

AGENDA MANAGEMENT SHEET

Name of Committee Overview And Scrutiny Board

Date of Committee 2nd June 2010

Report Title Full Year Performance Report for the Overview and Scrutiny function 2009/10

Summary To receive information about the performance of the Overview and Scrutiny function during 2009/10.

For further information please contact: Michelle McHugh
Overview and Scrutiny Manager
Tel: 01926 412144
michellemchugh@warwickshire.gov.uk

Would the recommended decision be contrary to the Budget and Policy Framework? No.

Background papers None

CONSULTATION ALREADY UNDERTAKEN:- Details to be specified

- Other Committees
- Local Member(s) N/A
- Other Elected Members Cllr Appleton, Chair of OSB
- Cabinet Member Cllr Farnell, Leader of Council
- Chief Executive
- Legal Sarah Duxbury, Corporate Legal Services Manager
- Finance
- Other Strategic Directors David Carter, Strategic Director for Customers, Workforce and Governance
- District Councils
- Health Authority

Police

Other Bodies/Individuals Jane Pollard, Democratic Services Manager

FINAL DECISION YES

SUGGESTED NEXT STEPS:

Details to be specified

Further consideration by this Committee

To Council

To Cabinet

To an O & S Committee

To an Area Committee

Further Consultation

Agenda No

Overview And Scrutiny Board - 2nd June 2010.

Full Year Performance Report for the Overview and Scrutiny function 2009/10

Report of the Strategic Director for Customers, Workforce and Governance

Recommendation

The Overview and Scrutiny Board is recommended to:

- i) consider and comment on the performance of the Overview and Scrutiny function during 2009/10
- ii) identify areas for improvement and issues to take forward

1. Background

- 1.1 The performance of the Overview and Scrutiny function has been measured through an agreed Performance Management Framework (PMF) for the function since 2007. The Performance Management Framework aims to assess the effectiveness of the Overview and Scrutiny (O+S) function by monitoring key performance information, including the level of O+S recommendations agreed by the Cabinet and partners, the quality of O+S recommendations, the implementation of O+S recommendations and associated outcomes and engagement in Overview and Scrutiny by partners, officers and members of the public.
- 1.2 The Performance Management Framework for Overview and Scrutiny comprises of two elements:
 - i) A self evaluation tool for members to use as a mechanism of self reflection and improvement. A copy of the self-evaluation tool can be found in the Overview and Scrutiny Toolkit – www.warwickshire.gov.uk/scrutiny
 - ii) A number of performance indicators designed to provide a holistic view of the performance of the Overview and Scrutiny function. The performance indicators included in the Performance Management Framework are outlined below:

Critical Friend Challenge	<ol style="list-style-type: none">a) % of non-review recommendations made to Cabinet acceptedb) % of review recommendations made to the Cabinet accepted
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	<p>c) % of recommendations made to partner organisations accepted</p> <p>d) % of Portfolio Holder reports to OSC's undertaken</p>
Involving Partners	<p>e) No. of external partners contributing to Overview and Scrutiny</p> <p>f) No. of external partners and partnerships subject to scrutiny</p>
Reflecting the Concerns of Members of the Public	<p>g) No. of citizens and community groups involved in Overview and Scrutiny</p> <p>h) No. of public questions</p>
Communication	<p>i) No. of press releases issued by WCC in relation to the work of Scrutiny</p> <p>j) No. of hits on scrutiny web pages</p>
Demonstrable Impact upon Public Services	<p>k) % of recommendations that are "quality" recommendations. Quality recommendations are defined by falling into a least one of the following criteria:</p> <ul style="list-style-type: none"> ▪ Recommendations that aim to make a difference to local people ▪ Recommendations that aim to change / develop policy in order to improve services ▪ Recommendations that aim to identify savings whilst maintaining / improving service quality ▪ Recommendations that aim to narrow the gap <p>i) % of topics on scrutiny work programmes that are linked to Corporate Priorities and LAA priorities.</p>

2. Summary of Performance 2009/10

2.1 Current performance against the indicators contained in the Performance Management Framework is outlined in the table attached as Appendix A. In reviewing the performance information, the following should be noted:

- a) A large number of indicators outlined above are new for 2009/10, therefore there is no historic or baseline data.
- b) The June 2009 elections meant that the process of developing and agreeing OSC work programmes was undertaken later in the year than normal, thereby creating a slight delay in the commencement of the OSC work programmes and in-depth scrutiny reviews.

2.2 Key issues from the performance data worth highlighting are outlined below.

2.3 Adopting a more focussed approach to the development of OSC work programmes for 2009/10 has resulted in 78% of items on OSC work

programmes being linked to the Corporate Priorities and Local Area Agreement (LAA) targets.

- 2.4 The percentage of OSC review recommendations accepted by Cabinet is currently 81%. This figure relates to in-depth reviews that were completed and considered by Cabinet prior to the June 2009 elections, including:
- Winter Deaths and Fuel Poverty (Health OSC joint review with Coventry City Council and Solihull Metropolitan Borough Council)
 - Review of Falls Prevention (Health OSC and Adult and Community Services OSC)
 - End of Life Care (Health OSC)
 - Flooding in Bedworth (Nuneaton and Bedworth Local Area Scrutiny)
 - Transport in Rugby (Rugby Local Area Scrutiny, joint with Rugby BC)
 - Financial Well Being Scrutiny (Community Protection OSC)
- 2.5 A number of in-depth reviews for 2009/10 are due to be completed by the end of June 2010, including
- Review of School Exclusions (Children, Young People and Families OSC)
 - Review of Safeguarding (Children, Young People and Families OSC)
 - Review of support of Carers (Adult and Community Services OSC)
 - Child and Adolescent Mental Health Services (Health OSC and Children, Young People and Families OSC)
- 2.6 In addition to these reviews, the Joint Review with Rugby BC and Nuneaton BC in relation to services for teenage parents is due to be completed in November.
- 2.7 The percentage of recommendations accepted that are then implemented generally increases over a long period of time. This is largely attributable to two major factors a) the timing of the review and b) the scales of the task to be undertaken. As many recommendations relate to service reconfiguration, implementation will not happen over night. Therefore, the percentage of recommendations implemented continues to increase several years after recommendations have been accepted.
- 2.8 There have been a number of key achievements in 2009/10 that are not captured by the performance indicators which are worth highlighting:
- Warwickshire has been awarded a grant of £5000, plus consultant support, from the Centre of Public Scrutiny (CfPS) for the second year running. This year the successful bid was submitted in partnership with Rugby BC and Nuneaton BC to undertake a review of Ante-Natal and Post-Natal services for teenage parents.
 - Four successful training events have been delivered for scrutiny members. Two of the sessions were delivered by Nelson Training, which used actors to illustrate key learning points. This training proved exceptionally popular amongst members, with the second session being over subscribed.

- The Joint Review into Flooding, undertaken with Nuneaton and Bedworth BC has been promoted as an example of effective scrutiny by the County Beacon magazine.

2.9 In March 2010, Cllr Appleton, as Chair of the Overview and Scrutiny Board, held two “Scrutiny Clinics” with scrutiny members to gain an understanding of how scrutiny could be improved. The key messages from the scrutiny clinics are attached as Appendix B.

DAVID CARTER
Strategic Director for
Customers, Workforce and
Governance

Shire Hall
Warwick

07 May 2010

Indicator	Objective	2006/07 Performance	2007/08 Performance	2008/09 Performance	2009/10 Target	2009/10 Performance
% of non review recommendations made to Cabinet accepted	To ensure that recommendations from OSC's are relevant, researched and evidence based so as to help improve the performance and quality of services	N/A	N/A	85% (11 rec's)	-	66% (2 out of 3 rec's)
% of review recommendations made to Cabinet accepted	To ensure that recommendations from OSC's are relevant, researched and evidence based so as to help improve the performance and quality of services	95% (45 rec's)	73.5% ¹ (180 rec's)	96.6% (85 rec's)	80%	81% (77 rec's)
% of recommendations accepted by external partners	To ensure that recommendations from OSC's accord to the aspirations of partners	N/A	42 rec's	92% (52 rec's)	-	62% (16 rec's)
% of recommendations made by OSC's that have been successfully implemented	To ensure that the work and the recommendation of OSC's are implemented and lead to service improvements	72%	54%	32%	-	32%
% of recommendations that are quality recommendations	To ensure recommendations made by OSC's are add value to the delivery of public services	N/A	N/A	76%	-	77%
% of topics on scrutiny work programmes that are linked to Corporate Priorities and LAA priorities	To ensure the work undertaken by OSC's are focussed on high priority issues for WCC and our partners	N/A	N/A	N/A	Baseline setting year	78%

¹ 92.2% of recommendations accepted if those accepted subject to budget considerations are included

Messages from the Scrutiny Clinic

In March 2010, Cllr Appleton held two scrutiny clinics with scrutiny members to gain an understanding of how scrutiny can be improved. Key messages emerging from these clinics, is summarised below.

- There is a disconnect between the work planning workshop, the resulting work programme and agenda items
- There is a inflexibility in the work programming process and there is a need to be able to respond more quickly to issues
- The 4 meetings a year was proving difficult to maintain momentum and motivation
- Task and Finish Groups provide an excellent opportunity for members to investigate an issue in-depth and build up expertise in a subject. Task and Finish Groups give a greater sense of achievement than Committee meetings
- There is a knowledge gap among some members, particularly those newly elected in June
- Chairs and Partyspokes should have a rounded knowledge of the subject area and be able to provide effective leadership to the Committee.
- Portfolio Holders questions should be provided in advanced, in order to ensure that PH has chance to research the issue and provide the appropriate information to the Committee
- Agendas are too long, with long reports that are difficult to read. Long agendas mean that it is not possible to scrutinise everything to the same extent, there is a need to prioritise what should be on the agenda
- Members should be provided with information on issues of interest outside of committee meetings, rather than having to wait for the next meeting
- New members are frustrated and feel unsupported and unguided in their role
- Performance monitoring is not a good mechanism of scrutiny and is difficult for OSC's to contribute to service improvements through performance monitoring
- There is a need to capitalise on members' interests, expanding membership of Task and Finish Groups to all members, not just those from the associated OSC, could be one way to achieve this
- There is a need to be more challenging of the information that is presented in OSC meetings
- There is a need for better communication in between meetings, particularly regarding the work of the Task and Finish Groups and associated outcomes
- If an issue has been discussed previously it would be useful for members to have a summary of previous discussions surrounding the issue
- There needs to be more responsibility placed on members to challenge and chase outside of Committee meetings
- Structure of OSC meetings is currently very formal and doesn't allow dialogue between members and "witnesses", it needs to break the mode of traditional committee and should be more like a forum
- OSC's are not dealing with strategic issues
- OSC's should clearly highlight their priorities

