

HARROW COUNCIL

OVERVIEW AND SCRUTINY-COMMITTEE

SEPTEMBER 2011

BETTER DEAL FOR RESIDENTS PROGRAMME STANDING REVIEW PHASE TWO- DRAFT SCOPE

VERSION NUMBER – 2

VERSION HISTORY

Initial draft

Comments from review group meeting 26th September

1	SUBJECT	Better Deal for Residents Programme
2	COMMITTEE	Overview and Scrutiny committee
3	REVIEW GROUP	Councillors Cllr Nana Asante Cllr Chana Cllr Ann Gate Cllr Macleod-Cullinane Cllr Osborn Cllr Phillips Cllr Krishna Suresh Cllr Wright (Chairman) Co-optees Elizabeth Hugo Linda Robinson Abigail Matsika Seamus English
4	AIMS/ OBJECTIVES/ OUTCOMES	To consider the content of the Better Deal for Residents programme in terms of ambition, relevance, appropriateness To consider the impact of the programme on: <ul style="list-style-type: none">• the Council – is it achieving the outcomes envisaged – linked to the effectiveness of project management processes• residents:<ul style="list-style-type: none">○ is the council complying with its duties under the disability and equalities legislation when proposing changes to services○ what impact are the changes having and how are these being mitigated – Better Together/Big Society,○ how far do residents understand/appreciate the need for significant change are their opinions being taken into account, are they being actively engaged/convinced in the delivery of change• partners – are we working more efficiently with partners to deliver change, what is the impact on their services managers – how well are they being supported in delivering change whilst at the same time being subject to that change

5	MEASURES OF SUCCESS OF REVIEW	Review is able to ensure that: <ul style="list-style-type: none"> • Programme delivers real change in service delivery • Programme delivers anticipated savings • Programme delivers change in residents'/service users' attitude to service delivery and responsibilities
6	SCOPE	The content of the Better Deal for Residents Programme
7	SERVICE PRIORITIES (Corporate/Dept)	
8	REVIEW SPONSOR	Tom Whiting, Assistant Chief Executive
9	ACCOUNTABLE MANAGER	From relevant service area
10	SUPPORT OFFICER	Service Manager Scrutiny
11	ADMINISTRATIVE SUPPORT	From within Scrutiny Team
12	EXTERNAL INPUT	<ul style="list-style-type: none"> • Residents • Partner organisations • Service users
13	METHODOLOGY	<p><u>FUTURE PROJECTS</u></p> <ul style="list-style-type: none"> • Assessment of Project Documentation (Business Case) BEFORE project goes to Cabinet and before implementation commences. <ul style="list-style-type: none"> ○ <i>Scope of Project</i> – Current services baseline – operational and admin resources engaged, timescales for service delivery, service delivery costs incl. salaries, ○ <i>Services to be changed</i>, resident groups affected, how service delivery will be changed, i.e. resources, service timescale changes, new technology, costings, etc. ○ <i>Project Objectives</i> – clear and measurable – service delivery, staff, financial, etc. ○ <i>Full Description of Impact on resident groups</i>, staff, partners, etc. - including Equalities Impact Assessment ensuring the documentation will allow decision makers to comply with their responsibilities under equalities legislation by having due regard to the impact of the changes being proposed. ○ <i>Description of Resident Consultations undertaken</i>, which residents groups, when and how, i.e. questionnaire, meetings, web, etc. ○ <i>Full Statement on project implementation costs</i>, ○ <i>Anticipated Savings</i> – cost reductions, resources, other • Discussion with relevant officer where necessary <p><u>COMPLETED PROJECTS</u></p> <ul style="list-style-type: none"> • Assessment of project completion details – Project completed on time, was all phases and scope fully implemented, any

		<p>other variations to project scope, budget, resources, etc. that impacted project?</p> <ul style="list-style-type: none"> • Assessment of the extent to which anticipated outcomes were realised • Assessment of impact on Staff delivering service. • Assessment of <u>actual</u> service impact on resident group/s – improved, same, worse and in what way.
14	EQUALITY IMPLICATIONS	<p>It is anticipated that the Better Deal for Residents programme will deliver significant change in the way the council organises itself to deliver services to local people. Harrow is an extremely diverse borough and the organisation cannot make assumptions about service needs of the population. As such changes to services and changing the expectations and behaviours of our residents will need to reflect the differing needs and experiences of the population. The council must ensure that adverse equalities implications for staff or residents are identified and where possible, mitigated. The review will monitor the extent to which the organisation is taking due regard to its duties under all equalities legislation.</p>
15	ASSUMPTIONS/ CONSTRAINTS	
16	SECTION 17 IMPLICATIONS	<p>This could be a component of the project in so far as the Better Together stream is implemented.</p>
17	TIMESCALE	Ongoing
18	RESOURCE COMMITMENTS	<p>The project will be delivered from within the existing scrutiny budget</p>
19	REPORT AUTHOR	Lynne Margetts
20	REPORTING ARRANGEMENTS	<p>Quarterly reports on progress to the Overview and Scrutiny Committee Final report to the Overview and Scrutiny Committee at end of project</p> <p>Outline of final formal reporting process:</p> <p>To Service Director [] TBC To Portfolio Holder [] TBC To CMT [] TBC To Cabinet [] TBC</p>
21	FOLLOW UP ARRANGEMENTS (proposals)	TBC