**DRAFT Scrutiny Work Programme 2016/17**

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|  | Topic | Why | Outcome | Methodology | Comment |
| Challenge Panels |
| 1 | **Community Involvement in Parks** | To examine the current levels of community involvement in Harrow’s parks. To develop an understanding of what residents want from their local parks. To explore innovative practices in the delivery of park services. To identify ways in which Harrow Council can best deliver 21st century parks for residents. To inform the development of Harrow’s parks and open spaces strategy 2016-19. To develop the park users’ forums. To inform the progress of Project Phoenix and the commercialisation strategy for parks. | Supports service improvement | Challenge Panel | This review has started. Challenge panel will take place in June and report in July. |
| 2 | **Maximising Volunteering** | The council has an ambition to maximise volunteering in the Harrow Ambition Plan, what are the barriers currently faced by residents wanting to volunteer or organisations needing to recruit volunteers? | Supports the Council & Executive in the development of strategy/policy before the decisions are made | Challenge Panel |  |
| 3 | **Homelessness**  | What is the problem, who is presenting as homeless, what is the breakdown of housing need, what are we doing about it, what factors are being taking into account for planning purposes? Are our policies in preventing homelessness? A1 risk for the Council. | The strain on the Council's budget with reduced government grants may divert revenue to areas of other services? | Challenge Panel | A comprehensive report to come to committee first in June as part of the process for defining the scope for a scrutiny project that doesn’t duplicate other work going on in this field.  |
| 4 | **Shared service arrangements** | Review the efficiency and effectiveness of the various shared service arrangements we have. Scrutiny is interested in issues around political arrangements, accountability and lessons for sharing larger services in the future. | Helps secure service improvements | Challenge panel | Internal Audit will be looking at this this year. Scrutiny to define the scope for this challenge panel once the audit report has been published. The Internal Audit report would then form part of the background papers for the challenge panel. The audit review would not be considering the role of scrutiny in shared service governance arrangements. |
| Other Scrutiny Support |
| 5 | **Health** | The continued roll out of Shaping a Healthier Future and its impact on the performance of Northwick Park and delivery of Harrow Out of Hospital Strategy and access to GPs remain important issues for Harrow residents following the Independent Healthcare Commission report.  | Helps secure service improvements Champions issues of concern to local people | Capacity for visits, additional research and engagement | As health sub only meet 3 times a year their ability to influence anything in a timely manner is limited. By using additional officer capacity we can ensure we are engaged in the right consultations and undertaking proactive research that will enhance the quality of our health scrutiny in Harrow. |
| Health Committee |
| 6 | **Smoking cessation numbers quitting**  | Is our approach right? The targets for numbers quitting continually to well below target so is why go about seeking to help quitters right? | Spending on public health may be reduced. The outcome is better health for those who quit. | Health Committee |  |
| 7 | **Future of the walk in centres in Harrow** | Both Pinn & Alexandra Avenue are currently going through a retendering process which could see a private healthcare company replacing the current local GP led consortium that runs these centres. A final decision on this will be announced early next month. There will also be a further procurement process (again) for these centres either later this year or in 2017 following a local reorganisation of services by the CCG. Equally a new walk in centre will be built in Harrow East and the procurement process for this centre will take place at the same time as the other two centres. Possible locations for the new walk in centre include Belmont, Kenton or Honeypot Lane. There will be a public consultation by the CCG on the new walk in centre in mid April. | Helps secure service improvements. Champions issues of concern to local people | Health Committee |  |
| 8 | **Resident access to register with a GP’s and book appointments** | Resident feedback is telling us this is a problem, having to wait weeks for an appointment is resulting in people attending A&E instead. This was further backed up by the recent Independent Healthcare Commission report into Shaping a Healthier Future | Helps secure service improvements for residents, champions issue of concern for local residents, fulfil statutory requirements around health scrutiny. | Health Committee |  |
| 9 | **CCG primary care commissioning**  |  |  | Health committee |  |
| O&S Committee |
| 10 | **Digitalisation and access to services online** | Feedback from residents as well as VCS organisations has highlighted the difficulty in accessing various services and the need to have services which are accessible. | Help secure service improvements | O&S committee |  |
| 11 | **People Services Directorate: progress update & LAT Review** | In terms of timing this needs to follow discussion at both HSCB & LSAB, making late Sept/October 2016 the earliest possibility. | Fulfils a statutory requirement - This is in compliance with the June 2015 Local Assurance Test key recommendations. | O&S Committee | Late sept/early Oct |
| 12 | **VCS strategy (Inc Info & Advice Strategy)** | In 2016 work will take place to develop a strategy for working with the voluntary sector in Harrow including a new information & Advice strategy for the Council. | Supports the Council & Executive in the development of strategy/policy before the decisions are made | O&S committee | Sept O&S |
| 13 | **Landlord Licencing**  | The understanding is that this has now been running in Edgware prior to being run out across the borough, so a review of its effects/impact may be timely. | Supports the Council & Executive in the development of strategy/policy before the decisions are made. Helps secure service improvements  | O&S committee |  |
| 14 | **Recycling , flytipping, street cleanliness** | Review effectiveness in general what has been the effect of the introduction of food caddies | Helps secure service improvements | O&S committee 6 months after implementation in April | It would be useful if a report can to committee when the latest NI195 data is available so scrutiny are looking at the most current data |
| 15 | **Troubled Families phase 2** | A key programme for the Council that will define our early intervention offer and help turn the lives of families around | Helps secure service improvements  | O&S committee review of phase 1 and plans for phase 2 | Autumn? |
| 16 | **Prevent** | High profile issue, what is the council’s reaction to Syrian crisis e.g. access to services, PREVENT, community cohesion, helping to integrate  | Issue of concern to local people and helps hold the executive to account | O&S committee |  |
| 17 | **Child Sexual Exploitation & FGM** | High profile issues which are under-reported in Harrow. How are our efforts to increase awareness and reporting going | Help secure service improvements | O&S committee |  |
| 18 | **Disability services** | The creation of the People’s directorate has enabled the creation of a single disability service for both adults and children. What benefits has this join up had and what impact are the savings (including a review of the decision around The Bridge) having on outcomes?  | Helps secure service improvements for residents, champions issue of concern for local residents, | O&S Committee |  |
| P&F |
| 19 | **Commercial strategy** | The commercial strategy is set to raise £15m of income for the Council by 2019 through a variety of means. Scrutiny could look at the programme holistically or pick individual projects such as the private lettings agency or MOT bay | Helps secure service improvements | P&F 6 monthly |  |
| 20 | **Sickness rates amongst staff days lost per FE post.** | The figure for this performance area is continually well above target. Efficiency of services is affected when staff are absent and may lead to higher service complaints. It is estimated that sickness costs the Council approx £400,000 a year. With revenue falling and the possible effects on services ways of improving this figure should be investigated. | Help secure service improvement | P&F update report on worst performers |  |
| 21 | **Equalities Annual Report** | The priority for equalities in 2016/17 is to improve the Council’s standing in the Stonewall list of LGBT friendly organisations. We are currently 399 | To help deliver our equality objectives to be a good employer and ensure our workforce is reflective of our community | Monitor through performance reporting and annual equalities report to P&F |  |
| 22 | **Budget monitoring** | Detailed scrutiny of in-year budget monitoring, MTFS and budget gap | To be assured that the council can deliver a balanced budget and that the three year budget is on course | P&F |  |
| 23 | **The valuation of business rates yield** | The yield from business rates continues to drop dramatically and may affect services of the Council particularly with Government proposals regarding this area. Why because the Council has to plan how it is going to prepare for the potential loss of revenue. | Help secure service improement | P&F |  |
| Leads |
| 24 | **Staff declaration of social identity information** | There has been a pattern of staff and service users not declaring their social identity information, especially disability and sexual orientation (almost 83% didn’t answer this question). This data is important to help policy development and service improvement. | Help secure service improvement in terms of policy development and efficiency savings EqIAs | All Leads |  |
| 25 | **Planning Enforcement** |  |  | E&E Leads |  |
| 26 | **Domestic Violence Strategy and Action Plan in Action** | As a key priority for the council, and with the Strategy having been in operation for over one year, it is timely to ensure it has a correct focus and is delivering in the most important areas | Deliver better outcome based services with evidence based solutions for those affected by DV | Resources Leads |  |
| 27 | **Health visiting service** | The council took responsibility for this service in 2015. How are we doing? | Helps secure service improvements | Health Leads |  |
| 28 | **Childcare & Children’s Centres** | Affordable, high quality and flexible childcare is important for child outcomes & employment – could more be done? Also, many providers are struggling to provide the 30 hours promised by the government, what is the local situation? Monitoring the new model for childrens centres, the action plan and success measures | Helps secure service improvements | Children’s Leads |  |
| 29 | **SEND implementation** | Monitoring the effectiveness of SEND reforms and EHC plans |  | Children’s leads |  |
| 30 | **Harrow Arts Centre** | What happens if the money is not raised, what is the plan B |  | E&E Leads |  |
| 31 | **Housing benefit and Council tax Support**  | What is happening to cause numerous errors in assessing people’s claims |  | Resources Leads to look at data and complaints to get a sense of the scale of the problem |  |
| 32 | **Improve the quality of our homes and estates by implementing the Harrow Better Homes Standard**  | The Harrow Ambition Plan sets out the ambition to approve a rolling 5 year Better Homes programme | Helps secure service improvements | E&E leads |  |
| To Be Determined |
| 33 | **Closing the educational attainment gap** | Topic left over from previous work programme. | Help secure service improvement | To be determined |  |
| 34 | **Getting young people into work** | What impact are our efforts to increase the number of apprentices having and what impact will government changes about apprenticeship levy and quota have. | Help secure service improvement | To be determined |  |
| 35 | **Family/Community services for asylum seekers** | These communities tend not to engage or trust public services, so what are we doing to ensure they are aware of, engaging with and accessing services available to them. | Help secure service improvement | To be determined |  |
| 36 | **Discretionary Housing Payment Criteria** | This was suggested as an area for further investigation during the Welfare Reform Scrutiny Review.DHP can be a lifeline for households facing homelessness, enabling them to stay in their homes and avoid temporary accommodation or disruption. How it is allocated is therefore important. On the other hand, Harrow spend on homelessness is increasing all the time and considering just how DHP is used may have little impact. | May identify that some vulnerable people are getting less support than others. Changes to the Councils approach could be recommended as a result.  | To be reviewed once the welfare reform report has been completed |  |
| 37 | **Disability Benefits** | Many disabled people are experiencing reductions in benefit income and claim/ review process that have been criticised as slow or stressful. Wider reforms, like the private sector size criteria, are said to have impacted on some disabled people too.  | Determine the relationship between income, benefits and health & wellbeing of disabled people and whether the Council should or could do more to improve things for disabled people | To be reviewed once the welfare reform report has been completed |  |
| 38 | **Child poverty** | Two thirds of UK Lone Parent households are below the ‘Minimum Income Standard’’, the highest of all household types (MIS is an alternative measure of relative poverty not based on median income, but on what the public think households need for an acceptable living standard). Effect of poverty on educational attainment. | What is the situation of lone parent households in Harrow and should or could the Council do more to improve things for lone parent households. | To be reviewed once the welfare reform report has been completed |  |
| 39 | **The tightening of the Housing Allocation criterion** |  |  | To be reviewed once the welfare reform report has been completed |  |