

OVERVIEW AND SCRUTINY BOARD
Overview & Scrutiny Committee
Agenda

Date Wednesday 22 July 2020

Time 6.00 pm

Venue Virtual Meeting

http://www.oldham.gov.uk/info/200608/meetings/1940/live_council_meetings_online

Notes 1. DECLARATIONS OF INTEREST- If a Member requires advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote he/she is advised to contact Paul Entwistle or Constitutional Services at least 24 hours in advance of the meeting.

2. CONTACT OFFICER for this agenda is Constitutional Services, email constitutional.services@oldham.gov.uk

3. PUBLIC QUESTIONS - Any Member of the public wishing to ask a question at the above meeting can do so only if a written copy of the question is submitted to the contact officer by 12 noon on Friday, 17 July 2020. The question will be read out by the Chair and a response will be provided at the meeting.

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MEMBERSHIP OF THE OVERVIEW AND SCRUTINY BOARD

Councillors McLaren (Chair), Taylor, Toor, Jacques, Curley, Price, Surjan and Williamson

Item No

1 Election of Vice Chair

The Panel is asked to elect a Vice-Chair for the 2020/2021 Municipal Year.

2 Apologies For Absence

3 Declarations of Interest

To Receive Declarations of Interest in any Contract or matter to be discussed at the meeting.

4 Urgent Business

Urgent business, if any, introduced by the Chair

5 Public Question Time

To receive Questions from the Public, in accordance with the Council's Constitution.

6 Minutes of Previous Meeting (Pages 1 - 6)

The Minutes of the Overview and Scrutiny Board held on 16th June 2020 are attached for approval.

7 GMCA Housing, Planning and Environment Overview and Scrutiny Committee (Pages 7 - 18)

The minutes of the GMCA Housing, Planning and Environment Overview and Scrutiny Committee meetings held on 13 February 2020 and 11 June 2020 are attached for noting.

8 GMCA Economy, Business Growth and Skills Overview and Scrutiny Committee (Pages 19 - 26)

The minutes of the GMCA Economy, Business Growth and Skills Overview and Scrutiny Committee held on 12th June 2020 are attached for noting.

9 GMCA Corporate Issues and Reform Overview and Scrutiny Committee (Pages 27 - 30)

The minutes of the GMCA Corporate Issues and Reform Overview and Scrutiny Committee held on 16th June 2020 are attached for noting.

10 Statement of Community Involvement (Pages 31 - 94)

11 Unreasonable Behaviour Policy (Pages 95 - 122)

12 Key Decision Document (Pages 123 - 136)

13 General Exceptions and Urgent Decisions (Pages 137 - 140)

14 Overview and Scrutiny Board Work Programme (Pages 141 - 148)

15 Date and Time of Next Meeting

The date and time of the next Overview and Scrutiny Board will be on Tuesday, 8th September 2020 at 6.00 p.m.

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OVERVIEW AND SCRUTINY BOARD
16/06/2020 at 6.00 pm

Present: Councillor McLaren (Chair)
Councillors Taylor, Toor, Jacques, Curley, Hamblett (Substitute),
Price and Surjan

Also in Attendance:

Councillor Shah	Deputy Leader of the Council and Portfolio Holder for Covid-19 Response
Councillor Chadderton	Portfolio Holder for HR and Corporate Reform
Councillor Ball	Deputy to the Portfolio Holder for Covid-19 Response
Rebekah Sutcliffe	Strategic Director Communities and Reform
Vicky Sugars	Head of Reform
Neil Consterdine	Reform Directorate
Lori Hughes	Constitutional Services
Mark Hardman	Constitutional Services

1 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor
Williamson.

2 **DECLARATIONS OF INTEREST**

There were no declarations of interest received.

3 **URGENT BUSINESS**

There were no items of urgent business received.

4 **PUBLIC QUESTION TIME**

There were no public questions received.

5 **MINUTES OF PREVIOUS MEETING**

RESOLVED that the minutes of the Overview and Scrutiny
Board held on 3rd March 2020 be approved as a correct record.

6 **MINUTES OF THE GMCA CORPORATE ISSUES AND
REFORM OVERVIEW AND SCRUTINY COMMITTEE**

RESOLVED that the minutes of the GMCA Corporate Issues
and Reform Overview and Scrutiny Committee held on 11th
February 2020 be noted.

7 **MINUTES OF THE GMCA ECONOMY, BUSINESS
GROWTH AND SKILLS OVERVIEW AND SCRUTINY
COMMITTEE**

RESOLVED that the minutes of the GMCA Economy, Business
Growth and Skills Overview and Scrutiny Committee held on 8th
November 2019 be noted.

8 **PLACE BASED INTEGRATION**

The Board was reminded that place-based integration was
about teams of public service working in an integrated way,

out in communities to better meet the needs of people and those communities. The Board was presented, in the form of a presentation, an update on place-based integration, with a focus on the response to Covid-19.

The Head of Reform advised that in March 2020 the Council had been given a statutory duty to coordinate food, self-care, medical supplies and other forms of necessary assistance to vulnerable groups in response to Covid-19. A Community Bronze Group, established with joint leads from the Council and Action Together, mobilised five Hubs to coordinate food, medicines, mutual aid, volunteering and community intelligence and establish an Emergency Helpline to act as a front door and triage. Behind this was a comprehensive food distribution network led by Oldham Food Bank and Action Together with support wrapped around from the Council and Oldham Community Leisure. The centres were also heavily supported by a volunteer offer.

The Bronze group had quickly recognised a need to go beyond the statutory duties and by week 3 had started to co-ordinate referrals for vulnerable groups from the Helpline and the Hubs to ensure wider needs were being met. The Board was advised of structures established by week 3-4, with a wide range of voluntary, community and faith based groups and public services all connected, including identified referral pathways to relevant supporting bodies and agencies across sectors. Updating for the period from week 3 to the end of May 2020, there had been increases in poverty related referrals and in repeat demand; the identification of the need for support of families with children; identifying instances of social isolation; identification of more complex cases needing ongoing support; a reduction in referrals for mutual aid and support; and more access to information to inform decision making. Calls to the Helpline had dropped, but the complexity of need and repeat calls were increasing; impacts appeared economic, rather than health, related; and demand for early help and mental health services were increasing.

The ongoing experiences arising from the Covid-19 event had provided key learning in several areas related to the place-based integration approach. The importance of this learning in areas such as the need to support the sustainability of the voluntary, community and faith sector, the need to develop a better public/private sector partnership, and the need to ensure the retention of mutual aid infrastructure was considered within the presentation.

The Portfolio Holder for HR and Corporate Reform acknowledged that work undertaken by Officers and partners over the past three months had been impressive, the five geographical areas having performed better than might have been expected and representing a true Team Oldham approach. Going forward there was a wish to return to 'normal' working and Councillors to pick up casework. In this regard there was a need for a conversation around District Teams and, with

unemployment likely to rise, the actions that might be taken locally. In response to a query as to whether this meant that staff would return to their original teams, the Strategic Director advised there was a need to use current learning to inform future arrangements. A Member noted that staff in the District Teams had changed their hours to respond to the Covid event, and the date for any return to offices was queried. The Strategic Director advised that Public Health England advice was being followed; this currently suggested January 2021 but the guidance did change over time.

A Member commented that some people had considered that some information had been sent out too late, the Strategic Director advising that on occasion the Hubs had been overtaken by events. The increased demand arising for mental health services was noted, comment being made that young people's services had been stretched before Covid. The Portfolio Holder acknowledged that the service needed to respond to the issues now arising. A query was made as to whether calls to the Helpline had indicated whether particular communities needed support. The Board was advised that a database had been developed to identify where calls had come from and the types of support being sought.

With regard to the voluntary, community and faith sector, a Member noted that Covid-related funding streams were open but queried when other funding streams might be re-opened. The Strategic Director advised that the Council had sought contact with bodies with whom there was a contractual arrangement, looking to ensure minimal impact; that where grants were Covid-related there could be flexibilities to explore; and acknowledged that national funding streams were difficult to predict. Members were invited to forward any particular individual issues in this regard.

The Chair referred to a Board Task and Finish Group that had been considering place-based integration to the point of design, but which had not progressed since January 2020 due to Covid: it was acknowledged that the model might look different now. The Portfolio Holder for HR and Corporate Reform suggested that some time should be taken to gather information and consider future direction, and that Member input should follow this consideration. The Chair however suggested a number of issues to resolve, including how place-based integration was to work, proposed staffing structures and the role of Co-ordinators that might be considered by Members.

RESOLVED that -

1. the update provided on Place Based Integration be noted;
2. the Board Task and Finish Group considering Place Based Integration be taken forward.

9

POVERTY TASK AND FINISH GROUP

The Board were provided with an update on the Poverty Task and Finish Group established to update the Council's Poverty Strategy, the current Strategy having been established in 2010. The new Poverty Strategy was intended to take account of four main points suggested by the Joseph Rowntree Foundation "Talking About UK Poverty 2019/20" report (a copy of which was appended to a submitted report), information from the Local Government Association, work the Council itself was doing and considering how the Council could work with partners.

The Deputy Leader of the Council and Portfolio Holder for Covid-19 Response noted that levels of deprivation recorded in Oldham had changed little over the years and, while work to address this had been progressing, much of this work had been impacted upon by Covid-19 which had amplified existing poverty related issues and highlighted issues around resilience. Taking this area of work forward, there was a need to ensure that addressing poverty was at the forefront of all the Council's thinking. To this end, a workshop for senior Councillors, senior Officers and partners was to be held in the following week to ensure that all relevant work was embedded in the place based integration approach, including the need to ensure the voluntary and business sectors were aligned to a whole system approach. The Strategic Director further noted that work was being progressed on the Corporate Plan which would underpin all the work being undertaken. Much joined up work had been developed and achieved during the Covid event which now needed to be joined up in all our processes.

The Chair acknowledged that the situation now was very different to that which existed when the Task and Finish Group terms of reference had been agreed and it was evident that work would need to be undertaken at the local level, suggesting the Group's terms of reference might be reviewed. The Deputy Leader and Portfolio Holder thanked the Chair for this acknowledgement, noting that the Council faced a massive task and there was a need for all to work towards the same targets to ensure that people's lives changed.

A Member noted that people who were currently furloughed might be made redundant and queried how they could be supported. It was confirmed that this was being considered, acknowledging that some jobs may no longer exist meaning that reskilling would be required. It was important for Council Departments and sectors to be inter-connected to develop information and insights and to be able to put measures in place. Decisions were difficult before but would be increasingly so going forward meaning that whatever was prioritised needed to be targeted.

The convening of the Poverty Truth Commission was queried. It was noted that this had been delayed due to Covid, but the importance of listening to those who had lived experience of poverty was recognised and stressed by the Deputy to the Portfolio Holder for Covid-19 Response. The Strategic Director noted that even if the Commission could not progress as originally anticipated, experience could be sought digitally or through some other safe means. A wider equalities Bronze Group had been established to include those with lived experience and common approaches might be adopted.

The Chair noted that the Task and Finish Group would need a membership appointing, and he and Councillors Jacques, Price, Surjan, Taylor and Toor indicated willingness to serve as Group members.

RESOLVED that -

1. the Overview and Scrutiny Board Poverty Task and Finish Group assist in the update of the Council's Poverty Strategy;
2. the terms of reference for the Poverty Task and Finish Group be reviewed in light of the forthcoming Workshop for senior Councillors, senior Officers and partners as reported to the Board by the Deputy Leader and Portfolio Holder for Covid-19 Response.

10

OVERVIEW AND SCRUTINY ANNUAL REPORT FOR 2019/2020

The Board gave consideration to the Overview and Scrutiny Annual Report for 2019/20.

The Annual Report outlined the purpose of overview and scrutiny, the roles and responsibilities of the three scrutiny Committees, and a summary of the work undertaken by the overview and scrutiny function in 2019/20. This included the overview and scrutiny of key plans and strategies, internal and external consultations, monitoring of services, motions referred to scrutiny by Full Council and the work of task and finish groups.

RESOLVED that the Overview and Scrutiny Annual Report for 2019/20 be commended to Full Council.

11

GENERAL EXCEPTION AND SPECIAL URGENCY DECISIONS

The Board gave consideration to details of those decisions that had been taken under General Exception and Special Urgency provisions since the last meeting of the Overview and Scrutiny Board.

The Board noted that a number of those decisions had been taken in response to the Covid-19 pandemic and to authorise support as directed both nationally and locally.

RESOLVED that the decisions as outlined in the report be noted.

OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME

The Board gave consideration to the proposed Overview and Scrutiny Board Work Programme for 2020/21, outlining those issues which would be considered by the Board during the municipal year. The Chair asked members to note that the Work programme might require re-working through the year as business related to Covid-19 might be expected to be brought forward.

The Board gave further consideration to an appended report presenting details of the consideration of the Extending the Co-operative Approach to the Use of Council Asset Policy. The Chair noted that of the membership of the Task and Finish Group, only he remained as a Board member. He therefore proposed that the deliberations of the Task and Finish Group, as now presented, be referred to the Leader of the Council and the Cabinet for their consideration.

RESOLVED that -

1. the Overview and Scrutiny Board Work Programme 2020/21, as presented, be noted;
2. the deliberations of the Extending the Co-operative Approach to the Use of Council Asset Policy Task and Finish Group be referred to the Leader of the Council and the Cabinet for their consideration.

KEY DECISION DOCUMENT

RESOLVED that the Key Decision Document published on 1st June 2020 be noted.

The meeting started at 6.00 pm and ended at 7.50 pm

Agenda Item 7

MINUTES OF THE MEETING OF THE HOUSING PLANNING AND ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE HELD ON 13TH FEBRUARY 2020 AT GMCA - GMCA BOARDROOM

PRESENT:

Councillor John Walsh (Chair)	Bolton
Councillor Barbara Brownridge	Oldham
Councillor Linda Robinson	Rochdale
Councillor Janet Mobbs	Stockport
Councillor Mike Glover	Tameside
Councillor Fred Walker	Wigan
Councillor Sharmina August	Salford
Councillor Liam Billington	Tameside
Councillor Martin Hayes	Bury
Councillor Adrian Pearce	Tameside
Councillor Stephen Gribbon	Stockport

OFFICERS IN ATTENDANCE:

Anne Morgan	GMCA
Steve Fyfe	GMCA
Joanne Heron	GMCA
Julie Connor	GMCA
Matt Berry	GMCA
Sam Evans	GMCA
David Hodcroft	GMCA

HPE 182/20 APOLOGIES

Apologies for absence were received from Councillor Mandie Shilton Godwin, Councillor Amy Whyte, and Councillor Dorothy Gunther

HPE 183/20 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

RESOLVED/-

To note there were no announcements.

HPE 184/20 DECLARATIONS OF INTEREST

RESOLVED/-

To note there were no declarations received.

HPE 185/20 MINUTES OF THE LAST MEETING HELD 14 NOVEMBER 2019

RESOLVED/-

That the Minutes of 14th November 2019 be agreed as an accurate record.

HPE 186/20 GM TOWN CENTRE UPDATE

Anne Morgan, Head of Planning Strategy GMCA delivered a presentation on the Town Centre Challenge initiative which served as an update to this item being discussed by this Committee in November 2019. It was noted that developing/improving town centres had been on The Mayor's manifesto pledge, and that the Greater Manchester Spatial Framework (GMSF) had also shaped this work. Members were invited to add their thoughts and comments in order to assist in shaping future policy for this work and for the GMSF.

Members were given context around town centres which were noted as typically being already well connected transport wise, and surrounded by an abundance of brownfield land with existing leisure and retail development. The need to build more urban housing in this area was stated to match housing demand, and also reflect how retail behaviour trends had changed. It was updated that urban housing developments had previously predominantly been in inner city Manchester and Salford as the market outside of the City Centre had previously not supported development. It was reported that current work was aimed to make town centres more attractive as places to both live and work.

Members heard that GM initiatives around town centres were in place, such as using funding from surpluses from the GM Evergreen fund towards GM local authorities to develop district level town centre plans. It was also highlighted that the Planning Delivery Fund had been used to support districts to develop town centre strategies.

The Mayors Town Centre Challenge was also highlighted to Members, which was noted as an initiative extended to districts to use a model of support from the Mayor and Combined Authority to assist with focused town centre development, such as granting powers to acquire land. The Stockport Mayoral Development Corporation was highlighted as the most advanced example in Greater Manchester to date.

Members heard that a number of Government initiatives were in place where Greater Manchester towns had been successful in securing funding, such as the Future High Street Fund with seven successful Greater Manchester bids, and the Town Deals (aka Stronger Towns Fund) with three Greater Manchester towns successful.

The Challenges to this work were highlighted as being around viability of development in town centres, resource and expertise both across districts and centrally, the length of time to deliver Town Centre Challenge and the uneven pattern of funding.

Members were asked for their input and it was highlighted where they could potentially add the most value to this process. These were noted as:

- Sharing experience of district activity with examples of what had worked
- Engagement at a district level to identify opportunities for development in town centres
- Monitoring activity in Town Centre Challenge centres
- Raising awareness of Greater Manchester funding opportunities
- Shaping town centre policy in the GMSF

Members requested an update on the work undertaken by Manchester School of Architecture with the Heritage Action Zone, and it was clarified that this funding had been recent, so reporting of outcomes would likely be available from the district local authority in the near future.

Following Members questions in relation to funding and resourcing to the Mayors Town Centre Challenge, it was updated that the GMCA do not hold any central pots of funding and that support was provided in the form of powers and staffing resources and expertise. It was noted that signposting to existing funding streams had been done where eligibility had been met, and the vast majority of funding resources had been provided by the district itself.

Members commented on the challenges that some of the boroughs had faced around developing an understanding of Town Centre Challenge, and allocating staff resources to put planning frameworks in place especially in the smaller districts which had a large number of towns. Following Members welcoming the GMCA to meeting with their district officers/ senior members to share experience and best practice such as where resources need to be allocated, it was stated that GMCA officers would be in touch to arrange this.

Regarding the GMSF, Members commented that they would welcome any GMCA guidance in projecting town centre development and how to support development of cultural centres. It was also enquired as to when the final GMSF plan would likely be agreed as this would assist development of local district plans which would speed up delivery. It was clarified that the GMSF was due to go for public consultation between June/July to September 2020 with submission of all responses by late 2020/ the beginning 2021 for examination by Government. It was stated that this should then be the final version of the plan and it would then begin to impact upon planning decisions. Adoption of the final plan was expected by the end of 2021.

Following Member queries regarding what 'competitive socialising' may be referring to in the context of Intu tackling the challenges that shopping centres face around changing consumer practices, GMCA Officers would come back if able to find out more information.

Members commented that the economic climate should also be considered when planning for changing consumer practices away from using shopping centres. It was clarified that new developments were not the only focus, and that making places better to live, with a sense of civic pride, and having more people living in the locality would give a greater resilience. It was acknowledged that even affluent town centres had struggled where the economy had shrunk, and avoiding an over-reliance on one sector was key.

Members highlighted the challenges of developments requiring approval in their districts that were generally not in-line with the general strategy of town centre development.

Members wished to feedback concerns around maintaining disability access in shopping centres such as the Manchester Arndale centre

RESOLVED/-

That Scrutiny note and comment on the report and request further updates as appropriate.

HPE 187/20 GM HOUSING STRATEGY IMPLEMENTATION PLAN

Steve Fyfe, Head Housing Strategy GMCA, provided Members with an update on progress in implementing the GM Housing Strategy. Members heard that the Housing Strategy was approved in June 2019 with this being the first update since implementation. It was stated that both the Housing Strategy and Implementation Strategy had taken a focussed approach where value could be added on

a GM collaboration level, but that it was not intended to cover all aspects or the strategies and activities in the GM districts.

Members heard that this work also incorporates aspects such as supporting older households and the new-build agenda, and that the Implementation Plan would be publically available to provide an update on progress. It was highlighted that a Memorandum of Understanding (MOU) was being developed with housing providers and the GM Health and Social Care Partnership which upon completion, would be taken back to this committee at a future date as well as future funding from Government,

Following Members requesting an update on progress of the Rogue landlord hub, it was clarified that funding from MHCLG had been secured in the last 18 months with some initial work completed and the appointment of a specific officer to focus on private rented issues. This was with a view to potentially assist the GM local authorities with cases where standards had not been met and civil penalties had applied. It was also clarified that the Good Landlord Scheme had been focussed on the private rented sector, rather than social rents. Members heard that standards and interventions for public sector renting can be applied via other means such as within MOUs and including within discussions and writing social objectives into strategies.

Members enquired around the limited capacity to take forward the required programme work in relation to Priority A3 Healthy Homes. It was clarified that this was in relation to staffing changes and that this was a delay rather than a blockage.

Members raised concerns around sub-standard housing with density issues which were not suitable for retrofitting. It was noted that Government assistance for large scale clearance which had been a previous strategy was unlikely to be an option. It was stated that significant progress in retrofitting properties was needed to improve standards and fulfil carbon reduction targets.

In relation to the zero carbon agenda and the need to decrease petrol car sales, Members enquired whether charging points could be included in retrofitting of existing properties and also into new build properties. It was clarified that there were opportunities in relation to this, but ultimately the scope would be determined by business models and any available funding, along with working around inconsistencies at properties such as lack of drive space.

In relation to the 6 month reporting cycle, Members requested that challenges relating to the housing agenda be brought forward as soon as they are picked up.

RESOLVED/-

That Scrutiny note and comment on the report and request further updates as appropriate.

HPE 187/20 FIVE YEAR ENVIRONMENT PLAN FOR GREATER MANCHESTER

Sam Evans Head of Environment Policy, GMCA delivered a presentation to update Members on progress of the Five Year Environment Plan for GM. The presentation gave a recap of the contents of the 5 Year Plan, the approach to implementation and the challenge groups and key initiatives.

The plan was highlighted as setting out 5 key challenges that need to be tackled in order to realise the clean, green, carbon-neutral resilient city region, with a thriving natural environment and zero-waste

economy. A top priority was highlighted as contributing a fair and equitable share of tackling global climate change and adapting the GM City Region to climate change impacts.

Members heard that the plan sought wider economic and social benefits for people, such as improving health and quality of life, places such as building vibrant, resilient, sustainable neighbourhoods and homes, and also the economy such as increases prosperity and productivity.

The 5 Year Plan was noted as having a key part for delivering the Greater Manchester Strategy's vision, and that the aims of the 5 Year Environment Plan should be embedded within plans such as the Greater Manchester Spatial Framework, and the Local Industrial Strategy.

It was updated that there was a need for significant upscaling of local renewable electricity generation, with currently half of the UK's average (generation per person) in GM. Members heard that there was a shortfall in achieving carbon reduction targets which would require innovation and scale up of delivery by doing things differently. It was highlighted that the plan would only deliver if the full cross-section of society were engaged and took action.

It was highlighted that a natural capital account had been developed for the Greater Manchester 10 districts which aimed to capture the current baseline of what GM's existing natural environments were performing in terms of the ecosystem services they were providing. It was noted that each year, GM received nearly £900m of benefits from its existing natural capital.

Members heard that this update had provided a broad overview of a large area and that specific aspects form the environment agenda would come to this committee in the future in 'bite sized chunks'. Members requested that future meetings focus on areas where Members can influence and add the most value to specific aspects of the environmental agenda. It was acknowledged that public communications and getting community influential figures fully engaged was key in achieving the targets of this agenda. It was clarified to Members that the likely areas where they could assist would be the phasing to carbon neutral methods for home heating, retrofitting and electric vehicles. It was also clarified in relation to Brexit that the EU funding highlighted for task and finish groups had already been secured or would be honoured by the Treasury.

It was highlighted that supporting a GM wide scheme for solar roofing panels had been in response to problems encountered by residents using individual traders that had since gone out of business. It was acknowledged that regarding the phasing-out of gas boilers, affordability was key, and that low income households should not be disadvantaged during this transition.

Members highlighted that there were sites with scheduled development within the GMSF that currently feature peat bogs which had been acknowledged as storing carbon and having beneficial environmental impacts. It was clarified that the GMCA were aware of these issues, and that a small number of sites that featuring peat bogs were in the process of being analysed with environment colleagues assessing these, which will be reflected in the GMSF that goes for consultation in 2020.

Members felt that recent proposals to remove free electric vehicle charging points in GM were not in line with the aspirations within the Five Year Environment Plan to shift GM to the electrification of vehicles. It was clarified that principles within the GMSF require electric vehicle charging to be considered within any new developments, and that officers from TfGM would be better placed to fully address this point. Members also felt that having a single universal charging format for electric vehicles would be beneficial and encouraged the GM Mayor to lobby government for a universal format.

Members also heard that there were proposals within the GMSF around biodiversity net-gain which would provide for habitat loss through development, either provided onsite or offsite. It was affirmed that protecting habitats was a key aspiration of the GMSF.

Regarding improving air quality, Members enquired around the level of interaction that GM had held with neighbouring authorities as this was noted as being an issue larger than the GM City Region. It was clarified that TfGM had worked with Highways England, as well as neighbouring northern city regions that were noted as developing similar proposals to GM.

Members requested that any papers or presentations for discussion items of this Committee be submitted with a minimum of seven days' notice to give adequate time for Members to review content. It was also requested that if any members had any relevant discussion items that they wished to raise, that these be sent to Matt Berry, Governance and Scrutiny Officer, GMCA.

RESOLVED/-

That Scrutiny note and comment on the presentation received

HPE 188/20 WORK PROGRAMME

Joanne Heron, Statutory Scrutiny Officer, Governance & Scrutiny Team, GMCA updated Members of upcoming items on the HPE OS Scrutiny Work Programme. It was heard that the GMSF item currently planned for the March 2020 would be brought to a later meeting.

RESOLVED/-

That Scrutiny note and comment on the report and request further updates as appropriate.

HPE 189/20 REGISTER OF KEY DECISIONS

<https://democracy.greatermanchester-ca.gov.uk/ieListDocuments.aspx?CId=386&MId=2830&Ver=4>

RESOLVED/-

That the Register of Key Decisions be noted

DATE AND TIME OF NEXT MEETING

Thursday 19th March 2020 18:00, GMCA Boardroom, Churchgate House

1.

**GREATER MANCHESTER HOUSING PLANNING AND ENVIRONMENT OVERVIEW & SCRUTINY HELD
ON 11TH JUNE 2020, AT 10:00 VIA MICROSOFT TEAMS**

PRESENT:

Councillor John Walsh (Chair)	Bolton
Councillor Barbara Brownridge	Oldham
Councillor Charles Gibson	Stockport
Councillor Mike Glover	Tameside
Councillor Sharmina August	Salford
Councillor Liam Billington	Tameside
Councillor Kevin Procter	Trafford
Councillor Amy Whyte	Trafford
Councillor Fred Walker	Wigan

SUBSTITUTE MEMBERS

Councillor Ray Dutton	Rochdale
Councillor Karen Garrido	Salford
Councillor Adam Marsh	Wigan

OFFICERS IN ATTENDANCE:

Kate Brown	TfGM
Emma Flinn	TfGM
Liz Treacy	GMCA
Julie Connor	GMCA
Matt Berry	GMCA
Joanne Heron	GMCA
Luke Smith	GMCA
Megan Rogers	GMCA
Carl Askew	GMCA
Ben Lancaster	GMCA

HPE 190/20 APOLOGIES

Apologies for absence were received from Councillor Dorothy Gunther (Bury), Councillor Linda Robinson (Rochdale).

Councillor Janet Mobbs (Stockport), Councillor Martin Hayes (Bury) and Councillor Mandie Shilton Godwin (Manchester) experienced IT difficulties and were unable to join the Live Microsoft Teams call.

BOLTON	MANCHESTER	ROCHDALE	STOCKPORT	TRAFFORD
BURY	OLDHAM	SALFORD	TAMESIDE	WIGAN

HPE 191/20 CHAIRS ANNOUNCEMENTS AND URGENT BUSINESS

Joanne Heron opened the meeting and welcomed Members to the first virtual meeting of the Greater Manchester Housing Planning and Environment Overview & Scrutiny Committee. Members were notified that the meeting would be livestreamed to members of the public in line with the latest legislation enabling meetings to take place virtually during the Coronavirus pandemic.

RESOLVED/-

That the item be noted.

HPE 192/20 DECLARATIONS OF INTEREST

Councillor Adam Marsh declared an Interest in ITEM HPE 200/20: GM Bus Consultation, as he had responsibility for lobbying the GMCA and TfGM on this issue on behalf of his employer.

RESOLVED/-

That Member Declarations of Interest be noted

HPE 193/20 MINUTES OF THE LAST MEETING HELD 14 NOVEMBER 2019

*To add that Councillor Kevin Procter sent apologies for this meeting

RESOLVED/-

That with the above amendment, the minutes of the meeting held 13 February 2020 be agreed as an accurate record.

HPE 194/20 APPOINTMENT OF CHAIR 2020/21

RESOLVED/-

Councillor John Walsh was appointed as Chair of this Committee.

HPE 195/20 APPOINTMENT OF VICE CHAIR 2020/21

RESOLVED/-

Councillor Charles Gibson was appointed as Vice Chair of this Committee.

HPE 196/20 MEMBERSHIP FOR 2020/21

The appointments of Members to this Committee at the GMCA meeting in May were noted, and Members wished to pass on their sincere thanks to Councillor Steve Gribbon, Councillor Barbara Brownridge, Councillor Jon-Connor Lyons, and Councillor Dorothy Gunther, who had subsequently indicated that they wish to step down from this Committee. It was noted that replacements would be arrangements through the GMCA.

RESOLVED/-

That the Membership of this Committee be noted.

HPE 197/20 MEMBERS CODE OF CONDUCT

Members were reminded of their obligations under the GMCA Members Code of Conduct.

RESOLVED/-

That Members of this Committee note the Code of Conduct .

M198/HPE ANNUAL DECLARATION OF INTEREST FORM

It was stated that a Microsoft Word version of the Annual Declaration of Interest form would be issued to Members after this meeting. Members were reminded that the Annual Declaration of Interest form would be collectively published on the GMCA website.

RESOLVED/-

That the item be noted.

M199/HPE TERMS OF REFERENCE

To note the Committee's Terms of Reference.

RESOLVED/-

That the Terms of Reference be noted.

HPE 200/20 GM BUS CONSULTATION

Liz Treacy, Monitoring Officer GMCA, introduced the report, which detailed the feedback from the major public consultation launched on 14 October 2019 on a proposed bus franchising scheme for Greater Manchester. It was highlighted that the purpose of the consultation had been to allow stakeholders, including statutory consultees, and the public to provide their views on whether the

Proposed Franchising Scheme should be made, with or without modification, in accordance with section 123E of the Bus Services Act 2017.

Members heard that this report follows a previous paper taken to this Committee on the 23 September 2019, which outlined a recommended approach to consultation on a Proposed Franchising Scheme for GM. This report provided an update on the approach, methodology and outputs of the first consultation following its close on 8 January 2020.

Kate Brown, Head of Corporate Affairs TfGM, and Emma Flinn, Head of Consultations & Engagement TfGM, took Members through the methodology and delivery models of the consultation detailed in the report. This included the engagement strategy undertaken to consult statutory consultees, community groups and the wider public and stakeholders. Members heard that targeted engagement activity and a range of activity had been undertaken to encourage responses from hard to reach groups and those with protected characteristics.

It was highlighted that the GMCA had requested TfGM conduct the consultation on its behalf, with Ipsos MORI, an independent opinion research agency appointed to receive, manage, process and analyse the consultation responses and to produce a report for the GMCA on these findings.

It was stated that consultation questions had been developed with external legal advisors to meet statutory guidance and consultation requirements, and to assist responder understanding. It was noted that the consultation questions were embedded throughout the consultation document and in two questionnaires, a short version containing nine questions and a long version containing 48 questions.

Members heard that as well as engagement being undertaken via digital means, hard copies of all documents including the full and abbreviated questionnaires were made available across Greater Manchester. Large print versions of the consultation document and leaflet were also highlighted as being produced. It was also stated that a dedicated phonenumber had been established for the consultation period to answer queries which also offered a 'LanguageLine' service to support non-English speakers.

It was highlighted that a total of 8,516 responses were received during the consultation period with the report breaking down analysis of these responses by GM districts.

Members heard that the reports on the outcome of the consultation process would be considered by the Greater Manchester Combined Authority at its meeting on 26 June 2020, and comments or recommendations made by this Committee regarding the consultation process could be reported to that meeting.

Following Member questions in relation to what outreach engagement work had been conducted with residents in southern / high peak neighbouring areas such as with Cheshire East, it was clarified that information was provided and engagement work undertaken with elected representatives and authorities with all neighbouring areas to GM. It was also stated that drop-in sessions were advertised more widely than within GM borders.

Members commented that whilst the consultation had been conducted in an extensive comprehensive, inclusive manner which met objectives, that the outcome results would likely be different if conducted now, post impacts of managing the COVID-19 pandemic. Members

commented that transport utilisation including passenger numbers and transport modes were currently operating in a drastically altered fashion, which could potentially impact how residents responded to the consultation.

Members requested that TfGM colleagues convey this point made by the Scrutiny Committee to the Combined Authority later this month when the consultation report would be considered.

Following Member questions in relation to the availability of demographic figures on participation levels, it was clarified that this level of detail would be available in the subsequent Ipsos MORI report which would be taken to this Committee when available at a later date. Members also heard that information leaflets had been distributed at transport interchanges rather than on bus routes themselves.

Following comments by Members expressing concern by a lack of utilisation of the Language-line facility which may indicate missing engagement with a large portion of residents, it was reassured that some consultation with this group had been conducted through engagement with representative groups, and would also be highlighted in the upcoming Ipsos MORI report.

Members heard that in terms of reaching those that are un-sighted, that the surveys and website including all materials on there were accessible with screen readers and a guide had been produced alongside the consultation materials. It was also highlighted that the overview animation had an audio support to provide key information. It was also noted that engagement had been conducted through representative groups.

In terms of the cost of the consultation cost, Members heard that the projected budget for the consultation had been £660,000 and it had been delivered under this amount.

RESOLVED/-

That Members receive the report and request that their comments summarised above be submitted to the GMCA when it considers the report.

HPE 201/20 WORK PROGRAMME

Members agreed that a separate informal session to be arranged for Members and Substitute Members in the next 2 weeks to pull together areas of work that Members expressed an interest to focus on, including for the next meeting and for the coming year. It was noted that some items on the agreed schedule would need to take account of the availability of the GM Mayor as portfolio lead for Transport and Homelessness.

In terms of initial items of interest, Members indicated that they wished to see an update on the progress of the GMSF, an update of COVID-19 impacts in relation to homelessness and housing in GM, and the full Ipsos MORI report on GM Bus Consultation.

Following Member queries in relation to face masks being available for use on public transport as mandated by Government, an update on this would be provided to Members in the coming week.

RESOLVED/-

That a separate informal session of the Committee be arranged as soon as possible to develop the work programme.

HPE 202/20 DATES OF FUTURE MEETINGS

Members agreed that meetings would take place at 18:00 on the dates circulated:

- Thursday 9th July 2020
- Thursday 10th September 2020
- Thursday 8th October 2020
- Thursday 12th November 2020
- Thursday 10th December 2020
- Thursday 14th January 2021
- Thursday 4th February 2021
- Thursday 11th March 2021

Members requested that times and dates of future meetings be set and published in January before the reconstitution of this Committee in the following May. This would then inform which Members would be largely available and be appointed to this Committee.

DATE AND TIME OF NEXT MEETING

Thursday 9th July 2020, 18:00 via Microsoft Teams

1.

**MEETING OF THE GREATER MANCHESTER COMBINED AUTHORITY (GMCA)
ECONOMY, BUSINESS GROWTH AND
SKILLS OVERVIEW AND SCRUTINY COMMITTEE
FRIDAY 12 JUNE AT 10.15 AM VIA WEBCAST**

Present: Councillor Michael Holly (in the Chair)

Bolton: Councillor Samantha Connor
Councillor Susan Haworth

Bury: Councillor Mary Whitby

Manchester: Councillor Greg Stanton

Oldham: Councillor George Hulme

Salford: Councillor Jim King

Stockport: Councillor Becky Senior

Trafford: Councillor Barry Brotherton

Wigan: Councillor Charles Rigby
Councillor Michael Winstanley

In attendance

Oldham Cllr Sean Fielding, GMCA Portfolio Lead for Employment, Skills & Digital
GMCA Joanne Heron, Statutory Scrutiny Officer
GMCA Gemma Marsh, Director of Skills (Policy, Strategy & Delivery)
GMCA Simon Nokes, Executive Director of Policy and Research
GMCA Lee Teasdale, Governance & Scrutiny Officer

E01/20 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Stephen Homer (Tameside) and Cllr Daniel Meredith (Rochdale).

E02/20 NOMINATIONS FOR CHAIR AND VICE-CHAIR

Nominations were invited for the position of Chair of the GMCA Economy, Business Growth and Skills Overview and Scrutiny Committee for the 2020/21 municipal year. Councillor Susan Haworth proposed Councillor Michael Holly and Councillor Barry Brotherton seconded the proposal. The Committee agreed that Councillor Michael Holly be appointed.

The Chair invited nominations for the position of Vice Chair of the GMCA Economy, Business Growth and Skills Overview and Scrutiny Committee for the 2020/21 municipal year. Councillor Michael Holly proposed Councillor Michael Winstanley and Councillor Charles Rigby seconded the proposal. The Committee agreed that Councillor Michael Winstanley be appointed.

RESOLVED:

1. That Councillor Michael Holly be appointed as Chair of the GMCA Economy, Business Growth and Skills Overview and Scrutiny Committee for the 2020/21 municipal year.
2. That Councillor Michael Winstanley be appointed as Vice-Chair of the GMCA Economy, Business Growth and Skills Overview and Scrutiny Committee for the 2020/21 municipal year.

E03/20 MEMBERSHIP FOR 2020/21

The Committee was asked to note its Membership for the 2020/21 Municipal Year:

Members
Councillor Samantha Connor, Bolton, CON
Councillor Susan Haworth, Bolton, LAB
Councillor Mary Whitby, Bury, LAB
Councillor Basat Sheikh, Manchester, LAB*
Councillor Greg Stanton, Manchester, LAB*
Councillor George Hulme, Oldham, LAB
Councillor Daniel Meredith, Rochdale, LAB
Councillor Michael Holly, Rochdale, CON
Councillor Jim King, Salford, LAB
Councillor Kerry Waters, Stockport, LAB
Councillor Becky Senior, Stockport, LIB DEM
Councillor Stephen Homer, Tameside, LAB
Councillor Barry Brotherton, Trafford, LAB
Councillor Charles Rigby, Wigan, LAB
Councillor Michael Winstanley, Wigan, CON

The Councillors marked with an asterisk are to be formally appointed at the June meeting of the GMCA

RESOLVED:

1. That the membership of the GMCA Economy, Business Growth and Skills Overview and Scrutiny Committee for the 2020/21 municipal year be noted.

E04/20 MEMBERS CODE OF CONDUCT AND ANNUAL DECLARATION OF INTEREST

Consideration was given to a report that reminded Members that the GMCA's Member Code of Conduct (Appendix 1 of the report) set out high expectations with regard to Members' conduct. As Members of the GMCA's overview and scrutiny committees are co-opted onto a GMCA Committee the GMCA's code applied to them when they were acting in this capacity. Members were also reminded that they were required to complete an annual declaration of interest form, which would be published on the GMCA's website.

RESOLVED:

1. That Members noted the report and the GMCA's Code of Conduct and agreed to complete an annual register of interest form.

E05/20 TERMS OF REFERENCE

Members were provided with the Economy, Business Growth and Skills Overview and Scrutiny Committee's terms of reference.

RESOLVED:

1. That the Committee's Terms of Reference be noted.

E06/20 DECLARATIONS OF INTEREST

There were no declarations of interest received.

E07/20 MINUTES OF THE MEETING HELD ON 8TH NOVEMBER 2019

The minutes of the meeting held on 8th November 2019 were submitted for approval.

RESOLVED:

1. That the minutes of the last meeting held on 8th November 2019 be approved as a correct record.

It was requested that agenda item 8 (Stockport MBC Business Plan) be moved to the end of the agenda to allow for consideration of confidential elements. The Committee agreed to move to Item 9 on the agenda.

E08/20 EUROPEAN SOCIAL FUND COMMISSIONING ACTIVITIES

Gemma Marsh, Director of Skills (Policy, Strategy & Delivery), introduced a report providing members with an update on Greater Manchester's European Social Fund (ESF) allocation within the ESIF 2014–2020 programme and how delivery activity, where possible, was being shaped to respond to challenges presented by COVID-19.

Key areas highlighted included:

- GM was approaching full commitment of its £162.8m ESF allocation. The ESF Managing Authority (DWP) required all of its ESF contracts to be in place by December 2020. Contracted activity was able to continue until December 2023 under the HM Treasury Guarantee.
- As a result of COVID-19, The ESF Managing Authority was seeking agreement with the EC on structural flexibilities, in particular, match funding requirements, to support the

ESF programme. Some practical steps had already been applied to ensure ESF delivery could continue during lockdown, e.g. use of e-signatures.

- GMCA had received a Memorandum of Understanding for its £42m ESF GM Skills for Growth Programme. Market engagement and initial procurement activity was underway taking account of likely COVID-19 recovery requirements. The programme would look to support over 25,000 GM residents and 2,750 businesses and be complementary to the devolved Adult Education Budget and other ESF programmes.
- Prior to COVID-19 delivery and performance on live GM ESF contracts had been relatively strong, however with some underperformance on Education & Skills Funding Agency (ESFA) contracts which may be impacted further by the Department's response to COVID-19.

Councillor Sean Fielding, GMCA Portfolio Lead for Employment, Skills & Digital, expressed his support for the programme.

Comments and Questions

Members noted that GM continued to have a higher proportion of NEETs compared to national and regional averages – asking for more detail on the reasoning behind this.

It was advised that a significant amount of work had been undertaken with NEETS across GM pre-Covid19 and that figures had begun to fall more in line with averages. The region had a number of demographics with a high proportion of NEETS and targeted regional work had been taking place to address this. The issue faced now was that the near future was unpredictable – Gemma Marsh would seek to procure a more up to date figure on NEETS to circulate to the Committee, together with comparison figures.

Members referenced the allocations of the finance that fell under the control of GM. It was asked whether the current level of split was considered appropriate within the current context.

It was advised that when the splits had been initially agreed they were fundamentally right – and there was an element of merging between each area. Within the new context – parts such as the Skills for Growth programme could be used to support those coming back into the jobs market, after they may have been furloughed for a period.

Members asked about the support being provided to those who were still feeling the impacts of previous recessions. Such as the over 50's population that had previously suffered from recessions in the early 1990s and late 2000s.

It was stated that a lot of the extant programmes within the system were centred on the over 50's – close work also took place with the Aging Hub. The Skills for Growth programme would pick up on elements such as technology skills for older employees. The system had been developed to ensure that it did not put too much focus on one cohort to the detriment of others. There was funding available within the current ESF programme and the figures on these would be provided.

Members enquired about how sub-regional variances were being approached. It was advised that the ESF programme allowed an absolute ability to work on a sub-regional basis, allowing for targeted and varying work where needed.

Members asked about 'Our Pass' being used to record cultural activities. Usually schools were asked to help authorities with tracking such information that could not be done in the same way at present – with that in mind, could Our Pass be used for such tracking of where young people were engaging in cultural activities.

Gemma Marsh and Cllr Sean Fielding were now members of the Our Pass Board – and it was recognised that the Pass provided a critical source of intelligence in regard to understanding the activities being accessed. This will in turn help in informing the development of the Young Persons Guarantee. It was clear that 'Our Pass' was now more important than ever before in helping young people to access the opportunities they will need to help recover as quickly as possible from the crisis.

RESOLVED:

1. That progress in committing Greater Manchester's ESF allocation and attempts to repurpose and apply flexibilities in response to challenges presented by COVID-19 be noted.
2. That the intention to proceed to procurement with the GM Skills for Growth ESF programme be noted.
3. That the status of the final CFO application for Youth Opportunity Programme – at appraisal stage with the ESF MA at present - and delegate authority to the GMCA Chief Executive and Treasurer of GMCA for design sign off following development in conjunction with areas/partners be noted.
4. That up-to-date figures on the number of NEETs in GM, together with relevant comparison data – be circulated to the Committee.

E09/20 ECONOMIC RECOVERY

Simon Nokes, Executive Director of Policy and Research, was invited to provide the Committee with an update on the initial steps being taken towards economic recovery from the Covid-19 crisis.

The situation was rapidly evolving, and further updates would be brought to the committee as it developed – this would likely include the development of a Greater Manchester Strategy (GMS) One Year Plan designed to complement the existing GMS. The full economic implications of the crisis would be extensive, however, a huge number of preparations were underway to seek to mitigate the worst outcomes on the labour market. Some businesses were growing within the current market still, and a lot of movement would be seen within the labour market.

The pandemic had created an unusual scenario whereby the crisis response phase still had to be led in conjunction with the recovery phase – rather than two clearly defined periods.

The recovery period had been broken down into three phases:

- Leaving lockdown phase (0-2 months)
- Living with Covid-19 phase (0-12 months)
- Building Back Better phase (2-3 years)

These phases were all underway already so that immediate response could sit alongside longer term thinking about how to take advantage of climate improvement possibilities and chances to reduce inequalities.

Comments and Questions

Members referenced fiscal interventions from government – could there be mini-budgets taking place that would present GM with an opportunity to make formal submissions on the specific needs of the region?

It was only known at present that a form of ‘fiscal event’ was due to take place in July, however, government had indicated at present that this would not take the form of a mini-budget – it was felt that labour market interventions may well be the focus of the event. A formal letter had been received from the Secretary of State for Housing, Communities and Local Government that had asked for information on ‘shovel ready’ projects that could be started and completed within an 18-month window.

Members asked about such projects – was it being ensured that the projects being chosen would bring benefits to the whole of the GM economy. In addition, was long-term thinking taking place around the recovery of the aviation market – particularly in relation to the importance of Manchester Airport to the GM economy?

It was advised that the request had only just been received from the Secretary of State and it had included some specific criteria that needed to be assessed against the projects planned for the region. It was also key to note that this was a small initial fiscal event, and there would be far greater ones later in the year that would require significant input. Longer-term thinking had begun to take place, and the CA was working closely with the GM Local Enterprise Partnership on this. A regular dialogue was in place with colleagues at the airport to address the issues going forward.

Members enquired about the key sectors within GM that had particular concerns for recovery in the near term.

It was stated that different effects would likely have impacts on sectors over time. There was significant concerns about the hospitality, retail and tourism sectors in particular. It was difficult to see how some businesses were able to be profitable with social distancing measures in place. There would also be significant impacts in relation to office space, as demand for this was likely to fall given new ways of working being implemented on a potentially permanent basis.

A question was raised about how green growth could still be ensured in the wake of Covid-19. It was advised that substantial falls had been seen in carbon emissions during lockdown – and as

part of Building Back Better the opportunity had be taken towards looking at how to build back a more sustainable long-term environmental situation.

RESOLVED:

1. That the update on economic recovery be received.
2. That regular updates on economic recovery be brought to the Committee.

E10/20 WORK PROGRAMME

The Chair advised that Committee Members feedback to the Chair/Vice-Chair and supporting officers on any particular areas of concern that they would like to see form part of the year's work programme. The Chair, in conjunction with the Vice-Chair and supporting officers would then consider the submissions and draft a work programme for the Committee's consideration and approval.

The Chair noted a submission already received from Cllr Whitby, requesting that Women's Employability be re-added to the work programme.

RESOLVED:

1. That, following Committee submissions, permission be delegated to the Chair and Vice-Chair to prepare a draft Work Programme for 2020/21.

E11/20 NEXT MEETING OF THE COMMITTEE

The Chair suggested that 10:30am start times be adopted going forward – it was asked that any comments suggesting alternatives be emailed to the Chair, Vice-Chair and supporting officers.

E12/20 STOCKPORT MDC BUSINESS PLAN

Simon Nokes, Executive Director of Policy and Research, provided the Committee with an update and briefing on the Stockport MDC Business Plan. It was noted for transparency that Simon Nokes sits on the Stockport MDC Board.

In September 2018, the GMCA had agreed to support in principle, the creation of a Mayoral Development Corporation in Stockport to help in securing the regeneration of the Town Centre West area of Stockport. January 2019 had seen the agreement of a draft set of principles for the Corporation. The Stockport Corporation was then established in September 2019 as the first in GM area. An Interim Strategic Business Plan was agreed by the GMCA in September 2019 and Stockport Council in November 2019.

Since then, the MDC had established itself as an effective regeneration delivery vehicle and was now in a position to set out a more comprehensive long-term plan for bringing about the regeneration of Stockport Town Centre West over the period 2020 to 2025. The new draft

Strategic Business Plan was approved by the MDC Board at its meeting on May 7th 2020 and would be submitted to GMCA for approval at its meeting on 26th June 2020.

Comments and Questions

Members asked about the economic risks to the CA and how this would be scrutinised. It was advised that the CA was not investing any money in the MDC body itself, which would be entirely funded by Stockport Council. If the CA was to be involved in specific MDC projects, these would come through the normal CA investment channels, including scrutiny by the Corporate Scrutiny Committee.

Members asked if the MDC would be looking at developments to support the economy in the widest sense – including the night-time economy.

It was advised that a Strategic Regeneration Framework had been developed for the MDC and this would guide all economic regeneration decisions. There had been a lot of discussion about how best to create a sustainable community within Stockport Town Centre West, within its role of the wider Stockport Town Centre, and attempts to bring a night-time economy back into this as a whole piece.

Members asked for further detail on the thinking around the local energy market. It was advised that this would form part of the green agenda pursued by the MDC. If over 3.5k houses were being developed – how could these be heated in an environmentally sustainable way going forward? This was part of the overall plan around environmentally sustainable developments.

The public section of the meeting then concluded to allow for questions related to Appendix B of the item which was restricted by virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972. (Information relating to the financial or business affairs of any particular person (including the authority holding that information)).

RESOLVED:

1. That the contents of the Stockport Town Centre West Mayoral Development Corporation's Strategic Business Plan May 2020 – March 2025 be noted.
2. That the contents of the Stockport Town Centre West Mayoral Development Corporation's Action Plan May 2020 – March 2021 be noted.
3. That comments made by the Committee be noted ahead of the Report being submitted for approval at the CA.

**MINUTES OF THE MEETING OF THE GREATER MANCHESTER COMBINED AUTHORITY
CORPORATE ISSUES AND REFORM OVERVIEW & SCRUTINY COMMITTEE
ANNUAL GENERAL MEETING
HELD TUESDAY 16 JUNE 2020 VIRTUAL MEETING VIA MICROSOFT TEAMS**

PRESENT:

Councillor Tom Pickstone	Bury (Chair)
Councillor Greg Stanton	Manchester (Substitute)
Councillor Hazel Gloster	Oldham (Substitute)
Councillor Sam Hamdani	Oldham (Substitute)
Councillor Colin McLaren	Oldham
Councillor Kallum Nolan	Rochdale
Councillor Ray Dutton	Rochdale (Substitute)
Councillor Tanya Burch	Salford
Councillor David Jolley	Salford
Councillor Sean Anstee	Trafford (Substitute)

OFFICERS IN ATTENDANCE:

Andrew Lightfoot	Deputy Chief Executive, GMCA
Joanne Heron	Statutory Scrutiny Officer, GMCA
Jenny Hollamby	Senior Governor & Scrutiny Officer, GMCA
Jim Wallace	Chief Fire Officer, GMFRS
Dawn Docx	Deputy Chief Fire Officer, GMFRS
Tony Hunter	Assistant Chief Fire Officer, GMFRS

The Statutory Scrutiny Officer opened the meeting and welcomed everyone to the first virtual meeting of the Greater Manchester Corporate Issues & Reform Overview & Scrutiny Committee. The meeting was being livestreamed to members of the public in line with the latest legislation enabling meetings to take place virtually during the Coronavirus pandemic.

CI&R/1/20 APOLOGIES

Apologies for absence were received from Councillors Anne Duffield (Bolton), Chris Goodwin (Oldham), John McGahan (Stockport), Dave Morgan (Trafford), Dena Ryness (Stockport), Teresa Smith (Tameside) and Pat Sullivan (Rochdale).

CI&R/2/20 APPOINTMENT OF CHAIR 2020/21

The Statutory Scrutiny Officer invited nominations for the role of Chair for the 2020/21 Municipal Year. This was subject to meeting the requirement that the Chair and Vice-Chair were not Members of the same political party of which, the Mayor was a Member.

The Committee agreed the appointment of Councillor Tim Pickstone (Bury) as Chair for the 2020/21 Municipal Year.

RESOLVED/-

That Councillor Tim Pickstone (Bury) be appointed as Chair for the 2020/21 Municipal Year.

CI&R/3/20 APPOINTMENT OF VICE-CHAIR 2020/21

The Chair asked for nominations for the role of Vice-Chair for the 2020/21 Municipal Year. This was subject to meeting the requirement that the Chair and Vice-Chair were not Members of the same political party of which, the Mayor was a Member.

The Committee agreed the appointment of Councillor John McGahan (Stockport) as Vice-Chair for the 2020/21 Municipal Year.

RESOLVED/-

That Councillor John McGahan (Stockport) be appointed as Vice-Chair for the 2020/21 Municipal Year.

CI&R/4/20 MEMBERSHIP OF THE GREATER MANCHESTER CORPORATE ISSUES & REFORM OVERVIEW & SCRUTINY COMMITTEE

The Committee noted its Membership for the 2020/21 Municipal Year.

The Chair advised that there were still two vacancies (Bury and Manchester) and it was hoped that Districts would make their appointments as soon as possible.

RESOLVED/-

That the Committee Membership be noted.

CI&R/5/20 MEMBERS CODE OF CONDUCT AND ANNUAL DECLARATION FORM

Consideration was given to a reported that reminded Members that the GMCA's Member Code of Conduct set out high expectations with regard to Members' conduct. As Members of the GMCA's Overview & Scrutiny Committees were co-opted on to a GMCA Committee, the GMCA Code applied to them when they were acting in this capacity. Members were also asked to complete the Annual Register of Interest Form, which would be sent electronically to them following the meeting.

RESOLVED/-

1. That Members note the GMCA's Member Code of Conduct (Appendix A of the report).
2. That Members complete the Annual Register of Interest Form and return it to the GMCA.

CI&R/6/20 TERMS OF REFERENCE

The Committee noted its Terms of Reference for the 2020/21 Municipal Year.

RESOLVED/-

That the Terms of Reference be noted.

CI&R/7/20 DECLARATIONS OF INTEREST

There were no declarations received in relation to any item on the agenda.

CI&R/8/20 MINUTES OF THE MEETING HELD ON 11 FEBRUARY 2020

RESOLVED/-

That the minutes of the meeting held on 11 February 2020 be approved as a correct record.

CI&R/9/20 GREATER MANCHESTER VOLUNTARY, COMMUNITY AND SOCIAL ENTERPRISE (VCSE) ACCORD

This item was deferred to the next meeting on 14 July 2020.

RESOLVED/-

That the item be deferred to the next meeting.

CI&R/10/20 WORK PROGRAMME

Members considered a report that set out the Committee's Work Programme for Members to develop, review and agree. As there were only five Members of the Committee present at the meeting, the Chair proposed and Members agreed that an informal workshop (including Substitute Members) would take place to develop items for Work Programme prior to the next meeting on 14 July 2020.

The agenda items agreed for the next meeting on 14 July 2020, were noted as:

1. Greater Manchester Voluntary, Community and Social Enterprise (VCSE) Accord
2. High Rise Resident's Survey
3. GMCA Budgets
4. COVID19 Recovery

RESOLVED/-

1. That a Work Programme informal session be organised.
2. That the above agenda items be considered at the next meeting on 14 July 2020.

CI&R/11/20 MEMBERS ARE ASKED TO AGREE DATES AND TIMES OF FUTURE MEETINGS

The dates of future meetings were agreed as:

- 14 July 2020
- 8 September 2020
- 6 October 2020
- 10 November 2020
- 15 December 2020
- 19 January 2021
- 9 February 2021
- 16 March 2021

Regarding times of meetings, it was agreed that an email proposing three different times would be sent to Members to find out what worked best for them. Members needed to find a time to enable the Committee to be quorate.

A Member suggested that more onus should be placed on Committee Members to help find substitutes should they not be able to attend meetings.

RESOLVED/-

1. That the dates of meetings be agreed.
2. That Members be consulted about the times of future meetings.



Report to OVERVIEW AND SCRUTINY BOARD

Statement of Community Involvement 2020

Portfolio Holder:

Councillor Roberts, Cabinet Member for Housing

Report Author: Georgina Brownridge

Ext. 1670

22 July 2020

Purpose of the Report

The purpose of the report is update members on a review of the Statement of Community Involvement.

Executive Summary

The Statement of Community Involvement (SCI) is part of the Policy Framework.

The SCI was reviewed in 2010, 2016 and 2019 to take account of changes to national planning guidance and legislation. Since the review in 2019, the planning department have been considering service improvement to work a more efficient service in relation to determining planning applications. This is outlined in the report.

Recommendations

Members are asked to note the proposed policy which is to be presented to Council in September 2020 for approval.

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Report to COUNCIL

Statement of Community Involvement 2020

Portfolio Holder:

Councillor Roberts, Cabinet Member for Housing

Officer Contact: Helen Lockwood, Executive Director Economy, Skills and Neighbourhoods

Report Author: Georgina Brownridge

Ext. 1670

9 September 2020

Reason for Decision

To adopt the Statement of Community Involvement (SCI). The SCI sets out how the council will involve the community in the preparation and the revision of the Local Plan and the consideration of planning applications.

Recommendations

To adopt the SCI and make it available to view alongside the Equality Impact Assessment (EqIA).

Statement of Community Involvement

1 Background

- 1.1 The Planning and Compulsory Purchase Act 2004 requires local planning authorities to prepare a Statement of Community Involvement (SCI). Oldham Council first adopted its SCI in April 2007. It identified how the council would involve the community in the preparation and revision of the Local Plan and the consideration of planning applications.
- 1.2 It was then reviewed in 2010, 2016 and 2019 to take account of changes to national planning guidance and legislation.
- 1.3 In addition, the ten Greater Manchester authorities agreed to produce Greater Manchester's Plan for Homes, Jobs, and the Environment – the Greater Manchester Spatial Framework (GMSF). The GMSF will provide the overarching framework to strategically manage sustainable growth and development across the conurbation over the next twenty years or so. The SCI also sets out how the community and other stakeholders will be involved in the preparation of the GMSF.
- 1.4 The SCI also sets out policies for giving advice or assistance on neighbourhood planning.
- 1.5 Since the SCI was reviewed and adopted in 2019, the planning department have been considering service improvement to work towards a more efficient service in relation to determining planning applications. It was considered necessary to update the SCI to introduce proposals, which include to:
- make clear that statutory consultees, councillors and Oldham Partnership receive an email or letter with details of strategic planning consultations rather than an electronic copy of the documents;
 - publicise planning applications by site notices and / or neighbour notification letters, removing the requirement to do both, where it is not deemed necessary;
 - remove copies of planning applications being available in paper files. Planning applications will be available online. This reduces time spent by officers creating paper files;
 - make submitting representations on planning applications to online only. This is to reduce the time spent by officers scanning and saving representations to ensure that planning applications can be handled efficiently; and
 - reduce the number of planning officer reports written in relation to recommendations made on minor planning applications. The draft SCI removes reference to officer reports. Planning Officer reports will not be written for every planning application, particularly where they are minor in nature. This is to ensure that planning officers can issue decisions as efficiently as possible. There will be notes on the file that will clearly show that the officer has taken account of relevant material.
- 1.6 The SCI has also been updated to reflect The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 to allow Local Plan consultations and development management decisions to continue to progress during the Coronavirus pandemic.

-
- 1.7 This decision links to the Corporate Plan as the SCI seeks to promote working with a resident focus through encouraging residents and other stakeholders to be engaged in the planning process. The SCI sets out what methods we will use to engage with people, how people can comment and get involved in the planning process and the result is a Local Plan / planning decisions that have been influenced co-operatively.

2 **Current Position**

- 2.1 The updated SCI (Appendix 1) and supporting Equalities Impact Assessment (Appendix 2) now need to be adopted at Full Council as it is a Local Development Document. This then needs to be made available on the council's website and publicised. It will not be made available in libraries or Access Oldham until such time they are open to the public again.

3 **Options/Alternatives**

- 3.1 Option 1 – Adopt the SCI and make it available to view alongside the EqIA. The advantage of this option is that the SCI will provide certainty to residents, developers and other key groups and organisations as to the consultation methods the council will use. It will also allow us to progress the Local Plan whilst coronavirus is restricting consultation methods normally used. In addition, it will also ensure that planning consultations are carried out in accordance with the most up to date legislation and guidance. There are no disadvantages to this option.
- 3.2 Option 2 – Not to adopt the SCI and make it available to view alongside the EqIA. There are no advantages to this option. The disadvantages will be that consultation cannot commence on the GMSF and the Local Plan review because not all minimum consultation methods can currently be met whilst coronavirus is restricting public places from being open. In addition, changes will not be made in the SCI to allow development management processes to be more efficient.

4 **Preferred Option**

- 4.1 Option 1 – Adopt the SCI and make it available to view alongside the EqIA. The advantage of this option is that the SCI will provide certainty to residents, developers and other key groups and organisations as to the consultation methods the council will use. It will also allow us to progress the Local Plan whilst coronavirus is restricting consultation methods normally used. In addition, it will also ensure that planning consultations are carried out in accordance with the most up to date legislation and guidance. There are no disadvantages to this option.

5 **Consultation**

- 5.1 Consultation is not required on the SCI.

6 **Financial Implications**

- 6.1 Adopting the SCI in line with Regulation 35 will involve making the documents available on the council's website and publishing an adoption statement in a local newspaper. Therefore, the decision will result in no major financial implications. The service will incur small costs for publication and notifying people on the Local Plan mailing list. This is expected to be between £600 - £1000 and will be met from within the existing Strategic Planning and Information revenue budget.

(Jamie Kelly)

7 **Legal Services Comments**

7.1 The SCI is a local development document. Section 23 of the Planning and Compulsory Purchase Act 2004 deals with the adoption of local development documents and it states at section 23(5) that a document is adopted for the purposes of the section if it is adopted by resolution of the authority i.e. by full Council. (A Evans)

8. **Co-operative Agenda**

8.1 The draft SCI links to the Corporate Plan and co-operative agenda as it seeks to promote working with a resident focus through encouraging residents and other stakeholders to be engaged in the planning process. The SCI sets out what methods we will use to engage with people, how people can comment and get involved in the planning process and the result is a Local Plan / planning decisions that have been influenced co-operatively.

9. **Communications comments**

9.1 The communications of any changes which could affect the existing processes for residents should be considered. For example: “make submitting representations to planning applications to online only.”

9.2 This could be publicised through communications such as press releases, dedicated copy on web pages and council social media channels as necessary.

9.3 Communications can also support with publicising the updated SCI via the above methods to further underpin Oldham Council’s commitment to working with a resident focus.
(J Beckett)

10 **Human Resources Comments**

10.1 N/A.

11 **Risk Assessments**

11.1 N/A (Mark Stenson)

12 **IT Implications**

12.1 None

13 **Property Implications**

13.1 None.

14 **Procurement Implications**

14.1 N/A

15 **Environmental and Health & Safety Implications**

15.1 The Local Plan is a land use plan and may have environmental impacts, but the SCI, as the document which will set out how the council will involve the community in planning, has no implications.

16 **Equality, community cohesion and crime implications**

16.1 The SCI vision is that “through a co-operative approach we will enable, empower and encourage all residents and stakeholders of the borough to actively participate in the planning process to help achieve our corporate outcome of engaging and resilient communities”. This can only have a positive effect on all residents and stakeholders.

17 **Equality Impact Assessment Completed?**

17.1 Yes

18 **Key Decision**

18.1 Yes

19 **Key Decision Reference**

19.1 HSG-03-20

20 **Background Papers**

20.1 The following is a list of background papers on which this report is based in accordance with the requirements of Section 100(1) of the Local Government Act 1972. It does not include documents which would disclose exempt or confidential information as defined by the Act:

Name of File: Statement of Community Involvement 2020
Records held in Strategic Planning, Room 310, Level 3, Civic Centre
Officer Name: Georgina Brownridge
Contact No: 1670

21 **Appendices**

21.1 Appendix 1: Statement of Community Involvement 2020
Appendix 2: Equality Impact Assessment

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Oldham

Local

Plan

**Statement of Community
Involvement 2020**

September 2020



OLDHAM COUNCIL LOCAL PLAN

The council's vision for the Statement of Community Involvement (SCI) is that "through a co-operative approach we will enable, empower and encourage all residents and stakeholders of the borough to actively participate in the planning process to help achieve our corporate outcome of engaging and resilient communities".

If you would like further help in interpreting the SCI please contact the Strategic Planning and Information section on the following telephone numbers: 0161 770 1672/4061.

You can also email the team on spi@oldham.gov.uk. During coronavirus restrictions please make use of email contact as much as possible.

All documents connected with the Local Plan and the SCI are available on the council's [web site](#).

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1 Introduction

- 1.1** The Planning and Compulsory Purchase Act 2004 requires Local Planning Authorities (LPAs) to prepare a Statement of Community Involvement (SCI). Oldham Council first adopted its SCI in April 2007. It identified how the council would involve the community in the preparation and revision of the Local Plan and the consideration of planning applications. It was then reviewed in 2010, 2016 and 2019 to take account of changes to national planning guidance and legislation.
- 1.2** In addition, the ten Greater Manchester authorities agreed to produce Greater Manchester's Plan for Homes, Jobs, and the Environment (Greater Manchester Spatial Framework (GMSF)) in 2014. The GMSF will provide the overarching framework to strategically manage sustainable growth and development across the conurbation over the next twenty years or so. This SCI also sets out how the community and other stakeholders will be involved in the preparation of the GMSF.
- 1.3** The SCI also sets out policies for giving advice or assistance on neighbourhood planning.
- 1.4** Since the SCI was reviewed and adopted in 2019 the planning department has considered service improvements to work towards a more efficient service in relation to determining planning applications. This has been reflected in section 8 of this revised SCI.
- 1.5** The SCI has also been updated so that Local Plan progress and Development Management decisions can take place under coronavirus restrictions as set out in The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

2 The Planning System and Community Involvement

- 2.1** A key part of the Local Plan is the SCI, which sets out how the council will involve the community in the preparation and revision of the Local Plan and the consideration of planning applications.
- 2.2** This SCI defines ‘community’ as all stakeholders with an interest in the future development of the borough, which includes the general public, community and interest groups, organisations, businesses, land owners, developers, consultants and statutory consultees.
- 2.3** The SCI outlines the techniques that may be used to engage the community at the various stages of preparation of Development Plan Documents (DPDs), Neighbourhood Development Plans (NDPs), Supplementary Planning Documents (SPDs) and Sustainability Appraisal / Strategic Environmental Assessment (SA / SEA) (referred to as the 'Integrated Assessment') (Section 4).
- 2.4** Opportunities for community involvement on planning applications are outlined in Section 8.
- 2.5** The SCI was first adopted as council policy in April 2007 after an independent examination and public consultation. It was then reviewed in 2010, 2016 and 2019 in light of revised Regulations and Guidance and the commencement of the GMSF.
- 2.6** The SCI has been updated again to introduce measures to ensure a more efficient planning service in relation to the determination of planning applications. It has also been updated to ensure that work on the GMSF, Local Plan and Development Management case load can still progress under coronavirus restrictions, for example removing the requirement to make documents available in libraries.
- 2.7** All DPDs, NDPs (relevant stages) and SPDs that are prepared will have to take account of and comply with the SCI. A ‘Statement’ will have to be published for each DPD, showing how it meets the requirements outlined in the SCI when it is submitted to the Secretary of State. All planning applications that are determined by the council must meet the requirements outlined in this SCI.
- 2.8** This SCI has taken account of the following Government legislation and guidance:
- a. The Planning and Compulsory Purchase Act 2004;
 - b. The Localism Act 2011;
 - c. The Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended);
 - d. The Town and Country Planning (Development Management Procedure) (England) Order 2015;
 - e. Neighbourhood Planning Act 2017;

-
- f. National Planning Policy Framework and Guidance (2019); and
 - g. The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

2.9 The SCI covers the whole borough except that part which falls within the Peak District National Park.

3 The Council and Community Involvement

OUR AMBITION FOR THE BOROUGH

- 3.1** The Local Plan is closely related to the strategies that outline the long-term ambition for the borough and the council, which are set out below.

THE OLDHAM PLAN

- 3.2** The Oldham Plan is a collective action statement for Oldham developed and agreed by the Oldham Partnership. It sets out how we can all best serve the place we love and help its people, districts and businesses thrive. The Plan's ambition is *'To be a productive and cooperative place with healthy, aspirational and sustainable communities'*.



- 3.3** The model to deliver this ambition is based around three fundamental shifts:
1. **Inclusive Economy:** Our vision is for Oldham to become Greater Manchester's Inclusive Economy capital by making significant progress in living standards, wages and skills for everyone.
 2. **Co-operative Services:** Our vision is to collaborate, integrate and innovate to improve outcomes for residents and create the most effective and seamless services in Greater Manchester.
 3. **Thriving Communities:** Our vision is for people and communities to have the power to be healthy, happy and able to make positive choice's and both offer and access insightful and responsive support when required.
- 3.4** These shifts are complemented and supported by a focus on two key enablers - public service reform and empowering people and communities.
- 3.5** It is imperative that the Local Plan is shaped for the place, people, districts and businesses. By aligning the Local Plan to the Oldham Plan ambitions, we can ensure that it does its bit to enable and support the achievement of these shifts.

THE CORPORATE PLAN

3.6 The Corporate Plan is part of a wider family of strategies which outline how the council will achieve our co-operative ambition for the borough. The Corporate Plan outlines how the council contributes to the Oldham Plan. The corporate ambition '*To deliver a co-operative future where everyone does their bit to create a confident and ambitious borough*' complements the intention in the Oldham Plan to 'build on our co-operative approach' and 'create a borough where everyone does their bit and everyone benefits'.

3.7 The vision is underpinned by three corporate objectives as shown in the image below:



3.8 The Local Plan is critical to the achievement of these objectives for the borough, particularly in terms of creating an inclusive economy where people and enterprise thrive and enabling thriving communities.

OUR VALUES

3.9 The Corporate Plan outlines a clear set of values that show how we will do business. We share these borough-wide values with our residents, partners and businesses:



Our values

To help make this ambition a reality we have developed Co-operative Values. We will encourage our staff, citizens and partners to adopt these values in everything they do:

Fairness

We will champion fairness and equality of opportunity, and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved

Openness

We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible.

Responsibility

We take responsibility for, and answer to our actions. We will encourage people to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations.

Working together

We will work together and support each other in achieving common goals, making sure the environment is in place for self-help.

Accountability

We recognise and act upon the impact of our actions on others, and hold ourselves accountable to our stakeholders.

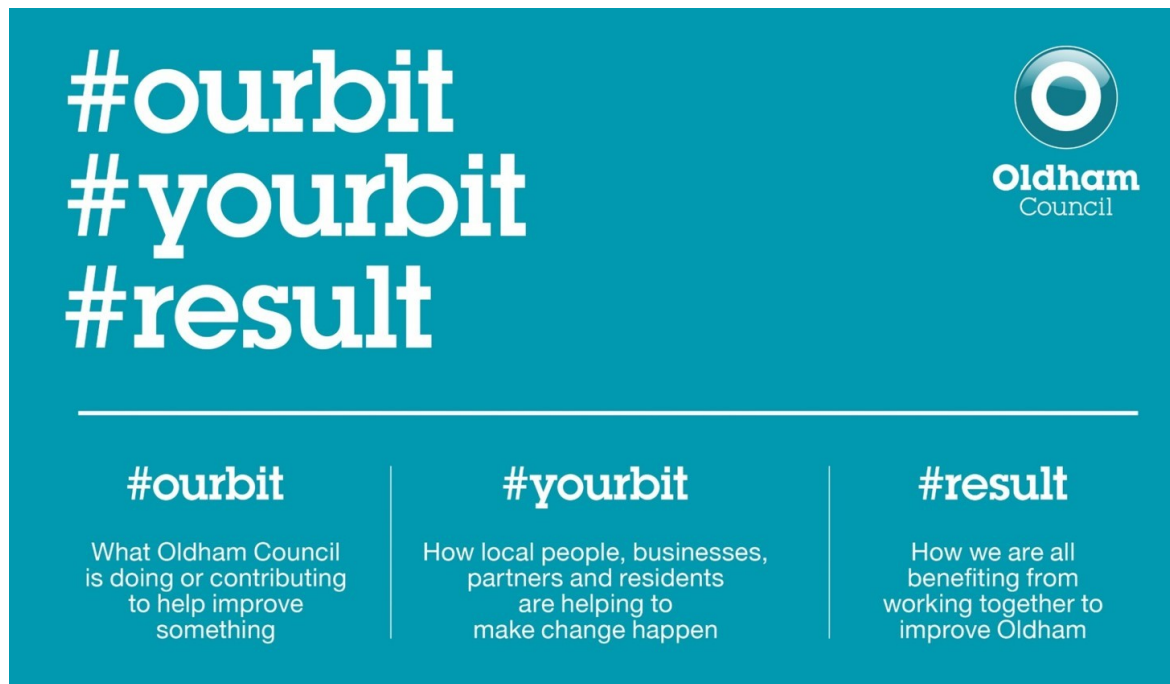
Respect

We recognise and welcome different views and treat each other with dignity and respect.

Democracy

We believe and act within the principles of democracy, and promote these across the borough.

3.10 Our approach to community involvement should genuinely embody these values. In terms of community involvement we are particularly keen to promote working with a resident focus through the #ourbit #yourbit #result ethos. The SCI sets out how we will engage communities in the preparation of the Local Plan. For example, residents can get engaged through providing comments and feedback as the Local Plan is prepared and the result will be a Local Plan for the future growth of Oldham that has been prepared together.



#ourbit
#yourbit
#result

Oldham Council

#ourbit	#yourbit	#result
What Oldham Council is doing or contributing to help improve something	How local people, businesses, partners and residents are helping to make change happen	How we are all benefiting from working together to improve Oldham

CUSTOMER CHARTER

3.11 Oldham Council also has a customer charter which sets out our promise to make customer care central to the way we do business. The planning service is part of this promise. Please note that under coronavirus restrictions face to face appointments may not be available.

Customer Charter

We will:

- Make our services easy to use and give you choices where possible.
- Be honest, approachable, professional and polite and always put you first.
- Treat you with dignity, respect and let you know how long it will take to deal with your query.
- Deal with your enquiry straight away where possible or make you an appointment with a person who can help.
- Apologise if things go wrong and do our best to put things right quickly.
- Use your views to help us make improvements to services, give good service and provide value for money.

Help us by:

- Giving us all the information we need to help you.
- Letting us know if you have any special needs.
- Telling us how we can improve our services.
- Asking us to explain anything you're not sure of.

Our Customer Service Standards

When dealing with you in person we will:

- Provide easy access to all our public buildings.
- Keep waiting times to a minimum and aim to see you within 5 minutes.
- See you at the time agreed for appointments.
- If you do not have an appointment we will see you within 30 minutes of your arrival.

When dealing with you by phone we will:

- Aim to answer your call within 20 seconds and deal with your enquiry at that point, wherever possible.
- Welcome you and give you our name.
- When dealing with emails sent to service email addresses we will acknowledge the receipt of your email within 24 hours.

- Provide a full response to your enquiry within 5 working days.
- Give the contact details of the person replying to your enquiry.

When dealing with emails sent to named officers we will:

- Provide a full response to your enquiry within 10 working days.
- Give the contact details of the person replying to your enquiry.

When you write to us we will:

- Acknowledge that we've received your letter within 5 working days. Provide a full response to your enquiry within 10 working days.
- Give the contact details of the person replying to your enquiry.

If you have a complaint we will:

- Acknowledge that we've received your complaint within 5 working days.
- Fully investigate your complaint and provide you with a response within 15 days.
- Give the contact details of the person replying to your enquiry.

Information about complaints and feedback to the council can be found on the council's [website](#)

THE LOCAL PLAN AND THE OLDHAM PARTNERSHIP

- 3.12** The Oldham Partnership brings together proactive and engaged public, private, voluntary and community organisations in Oldham. All of these partners share the common vision 'to make Oldham a place of ambition' and are committed to working with each other and with the people of Oldham to create a productive place with healthy, aspirational and sustainable communities. It is more than a partnership of organisations but a body which is responsible for leading and championing Oldham, not just at the borough level but at the city region and beyond.
- 3.13** The Oldham Leadership Board is the governing body of the Oldham Partnership. It comprises of public sector chief executives, key elected members, business and community and voluntary sector leaders.
- 3.14** The Oldham Partnership will be used as a mechanism to engage with key stakeholders as part of the consultation process for the Local Plan.

3.15 In developing the Local Plan, the council will endeavour to undertake, where appropriate, joint working with organisations represented on the Oldham Partnership, so as to maximise resources and reduce consultation fatigue. The Oldham Partnership has a proven track record in engaging stakeholders and members of the community on a range of social, economic and environmental issues facing local communities.

COMMUNITY FORUMS

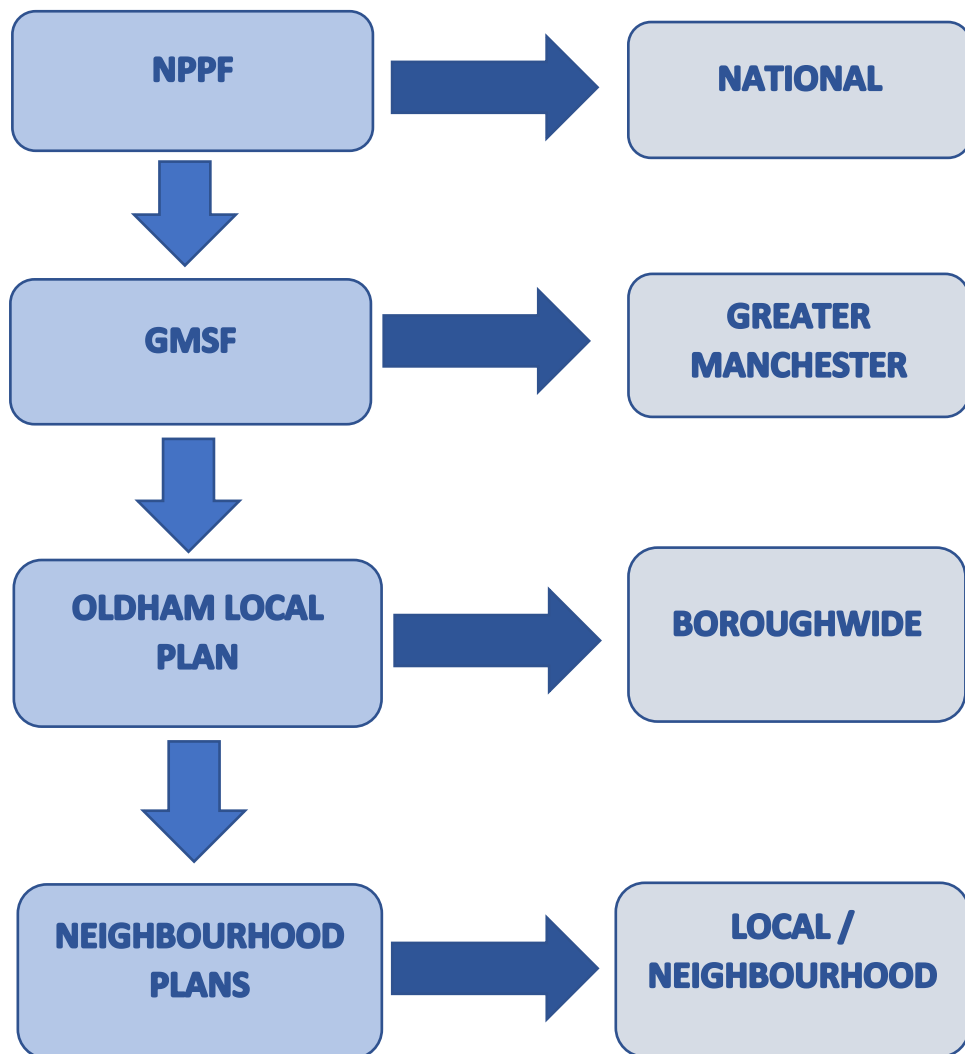
3.16 The Councillors in each District hold a regular series of Community Forums, aimed at engaging with local people on the issues that matter to them. These forums take different formats, depending on the needs of each particular neighbourhood, and the issues under discussion.

3.17 In developing the Local Plan, the Council will seek (where possible) to utilise these community forums as a mechanism to engage residents across the Borough, and will seek the advice of Elected Members and District teams as to the appropriate way in which to do this, so that the discussion is as relevant as possible to the area in question.

4 Community Involvement and the Local Plan

WHAT PLANNING POLICY DOCUMENTS ARE THERE?

- 4.1 There are two types of Local Plan documents and depending on the type of document these may form part of the Local Plan or provide additional guidance for implementing policies. The two types of Local Plan documents are:
- 4.2 **Development Plan Documents (DPDs)**, which include documents relating to the development and use of land and which contain the statutory planning policies which guide future development. DPDs form part of the Local Plan. The DPDs we have in place in Oldham are the Joint Core Strategy and Development Management Policies DPD (including some saved Unitary Development Plan policies) (the 'Joint DPD'), Greater Manchester Joint Waste DPD and the Greater Manchester Joint Minerals DPD. DPDs must be in conformity with NPPF.
- 4.3 Oldham Council is currently working on the GMSF, which is a Joint DPD, and will form part of the Local Plan for the borough. The Local Plan is also being reviewed which will form a complementary part of the GMSF and will provide additional policy direction for Oldham.
- 4.4 **Supplementary Planning Documents (SPDs)**, which provide greater detail on the policies and proposals in DPDs. SPDs are not part of the Local Plan but support Local Plan policies and are a material consideration in planning decisions.
- 4.5 In addition, the Localism Act introduced **Neighbourhood Plans**. Further information on Neighbourhood Plans can be found at paragraphs 4.29 - 4.40.
- 4.6 A diagram of the different tiers of plans is shown below.



4.7 Other documents include:

- Oldham's **Local Development Scheme (LDS)** is the project plan for the Local Plan and sets out details of the planning documents to be prepared and their timescales. This involves timescales for the various stages of plan preparation, including at the early stages of plan making. This early engagement with the community is an important part of the Local Plan. Methods of how we would engage the community are set out in Table 1. The latest [LDS](#) is published on the council's website.

- Oldham's **Monitoring Report** is the main mechanism for assessing the Local Plan's performance and effects. It reports on housing delivery, amongst other policy areas, duty to co-operate and whether the council is meeting key milestones as set out in the LDS.
- **Community Infrastructure Levy** (CIL) is a charge that is levied on new development floorspace and is intended to contribute towards the provision of infrastructure. There are two main stages of statutory consultation: Preliminary Draft Charging Schedule and the Draft Charging Schedule. Oldham Council consulted on a Preliminary Draft Charging Schedule early 2014. However progress on CIL has been put on hold until the GMSF and Oldham Local Plan review have progressed.

DEVELOPMENT PLAN DOCUMENTS - THE PROCESS

- 4.8** There are four stages in the preparation of DPDs - Preparation, Publication, Examination and Adoption. These stages are set out by The Town and Country (Local Planning) (England) Regulations 2012 (as amended).
- 4.9** Preparation – This preliminary stage involves the gathering of baseline information to assist preparation of the Development Plan Document, evidence base gathering and early engagement with relevant consultation bodies (Regulation 18). This stage includes the drafting of the DPD and supporting documents and it includes various stages of consultation to engage the community.
- 4.10** Publication– The council will then prepare a Publication/Submission DPD and Final Integrated Assessment Report. It will then be published for consultation along with a statement of representations for at least 6 weeks (Regulation 19). Comments will be invited before it is submitted to the Secretary of State.
- 4.11** Examination – The Publication / Submission DPD will be subject to Independent Examination by a Planning Inspector who will test its “soundness” (Regulation 24).
- 4.12** Adoption – The Inspector will produce a report that will be binding upon the council should the council adopt the plan. The Inspector’s report will be published. Any recommended changes would have to be incorporated into the DPD before the council formally adopts and publishes it (Regulation 26).

SUPPLEMENTARY PLANNING DOCUMENTS - THE PROCESS

- 4.13** The Town and Country (Local Planning) (England) Regulations 2012 (as amended) sets out the stages for preparation of a SPD.
- 4.14** This includes a statutory period of at least four weeks for public consultation on a SPD (Regulation 12), however, the council will normally consult for a minimum of 6 weeks. The community can then make representations on the SPD (Regulation 13).
- 4.15** The council will consider those representations and prepare a statement setting out who was consulted, the main issues raised and how those issues have been addressed (Regulation 12).

- 4.16** The council will adopt the final SPD and make the SPD and its adoption statement available to view and send the adoption statement to anyone that asked to be notified of the SPD adoption (Regulation 14).

SUSTAINABILITY APPRAISAL AND STRATEGIC ENVIRONMENTAL ASSESSMENT - THE PROCESS

- 4.17** A key aim of national planning policy is the delivery of sustainable development. The government's definition of sustainable development is set out in the NPPF. The NPPF states the objective of sustainable development can be summarised as meeting the needs of the present without compromising the ability of future generations to meet their own needs.
- 4.18** The planning system has three overarching objectives, which are interdependent and need to be pursued in mutually supportive ways (so that opportunities can be taken to secure net gains across the different objectives):
1. an economic objective - to help build a strong, responsive and competitive economy, by ensuring that sufficient land of the right types is available in the right places and at the right time to support growth, innovation and improved productivity; and by identifying and coordinating the provision of infrastructure;
 2. a social objective - to support strong, vibrant and healthy communities, by ensuring that a sufficient number and range of homes can be provided to meet the needs of present and future generations; and by fostering a well-designed and safe built environment, with accessible services and open spaces that reflect current and future needs and support communities' health, social and cultural well-being; and
 3. an environmental objective - to contribute to protecting and enhancing our natural, built and historic environment; including making effective use of land, helping to improve biodiversity, use natural resources prudently, minimise waste and pollution, and mitigate and adapt to climate change, including moving to a low carbon economy.
- 4.19** Under the Planning and Compulsory Purchase Act 2004, a Sustainability Appraisal (SA) is mandatory for a DPD. The role of the SA is to promote sustainable development through assessing the emerging DPD against economic, environmental and social objectives.
- 4.20** The council is also required to carry out a Strategic Environmental Assessment (SEA) under the European Directive 2001/42/EC and the Environmental Assessment of Plans and Programmes Regulations 2004. This assesses the likely significant effects on the environment.
- 4.21** For both the GMSF and the Oldham Local Plan review the requirements of the SA and SEA will be met and published in an 'Integrated Assessment' (IA). In recognition that there will be linkages across the various assessments that the council is required to carry out, the IA will also incorporate the following:

- Equalities Impact Assessment (EqIA), required by the Equality Act (2011). An EqIA will help to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people, considering protected characteristics, such as age and disability for example;
- Health Impact Assessment (HIA), recommended by the Department of Health. A HIA assesses the potential effects of the DPD on the health of the borough's population; and
- the findings from the Habitats Regulations Assessment (HRA), which is required by the Habitats Directive (2007). This ensures the protection of the integrity of European protected sites (in Oldham this is the Rochdale Canal and the South Pennine Moors).

4.22 A SA is not required for SPDs, however the council must determine whether a Strategic Environmental Assessment (SEA) is required.

4.23 There are several opportunities for community involvement during the stages of the IA of DPDs. These are explained below.

4.24 Pre-production - The council will carry out evidence gathering at this stage. This may involve engaging with key stakeholders, particularly statutory bodies, to establish relevant policies, plans and programmes and collecting baseline information.

4.25 Consulting on the Scope of the IA - The council is required to consult the following three consultation bodies (or any successor bodies) on the scope and level of detail in the IA Scoping Report for five weeks:

- Historic England;
- Natural England; and the
- Environment Agency.

4.26 The council may also consult other organisations and people in the community to inform this preliminary stage of plan making, however the IA will tend to be targeted at key stakeholders depending on the subject being covered by the DPD or SPD as it is a technical document.

4.27 Preparation - During the preparation of the DPD and IA, an opportunity for community involvement will also be available. This will be during the development of the DPD options and refinement of the plan. The options are essentially the approaches that the DPD could take.

4.28 Publication - The final opportunity for community involvement for the IA is the formal consultation period. For DPDs this is during the publication of the document before it is examined by a Planning Inspector.

NEIGHBOURHOOD PLANS

- 4.29** The Localism Act introduced the ability for a relevant body (a relevant body means a parish council or an organisation or body which is capable of being designated as a neighbourhood forum) to prepare a Neighbourhood Plan. Neighbourhood Plans, when adopted, form part of the Local Plan.
- 4.30** Neighbourhood Plans should support the delivery of strategic policies contained in Local Plans or spatial development strategies and should shape and direct development that is outside of these strategic policies. Neighbourhood Plans are assessed through an independent examination before going to a local referendum.
- 4.31** If a Neighbourhood Plan is approved at referendum then it immediately becomes part of the development plan and planning applications within the Neighbourhood Area would be assessed against it. Relevant bodies can also produce Neighbourhood Development Orders and Community Right to Build Orders.
- 4.32** It is the role of the relevant body to prepare and consult the community on the preparation of the Neighbourhood Plan as they see most appropriate up to 'Pre-submission publicity & consultation' stage, where at this stage the regulations set out how the relevant body must consult the community. However, Oldham Council has a role to advise and assist on the preparation of a Neighbourhood Plan and also has a role at key statutory stages.
- 4.33** Where a Neighbourhood Plan covers another Local Planning Authority, such as the Peak District National Park, a lead authority will be agreed to manage the process, however both authorities will ensure that statutory stages are met.
- 4.34** Oldham Council's role in relation to Neighbourhood Planning is set out in detail in our [Neighbourhood Planning Policy Statement](#).
- 4.35** Oldham Council may meet with the neighbourhood group before an application is made to designate a neighbourhood area or forum. Once a neighbourhood area is designated the council would help during the preparation stage of a neighbourhood plan / order through measures such as:
- Providing advice on requirements for neighbourhood planning;
 - Providing available relevant evidence;
 - Providing the strategic policies in the Local Plan and emerging GMSF / Local Plan review;
 - Signposting to useful websites and resources;
 - Providing constructive comments on the draft neighbourhood plan / order and supporting documents; and
 - Being available for engagement with the neighbourhood group, including participation in meetings and consultation, where appropriate.
- 4.36** Oldham Council have responsibility for engaging the community at the following stages of Neighbourhood Planning:
- Publicising an area / neighbourhood forum application;

- Publicising a designation of a neighbourhood area / forum;
- Publicising a plan / order. This would include notifying any consultation bodies referred to in the consultation statement submitted by the relevant body;
- Organising an independent examination;
- Publicising the independent examiners report and plan proposal decisions;
- Organising a public referendum for the neighbourhood area; and
- Publicising the adopted neighbourhood development plan / order.

4.37 The basic process for preparing a Neighbourhood Plan or Neighbourhood Development Order is:

Neighbourhood Plan basic process

1. A relevant body state they wish to produce a Neighbourhood Plan or Neighbourhood Development Order. Oldham Council provides advice and assistance on the designation and preparation process.
2. The relevant body submits a draft Neighbourhood Plan or Neighbourhood Development Order to Oldham Council to determine conformity.
3. Oldham Council publicises the Neighbourhood Plan or Neighbourhood Development order.
4. Independent examination organised by Oldham Council.
5. Independent Examiner's report recommends the draft Plan or Order is submitted to referendum; or modifications need to be made and agreed by both sides then submitted to referendum; or the plan or order is refused.
6. Referendum organised by Oldham Council.
7. If more than 50% of those voting agree, Oldham Council must start using the Neighbourhood Plan or Order as part of the Local Plan immediately for the area and adopt the Plan or Order formally.

4.38 Where Oldham Council is required to carry out consultation on a Neighbourhood Plan this will be in line with The Neighbourhood Planning (General) Regulations 2012 (as amended). This includes:

- publicising on the council's website and other ways ⁽¹⁾ to bring the neighbourhood plan document to the attention of people who live, work or carry on business in the area; and
- notifying consultation bodies referred to in the consultation statement submitted by the relevant body that the plan proposal has been received.

4.39 The timetable for a Neighbourhood Plan and public consultation stages is determined by the relevant body.

4.40 It is likely that a Service Level Agreement between the relevant body and Oldham Council (and adjoining Local Planning Authorities where appropriate) would be prepared to establish the level of assistance provided, as recommended by the Planning Advisory Service.

TALKING TO PEOPLE

4.41 The diverse population of the borough have differing needs that need to be considered when engaging in any consultation exercise. It is recognised that many people and groups that are known about in the borough are marginalised in the planning process. The council's aspiration, as set out in the SCI vision, is that "through a co-operative approach we will enable, empower and encourage all residents and stakeholders of the borough to actively participate in the planning process to help achieve our corporate outcome of safe, strong and sustainable communities". The planning system also places emphasis on community involvement that works to engage with all groups and individuals including those that may not have traditionally been engaged within the planning processes.

4.42 This SCI defines these groups or characteristics, as:

- Disabled people;
- Particular ethnic groups;
- Men or women;
- People of particular sexual orientation/s;
- People in a Marriage or Civil Partnership;
- People who are proposing to undergo, are undergoing or have undergone a process or part of a process of gender reassignment;
- People on low incomes;
- People in particular age groups;

1 'other ways' will make use of the methods shown in Table 1, as appropriate

- i. Groups with particular faiths and beliefs; and
- j. Other groups that may be affected e.g. vulnerable residents, homeless people, individuals at risk of loneliness, carers or serving and ex members of the armed forces.

4.43 Engaging with all communities including those sections of the community that have not traditionally participated in the planning process will ensure that the widest range of views are taken into consideration when forming the Local Plan. The council will arrange for the Local Plan documents to be made available in alternative formats (such as large print, electronically, minority ethnic community languages etc), where appropriate, in order to facilitate understanding of the Local Plan, if requested and resources permitting.

4.44 The council will also comply with appropriate equality legislation when preparing the Local Plan and an Equalities Impact Assessment (EqIA) will be undertaken alongside production of this SCI.

4.45 Equalities Impact Assessments (EqIA) will be undertaken for DPDs and SPDs.

REPRESENTATIONS ON LOCAL PLAN DOCUMENTS - ENGAGING COMMUNITIES ON THE PRELIMINARY STAGES OF PLAN MAKING

4.46 There will be different stages for community involvement in the preparation of Local Plan documents. Representations on a Local Plan document can be made during its preparation stage (Regulation 18).

4.47 The council will encourage `frontloading` consultation, which means that potential participants are to be encouraged to engage as early as possible in the preparation process. This early stage under Regulation 18 will, where appropriate, aim to make more use of consultation methods such as focus groups, social media etc as outlined in Table 1 to attract a wider and more diverse audience to participate in the Local Plan process. By carrying out methods such as focus groups it is hoped that we can draw out issues from people not traditionally involved in the planning process so that the Local Plan reflects Oldham's diverse communities.

4.48 It is also important that statutory consultees, internal colleagues and other stakeholders are engaged early on in the process to help scope out the baseline information on the borough such as physical, economic, social and environmental characteristics, demographics and infrastructure capacity. Much of this will be collected during the Scoping Report of the Integrated Assessment, however it is important that information is kept up to date throughout the Local Plan preparation.

4.49 The council will also aim, where appropriate, to publish evidence that is prepared for the Local Plan review as it becomes available so that communities can view this early on in the plan making process to give greater understanding of the background and justification to the Local Plan as it emerges. The council will also share available evidence with community groups preparing Neighbourhood Plans as soon as it is available.

4.50 The council will ensure that communities are able to view the LDS on the council's website at all times to be kept informed about which planning documents are being prepared and their timescales. When the LDS is updated a new version will become available. The council reports our progress against the LDS project plan in the Monitoring Report published each year.

REPRESENTATIONS AT PUBLICATION STAGE

4.51 At publication stage (Regulation 19) representations must be based on whether the plan is considered:

- Legally compliant;
- Sound - that it is positively prepared, justified, effective and consistent with national policy ⁽²⁾; and
- Complies with the Duty to Co-operate.

4.52 Representations made at publication stage will be considered by the Inspector during the public examination of the Local Plan. If representations seek changes to the DPD, they should specify the changes being sought to inform the Inspector.

4.53 Any representations made may be considered by the Inspector by way of written representations, although individuals may exercise their right to attend the examination and be heard.

HOW TO COMMENT

4.54 All formal Local Plan consultation documents can now be viewed and comments submitted interactively online during the consultation period via Objective Consultation Portal which respondents will be encouraged to use. To access Objective, please register online at <https://oldham-consult.objective.co.uk/portal>. The council may also prepare official comment forms for the public participation stages of DPDs. The comment forms will be available in both paper format at all formal deposit points and on the council's website, where used. Comments will also be accepted by email and letter (see Appendix 3 for contact details).

4.55 Details of the public consultation, including the document name, consultation dates and detail on how to respond are set out during consultations in the Statement of Availability (Public Notice), and in the email or letter to individuals and organisations on the Local Plan Mailing List. Details are also set out on the council's website.

2 www.gov.uk/government/publications/national-planning-policy-framework

Example

Annie Mills notices a public notice about a Local Plan consultation. Annie takes note of the deadline for comments and the consultation website.

She has a look through the document online and notices that it identifies a site near her home address. Annie registers herself as a user on the council's consultation portal and submits comments to say what type of development she would prefer the site to be developed for.

Annie knows that she will now receive further Local Plan messages and will find out more about the Local Plan as it is prepared.

WHO TO CONSULT

- 4.56** The Planning and Compulsory Purchase Act 2004 and the Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended), outline the types of 'specific', 'general' and 'other' consultation bodies that should be consulted on the Local Plan.
- 4.57** This SCI does not identify all the separate agencies, organisations or individuals that the council will consult during the plan-making process. It does, however, provide guidance on the type of stakeholders that the council will consult. Appendix 1 lists the types of specific, general and Duty to Cooperate bodies that will be consulted, where appropriate. The specific consultation bodies include the borough's two parish councils – Saddleworth and Shaw & Crompton - who will be consulted at all formal consultation stages during the preparation of the Local Plan.

LOCAL PLAN MAILING LIST

- 4.58** The council has established a mailing list containing details of the specific, general and other consultation bodies and Government Departments specified in the Planning and Compulsory Purchase Act 2004 and the Town and Country Planning (Local Planning) (England) Regulations 2012 (as amended) that will be consulted on the Local Plan (See Appendix 1 for details of the consultation bodies.)
- 4.59** The mailing list also contains details of individuals and organisations that have specifically requested to be kept informed about preparation of the Local Plan.
- 4.60** Anyone can register on our online consultation portal at <http://oldham-consult.limehouse.co.uk/portal/oc/planning/spi/>
- 4.61** Anyone can be added to, or removed from, the Local Plan mailing list at any time by contacting the council's Strategic Planning and Information section (See Appendix 3 for contact details).

4.62 DATA PROTECTION

- 4.63** Information on the collection of personal data and privacy is available via the following link https://www.oldham.gov.uk/info/200148/data_protection_and_freedom_of_information

4.64 The Strategic Planning and Information Privacy Notice and the Development Management Service Privacy Notice can be found via the above link.

CONSULTATION METHODS AND THE LOCAL PLAN

4.65 There are a range of consultation methods that the council could use to engage the community in the preparation of the Local Plan. However, it has to be recognised that different consultation methods may be better suited to engaging different sections of the community. The consultation methods used may also depend on the type of Local Plan document in preparation and the stage it is at.

4.66 As a minimum all draft DPDs and SPDs ⁽³⁾, will at the relevant formal stages for public consultation with the community benefit from the following approaches to community engagement:

1. Public Notice outlining details of the Local Plan documents will be published;
2. a press release with details of the Local Plan documents will be issued;
3. the Local Plan documents will be published on the council's website;
4. the Local Plan documents will be made available at public libraries; ⁽⁴⁾
5. the Local Plan documents will be made available at the council's principal office, i.e. at Access Oldham; and
6. a letter or email will be sent to those relevant parties on the Local Plan mailing list, including statutory consultees, Oldham Partnership and Oldham Councillors explaining that the Local Plan documents are available for consultation and information on where they can be found.

4.67 Please note that during coronavirus restrictions where public libraries and the council's principal office are closed or restricted to visitors the council will not make use of consultation methods 4 and 5 set out in paragraph 4.66. We will make use of online methods of communication.

4.68 Table 1 details the main consultation methods that the council will use as a minimum standard as listed above in paragraph 4.66 and having regard to paragraph 4.67. It also details the consultation techniques that the council may make use of over and above this minimum, if appropriate and resources permitting. The table provides a summary of the benefits and limitations of each consultation method available to the council and also gives an indication of which section of the community the consultation method could be most appropriate at targeting.

4.69 As stated above during coronavirus restrictions the council may not be able to make use of all the methods outlined below. In such circumstances online methods of communication will be the predominant form of consultation and the council may seek opportunities to make use of representatives that can represent a community or sector, where appropriate.

³ This does not relate to evidence base documents necessarily

⁴ For library opening times please visit https://www.oldham.gov.uk/info/200395/find_a_library

Table 1 Types of Consultation Methods

How we get in touch with people	Method	Benefits	Limitations	Groups most likely to benefit from consultation method
Availability of documents	<p>Publication of Draft and Submission documents to allow public participation.</p> <p>Copies available at Oldham Council (Access Oldham) and libraries during opening hours.</p> <p>Other formats available on request.</p>	<p>Information available locally to a wide range of readers.</p>	<p>Limited to office / library hours.</p> <p>Some people may have mobility issues / be unable to read.</p>	<p>General Public, Interested Individuals and Organisations.</p>
<p>Statutory Notice / Letter or email to Statutory Consultees / people and organisations on the Local Plan Mailing List</p>	<p>Notification about document preparation and consultation details.</p> <p>Notice placed in local newspaper, on website, posted or emailed to people on Local Plan mailing list and made available at council office and public libraries.</p>	<p>Notice / letter explains consultation details and how to respond.</p> <p>Individuals and organisations that expressed interest in being informed can be directly notified about document preparation and consultation dates.</p>	<p>Individuals may miss the notice and information.</p> <p>Only people and organisations on the Local Plan mailing list will receive information directly.</p> <p>May not be aware of the Local Plan mailing list.</p>	<p>Statutory Consultees, General Public, Interested Individuals and Organisations, Agents, Developers and Landowners.</p>

How we get in touch with people	Method	Benefits	Limitations	Groups most likely to benefit from consultation method
Council Website / Objective Consultation Portal	Documents made available electronically.	Documents can be accessed 24 hours a day, at home or work to a wide range of people. Libraries contain computers that can be used to access the documents.	Some people may have poor IT skills. Areas may have poor broadband.	General Public, Interested Individuals and Organisations, Agents, Developers, and Landowners.
Councillors	Local Councillors are emailed with details of the consultation. Copies of the documents placed in the Members Rooms.	Community representatives' input and endorsement for the document.	N/A	Councillors.
Press Release	Press release issued.	Notification of document preparation and consultation dates can achieve wide coverage and reach people not on the Local Plan Mailing List.	Press release may not be published.	General Public, Interested Individuals and Organisations
Council Magazines	"Borough Life" produced three times a year. "Staff Matters" magazine (bi-annual) and Team Brief (weekly) email.	Opportunity for articles about Local Plan preparation and consultation dates. Information can cover the whole borough and reach a wide range of readers.	Publication dates may not fit in with Local Plan consultations.	General Public and Oldham Council staff.

How we get in touch with people	Method	Benefits	Limitations	Groups most likely to benefit from consultation method
		<p>Opportunity for articles about Local Plan preparation and consultation dates. Many of our staff live within the borough so information will reach a wide range of people.</p>		
Focus Groups	<p>Meetings of specific stakeholders with relevant interest in area / topic invited to provide input into document.</p>	<p>Can gain views from particular groups of people who are under-represented. Can have detailed discussion on particular topics or sites. May be viewed as a more accessible way of engaging people in the planning process.</p>	<p>May need to rely on other organisations to help organise. Relies on people wanting to volunteer time or being able to voice opinions. Minuted discussions rather than written representations.</p>	<p>General Public, organisations, Statutory Consultees. Agents. Developers. Oldham Partnership. Landowners.</p>
Public Meetings	<p>Meetings with the community to provide input into the document.</p>	<p>Opportunity for people and officers to listen to each other and ask questions to officers directly. Can reach a wide range of people. Allows people to engage in the Local Plan without having to read documents. May make use of visual display of information.</p>	<p>May be unawareness about public meetings. People may not be able to make meeting times.</p>	<p>General Public, Interested Individuals and Organisations.</p>

How we get in touch with people	Method	Benefits	Limitations	Groups most likely to benefit from consultation method
Meetings of Interested Parties	Meetings of stakeholders with relevant interest in area/ topic invited to provide input into document.	Can address particular issues in detail.	Would just apply to specific organisations / agents etc.	Statutory Consultees, Interested Individuals and Organisations, Agents, Developers and Landowners.
Survey / Questionnaire	Surveys/ questionnaires to general public and stakeholders with relevant interest in area or topic invited to provide input into the document.	Useful in engaging people at early stages. Gathers evidence and information to inform plan preparation. Can be online or postal.	Representations may be non planning related	General Public, Interested Individuals and Organisations.
Exhibition	Exhibition about document can be displayed in venues across the borough to generate publicity.	Opportunity for people and officers to listen to each other and ask questions to officers directly. Can reach a wide range of people. Allows people to engage in the Local Plan without having to read documents. May make use of visual display of information.	Not everyone will see exhibitions.	General Public, Interested Individuals and Organisations.

How we get in touch with people	Method	Benefits	Limitations	Groups most likely to benefit from consultation method
Leaflets / Posters	Leaflets and Posters about document can be prepared and circulated around the community to generate publicity.	Reaches a wide area and range of people.	Limited information.	General Public.
Local Plan Helpline	Telephone numbers of council officers available for people wanting details about document.	Opportunity for people and officers to listen to each other and ask questions to officers directly.	Limited to office hours.	General Public, Interested Individuals and Organisations.
Oldham Partnership	Partnership structure allows relevant stakeholders to be involved in the Local Plan preparation.	Opportunity for people and officers to listen to each other and ask questions to officers directly. Can reach a wide range of people. Allows people to engage in the Local Plan without having to read documents. May make use of visual display of information.	Will only reach those engaged through Oldham Partnership.	Business, Black and Minority Ethnic, Voluntary, Faith and Community groups.
Social Media	Where appropriate publicise consultations via the council's Twitter and / or Facebook page.	Can reach a wide geographic area and a wide range of people, particularly young people. Can target particular ages and postcode areas to target people not traditionally involved in the planning process.	Limited amount of text. Not everyone will use social media.	General Public.

How we get in touch with people	Method	Benefits	Limitations	Groups most likely to benefit from consultation method
		<p>Social media seen as a modern way of engaging people.</p> <p>Use of videos would help generate interest.</p>		
Access Oldham Information Screen	Screen in Access Oldham reception which can promote details of consultation.	Can reach a wide range of people that use Access Oldham to promote details of consultation.	<p>Limited amount of text.</p> <p>Only those visiting Access Oldham will potentially see the screens.</p>	General Public.
Variable Message Signs	Variable message signs located on A roads around the borough can be used to promote Local Plan consultation.	Can reach a wide range of people in different geographic locations to promote details of consultation.	<p>Limited amount of text.</p> <p>Only people passing signs will see details displayed.</p>	General Public.

5 Reporting Back

- 5.1** The council will acknowledge all comments submitted at public participation stages about Local Plan documents. Any comments submitted cannot be treated as confidential.
- 5.2** All comments will be summarised in a 'Public Schedule of Representations Report'. Where changes are being sought to the DPD or SPD, a 'Responses Report' will indicate whether any amendments will be made along the lines being suggested before the document is submitted for examination in the case of a DPD. These two reports may be combined into a single document.
- 5.3** The Reports will be made available on the council's website as well as in hard copy at the Civic Centre Access Oldham and public libraries as soon as practicable. Please note that during coronavirus restrictions these Reports may only be available online.
- 5.4** All Local Plan documents will be subject to the approval processes outlined in the Local Plan Scheme of Delegation that has been approved by Full Council.

6 Community Involvement in Greater Manchester's Plan for Homes, Jobs, and the Environment

- 6.1** The ten Greater Manchester authorities are working on the production of a joint plan titled 'Greater Manchester's Plan for Homes, Jobs, and the Environment' - the Greater Manchester Spatial Framework (GMSF). The GMSF will provide the overarching framework to strategically manage sustainable growth and development across the conurbation over the next twenty years or so.
- 6.2** Principally, the GMSF will identify the housing numbers and employment floorspace needs and associated infrastructure requirements as well as identifying the key allocations and broad opportunity areas where this growth should be focussed. Further information on the preparation process for the GMSF to can be found on the [GM Consultation hub](#) page.
- 6.3** Consultation on the GMSF is carried out on a joint basis and is in line with the Town and Country Planning (Local Planning) (England) Regulations 2012 and the ten districts' Statements of Community Involvement.
- 6.4** If you wish to register your interest in being informed of future GMSF consultation please register on the [mailing list sign up](#) page or contact:
- planningandhousing@greatermanchester-ca.gov.uk.

7 Duty to Co-operate

- 7.1** The Localism Act requires Local Planning Authorities and public bodies to engage constructively, actively and on an on-going basis to maximise the effectiveness of addressing strategic cross boundary matters in Local Plans. The 'duty to co-operate' is a statutory requirement for all Local Planning Authorities in relation to the planning of sustainable development.
- 7.2** Oldham Council will continue to work collaboratively with other bodies to ensure that strategic priorities across local boundaries are properly coordinated and reflected in the preparation of the Local Plan. The extent to which the council has undertaken this duty will be scrutinised as part of the independent examination of the Local Plan. The bodies that will be consulted on under the 'Duty to Co-operate' are listed in Appendix 1. Specific meetings will take place with public bodies, such as United Utilities, the Environment Agency, Natural England and Historic England and neighbouring authorities as appropriate throughout the Local Plan process.
- 7.3** The council will prepare a Statement of Common Ground, which is a written record of the progress made to address any strategic cross boundary matters during the Local Plan preparation. It outlines where effective co-operation is and is not happening, and is a way of demonstrating at examination that plans are deliverable over the plan period, and based on effective joint working across local authority boundaries. It is also evidence that the council has complied with the Duty to Cooperate. This will be maintained and made available on the council's website.
- 7.4** In relation to the GMSF, GMCA and Local Planning Authorities will ensure that the Duty to Cooperate with neighbouring councils and other prescribed bodies is met, as set out in law to ensure effective and deliverable policies on strategic cross boundary matters.
- 7.5** The Monitoring Report is published annually and outlines any activity relating to Duty to Cooperate.

8 Community Involvement and Development Management

- 8.1 The council is responsible for the processing of all planning applications within the borough. To ensure that people within the borough are aware of proposals and that they have the chance to be involved in decision-making, notification is vital.
- 8.2 As well as setting out the ways in which the council will involve the community in the preparation of the Local Plan, the SCI also sets out the ways in which the council will involve the community in the decision making process for determining planning applications.
- 8.3 The purpose of this section is to set out what the council's decision-making process involves in relation to planning applications and to explain the council's approach to community involvement.
- 8.4 Please note these procedures are subject to change in response to the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 or any other enacted emergency regulations.

PRE-APPLICATION DISCUSSIONS

- 8.5 Developers are currently encouraged to contact the council prior to the submission of a major planning application to discuss a development proposal and any issues that may arise from it. Developers are also encouraged to discuss their proposal with ward councillors and other specific consultation bodies, where appropriate, before submitting a planning application. This has the benefits of allowing relevant issues to be raised and resolved early, providing more time to consider and develop better quality solutions, and removing delay to the formal planning process.
- 8.6 Entering into pre-application discussions with potential developers does not indicate endorsement by the council for a particular application. It simply enables effective communication between the developer, the council and interested parties.
- 8.7 Where the council considers a proposal to be of a scale and/or nature that it is likely to generate significant levels of public interest, the prospective developer will be encouraged to engage with ward councillors, the local community (including Parish Council's) and undertake wider consultation.
- 8.8 The developer will be expected to submit a statement outlining the extent of the consultation completed with the planning application and to explain how the feedback from the consultation process has influenced the submitted scheme.

HOW LONG DOES IT TAKE TO PROCESS PLANNING APPLICATIONS?

- 8.9 The council aims to process planning applications within the Government's target periods. For example, at least 60% of major planning applications determined within 13 weeks (16 weeks for applications submitted with an Environmental Statement), 65% of minor planning applications within 8 weeks and 80% of other planning applications within 8 weeks.

METHODS OF PUBLICITY

- 8.10** Consultation and publicity on planning applications does not just involve the public. The council must also consult the appropriate statutory bodies. In deciding which statutory body is consulted, the council must take into account the nature and location of the proposal and the relevant legislative context. Statutory consultees have 21 days in which to respond, however, they will be allowed a longer period of time to comment on applications where this is prescribed by legislation. There are also a number of non-statutory bodies, which the council will consult in appropriate circumstances. Consultation periods on planning applications will be time-limited because the council is under a duty to meet the targets outlined in paragraph 8.9.
- 8.11** The statutory requirements for publicity for all planning applications are laid out in the Town and Country Planning (Development Management Procedure) (England) Order 2015.
- 8.12** There are several stages following the receipt of, and during the processing of a planning application, where the council will instigate community publicity and involvement and these are described below.
- 8.13** Planning applications and the accompanying plans are available for inspection via Oldham Council's website.
- 8.14** A weekly list of all planning applications received by the council is made available and publicised in the following ways:
- a. copy emailed to all councillors and groups and individuals who request to be on the mailing list;
 - b. the council's website (which will seek to continually improve its functionality for users and develop in line with best practice to ensure that it is: more user friendly; up to date; accurate; simple to navigate; and that funding for the required improvements is in place); and
 - c. printed copies of the weekly list can be provided on request, for a fee.
- 8.15** The list will contain an initial assessment of the level at which the decision will be taken.
- 8.16** Where a Site Notice is posted, it will be displayed on or near to the application site, for not less than 21 days, during which time online representations may be made.
- 8.17** Local press advertisements are undertaken in the following circumstances and normally request that any representations are made within 14 days of their publication:
- a. applications with an Environmental Statement;
 - b. departures from the Local Plan;
 - c. applications that affect a right of way as defined by the Wildlife and Countryside Act;
 - d. development affecting the character or appearance of a Conservation Area;
 - e. development affecting the setting of a Listed Building;

- f. applications for Listed Building Consent or Conservation Area Consent; and
- g. Major Development.

Major applications are defined as follows:

- a. the winning and working of minerals or the use of land for mineral-working deposits;
- b. waste development;
- c. the provision of dwelling houses where -
 - i. the number of dwellinghouses to be provided is 10 or more; or
 - ii. the development is to be carried out on a site having an area of 0.5 hectares or more and it is not known whether the development falls within sub-paragraph (c)(i);
- d. the provision of a building or buildings where the floor space to be created by the development is 1,000 square metres or more; or
- e. development carried out on a site having an area of 1 hectare or more.

NEIGHBOUR NOTIFICATION LETTERS

8.18 Site notices are displayed and / or letters are sent to 'adjoining' occupiers in respect of every planning application within which the development requires planning permission i.e not Lawful Development Certificates, or, unless required by legislation, applications for 'prior notification'.

8.19 'Adjoining' in this sense means, as a minimum:

- a. any properties which share a boundary with the application site
- b. in the case of proposals that may have a significant impact on neighbours the notification will be extended to include other properties close by, by additional letters or additional site notices.

8.20 The Development Management case officer will make a judgement as to whether letters will be sent and who will be notified.

8.21 Individual occupiers are invited to inspect the application and make online observations within 21 days.

8.22 When comments are submitted online regarding a planning application via the council website, an electronic acknowledgement will be sent from adoption of this SCI.

WHEN IS WIDER CONSULTATION NECESSARY?

- 8.23** In the case of major planning applications, additional methods of publicity may be used to involve the community in the decision making process in addition to the statutory requirements detailed above. The section below highlights what the council will recommend to applicants.
- 8.24** Government guidance has categorised significant/major developments into three tiers, each of which will require a different level of consultation.
- 8.25** The categorisation will depend upon the characteristics of the application and its conformity with national and local planning policy.
- 8.26** The identification of the nature of the planning application allows the council to determine the type and extent of consultation that needs to be undertaken to ensure the residents of the borough are adequately informed and are able to provide comments that inform the decision making process.
- 8.27** The preparation of the SCI has allowed consideration of the council's current practice for notification and consultation on planning applications. The current practice for many applications is appropriate and will continue.
- 8.28** The council appreciates that it is very often major planning applications that can, in certain instances, be of concern to the residents in the borough. The SCI seeks to widen its consultation and engagement practices in these instances.
- 8.29** The council will adopt a three-tiered approach in line with Government advice which will set out the framework for those applications that will be subject to wider community involvement. Table 2 intends to set out the approaches to community involvement that may be appropriate in each instance.

Table 2 Approaches to Significant / Major Planning Applications

Approach	TIER 1 - Applications where there are issues of scale and controversy, or are contrary to / out of line with Local Plan policy	TIER 2 - Applications broadly in accordance with the Local Plan but raising controversial issue or detail	TIER 3- Applications of a scale or on a site for which the authority requires local community involvement
Public Meetings	yes	yes	
Public Exhibition	yes	yes	
Development Briefs	yes		
Design Exercises	yes		
Website	yes	yes	yes
Media / Leaflets	yes	yes	yes

8.30 The tiered approach allows the council to set out which of the planning applications that it receives need wider consultation and what degree of wider consultation is appropriate. This will be determined on a case-by-case basis. Please note that during coronavirus restrictions community involvement methods may be restricted to online methods only.

Tier Level 1

8.31 Planning applications will be subject to the widest level of community consultation. Appropriate levels of consultation for this tier may include techniques such as public meetings, design type exercises and more wide scale media.

Tier Level 2

8.32 Planning applications in this level will be given 'medium' level wider consultation. Appropriate levels of consultation at this tier may include methods such as general public meetings or exhibitions. The involvement of the community in the area of the proposal will be more appropriate.

Tier Level 3

8.33 These are major developments, which will only have implications at a local level on a site-by-site basis and therefore only the local community near the proposal site need to be involved through consultation.

PROCESS OF INVOLVEMENT

8.34 Where neighbour notification has taken place, the council will not determine planning applications within 21 days of the date of the notification letter. The results of any such notification will be reported and taken into account in decisions made by, and on behalf of, the council. The Council has a responsibility to deal with planning applications within a specified time and because of that is not able to engage with/discuss the case with local residents or respond to individual queries.

8.35 Consideration will be given to all representations received later than 21 days provided the planning application has not been determined.

8.36 All representations need to be made online through the council's website, giving the name and address of the respondent; anonymous representations cannot be given significant weight in the determination of a planning application. Representations by letters and emails will not be accepted unless the online system is unavailable. Verbal representations will not be recorded nor taken into account in the decision making process.

8.37 The council will publish individual comments anonymously, however, names and addresses of respondents cannot be treated as confidential and are available for public inspection without exception. Representations are kept on file with the application and form part of the public record, which must be presented upon request.

8.38 Planning applications will often generate much public interest and lead to a large number of objections. The negotiation stage will often result in the submission of amendments to overcome some of these objections. Re-notification of neighbours on minor amendments which can significantly delay consideration of an application is left

to the discretion of the Head of Service. Minor amendments are often made to overcome a particular objection or concern so there may be no need to re-notify in such circumstances.

8.39 More significant alterations will require neighbour re-notification. Those persons re-notified will be given a further minimum seven working days to make representations.

8.40 Once a decision has been made on a planning application, legislation allows for subsequent applications to be made to the Local Planning Authority for both material and non-material changes. Where material changes are proposed full consultation and notification procedures will be applied.

DECISION PROCESS

8.41 More than 90% of all planning applications are determined under delegated powers by the Executive Director and/or Head of Service. However, the Planning Committee determines most of the larger, more complex planning applications.

8.42 Ward members can request that an application be referred to Planning Committee for determination. This request will be dealt with in accordance with a protocol approved by Council.

8.43 The Planning Committee meets approximately every four weeks in Oldham Civic Centre at 6.00pm. Members of the public can attend if they so wish.

8.44 These procedures are subject to change in response to the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 or any other enacted emergency regulations. In such circumstances details will be published on the Council's website.

8.45 If a planning application is to be considered by the planning committee the details, and officers report, will be published on the Council's website five days before the date of committee.

8.46 Members of the public can attend the meeting and have a right to speak in accordance with an adopted protocol/scheme of delegation. The council allows one objector and one supporter to speak on each planning application, each for a maximum of three minutes.

8.47 An elected ward councillor can also address the Planning Committee in accordance with an adopted protocol/scheme of delegation.

8.48 Planning Committee reports are made available on the council's website five working days before the Planning Committee meeting. Copies of the Planning Committee agenda can also be obtained from the Council's Committee Services Section.

8.49 If any further information has been received in connection with an application in the intervening period between the publication of the agenda and the planning committee date, it will be reported to the committee in a 'Late List' document. This is a public document which is placed on the councils website and copies are available at the meeting.

- 8.50** At the Planning Committee meeting the Chair will introduce each item and will invite those wishing to speak to do so. The Planning Officer in attendance will then bring any necessary information, in addition to that contained in the report, to the Planning Committee's attention.
- 8.51** A further discussion by Planning Committee Members will follow but members of the public cannot take part in the debate. A decision will then be made and the minutes of the meeting will be agreed at the next available Planning Committee.

POST APPLICATION

- 8.52** All decisions relating to planning applications are published on the council's website at www.oldham.gov.uk - then click on 'Search for an application'.

COMPLAINTS

- 8.53** The council sets out its procedures for making complaints or providing feedback about the council on the council's website under [Complaints and feedback about the council](#)

PLANNING APPEALS

- 8.54** Only applicants have a right to appeal against a refusal of planning permission, against conditions imposed on a planning approval or after certain time periods against the non-determination of a planning application. There are no third party rights of appeal.
- 8.55** All individuals and organisations that were notified at the time the planning application was originally submitted and all those who subsequently made comments in relation to the planning application, will be notified in writing of any appeal and of how to make their views known. All letters received by the council will be copied and sent to the Planning Inspectorate.
- 8.56** Where an appeal is to be heard at a public inquiry the council will also erect a site notice and publicise the details in the press.

Example

Brian Fuller receives a letter from the council telling him that his next door neighbour has applied for planning permission for a side extension.

The letter sets out where to view the planning application, the deadline for comments and the options for sending any comments.

Brian later looks on the council's website at the planning application.

There are a few issues that Brian is not happy with so he registers and submits his comments online.

He writes about the visual impact of the extension, the scale of it and how it will impact on the Conservation Area that the property sits within.

After a period of time Brian checks the decision notice on the planning application via the council's website.

9 Resources and Management of Community Involvement in Planning

- 9.1 There will be resource implications, both financial and staff time, for the council depending on the type of consultation methods used for each Local Plan document. The council's planning policy team will lead on the consultation for Local Plan documents with input from other sections of the council and the Oldham Partnership, as appropriate.
- 9.2 The planning policy team currently comprises of five planners. However, it has to be recognised that its workload also encompasses other planning and corporate work in addition to the Local Plan. Therefore the staff resources that will be available for public consultation may vary during the preparation of the different Local Plan documents.
- 9.3 The planning policy team's budget will include an element for consultations on Local Plan documents.
- 9.4 The council's Development Management section is responsible for managing the public consultation processes on planning applications as outlined in Section 8.

10 Review and Monitoring

- 10.1** The council will monitor, through Oldham's Monitoring Report, the SCI to see how it is performing in terms of involving the community. As part of this the council will evaluate the consultations undertaken in terms of resources used and response rates. The council will also review the success and effectiveness of the various community involvement techniques used and will use the findings to review the appropriateness of the methods and procedures used. If we need to make significant changes to our consultation techniques and methods, we will prepare a new SCI.
- 10.2** The Monitoring Report has to be prepared each year and covers the previous financial year period.

Appendix 1 Consultees on Local Plan and Development Management

A1.1 The lists of consultation bodies are as complete as can be reasonably expected at the time of writing this SCI. There may be other organisations and groups that exist, that may be formed in the future or may succeed these organisations - they will not be excluded from involvement simply because they are not named here.

Duty to Co-operate Bodies

- Calderdale Council;
- Civil Aviation Authority;
- Environment Agency;
- Greater Manchester Combined Authority;
- Greater Manchester Health and Social Care Partnership;
- Greater Manchester Local Enterprise Partnership;
- Greater Manchester Local Nature Partnership;
- High Peak Borough Council;
- Historic England;
- Homes and Communities Agency;
- Kirklees Council;
- Manchester City Council;
- Marine Management Organisation;
- Natural England;
- Office of Rail Regulation;
- Oldham Clinical Commissioning Group
- Oldham Council Local Highways Authority / Unity Partnership;
- Peak District National Park Authority;
- Rochdale Borough Council;
- Tameside Metropolitan Borough Council; and
- Transport for Greater Manchester.

Specific Consultation Bodies

A1.2 The following bodies are specific consultation bodies and will be consulted by the council in accordance with the Planning and Compulsory Purchase Act 2004 and The Town and Country Planning (Local Planning) (England) Regulations 2012:

- The Environment Agency;
- Historic England;
- Natural England;
- Highways England;
- Local Planning Authorities, County Councils or Parish Councils, any part of whose area is in or adjoins the borough;
- Any person to whom the electronic communications code applies by virtue of a direction given under Section 106 (3) (a) of the Communications Act 2003;
- Any person who owns or controls electronic communications apparatus situated in any part of the area of the borough;
- Primary Care Trust;

-
- A person to whom a licence has been granted under the Section 6(1)(b) or (c) of the Electricity Act 1989;
 - A person to whom a licence has been granted under Section 7(2) of the Gas Act 1986;
 - A sewage undertaker;
 - A water undertaker;
 - Coal Authority;
 - Marine Management Organisation;
 - Network Rail Infrastructure Limited; and
 - The Homes and Communities Agency.

General Consultation Bodies

A1.3 The following bodies are general consultation bodies and will be consulted by the council, where appropriate, in accordance with the Planning and Compulsory Purchase Act 2004 and The Town and Country Planning (Local Planning) (England) Regulations 2012:

- Voluntary bodies some or all of whose activities benefit any part of the borough;
- Bodies which represent the interests of different racial, ethnic or national groups in the borough;
- Bodies which represent the interests of different religious groups in the borough;
- Bodies which represent the interests of disabled persons in the borough; and
- Bodies which represent the interests of persons carrying out business in the borough.

Other Consultees

A1.4 There are a number of other agencies and organisations that the council will also consult with, where appropriate.

Appendix 2 Glossary of Terms

Community Infrastructure Levy (CIL) - is a charge that is levied on new development floorspace and is intended to contribute towards the provision of infrastructure.

Community Right to Build Order - a form of Neighbourhood Development Order that can be used to grant planning permission for small scale development for community benefit on a specific site or sites in a neighbourhood area.

Core Strategy - A Development Plan Document that sets out a long-term spatial vision and strategic objectives for the borough. It also contains a spatial strategy, core policies and a monitoring and implementation framework.

Development Management Policies – These are criteria based policies that are required to ensure that all development taking place within the borough meets the spatial vision and objectives set out in the core strategy.

Development Plan Document (DPD) - A spatial planning document that is subject to Independent Examination and forms part of the Development Plan. They can include Core Strategy, Site Specific Allocations of Land and Area Action Plans.

Duty to Co-operate - a legal test that requires cooperation between Local Planning Authorities and other public bodies to maximise the effectiveness of policies for strategic matters in Local Plans.

Equalities Impact Assessment (EqIA) - An EqIA will help to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people, considering protected characteristics, such as age, disability etc.

Greater Manchester Combined Authority (GMCA) - The GMCA is made up of the ten Greater Manchester councils and Mayor, who work with other local services, businesses, communities and other partners to improve the city-region.

Greater Manchester Spatial Framework (GMSF) - A joint plan for Greater Manchester that will provide the land for jobs and new homes across the city region.

Habitat Regulations Assessment (HRA) - is required by the Habitats Directive (2007). This ensures the protection of the integrity of European protected sites.

Health Impact Assessment (HIA) - A HIA assesses the potential effects of the DPD on the health of the borough's population.

Integrated Assessment (IA) - An assessment that incorporates the Sustainability Assessment, Strategic Environmental Assessment requirements, Equalities Impact Assessment, Health Impact Assessment and the findings of the Habitats Regulations Assessment into one single document.

Local Development Document (LDD) – The generic term given to all constituent documents of the Local Plan.

Local Plan – The Development Plan for the borough consists of saved policies in the Oldham Unitary Development Plan, and/or Development Plan Documents that replace the saved policies.

Local Development Scheme (LDS) – A project plan for the preparation of the Local Plan. It is a rolling three year programme which the council should review and update each year.

National Planning Policy Framework (NPPF) - Framework which sets out the Government's planning policies for England and how these are expected to be applied.

Neighbourhood Development Order - An Order which can grant planning permission for specific types of development in a specific neighbourhood area.

Neighbourhood Development Plan (NDP) - Parish and town councils and neighbourhood forums can write a Neighbourhood Development Plan (NDP) for their area. The NDP can set out policies and plans for that area, like a Development Plan Document but on a very local scale.

Saved policies or plans – Existing adopted plans that are saved for three years or until replaced by a more up-to-date replacement plan.

Statement of Community Involvement (SCI) – This sets out the standards that the council will achieve in terms of engaging communities in the preparation of the Local Plan and development management decisions.

Supplementary Planning Document (SPD) – A Supplementary Planning Document provides additional information in respect of policies contained in the Development Plan Documents. It is not subject to Independent Examination and does not form part of the Development Plan, although it can be a material consideration when determining planning applications.

Sustainability Appraisal (SA) and Strategic Environmental Assessment (SEA) - these assessments promote sustainable development through assessing the emerging Local Development Document against economic, environmental and social objectives.

Appendix 3 Contact Details

LOCAL PLAN

If you require further information about the Local Plan, including the Statement of Community Involvement, please:

- a. Visit the council's [Local Plan webpage](#)
- b. Visit the objective consultation portal at <https://oldham-consult.objective.co.uk/portal>
- c. Contact the council's planning policy section at:

Telephone: 0161 770 4061/1672

Email: spi@oldham.gov.uk

DEVELOPMENT MANAGEMENT

If you have any queries relating to planning applications, please contact the Development Management section at:

Telephone: 0161 770 4105

Email: planning@oldham.gov.uk

ADDRESS

The address for the Local Plan team and Development Management is:

Oldham Council

Planning and Infrastructure

Room 310, Level 3

Civic Centre

West Street

Oldham

OL1 1UH

Appendix 4 Useful Contacts and Websites

Table 3 Useful contacts and websites

Contacts	Websites
Oldham Council Strategic Planning	https://www.oldham.gov.uk/info/200585/local_plan
Oldham Council Development Management	https://www.oldham.gov.uk/info/200351/planning
Planning Practice Guidance on Consultation and pre-decision matters	https://www.gov.uk/guidance/consultation-and-pre-decision-matters
Greater Manchester Combined Authority	https://www.greatermanchester-ca.gov.uk/
Planning Inspectorate	https://www.gov.uk/government/organisations/planning-inspectorate
Planning Portal	https://www.planningportal.co.uk/

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Oldham

Local

Plan

**Statement of
Community Involvement
2020: Equality Impact
Assessment**

June 2020





Click on the symbols to view the guidance for each stage

Stage 1: Initial screening



The Stage One screening is a quick and easy process. It should:

- identify those projects, policies, and proposals which require a full EIA by looking at the potential impact on any of the equality groups
- prioritise if and when a full EIA should be completed
- justify reasons for why a full EIA is not going to be completed

Not all policies will require an EIA: Click on the information symbol to view a set of key questions which will help you to decide whether you need to complete the form. If you do not need to go any further because a full EIA is not required, please ensure that you complete all the questions in Stage 1 and get the EIA signed off by the appropriate person (see Section 5). **Please note, if you are assessing a budget proposal please complete all the questions. The information in 1e, should be transferred to the Equality Impact Screening section on the budget proposal form.**

Lead Officer:	Georgina Brownridge
People involved in completing EIA:	Georgina Brownridge, Clare Davison
Is this the first time that this project, policy or proposal has had an EIA carried out on it? If no, please state date of original and append to this document for information.	Yes No x Date of original EIA: In 2006 the original Statement of Community Involvement (SCI) was subject to an EqlA. There has since been EqlAs carried out for SCI reviews.

General Information

1a	Which service does this project, policy, or proposal relate to?	Planning and Infrastructure
1b	What is the project, policy or proposal?	Statement of Community Involvement (SCI) 2020.
1c	What are the main aims of the project, policy or proposal?	To set out how the council will involve the community in the preparation and revision of the Local Plan and the consideration of planning applications.
1d	Who, potentially, could this project, policy or proposal have a	The changes to the review of the SCI are mostly concerned with development management processes

<p>detrimental effect on, or benefit, and how?</p>	<p>and aim to improve the efficiency of the determination of planning applications, reduce the use of paper, encourage the use of online resources and facilities.</p> <p>The changes made by the SCI are not expected to have a detrimental impact on any groups. It is expected to have a positive impact on all groups by providing better access to information and a more efficient planning service with regards to development management.</p> <p>The aim of the SCI is also to try and help people engage in the planning process. The council will, where appropriate, organise focus groups or meetings with people to try to engage those not traditionally involved in the Local Plan process. We will also use social media, display boards at access Oldham, council magazines and variable message boards, where appropriate, to try and engage a wider, more diverse audience.</p> <p>The SCI also has been updated to include caveats that under coronavirus restrictions not all consultation methods or planning committee processes can be followed. In these circumstances online methods of engagement will be made use of.</p>
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1e. Does the project, policy or proposal have the potential to <u>disproportionately</u> impact on any of the following groups? If so, is the impact positive or negative?				
	None	Positive	Negative	Not sure
Disabled people	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Particular ethnic groups	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Men or women (include impacts due to pregnancy / maternity)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People of particular sexual orientation/s	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in a Marriage or Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People who are proposing to undergo, are undergoing or have undergone a process or part of a process of gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People on low incomes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in particular age groups	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Groups with particular faiths and beliefs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there any other groups that you think may be affected negatively or positively by this project, policy or proposal?				



<i>E.g. vulnerable residents, homeless people, individuals at risk of loneliness, carers or serving and ex-serving members of the armed forces</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
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If the answer is “negative” or “not sure” consider doing a full EIA

1f. What do you think that the overall NEGATIVE impact on groups and communities will be? <u>Please note that an example of none / minimal impact would be where there is no negative impact identified, or there will be no change to the service for any groups.</u> Wherever a negative impact has been identified you should consider completing the rest of the form.	None / Minimal	Significant
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

1g	Using the screening and information in questions 1e and 1f, should a full assessment be carried out on the project, policy or proposal?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
1h	How have you come to this decision?	The SCI vision is that “through a co-operative approach we will enable, empower and encourage all residents and stakeholders of the borough to actively participate in the planning process to help achieve our corporate outcome of engaging and resilient communities”. It is expected that this can only have a positive effect on all residents and stakeholders.

If you need to complete a full EIA, please go on to Stage 2.

Stage 5: Signature		
Lead Officer: G. Brownridge		Date: 11.06.2020
Approver signature:		Date: 11.06.2020
EIA review date: On review of the SCI.		



Report to OVERVIEW AND SCRUTINY BOARD

Unreasonable Behaviour Policy

Portfolio Holder:

Cllr Abdul Jabbar MBE – Deputy Leader and Cabinet Member
Finance and Green

Officer Contact: Anne Ryans Director of Finance

Report Author: Caroline Lee Head of Revenues and Benefits
Ext. 4905

22 July 2020

Purpose of the Report

To submit details of a proposed new Unreasonable Behaviour Policy and revised Corporate Complaints Policy to Overview and Scrutiny Board for consideration and comments before final delegated Cabinet Member approval for the policies are sought. The new Unreasonable Behaviour Policy aims to support employees and members to manage unreasonable behaviour from customers and the Corporate Complaints Policy has also been updated.

Executive Summary

The Council currently does not have a policy for the management of Unreasonable Customer Behaviour and this new policy is now submitted for approval. The Council wants to engage with customers in ways that are open, fair and proportionate. A considered, policy-led approach will help employees and members to understand clearly what is expected of them, what options for action are available, and who can authorise these actions. The policy is intended to be published online on the Council's website and to be shared with customers and complainants if they start to behave unreasonably and action is taken. This will help to both manage both customer and complainant expectations and behaviour, as far as possible, when dealing with the Council.

The report also presents an updated Corporate Complaints Policy for approval.

Recommendations

That Overview and Scrutiny Board consider and comment on the Unreasonable Behaviour Policy and updated Corporate Complaints Policy before it is submitted for final delegated Cabinet Member approval.

Unreasonable Behaviour Policy

1 Background

1.1 A small number of residents, businesses and members of the public including complainants (customers) engage with the Council or pursue their complaints in a way that is unreasonable. They may behave unacceptably or be unreasonably persistent in their requests, communications and submission of information. This can have significant resource issues for the Council and impede the delivery of services. An Unreasonable Behaviour policy has been developed to clearly set out how the Council will manage this behaviour and is submitted for consideration together with an updated Corporate Complaints Policy.

2 Current Position

2.1 The Council's existing Corporate Complaints' Policy refers to the management of unreasonable behaviour, but the options and processes are not set out in detail. The Council also operates a Single Point of Contact procedure (SPOC) and this sets out the process to be used when contact is to be restricted to a one contact route, normally the via the Complaints team. The corporate SPOC approach is normally used in the more complex cases covering multiple service areas.

2.2 The Local Government and Social Care Ombudsman (LGSCO) recommends that Local Authorities have an Unreasonable Behaviour policy to help develop a proportionate approach when responding to unreasonable behaviour and to clearly set out the procedures that could be followed to restrict contact when this behaviour occurs.

2.3 The new policy (set out in Appendix 1) is designed to replace the current SPOC procedure (introducing a range of contact restrictions ranging from the management of contact within individual services to corporate SPOC implementation and more), define behaviours that are not acceptable and empower employees and members to deal confidently and effectively with unreasonable behaviour in the small number of case where this occurs. This will help ensure that the ability of an employee or member is not adversely affected by those who are behaving unreasonably and will help to ensure that they have a safe working environment and are not exposed to unnecessary stress as a result of the behaviour of others.

2.4 The policy also sets out the responsibility of employees and members to behave in a manner that model the values and behaviours of the Council and reflect the 7 principles of public life¹. These principles equally apply to elected representatives and those working in and delivering public services.

2.5 In setting out this policy, the Council recognises our customers' and complainants' right to be heard, understood and respected and will ensure that they are treated fairly, openly, honestly, consistently and appropriately in accordance with the Council's co-operative values.

2.6 An updated Corporate Complaints Policy (see Appendix 2) is also submitted for approval. The main changes are that the wording of the policy has been re-worked to improve the format, temporary references to how complaints are being managed by the Council during

¹ <https://www.gov.uk/government/publications/the-7-principles-of-public-life>

COVID- 19 have been included and the Unreasonable Behaviour policy has been referenced within the policy.

2.7 Both policies covered in this report are intended to be published online on www.oldham.gov.uk

3 **Key Issues for Overview and Scrutiny to Discuss**

3.1 Two options are presented for consideration by the Board:

Option 1 To approve the Unreasonable Behaviour Policy and updated Corporate Complaints Policy

Option 2 The Unreasonable Behaviour Policy and updated Corporate Complaints Policy is not approved. This would mean that the current Corporate Complaints policy and Single Point of Contact (SPOC) procedure would remain in place.

4 **Key Questions for Overview and Scrutiny to Consider**

4.1 The Board is asked to consider the policies and comment on them before final approval to adopt the policies is sought.

5. **Links to Corporate Outcomes**

5.1 The introduction of a new Unreasonable Behaviour Policy and the updating of a Corporate Complaints Policy is consistent with the cooperative values of the Council.

6 **Additional Supporting Information**

6.1 The policies are contained in Appendices 1 and 2.

7 **Consultation**

7.1 Consultation has been carried out with employees from a range of services including Customer Services, Human Resources and Communications. The report has been submitted to this committee for further consultation before final approval for the policies is sought.

8 **Appendices**

8.1 Appendix 1 Unreasonable Behaviour Policy
Appendix 2 Corporate Complaints Policy

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Appendix 1

Unreasonable Behaviour Policy

A guide to the management of abusive or persistent customers and complainants

Draft July 2020

Unreasonable Behaviour Policy

Section A Introduction and Purpose of the policy

1.0 Introduction

- 1.1 This policy has been produced to create a joint understanding of what is considered acceptable and unacceptable behaviour from our residents, businesses and Members of the public (hereafter referred to as Customers /you) in dealing with Employees of Oldham Council, Oldham Clinical Commissioning Group (CCG), The Unity Partnership Ltd and Miocare (Employees/We) and Elected Members of the Council (Members). The policy is set out for reference for Customers, including those who have submitted a formal complaint, Employees and Members and also for external bodies such as the Local Government and Social Care Ombudsman (LGSCO).
- 1.2 In setting out this policy, we recognise a Customer's right to be heard, understood and respected. We will ensure that you are treated fairly, openly, honestly, consistently and appropriately in accordance with our co-operative values. We are keen to work with our Customers to resolve issues at an early stage to achieve the best outcomes for all.

2.0 Purpose

- 2.1 The purpose of the policy is:
- To define behaviours that are not acceptable and are deemed unreasonable including behaviour by Customers who make frivolous, persistent or vexatious complaints against Employees or Members
 - To ensure that the ability of an Employee or Member to conduct business is not adversely affected by those few Customers who behave in an unreasonable manner
 - To ensure that Employees and Members have a safe working environment and are not exposed to unnecessary stress due to the unacceptable behaviour of Customers
 - To empower Employees and Members to deal confidently and effectively with unreasonable behaviour in the small number of cases where this occurs
 - To set out a clear process about how unreasonable behaviour will be managed
- 2.2 Employees and Members operate in public life and their standards of behaviour should reflect the 7 principles of public life¹. These principles equally apply to elected representatives and those working in and delivering public services. When implementing this policy, you can expect us to respond to you in ways that demonstrate these principles. The

¹ <https://www.gov.uk/government/publications/the-7-principles-of-public-life>

principles and how we will demonstrate these in terms of this policy are set out below

Table 1: Our standards of behaviour

Principle of Public Life	Examples of our standards of behaviour in the execution of the Unreasonable Behaviour Policy
Selflessness	We will act in the public interest
Integrity	<p>We will act with integrity e.g. we will avoid placing ourselves under any obligation to those seeking inappropriately to influence us in our work.</p> <p>We will declare and resolve any conflict of interests and relationships.</p> <p>We will treat you with dignity and respect</p>
Objectivity	We will take decisions impartially, fairly and will use evidence to make decisions without discrimination or bias.
Accountability	<p>We are accountable for the decision we make.</p> <p>We will set a date to review the decisions we have made to ensure we do not apply open ended restrictions on contact.</p>
Openness	<p>This policy is available online and will be issued to you with letters setting out any action taken under this policy.</p> <p>We will follow this policy when making decisions.</p> <p>We will explain to you why we have acted under this policy.</p>
Honesty	We will be honest in making decisions under this policy
Leadership	<p>We will challenge and take action where we experience unreasonable behaviour</p> <p>We will be clear, balanced and professional in our dealings with you.</p>

	We will follow our policies and procedures in addressing our own behaviour where it falls short of these principles.
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2.3 We have a duty to protect Employees and Members and recognise our obligations to Customers. When allegations are made against Employees we will carry out appropriate investigations in accordance with our internal policies and procedures. Complaints against Members will be dealt with in accordance with the standards procedures.

2.4 We do not tolerate offensive, threatening, abusive or other forms of unacceptable behaviour. Under these circumstances, we will take appropriate action to protect the health and wellbeing of Employees, Members and the integrity of our processes and business.

3.0 Who does this policy apply to?

3.1 This policy applies to all Customers including those who have submitted a formal complaint to us. It also applies to advocates/advocacy services acting on behalf of Customers.

4.0 When can the policy be invoked?

4.1 This policy will normally be invoked on the basis that unreasonable behaviour has taken place over a period of time. However, in exceptional circumstances, the policy will be invoked following a single incident if this incident of unreasonable, unacceptable or vexatious behaviour merits immediate action.

4.2 Subject to the exception set out in paragraph 4.1, a decision to invoke this policy must be made based on documented evidence (examples are outlined in 17.2). The evidence should demonstrate that a resident's unreasonable, unacceptable, frivolous or vexatious behaviour has taken place over a period of time. A period of time is not defined in this policy but can include a high incidence of unreasonable contact over a short period of time or a history of unreasonable behaviour over a longer timeframe.

5.0 Equalities and Diversity and reasonable adjustments

5.1 When implementing the policy, we will have regard to the Equalities Act 2020 and show due regard to an individual's medical condition or vulnerability such as mental health and learning disabilities, as and when applicable. Any restrictions imposed on Customer contact will recognise and be appropriate to the circumstances.

6.0 Support for Employees

6.1 We will act quickly to ensure that our Employees have a safe working environment (actions are set out in Section D).

- 6.2 Support is available for Employees who are affected by unreasonable or abusive behaviour from Customers or complainants. The Employee Assistance Programme(EAP) offers free counselling support 24/7. Further details are available on the Council's intranet
- 6.2 Advice can also be obtained from the Complaints Manager about the management of Customer behaviour.

Section B Recognising Unreasonable Behaviour

7.0 What behaviour is unreasonable?

7.1 We understand that when you contact us, you may have reason to feel angry, aggrieved, upset or distressed.

7.2 We do not view assertive behaviour (for example putting your case forward in a persuasive manner) as unreasonable. However, we will manage behaviour that is aggressive, rude or abusive or which places unreasonable demands on Employees or Members.

7.3 Unreasonable behaviour is behaviour or language, whether face to face, by telephone, social media or written that may cause staff or councillors to feel intimidated, threatened or abused. Examples may include:

- Threats
- Verbal abuse
- Racist and sexist language
- Derogatory remarks
- Offensive language
- Rudeness
- Making inflammatory statements
- Raising unsubstantiated allegations

7.4 Whilst we accept that those in contact with us may feel angry, it is not considered acceptable when that anger becomes aggression directed towards Employees or Members.

7.5 Verbal and online abuse, threats, harassment or physical violence against Employees or Members will not be tolerated and will be reported to the police, who may decide to prosecute.

8.0 Unreasonable requests

8.1 Requests may be considered unreasonable by the nature and scale of service expected. Examples may include:

- Requesting responses within unreasonable timescales
- Insisting on speaking with specific Employees or Members
- Adopting a "capture-all" approach by contacting Employees, Members and/or other third parties
- Making repeated and unnecessary contact during the investigation of a complaint

8.2 We recognise that our resources, including time, must be used where they can be most effective. This might mean that we cannot respond to every issue in the way a Customer would like, if in doing so it would take up a disproportionate amount of time and resources that could be used elsewhere to support the most vulnerable in our community.

8.3 We ask you to recognise that due to volume of work we deal with that we may not be able to respond immediately to your requests. This does not

mean that your concerns are not important to us. If we have asked for your patience but you continue to pursue your concerns, we may consider such behaviour to be unreasonable.

9.0 Unreasonable Communication

9.1 Communication may be considered unreasonable where Customers:

- Continually contact us while we are in the process of investigating their concerns
- Make several approaches about the same matter without raising new issues
- Refuse to accept a decision made where explanations for the decision have been given
- Continue to pursue complaints /issues which we have reviewed and consider to have no substance
- Continue to pursue complaints/issues which have already been investigated and determined
- Continue to raise unfounded or new complaints arising from the same set of facts
- Continue to raise unfounded or new complaints about us on social media without giving us the opportunity to deal with these issues directly with you and through the normal channels
- Use threatening or abusive language
- Send large volumes of irrelevant documentation

10.0 How will we manage unreasonable behaviour?

10.1 We have a zero-tolerance position on violence and threats against Employees and Members and this behaviour will always be reported to the Police.

10.2 Employees and Members have the right to terminate telephone conversations where Customers are behaving unreasonably, aggressively or abusively.

10.3 Employees and Members have the right to take steps to protect their own safety if they feel threatened in a face to face encounter with a Customer. Examples of these steps include contacting the Police to remove you from our premises or applying a ban to prevent you visiting our premises in future.

10.4 We may decide to restrict communications with you if you do not modify your behaviour. If we do restrict communication with you, we will consider which is the most appropriate and proportionate approach to take. We will consider options in consideration of the nature, extent and impact of your behaviour on our ability to do our work.

10.5 We will be transparent and explain to you what restriction we are putting in place, our reasons for doing so and how long the restriction will apply. The restrictions we may apply are set out in Section D of this policy.

11.0 Definition of Unreasonable Behaviour and Unreasonably Persistent Complaints

11.1 We have adopted the Local Government & Social Care Ombudsman's (LGSCO)² definition of unreasonable behaviour and unreasonably persistent complaints;

'Unreasonable and unreasonably persistent complainants are those complainants who, because of the nature or frequency of their contacts with an organisation, hinder the organisation's consideration of their, or other people's, complaints.'

12.0 Features of unreasonable and unreasonably persistent complaints

12.1 Features of unreasonable and unreasonably persistent complaints include the following

N.B this list is not exhaustive, nor does one example necessarily imply that the person will be considered as being in this category

- Refusing to specify the grounds of a complaint, despite offers of help
- Refusing to cooperate with the complaints' investigation process while still wishing their complaint to be resolved
- Having insufficient or no grounds for their complaint and making the complaint only to annoy (or for reasons that the complainant does not admit or make obvious)
- Refusing to accept that certain issues are not within the scope of a complaints procedure or that the issues are not within our power to investigate, change or influence e.g. where the issue is the responsibility of another organisation
- Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice e.g. insisting that there must be no written record of the complaint
- Making unjustified complaints about Employees who are trying to deal with the issues and seeking to have them replaced or dismissed
- Changing the basis of the complaint as the investigation proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a later stage and requiring that the complaint is investigated again
- Raising many detailed but unimportant questions, and insisting they are all answered
- Submitting falsified documents from themselves or others.

² <https://www.lgo.org.uk/information-centre/reports/guidance-notes/guidance-on-managing-unreasonable-complainant-behaviour>

- Adopting a 'scatter gun' approach, for example pursuing the same complaint or complaints with various Employees and Members at the same time as with a Member of Parliament or other external bodies requiring us to use multiple resources to deal with enquiries when resources could be better used to investigate and respond to the initial complaint
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous council staff, or detailed letters every few days, and expecting immediate responses.
- Submitting repeat complaints with minor additions/variations the complainant insists make these 'new' complaints.
- Electronically recording meetings and conversations without the prior knowledge and consent of the other person involved
- Refusing to accept the decision; repeatedly arguing points with no new evidence.
- Harassing or verbally abusing or otherwise seeking to intimidate Employees or Members dealing with their complaint by using foul or inappropriate language including racist, sexist and other offensive language
- Complaining about an issue based on a historic and irreversible decision or incident
- Persistently arguing the same point, asking us to change records, information or decisions when we have already explained our position
- Combining some or all of these features or persisting in behaviour that has the intention or impact of causing harassment to Members or Employees

Section C: Formal complaints and unreasonable behaviour

13.0 Unreasonable behaviour by a Customer making a formal complaint

- 13.1 Dealing with a complaint should be a straightforward process but in a minority of cases, Customers pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for us. This can happen while the complaint is being investigated or after we have finished dealing with the complaint.
- 13.2 We are committed to dealing with complaints fairly, comprehensively and in a timely manner.
- 13.3 We will not normally limit the contact with Customers who make a complaint but we do expect that our Employees and Members are treated respectfully. This applies to verbal, written or face to face contact. Unreasonable behaviour is set out in Section B of this policy and applies to Customers including those who are making a complaint.
- 13.4. We will act to protect Employees and Members from unreasonable behaviour in accordance with this policy.
- 13.5 Raising legitimate concerns or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as an unreasonably persistent complainant.
- 13.6 Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once or more than once, should not necessarily cause him or her to be labelled unreasonably persistent.

14.0 Deciding the course of action to be taken

- 14.1 While we cannot spend excessive time in dealing with unreasonable or unreasonably persistent complaints, we will also try to avoid inflaming an already difficult situation.
- 14.2 It may be worth spending some time defusing a situation, rather than taking a hard line and then spending more time holding that position. The best way of handling a situation will be a matter of judgement and should be considered in the first instance by the service manager. Support and advice is also available from the Complaints Manager.
- 14.3 If a decision is made that the complaint is unreasonable and will not be dealt with under the complaints procedure or will not be progressed to the next stage, this decision will be clearly communicated to the complainant and reasons given.
- 14.4 In some cases, relations between us and unreasonable complainants break down while complaints are under investigation and there is little prospect of achieving a satisfactory outcome. In these cases, there may be little purpose in following all the stages of the complaints' procedure.

Where this occurs, the relevant Ombudsman may be prepared to consider a complaint before the procedure has run its course.

15.0 What happens if we then receive complaints about the same matter?

- 15.1 If the complaint is essentially about the same matter and no different information or very minor differences have been presented to us
- If the complainant has not exhausted our complaints procedure, then the complaint will go to the next stage of the relevant complaints' procedure.
 - If the complainant has exhausted the complaints procedure but has not been referred to the LGSCO or other relevant ombudsman or the Information Commissioner's Office (ICO), the complainant will be referred there.
 - If the complainant disagrees with the decision of the LGSCO, ICO or other relevant body, they will be referred there
 - If the complainant continues to contact us on the same matter, then we will explain that we will not enter into further correspondence on the matter and that further correspondence will be read and filed but that no further action will be taken
- 15.2 Sometimes, we are presented with further complaints about similar matters that are slightly different from the original complaint but about the same broad area of activity. These complaints can be vexatious and the service manager will use judgement to decide if the complaint should be investigated as a new complaint. In some cases, we may decide not to use the complaints procedure if the complaint is trivial or if the complainant has not suffered any injustice. The Service Manager and the Complaints Manager would need to agree this course of action before it was taken.
- 15.3 New complaints about different matters will be considered as normal under our complaints' procedure taking account of any restrictions we may have applied on communication.

Section D – Taking Action

16.0 Imposing Restrictions

- 16.1 If a decision to impose restrictions on contact is being considered, the Service Manager will decide if a restriction should be imposed. This decision will be made in consultation with the Director(s) responsible for the area of work and the Complaints Manager.

17.0 Gathering Evidence

- 17.1 Evidence of the unreasonable behaviour is required and it is important to note that the policy will not be invoked if there is insufficient evidence to support our actions.
- 17.2 Evidence such as a contact log, file notes, emails, social media postings screen shots etc can be used to demonstrate the unreasonable behaviour e.g. retaining a copy of an abusive email.

18.0 Options to manage unreasonable behaviour

- 18.1 If Customers continue to behave unreasonably after we have asked them to modify their behaviour, we will consider the following options
- i. Requiring you to contact a named Employee or other Single Point of Contact only e.g. the complaints team
 - ii. Restricting contact in writing or to a designated email address only
 - iii. Restricting contact by telephone, face to face or digital to specified days and times
 - iv. Not responding to you if you persistently raise issues which we have considered in full under your right to request a review of that decision. We will decline to respond to further correspondence which does not raise new issues. The correspondence will be read and filed but we will not acknowledge it unless you provide significant new information or evidence relating to the matter.
 - v. Not responding to your correspondence or blocking emails that are abusive or offensive
 - vi. Restricting the issues we will communicate with you about
 - vii. Returning or deleting large volumes of irrelevant communication you have sent to us
 - viii. Blocking your email contact with us if the number or length of or volume of contacts cc'd into the email causes us difficulty in conducting our business
 - ix. Re-directing your emails to a generic email account to be managed for example where you have cc'd many contacts, multiple times
 - x. Requesting that you are supported by an independent third party such as Citizens Advice or a legal representative. This option may be suggested where you have made several unfounded allegations in the past
- 18.2 The list is not exhaustive. Any one option or a combination of them may be applied to Customers.

18.3 A blanket ban on contact will not be applied for an unspecified period of time. We do not support a blanket policy of ignoring genuine service requests or complaints where they are founded and any decision we make we will take this into account.

19.0 Corporate Single Point of Contact

19.10 Where a complainant or Customer continues to behave unreasonably, we may decide to limit contact to a corporate Single Point of Contact (SPOC), normally managed in the Complaints Team. This decision will be made by the relevant Director, the Director of Legal Services and the Deputy Chief Executive.

19.10 This action will usually be considered after the service has attempted to manage contact within the service unsuccessfully or where the Customer is submitting complaints over many service areas or where the particular circumstances of the Customer or complainant require this approach to be taken immediately

19.13 The Complaints Manager will provide support as necessary to Service Managers and Directors in taking the decision to apply a corporate SPOC.

20.0 Exceptional Circumstances

20.1 In exceptional circumstances, we reserve the right to take appropriate action that is specific to the unreasonable behaviour that is under consideration. For example

- When the unreasonable behaviour is being targeted towards one Employee or Member, we may impose a ban on contact to prevent the Customer from contacting that person and to protect their welfare.
- When the unreasonable behaviour includes face to face threatening behaviour to Employees or Members in our buildings, we may impose a ban to prevent the Customer from entering our offices and report the matter to the Police
- When the unreasonable behaviour includes publication of derogatory remarks against Employees or Members either in printed media or online or via social media, we may act to prevent such behaviour where it is appropriate to do so including reporting the matter to the Police or taking legal action against you.

20.2 We will look at exceptional cases on their own merit and will take all necessary action that we consider is appropriate for the circumstances. The ban on contact will normally be time limited. We will ensure that the action we take is supported by appropriate evidence and that the reasons for taking the decision are recorded.

21.0 Notifying the Customer or complainant

21.2 We will contact the complainant in writing by letter or email setting out

- Why the behaviour is causing concern

- A request for the behaviour to change
- The actions we could take if the behaviour does not change

21.3 In exceptional circumstances, the unreasonable behaviour is such that a decision to restrict contact will be made without first issuing a warning to the complainant or Customer. In these cases, we will explain our decision to impose a restriction without warning to you when we write to you to confirm the restrictions that have been put in place.

21.4 If the unreasonable behaviour continues, restriction(s) will be put in place.

21.5 In some cases, it will be appropriate to issue the letter or email unsigned from a generic organisational email address for example customer.feedback@oldham.gov.uk . This will be rare but will be considered where there is a history of the complainant or Customer targeting (or they have links with other Members of the public who have a history of targeting) specific Employees and Members in writing, online or on social media.

21.6 In other cases, depending on the severity of the issue and where the unreasonable behaviour covers more than one service area, the notification may be issued by more senior Employees or our legal team.

21.7 The letter or email will explain

- Why we have taken this decision
- What action we are taking
- How long the action will be in place for
- Your right of appeal
- Your right to contact the LGSCO or other relevant body about the restrictions placed on you under this policy

21.8 A copy of this policy will be enclosed with the letter

22.0 Review of the Decision

22.1 A decision to restrict contact is time limited, usually for 3, 6 or 12 months and will be reviewed by the Employee who made the original decision. The review will take place shortly before the end date of the period of restriction.

22.2 The Customer or complainant will be informed in writing (by letter or email) of the result of this review if the decision to apply this policy has been changed, ended or extended.

23.0 Right of Appeal

23.1 When we write to a Customer or complainant about a decision to restrict or extend restrictions on contact, we will set out the right to request an appeal. The appeal must be submitted within one month of the date of the letter.

23.2 An appeal will not be considered by the Employee making the original decision. A different Employee will be appointed to consider the appeal

e.g. this could be the line manager of the Employee who made the original decision or a Service Manager or Director from a different service area as appropriate.

23.3 There will be no further right of appeal.

24.0 Record Keeping and sharing of information

24.1 Records will be kept by the Service Manager, and where appropriate the Complaints Manager, of the details of the case and the action that has been taken. The record will include

- The name and address of the Customer
- What the restrictions are and when these end/are due to be reviewed
- The evidence to support the decision making
- When the Customer/complainant were notified of the restrictions
- If this information has been shared with other services as appropriate including any outside of our organisation

24.2 Examples of the standard format/templates to use when keeping records and decision makers' responsibilities in maintaining records and conducting reviews will be available for Employees and Members on the Council's intranet.

24.3 When making a decision to share information within the Council and with third parties, the Council will always be guided by the provisions of the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR) and will ensure that the Customer's rights to have their information processed in accordance with the statutory requirements is protected and adhered to.

24.4 We may seek legal advice about how best to manage unreasonable behaviour and safeguard the health and safety of Employees and Members. Such advice will be subject to legal and professional privilege and will not be shared with Customers.

25.0 Review of Policies

25.1 The Corporate Complaints Policy and Unreasonable Behaviour Policy will be published on www.oldham.gov.uk These policies will be reviewed annually (or as a change is required). The Deputy Leader and Cabinet Member for Finance and Green has delegated authority to agree these changes in consultation with the Director of Finance.

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Appendix 2

Corporate Complaints Policy

Draft July 2020

Corporate Complaints Policy

1.0 Introduction

- 1.1 Oldham Council recognises the importance of complaints and welcomes them as a valuable form of feedback about our services and those provided by third party providers on our behalf. We want our customers to be satisfied with our services. We welcome hearing our customers' comments, compliments and complaints to better understand how customers view our services and to use these valuable opportunities to learn and improve for the future.
- 1.2 In setting out this policy, we recognise Customers' right to be heard, understood and respected. We will ensure that you are treated fairly, openly, honestly, consistently and appropriately in accordance with our co-operative values.

2.0 Purpose of the policy

- 2.1 The aim of this policy is to provide a fair and consistent approach to dealing with all expressions of dissatisfaction and to ensure they are handled appropriately and professionally in a manner that upholds the principles of good complaints handling as set out by the Local Government and Social Care Ombudsman (LGSCO).
- 2.2 Emphasis will be placed on resolving complaints as quickly as possible by the Service concerned. We will ensure that staff are equipped to deal with complaints efficiently and effectively and lessons learned from complaint investigations will be used to directly inform service improvements.

3.0 What is a complaint?

- 3.1 The following definition is provided by the LGSCO.

'A complaint is an expression of dissatisfaction by one or more members of the public about the Council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council.'

- 3.2 Complaints may, for example, be about
 - The fairness or professionalism of interaction with employees
 - Failure to do something we should have done
 - Refusal to provide a service or delivery of poor service
 - Failure to follow the correct policy or procedure
 - An observation about our services or people which requires action
 - A suggestion about how things can be improved
 - Any feedback that is not complimentary
- 3.3 The majority of issues can be successfully resolved at the point of service delivery. Services should be pro-active in communicating directly with customers and working together to address any issues as they arise. We encourage customers to contact the service concerned before submitting a

formal complaint as this may enable the service to put things right or resolve an issue for the customer who would want the matter swiftly resolved.

3.4 Complaints cannot be dealt with under the Corporate Complaints Policy if they are dealt with according to a different internal or statutory requirement. These include

- Adult Social Care complaints
- Children's Social Care complaints
- Complaints about a school or education provision

3.5 The following would not be dealt with under the Council's complaints procedure

- An initial request for a service (this is generally the first contact from a customer to ask that a service be considered or carried out)
- Requests for information (these will be dealt with by the Information Management Team according to the requirements of the Freedom of Information Act 2000 or Data Protection Act 2018 and accompanying policies, depending on the nature of the request. NB Where there is a crossover of issues the Complaints Team and Information Management Team will work together to resolve).
- Employee grievances
- Matters than would more appropriately be dealt with by an insurer
- Matters subject to a legal right to appeal or review
- Matters relating to court proceedings or investigations by other appropriate bodies e.g. the Police
- Matters upon which a Court, Tribunal or Appeal body has already ruled
- Complaints that have been withdrawn by the complainant
- Complaints about Elected Member conduct (these will be dealt with in accordance with the standard's procedures)
- A complaint that has already been investigated and a final response has been issued
- Where the issues involved are covered by the Council's disciplinary policy
- Where the grounds of the complaint are unclear, frivolous or vexatious (Please note the process to manage unreasonable complaints or unreasonably persistent and abusive complainants is set out separately in the Unreasonable Behaviour Policy).

3.6 We will normally only accept complaints made within **12 months** of the issue(s) giving rise to the complaint. However, if there are exceptional reasons provide by the complainant for the delay in submitting the complaint, the Council may make a discretionary decision to consider the matter.

3.7 If for any reason we decide not to deal with a complaint under this policy, we will provide an explanation of that decision in writing.

4.0 Who can make a complaint?

- 4.1 Anybody in receipt of services provided directly by the Council (or third parties conducting activity on behalf of the Council) or their representative can make a complaint directly to the Council. This includes complaints made via an Elected Member of the Council or Member of Parliament or other elected official.
- 4.2 Where a complaint is received from a representative of a service user, the Council may request completion of a form of authority to indicate that the representative has permission to act on their behalf. This ensures compliance with Data Protection requirements and that the complainant's wishes are being fulfilled.

5.0 Anonymous complaints

- 5.1 We understand that sometimes people find it difficult to make a complaint. Where complaints are received anonymously, the Council will try to take as much information as is possible from the complainant to ensure an investigation can be carried out. A decision will be made on a case by case basis about whether it is possible or appropriate to consider anonymous complaints.
- 5.2 If a complainant does not provide us with a contact name or address or email address, it will not be possible for us to reply with the outcome of the investigation. However, on most occasions anonymous complaints will be brought to the attention of the relevant service for consideration.

6.0 Equalities and Diversity and reasonable adjustments

- 6.1 When implementing this policy, we will have regard to the Equalities Act 2020 and show due regard to an individual's medical condition or vulnerability such as mental health and learning disabilities. We will help and support complainants to overcome any difficulties in pursuing their complaint for example suggesting advocacy support where this may be helpful or helping to ensure language barriers are overcome. Any support or adjustment made will be determined on a case by case basis and with the agreement of the complainant.

7.0 How can a complaint be made

- 7.1 A key priority of the Council is to improve the efficiency of communication with our customers and online systems are useful in helping to achieve this aim. We encourage our customers to submit any feedback or complaint in the first instance via the online form.(Compliments and comments about the service can also be submitted using this link) https://www.oldham.gov.uk/info/200143/complaints_and_feedback/630/complaints_or_feedback_about_the_council
- 7.2 Where this is not possible, complaints can be made by email customer.feedback@oldham.gov.uk

- 7.3 Complaints can also be submitted by post to The Complaints Team, PO Box 33, Civic Centre, West Street, Oldham OL1 1UG or by telephone on 0161 770 8122 (however, please note that during the COVID- 19 period, many employees are working remotely and access to the Civic Centre is limited. This may impact on the timescales for responding to your complaint).
- 7.4 Customers sometimes make contact about Council services on social media e.g. via the Council's Twitter or Facebook accounts. Details of this contact is forwarded to the relevant service by the Communications Team to determine if the contact should be treated as a request for service or handled as a complaint. If the contact should be treated as a complaint, the service will ensure that the Complaints team are made aware and the complaint will be handled offline and in keeping with this policy.

8.0 What a customer can expect

- 8.1 Customers can expect to receive a consistently high-quality service when they contact any member of staff with a complaint and we will deal with all complaints promptly, respectfully and efficiently.
- 8.2 Where your complaint covers multiple issues and covers several different service areas, we will normally provide you with a single response. We may ask you to agree a statement of complaint to ensure we have fully understood all the issues you would like us to consider.
- 8.3 If multiple complaints include issues relating to areas covered by other complaints' legislation e.g. Adult Social Care, then those complaints must be managed separately.

9.0 Timescales

- 9.1 You will receive an e-acknowledgement of your complaint as soon as it is submitted by email or via the online form.
- 9.2 The timescales for dealing with most corporate complaints is 15 working days.
- 9.3 In complex cases, we may send you a statement of complaint for you to agree before we start investigating your complaint (this is a summary of the issues we believe you have raised in your complaint to ensure we all understand and have captured everything you want us to investigate).
- 9.4 In complex cases, we will also make an assessment about the likely timescales for investigating and responding to the complaint. We will consider a range of factors to determine whether timescales should be increased such as the number of issues raised, the severity of those issues, the resources needed to investigate the complaint and the support required to help the complainant pursue the complaint to a conclusion. If we do increase timescales, we will explain our reasons to you for doing this by telephone or in writing. We will always try to resolve a complaint as quickly as possible.

- 9.5 Once the complaint has been investigated, a final response should be sent to the complainant by email or letter. The complainant will be signposted to the LGSCO if they are dissatisfied with the outcome of the complaint and wish to take it further.
- 9.6 If the complainant is happy with the outcome of the complaint, it will be closed.

10.0 The role of the Local Government and Social Care Ombudsman (LGSCO)

- 10.1 The LGSCO investigates complaints about Local Authorities and other bodies. The LGSCO normally allows the Council to fully investigate and respond to the complaint. If the complainant is not satisfied with the Council's response, then the complainant can bring their complaint to the LGSCO for further review and investigation. The LGSCO can be contacted on

Telephone: 0300 061 0614

Address: The Local Government and Social Care Ombudsman
PO Box 4771
Coventry, CV4 0EH

Website: www.lgo.org.uk

11.0 Remedies

- 11.1 The Council will offer appropriate remedy and redress, in accordance with guidance provided by the LGSCO.
- 11.2 The general principle is that, as far as possible, complainants should be put in the position they would have been in, had things not gone wrong.
- 11.3 Examples of remedies include:
- An apology
 - Delivery of the service required
 - A change of procedures to prevent a recurrence of the incident
 - Financial compensation where appropriate
- 11.4 The service will agree the proposed remedy before a response is issued to the complainant. Where agreement cannot be reached between the Complaints Manager and the Service Manager about a remedy, this will be escalated to the relevant Director for a final decision.

12.0 Withdrawal of complaints

- 12.1 Complainants may decide to withdraw their complaint verbally or by email or letter. We will confirm the withdrawal of the complaint by email or letter. In some instances, the Council may continue to investigate the matter internally.

13.0 Monitoring and Performance

- 13.1 The monitoring and review of complaints gives valuable information about customer perception and service performance and identify areas for organisational learning from complaints to drive service improvement.
- 13.2 Quarterly monitoring of complaints handling and resolution will be reported to Senior Managers and Members each quarter. (NB COVID-19 has impacted complaints handling by the Council and also by the LGSCO. The Council's website has been updated to reflect this disruption).
- 13.3 An annual report will also be produced on the overall performance of complaints across the Council and presented to the Overview and Scrutiny Committee.

14.0 Review of policies

- 14.1 The Complaints Policy and Unreasonable Behaviour Policy will be published on www.oldham.gov.uk These policies will be reviewed annually (or as a change is required). The Deputy Leader and Cabinet Member for Finance and Green has delegated authority to agree these changes in consultation with the Director of Finance.

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Report to OVERVIEW AND SCRUTINY BOARD

Key Decision Document

Portfolio Holder: Various

Report Author: Lori Hughes, Constitutional Services Officer
Ext. 4716

22nd July 2020

Purpose of the Report

For the Overview and Scrutiny Board to review and note the latest published Key Decision Document.

Executive Summary

Overview and Scrutiny bodies have access to the Key Decision Document and timetable for decisions and intentions for consultation. Where the overview and scrutiny function has not scrutinised an item on the Key Decision Document, but that item has implications for policy/service development, then the overview and scrutiny body will have full opportunity to be able to submit any comments to the relevant Cabinet Member/Chief Officer during the course of the consultation process in relation to any key decision.

Recommendations

The Overview and Scrutiny Board is asked to note the Key Decision Document and to provide any comments.

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KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
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Economy and Skills Cabinet Portfolio

RCR-10-14	Western Gateway Town Centre Land and Property Acquisitions	Director of Economy	August 2020	Cabinet
Description: To acquire strategic land and properties across the Western Gateway of the Town Centre Document(s) to be considered in public or private: Private for financial and commercial reasons				
ECEN-12-07	Oldham Heritage and Arts Centre Enabling Works	Director of Economy	August 2020	Cabinet Member - Economy & Skills (Leader - Councillor Sean Fielding)
Description: The implementation of enabling works in relation to the development of a new heritage and arts centre and a new theatre. Document(s) to be considered in public or private: Part A Cabinet report (Oldham Cultural Quarter), 24th April 2017.				
ECEN-02-19	Tommyfield Market Options	Director of Economy	August 2020	Cabinet
Description: To approve recommendations relating to the future of Tommyfield Market. Document(s) to be considered in public or private: Report is to be considered in private due to commercial sensitivity and detail of financial/business affairs.				

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
ECEN-23-19	Alexandra Park Depot	Deputy Chief Executive – Helen Lockwood	July 2020	Cabinet Member - Economy & Skills (Leader - Councillor Sean Fielding)
Description: Consultant fees Document(s) to be considered in public or private: Cabinet Paper 28th January 2018 Public				
ECEN-20-19	Land to the North of the Lancaster Club, Broadway, Failsworth (1935 land) [Failsworth West]	Deputy Chief Executive – Helen Lockwood	July 2020	Cabinet Member - Economy & Skills (Leader - Councillor Sean Fielding)
Description: Document(s) to be considered in public or private:				
ECEN-02-20	Hollinwood Junction and Housing Delivery Options	Deputy Chief Executive – Helen Lockwood	August 2020	Cabinet
Description: Hollinwood Junction and Housing Delivery Options Document(s) to be considered in public or private: Report to be considered in private due to commercial confidentiality				

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KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
ECEN-04-20	Award of the main OMA contract	Director of Economy	August 2020	Cabinet Member - Economy & Skills (Leader - Councillor Sean Fielding)
Description: Award of main contract to refurbish the former library on Union St (now known as OMA) into a new heritage and arts centre. Work to include landscape works to land adjacent to the former library, and refurbishment of parts of Gallery Oldham Document(s) to be considered in public or private: Delegated report				
Page 127 ECEN-05-20	Alexandra Park Depot	Director of Economy	July 2020	Cabinet Member - Economy & Skills (Leader - Councillor Sean Fielding)
Description: Construction of new depot and eco centre Document(s) to be considered in public or private: Delegated report (private) Report will contain financially sensitive information				
ECEN-08-20 New!	Hollinwood Junction - Strategic Partnership Agreement	Deputy Chief Executive – Helen Lockwood	July 2020	Cabinet
Description: Hollinwood Junction - Strategic Partnership Agreement Document(s) to be considered in public or private: Private report to Cabinet because it contains information relating to the financial or business affairs of any particular person.				

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
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Education Cabinet Portfolio

EDS-08-19	Secondary Education Provision - Expansion of North Chadderton School	Managing Director, Children and Young People - Gerard Jones	September 2020	Cabinet Member - Education (Councillor Shaid Mushtaq)
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Description: The report is seeking approval to award a contract for the expansion of North Chadderton School, following the completion of a tender procurement exercise.

Document(s) to be considered in public or private: Private

Children and Young People Cabinet Portfolio

CHS-02-20	Request for an extension to the Right Start service contract	Managing Director, Children and Young People - Gerard Jones, Strategic Director Communities and Reform – Rebekah Sutcliffe	July 2020	Cabinet
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KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
<p>Description: Cabinet are asked to approve a one-year extension of the contract from 31 March 2021 up until 31 March 2022 at the current the annual contract value.</p> <p>Document(s) to be considered in public or private: Private by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 and it is not in the public interest to disclose the information because of the commercially sensitive nature of the information enclosed in the report</p>				

Health and Social Care Cabinet Portfolio - None

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Housing Cabinet Portfolio

HSG-03-20	Statement of Community Involvement	Deputy Chief Executive – Helen Lockwood	August 2020	Cabinet
<p>Description: Public consultation on the Statement of Community Involvement (SCI) will not take place. There is no legal requirement to consult on the SCI. Previously the council has chosen to consult. However, due to coronavirus implications the government is urging Local Planning Authorities to update their SCIs as soon as possible to remove the requirement for documents to be made available in libraries and other public places whilst they closed due to coronavirus. This is to allow local plan consultations to proceed under the current circumstances.</p> <p>In order to update the SCI as soon as possible so that work can proceed on the Greater Manchester Spatial Framework and the Local Plan review the revised SCI will not be consulted on as previously intended.</p> <p>Document(s) to be considered in public or private: Statement of Community Involvement</p>				

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
HSG-04-20	Chadderton Neighbourhood Area and Forum Designations	Deputy Chief Executive – Helen Lockwood	September 2020	Cabinet Member - Housing (Councillor Hannah Roberts)
Description: To designate The Chadderton Partnership as a Neighbourhood Forum and designate Chadderton as a Neighbourhood Area in line with the requirements set out in the Neighbourhood Planning (General) Regulations (2012). Document(s) to be considered in public or private:				
Neighbourhoods and Culture Cabinet Portfolio				
NEI-09-19	GM Clean Air Plan - Approval to commence statutory consultation on key measures	Deputy Chief Executive – Helen Lockwood	August 2020	Cabinet
Description: Approval to commence statutory consultation on key measures Document(s) to be considered in public or private: Public report				
NEI-01-20	Award of Contract for Highways work - New Saddleworth School	Deputy Chief Executive – Helen Lockwood	September 2020	Cabinet
Description: Approval to award the contract for the highways works associated with the new Saddleworth School in Diggle Document(s) to be considered in public or private: Private - NOT FOR PUBLICATION by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 and it is not in the public interest to disclose the information because it relates to the financial or business affairs of the Council.				

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
NEI-03-20	Highways Improvement Programme 2019/20 - 2021/22	Deputy Chief Executive – Helen Lockwood	March 2021	Cabinet Member - Neighbourhoods & Culture (Councillor Barbara Brownridge)
<p>Description: Cabinet approved the £12m Highways Improvement Programme for delivery over the financial years 2019/20 to 2021/22 in March 2019.</p> <p>As part of the Programme there will be several schemes/groups of schemes with values exceeding £250,000 hence the need for an item on the key decision document. This item relates to any decisions made on tenders exceeding £250,000 in the 2020/21 financial year to ensure prompt delivery of the programme.</p> <p>Document(s) to be considered in public or private: N/A</p>				
NC-05-20 New!	Supply of Plastic Waste Containers	Deputy Chief Executive – Helen Lockwood	August 2020	Cabinet
<p>Description: The waste management service requires authorization to award a 4-year contract for the ongoing supply of plastic waste containers.</p> <p>Document(s) to be considered in public or private: In private due to commercial confidentiality</p>				
NC-06-20 New!	GM Clean Air Update	Deputy Chief Executive – Helen Lockwood	July 2020	Cabinet

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
<p>Description: To set out the progress that has been made following the Government's response to Greater Manchester's Outline Business Case to tackle Nitrogen Dioxide Exceedances at the Roadside (OBC), and the implications of pandemic management policies (the extent of which are not yet fully understood) for the 10 Greater Manchester (GM) local authorities in relation to the schedule of work and statutory consultation on the Clean Air Plan and the link to taxi and private hire common minimum licensing standards (MLS). Document(s) to be considered in public or private: Public report</p>				

HR and Corporate Reform Cabinet Portfolio - None

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Finance and Green Cabinet Portfolio

FCS-05-20	Wrigley Head Solar Farm	Strategic Director Communities and Reform – Rebekah Sutcliffe	August 2020	Cabinet
<p>Description: Request for capital funding to develop a solar farm at Wrigley Head, Failsworth. Subject to receipt of ERDF funding via the 'Unlocking Clean Energy in Greater Manchester' Consortium Document(s) to be considered in public or private: Public</p>				
FG-06-20 New!	Report of the Director of Finance – Finance Update – 2020/21	Director of Finance – Anne Ryans	July 2020	Cabinet
<p>Description: To provide an update on the financial position of the Council including new and revised grants received (including those specifically issued to offset Covid-19 pressures) since the budget was set on 26 February 2020. Document(s) to be considered in public or private: Proposed Report Title: Report of the Director of Finance – Finance Update – 2020/21 Background documents: Various Appendices Report to be considered in Public</p>				

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
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COVID 19 Response Portfolio - None

Commissioning Partnership Board

CPB-05-20	Adult Health and Social Care Fees for 2020/21	Managing Director Community Health & Social Care Services (DASS) – Mark Warren	July 2020	Commissioning Partnership Board
<p>Page 33</p> <p>Description: To make recommendations in relation to fees for the following commissioned services for 2020/21, following consultation with the health and adult social care provider market:</p> <ul style="list-style-type: none"> • Residential and Nursing Care • Care at Home • Extra Care Housing • Supported Living Services • Personal Assistants <p>Document(s) to be considered in public or private: Decision to be made in private as it relates to the financial business affairs of the Council, its partners and service providers</p>				
CPB-06-20	Section 75 Agreement	Chief Executive/Accountable Officer NHS Oldham CCG	July 2020	Commissioning Partnership Board

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
Description: To provide notification of decisions to be taken by the Commissioning Partnership Board Document(s) to be considered in public or private: Reports to be considered in private due to commercial sensitivity and details related to financial and business affairs of the Council, its partners and service providers				
CPB-08-20	Proposed Use of the Transformation Fund 2020 2021	Chief Executive/Accountable Officer NHS Oldham CCG	September 2020	Commissioning Partnership Board
Description: The use of the Greater Manchester and Social Care Partnerships Transformation Fund 2020/2021. Document(s) to be considered in public or private: Report to be in private as it relates to the financial and business affairs of the Council and its partners				
CPB-07-20	Mental Health Investment Plan	Strategic Director of Commissioning / Chief Operating Officer - Mike Barker	September 2020	Commissioning Partnership Board
Description: The outline Mental Health Investment Plan for 2020/2021 and delivery of NHS long term plan requirements. Document(s) to be considered in public or private: Report will be considered in private as it relates to the financial and business interests of the Council and its partners.				
CPB-10-20	S.75 2019/2020 Outturn Report	Director of Finance – Anne Ryans	July 2020	Commissioning Partnership Board
Description: The report will provide an update on the financial position. Document(s) to be considered in public or private: Documents will be considered in public.				
CPB-11-20	S.75 Budget Monitoring Report Month 6	Director of Finance – Anne Ryans	November 2020	Commissioning Partnership Board

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
Description: The report will provide an update on the financial position. Document(s) to be considered in public or private: The documents will be considered in public.				
CPB-12-20	S.75 Budget Monitoring Report Month 8	Director of Finance – Anne Ryans	February 2021	Commissioning Partnership Board
Description: The report will provided an update on the financial position. Document(s) to be considered in public or private: The documents will be considered in public.				
CPB-13-20	S.75 Budget Monitoring Report Month 9	Director of Finance – Anne Ryans	March 2021	Commissioning Partnership Board
Description: The report will provide an update on the financial position. Document(s) to be considered in public or private: The documents will be considered in public.				

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Key:

New! - indicates an item that has been added this month

Notes:

1. The procedure for requesting details of documents listed to be submitted to decision takers for consideration is to contact the Contact Officer contained within the Key Decision Sheet for that item. The contact address for documents is Oldham Council, Civic Centre, West Street, Oldham, OL1 1UH. Other documents relevant to those matters may be submitted to the decision maker.

KEY DECISION DOCUMENT – COVERING DECISIONS TO BE TAKEN FROM 1 JULY 2020

Key Decision Reference	Subject Area For Decision	Led By	Decision Date	Decision Taker
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2. Where on a Key Decision Sheet the Decision Taker is Cabinet, the list of its Members are as follows: Councillors Sean Fielding, Arooj Shah, Abdul Jabbar MBE, Amanda Chadderton, Shaid Mushtaq, Zahid Chauhan, Barbara Brownridge, Eddie Moores and Hannah Roberts.
3. Full Key Decision details (including documents to be submitted to the decision maker for consideration, specific contact officer details and notification on if a report is likely to be considered in private) can be found via the online published plan at:
<http://committees.oldham.gov.uk/mgListPlans.aspx?RPId=144&RD=0>



Report to OVERVIEW AND SCRUTINY BOARD

GENERAL EXCEPTION AND SPECIAL URGENCY DECISIONS REPORT

Portfolio Holder: Various

Report Author: Lori Hughes, Constitutional Services Officer
Ext. 4716

22nd July 2020

Purpose of the Report

The Board is requested to note the decisions that have been taken under Rules 13 and 14 of the Council's Constitution since the last meeting of the Overview and Scrutiny Board held on 16th June 2020.

Executive Summary

A key decision may not be taken unless 28 days clear notice has been given of the intention to take those decisions. If 28 days clear notice of a matter has not been given, an agreement will be needed to be obtained with the relevant Overview and Scrutiny Chair and a notice made available as a 'General Exception Key Decision Notice' (Rule 13). After five days have elapsed, the decision can be made. General exceptions will be reported to the next relevant Overview and Scrutiny Committee. Where a date by which an executive decision that would be a key decision and compliance with the Key Decision and General Exception (Rule 13) procedures were impracticable, the decision shall only be made where the decision maker has obtained agreement with the relevant Overview and Scrutiny Committee Chair (Rule 14). Where this rule is applied, the decision is also exempt from call-in. These exemptions will be reported to the next relevant Overview and Scrutiny Committee.

Members are asked to note the decisions taken in response to the Covid-19 Pandemic. These were taken to address urgent issues as they arose in order to authorise the support as directed nationally and locally to Covid-19 response.

If a detailed explanation is required and an officer is to attend the meeting to provide further information, please contact Constitutional Services by 12.00 noon on Monday, 20th July 2020

Recommendations

The Overview and Scrutiny Board is asked to note decisions

Background

The Chair (or their nominee) is given powers in the Council's Constitution to give authorisation for key decisions to be made under the following rules:

Rule 13 – General Exception

Where the decision has not been placed on the Forward Plan, but it is possible to give 5 clear days-notice of the decision to be made, Rule 13 allows that the decision may be made where the relevant Executive Director has obtained agreement in writing from the Chair of the Overview and Scrutiny Board (or his/her nominee) of the matter about which the decision is to be made. Notice of this setting out the reasons why compliance with the 28-day notice period was impracticable will be made available at the offices of the local Authority and be published on the Council's website. Any decision made in this way is still subject to a potential call-in.

Rule 14 – Special Urgency:

In certain circumstances it may be impracticable both to:

1. Place the decision on the Forward Plan, and
2. Give 5 clear days-notice prior to the decision being made

Rule 14 allows that in these circumstances the decision may still be made where the decision maker has obtained agreement from the Chair of the Overview and Scrutiny Board (or his/her nominee) or if not available the Mayor or in their absence the Deputy Mayor. As soon as it is reasonably practicable after the decision maker has received agreement from the Chair of Overview and Scrutiny that the decision is urgent and cannot be reasonably deferred, a notice will be made available at the offices of the local Authority setting out the reasons why compliance with the 28 days was impracticable and this will be published on the Council's website. Where Rule 14 applies the decision is exempt from call-in.

Subject Matter:	Officer	Rule Applied	Date of Decision and Date of authorisation	By	Reason(s) for the decision
Strategic Investment	Anne Ryans, Director of Finance	Rule 14	Decision Authorisation: 26 June 2020	Councillor McLaren	DECISION AUTHORISED: For the recommendation in the report to be exempt from Call In due to timescales. The decision had not been placed on the Key Decision Document.
Additional Expenditure in Support of Health & Social Care In response to the Covid 19 Emergency	Helen Ramsden, Interim Asst Director of Joint Commissioning	Rule 14	Decision Authorisation: 1 July 2020	Councillor McLaren	DECISION AUTHORISED: For the recommendation in the report to be exempt from Call In due to timescales. The decision had not been placed on the Key Decision Document.

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Report to OVERVIEW AND SCRUTINY BOARD

Overview and Scrutiny Board Work Programme

Portfolio Holder:

Councillor Colin McLaren, Chair of the Overview and Scrutiny Board

Report Author: Lori Hughes, Constitutional Services Officer
Ext. 4716

22nd July 2020

Purpose of the Report

For the Overview and Scrutiny Board to review the Overview and Scrutiny Board Work Programme.

Executive Summary

The Overview and Scrutiny Work Programme is designed to outline the areas the Board will be provided an overview during the 2020/21 Municipal Year as well as issues to be scrutinized. The work programme covers the issues to be discussed at each meeting, issues and actions arising from the meeting and outstanding issues.

Due to the Covid-19 pandemic, several reports that were on the work programme for early in the municipal year have had to be delayed. These will be monitored by Constitutional Services and be placed on the work programme following discussion with the Chair as they become available.

Recommendations

The Overview and Scrutiny Board is asked to note and comments on the Overview and Scrutiny Board Work Programme.

OVERVIEW AND SCRUTINY BOARD WORK PROGRAMME 2020-2021 AND PERFORMANCE MONITORING PLAN

PART A – MEETING PROGRAMME

MEETING DATE & VENUE	AGENDA ITEM	SUMMARY OF ISSUE	CABINET PORTFOLIO (link to Corporate Outcome)	RESOLUTION / RECOMMENDATION	Comments
<p>Tuesday, 16 June 2020 6.00 p.m.</p> <p>Deadline for reports: 5 June 2020</p>	Annual Report	Overview and Scrutiny Work for the period 2019/20	All	RESOLVED that the Overview and Scrutiny Annual Report for 2019/20 be commended to Full Council	
<p>Page 143</p>	Place Based Integration	Verbal update on Progress	Economy and Enterprise (Thriving Communities)	RESOLVED that - 1. the update provided on Place Based Integration be noted; 2. the Board Task and Finish Group considering Place Based Integration be taken forward.	
	Poverty Task and Finish Group	Update	Covid-19 Response (Thriving Communities)	RESOLVED – that 1. the Overview and Scrutiny Board Poverty Task and Finish Group assist in the update of the Council’s Poverty Strategy; 2. the terms of reference for the Poverty Task and Finish Group be reviewed in light of the forthcoming Workshop for senior Councillors, senior	

				Officers and partners as reported to the Board by the Deputy Leader and Portfolio Holder for Covid-19 Response.	
Page 144	Work Programme	Update	All	RESOLVED – that 1. the Overview and Scrutiny Board Work Programme 2020/21, as presented, be noted; 2. the deliberations of the Extending the Co-operative Approach to the Use of Council Asset Policy Task and Finish Group be referred to the Leader of the Council and the Cabinet for their consideration.	
Wednesday, 22 July 2020 6.00 p.m. Deadline for reports: 10 July 2020	Statement of Community Involvement	Consultation	Housing (Cooperative Services)		Policy Framework
	Customer Services Strategy: Unreasonable Behaviour	Consultation	Finance & Green (Cooperative Services)		

Tuesday, 8 September 2020, 6.00 p.m. Deadline for reports: 26 Aug 2020	Community Safety and Cohesion Partnership	Policy Update	HR and Corporate Reform (Thriving Communities)		Policy Framework
	Greater Manchester Spatial Framework	Consultation	Housing (Thriving Communities)		Policy Framework
	Get Oldham Working and Career Advancement Services (Work and Skills Strategy)	Update on the strategy	Economy and Skills (An Inclusive Economy)		Requested by Board in July 2019
	Local Development Scheme	Policy Update	Housing (Thriving Communities)		Policy Framework
Tuesday, 20 October 2020 6.00 p.m. Deadline for Reports: 8 October 2020	Youth Offer	An update on the Council's Youth Offer (Youth Council to be invited to attend)	Children and Young People (Cooperative Services)		
	Licensing Policy	Review of the Policy	Neighbourhoods and Culture (Cooperative Services)		Policy Framework
Tuesday, 1 December 2020 6.00 p.m. Deadline for Reports: 19 Nov 2020	Green New Deal Strategy and Generation Oldham	Update on the action plan and scheme	Finance and Green (Cooperative Services)		

	Youth Justice Plan	Annual Report	HR and Corporate Reform (Thriving Communities)		Policy Framework
Tuesday, 19 January 2021 6.00 p.m.	SEND Services	Update on the services and progress against the Written Statement of Action	Education (Thriving Communities)		Requested by Board in January 2020
Deadline for Reports: 8 Jan 21					
	Safeguarding Adults Board Annual Report	Annual Report	Health and Social Care (Thriving Communities)		Requested by Board in January 2020
	Homelessness Strategy 2021	Review of Strategy	Housing (Cooperative Services)		Policy Framework
Tuesday, 9 March 2021 6.00 p.m.					
Deadline for Reports: 16 Feb 2021					

PART B – ONE OFF MEETINGS / WORKSHOPS / TASK AND FINISH GROUPS

Date	Title	Summary of issue	Cabinet Portfolio	Timescales	Notes	Outcome
14 July 2020 at 5.00 p.m	Place Based Integration Workshop	Further review	HR and Corporate Reform			
TBC	Poverty					

PART C – OUTSTANDING ISSUES – DATES TO BE DETERMINED

When Discussed	Title	Summary of issue	Cabinet Portfolio	Timescales	Notes	Outcome
22 Oct 19 Page 147	Youth Council Motions: Motion related to Knife Crime and a discussion was held at O&S on 22 Oct 19. Council further approved a motion related to 'Make Your Mark' for a discussion with Cabinet members	The Youth Council held a Summit in February 2020, outcomes were to be shared with O&S. Make Your Mark – to discuss what is being done to address issues associated with the environment, knife crime, youth violence and public transport.	Children's Services			
	Corporate Plan	Consultation on new Plan	All		Policy Framework	
	Thriving Communities	Update on the programme	(Thriving Communities)		Requested by Board in July 2019	
	Future High Street Fund and Towns Fund	Update	Economy & Skills (An Inclusive Economy)			

PART D – ACTIONS FROM PREVIOUS MEETINGS

Date of Meeting	Title of Report	Directorate	Action(s)	Date Completed and Outcome