

Scrutiny Annual Report 2011-2012



Table of contents

Report from the Overview and Scrutiny Committee	1
Report from Performance and Finance Scrutiny Sub-Committee	9
Report from the Adult Health and Social Care Lead Members and Health and Social Care Scrutiny Sub-Committee	12
Reports from the Lead Members and the Scrutiny Leadership Group	19
Leadership Group.....	19
Report from the Children’s Leads.....	20
Report from the Corporate Effectiveness Leads.....	22
Report from the Safer and Stronger Communities Leads.....	24
Report from the Sustainable Development and Enterprise Leads.....	26
Member development	28
Report from the Call-In Sub-Committee.....	30
Conclusion	32
Appendix One: Satisfaction Survey – Results and Responses	33

Report from the Overview and Scrutiny Committee

Our Committee

The Overview and Scrutiny Committee has continued to meet during the 2011/12 municipal year and we were pleased to welcome Cllr Victoria Silver to the committee's membership in May. We would like to thank Cllr Bill Phillips for the contribution he made to scrutiny as a member of the committee since his election in May 2010. We should also like to welcome Mrs Aamirah Khan who was appointed to the committee in September as a Parent Governor.

The committee has met 12 times this year, a reduction since last year, which reflects the fact that we have given over some of our meetings to increase the regularity of the meetings of the other two scrutiny committees.

We have considered a wide range of issues and commissioned a number of reviews, all of which are detailed below.

Our meetings

As in previous years the Overview and Scrutiny Committee has welcomed the Leader of the Council and the Chief Executive to two of our meetings. At the first of these meetings, in November, the focus for discussion was the council's response to the significant changes in the policy environment in which we must now operate. The second meeting, in January, discussed the strategic financial issues confronting the council as the 2012/13 budget was prepared. We would like to thank Cllr Stephenson and Michael Lockwood for attending the meeting and answering our questions.

During the year we considered a wide range of issues at the committee:

- Community Safety Plan
- Safer Harrow Annual Strategic Assessment
- Transfer of Harrow High Schools to Academies
- Integrated Targeted Children's Services Model
- Schools Place Planning
- Development of the Council's Property Assets
- Implications of the 'Birmingham Judgement'
- Adults', Children's and Corporate Complaints
- West London Waste Plan
- Strategic Overview of Support to the Voluntary Sector and Update on the 3rd Sector Strategy
- Strategic Approach to the Future Provision of the Library and Sports Service
- Corporate Equalities Objectives

Meetings with the Portfolio Holders

A number of portfolio holders have attended meeting of the committee this year and we would like to thank them for their engagement with us:

- In June, *Cllr O'Dell, Environment and Community Safety Portfolio Holder*, attended with the Metropolitan Police Service Borough Commander, Chief Superintendent Dal Babu, to discuss the Community Safety Plan;
- On 5th July, *Councillors Green, Children's Services Portfolio Holder and Brian Gate, Schools and Colleges Portfolio Holder*, attended to discuss children's issues – including academies, the restructure of children's services and planning school places;
- On 20th July, *Councillors Henson, Customer Services and Corporate Services Portfolio Holder, Idaikkadar, Property and Major Contracts Portfolio Holder and Stephenson in his capacity as Portfolio Holder for Finance and Business Transformation* attended to discuss the Birmingham Judgement, the council's property assets and PCT finances;
- In September *Cllr Davine, Adult Social Care, Health and Wellbeing Portfolio Holder* attended to discuss the adults' service annual complaints report;
- In December, *Cllr Perry, Community and Cultural Services Portfolio Holder* attended to discuss developments in the Council's relationship with the Third Sector
- In March Cllr Henson *Customer Services and Corporate Services Portfolio Holder*, attended to discuss the *Corporate Equalities Objectives*

In the context of the significant changes being contemplated by the authority and given the need for major budget reductions, we look forward to continuing our discussions with portfolio holders over the coming months.

Working with Residents

We continue to work with the scrutiny pool of advisors to ensure that a resident perspective is incorporated into all of our work. In addition to the statutory parent governor and faith school representatives on the main committee, scrutiny reviews have this year been supported by a number of local residents, to whom we are most grateful. Specifically we would like to thank:

- Julie Browne
- Ann Diamond
- Seamus English
- Elizabeth Hugo
- Cliff Lichfield
- Julian Maw
- Hema Mistry
- Deven Pillay
- Linda Robinson

We are also extremely grateful to the members of Harrow Youth Parliament who supported the Engaging Young People review (see below) and to all of the residents who have participated in the consultations we have undertaken during the year

We have continued to expand our social media presence via Facebook and Twitter and have introduced 'The Friday Question' as a means of attracting people to the scrutiny pages. We are now being followed by 62 people on Twitter! Although we haven't had a huge amount of success so far, we will continue to try to exploit new media in order to ensure we reach as far as possible into the Harrow community.

Review Programme

The committee has undertaken a number of reviews this year: the paragraphs below give you more information about each of these reviews. The council is facing challenges on many fronts and we therefore took the decision to have a more fluid and flexible approach to the development of our work programme and not tie ourselves down to a predetermined annual review programme. As a result we have been able to respond as necessary to support the organisation to rise to its current challenges.

Standing Review of Better Deal for Residents ¹

The first phase of the review considered the effectiveness of the council's project/programme management function and made a number of recommendations to Cabinet which were, for the most part, accepted for implementation. Having satisfied itself of the effectiveness of the project management process, in its second phase the review has begun to consider:

- The extent to which new projects have followed the revised project management process and in particular, the extent to which they have investigated their potential impact on local people;
- The extent to which anticipated project outcomes have been achieved for those projects which have now completed – in particular the project's impact on local people.

As new projects come on line, information will be shared with the review group and relevant officers will be invited to discuss the detail of their projects with the review. In this way, by specifically investigating how well the potential impact on residents has been anticipated, the scrutiny review will hopefully ensure that the council does not end up in the same position as Birmingham City Council, which was deemed to have contravened equalities legislation by failing to fully consider the impact of its own budget changes on residents.

All completed projects will also be considered by the review in order to establish how far they have delivered the anticipated outcomes, especially the impact on residents. So far the group have met with officers from Adults' Social Care to consider the outcomes of the 'Reabling Focused Care' project, officers from Corporate Finance to consider the impact of the 'Concessionary Travel' project, officers from Community and Cultural Services to consider the impact of the 'Libraries RFID' project and officers from Environmental Services to consider changes to 'Public Realm' services.

Where the review feels that its view on any new or completing project needs to be considered by Cabinet, then reports will be presented outlining these views. Quarterly reports of the review's activities will also be submitted to the Overview and Scrutiny Committee. As this is a standing review, it is not anticipated that there will be a 'final' report until the end of the administration.

¹ The council's transformation programme

Standing Review of the Budget

This project started during 2011. It has been established to enable scrutiny to take a long term view of the council's financial performance and to investigate the implications of the significant changes to the financial policy framework.

The review has met five times this municipal year and has begun the consideration of a number of strategic financial issues:

- Development and strategic use of the capital budget
- Housing Revenue Account self financing
- Contract renewal management and oversight
- Business Rate Retention proposals
- Localisation of Council Tax Benefit
- The Localism Act

The review group expect to submit their first report to the Overview and Scrutiny Committee in the summer 2012 and after this regular quarterly reports will be submitted to the committee

Council's Use of Performance Information - Phase Two

This review took a detailed look at the future development of a local performance framework for the council, in the context of the loosening Government requirements for performance reporting. It followed on from a review undertaken last year of the council's corporate scorecard by directorate. The review was divided into three sections, looking at best practice, customer engagement and technology/data presentation.

Examination of best practice showed Harrow's approach to be on a par with other well-performing authorities. However, we felt that there was an opportunity to improve reporting to the public and also the speed at which the performance information reaches scrutiny. On the latter, significant headway has been made and we hope that the full effect of this will be felt in 2012/13.

On customer engagement, the review group held a focus group to understand residents' views on performance information. Unsurprisingly, there were a range of views about how much information should be made available and in what format, but key themes that emerged were cost effectiveness, transparency and accountability. As part of the review we also surveyed ward councillors and managers about their information requirements.

With regard to technology and data presentation, the review concluded that there was considerable scope to make better use of information from systems such as the customer relationship management (CRM) system. We were impressed by the way in which consideration had been given to the use of data and information by the public realm and libraries transformation projects; it is imperative that future transformation projects consider how services can become more data-rich and how this intelligence can be used to improve services and performance reporting.

Overall the review recommended that the following principles should underpin Harrow's local performance management framework:

- *Performance information and data is the start of the conversation.* Both Members and officers must be active rather than passive users of information. Councillors should be more demanding of data and officers should consider what they are trying to demonstrate and how best to present it.
- *Managing performance with data rather than with too many indicators.* Given that there is less national pressure to monitor specific performance indicators the Council should shift its focus to identifying indicators that are locally useful and making better use of data to understand performance and support decision-making.
- *To make more data public.* By doing so the Council can improve transparency and accountability as well as encouraging others to share data by leading the way.
- *A positive performance management culture.* Improvement is much more than just measuring. The improvement cycle encompasses leading, setting priorities, planning, measuring impact, learning and revising. It is continuous and iterative – making things better step-by-step. Scrutiny has a constructive role to play in supporting such processes.

There is a need to make performance management fit for purpose in the public sector landscape. There is potentially huge freedom to recast and redesign how the council thinks about improving services and responding to local people's needs. It offers an opportunity to talk to local people about how to do this. It means putting performance management information – and evidence-based policy-making – at the centre.

Engaging Young People

We were asked by the Executive to review how the Council can most effectively engage with young people. The main ambition of the review was to understand the context and business case for involving young people in decision making to help them be more effective in making a contribution to community life. The review also aimed to stimulate debate about how the Council, in times of austerity, can find new ways to involve young people in decision making as well as offer opportunities for young people to develop employability skills through volunteering.

In order to do this, the review group undertook a number of different activities, engagement with young people in their own right, to ensure that it heard the voices of as many young people and professionals as possible. This included desktop research, going out to talk to a number of national experts, visiting other local authorities, holding drop-in sessions and focus groups for young people at the youth centre, running a survey to capture young people's views. We also used the residents' panel survey and social media platforms to capture opinions from a wider audience.

This scrutiny project represented a new and innovative approach to undertaking a scrutiny review – a collaborative project with young people. We are extremely grateful to the Harrow Youth Parliament for agreeing to lead this review and steer its direction, and for co-owning the review's final report and recommendations, which will report to the Overview and Scrutiny Committee in May.

Debt Recovery

The Corporate Effectiveness Leads have spent significant time during the last 18 months considering the council's debt recovery process. Their investigation suggested that the council's approach to debt recovery and referrals to bailiffs etc is in line with that of other authorities; however, anecdotal evidence has led to the opinion that uniform application of the policy was having an adverse impact on a small number of particularly vulnerable residents. As a result of initial investigations the Overview and Scrutiny Committee commissioned a challenge panel and councillors were then able to discuss the application of the council's policy with officers from the Council Tax, Housing and Adult Social Care Services. The panel concluded that:

- the council must develop a process at an appropriate point in the debt recovery process which enable the vulnerable to be identified
- the council must set in place opportunities to share information in order to identify more vulnerable residents.

The panel's recommendations were accepted by Cabinet and further information regarding the processes to improve the debt recovery process will be provided to the Overview and Scrutiny Committee in the summer.

Chief Executive's Senior Management Restructure

During the year, the Chief Executive announced proposals to reduce the size of his senior management team. In order to contribute to the consultation on his plans, the Overview and Scrutiny Committee established a challenge panel and met with the Chief Executive and the Divisional Director of Human Resources and Development and Shared Services.

The panel supported the Chief Executive's assertion of the need for change and his efforts to continuously improve the Council. The panel also supported the majority of the Chief Executive's proposals, however, made a couple of recommendations about the process to get there..

With regard to the recruitment process, the panel felt that assimilation and ring-fenced interviews to the new posts rather than going direct to the market to select staff could potentially impact unfavourably on the diversity of the Corporate Strategic Board. The panel was also concerned that not selecting officers through a process of open competition might mean that the authority is not able to increase the skill base of the senior management team, which is particularly important as the council develops as a 'commissioning' organisation.

The panel also highlighted concerns that the combination of the Section 151 and monitoring officer responsibilities into the post of Corporate Director of Resources, could mean that one of these statutory posts would not be represented on the Corporate Strategic Board.

A response to the challenge panel report was included in the Chief Executive's report to Cabinet on the outcome of the consultation on the proposals. The panel's recommendations were also referred to the Chief Officers Employment Panel which was responsible for recruitment to the posts. The Chief Officers Employment Panel endorsed the recommended appointment process outlined in the Chief Executive's cabinet report, that appointment to the new structure should follow the council's 'Protocol for Managing Change,' which meant that the scrutiny comments with regard to the appointment process were not accepted.

In his report to Cabinet, the Chief Executive also outlined the discussions he had had with the scrutiny panel regarding the status and profiles of the section 151 and monitoring officers, specifically scrutiny's concerns if the Director of Resources is neither the Section 151 nor the monitoring officer. In response to these discussions, the Chief Executive made a number of undertakings to secure the ongoing integration of these high profile roles into the senior management processes.

The Chief Executive welcomed the advice and input made by the panel.

The committee has also begun work on three other projects:

- **Private Rented Sector Housing** – to consider the quality and capacity of public sector housing in the borough
- **Customer Care** – to consider the customer service requests are dealt with throughout the council
- **Safeguarding children** – to consider how effectively local services are able to safeguard the wellbeing of young people in the borough.

These projects are at a very early stage in their development and more detail will be included in next year's annual report.

We have included in Appendix One to this report the results of our scrutiny users' satisfaction survey. We intend to run this survey each year for all those who have interacted with our committees and processes during the year. We will use this information to ensure that we continuously improve our processes.

Our conclusions and next steps

We have again delivered a challenging work programme which we hope will help the council through these very difficult times. We hope that by bringing cross party, backbench challenge to the decisions which Cabinet are having to make we will help to ensure that the right choices are made and that the wellbeing of our residents can be safeguarded.

However, we also recognise that our resources are limited and that, rather than trying to cover all aspects of the council's business during our deliberations, we must focus on those issues of key importance to the authority and our residents. In this way we will maximise the contribution we can make to the council's performance. Next year's report will incorporate more information as to how we have focussed our activities.



Cllr Jerry Miles
Chairman Overview and Scrutiny Committee



Cllr Paul Osborn
Vice Chairman Overview and Scrutiny Committee

Committee meetings	12
Attendance by Portfolio	Cllr O'Dell, Environment and Community Safety Portfolio Holder (1)

<p> Holders</p>	<p> Cllr Green, Children's Services Portfolio Holder (1)</p> <p> Cllr Brian Gate, Schools and Colleges Portfolio Holder (1)</p> <p> Cllr Henson, Customer Services and Corporate Services Portfolio Holder (2)</p> <p> Cllr Idaikkadar, Property and Major Contracts Portfolio Holder (1)</p> <p> Cllr Stephenson, Portfolio Holder for Finance and Business Transformation (1) plus two attendances as Leader of the Council</p> <p> Cllr Davine, Adult Social Care, Health and Wellbeing Portfolio Holder (1)</p> <p> Cllr Perry, Community and Cultural Services Portfolio Holder (1)</p>
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Report from Performance and Finance Scrutiny Sub-Committee

Our Sub-Committee

The Performance and Finance Sub-Committee looks in detail at how the council's services are performing in-year.

We monitor service and financial performance by analysing data and then requesting briefings or details of action plans in place where necessary. The sub-committee can make recommendations for improvement and if necessary make referrals to the Overview and Scrutiny committee if further work is needed.

Our meetings

Our regular Chair and Vice-Chairman's briefings continue to drive the work programme of the sub-committee. Our main areas of activity in 2011/12 have been:

- **Budget holder forecasting compliance** – arising from concerns about compliance by budget holders in 2011/12, we have received regular monitoring information. We are pleased that there has been some improvement, but note that there are still some difficulties, for example where other systems are involved, such as Framework-i.
- **Revenue and capital monitoring** – the quarterly Revenue and Capital Monitoring report (also considered at Cabinet) is now a regular agenda item for the sub-committee. The challenging financial climate necessitates the sub-committee continuing to evaluate the council's response to these pressures.
- **Capital governance and monitoring** – following the overspend in the Children's Services capital programme in 2010/11 we have paid particular attention to capital governance and monitoring arrangements.
- **Payment to suppliers within 30 days** – this remains an area of interest for the sub-committee. In 2012/13 we will monitor the implementation of the recommendations arising from the internal audit review of contract procedure rules, which focused on purchase orders that were raised after the date of an invoice.
- **Cabinet decision making protocol** – following Cabinet's decision to adopt a protocol on which decisions should go to Cabinet and to amend the council's financial regulations, we considered potential implications for scrutiny.
- **Major contracts and procurement savings** – we received a report which provided an overarching view of how major procurement contracts in excess of £1m would be managed and provided a summary of procurement savings being achieved across the council. We have agreed with officers that the sub-committee will receive both a mid-year and a year-end report which will provide:
 - a brief overview of the council's spend over the period, highlighting areas of opportunity for improvement,
 - the contracts register,
 - the delivery of procurement savings,
 - details of upcoming contracts,
 - a summary of all waivers to Council Contract Procedure Rules.

- **Access Harrow – customer service performance**

At the request of the scrutiny review of the council's use of performance information, we received a report on information on Access Harrow performance, details of popular service requests and levels of avoidable contact. This will help to inform the forthcoming scrutiny review of customer care.

- **Leisure management contract performance** – the relevant portfolio holders attended the sub-committee in February to discuss the performance of the contract. We have requested a further update on the both the performance and financial aspects of the contract.

- **Children looked after (CLA) – education and attendance**

As Chair and Vice-Chairman we have had some concerns about performance in this area based on our consideration of the Corporate Scorecard. Along with the Children's Scrutiny Lead Members and the Vice-Chairman of O&S we met with officers, including the new Virtual Headteacher for CLA, to discuss performance. We look forward to receiving details of the Virtual Headteacher's action plan.

- **Project activity** – The Chair has been a member of both phases of the scrutiny review group of the council's use of performance information. The Vice-Chairman is the chair of the standing scrutiny review of the budget.

- **Past reviews** – we have also monitored progress on past reviews, including:

- Economic development strategy action plan (an update on work undertaken since the Sustainability Review was completed)
- Measuring up: council's use of performance information – phase 1
- Better Deal for Residents' review – interim report – project management

Next steps

This year has been productive for the sub-committee. The work of the scrutiny review of the use of performance information has certainly helped to raise the profile of the sub-committee and we look forward to recommendations from that review being implemented in 2012/13, thereby enabling us to take a timelier look at the service and financial performance of the council.



Councillor Sue Anderson
Chair, Performance and Finance
Scrutiny Sub-Committee



Councillor Barry Macleod-Cullinane
Vice-Chairman, Performance and Finance
Scrutiny Sub-Committee

Committee meetings	3
Attendance by Portfolio Holders	Cllr Perry, Portfolio Holder for Performance, Customer Services and Corporate Services (1) Cllr Idaikkadar, Portfolio Holder for Property and Major Contracts (1)

Report from the Adult Health and Social Care Lead Members and Health and Social Care Scrutiny Sub-Committee

Our Sub-Committee

The Health and Social Care Sub-Committee considers health, social care and wellbeing issues key to Harrow residents on a local, London wide and national level. A number of imminent changes are being put in place and are soon to be implemented in the health and social care environment with the passing of the Health and Social Care Act. This has been much of the focus of the committee in 2011/12.

The role of the Adult Health and Social Care Scrutiny Lead members is to consider a range of important health and social care issues that affect Harrow both at committee level and also outside of the committee. We work closely with the Director for Community Health and Wellbeing, colleagues at NHS Harrow, North West London Hospitals and with other key providers of health and social care services in the borough.

Some of the work we carry out as leads is referred on to the Health and Social Care Scrutiny Sub-Committee for formal consideration of key issues. This year has been extremely busy and there has been a great deal of crossover between our work as lead members and our work with fellow members on the Health and Social Care Scrutiny Sub-Committee.

Proposed merger of Ealing Hospital Trust and North West London Hospitals

Over the course of this year we have spent a substantial amount of time looking at the proposed merger of Ealing Hospital Trust (EHT) and North West London Hospitals Trust (NWLHT). Discussions on the merger took place both in the formal committee setting and in extremely valuable informal joint meetings with fellow councillors from Brent and Ealing. Colleagues from NWLHT and EHT also participated in the informal meetings with the three boroughs.

It is hoped that the potential merger will realise savings by replacing the two trust boards with one, creating an opportunity to unify management, streamline work processes and simplify management structures and achieve Foundation Trust status. The merged organisation also aims to provide the clinical vision to deliver an integrated healthcare service through the Integrated Care Organisation and increased partnership with GPs and social care sector.

Consultation on the Outline Business Case for the merger (OBC) was conducted with Local Involvement Networks (LINKs) as there was no statutory obligation to consult with key bodies such as the scrutiny functions in the affected boroughs. Nevertheless, we submitted our response to the proposals in February and these will be included in the Final Business Case (FBC) for the merger which will be published in the spring of 2012.

Although the benefits of a merged organisation are understood, we have reiterated our concerns in our submission including the issue of accessibility and transport, how the changes will be conveyed and communicated to the public, and the need to improve accessibility of community services as part of the plan to reduce hospital care. The impact of the changes on A & E services and whether Northwick Park Hospital will be able to cope with the anticipated increase in patients and whether the plans to improve access to GP services will actually be realised were also key concerns for the committee.

We also emphasised that joined up IT services will be essential for collaborative working between GPs, community services and hospitals. Maintaining a borough based focus especially in terms of the delivery of community services was also highlighted as key for the merged organisation. The need for an equalities impact assessment on the merger proposals, which was absent from the OBC, was stressed in our submission.

The distinction of the merger as a management change without consideration of the possible service changes has been a key concern for the committee. In the public's view, a management merger is immediately perceived as a service change. The committee will be keenly watching whether any of the proposals arising from current 'Shaping a Healthier Future' project being carried out by NHS North West London has any implications on the newly merged organisation.

NHS Harrow and North West London Hospitals Trust Budget Position

Historical debt, an ageing population, an increase in emergency care, use of agency staff, increased demand due to chronic illness and in some instances double running costs have all led to significant challenges to the budget position for NHS Harrow. The committee considered the budget and savings plans to manage the challenges at their meeting in September 2011.

The committee also considered the budget and savings position at a second, more focussed meeting in February 2012, where they took the opportunity to look at the implications of the budget and savings position of the commissioner (NHS Harrow) on the providers, NWLHT and vice versa.

The committee will be keen to see how finances take shape over the coming year, especially as plans go forward and the Clinical Commissioning Group (led by GP consortium) take over the role of commissioning.

Review of Primary Care Urgent Care in Harrow

This year, the committee considered NHS Harrow's review of Primary Care Urgent Care in the borough which addressed the steps being taken by NHS Harrow to ensure that patients are able to access services appropriate to their clinical need. The review was also carried out to explore the reasons why patients used Primary Care Urgent Care services in the way they did. Following the review, proposals for improving patient outcomes to make Primary Care Urgent Care services more efficient were developed. Amongst the findings from the review was that NHS Harrow was at times in effect, paying for the same service twice due to the way patients accessed services in the borough.

It was shown that the lack of accessibility to GP services was a reason why a large number of patients used these urgent care services as their main source of non-urgent primary care. The review highlighted that some patients would benefit from continuity of care whilst others wanted to see a GP or any professional at a convenient time. As a result of the review, NHS Harrow set in motion plans to make access to urgent care consistent across the borough, expand Urgent Care Centres to reduce pressure on A&E, communicate the message that walk-in centres, Urgent Care Centres and A&E should be for urgent cases only and improve access to GPs.

The committee will be looking to see if better 'signposting' has an impact on ensuring that patients are referred to and are accessing the most appropriate service and that access to GPs, which has been a challenge for a while, improves. This is the key to ensuring that the right services are accessed for the right purposes. The committee will also be keen to review the impact of the changes in terms of the impact on budgets and the savings that are achieved.

Temporary closure of Central Middlesex Hospital A&E

In relation to the review of Primary Care Urgent Care, in November 2011 we were surprised to hear of the temporary closure of Central Middlesex A&E between the hours of 8am and 7pm through a local paper. Having discussed it informally in our leads meeting, we decided it was important for the committee to get a full explanation of the reasons for the closure at a committee meeting.

We learnt that the temporary closure of the Central Middlesex Hospital A&E department followed the establishment of the GP led Urgent Care Centre at the hospital. The Urgent Care Centre absorbed approximately 70% of the workload for the A&E department which had been run exclusively by agency staff at a rate of approximately two patients per hour. It was reported that middle grade staff had been increasingly difficult to recruit and retain.

An action plan was developed to manage the situation and advertisements for five new Consultants and a Clinical Director were produced in February 2012. In addition, a recruitment drive had been initiated to tackle recruitment issues with middle grade staff. We will consider the action plan and the impact of the closure in the coming months and explore how the plans for the NHS NWL cluster as a whole impact on this situation.

Review of Infant Mortality Rates in Harrow

We considered the infant mortality rates in the borough in the early part of the year in our capacity as lead members, following concerns raised about an increase in the rate. As a matter of significant importance, we took the issue to the Health and Social Care Scrutiny Sub-Committee.

The issue and potential causes were addressed at a committee meeting where the Director of Public Health explained that no single factor could be attributed as the main cause of the recent increase. The main national and local risk factors associated with infant mortality rates were known to be due to child poverty, overcrowding, late antenatal booking, low birth weight babies, reduced vaccination rates and difficulty accessing interpretation services.

Preventative action such as increasing the uptake of antenatal care and looking at the provision and quality of housing in the borough was being put in place to address this issue. It will be important that this issue is reviewed in the new municipal year.

Health Reforms Progress and Implementation

In our role as lead members we have also kept a close eye on health reforms nationally and the progress of implementation of these reforms in the borough in relation to health, social care and public health.

Subject to parliamentary approval, Health and Wellbeing Boards (HWBB) will become a statutory committee of local authorities by April 2013. The shadow HWBB in Harrow was established in September 2011 and is fully in operation and making progress. The relationship the Health and Social Care Sub-Committee has with this board will be very significant as we move forward. The key output of the HWBB will be the Joint Strategic Needs Assessments and Joint Health and Wellbeing Strategy which the committee will be reviewing as it develops in the coming months.

The Health and Social Care Sub-Committee has also spent some time over the course of the year looking at Public Health and the progress in bringing it fully into the council and the Public Health Transition plan will be presented to the committee in July 2012.

The establishment of HealthWatch, which will take over from the Local Involvement Networks (LINKs) from April 2013 has also been considered by the committee. Overseen by HealthWatch England and part of the Care Quality Commission, HealthWatch will be the local consumer champion across the health and social care sector. Given this important role, key relationships will need to be forged between HealthWatch and our committee.

The committee has also made some progress in developing key relations with the Clinical Commissioning Group and the chair of the board regularly attends the Health and Social Care Scrutiny Sub-Committee. Further steps to develop relationships with lead GPs and members of the Clinical Commissioning Group will be extremely important for the future.

'Shaping a Healthier Future' North West London, Commissioning Strategy Plan 2012-15

At the end of 2011 we became increasingly aware of and engaged in the proposals for change in services delivery across the whole of the North West London cluster.

A high proportion of money is currently spent on hospitals as opposed to other parts of the health service and this needs to be redressed. The programme aims to tackle this by creating better primary and community services and developing a robust out-of-hospital model of care through joined up working with GP's, the community and Social Services whilst reducing the number of hospitals.

At the February committee meeting, the Director of Strategy for NHS NWL presented 'Shaping a Healthier Future', the programme that aims to improve accessibility to primary care clinicians and promote well co-ordinated access to specialists and, up-to-date facilities across North West London. A preferred options paper on the changes for North West London is anticipated by April 2012. A 12 weeks public consultation on the proposal is also proposed to run from June till September 2012.

A Joint Health Overview and Scrutiny Committee (JHOSC) will be established to provide external scrutiny and enable the eight different boroughs within North West London which are impacted by the proposals an opportunity to shape the proposals of the programme and actively respond to the consultation. The other authorities involved are Brent, Ealing, Hammersmith and Fulham, Kensington and Chelsea, Hounslow, Hillingdon and Westminster and, at the committee meeting on 7 February, members agreed to take part in the JHOSC. The first informal meeting of the JHOSC was held at the end of March 2012.

Children's Safeguarding

In February 2012, the Corporate Director for Children and Families raised a number of concerns regarding progress on delivering some of the recommendations made following the NHS London Safeguarding Children Improvement Team visit to the Harrow Health Community in October 2010.

As lead members we highlighted with other members of the Scrutiny Leadership Group our own concerns at the rate of progress. It was decided that an urgent review of the safeguarding children's arrangements in the borough was needed, to ensure that they were sufficiently robust. The review is focussed on whether all the appropriate services, procedures and individuals are in place and whether there is reasonable assurance and confidence that children at risk of significant harm in Harrow are sufficiently safeguarded. The work is currently underway and is expected to report in the early part of the 2012/13 municipal year.

Adults Local Account

The Corporate Director for Community Health and Wellbeing presented a report to the committee in December which set out the Directorate's approach to Quality Assurance (QA) that has led to the development of a Local Account for adult social care.

To ensure the authority is listening and responding effectively to service users and using all of the feedback channels available, Adult Services established the QA and Learning Board and produce a quality assurance report. The report provides an overview of the QA and learning activities undertaken across Adult Services.

The division is in the process of integrating the QA framework into the Adults' Service Plan 2011-14. Changes to the way social care services are monitored and inspected has meant that Adults' Services review their own quality assurance measures and the Local Account is the way councils with adult social care responsibilities report to citizens and consumers about performance in Adults' Services. We will be keenly monitoring progress of this and reviewing the Local Account in the year to come.

Adults' Services Consultation

We kept a watching brief on the adults' services consultation which ran from May –July 2011. The outcomes of the consultation were presented to Cabinet in October 2011 where the contribution policy was agreed. The Adults' Services consultation was viewed as a success because customers'/clients' views had been genuinely sought and listened to and the required equalities impact assessment had been written by the service users themselves. In the coming year, the Health and Social Care Scrutiny Sub-Committee will review the implementation of the contribution policy and its impact.

Personal Budgets and Re-ablement

Personal budgets are well established in Harrow and we have kept a watching brief on the progress through our meetings with the Director of Community Health and Wellbeing. At the end of 2011, progress was on track to reach the target of 50% of adult social care clients having personal budgets. The target for the cash element is 25% and this is proving more of a challenge. Further development of Shop 4 Support should greatly assist with this and we will be watching how this progresses in the new year. The department is also in the early stages of developing personal budgets for carers as well.

The Shop-4-Support system is also proving extremely beneficial for re-ablement. The re-ablement programme has been running for over a year in the borough and a reported 85% of those that participate in the programme do not go on to access further services. How this will measure up against some of the challenges for the service such as the change in demographics will be interesting to see.

Other areas of work

This year the Health and Social Care Scrutiny Sub-Committee also considered the Harrow Local Safeguarding Adults Board (LSAB) Annual Report 2010/2011. We also received a progress update on a key review on the closure of Pinner Village Surgery carried out the year before. The Quality Account of key providers in Harrow including North West London Hospitals, Royal National Orthopaedic Hospital and Central and North West London Foundation Trust were also scrutinised by the committee as will be done in the year to come.

Looking to the future

At a time of considerable change in the delivery and provision of health and social care services, keeping abreast of the emerging policies and service changes will be paramount. As detailed throughout the account of our work this year as lead members and also with the Health and Social Care Scrutiny Sub-Committee, there is a great deal of work that will need to be done over the coming year to monitor progress and consider service development and changes. Our key focus will be on:

- 'Shaping a Healthier Future' North West London, Commissioning Strategy Plan 2012-15
- Children's Safeguarding
- Health reforms progress and implementation
- Public Health transition



Cllr Ann Gate
Chairman Health and Social Care Sub-Committee



Cllr Vina Mithani
Vice-Chairman Health and Social Care Sub-Committee

Committee meetings	5
Attendance by Portfolio Holders	
Attendance by Partners	Rob Larkman , Chief Executive NHS Harrow and Brent (2)
	Javina Sehgal , Borough Director, NHS Harrow (3)
	Dr Amol Kelshiker , Chair, Harrow Clinical Commissioning Group (3)
	David Astley , Interim Chief Executive, North West London Hospitals Trust (2)
	Peter Coles , Interim Chief Executive, North West London Hospitals Trust (2)
	David Cheesman , Director of Strategy, North West London Hospitals Trust (1)
	Simon Crawford , Senior Responsible Officer, Organisational Futures Programme (2)
	Professor Rory Shaw , Medical Director, North West London Hospitals Trust (2)
	Dr Alfa Sa'sdu , Medical Director, Ealing Hospital Trust (2)
	Dr Andrew Howe , Director of Public Health (1)

Reports from the Lead Members and the Scrutiny Leadership Group

Leadership Group

Since the election in 2010, the Scrutiny Leadership Group, comprising the lead councillors and the chairs and vice chairs of the committees, has been meeting on a monthly basis to provide strategic direction for scrutiny. The group considers the timetabling of items for the committees and recommends the content of the work programme to the Overview and Scrutiny Committee. It also provides a forum through which the scrutiny councillors can share issues which have been brought to their attention, to ensure nothing is missed and that there is no duplication of effort.

The group also provides a forum within which we can ensure that scrutiny is working as effectively as possible. One of the key issues considered this year has been the role and remit of the leads. During discussions a number of us have made the point that the breadth of our responsibilities is significant and that trying to cover all issues that fall within our remit is overwhelming with the potential that our efforts are not focussed on the right things. In order to try to address this, we have decided that we will define more closely of our responsibilities but that we will do this based on evidence of performance of the council and our partners. We are therefore arranging detailed discussions with each of the corporate directors to discuss their service plans and their priorities. We have also requested information regarding the performance of each of our services and an analysis of the complaints they receive. In this way, we hope to be able to target our work. However, these are very challenging times and we will also keep an eye to the ever-changing policy horizon and we will leave space in our busy schedules to address any emerging issues.

As we enter the next administrative year, we may also choose to recalibrate the current lead areas, perhaps to reflect the changes introduced by the Chief Executive in his senior management reconfiguration.

The paragraphs below outline the work that each of the leads have undertaken during the last year.

Report from the Children's Leads

The role of the Children and Young People lead members is to consider issues which impact on the well-being of children across the borough. The shift in the policy environment since the change in national government in 2010 has brought with it much change in how children and young people are being served. Furthermore the impact of considerable cuts in public spending has led the council and its partners to review fundamentally how they deliver services to children and young people. Our work over the last year has reflected upon much of this.

Our areas of focus

We have held regular meetings with the Corporate Director of Children and Families to keep abreast of the issues affecting children and young people in Harrow and sought ways in which scrutiny can add value in continuing to meet their needs. Scrutiny's attention has also helped in the directorate's preparations for an Ofsted inspection in spring 2012.

- **Introduction of integrated targeted services for children and families**

In the last year we have seen the introduction of a new operating model for Children's Services. Staff, partners and service users have been involved in designing a new way of working for the directorate which is now named Children's and Families' Services. The new look service provides a more effective and targeted children's service with a single point of access – it reduces bureaucracy, ensures a more appropriate service for vulnerable children and families, and delivers efficiencies. This transformational approach also sees the re-location of a number of services into one building, consolidating them from six different sites. It has therefore been a time of significant change for the directorate and we have monitored the progress of the changes.

- **Academies**

In August 2011 seven of Harrow's high schools transferred to academy status, thus becoming autonomous from local authority control. The council provided support to allow this conversion in status and in doing so laid the groundwork for any subsequent transfers. The process of transfer and the lessons learned were considered by the Overview and Scrutiny Committee and we plan to monitor the impact of the changes over the coming year.

- **Safeguarding**

Early this year the Children's Access Team (CAT) and Multi Agency Safeguarding Hub (MASH) were introduced and bring together various partner services into one place to simplify access for residents and professionals. This was cited as best practice in Professor Eileen Munro's national review of child protection and we will make reference to this in scrutiny's current review of safeguarding.

- **Adoptions**

We were delighted last summer when Harrow's partnership with the charity Coram was cited as good practice in The Narey Report, a report by former Barnados Chief Executive Martin Narey into adoption services in the UK. In this, Harrow was singled out for praise for giving a greater role to the voluntary sector. The directorate has worked very hard in recent years around adoptions and the adoptions service has been transformed, making it one of the most effective adoption services in England.

- **Children Looked After**

We were concerned about the performance figures relating to the education and attendance of Children Looked After (CLA) which were persistently unsatisfactory. With a few of our scrutiny colleagues we held a briefing to examine the issues with council officers including the new virtual headteacher for all children looked after by the council. This new post is a part-time role held by one person with the intention that the service operates like a school in its own right. The factor with the greatest impact on attendance is the stability of the care placement and having a Personal Education Plan in place is also important. These are monitored and reviewed regularly. We will continue to liaise closely with the Corporate Parenting Panel and review their quarterly reports to ensure performance in this area improves.

- **Engaging young people**

As detailed elsewhere in this report, the Overview and Scrutiny Committee commissioned a light-touch review on engaging young people. We were both members of this project and worked with scrutiny colleagues, community representatives and young people from Harrow Youth Parliament to produce a report that aims to enhance the council's engagement and involvement with young people in issues that matter most to them.

Looking to the future

We are delighted that in the recent annual Ofsted performance assessment Harrow's Children's Service was assessed as performing outstandingly, making it one of the best children's services in the country. We hope that scrutiny's approach as a 'critical friend' over the next year will help to consolidate this position and make Harrow's services for children and young people even stronger. We intend to continue monitoring progress in rolling out the new operating model for Children's and Families' Services, including how the proposed hub and spoke model of children's centres develops. We will support an in-depth look into areas of focus through the scrutiny review of safeguarding and the Overview and Scrutiny Committee intends to take a critical look at the first year's operation and performance of the new academies in Harrow.

The national policy environment for local government and services for children and young people continues to change, around for example the school capital system following the James review, the Special Educational Needs green paper, and child protection with the Munro review. We will keep abreast of how these and other national policy landscapes develop and ensure that Harrow is well prepared to implement changes so that the success and well-being Harrow's children and young people is assured.



Councillor Christine Bednell
Policy Lead
Children and Young people



Councillor Krishna James
Performance Lead
Children and young people

Report from the Corporate Effectiveness Leads

Our areas of focus

We have continued to meet on a regular basis with the Assistant Chief Executive and the interim Corporate Director of Finance, now the interim Corporate Director of Resources, and we would like to thank them for the information which they have been able to share with us. Their briefings have enabled us to keep a regular eye on a number of areas:

- the budgetary performance of the council;
- the changes to the performance management regime in the aftermath of the abolition of National Indicator Set and removal of key roles from the Audit Commission;
- human resources - a key issue given the significant changes facing the organisation; and
- customer care

However, the main focus of our work has been on the council's debt recovery process. We have become increasingly aware of difficulties being faced by some of our more vulnerable residents with regard to the council's debt management processes. We must point out from the beginning that we fully endorse the council's vigilance in the pursuit of those of our residents who choose not to meet their civic responsibilities and pay their taxes and bills - we depend on this income in order to deliver services to our citizens. However, a number of very distressing cases have been brought to our attention which we felt warranted further investigation to assess whether or not our processes are achieving the right balance of objectives.

We approached this issue by taking a look at the debt collection performance of similar boroughs, in particular, was there any evidence to suggest that perhaps our approach was too heavy handed? If so we would have expected to see a greater proportion of our cases progressing through to bailiff action. There was no evidence of this and it seems we are much on a par with our colleagues. However, this did not explain the very distressing cases coming to our attention. It seemed to us that the council's 'one size fits all' approach to debt recovery was placing our most vulnerable residents at greater risk. We therefore decided to investigate what might be done to safeguard the small number of people whose circumstances and vulnerability mean that they are unable to pay their debts to the council.

Our challenge panel heard evidence from officers in Council Tax, Housing and Adult Care Services and we were also very grateful for the advice and comment received from Harrow Law Centre.

By considering a number of real case studies we were able to investigate the practice and we concluded that:

- the council must be able to identify vulnerable residents at an appropriate point in the debt recovery process - we must stop to assess whether or not the people we are pursuing for debt are experiencing specific issues which mean they are unable to pay their debts before we make decisions which could see their circumstances irrevocably damaged
- the council must set in place opportunities to share information - it is clear to us that information with regard to individuals' particular circumstances is available in different parts of the council and we must find a way of sharing this.

We also considered whether or not there is scope to 'centralise' the various debt recovery functions: however, we did not receive sufficient evidence on this point and we therefore propose to return to this next year.

Looking to the future

Like the other leads, we will be meeting with corporate directors early in the new municipal year to discuss their priorities and to focus our own activities. However, we have already agreed that our immediate focus will be on:

- Centralisation of debt recovery processes – as further evidence is made available
- The implementation of the mobile and flexible working project which should go live in the next few months and
- The use of data generated in Access Harrow



Cllr Jerry Miles
Policy Lead
Corporate Effectiveness



Cllr Tony Ferrari
Performance Lead
Corporate Effectiveness

Report from the Safer and Stronger Communities Leads

Our areas of focus

In the early part of this year, we considered the Strategic Assessment – this document provides the statistical information upon which the borough's Community Safety Plan is based. We were pleased to have been able to consider this document, and we noted that a number of the items included as priorities for the borough could also be picked up by the Safer Neighbourhoods Teams (SNTs) and the Neighbourhood Champions.

In this context we welcomed the results of the Metropolitan Police Service's review of the SNTs which was undertaken during 2011. We had been briefed on the likely changes to the SNTs during the year and had been able to register our concerns with the Borough Commander, Chief Superintendent Dal Babu. In July, the Metropolitan Police Service announced the results of the review:

- 'The Metropolitan Police Service remains firmly committed to dedicated Safer Neighbourhoods teams working to political ward boundaries
- Safer Neighbourhoods teams will work jointly across wards, on a temporary basis, to meet community and crime priorities
- The MPS will not reduce the number of PCs and PCSOs within Safer Neighbourhoods teams as a result of this review
- However, we will reduce management costs. There will be a reduction of 150 Safer Neighbourhoods Sergeants on a pro-rata basis across all boroughs'.

We also considered the Adults' Services consultation with a view to understanding how the best practice derived from this exercise could be shared across the organisation. Officers had consulted with service users on a number of changes/reductions to the services they receive as a part of the council's need to make significant financial savings. The consultation had been a remarkable exercise and, whilst service users were not happy about the savings, they at least understood why they needed to be made and were pleased to be able to influence the changes. We were keen to ensure that this excellent practice was shared across the organisation, particularly in the context of the Birmingham Judgement. We were pleased to hear that Adults' Services had been given the time to undertake this challenging consultation process effectively and in the process ensure that service users fully understood the issues.

We were pleased to have been briefed by officers on the **civil unrest** which took place across London and other parts of the country. In particular we wished to understand why the rioting which rocked the capital did not materialise in Harrow. We are very grateful to Chief Inspector Nick Davies, Finlay Flett, Head of Community Safety Services and Mike Howes, Service Manager, Policy and Partnerships for attending our briefing in September and informing us of the actions taken by the council, the police and the community which kept our citizens safe. The council was able to contribute evidence of the partnership effort which had prevented disturbances from occurring in Harrow to the Riots Communities and Victims Panel report '5 Days in August'

Looking to the Future

Like other scrutiny lead councillors, we will meet with relevant officers to discuss their service plans with them in order to identify priorities: however, there are a number of issues which we have already identified for consideration in the next municipal year:

- Maintaining the positive cohesion of our diverse community
- The future relationship between the council and the police, for example in progressing plans for co-location;
- The impact of the Olympics on policing in Harrow
- Smartwater ²
- The changes following the abolition of the Metropolitan Police Authority and the introduction of the Mayor's Office for Policing and Crime;
- The performance information which is produced by the police service and how this might be used by other agencies to support the commissioning function.
- How the changes to housing benefit are impacting on our community.



Cllr Chris Mote
Policy Lead
Safer and Stronger Communities



Cllr Nana Asante
Performance Lead
Safer and Stronger Communities

² Property marking system

Report from the Sustainable Development and Enterprise Leads

2011/12 has seen further national policy development in the field of sustainable development and enterprise including the draft National Planning Policy Framework, the Localism Act (specifically neighbourhood planning) and a new national housing strategy for England, *Laying the Foundations*. As in 2010/11 we have found our brief to be very wide ranging, cutting across the responsibilities of different directorates.

Broadly speaking we define *sustainable development* as that which meets the needs of the present without compromising the ability of future generations to meet their needs. We consider *enterprise* to be business activity within an economic development and/or regeneration context.

Our areas of focus

Given our broad brief, over the last twelve months we have recognised the need to keep ourselves well informed about our policy area. Our activities have included:

- Attending an LGA seminar on localism and neighbourhood plans
- Attending an LGA conference 'Making the Green Deal a Fair Deal'
- Attending a conference on climate change at City Hall
- Attending a solar panel presentation held at the council
- Visiting local affordable housing provision at Honeypt Lane, Rayners Lane and Richards Close
- Visiting a local eco home in Tintagel Drive

We have also received briefings from council officers on the following areas:

- The Place Shaping directorate service plan, attended by the relevant portfolio holders and divisional management team
 - The Carbon Reduction Commitment
 - Housing policy
 - The new housing repairs contract
 - Property and disposal, attended by the relevant portfolio holder
 - Mobile and flexible working, attended by the relevant portfolio holders
- **Place Shaping Directorate Service Plan 2011/14**
The Corporate Director outlined the major areas of focus for the directorate, which include:
 - The Local Development Framework Core Strategy
 - The Economic Development Action Plan and associated successful bids to the Mayor's Outer London Fund
 - The council's disposals programme
 - The mobile and flexible working project
 - **Carbon reduction commitment (CRC)**
This briefing covered CRC in schools as well as the Draft Corporate Carbon Reduction Strategy. Targets in this area are challenging; the council's target for carbon reduction is an average of 4% per annum, in keeping with the Mayor's target of a 60% reduction by 2025.

- **Housing policy**

The briefing covered housing needs, voids and allocations, affordable housing, flexible tenancies and resident engagement. At this meeting the Divisional Director proposed that scrutiny could support the work of the directorate by considering the council's future relationship with private landlords and the associated policy impact. This project has been included in the work programme and we will be participating as members of the review group.

- **The new housing repairs contract**

In 2007, the Council signed two five-year contracts with Kier for construction works, one of which related to repairs and maintenance for both corporate and housing properties, running until the end of June 2012. We were briefed on options for the future and supported the preferred option, to contract with a small number of local suppliers. This approach should achieve significant savings as well as economic benefits to the local community by using local suppliers. We have recommended that the Performance and Finance Sub-Committee monitor progress.

- **Property and disposal**

This briefing covered the Place Shaping Capital Programme 2011/12 to 2015/16. We discussed aspects of the programme with the Portfolio Holder, including the Civic Centre consolidation, Civic Centre site development, land acquisition and disposals strategy.

- **Mobile and flexible working**

This briefing covered plans for the implementation of the project. The project includes improving customer experience, improving the working life and performance of staff, replacing paper with electronic documents, rationalising use of office space and delivering efficiency savings.

Looking to the future

In 2011/12 we have sought to develop our knowledge and in the coming year we hope to prioritise our efforts in supporting and challenging the council's work in this area. In 2012/13 we will continue to encourage the council to consider all facets of sustainable development and enterprise. We will continue to monitor the impact of policy changes as well as major local developments such as the mobile and flexible working project.



Councillor Stephen Wright
Policy Lead
Sustainable Development and Enterprise



Councillor Sue Anderson
Performance Lead
Sustainable Development and Enterprise

Member development

This year's scrutiny member development programme has built upon the training and induction for scrutiny members last year and was agreed by the Scrutiny Leadership Group in June.

The aims and objectives for the programme addressed the following six areas:

- **Expertise:** To develop sufficient expertise and technical knowledge to deliver effective challenge.
- **Roles:** To consolidate the scrutiny arrangements and clarify the understanding of roles within them in order to champion the scrutiny function effectively.
- **Influence:** To assert scrutiny's influencing role by targeting recommendations.
- **Relationships:** To build relationships both externally with partner organisations and internally with officers and the Executive.
- **Evidence gathering and analysis:** To use evidence in the best way to inform constructive challenge and recommendations for future action.
- **Project planning:** To ensure that scrutiny projects are well-scoped and managed in order to achieve the desired outcomes.

In aligning scrutiny's training with the corporate member development programme, the Member Development Panel asked that sessions for scrutiny members be opened out to the all members and that the programme be incorporated into the corporate member development programme.

Social media – June 2011

Scrutiny members had also requested a session on social media which was delivered through the corporate member development programme. This should prove timely given scrutiny's extended use of social media to reach further into the community.

Community involvement and community leadership – October 2011

Requested by members to follow up the session on consultation in March 2011, this session explored councillors' role in community leadership and issues that needed to be considered with regard to community involvement. The session was delivered in house and was well received by councillors.

Being a scrutiny lead member – November 2011

To support scrutiny lead members, a session was held specifically exploring the expectations, skills and knowledge attached to these roles. This session was also delivered in house and received very good feedback from attendees. Their interactive delivery proved an engaging way for officers to deliver the training.

Project management – April 2012

This session was run by Office for Public Management for all councillors and explored issues around the different stages and processes involved in a well-run project and the different roles and skills required. It will also allow councillors to consider particular factors concerned with projects in a political environment.

Shifting relationships – date to be arranged

Given the level of changes in public services and the changing policy landscape within which these sit, relationships that the council and councillors have with other public sector bodies are changing. This training session will seek to explore the challenges around this, and consider specific implications of commissioning and transformation and scrutiny's role in this.

Report from the Call-In Sub-Committee

On 5 December 2011, the Call In Sub-Committee met to consider the decision made by Cabinet with regard to the Whitchurch Pavilion and Playing Fields taken on 17 November 2011 that:

- (1) having considered the findings of this report and, in accordance with officer recommendations, the Whitchurch Consortium be selected as the Council's preferred bidder for the purposes of further consultation as set out below;
- (2) the Corporate Director Place Shaping be authorised to:
 - I. consult Ward Councillors on the proposals put forward by the Whitchurch Consortium;
 - II. agree arrangements for the Whitchurch Consortium to present their proposed development plans in a public forum;
 - III. place statutory advertisements required in connection with the proposed leasing of the open space land and to consider and respond to any representations received as a result of the above actions;
 - IV. negotiate the Development Agreement, associated Service Level Agreement and Terms of the Lease;
- (3) note that the consultation results will be reported to Cabinet in due course prior to any final decision and that, in any event, no development shall take place unless and until the Whitchurch Consortium have obtained planning permission.'

The decision had been called in by the Abchurch Residents Association and other residents and ward councillors for Belmont, Canons and Stanmore Park wards.

The call in was made on the grounds that:

- Inadequate consultation took place prior to the decision being made; and
- There was an absence of adequate evidence upon which to base a decision

The sub-committee resolved (majority):

That the challenge to the decision be taken no further and the decision be implemented.

On 28 February 2012, the Call In Sub-Committee met to consider the decision made by Cabinet with regard to the Transformation Programme Mobile and Flexible Working project taken on 9 February that:

- (1) the implementation of the Mobile and Flexible Working project, as set out in the report, be approved.
- (2) the Corporate Director Place Shaping, in consultation with the Leader and Portfolio Holder for Finance and Business Transformation and the Portfolio Holder for Performance, Customer Services and Corporate Services, be authorised to take all actions necessary to implement the project.

The call in was made on the grounds that:

- Inadequate consultation took place prior to the decision being made; and
- There was an absence of adequate evidence upon which to base a decision

The decision had been called in by Councillors Christine Bednell, Stephen Greek, Barry Macleod-Cullinane, Chris Mote, John Nickolay, Joyce Nickolay and Simon Williams.

The sub-committee resolved that:

- (1) (unanimously) the call-in on ground (a) – inadequate consultation with stakeholders prior to the decision - be upheld and referred back to Cabinet for re-consideration as Members felt let down by officers because when the Overview and Scrutiny Committee Members requested a briefing on an item before Cabinet, they would expect to have received it before the Cabinet meeting took place.
- (2) the call-in on ground (b) - the absence of adequate evidence on which to base a decision – not be upheld due to insufficient grounds.



Cllr Jerry Miles
Chairman Call-In Sub-Committee



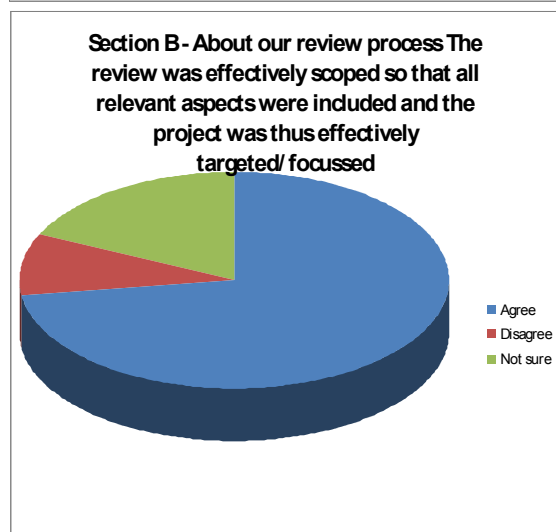
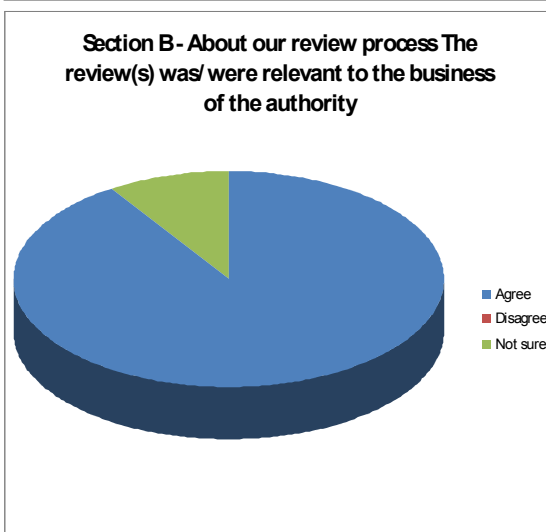
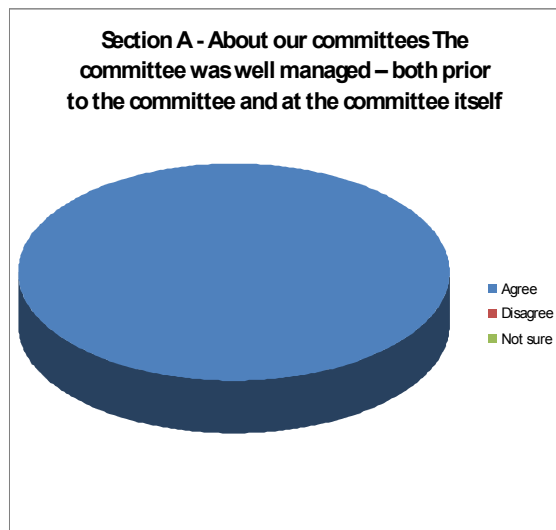
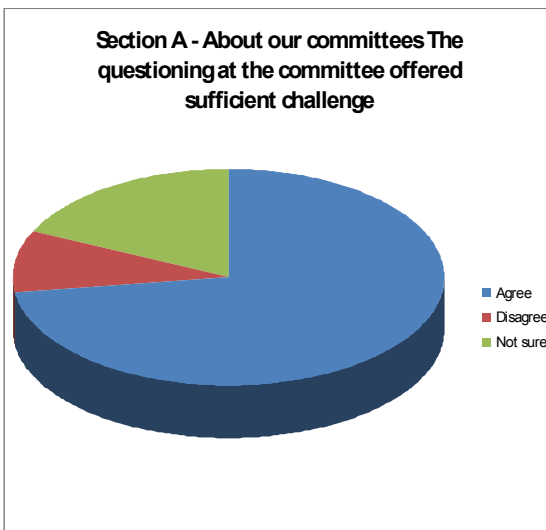
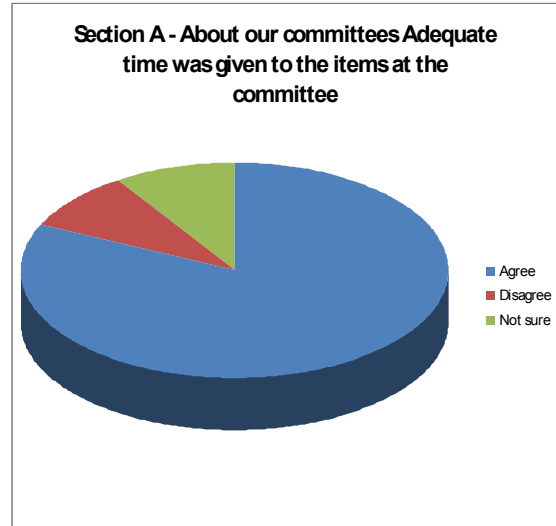
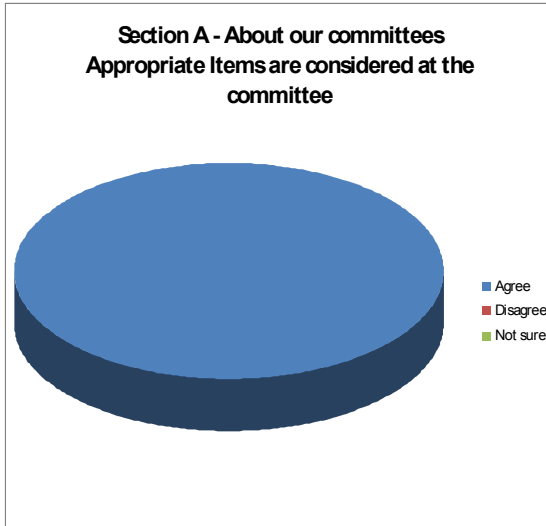
Cllr Paul Osborn
Vice Chairman Call-In Sub-Committee

Conclusion

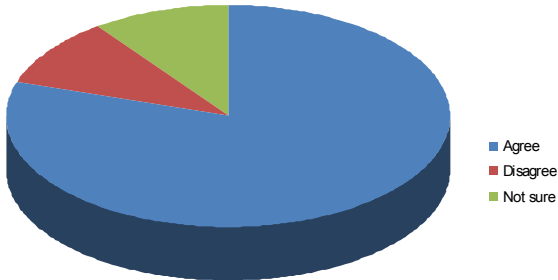
The next municipal year will continue to present significant challenges to the authority. The council and partners will face further, unprecedented reductions in our finances, our communities will continue to experience the rigours of recession and central government will continue to unveil their emerging policy programme. All of this creates a volatile context for the delivery of services to the people of the borough. The resources available to scrutiny are small and it is absolutely crucial that these resources are targeted where they can be of most benefit to the authority and to our residents. We will continue to champion the needs and well being of our residents.

Appendix One: Satisfaction Survey – Results and Responses

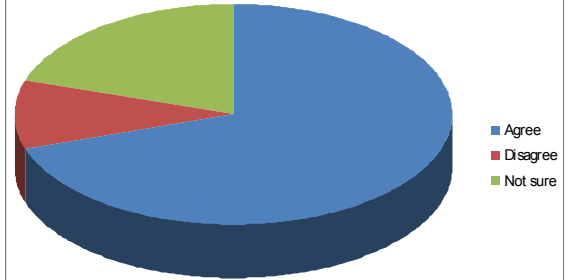
The charts below outline the results of the scrutiny survey which was carried out in spring of 2012. The response rate was unfortunately very low (17 overall) but the information provided will still provide useful insight as to our effectiveness. The results will be further considered by the Scrutiny Leadership Group.



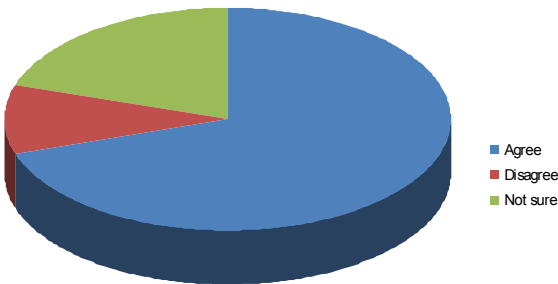
Section B - About our review process The project plan was well constructed and offered sufficient time for issues included in the scope to be properly considered



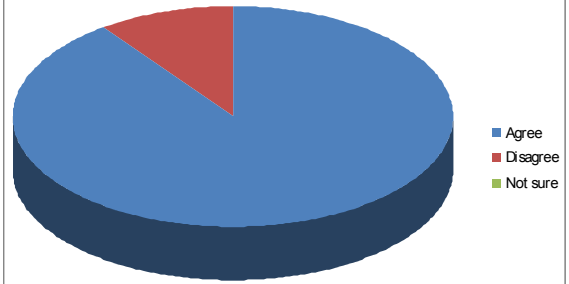
Section B - About our review process The review was provided with sufficient evidence upon which to base its findings



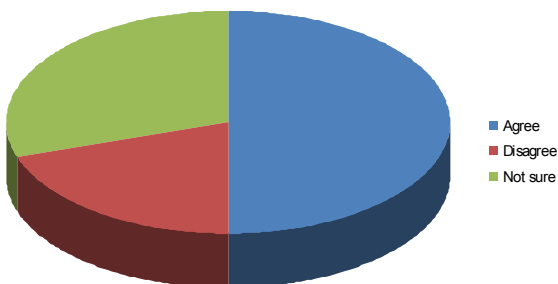
Section B - About our review process The scrutiny team provided effective support to the project through agenda planning, policy research, survey support and report drafting



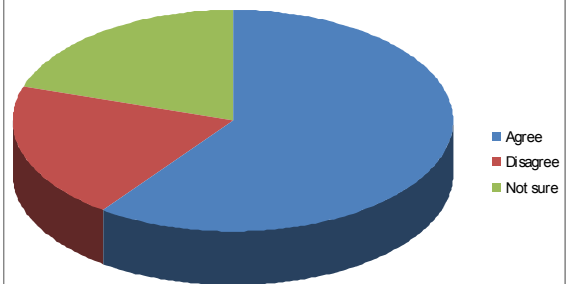
Section B - About our review process I felt fully engaged and informed with regard to the purpose of the project and how it would run



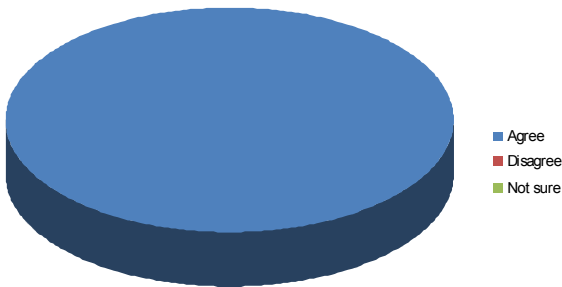
Section B - About our review process I felt fully engaged in planning the project



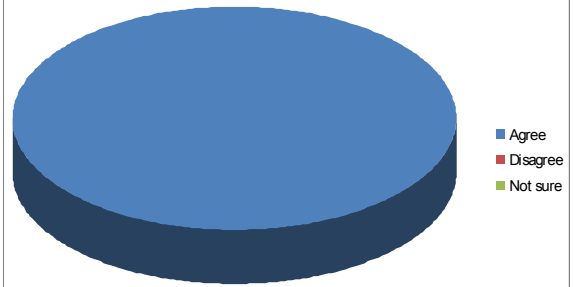
Section B - About our review process I felt fully engaged in determining the outcomes from the review



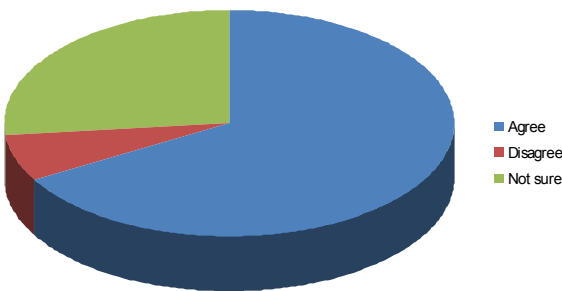
Section C - About our briefings The briefings are an effective way of keeping scrutiny aware of the major concerns of the council/ partners



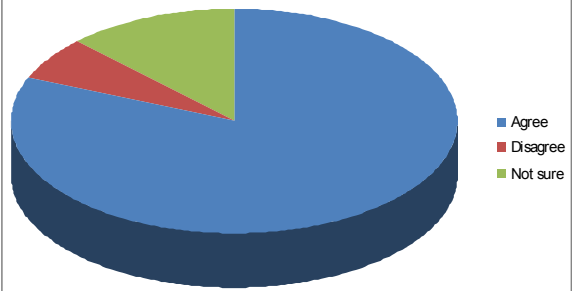
Section C - About our briefings The briefings are well timed and represent a good use of my time



Overall Scrutiny is effective in holding the Executive to account



Overall Scrutiny is effective in supporting the council and partners to improve their services



Overall Scrutiny is valued by the local authority and partners

