

Cheltenham Borough Council
Cabinet
14 July 2015
Scrutiny Task Group Review – Shopmobility
Covering Report

Accountable member	Councillor Jacky Fletcher, Chair of Scrutiny Task Group
Accountable officer	Rosalind Reeves, Democratic Services Manager
Executive summary	<p>The Shopmobility unit was served notice to quit its existing premises in the Beechwood Arcade by June 2015 where it has been located since 1992. We understand that the service has now been given leave to remain in its current position in the Beechwood Arcade until November. This is good news but we still felt it was important to make the views of the task group known at this early stage with the option for us to do further work later on. In view of the urgency, the task group was set up by the Chief Executive in consultation with the chair and vice-chair of O&S as the Constitution allows. The initial findings and recommendations of that Group are set out in detail in the attached Scrutiny Task Group Report.</p> <p>The O&S Committee considered their report on 29 June 2015 and were happy to endorse the recommendations and forward them to Cabinet. They would also support the task group doing further work on the options going forward.</p>
Recommendations	<p>That Committee recommends to Cabinet that :</p> <ol style="list-style-type: none">1. The Shopmobility service should continue to be a service provided in the town2. The priority for the next three months should be to find a suitable location taking into account the task group's assessment of the suitability of their current potential locations and then the management of the relocation with minimum disruption to the service3. Stage 2 should be a more detailed review of the current service including a full financial analysis of both the costs of the service, the fees charged and some assessment of the economic benefits in time for the budget setting for 2016/17.4. Subsequent to relocation, strategies to enhance the service should be considered, including partnership options with other local service providers.

Financial implications	<p>No financial implications arising from the recommendations of the task group report at this stage but these will need to be fully detailed to Cabinet before any decision is made on the future of the service.</p> <p>Contact officer: Paul Jones, Head of Finance paul.jones@cheltenham.gov.uk, 01242 775154</p>
Legal implications	<p>No legal implications arising from the recommendations of the task group.</p> <p>Contact officer: shirin.wotherspoon@teWKesbury.gov.uk, 01684 272017</p>
HR implications (including learning and organisational development)	<p>As one of the current options is to explore the possibilities of transferring the service to another provider the TUPE regulations apply. Informal discussions have taken place to ensure that the staff are fully aware of the implications but formal consultations with staff and trade unions may need to take place should this option be considered further.</p> <p>Any change of location / working practices / hours would require discussions and negotiations with staff and trade unions, as these are contractual terms and conditions. Preliminary work has already taken place to ensure that the team are fully aware of any possible changes and to ensure that they remain as passionate and committed as they have been up to now.</p> <p>Contact officer: Richard Hall, HR Business Partner Richard.hall@cheltenham.gov.uk 01242 774972</p>
Key risks	<p>As set out in the report</p>
Corporate and Community Plan implications	<p>The Council's commitment to promoting fair access to our services</p> <p>We will ensure that customers, service users and the wider community of Cheltenham have fair access to our services and are not discriminated against in any aspect of our service delivery through the following actions:</p> <ul style="list-style-type: none"> • Continue to use an equality impact assessment process to assess the impacts of key decisions and policies on different groups of people. • Embed equality considerations into commissioning and our procurement approaches to ensure that relevant equality issues are taken into account when designing and procuring services
Environmental and climate change implications	
Property/Asset Implications	<p>As set out in the report</p>

1. Background

1.1 As set out in the report

2. Reasons for recommendations

2.1 The chair of the Overview and Scrutiny Committee was requested by Cabinet to look at this issue in time to inform any decision on the way forward for the service.

3. Alternative options considered

3.1 There are a number of options for the service and these are set out in the report.

4. Consultation and feedback

4.1 The Cabinet Member Healthy Lifestyles was involved in the review and the task group sought the views of staff operating the service. The O&S Committee discussed the task group report at their meeting on 29 June. They were keen to fully explore the options of working with the voluntary sector to deliver the service and also felt it was important to fully engage with the Chamber of Commerce and the Business Partnership. Their only reservation on the possible options was that a Portakabin in an open car park could be a security issue. There was also support for reviewing the charging structure as there did seem to be some anomalies and it would be important to take into account what was reasonable and affordable for an individual.

5. Performance management –monitoring and review

5.1 The task group are requesting that they carry out further work. In view of the timescales of the review they made need to give their views directly to Cabinet.

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Appendices	1. Risk Assessment 2. Task Group report
Background information	None

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If O&S do not react to the request from Cabinet to review this issue as an urgent topic they would miss the opportunity to contribute their views	Chair of O&S	15/06/2015	2	2	4	Reduce	Set up an urgent scrutiny task group in order to meet the timescales for reporting to Cabinet	Complete	RR	

Explanatory notes

Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)

Likelihood – how likely is it that the risk will occur on a scale of 1-6

(1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

Control - Either: Reduce / Accept / Transfer to 3rd party / Close