

DRAFT Scrutiny Work Programme 2016/17

	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 21 st 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	The strain on the Council's budget with reduced government grants may divert	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.

		account for planning purposes? Are our policies in preventing homelessness? A1 risk for the Council.	revenue to areas of other services?		
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	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

				April	
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	Helps secure service improvements	P&F 6 monthly	

		private lettings agency or MOT bay			
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	Help secure service improvement	P&F	

		potential loss of revenue.			
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 EqlAs	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	Helps secure service improvements	Children's Leads	

		plan and success measures			
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	<p>This was suggested as an area for further investigation during the Welfare Reform Scrutiny Review.</p> <p>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.</p>	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	What is the situation of lone parent households	To be reviewed once the welfare reform	

		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.	in Harrow and should or could the Council do more to improve things for lone parent households.	report has been completed	
39	The tightening of the Housing Allocation criterion			To be reviewed once the welfare reform report has been completed	