

Adult and Community Services Overview and Scrutiny Committee

12 July, 2006

Agenda

The Adult and Community Services Overview and Scrutiny Committee will meet at the **SHIRE HALL, WARWICK** on **WEDNESDAY, the 12 JULY, 2006 at 10.00 a.m.**

The agenda will be:-

1. General

- (1) Apologies for absence
- (2) Members' Declarations of Personal and Prejudicial Interests

Note: Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the Member must withdraw from the room unless one of the exceptions applies.

Personal interests relating to any item on the agenda arising by virtue of the members serving as District/Borough councillors are declared below:-

Councillor Les Caborn, Member of Warwick District Council.
Councillor Jose Compton, Member of Warwick District Council.
Councillor Richard Dodd, Member of Rugby Borough Council.
Councillor Mick Stanley, Member of North Warwickshire Borough Council.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

Councillor Ray Sweet, Member of North Warwickshire Borough Council.
Councillor Sid Tooth, Member of North Warwickshire Borough Council.

(3) Minutes of the Adult and Community Services Overview and Scrutiny Committee Meeting held on the 17 May 2006 (copy attached)

2. Public Question Time

Up to 30 minutes of the meeting is available for members of the public to ask questions on any matters relevant to the business of the Adult and Community Services Overview and Scrutiny Committee.

Questioners may ask two questions and can speak for up to three minutes each.

To be sure of receiving an answer to an appropriate question, please contact Ann Mawdsley on 01926 418079 or e-mail annmawdsley@warwickshire.gov.uk at least five working days before the meeting. Otherwise, please arrive at least 15 minutes before the start of the meeting and ensure that Council staff are aware of the matter on which you wish to speak.

ITEMS FOR SCRUTINY

3. Customer First Progress Report

Report of the Strategic Director for Adult Health & Community Services.

This report updates Members on the progress of the Customer First Team and the outcomes of fourth Customer First Conference held on 22 May 2006.

Recommendation

Adult and Community Services Overview & Scrutiny Committee are asked to consider and note this report.

For further information please contact Kim Bolton, Principal Officer – User Involvement, Tel: 01926 412121 E-mail kimbolton@warwickshire.gov.uk.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

4. Enhanced Engagement with Users and Staff

Report of the Strategic Director for Adult Health & Community Services.

Discussions between the Chair of Adult and Community Services Overview and Scrutiny Committee and Members of the Committee at recent meetings have highlighted the desire of the Committee to be more engaged with users and staff to improve their knowledge and understanding of services and to equip them to undertake their role more effectively.

The Strategic Director for Adult, Health and Community Services agreed to draft a paper outlining ways in which this engagement could be enhanced for further discussion and agreement. It is important to recognise that this process will evolve and that what is required now is unlikely to be what is required in the future.

Recommendation

Members of the Adult and Community Services Overview and Scrutiny Committee are invited to discuss the suggestions in this paper and to agree a way forward. Officers can then implement the approach favoured by the Committee.

For further information please contact Graeme Betts, Strategic Director for Adult, Health & Community Services, Tel: 01926 412198 E-mail graemebetts@warwickshire.gov.uk.

5. Adult Social Care Performance Report

Report of the Strategic Director for Adult Health & Community Services.

This report highlights key messages from the 2006 Delivery and Improvement Statement and provides Members with progress on the 2005/06 Performance Improvement Plan.

Recommendation

To note and endorse key priorities outlined in the 2005/06 Delivery and Improvement Statement and progress made since the 2004/05 CSCI Judgement.

For further information please contact Kim Harlock, Service Manager (Commissioning), Tel: 01926 731078 E-mail kimharlock@warwickshire.gov.uk or Jon Reading, Assistant Service Manager (Planning), Tel: 01926 731079 E-mail jonreading@warwickshire.gov.uk.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

6. Developing Adult, Health & Community Services

Report of the Strategic Director for Adult Health & Community Services.

This report sets out the proposed strategic direction for the Adult, Health and Community Services Directorate. It makes proposals for the development of the structure, systems and culture of the organisation.

To agree the proposals in the report for the structure of the new Directorate.

Recommendation

That the Committee agree the proposals in the report for the structure of the new Directorate.

For further information please contact Graeme Betts, Strategic Director for Adult, Health & Community Services, Tel: 01926 412198 E-mail graemebetts@warwickshire.gov.uk.

7. Review of the Cultural Strategy – Final Report

Report of the Cultural Strategy Review Panel.

This is the final report for the Scrutiny Review of the Cultural Strategy.

Recommendations

1. That the final report of the review of the Cultural Strategy be approved;
2. That the report be passed onto Cabinet with the following recommendations:
 - a) That no steps be undertaken to replace the current cultural strategy 2003-06 with another strategy;
 - b) That future work in this area be referred to as Culture, Leisure and Sport;
 - c) Notwithstanding 2. a) above the current cultural strategy be assimilated in the overall promotion of culture leisure and sport within the development of the local area agreement and existing community strategies;
 - d) That amongst the options being explored to develop services in this area; consideration be given to the feasibility of a County Wide Cultural 'Champions' Forum and a website portal providing a single point of access for all cultural, leisure and sports activities within Warwickshire.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

3. That an update on the progress of the recommendations contained in the report be submitted to the January meeting of the Scrutiny Committee.

For further information please contact Bill Basra, Corporate Partnerships Officer, Tel: 01926 476828 e-mail billbasra@warwickshire.gov.uk or Tricia Morrison, Corporate Review Manager Organisational Development Team, Tel: 01926 736319 E-mail triciamorrison@warwickshire.gov.uk.

8. e-Public Libraries User Survey

Report of the Strategic Director for Adult, Health & Community Services.

This report summarises the results of a survey undertaken across all libraries in Warwickshire to ascertain the views of members of the public on computer facilities in libraries.

Recommendation

Committee is asked to note the results of the e-Public Library User Survey and its conclusions and to endorse the action plan.

For further information please contact Ayub Khan, Manager, Core Services, Quality & Operations, Tel: 01926 412657 E-mail ayubkhan@warwickshire.gov.uk or Edwina Cordwell, Head of Libraries, Learning & Culture, Tel: 01926 412164 E-mail edwinacordwell@warwickshire.gov.uk.

9. Review of Scrutiny

Report of the Strategic Director for Performance and Development.

This report advises members of the arrangements for the review of the overview and scrutiny function. Seeks views on the future role of overview and scrutiny and how its effectiveness can be improved.

Recommendation

That Members comment on:

- the future role of overview and scrutiny
- the changes they would like to see to improve the effectiveness of overview and scrutiny.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

For further information please contact Jane Pollard, Overview and Scrutiny Manager, Tel: 01926 412565 e-mail janepollard@warwickshire.gov.uk.

10. EFQM Excellence Model to Assess Departments

Report of the Strategic Director for Performance and Development.

Background to the EFQM process, giving Members context for considering the reports from individual departments.

Recommendation

Adult & Community Services Overview & Scrutiny Committee is asked to note this report which gives the background to the EFQM process.

For further information please contact Mandeep Kalsi, Administrative Officer, Tel: 01926 412341 e-mail mandeepkalsi@warwickshire.gov.uk.

11. LHTS EFQM Assessment Report

Report of the Strategic Director for Performance and Development.

The paper provides an overview of the feedback received following LHTS assessment against the EFQM Excellence Model, together with priorities for improvement.

Recommendation

That the Adult Health & Community Services Overview & Scrutiny Committee note the feedback received following the LHTS assessment against the EFQM Excellence Model and the proposed areas for improvement.

For further information please contact Karen Smith, Customer Relations Manager, Tel: 01926 414103 e-mail karensmith@warwickshire.gov.uk.

12. Social Services EFQM Assessment Report

Joint Report of the Strategic Director for Adult, Health and Community Services and the Strategic Director of Children and Family Services.

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

The paper provides an overview of the feedback received following Social Services assessment against the EFQM Excellence Model, together with information about how areas for improvement will be pursued.

Recommendation

That the Committee note the feedback received following the Social Services assessment against the EFQM Excellence Model and the way areas for improvement are being taken forward in the new directorate structure.

For further information please contact Karen Smith, Customer Relations Manager, Tel: 01926 414103 e-mail karensmith@warwickshire.gov.uk.

ITEMS FOR INFORMATION

13. Provisional Items for Future Meetings and Forward Plan Items Relevant to the Work of this Committee

A table setting out provisional items for future meetings is attached.

Forward Plan

Council – 18 July 2006

Adult and Community Learning Plan

14. Any Other Items

which the Chair decides are urgent.

JIM GRAHAM
Chief Executive

Adult and Community Services Overview and Scrutiny Committee Membership

Councillors Les Caborn, Jose Compton, Jill Dill-Russell, Richard Dodd, Marion Haywood, Nina Knapman, Frank McCarney, Helen McCarthy, Mota Singh, Ian Smith, Mick Stanley and Ray Sweet.

Portfolio Holders:- Councillor Colin Hayfield (Adult and Community Services)

The public reports referred to are available on the Warwickshire Web
www.warwickshire.gov.uk/committee-papers

The reports referred to are available in large print if requested

General Enquiries: Please contact Ann Mawdsley on 01926 418079

E-mail: annmawdsley@warwickshire.gov.uk

Enquiries about specific reports: Please contact the officers named in the reports.

The public reports referred to are available on the Warwickshire Web
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