

Overview and Scrutiny Annual Report 2016-2017

Critical Friends Working for Warwickshire



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Introduction

Overview and Scrutiny Committees comprise Councillors from all political groups who are not members of the Council's Cabinet and although they do not have decision making powers they do have considerable influence through their public scrutiny of issues as well as through the advice and recommendations they provide to Cabinet, the Council and partners.

The committees allow the voices and concerns of Warwickshire's communities to be heard and ensure that the Council is working in the best interests of the people who live and work here.

The key aim of the Committees is to improve service provision in Warwickshire and this is done most effectively through well-reasoned, realistic and evidence based recommendations. Through this diligent approach, the committees have been able to influence decisions through the revision or withdrawal of proposals but have also played an important part in policy development.

Over the last 12 months the Overview and Scrutiny Committees have reviewed and evaluated a wide range of services across the Council and have acted as 'critical friend'.

They have worked with the County Council officers, external partners and agencies, members of the public as well as the Council's Democratic Services Team to provide a robust scrutiny function.

This report highlights the work undertaken by the committees from May 2016 to April 2017

Overview and Scrutiny in Numbers

39



Elected Members sat on

4

Overview & Scrutiny Committees



There were

27



Overview and Scrutiny meetings during 2016 - 2017.

84%

of members of Task and Finish Groups in 2016 - 2017 were also members of an Overview and Scrutiny Committee.

There were 20 recommendations made to Cabinet.

All were approved

During the year, over

1250


residents watched Overview and Scrutiny Committees via web streaming.



During 2016/17 there was one call-in relating to a decision made by the Portfolio Holder for Adult Social Care.

That's an average of almost 50 people per meeting.

Membership 2016/17



Adult Social Care and Health OSC 2016/17

This committee reviews and scrutinises the provision of public services in Warwickshire relating to adult social care services including social care to older people and people with disabilities, policies and services for safeguarding adults and any matter relating to the planning provision and operation of health services for adults and children in Warwickshire

Chair:

Councillor Alan Webb

Committee Members:

Councillor Corinne Davies **Councillor Mike Perry (Vice Chair)**
Councillor Bob Hicks **Councillor Wallace Redford**
Councillor John Holland **Councillor Howard Roberts**
Councillor Jeff Morgan **Councillor Kate Rolfe**
Councillor Heather Timms

Co-opted Members:

(Voting only on matters relating to health services)

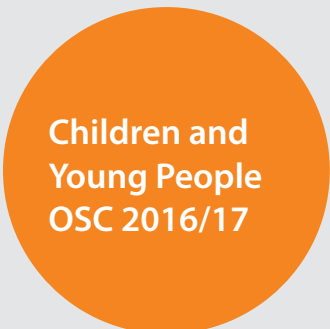
Councillor Margaret Bell -
(North Warwickshire Borough Council Representative)

Councillor Belinda Garcia -
(Rugby Borough Council Representative)

Councillor Justin Kerridge -
(Stratford-upon-Avon District Council Representative)

Councillor Neil Phillips -
(Nuneaton and Bedworth Borough Council Representative)

Councillor Pam Redford -
(Warwick District Council).



Children and Young People OSC 2016/17

This committee reviews and scrutinises the provision of public services in Warwickshire relating to education and skills, services for children, families and young people including schools, 16-19 years education, pre-school children, child protection, family support and social care, children with specific needs and the Youth Service.

Chair:

Councillor Dave Parsons

Committee Members:

Councillor Mike Brain **Councillor Clive Rickhards**
Councillor Jonathan Chilvers **Councillor Dave Shilton**
Councillor Julie Jackson (Vice Chair) **Councillor Angela Warner**
Councillor Caroline Phillips **Councillor Mary Webb**
Councillor Chris Williams

Co-opted Members:(Voting only on matters relating to education)

Joseph Cannon -
Church Representative

Peter Law -
Church Representative

John McRoberts -
Parent Governor

Mike Oldridge -
Parent Governor



Communities OSC 2016/17

This committee reviews and scrutinises the provision of public services in Warwickshire relating to community safety, trading standards, transport and highways, economic development and environment, adult learning, heritage, tourism, flood risk management and emergency planning

Chair:

Councillor Philip Johnson

Committee Members:

Councillor Chris Clarke (Vice Chair)

Councillor Sarah Boad

Councillor Richard Chattaway

Councillor Yousef Dahmash

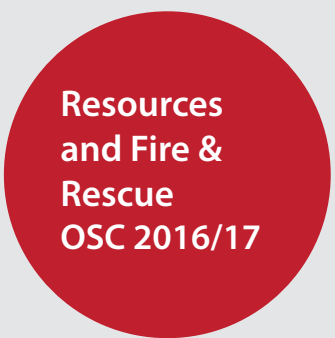
Councillor Jenny Fradgley

Councillor Mike Gittus

Councillor Joan Lea

Councillor Jenny St. John

Councillor Wallace Redford



Resources and Fire & Rescue OSC 2016/17

This committee reviews and scrutinises the provision of public services in Warwickshire relating to fire & rescue, budget, medium term financial plan, corporate business plan, planning and performance arrangements, finance, property, information technology, facilities management, workforce strategy and development, law and governance, libraries, customer service and communications

Chair:

Councillor Matt Western

Committee Members:

Councillor John Appleton

Councillor Nicola Davies

Councillor Neil Dirveiks

Councillor Peter Fowler

Councillor Brian Hawkes

Councillor Bernard Kirton

Councillor Keith Kondakor

Councillor Phillip Morris-Jones (Vice Chair)

Adult Social Care and Health Overview and Scrutiny Committee 2016 - 2017



**Chair of the Adult Social Care and Health
Overview and Scrutiny Committee**

Councillor Alan Webb

“ The Adult Social Care and Health Overview and Scrutiny Committee has considered a wide range of service areas over the last year, responding to consultations from NHS partners, reviewing new areas and receiving updates on previous scrutiny work. The role of the Committee is important in the challenging times faced by Health and Social Care. Through the Sustainability and Transformation Plan and associated service reconfigurations, its workload will be significant in the coming year. My thanks go to the Committee members for their support and hard work, to our senior officers and those from our partner organisations who all contribute to the work of the Committee. ”

Highlights

Presentations and updates are used by the Committee to keep them abreast of changes in legislation, revised strategies and/or changes in service delivery. During the year the Committee reviewed -



A revised Domiciliary Care Service model, including a revised care at home contract for Domiciliary Care, Supported Living, Live in Care and Clinical Care.



Falls Prevention and Management. This is a complex area which requires a 'system wide' partnership approach (health, social care, public health and housing).



The system redesign for Child and Adolescent Mental Health Services.



Housing Related Support (HRS), the service which enables people to gain the skills needed to be able to live independently. This followed the Cabinet decision to restructure HRS services in order to achieve savings requirements of the One Organisational Plan.



The quality of current care home provision within Warwickshire, including progress in implementing a new quality assurance and improvement model and the 'See, Hear and Act' strategy to gather feedback on the quality of care provision.

Public Health

The Director of Public Health attends every meeting of the Overview and Scrutiny Committee, providing important updates to members. He has reported the outcomes from the current Joint Strategic Needs Assessment (JSNA) and plans to move to a 'place based' approach for the next JSNA, which were supported by the Committee. This will involve defining approximately 15-20 geographies, compiling the data for each area and then producing the needs assessments for that area.

Health

The Committee has an important role maintaining checks and balances on the performance of local health commissioners and providers whose services impact on the lives of local residents. It has considered a range of health issues with some highlights being provided below:



Care Quality Commission (CQC) Inspections - The Committee reviews the reports of CQC inspections of health (and social care) providers and monitors implementation of the resultant action plans. During this year CQC reports were published for the Coventry and Warwickshire Partnership Trust and South Warwickshire Foundation Trust.

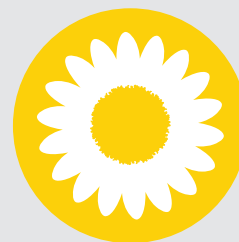
Discussions with West Midlands Ambulance Service (WMAS), which secured better response time performance information for the Rugby area. This work evidenced the increasing number of service requests, commissioning challenges and wider system issues. Members furthered their knowledge by visiting the WMAS 'hub' at Coventry.

A key area of work is the Sustainability and Transformation Plan (STP). This will review service delivery across Coventry and Warwickshire. There will be service reconfigurations, requiring formal consultation through a joint health overview and scrutiny committee with Coventry. STPs have an impact for residents who access health services in neighbouring areas and an example of this was the Oxfordshire Health and Care Transformation. The Committee questioned representatives of South Warwickshire Foundation Trust and South Warwickshire CCG on how they had been involved in this consultation and future service planning. A key focus in the Committee's response was the review of maternity services at the Horton General Hospital.

Five Quality Account reviews were held in 2016/17, working closely with NHS Trusts on quality assurance. These 'task and finish' groups are conducted with Coventry City Council, Healthwatch and local councillors from Coventry and Warwickshire.

Liaison with Health and Wellbeing Board

The Committee considered the updated Health and Wellbeing Strategy and the progress against that Strategy. There are significant changes within the health and social care system which will continue with the Sustainability and Transformation Plan and associated service reconfigurations.



Work with Healthwatch Warwickshire

The Committee engages with Healthwatch Warwickshire, the voluntary organisation that provides the 'patient voice'. A presentation on its Personal Independence and Community Resilience work and a multi-agency item on the consideration of transport services for new developments are examples of this useful relationship.



Key Organisations monitored by the Committee



Clinical Commissioning Groups

Coventry and Rugby
Warwickshire North
South Warwickshire

Provider Trusts

Coventry and Warwickshire Partnership Trust
George Eliot NHS Hospital Trust
South Warwickshire Foundation Trust
University Hospitals Coventry and Warwickshire
West Midlands Ambulance Service

Key partners that the Committee engages with as part of its remit

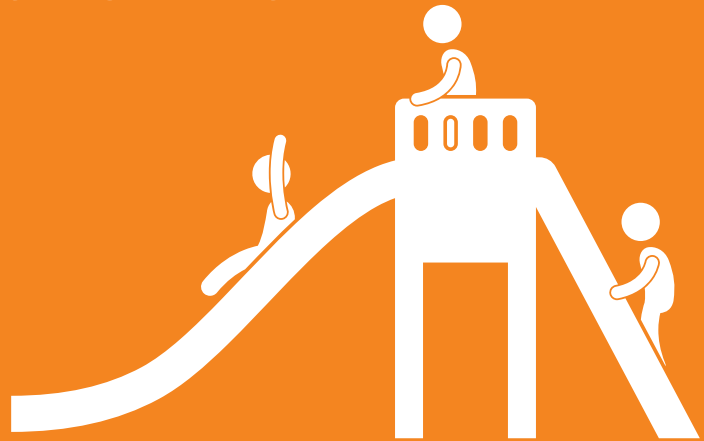


NHS England
West Midlands Regional Health Scrutiny Group
Care Quality Commission
District and Borough Councils
Healthwatch Warwickshire and Healthwatch Coventry
Coventry City Council Health and Social Care Scrutiny Board
Arden Commissioning Support Unit

Call-in of executive decision

One of the Committee's roles is to challenge executive decisions through a 'Call in' process. A Call-In allows councillors to put a halt on decisions in order to question and challenge them. This allows time for the overview and scrutiny committee to have a closer look at the decision before it can be implemented.

Children and Young People Overview and Scrutiny Committee 2016 - 2017



**Chair of the Children and Young People
Overview and Scrutiny Committee**

Councillor Dave Parsons

“ Now that my two year tenure as Chair has come to an end, I wish to place on record my thanks to all members, officers and attendees who have contributed to the function of the Committee throughout the period 2013-17.

In 2016 the Warwickshire Multi-Agency Safeguarding Hub (MASH) became fully operational. Although many challenges have presented themselves, the MASH will play a crucial role in the safeguarding of Warwickshire’s children and young people now and into the future.

The 0-5 Strategy has continued to progress as it seeks to ensure that all of Warwickshire’s young children, regardless of background and socio-economic situation, are school ready at age 5. The Committee was also pleased with the Council’s efforts and strategies which are seeking to reduce the need for Warwickshire children to enter the care system.

It is my personal view that the Committee is well placed to continue to help and make a difference to the lives of children and young people in Warwickshire.

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Highlights



Vulnerable Children

A large part of the Committee's work has been concerned with vulnerable or disadvantaged children as illustrated by the Committee's scrutiny of the Child Poverty Strategy, of Looked After Children (in particular what is being done to reduce the need for children to become or remain looked after) and the Closing the Gap Strategy.

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The Committee have been particularly challenging of the Cabinet Portfolio Holder on the speed of establishment of the Multi Agency Safeguarding Hub and have sought, and received, assurances on resources, partner input and ability to deal with increased demand. Of particular concern has been the level of children's social workers and Council in February agreed to invest in 40 additional children's social workers to reduce caseloads and provide greater support for the most vulnerable children.

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0-5 Strategy

Members continued to monitor the progress of the Council's 0-5 Strategy. With the first projects having been allocated funding, the Committee requested periodic updates to track the effectiveness of the funded schemes. This is very much a long-term project and it will be crucial for the outcomes of each scheme to be monitored to ensure that they are having a positive impact on Warwickshire's 0-5 population.

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Child and Adolescent Mental Health Services (CAMHS)

CAMHS was scrutinised by the Committee, with a specific focus on the long waiting times faced by many children and young people. After expressing a view that the waiting times were unacceptable, the Committee was provided with assurances that additional funding would be used to fill vacant positions and reduce the waiting times for children accessing specialist mental health services.

The Committee will continue to monitor this issue to ensure that Warwickshire's children and young people are not facing excessive waiting periods to access the services they require.

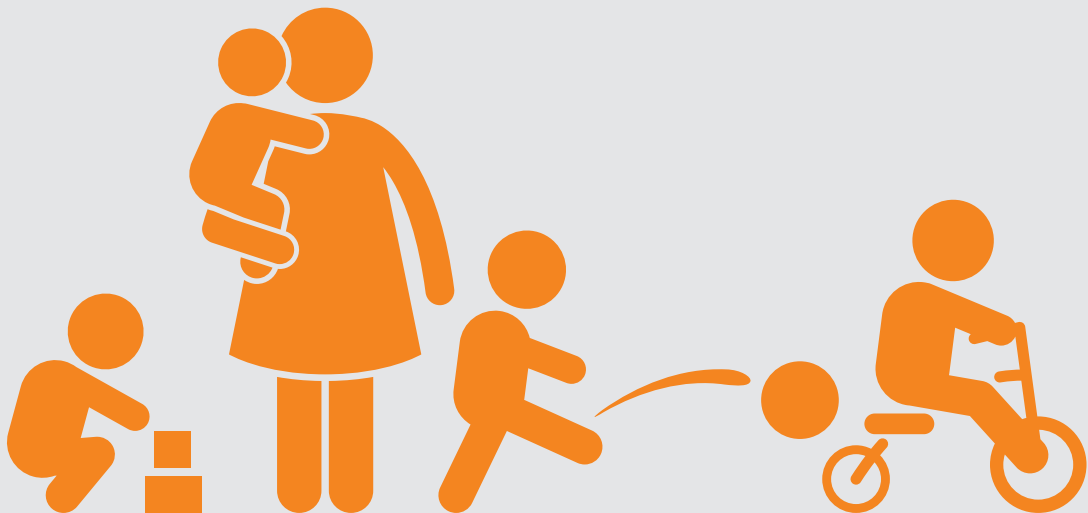
Early Year Provision

One of the key concerns for members has been the impact on providers of the new requirement that will enable eligible working parents of three and four year olds to claim up to 30 hours per week free education and childcare.

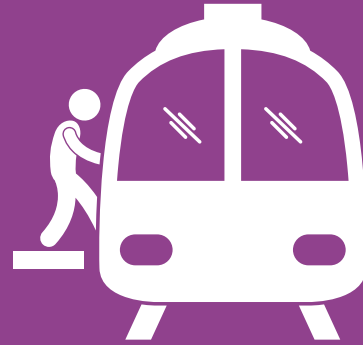
Members have been seeking assurance that the introduction of 30 free hours will not threaten the viability of the voluntary, private and independent sector (PVI) and have expressed growing concern that the proposed introduction of a new Early Years National Funding Formula will also ensure adequate funding support.

The Government has recognised that the move to a standard hourly funding rate will particularly impact maintained nursery schools and has provided supplementary funding for them to keep funding stable during the implementation of the new formula. However, members remain concerned that there will be a reduction in funding of 5% that will rise to 6%.

The Council on 21 March 2017 debated the impact of both the new Early Years Funding Formula and the Schools National Funding Formula and agreed to forward their concerns to Government and local MPs. The Committee will continue to monitor the impact of these changes in Warwickshire.



Communities Overview and Scrutiny Committee 2016 - 2017



Chair of the Communities Overview and Scrutiny Committee

Councillor Philip Johnson

“ This has been my second year as Chair of the Communities Overview and Scrutiny Committee and I would like to place on record my thanks to members of the Committee for their hard work. I would also like to thank all those who have reported to the Committee and supported its work, in particular those members of the public who have attended to ask questions and put their views to members.

Of particular mention is the successful conclusion of the committee's two task and finish groups (the Camp Hill TFG and the Transport Related Air Quality TFG); input by the committee to the School Safety Routes project; scrutiny of the HS2 project and review of Home to School Transport proposals. The significant contribution made by committee members and officers to the TFGs has ensured that important and effective recommendations were approved by the Cabinet. It will be the role of next year's committee to ensure that the agreed actions are implemented and monitored.

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Highlights



Flood Risk Management

The Committee reviewed the progress made against the Flood Risk Management Strategy and the allocation of funding from Warwickshire County Council since February 2014. Members received details of the strategy and the key objectives associated with it. The Committee supported the proposals for the use of additional funding, in particular for the use of specialist CCTV investigations.

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Broadband Coverage

The Committee took particular interest in the rollout of broadband across Warwickshire. The original target was to attain 89% coverage for Warwickshire premises but on completion 90.4% coverage had been achieved. One of the biggest successes in the programme of work had been the level and quality of communication to residents, and Warwickshire County Council was seen as one of the exemplary authorities in promoting broadband coverage. Members will monitor the work undertaken to provide residents across the County with acceptable broadband speeds while ensuring that value for money is achieved.

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The Waste Strategy

The Committee considered a report regarding the delivery of Warwickshire's Joint Municipal Waste Strategy Implementation Plan which included..... information on the targets that had been set. National benchmarking data was still outstanding but the Committee did receive up to date information regarding Warwickshire's population and the waste generated.

The Committee was disappointed that some targets had been missed and considered more needed to be done to encourage households to improve their disposal of food waste in particular. The Committee wish to look at the issues in more details at a future meeting.

Task and Finish Groups

Pride in Camp Hill (PinCH) Task and Finish Group

The review was requested by Communities Overview and Scrutiny Committee in 2015 in the light of concern that Camp Hill in Nuneaton continued to feature as one of the top areas of deprivation in Warwickshire despite the major regeneration project that had taken place there. Members wished to assess how far the objectives of physical, social and economic transformation had been met and to identify whether there should be any changes or new approaches.

The Task and Finish Group considered written reports on the progress of the project, including the latest deprivation data which formed the background to their site visit where they met the PinCH staff and partners – including Warwickshire Police, housing development companies, Public Health representatives and local businesses. The most valuable contributions came from a meeting with residents and voluntary group representatives.

The Task and Finish Group concluded that the objectives of the project had been largely met and that there have been very positive outcomes from this major regeneration project, in particular the transformation of the physical environment of Camp Hill (evidenced by the number of people who have chosen to move to Camp Hill) and the high level of voluntary activity and community involvement. The Group also recognised that issues for those in Camp Hill are issues for the wider area of Nuneaton and Bedworth. The Group did, however, wish to ensure that the strategies in place to address deprivation issues generally include a particular focus on the educational attainment and socio-economic factors for Camp Hill.

To this end their recommendations included ensuring the Closing the Gap Strategy (to improve educational attainment) includes a particular focus on Camp Hill and that there is proactive discussion with local employers and agencies on how to better engage with and raise young people's aspirations. Cabinet approved the recommendations at their meeting in September.

Task and Finish Groups

Transport related air quality task and finish group

The Council agreed in 2015 that the issue of air quality in Warwickshire should be reviewed by this Committee in light of evidence that poor air quality has a significant negative impact on health and can lead to early deaths.

The task and finish group set up by the Committee decided to focus on transport related air quality given that vehicle pollution is one of the greatest causes of air pollution and because this an area over which the council has influence, particularly through its transport and planning policies.

The Group gathered national and local evidence from a number of sources, including officers from Public Health, Transport & Highways and Planning and in particular from Warwickshire's District and Borough Environmental Officers who are responsible for air quality monitoring.

The 12 recommendations from the review centred on actions to bring about behaviour change and a modal shift from the use of vehicles to cycling, walking and alternative transport and centred on three main areas: awareness raising and monitoring; modelling of air quality in major construction projects and the promotion of air quality planning guidance; encouraging best practise in councils and in businesses. All of the recommendations were approved by Cabinet, subject to budget provision.



Resources and Fire & Rescue Overview and Scrutiny Committee 2016 - 2017



**Chair of the Resources and Fire & Rescue
Overview and Scrutiny Committee**

Councillor Matt Western

“ The work of the Resources and Fire & Rescue Overview and Scrutiny Committee continues to be wide ranging, with topics from staff sickness and treasury management to arson all reviewed this year. In particular the Committee has worked with Warwickshire Fire and Rescue Service following the peer review and the Basket of Goods exercise about procurement. An examination of the staff survey results also allowed members to get a sense of how improvements can be made moving forward to support staff.

I would like to thank all committee members, officers and partners for their contributions this year. Together we have been able to provide a robust scrutiny of the internal functions of the Council.

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Highlights



The Staff Survey 2016

The Committee considered a report with the results of the latest staff survey. The survey used benchmarks set by the company ORC – a recognised model for employee engagement monitoring. The results were reassuring with Warwickshire County Council continuing to be in the top quartile of those who responded to ORC. The engagement rate was 70% which was noted to be enviable across the sector.

Despite the predominately positive report, the Committee raised concerns regarding the levels of staff sickness and requested further analysis. As a result, officers are now working with managers and team leaders to ensure they receive full training and are able to work to quickly identify trends, including mental health issues amongst staff.

The results of the survey indicated that there was a question as to how useful staff found the existing appraisal system - suggesting instead that regular, short term feedback is preferred. Members were reassured that a revised process was in place and that the current round of appraisals would be in the new format.

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Digital First

Warwickshire County Council is working towards a Digital First approach for customer interactions. After scrutinising information in the OOP report, the Committee raised concerns that traditional communication channels were due to be switched off, questioning the effect that this would have on residents who were not able to access a service that was completely on-line.

The Committee looked in detail at the Digital First project and were assured that whilst changing some communications channels will create efficiencies for the Council, there will also be a focus on people who don't have the technology or skills to get online through local support at community hubs.

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Treasury Management

The Committee requested frequent updates regarding treasury management and were keen to look in detail at the information presented to them. The committee looked closely at reports, which included information on current investments in property funds and details about Money Market Funds which provide long term investment with easy access to funds. Members were pleased with

the high performance of the Council's Treasury Team in comparison with similar authorities and have requested that the regular updates continue to be provided at each meeting .

Highlights



Fire and Rescue Service

In July 2016, a presentation was given to the Committee regarding the Transformation Plan for Warwickshire Fire and Rescue Service. Members received assurance that the plan sought to protect front line services. Results so far include a saving of £100k, an improvement in recruitment figures and a slight decrease in recorded sickness.

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Fire and Rescue Procurement

Fire and Rescue Services are now overseen by the Home Office and following this move, a procurement project was undertaken which culminated in a benchmarking report on the “basket of goods” used. This was a new form of benchmarking performance for the Fire and Rescue Service and the Committee was pleased with the performance recorded for Warwickshire; in particular, the actions being taken by the Fire and Rescue Service to ensure best value for money and the work undertaken to work with multi-agency partners to identify opportunities for greater procurement collaboration.

The one issue of concern was that local businesses were not receiving enough feedback on why they hadn’t been successful in winning contracts. The Fire and Rescue Service is investigating ways to offer constructive feedback as well as encouragement to local companies and the conclusion of the investigation will be considered by the committee at a future meeting.

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Fire Service Peer Review and Performance

The Committee requested updates throughout the Fire Service Peer Review and was presented with a report in January 2017 which outlined Warwickshire as one of the most high performing and successful services across the Country. Warwickshire was also reported to be the top performer in the reduction of house fires which was welcomed by Members.

There were some areas identified for improvement, including internal communications and the rise in deliberate fires across the County. The Committee will continue to monitor these areas.

Getting involved



Listening to the views of Warwickshire's residents is a crucial part of the work carried out by Overview and Scrutiny Committees. If you have any queries or questions about scrutiny, or want to suggest a topic for the Committee to look at, please contact the Democratic Services Team

The committees look at key decisions, service performance and strategic issues. Queries on individual matters or cases need to be raised with the appropriate service team directly.

Democratic Services

Email us:

democraticservices@warwickshire.gov.uk

Tweet us: [@WarksDemocracy](https://twitter.com/WarksDemocracy)

Call us: **01926 413747**

You can keep up to date with the work of the Overview and Scrutiny Committees, Task & Finish groups and any other reviews or panels by

Visiting our website:

www.warwickshire.gov.uk/scrutiny

Reading the latest updates on our blog:

www.warksdemocracy.wordpress.com

Scrutiny Committee

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