six-month letting period.</p> <p>Visteon Engineering Services is a subsidiary of the global automotive supplier, Visteon Corporation. The company is a leading, high-tech supplier of engineering, research and development services to the world's leading automotive manufacturers. The Chelmsford office is the European corporate office and UK innovation centre and operates as one of Visteon Corporation's global centres of excellence for electronics product development. The company produces a range of advanced systems for driver information, audio and entertainment. It also supports engineering and development of interiors and climate products. Visteon Engineering Services Ltd benefits from a Dun & Bradstreet rating of 2A1, which indicates a minimum risk of business failure. Based on a tangible net worth of £3,278,000 (31 Dec 2017) Visteon Engineering Services has shown steady improvement in financial performance and security from a negative net worth of (£1,463,000) in 2016. The company has also grown its net current assets from £13,326,000 in 2016 to £15,719,000 for the year closing December 2017.</p>	

	<p>With the uncertainty created by Brexit it should be noted that the tenant operates a Global Business and at this point it is difficult to assess the full impact of what might happen post Brexit. If we consider what has happened since the Brexit announcement we have seen a number of businesses relocate certain office functions to other parts of Europe rather than entire operations, and this trend may continue. The tenant is, however legally, bound to the property for the next five years. The property has good potential for reletting should this be required and consider reletting a minimal risk.</p> <p>The purchase price has been negotiated in response to the seller's requirement to conclude a sale before the end of the year and therefore it was not possible to obtain formal approval from Cabinet to proceed with the purchase nor from Full Council to release the funds. The Chief Executive considered that it would be in the Council's financial interests to proceed with the purchase and therefore authorised, under his delegated authority to take urgent decisions, its acquisition and the release of the necessary capital funds.</p>
Supporting Information:	None
Consultees:	The Leader of the Council.

OVERVIEW AND SCRUTINY COMMITTEE

8 July 2018

AGENDA ITEM 8

Subject:	ANNUAL REPORT ON THE SCRUTINY FUNCTION 2018/19
Report by:	DIRECTOR OF CORPORATE SERVICES

Enquiries contact: Daniel Bird, Tel. (01245) 606523, Fax. (01245) 606308
Email: Daniel.bird@chelmsford.gov.uk

Purpose

To report on the activity of the scrutiny function of the Council for 2018/19, in accordance with the Local Code of Corporate Governance (Core Principle 6 - Engaging with local people and other stakeholders to ensure robust public accountability), which was adopted by the Council on 23rd April, 2008.

Recommendation

That the Council be recommended to approve the Committee's Annual Report on the Scrutiny Function for 2018/19 for subsequent publication.

Corporate Implications

Legal:	None
Financial:	None
Personnel:	None
Risk Management:	None
Equalities and Diversity:	None
Health and Safety:	None
IT:	None
Other:	None

Consultees:	Chair and Vice-Chair of the Overview and Scrutiny Committee
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Policies and Strategies

Local Code of Corporate Governance

1. Background

1.1 The Local Code of Corporate Governance was adopted by the Council on 23rd April, 2008 (M6.1,CL52,2008). Under the Code's Core Principle 6 – Engaging with local people and other stakeholders to ensure robust public accountability - the Overview and Scrutiny Committee is required to produce an annual report on its work for consideration by the Council and subsequent publication.

1.2 The Committee's Annual Report on the Scrutiny Function for 2018/19 is attached at Appendix 1 to this report and covers the following matters:-

- statutory provisions
- terms of reference
- membership
- publication of information
- work undertaken in 2018/19
- future work for 2019/20
- "call in" of Cabinet decisions
- training and development

1.3 Members are asked to recommend to Council that it approve the Committee's Annual Report for subsequent publication.

List of Appendices

Appendix 1 – Annual Report on the Scrutiny Function 2018/19

Background Papers

Nil



CHELMSFORD CITY COUNCIL ANNUAL REPORT ON THE SCRUTINY FUNCTION 2018/19

**Councillor J. Galley
(Chair – Overview and Scrutiny Committee)**

www.chelmsford.gov.uk

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Background

(a) Statutory Provisions

Under the Local Government Act 2000 each local authority is required to establish at least one committee to review or scrutinise decisions taken by the Executive or any other part of the council and make reports to the council or to the cabinet. It can also report on any matters that affect the authority's area or its inhabitants. Its role includes both developing and reviewing policy and holding the Executive to account. The Committee has power to require Cabinet members and officers to attend before it to answer questions and it may also invite other people to attend its meetings.

Chelmsford Council chose, in 2005, to set up a single Scrutiny Committee. The Committee's first meeting was on 23rd May, 2005. It was later renamed the Overview and Scrutiny Committee by Council on 10th May, 2006.

New legislation came into effect in 2009 which placed additional duties on the Council and in respect of which it was required to make arrangements for their discharge. The legislation concerned was:

- The Police and Justice Act 2006 (Sections 19 -21), which placed a duty on all local authorities to scrutinise the activities of organisations comprising the local crime and disorder reduction partnership, and
- Section 119 of the Local Government and Public Involvement in Health Act 2007, which allowed councillors to ask for discussions to take place at an overview and scrutiny committee on issues of neighbourhood concern.

In December 2009 the Council agreed that the Overview and Scrutiny Committee take responsibility for those functions and that its terms of reference were amended accordingly.

The Local Democracy, Economic Development and Construction Act 2009 (Commencement No. 3) Order 2010 brought into force on 15th June 2010 the requirement for local authorities to have a scheme for responding to petitions from people who live, work or study in the area. Petition organisers who are dissatisfied with the Council's response can ask for a review by the Overview and Scrutiny Committee. A report on this matter was agreed by Cabinet on 8 June and Council on 9 June 2010 and the Committee's terms of reference were again amended to reflect this additional function.

(b) Terms of Reference

The Terms of Reference of the Committee are contained in Part 3 of the Council's Constitution. They are as follows –

General role

To act as a channel for public involvement in the activities of the Council and other bodies operating in the City; to oversee the proper and efficient administration of the Council; to review the effectiveness of its work and services; and to support and complement the activities of the Cabinet, whilst at the same time scrutinising them and offering constructive comment or advice where appropriate.

Specific role

- monitor the performance of the Council's services, carry out detailed reviews of them where considered necessary and report any resulting recommendations to the Cabinet;
- review the decisions, decision-making processes and activities of the Cabinet, other Council bodies and in respect of the Committee's own work to ensure that they comply with the requirements of the Constitution and the policies of the Council;
- monitor the activities and performance of external bodies, liaising with them where necessary, and carry out detailed assessments of the effectiveness of services provided by them if any apparent shortcomings are identified;
- scrutinise the work of the community safety partnership (Safer Chelmsford) and the partners who comprise it, insofar as their activities relate to the partnership itself and exercise all the other functions of a crime and disorder committee pursuant to Section 19 of the Police and Justice Act 2006;
- consider Councillor Call for Action requests following agreement by the Chair and Vice-Chair of the Committee after consultation with the Director of Corporate Services
- consider and respond to petitions, requesting that officers appear before the Committee to answer questions on functions, services or decisions for which they are responsible
- review the Council's handling of or responses to petitions where the petition organiser is dissatisfied with the action taken.

The Committee will also be responsible for

- providing opportunities for officers to acquaint members with the operation of the Council.

(c) Membership of the Committee

The Committee has 15 members, all Members of Chelmsford City Council. They are appointed by the full Council at its Annual Meeting in May of each year on a proportionality basis. No member of the Cabinet may be a member of the Committee.

In 2018/19 the membership of the Committee comprised the following members:

CON Councillors, N. Chambers, P.J. Cousins, J. De Vries, M.J. Flack, S.D. Fowell, I.S. Grundy, A.M. John, J.A. Potter, (Vice Chair), D.A. Lumley R.A. Ride, G.C. Seeley, G.H. Smith and G.I. Smith.

LD Councillors J.A. Deakin and M. Springett (Chair)

Following the Annual Meeting on 22 May 2019 the membership is as follows –

LD Councillors L. Ashley, N.A. Dudley, C.L. Finnecy, S.M. Goldman (Vice Chair), D.G. Jones, J.S. Lardge, C.R. Tron, and S. Young

CON Councillors J. Galley (Chair), I.S. Grundy, M. Sismey, M.S. Steel, M.D. Watson and R.T. Whitehead

IND Councillor R.J. Hyland

The Committee is currently chaired by Councillor J. Galley, who is a member of the Opposition group on the Council (the Conservatives).

(d) Programme of Meetings

The Committee met on three occasions in the municipal year 2018/19. It has five meetings programmed for 2019/20. Additional meetings may be arranged as required, including any which may be necessary if any decisions of the Cabinet become subject to the ‘call In’ procedure mentioned in Part 3 of this Report.

(e) Publication of Information

The agendas for the Committee’s meetings are published on the Council’s website not later than five clear days before the date of each meeting. The minutes of each meeting are also published on the website as soon as possible after each meeting has taken place.

Work Programme 2018-19

The main areas of activity considered by the Committee during the municipal year (May to May) 2018/19 were as follows –

<u>Subject</u>	<u>Date(s) considered</u>
Quarter Three 2017/18 Performance Information Report	11 June 2018
Temporary Accommodation Update	11 June 2018
Health and Safety Annual Report 2017/18	11 June 2018
Annual Report on the Scrutiny Function 2017/18	11 June 2018
Terms of Reference for Task and Finish Group	11 June 2018
Decisions taken under delegation to the Chief Executive	11 June 2018
Work Programme	11 June 2018
Quarter One and Two 2018/19 Performance Information Report	26 November 2018
Inform and Debate Session – Planning Enforcement	26 November 2018
Task and Finish Group on Voter Registration	26 November 2018
Terms of Reference for Task and Finish Group	26 November 2018

Decisions taken under delegation to the Chief Executive	26 November 2018
Work Programme	26 November 2018
Quarter Three 2018/19 Performance Information Report	4 February 2019
Annual Presentation by Safer Chelmsford Partnership	4 February 2019
Annual Presentation by Essex Police	4 February 2019
Annual Report on Housing Delivery	4 February 2019
Terms of Reference for Task and Finish Group	4 February 2019
Work Programme	4 February 2019

The Overview and Scrutiny Committee took on the role of scrutinising Safer Chelmsford to meet the requirements of the Police and Justice Act 2006, which stated that there must be a formal place where community safety matters can be discussed. The presentations on the Safer Chelmsford Partnership and by the Essex Police are both made to the Committee annually at its February meeting, so that cross-cutting issues can be identified and discussed.

‘Call-in’ of Cabinet Decisions

This Council’s Executive Arrangements, made under Section 21 of the Local Government Act 2000, provide an opportunity for Members to require that the Overview and Scrutiny Committee review a decision taken by the Executive (Cabinet) but not yet implemented. Depending on its conclusion, that Committee could then request that the Cabinet reconsider, and possibly amend, that decision.

The procedure for “calling in” Cabinet decisions is set out in the Council’s Constitution (Part 4.5 – Overview and Scrutiny Rules – Rule 4.5.11). In brief this provides that at least five Members of the Overview and Scrutiny Committee must request the call-in in writing, setting out their reasons, and the request must be received by the Council’s Legal and Democratic Services Manager by 5 p.m. on the fourth working day after the Cabinet decision was taken.

During 2018-19 no decisions of the Cabinet were called in for consideration by the Overview and Scrutiny Committee.

Future Projects

The Committee keeps its work programme under constant review. As at the date of publishing this report, the programme for 2019/20 is set to be looked at and agreed by the Committee on 8th July 2019 taking into account the changes in membership.

Training and Development

Members of the Overview and Scrutiny Committee form small “Task and Finish” groups to look into a particular subject or service where appropriate. They work with officers to find out more about the service area and to identify possible improvements. They attend site visits, forums and meetings and undertake research as necessary in order to obtain further understanding and information to support the review. Their findings are fed back to the rest

of the Committee in the form of a report and recommendations. In addition to ensuring value for money and that things are done correctly, 'Task and Finish' groups provide excellent development opportunities for Members, help to maintain good Member/Officer relations, raise awareness of issues and services amongst Members and can identify gaps in Member training.

OVERVIEW AND SCRUTINY COMMITTEE
8 July 2019

AGENDA ITEM 9

Subject:	FUTURE WORK PROGRAMME
Report by:	DIRECTOR OF CORPORATE SERVICES

Enquiries contact: Daniel Bird, Tel: (01245) 606523
Email: Daniel.bird@chelmsford.gov.uk

Purpose

The purpose of this report is to allow members of the Committee to decide the future work programme and to discuss how the Committee will operate.

Recommendation

Members are invited to comment on the items listed, attached as Appendix 1 to this report, and to agree which other items should be added to the work programme for the remainder of 2019/20.

Corporate Implications

Legal:	None
Financial:	None
Personnel:	None
Risk Management:	None
Equalities and Diversity:	None
Health and Safety:	None
IT:	None
Other:	None

Consultees:	Chair and Vice-Chair of the Overview and Scrutiny Committee
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Policies and Strategies

Not applicable

1. Introduction

1.1 The Committee's work programme is normally considered and amended as necessary at each meeting of the Committee. It has been decided that due to the recent changes in the composition of the Council and therefore this Committee that this meeting would be a good opportunity to assess the work programme.

2. Current Position

2.1 Therefore, members are asked to consider the possible reports detailed in Appendix 1. The list of reports has been split into two sections.

2.2 The first section lists reports which have been considered regularly by the Committee in recent years.

2.3 The second section lists items that were in the 2019/20 work programme as additional items.

2.4 In previous years the Committee has received information on various areas via Inform and Debate Sessions. These have been on a wide variety of topics including Information Management and Planning Enforcement. These have been well received and allow members to find out more about specific service areas. Examples of future sessions that had been planned are detailed in Appendix 1.

2.5 A copy of the existing work programme agreed in February 2019 is attached as Appendix 2.

2.6 The terms of reference of the Overview and Scrutiny Committee are attached as Appendix 3.

3. Conclusion

3.1 Members are asked to consider which items of business they would like to retain on the 2019/20 work programme in addition to agreeing any other additional items of business.

List of Appendices

Appendix 1 – Work Programme items

Appendix 2 – Work programme as previously agreed in February 2019

Appendix 3 – Terms of Reference of Overview and Scrutiny Committee

Background Papers

Nil

Overview & Scrutiny – Future Work Programme Items

Regular items considered by the Committee in the past:

- **Quarterly Performance Monitoring:**
This report provides members with an overview of the Council's performance in key areas.
- **Annual report on Corporate Health & Safety:**
This report informs members of the performance and issues in respect of Corporate Health and Safety.
- **Annual report on the Activity of the Scrutiny function:**
This report provides members with an annual overview of what the Committee has been doing.
- **Annual presentation by Essex Police:**
A presentation on performance information relating to crime following which members have the opportunity to ask questions.
- **Annual presentation by Safer Chelmsford Partnership:**
A presentation on the work of the Safer Chelmsford Partnership following which members have the opportunity to ask questions.
- **Cabinet Member for Strategic Housing's Annual Report on Housing Delivery:**
This report sets out housing delivery monitoring statistics and provides members an update on new and proposed national and local initiatives that impact on the delivery of new housing.
- **Report on decisions taken under delegation to the Chief Executive:**
To provide members with an update detailing delegated decisions taken by the Chief Executive.
- **Reports from representatives on outside bodies:**
To provide members with updates from outside body representatives and to consider whether the appointment(s) are worthwhile.
- **Work Programme:**
To agree and suggest future items for the Committee to consider.

Other items that were in the 2019-20 Work programme:

- **Annual Cabinet Portfolio Updates:**
To update the Committee on the work being done and future work by each Cabinet member.
- **Update on the Council's Tenancy Strategy:**
To provide members with an update on the Council's Tenancy Strategy. This had been requested by members in the past.

- **Task & Finish Groups – Community Safety Communication, Promoting a more sustainable and the effect of the introduction of Universal Credit in Chelmsford:**

These task and finish groups were set up by the Committee and are small groups of members looking at specific issues. They work with officers to investigate and then produce a final report, with recommendations to Cabinet or Council.

- **Inform & Debate Sessions – CIL/S106, Cultural Strategy and Hylands Income:**

These Inform & Debate sessions allowed the Committee to gain a greater understanding of each topic. An officer provides a presentation on the topic and is then available to answer any questions.

OVERVIEW AND SCRUTINY COMMITTEE

Work Programme

<u>Subject</u>	<u>Author</u>
4 February 2019	
Annual Presentation by Essex Police	Spencer Clarke Public Protection Manager
Annual Presentation by Safer Chelmsford Partnership	Essex Police
Quarter Three Performance Report	Dan Wright Projects and Systems Accountant
Cabinet Member for Strategic Housing's Annual Report on Housing Delivery	Jeremy Potter Planning and Strategic Housing Policy Manager
Task & Finish Group Terms of Reference – 'Universal Credit'	Rob Hawes Revenues & Benefits Manager
Programme of Work	Daniel Bird Democratic Services Officer
29 April 2019	
Update on the Council's Tenancy Strategy	Paul Gayler Strategic Housing Services Manager
Inform & Debate Session 'Hylands Income'	Jon Lyons Leisure & Heritage Services Manager
Inform and Debate Session 'CIL & S106'	Stuart Graham Economic Development and Implementation Manager
Inform and Debate Session 'Cultural Strategy'	Rosa Tanfield Car parks and Leisure Transformation Manager
Task & Finish Group 'Promoting a more sustainable environment' Final Report	Keith Nicholson Director of Public Places
Task & Finish Group 'Community Safety Communication' Progress Report	Paul Brookes Public Health & Protection Services Manager
Programme of Work	Daniel Bird Democratic Services Officer

10 June 2019	
Performance Information Report 2018/19	Dan Wright Project & Systems Accountant
Task & Finish Group 'Community Safety Communication' Final Report	Paul Brookes Public Health & Protection Services Manager
Annual Report on the Activity of the Scrutiny Function	Daniel Bird Democratic Services Officer
Annual Report on Corporate Health and Safety	Paul Brookes Public Health and Protection Services Manager
Report on Decisions Taken Under Delegation to the Chief Executive	Daniel Bird Democratic Services Officer
23 September 2019	
Quarter One Performance Information Report	Dan Wright Project & Systems Accountant
Programme of Work	Daniel Bird Democratic Services Officer
25 November 2019	
Quarter Two Performance Information Report	Dan Wright Project & Systems Accountant
Cabinet Member for Strategic Housing's Annual Report on Housing Delivery	Jeremy Potter Planning and Strategic Housing Policy Manager
Report on Decisions Taken Under Delegation to the Chief Executive	Daniel Bird Democratic Services Officer
Programme of Work	Daniel Bird Democratic Services Officer
Future Work	
Reports from Representatives on Outside Bodies	Appointed representatives
To report in 2019/20	
Annual Updates from Cabinet Members on their Portfolios	Cabinet Members
To report in 2019/20	

3.2.3 (e)

Overview and Scrutiny Committee			
<p>Membership</p> <ol style="list-style-type: none"> 1. Fifteen 2. No member of the Cabinet may be a member of the Committee. 3. The Committee may co-opt persons from outside the Council to assist it with a particular review. Those persons shall be appointed only for the duration of the review and will not have the right to vote. 4. The Committee's chairman will normally be a member of an opposition group on the Council. The vice chairman will normally be a member of the majority group. 			
Quorum	Substitutes	Politically Balanced	Frequency of meetings
FIVE	YES	YES	AT LEAST FOUR TIMES A YEAR
Functions/Purpose			Delegations
<p>The purpose of the Overview and Scrutiny Committee ("the Committee") is to:</p> <ol style="list-style-type: none"> a) act as a channel for public involvement in the activities of the Council and other bodies operating in the City; b) oversee the proper and efficient administration of the Council; c) review the effectiveness of the Council's work and services; and d) support and complement the activities of the Cabinet, whilst at the same time scrutinising them and offering constructive comment or advice where appropriate. <p>Within that general description the Committee will:</p> <ol style="list-style-type: none"> 1. monitor the performance of the Council's services, carry out detailed reviews of them where considered necessary and report any resulting recommendations to the Cabinet; 2. review the decisions, decision-making processes and activities of the Executive, and in respect of the Committee's own work to ensure that they comply with the requirements of the Constitution and the policies of the Council; 3. exercise the right to call in decisions made by the Cabinet but not yet implemented; 4. scrutinise and monitor the activities and performance of relevant external bodies (including health), liaising with them where necessary, invite reports from them and carry out detailed assessments of the effectiveness of services provided by them if any apparent shortcomings are identified; 5. scrutinise the work of the community safety partnership (Safer Chelmsford) and the partners who comprise it, insofar as their activities relate to the partnership itself, and exercise all the other 			<p>Task and Finish Groups - these are not decision-making bodies, and all recommendations from Task and Finish Groups stand referred to the Overview and Scrutiny Committee. The Terms of Reference for Task and Finish Groups are in the table below.</p>

<p>functions of a crime and disorder committee pursuant to Section 19 of the Police and Justice Act 2006;</p> <p>6. consider Councillor Call for Action requests following agreement by the Chairman and Vice-Chairman of the Committee after consultation with the Director of Corporate Services;</p> <p>7. review the Council's handling of or responses to petitions where the petition organiser is dissatisfied with the action taken.</p> <p>The Committee will also: -</p> <ul style="list-style-type: none"> i. consider complaints to the Local Government Ombudsman and make recommendations where a member decision is required; ii. provide opportunities for officers to acquaint members with the operation of the Council. 	
<p>Procedure Rules</p>	<p>Part 4.2 – Rules Common to Cabinet and committees Part 4.3 – Petitions Part 4.5 – Overview and Scrutiny Procedure Rules Part 4.6 – Access to Information Procedure Rules</p>
<p>Codes</p>	<p>Part 5.1 – Code of Conduct for Councillors</p>

OVERVIEW AND SCRUTINY COMMITTEE

8 July 2019

AGENDA ITEM 10

Subject:	FUTURE PERFORMANCE MONITORING
Report by:	DIRECTOR OF CORPORATE SERVICES

Enquiries contact: Daniel Bird, Tel: (01245) 606523
Email: Daniel.bird@chelmsford.gov.uk

Purpose

The purpose of this report is to allow members of the Committee to decide how they wish to monitor performance in the future.

Recommendation

Members are invited to comment on the key performance indicators used previously and agree how they wish to monitor performance moving forward.

Corporate Implications

Legal:	None
Financial:	None
Personnel:	None
Risk Management:	None
Equalities and Diversity:	None
Health and Safety:	None
IT:	None
Other:	None

Consultees:	Chair and Vice-Chair of the Overview and Scrutiny Committee
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Policies and Strategies

Not applicable

1. Introduction

- 1.1 The Committee has previously received a quarterly report providing them with an overview of the Council's key performance indicators.
- 1.2 Due to the new composition of the Committee, officers are providing members with the opportunity to decide how they continue to monitor performance.

2. Current Position

- 2.1 The last report received by the Committee detailing the latest key performance indicators is attached to this report as Appendix 1.

3. Conclusion

- 3.1 Members are asked to agree their future approach for monitoring performance.

List of Appendices

Appendix 1 – Quarter 3 performance information report 2018/19 – February 2019 meeting

Background Papers

Nil

Appendix 1
Quarter 3 performance information 2018/19

The performance information and targets presented have been agreed as the key indicators for Chelmsford City Council. They are included in the Corporate Plan and reported Quarterly to the Overview & Scrutiny Committee. Most indicators are reported monthly although some are quarterly or annual values. This report displays the latest reported value. Traffic light indicators are used and based on whether current performance is within agreed variances. Short term trends are based on the previous reported value. Long term trends are calculated based on the equivalent period of the previous year.

Corporate Indicators	Q3 Status	Q3 2018/19	Q3 vs Q2	Current Target
Net additional homes provided (High is good) (Formerly NI 154)		217		201
Number of affordable homes delivered (High is good) (Formerly NI 155)		46		45
Number of households living in temporary accommodation (Low is good) (Formerly NI 156)		273		267
% waste reused, recycled & composted (High is good)		54.34%		50.00%
Residual waste per household (Low is good) (Cumulative)		337.09 kg		410.00 kg
Customer visits Sports (High is good) (Cumulative)		1,062,430		975,670
'Blue' Queue waiting time (High is good)		89.11%		90.00%
Percentage of online contact forms responded to within one working day (High is good)		93.50%		90.00%
'Green' Queue waiting time (High is good)		86.06%		90.00%
CSC Abandoned Calls (Low is good)		12.25%		10.00%
CSC Average Waiting Time for Calls (in seconds) (Low is good)		64 seconds		40 seconds
The Number of working days lost due to sickness absence (Low is good)		7.56 days		7.09 days
The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit (Cumulative)		9.38 days		9 days
Base Budget Income for car parking (High is good)		100.78%		100.00%
Base Budget income for Cemetery and Crematorium (High is good) (Cumulative)		95.68%		100.00%
Base Budget Income for Riverside (High is good)		94.33%		100.00%
Base Budget Income for Theatres (High is good)		103.54%		100.00%
Base Budget Income for Hylands (High is good)		85.28%		100.00%
Average number of unique visitors to the visit Chelmsford website		13,037		9,000
Theatre Promotion Visits (High is good) (Cumulative)		54,485		59,818
Theatre Hires Income (High is good) (Cumulative)		134.51%		100.00%

OVERVIEW & SCRUTINY COMMITTEE

AGENDA ITEM 6

Subject	HEALTH AND SAFETY ANNUAL REPORT 2018/19
Report by	DIRECTOR OF PUBLIC PLACES

Enquiries contact: Paul Brookes, 01245 606436, paul.brookes@chelmsford.gov.uk

Purpose

The Council is responsible for ensuring the health, safety and welfare of its employees and members of the public that use its facilities and services. This report informs Members of the performance and issues in 2018/19 in respect of Corporate Health & Safety.

Recommendation(s)

1. That Members note the report.

Corporate Implications

Legal:	None
Financial:	None
Personnel:	None
Risk Management:	None
Equalities and Diversity:	N/A
Health and Safety:	The report shows that corporate health and safety is fit for purpose.
IT:	None
Other:	None
Consultees	Management Team

Policies and Strategies

The report takes into account the following policies and strategies of the Council:

Health and Safety Policy

1. Introduction

- 1.1 Chelmsford City Council is committed to high standards of health and safety management within a sensible risk management framework. This means having in place effective management arrangements within directorates to ensure the wellbeing of our staff, service users, members of the public and others affected by our organisation and services.
- 1.2 This report summarises the activity undertaken within corporate health and safety in the last 12 months and analysis of accidents that have occurred.

2. Training

- 2.1 The core training courses of Managing Safety and Working Safely continues to underpin the health and safety training provided by the Council with additional specific training provided depending on the job role. There was a focus last year on ensuring all manual handling training was up to date.
- 2.2 Service areas are being encouraged to coordinate corporate wide training through HR to help ensure a central record is maintained and refresher training can be carried out in an effective and efficient manner.
- 2.3 The Council will continue to fund the necessary health & safety training to ensure employees comply with the relevant health & safety legislation.

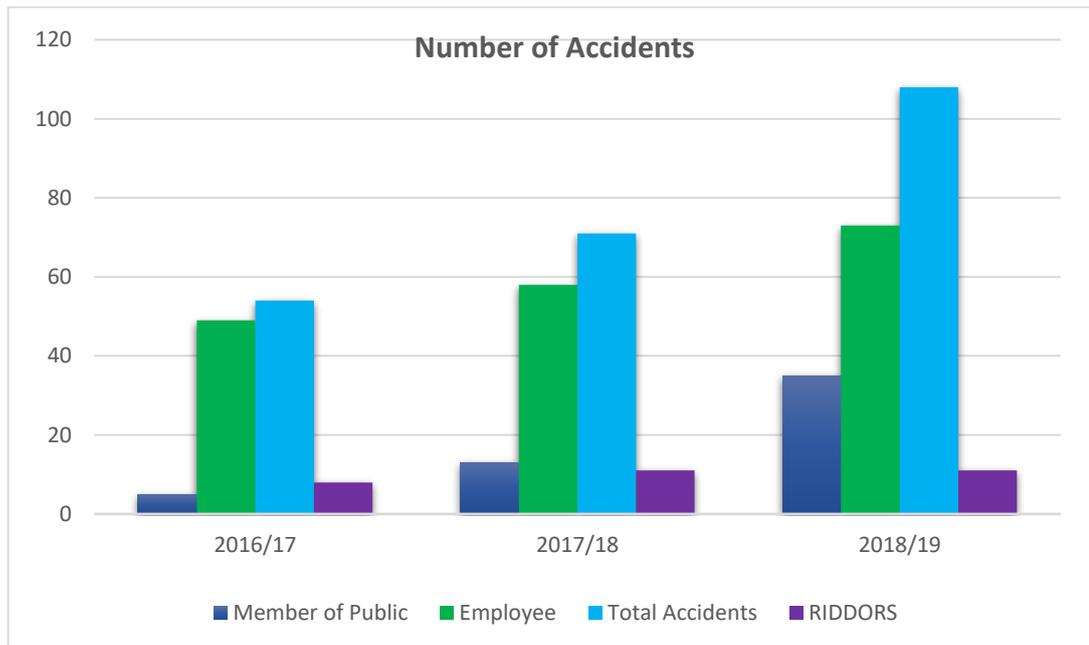
Table 1 – Employee Training Carried Out

Course	No. of Employees Trained		
	2016/17	2017/18	2018/19
Managing Safety	0	17	17
Managing Safety Refresher	9	18	12
Working Safely	0	11	15
Working Safely Refresher	16	0	16
Manual Handling Train the Trainer	7	5	12
Manual Handling	57	57	212
First Aid Train the Trainer	0	0	0
Emergency First Aid	6	23	24
First Aid at Work	18	0	23
First Aid at Work Refresher	35	15	19
Fire Marshall/ Fire Warden	43	57	62
Paediatric First Aid	0	0	0
Risk Assessment Refresher	5	16	44
Stress Management	39	19	26
Legionella Training for Operatives	24	12	12
Legionella Training for Supervisors	0	28	16
VDU Assessor Training	13	0	13
Conflict Resolution & Lone Working	27	6	57
Management of Contractors	0	22	0
Evac Chair			29
Evac Chair Refresher			7
Mental Health Awareness for Managers			24

3. Accidents

3.1 Accidents continue to be a key indicator of the effectiveness of the Council's health and safety management system. Figure 1 shows the total number of accidents over the last 3 years involving employees and members of the public, and the number of those accidents that are RIDDOR reportable. RIDDOR reportable accidents are the more serious accidents or those requiring 7 or more days off work. There has been an increase of accidents in 2018/19 to both members of the public and employees, however, the increase is from a very low number of accidents in previous years, particularly to members of the public. The accident trends are discussed in more detail below.

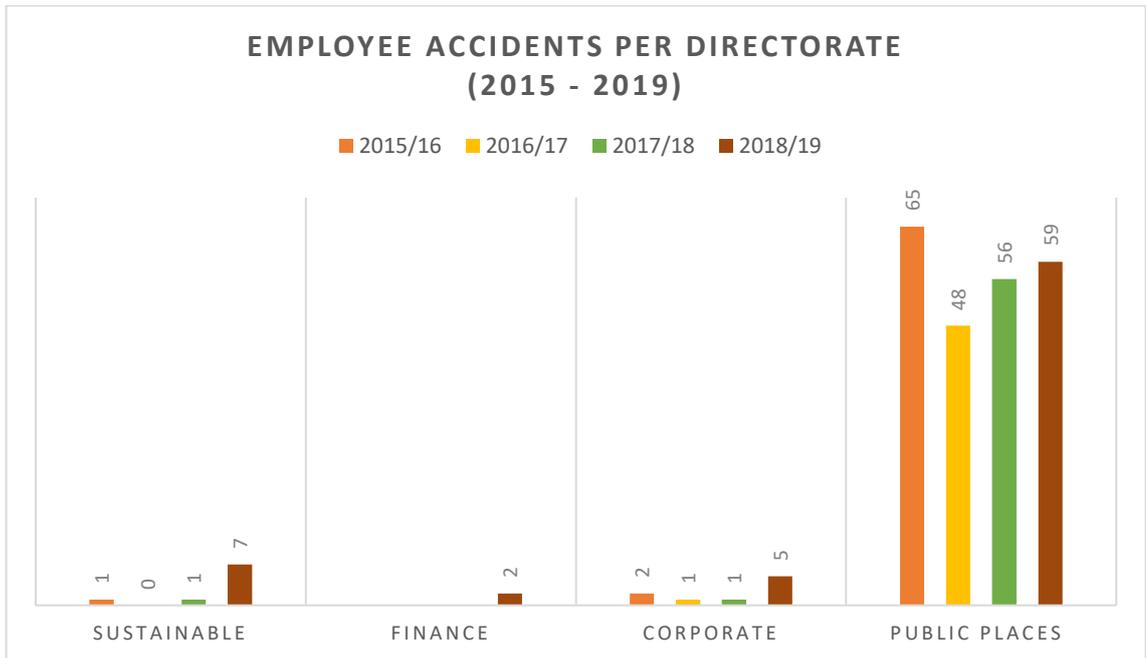
Figure 1 – Total Number of Accidents



3.2 Figure 2 shows the incidence of employee accidents over the last 4 years. For employee accidents the previous years' data has been aligned to the current Directorates to enable year on year comparison to take place. Whilst over the last three years there has been an increase in the number of employee accidents the increase is not significant. The vast majority of accidents occur in the Public Places Directorate which is expected due to the number of employees within the Directorate and that the Directorate contains the highest risk and most operational services. There were 12 RIDDOR reportable accidents in 2018/19 an increase of 1 on the previous year, of these, 6 accidents were strained muscle injuries resulting in 7 or more days off work.

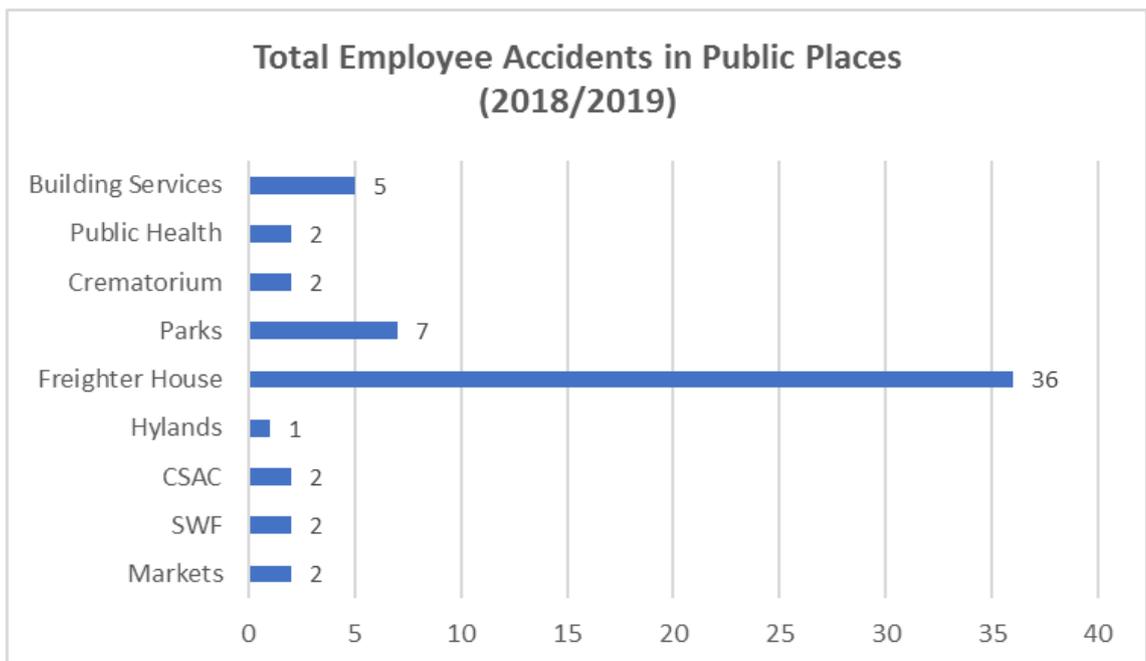
3.3 There is no frequency of type of accident that gives cause for concern. Due to a change in reporting of accident types an exact comparison on previous years is not possible but Slips, Trips and Falls is comparable and has reduced from a high of 21 in 2017/18 to 13 last year, this is most likely weather related and due to a lack of icy conditions over the last 12 months.

Figure 2 – Employee Accidents



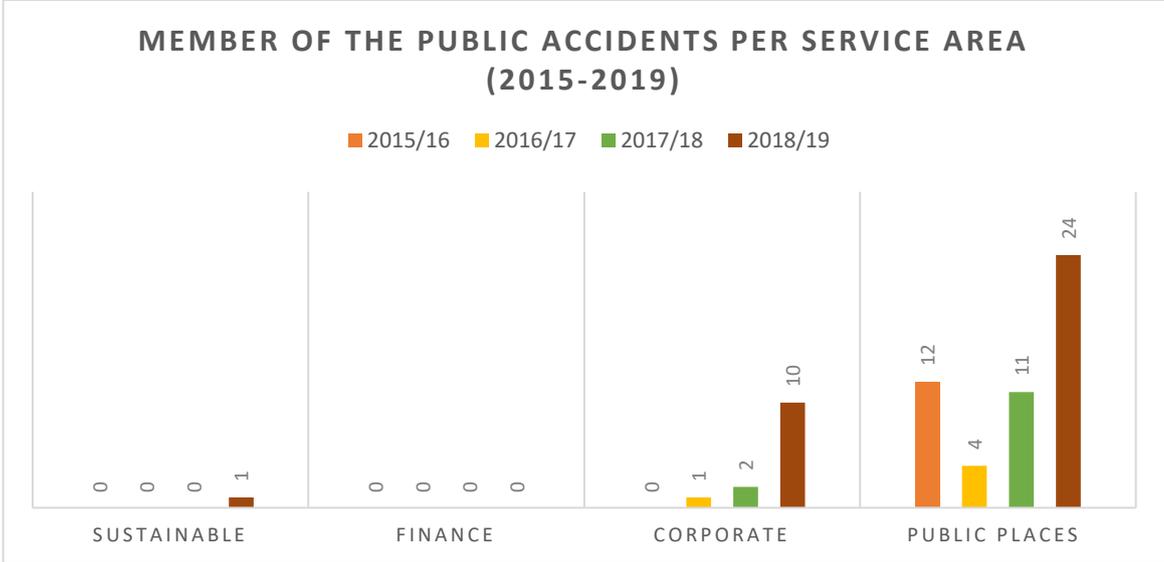
3.4 Figure 3 breaks down the accidents in Public Places to the respective service areas. As expected the highest number of accidents occurred in services based at Freighter House, although the number of accidents is low considering the size and frequency of waste collection and street cleansing activities that take place. In 2018/9 there was a slight decrease in the number of accidents for employees based at Freighter House down to 36 from 40 last year. Accident rates for other services within Public Places remain very low.

Figure 3 – Breakdown of Accidents in Public Places Directorate



3.5 Accidents to members of the public are shown in Figure 4. Accidents continue to be at a relatively low level. The majority of accidents are due to slips, trips and falls but no pattern to the cause or location of accident gives cause for concern. Most of the increase in accidents is due to the popularity of the Heart & Sole walks the Council organises, the increase in accidents is relative to the increase in participants.

Figure 4 – Accidents to Members of the Public



4. Performance Indicators

4.1 As discussed above the number of accidents to employees and members of the public remains low although there has been an increase compared to last year. The number of accidents still remains at a very low level for the number of employees and scope of work activities carried out by the Council. The number of RIDDOR reportable accidents remains similar to previous years.

Performance Indicator	2014/15	2015/16	2016/17	2017/18	2018/19
Total Number of Accidents (Employees)	73	69	50	58	73
Total Number of Actual Accidents (Public)	19	10	3	13	35
Notifiable Employee Accidents (RIDDOR)	9	12	8	11	12
Number of lost time accidents	16	14	15	27	20
Fatal Accidents	0	0	0	1	0
Number of investigations carried out	1	2	1	1	1
Audit investigations as per audit schedule	72%	80%	95%	55%	50%
H&S Policies Reviewed	100%	100%	100%	100%	100%
Dangerous occurrences	1	2	0	0	0

5. Conclusion

- 5.1 The safety management systems at Chelmsford City Council continue to be effective in ensuring the safety of employees and members of the public. Where weaknesses have been identified remedial action has been taken to ensure more robust measures are implemented. Overall the accident levels remain very low for an organisation delivering a wide range of services daily to 170,000+ residents and visitors to Chelmsford.