Overview and Scrutiny Annual Report 2017-2018

Critical Friends Working for Warwickshire





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Introduction

Welcome to the 2017/18 Warwickshire County Council review of Overview and Scrutiny. The purpose of this report is to update County Councillors, officers and the wider public of the work of the Overview and Scrutiny Committees and the results of their efforts.

Overview and Scrutiny has now been in operation with most local authorities for almost 20 years. Since 2000 when it was introduced by the Local Government Act it has evolved nationally and locally to reflect changes in policy, the political landscape and the way in which local government monitors and delivers its services.

Overview and Scrutiny Committees exist to provide a constructive challenge to the decisions made by the administration. They do this by reviewing existing and proposed policies and the decisions of Cabinet.

The Committees comprise non-Cabinet members from across the political groups (See appendix 1) and in Warwickshire over half of the Committee members are "new" councillors, elected in May 2017.

It is fair to say that like so many public bodies Warwickshire County Council has, over the last few years, been confronted with major challenges in terms of the resources available to it, the demands made on its services and the way in which those services have needed to evolve to reflect technological and social change. Under various administrations it has risen to these challenges with Overview and Scrutiny playing a fundamental role.

Within this report you will find a description of the work undertaken by the four Overview and Scrutiny Committees. The work programme of each committee has been determined by a range of factors from changes in government policy to concerns over shortfalls in performance or a desire to influence changes in the way a service is delivered. The work programmes are to some extent fluid in that they must be able to adapt to changing circumstances. This flexibility means that each committee can take on board suggestions for areas it should be examining. In view of this, members of the council, officers and the public have a standing invitation to make any suggestions regarding that work.

Looking to the future, Overview and Scrutiny Committees will be seeking to reflect on the Council's strategic direction and the savings targets that are driving, in part, modernisation of service delivery whilst at the same time maintaining a close watch on how these changes are impacting on the quality of service we deliver to the people of Warwickshire.

Adult Social Care and Health Overview and Scrutiny Committee 2017 - 2018





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The Adult Social Care and Health Overview and Scrutiny Committee has an important assurance role to monitor those organisations which commission and provide health and social care services throughout Warwickshire. It has a wide remit and works closely with a range of organisations to fulfil its work. Health and Social Care faces challenging times with services being reviewed and reconfigured to meet the needs of an aging population in Warwickshire. 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 delivered by the Committee.



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

Councillor Wallace Redford

The Adult Social Care and Health Overview and Scrutiny Committee focuses on Health and Social Care services delivered by the County Council and its partners, including NHS Clinical Commissioning Groups, Acute Trusts and Healthwatch Warwickshire. This year the Committee has considered issues on NHS service delivery, public health and adult social care. In addition to committee meetings, delivery of the work programme is achieved through focused task and finish groups and a joint health OSC has been established, working with Coventry City Council to respond to NHS service reviews, which have potential impacts across Warwickshire and Coventry.

Recognising that the health and social care landscape is complex and ever changing a series of development sessions have been held over the last year for members of the committee. These have helped to ensure that they are equipped with the knowledge they require to fulfil their role.

Social Care

The Committee is supported by lead officers of the People Group, to understand the services delivered and the challenges faced by the County Council and others. The drive to integrate health and social care services continues, particularly to reduce delayed transfers of care from acute hospitals to community and social care, at a time when all partners are facing challenging budget constraints.

The Committee receives regular presentations and updates to keep it abreast of changes in legislation, revised strategies and/or changes in service. An example is the update on the revised Domiciliary Care Service model. As well as updates, the Committee has focused on the following key areas.

Children and Young People's Mental Health and Wellbeing Services

The previous Committee had expressed its concern with regard to this service and members recognised the need for a redesign of the service. This redesign saw the replacement of six contracts (commissioned by the clinical commissioning groups and the County Council) with one new single commissioning arrangement led by the County Council. A procurement dialogue process resulted in Coventry and Warwickshire Partnership Trust being awarded the contract, and the start of a significant transformation from the existing service over a two year implementation period. Members are keen to ensure the efficacy of the new contract, particularly in meeting timescales for assessments and in delivery of the appropriate and timely services for vulnerable young people. As the service is of interest to this Committee and the Children and Young People Overview and Scrutiny Committee, a joint task and finish group has been established with members of both committees to review the contract and gain assurance that it is on track to deliver an improved service. This will report to a joint meeting of the Committees in June 2018.

Delayed transfers of care (DToC)

DToCs is the term used for those who are awaiting transfer from hospital to care and has attracted national media attention with the pressures faced by the NHS, particularly during the winter period. The Government has imposed targets and Warwickshire has been consistently in the bottom quartile in performance terms when compared to other local authority areas. As a result of the establishment of a dedicated DToC team, focused improvement activity and joint working between health and social care, a step change in performance has been achieved. Mindful of the major significance for health trusts and the social care sector of effective management of transfer of care, the committee has kept a close watch on the work of the new team and the impact it has been having.

Health

The Committee keep a close watch on the performance of local health commissioners and providers whose services impact on the lives of local residents. Two examples of the committee's work are set out below.



a) The Committee has reviewed the Commissioning Intentions of the three Clinical Commissioning Groups (CCGs) that serve Coventry and Warwickshire and how they fit the NHS Five Year Forward View. Recognising the fundamental importance of the Commissioning Intentions to health service delivery across Warwickshire, members were keen to challenge the CCG representatives on them. This is an area the Committee will return to in future.

b) Almost 18 months ago the Sustainability and Transformation Plan (STP) for Coventry and Warwickshire was launched. Known locally as "Better Health, Better Care, Better Value", it is part of a national series of five-year plans covering all aspects of NHS spending in England. The area covering both Coventry and Warwickshire is the 'footprint' for this work and therefore a Joint Health Overview and Scrutiny Committee has been established to review service reconfiguration proposals.

The STP has proved to be something of a "slow burn". Stroke services across the sub-region are to be the first area for a major review. A considerable amount of work has been undertaken preparatory to the review but repeated delays have meant that the service reconfiguration proposals have yet to be consulted on. This is illustrative of the challenges facing the Overview and Scrutiny Committee and the officers supporting it. There is a clear recognition and understanding that a review of a particular service is considered necessary yet the desire to engage in that process can be frustrated.

Public Health

The Director of Public Health attends every meeting, providing important updates to members.

• The Committee is playing its part in enhancing dementia awareness and understanding across Warwickshire. There are approximately 7,500 people living with dementia in Warwickshire.



Raising awareness, creating dementia friendly communities and supporting people to live well with dementia are key aims of Warwickshire's Living Well with Dementia Strategy. The Committee received a presentation and training videos to understand the key achievements made to date and priorities for future work. It showed clearly the difficulties for people suffering from dementia and how individuals and communities can help. Through this activity, the members qualified as "dementia friends".

• Evidence coming to the Adult Social Care and Health Overview and Scrutiny Committee and the Health and Wellbeing Board made it clear that GP service provision across Warwickshire is facing significant challenges. As well as there being a national shortage of qualified and experienced GPs there is a shortfall in young doctors wishing to enter general practice. Demand for GP services is increasing as the population grows but the costs of establishing new practices or upgrading existing ones is also increasing.

The Committee established a task and finish group to undertake a review of the issues affecting GP Services now and anticipated demands to meet population growth. The review process has taken evidence from a range of agencies and the report will be presented to the Committee with final recommendations to go to Cabinet and the Health and Wellbeing Board.

Work with Healthwatch Warwickshire

The Committee engages with Healthwatch Warwickshire, the voluntary organisation that provides the 'patient voice'. Healthwatch has an active part in shaping the work programme of this Committee.

Training for Members of the Committee

A key area for developing the knowledge base of newer members to the Committee has been briefing sessions held prior to the formal meetings. Topics covered include: Overview of Strategic Commissioning, Out of Hospital Programme, Housing Related Support and Direct Payments

Key Organisations monitored by the Committee



Clinical Commissioning Groups

Warwickshire North

South Warwickshire

Provider Trusts

Coventry and Warwickshire Partnership Trust George Eliot NHS Hospital Trust South Warwickshire Foundation Trust University Hospitals Coventry and Warwickshir

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



NHS England

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

Looking ahead

The Committee will review its work programme shortly after the Annual County Council meeting, to determine the areas for scrutiny in 2018/19. A continued focus will be on service reconfigurations arising from the Better Health, Better Care, Better Value Board and close monitoring of health and social care services. Children and Young People Overview and Scrutiny Committee 2017 - 2018

As I approach the end of my first year as Chair, I would like to place on record my thanks to all members, officers and attendees who have contributed to the work of the Committee during 2017-18. The initial meetings of the Committee focused primarily on the forthcoming Children and Families Transformation. Public participation in relation to this topic was significant and provided members with a valuable insight into how the proposed changes to the service may affect them.

A joint Children and Adults Task and Finish Group is underway to ensure the new contract for children and young people's emotional well-being and mental health services is meeting its objectives. The group is focusing on performance monitoring arrangements and the relevant achievements/outcomes.

As Chair, it is my personal view that the Committee should seek to invite more service users to future meetings so that members can get a first-hand account of their experiences of receiving council services. During 2018-19 the Committee will be monitoring the progress of the Children and Families Transformation, the SEND reforms and the educational performance of children in Warwickshire.

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Chair of the Children and Young People Overview and Scrutiny Committee

Councillor Yousef Dahmash

The Children and Young People Overview and Scrutiny Committee covers services for children and young people, including schools, 16-19 education and pre-school, including child protection. Over the last 12 months the committee has received some substantial reports and a number of briefings but the following issues are of particular note:

Ofsted Inspection

The Children and Young People Overview and Scrutiny Committee considered the Ofsted action plan following an inspection in relation to children's services that took place in the autumn of 2017. Although the Committee acknowledged the positive findings included in the inspection report, members sought assurances that the issues identified by Ofsted would be addressed and be within the current level of resources. This assurance has been provided by officers, but the Committee will continue to monitor the progress being made in addressing Ofsted's recommendations.

Special Educational Needs and Disabilities (SEND)

This service has been subject to national reforms and the Committee has sought assurance that the reforms will ensure that provision for children with identified specialist needs is available locally. The Committee has recognised that an increase in children presenting with specialist needs is resulting in additional pressures on the SEND service and has requested further updates on the reforms, in particular how the Council works with partners to provide appropriate services to each individual accessing the service.



Children and Young People's Mental Health and Wellbeing Services

This is a joint task and finish group with the Adult Social Care and Health Overview and Scrutiny Committee, as referred to earlier in this report. It will be submitting its recommendations to a joint meeting of the Children and Young People and the Adult Social Care and Health Overview and Scrutiny Committees in July 2018.

Public involvement

Public involvement has been an important part of the Committee's work in 2017-18, particularly in relation to the of 0-5 redesign of Children Centres. 34 users of children's centres attended committee meetings and nine presented their own personal experiences and impressed on the committee how important the services had been for them and their children. This public participation resulted in an agreed set of recommendations being submitted by the Committee and considered by Cabinet.

Members of the public addressed the committee to raise specific concerns about how the proposed changes to the Council's home to school transport policy would affect them and their families.

Members of the public will continue to be encouraged to attend meetings and to raise issues which affect them and which fall under the remit of the Committee. Public participation remains an important aspect of the scrutiny process – it also enables the public to participate directly in Council business.

Looking to the future the committee will be using the regular performance reports it receives to keep a close eye on the effectiveness of children's services.



Communities Overview and Scrutiny Committee 2017 - 2018



Chair of the Communities Overview and Scrutiny Committee

Councillor John Horner

This is my first 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 and our supporting officers who prepare the reports we request. I would also like to thank all those who have reported to the Committee and supported its work, in particular members of the public who have attended to ask questions and put their views to members.

> I was pleased to be able to support further work by the Transport Related Air Quality Task and Finish Group and to see the committee input into the School Safety Routes project.

In this session we have commenced a Cycling Task and Finish Group investigating progress in the development of a cycling network for the County and a Community Capacity Task and Finish Group assessing the capability of communities and third sector groups to find solutions to issues themselves. At the time of writing this report these groups are in their evidence gathering stages. It will be the role of next year's committee to ensure the recommendations from these groups are taken to Cabinet for consideration and to ensure that the agreed actions are implemented and monitored. The Communities Overview and Scrutiny Committee covers a wide range of services including community safety, trading standards, transport and highways, environment and economic development.

Over the last year the Committee has focused on ensuring recommendations made by the Committee in the previous year have been implemented and have led to improvements. In addition it has pursued new areas of work at its meetings and through task and finish groups. Details of at least some of this work is provided below.

Transport Related Air Quality

This year the Committee continued its work in examining how roadside pollution and poor air quality in Warwickshire could be managed. Since making a series of policy and practice recommendations to the County Council's Cabinet in January 2017, the Committee has received positive feedback on work that is underway to address the issue

Specifically, as a result of the Committee's work, an active travel campaign was launched in August 2017 to promote eco-friendly travel. Air quality monitoring will also be carried out on all major infrastructure projects, and a review of residents' travel habits from large new housing developments will be carried out to support future policy development.

Economic Development

The Committee has scrutinised Economic Development within Warwickshire throughout the year, and the outlook for the County is broadly positive. The Committee heard that there had been a significant level of interest from international companies wanting to locate in Warwickshire, despite the uncertainties expected as part of the Brexit process.

Positive steps have also been made in expanding the county's automotive and digital gaming industries. The Committee has also asked probing questions about funding associated with HS2, to ensure that the County Council is suitably reimbursed for the additional work required of it by central government. Other infrastructure projects that have been discussed include works on the A5 and Kenilworth Station, both of which are expected to strengthen local economic activity.

Cycling Network Task and Finish Group

The Cycling Network Task and Finish Group was established in September 2017 to address concerns over the lack of connectivity between Warwickshire's cycle paths. Members of the Committee were particularly concerned about the connectivity of newly built housing estates with the existing network, and how these developments connected to schools and areas of employment. At the time of writing this report, the group had produced a full scoping document and had held several evidence gathering sessions that considered:

- How funding for cycling infrastructure can be secured through the planning system;
- The different funding pots available for cycling infrastructure investment;
- The existing cycle network, and;
- The economic case for investment in cycling.

The County Council had a debate on cycling at its meeting on 20 March 2018 and heard from a representative of the Stratford Cycle Forum regarding the benefits of cycling and in support of a motion on the agenda that the Council develops a strategic, costed three year cycling plan that supports a network of safe, accessible and direct routes. Following an interesting and constructive debate, the Council agreed that Cabinet reviews the recommendations of the task and finish group and considers which of its recommendations can be implemented within existing resources and which need to be considered as part of the 2019-20 budget.



Community Capacity Task and Finish Group

The Community Capacity Task and Finish Group was established in September 2017 to address concerns over the rising demand and pressure being placed on Third Sector organisations in Warwickshire.

Specifically, as the aims of the County Council move towards an emphasis on supporting communities to create their own solutions, there needs to be a review of community capacity, and the resources available to help people help themselves.

The Group has scoped its review and undertaken its first evidence gathering session looking at the outcomes from WCC grants to the Third Sector, The Community and Voluntary Action (CAVA) 'State of the Third Sector' Report and CAVA performance monitoring. The information provided the background for a meeting in April where representatives from the voluntary and community sector shared some of the issues they are currently facing.

The Group has further meetings scheduled before it will reach its conclusions and make any recommendations to Cabinet and any external organisations on what actions could be taken to improve community capacity in Warwickshire. This could, for example, relate to how support for Third Sector organisations is prioritised, how the County Council engages with its partners, or how the performance of supported partners is monitored.



Resources and Fire & Rescue Overview and Scrutiny Committee 2017 - 2018







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

Councillor Heather Timms

2017/18 has been my first year as Chair of the Resources and Fire & Rescue Overview and Scrutiny Committee and I would like to thank both the members of the committee, and the officers who have supported it, for all their hard work and input.

> I would also like to thank all those involved in the Task and Finish group established by the committee for the work reviewing the progress made on the Integrated Risk Management Plan (IRMP) for Warwickshire Fire and Rescue Service (WFRS). The group will be re-established with the development of the next IRMP which is expected towards the end 2018.

Over the last twelve months we have continued robust scrutiny of the internal functions of the Council including the progress of the Digital by Design programme and the development of the new inspection process for fire and rescue services. Monitoring of these customer facing areas, together with the support functions of the Council, will continue to be a focus of the Committee moving forward .



The Resources and Fire and Rescue Overview and Scrutiny Committee covers a range of support functions (including finance, business planning and law and governance) as well as libraries, customer service and the Fire and Rescue Service.

Since May 2017 the Committee has explored a number of areas covering fire and rescue, public facing services such as libraries and the digital first agenda and internal matters such as the staff survey. Below are some of the highlights of the Committee's work.

Fire Deaths

Early 2017 saw three fire deaths in quick succession. As a result the Fire and Rescue Service decided to invite Staffordshire Fire and Rescue Service to undertake a peer review of Warwickshire's prevention work and in particular the overall structure, roles and governance for prevention and community safety.

The Overview and Scrutiny Committee reviewed the resulting report. Members were reassured that reported outcomes are good but noted that there were opportunities to improve the engagement with community groups and partner agencies. These are now being explored further. Members welcomed the focus on prevention, working with partner agencies to identify training opportunities for the organisations.

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

The Home Office assumed responsibility for fire and rescue services in 2016. In February 2017 fire reform continued with a focus on –

- Accountability and Transparency
- Efficiency and Collaboration
- Workforce Reform

The Committee has requested a detailed briefing on the new inspection process to assist the Committee in its review of the Fire and Rescue Service's progress.

Digital by design and Customer Feedback in Warwickshire County Council

Warwickshire County Council continues to work towards a Digital by design approach for customer interactions and the Committee has been monitoring progress of this programme. There has been an increase in customers using digital interactions and also a noticeable increase in users accessing the online services via mobile phones and/or tablets.

In view of the fact that residents are increasingly expected to access online services, the Committee has sought (and received) assurance that those residents without the equipment or skills to access services online are not left behind.

Members were also reassured that vulnerable people still have a range of opportunities to contact the Council. These options were also available for non-English speaking residents and those with cognitive impairments. This is something that will be monitored closely as the project continues.

Staff Pulse Survey

Having considered a report in 2016/17 regarding the results of the staff survey, the Committee continued into 2017/18 by reviewing the results of the Staff Pulse Survey which was sent to all staff in May 2017 and the results were published in September 2017.

The Committee was reassured with the results but raised concerns regarding the low response rate. As a result of the Committee's input, officers are now working on improving resonse rates and raising awareness of the actions that have been taken.

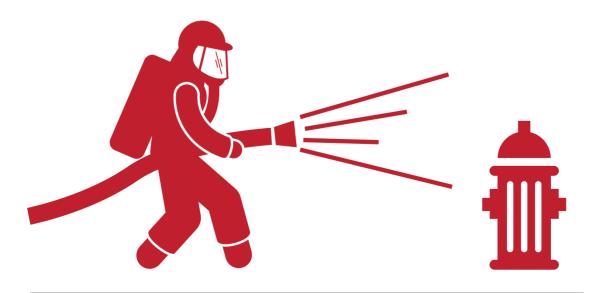
Integrated Risk Management Plan (IRMP)Task and Finish Group

The Integrated Risk Management Plan (IRMP) for Warwickshire Fire and Rescue Service was agreed in July 2017 and a Task and Finish Group was established to monitor the progress in the implementation of the IRMP Action Plan. There are 11 key actions - six are classed as high level actions and five are operational actions. The Group commenced work by reflecting on all elements of the action plan but then focused on some key areas, receiving briefings from senior Fire and Rescue staff and challenging where appropriate. The areas that received particular attention were:

• The proposal for a single fire control centre with joint arrangements with Northamptonshire.

• Emergency medical response working with the West Midlands Ambulance Service.

- Retained firefighters.
- Resources management.
- The use of light rescue pumps,
- The wider social care agenda and how this can be supported.
- The use of new equipment for road traffic incidents.



Getting involved 🥩

Democratic Services

Tweet us: @WarksDemocracy

Visiting our website:

Call us: 01926 413747 or 412113

www.warwickshire.gov.uk/scrutiny

www.warksdemocracy.wordpress.com

democraticservices@warwickshire.gov.uk

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.

Scrutiny Committee

Adult Social Care and Health

Communities

Contact

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Children and Young People

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Committee Membership -Appendix 1

Adult Social Care and Health OSC 2017/18

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 Wallace Redford Councillor Clare Golby (Vice Chair)

Committee Members:

Councillor Adrian Warwick Councillor Anne Parry Councillor Andy Sargeant **Councillor Dave Parsons Councillor Kate Rolfe**

Councillor Jill Simpson-Vince Councillor Mark Cargill Councillor Neil Dirveiks

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 Christopher Kettle -(Stratford-upon-Avon District Council Representative)

Councillor Pamela Redford -(Warwick District Council Representative)

Councillor Jill Sheppard -(Nuneaton and Bedworth Borough Council Representative)

Chair:

Councillor Yousef Dahmash Councillor Chris Williams (Vice Chair)

Committee Members:

Councillor Corinne Davies Councillor Jerry Roodhouse Councillor Jonathan Chilvers Councillor Pam Williams

Councillor Daniel Gissane Councillor Jo Barker Councillor Margaret Bell Councillor Pete Gilbert

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

Children and Young People OSC 2017/18

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.

Communities OSC 2017/18

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 John Horner Councillor Dave Shilton (Vice Chair) Committee Members:

Councillor Andrew Wright Councillor Bhagwant Singh Pandher Councillor Caroline Phillips Councillor David Reilly Councillor Jenny Fradgley Councillor Keith Kondakor Councillor Richard Chattaway Councillor Seb Gran

Resources and Fire & Rescue OSC 2017/18

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 Heather Timms

Councillor Parminder Singh Birdi (Vice Chair)

Committee Members:

Councillor Andy Crump Councillor Andy Jenns Councillor Bill Olner Councillor John Cooke Councillor Judy Falp Councillor Maggie O'Rourke Councillor Pete Gilbert Councillor Sarah Boad

Task and Finish Groups - Appendix 2



Adults – GP Services

Councillors Margaret Bell (Chair), Keith Kondakor, Anne Parry, Dave Parsons, Jerry Roodhouse and Jill Simpson-Vince.

Adults and Children's combined – Children and Young People's Mental Health and Wellbeing Services

Councillors Jill Simpson-Vince, Adrian Warwick, Corinne Davies, Jo Barker, Margaret Bell, Pete Gilbert (Chair) and Kate Rolfe

Communities – Cycling Network

Councillors Keith Kondakor (Chair), Jenny Fradgley, David Reilly, Mike Brain and John Holland

Communities - Community Capacity

Councillors Seb Gran (Chair), Dave Shilton, Richard Chattaway, David Reilly and Jerry Roodhouse

Communities – Transport Related Air Quality

Councillors Jonathan Chilvers (Chair), John Holland, Jeff Morgan, Clive Rickhards, Howard Roberts, Jerry Roodhouse and Dave Reilly.

Resources and Fire & Rescue –Integrated Risk Management Plan

Councillors Heather Timms (Chair), Sarah Boad, Andy Jenns, Pete Gilbert and Maggie O'Rourke