

# Overview and Scrutiny Board

21<sup>st</sup> July 2010

## Agenda

The Overview and Scrutiny Board will meet at the **SHIRE HALL, WARWICK** on **Wednesday 21<sup>st</sup> July 2010 at 2.00 p.m.**

The agenda will be:

### 1. General

- (1) Election of Vice Chair
- (2) Apologies
- (3) Members' Disclosures of Personal and Prejudicial Interests

Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the 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.

Membership of a district or borough council is classed as a personal interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a

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The public reports referred to are available on the Warwickshire Web  
[www.warwickshire.gov.uk/committee-papers](http://www.warwickshire.gov.uk/committee-papers)

#### **(4) Terms of Reference**

The terms of reference for the Board as agreed by Council are attached for the information of members.

#### **Part 1 Partnership Matters**

None

#### **Part 2 Council Matters**

### **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 Overview and Scrutiny Board.

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](mailto:annmawdsley@warwickshire.gov.uk) 5 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.

### **3. Questions to the Portfolio Holders/Portfolio Holders Update**

Up to 30 minutes of the meeting is available for Members of the Committee to put questions to the Portfolio Holders (Councillor Colin Hayfield, Lead Portfolio Holder Customers, Workforce and Partnerships, Peter Butlin, Support Portfolio Holder Workforce and Governance, Councillor Martin Heatley, Lead Portfolio Holder Resources) on any matters relevant to the remit of the Overview and Scrutiny Board and for the Portfolio Holders to update the Board on relevant issues.

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## **4. Work Programme**

### **(a) Items for Future Meetings**

The Overview and Scrutiny Board is asked to consider the items to be included in its work programme. A draft work programme is attached together with information about activity relevant to the Board undertaken by the former Overview and Scrutiny Board and Corporate Services and Community Safety Overview and Scrutiny Committee and relevant forward plan items.

### **(b) Minutes of the meeting of the Overview and Scrutiny Board held on 2 June 2010 and Corporate Services and Community Safety Overview and Scrutiny Committee 1 June 2010**

These are provided for information to help inform discussion on the future work programme.

## **5. Proposals for Task and Finish Groups**

To consider any proposals for Task and Finish Groups from the Overview and Scrutiny Committees and to commission those proposals where appropriate.

## **6. Any Other Items**

Which the Chair decides are urgent.

## **7. Dates of Future Meetings**

The future meetings of the Board are scheduled as follows

**5th October 2010 - 2pm**  
**10 November 2010 -2pm**  
**12 January 2011 -2pm**  
**16 March 2011 -2pm**

Jim Graham  
Chief Executive  
Shire Hall  
Warwick

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## Committee Membership

**Councillors:** Les Caborn, Michael Doody, Peter Fowler, Bernard Kirton, Tim Naylor, Jerry Roodhouse, John Ross, Chris Saint (Chair), Dave Shilton, June Tandy, John Whitehouse, Sonja Wilson.

### **Portfolio Holders:-**

Councillor Colin Hayfield -Customers, Workforce and Partnership

Councillor Peter Butlin – Workforce and Governance

Councillor Martin Heatley - Resources

### **Co-opted members for Partnership matters as follows**

#### **District / Borough Council**

North Warwickshire Borough Council:

Councillor Martin Davis

Nuneaton and Bedworth Borough Council:

Councillor John Haynes

Rugby Borough Council

Councillor Claire Edwards

Stratford-on-Avon District Council

Councillor Sue Main

Warwick District Council:

Councillor Bill Gifford

#### **Warwickshire Police Authority**

Clive Parsons

#### **NHS Warwickshire**

Janet Smith

### **For further information please contact**

Ann Mawdsley, Principal Committee Administrator,  
Customers, Workforce and Governance Directorate  
Tel. 01926 418079 or e-mail [annmawdsley@warwickshire.gov.uk](mailto:annmawdsley@warwickshire.gov.uk)

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### Overview and Scrutiny Board

#### 1 Terms of Reference

To review and or scrutinise the functions of the Council relating in particular to the 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, customer service and communications.

To review and or scrutinise the delivery of public services in Warwickshire through partnerships at countywide and local levels and the arrangements for partnerships within the county and the Coventry, Solihull and Warwickshire sub region **and**

To review and or scrutinise any other functions of the Council to the extent that they do not fall within the terms of reference of the Overview and Scrutiny Committees: **and**

To manage the overall overview and scrutiny work programme including the commissioning of scrutiny reviews and the appointment of task and finish groups.

#### 2.1 Powers

Within its terms of reference the Overview and Scrutiny Board may exercise the general powers of an overview and scrutiny committee.

#### 2.2 Membership

##### County councillors

12 county councillors appointed proportionately to the representation of groups and individual members on the Council.

8 Conservative: 2 Liberal Democrat: and 2 Labour.

\* note: 3 of the above places to be allocated to the Chairs of the Overview and Scrutiny Committees.

##### Co-opted members:

The following co-opted members will be appointed to the Board for the consideration of Partnership matters only and would form part of the quorum and be invited to attend, speak and vote in relation to those matters

- one member from an overview and scrutiny committee of each district/borough council in Warwickshire and
- one independent member of the Warwickshire Police Authority and
- one non-executive representative of the Warwickshire PCT.

### **2.3 General Role**

- (i) Managing and agreeing the overall overview and scrutiny work programme in accordance with the Overview and Scrutiny Strategy and the Council's priorities and cross-cutting themes identified in the Corporate Business Plan. Proactive oversight of the work programmes of the Committees and their contribution to the overall work programme.
- (ii) Holding the Executive and Partners to Account
- (iii) Receiving information about the performance of the Overview and Scrutiny function and reporting annually to the Council on the work of the overview and scrutiny function
- (iv) Commissioning and appointing Task and Finish Groups (including their Chairs) to carry out scrutiny reviews.
- (v) Dealing with petitions which call an officer to account or requests for a review of petition responses, Councillor calls for action and call-in.
- (vi) Providing a mechanism for discussion about the priority of referrals made by Overview and Scrutiny where the volume of such reports creates difficulty for the management of executive business or jeopardises the efficient running of the Council business.
- (vii) Liaising with partners over their respective work programmes, to ensure that there is efficient use of the time, and that the potential for duplication of effort is minimised.
- (viii) Developing a protocol with the overview and scrutiny committees on how best to deal with partnership issues.
- (ix) Identifying the topics which should be subject to joint review and or scrutiny and nominate County Council representatives for this purpose.
- (x) Commissioning with partners the arrangements for the joint review and or scrutiny of the development, coordination and performance of partnership working in Warwickshire including the Public Service Board, the Community Safety Partnership and other significant partnerships.

### **2.4 Cycle of Meetings:** Meets 6 times a year.

### **2.5 Management of the Work Programme**

The business of the Overview and Scrutiny Board will be managed in two parts i.e. Council matters and Partnership Matters.

The agenda for the meeting will differentiate between the items of business and the different parts would be allocated individual start times to assist co-

opted members to manage their time. The co-opted members would only attend for Partnership matters.

Council matters would include the functions of the Council falling within the terms of reference of the Board which have not been designated by the Council as a Partnership Matter

Partnership matters include the following

- a) Identifying the topics which should be subject to joint review and or scrutiny and nominate County Council representatives for this purpose
- b) Commissioning with partners the arrangements for the joint review and or scrutiny of the development, coordination and performance of partnership working in Warwickshire including the Public Service Board, Community Safety Partnership, the local area agreement, and other significant partnerships.
- c) Receiving the reports and recommendations of joint scrutiny reviews
- d) Considering joint protocols between partner agencies on the arrangements for overview and scrutiny
- e) Liaising with partners over their respective work programmes, to ensure that there is efficient use of the time, and that the potential for duplication of effort is minimised.

### **3. Overview and Scrutiny Committee - General Powers**

- i. assist the Council and the executive in the development of its budget and policy framework by considering policy issues;
- ii. review and/or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions or matters of public interest affecting the delivery of public services in Warwickshire ;
- iii. make reports and/or recommendations to the full Council and/or the executive and/or other committees, including joint or area committees in connection with the discharge of any functions and to relevant outside bodies;
- iv. question members of the executive and other committees and chief officers about their views on issues and proposals affecting the area.

- v. exercise the right to call-in decisions made but not yet implemented by the executive, any area committees exercising executive functions and officers making key executive decisions;
- vi. exercising the powers of the council to request information from partners relating to local improvement targets;
- vii. consider any matter affecting the area or its inhabitants;
- viii. exercise the powers of the council in relation to petitions calling an officer to account or requests for review of petition responses.



## Agenda 4

### Work Undertaken by the Former Board and Committee

#### Corporate Services and Community Safety Overview and Scrutiny Committee

Reports considered in last 12 months

- Debt Recovery incorporating the 2008/09 Annual Report
- Treasury Management Monitoring Report 2009/10
- ICT Development Programme 2009-10 Half-Year Report
- Employee absence management
- Staff Appraisal Process
- Review and Refresh of the Warwickshire Performance Indicators
- Medium Term Financial Plan – 2010/11 to 2013/14
- Health and Safety Annual Report 2008/09
- Report On Progress within Warwickshire Direct

There was one outstanding report on Work Programme which the committee was to consider relating to Asset Management (David Soanes)

#### Overview and Scrutiny Board

Reports considered in the last 12 months

- Overview and Scrutiny Strategy Action Plan 2009/10
- LAA Performance
- Sustainable Communities Strategy
- Protocol for the Scrutiny of Crime and Disorder Reduction Partnerships in Warwickshire
- Proposals for Corporate Business Plan and Budget Scrutiny
- Overview and Scrutiny Performance Reports
- Protocols - Local Involvement Networks and Overview & Scrutiny Working Together
- Warwickshire Public Service Board: Peer Review Report Findings and Recommendations

### Forward Plan Items for Cabinet

#### **22 /07/2010 –**

Disposal of Land at South West Warwick. The area of the Council's land planned for disposal at south west Warwick needs to be redefined. The disposal is dependent upon the delivery of a range of enabling and infrastructure works such as highways, mains drainage and flood alleviation works. These works are subject to Agreements being formed that would bind the Council and other landowners at South West Warwick to commit to the work being executed and associated costs being fairly apportioned

**9/9/ 2010**

Review of Project Management Arrangements

Review of the Project Management arrangements currently in place in all Directorates for significant projects and recommendations for project assurance and monitoring.

Review of Reserves and Balances

The report will review the level of reserves held by the authority and in light of the review, update the reserves policy.

2010/11 Projected Capital and Revenue Outturns, Savings Plan – Quarter1

Treasury Management 2009/10 Outturn Report

Future Use of Old Shire Hall, courts and Associated Facilities

**14/10/2010**

Corporate governance Audit

LPSA2 Progress of Projects

**18/11/2010**

Revenue Projected Outturn – Quarter 2

Savings Plan Projected Outturn – Quarter 2

**27/1/2011**

Revenue Projected Outturn – Quarter 3

Savings Plan Projected Outturn – Quarter 3

**17/03/2011**

2011/12 Service Estimates

## Overview and Scrutiny Board – Draft Work Programme for 2010 -11

MEETING DATE	ITEM AND RESPONSIBLE OFFICER	OBJECTIVE OF SCRUTINY	Performance Management	Holding Executive to Account	Policy Review/Development	Overview	Raising Levels of Educational Attainment	Maximising independence for older people and adults with disabilities.	Pursuing a Sustainable Environment and Economy	Protecting the Community and making Warwickshire a safer place to live	Cross cutting themes/ LAA
Dates to be fixed	Scrutiny Review Programme										
	O&S Performance and Annual O&S report to Council										
	Budget Scrutiny										
	Medium Term financial plan										
	Corporate Business Plan										
	LAA and PSB Performance										

### In-depth Review Work Programme 2009/11

Review	Members	Nov 09	Dec 09	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sept 10	Oct 10	Nov 10	Dec 10	Jan 11	
Safeguarding	Cllrs: Ross (C), Perry (C), Jackson (L), Balaam (LD)	MM															
Exclusions	Cllrs: Robbins (C), Hazelton (C), Cockings (LD) and Naylor (L)	PW															
CAMHS	Cllrs: Watson (C), Ashford (C), Tooth (L), Boad (LD), McCarney (L), Roodhouse (LD), Cllr Hopkinson (C), Cllr Robbins (C)					MM / RM											
Carers Support	Cllrs: Gittus (C), Watson (C), Rolfe (LD), Longden ((L)				PW												
Services for Teenage Parents (Joint) (Grant funded from CfPS)	Cllrs: Robbins (C), Warner (C), Findley (NBBC) (BNP), T. Wilson (NBBC) (C),				PW												
Delayed Discharges	Cllrs: Butlin (C), Wilson (C), Longden (L), Dodd (LD)							HJP									
Over 65's Not In Good Health	TBC								AM								
Woodleigh Beeches	Cllrs: Williams (C), Fox (C), Boad (LD), Tooth (L)							MM									
Hawthorn Ward	Cllrs: Watson (C), Roodhouse (RBC rep) (LD), Tooth (L), Bragg (RBC rep) (C)				MM						MM						
Integrated Youth Service	TBC											MM					
Alcohol Abuse	TBC													PW			
Climate change and carbon reduction	TBC													AM			

**Not Timetabled:** Home Care as this is dependent upon Adults OSC identifying how a further review will add value as the issue was considered by the Committee in 2007.[MM – Michelle McHugh, PW – Paul Williams, AM – Alwin McGibbon]

## MINUTES OF A MEETING OF THE OVERVIEW AND SCRUTINY BOARD HELD ON 2 JUNE 2010

Present:

Members of the Group:

Councillors: Michael Doody  
Clive Rickhards  
John Ross  
Chris Saint  
Dave Shilton  
June Tandy

Councillor Jeff Clarke (Nuneaton and Bedworth Borough Council)  
Claire Edwards (Rugby Borough Council)  
Sue Main (Stratford-on-Avon District Council)  
Janet Smith (NHS Warwickshire)

Officers: David Carter, Strategic Director Customers, Workforce and  
Governance  
Jean Hardwick, Principal Committee Administrator  
Michelle McHugh, Overview and Scrutiny Manager  
Jane Pollard, Democratic Services Manager  
Simon Robson, Head of County Partnerships

### **1. General**

#### **(1) Election of the Chair**

Councillor Dave Shilton, seconded by Councillor Michael Doody, proposed that Councillor Chris Saint be appointed Chair of the Committee.

Resolved that Councillor Chris Saint be appointed Chair of the Committee.

#### **(2) Election of Vice Chair**

Councillor Michael Doody, seconded by Councillor Dave Shilton, proposed that Councillor John Ross be appointed Vice Chair of the Committee.

Resolved that Councillor John Ross be appointed Vice Chair of the Committee.

#### Welcome

The Chair welcomed Councillor Sue Main (Stratford-on-Avon District Council) to her first meeting of the Board.

### **(3) Apologies**

Apologies for absence were received on behalf of Councillor Les Caborn, Councillor Martin Davis (North Warwickshire Borough Council), Councillor Bill Gifford (Warwick District Council), Clive Parsons (Warwickshire Police Authority) and Jim Graham (Chief Executive)

### **(4) Members' Disclosures of Personal and Prejudicial Interests**

None

### **(5) (a) Minutes of the meeting of the Overview and Scrutiny Board**

Resolved that the minutes of the meeting of the Overview and Scrutiny Board held on 3<sup>rd</sup> March 2010 be agreed as a correct record and signed by the Chair.

### **(b) Matters Arising – Minute 3 Comprehensive Area Assessment (CAA)**

Councillor Dave Shilton said he heard that the CAA no longer existed and asked for a report to be brought to the Board at the earliest opportunity with an update of the situation. David Carter said he also understood that the CAA had ended but that the Audit Commission would continue as usual. He undertook to bring a report to the next meeting setting out the current position.

## **2. Warwickshire Public Service Board: Peer Review Report Findings and Recommendations**

The Board considered the report of the Assistant Chief Executive which provided the findings and recommendations of the IDeA Peer Review of the Warwickshire Public Service Board

Simon Robson reported that feedback on the Peer Review findings had been presented to PSB members the previous week by an external facilitator with a view to taking forward a development plan to improve leadership and the PSB's performance.

During discussion the following comments were noted–

- (1) That whilst leadership was one of the main themes recommended for improvement, there were other underlying issues that were of equal concern. These issues included the need for better communication, improved partnership working, the inability of partner representatives to make decisions, clarity around funding streams, the need to dedicate more time to improving relationships and lack of progress on Narrowing the Gap;
- (2) That the venue for most PSB meetings (Committee Room 2, Shire Hall) was not adequate for the number of people attending;
- (3) That the PSB as it stood was not working and needed to be replaced with something better and a simpler structure;

- (4) That the political make up of the PSB did not allow alternative views to be put forward;
- (5) That the recommendation for a further report should be supported and include a reporting timetable;

In response Simon Robson advised that the improvement and development session the previous week enabled a frank change of views by PSB members, not only about leadership, but about developing partnership working, improving relationships, aligning resources and becoming more effective.

Resolved that the Board -

- (1) Notes the report, findings and recommendations of the IDeA Peer Review conducted in March 2010;
- (2) Requests that the comments recorded above be fed back to the PSB with a clear message that this Board would like to scrutinise the Action Plan before it is signed off
- (3) Recommends that all partner organisations are invited to comment on the Action Plan before it is brought back to the Board.

### **3. LAA Quarter 4 Performance Report 09/10**

The Board considered the report of the Assistant Chief Executive which presented an analysis of the LAA performance as at Quarter 4 for 09/10.

During discussion the following comments were noted –

- (1) That there were particular areas of concern about which further information would be helpful in assessing performance
- (2) That overall statistics did not provide an accurate picture;
- (3) That a breakdown of figures for each district or borough should be provided showing differences in performance.

Simon Robson referred to the action being taken to address under and over performance, detailed in the Appendix to the report, and said he was willing to provide briefing notes on areas of specific concern.

Resolved that an interim report be provided before the end of March 2011 showing the differential in performance across the county for the following indicators –

Housing Provision (including affordable housing)  
Teenage pregnancy  
Employment issues and economic development  
Bullying  
Health Issues

#### **4. Full Year Performance Report for the Overview and Scrutiny Function 2009/10**

The Board considered the report of the Strategic Director for Customers, Workforce and Governance outlining information about the performance of the Overview and Scrutiny function during 2009/10.

During discussion the following comments were noted -

- (1) That the future of the Overview and Scrutiny function would be considered by Council in June;
- (2) That the success of Overview and Scrutiny function had been impeded by a reduction in the number of meetings and support staff;
- (3) Reservations were expressed about the proposal to replace the current structure with an overarching Overview and Scrutiny Board supported by task and finish groups;
- (4) That some Members were visiting Northamptonshire County Council to see how the Overview and Scrutiny function worked in that authority, which was similar to that being proposed;
- (5) That the Board should be consulted on any proposal to change the Overview and Scrutiny function to utilise the experienced gained by its Members on this issue;
- (6) That the good work achieved by the scrutiny reviews and the hard work of the Members and officers had not been appreciated
- (6) That Michelle McHugh and Paul Williams should be congratulated and thanked for their support.

The Chair summarised by commending the Scrutiny Team for its dedication and competence and said the reduction in meetings had not helped the scrutiny function. He said that there would be an opportunity at Council to contribute to the debate on the future of the Overview and Scrutiny function but suggested that it was the responsibility of Members to manage and make work any new structure that was put in place.

Resolved that the Board -:

- i) Welcomes the report outlining the performance of the Overview and Scrutiny function during 2009/10 and commends the Scrutiny Officers on their dedication, competence and support;
- ii) Asks that the comments recorded above should be raised during the Council debate when the future of the Overview and Scrutiny function is being considered.

#### **7. Any Other Items**

None



**8. Date of Next Meeting**

The Board noted that their next meeting would be held on 8 September 2010 at 2.00 p.m.

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Chair

The Board rose at 4.05 p.m.

**The Corporate Services and Community Safety Overview and Scrutiny Committee met at the Shire Hall, Warwick on the 1 June 2010.**

**Present:**

**Members of the Committee:**

Councillors            Martyn Ashford  
                              Richard Chattaway  
                              Chris Davis  
                              Jim Foster  
                              Peter Fowler  
                              Mike Gittus  
                              Brian Moss  
                              Chris Saint (in the Chair following election)  
                              Dave Shilton  
                              David Wright  
                              Clive Rickard

**Other Councillors**

Councillor Colin Hayfield, Lead Portfolio Holder for Customers, Workforce and Governance  
Councillor Martin Heatley, Lead Portfolio Holder for Resources  
Councillor Richard Hobbs, Lead Portfolio Holder for Community Safety  
Councillor Peter Butlin, Support Portfolio Holder for Workforce and Partnership.  
Councillor June Tandy, Group Leader (Labour)

**Officers: Warwickshire Police**

DCC Andy Parker  
ACC Neil Bunton

**Customers, Workforce and Governance**

David Carter, Strategic Director  
Jean Hardwick, Principal Committee Administrator  
Kate Nash, Head of Community Safety and Localities  
Paul Williams, Scrutiny Officer

**Fire and Rescue Service**

Graeme Smith, Chief Fire Officer

**Resources Directorate**

Tonino Ciuffini, Head of ICT

**Environment and Economy Directorate**

Roger Newham, County Transport Planner

## **1. General**

### **(1) Election of Chair**

Councillor Peter Fowler, seconded by Councillor David Wright, proposed that Councillor Chris Saint be appointed Chair of the Committee.

Resolved that Councillor Chris Saint be appointed Chair of the Committee.

#### Welcome

The Chair welcomed ACC Neil Bunton to his first meeting of the Committee following his appointment to Warwickshire Police and DCC Andy Parker and CFO Graeme Smith.

### **(2) Election of Vice Chair**

Councillor Dave Shilton, seconded by Councillor Jim Foster, proposed that Councillor Mike Gittus be appointed Vice Chair of the Committee.

Resolved that Councillor Mike Gittus be appointed Vice Chair of the Committee.

### **(3) Apologies.**

An apology for absence was received from Councillor Martin Shaw, Jim Graham, Chief Executive and DCFO Glen Ranger.

### **(4) Members' Disclosures of Personal and Prejudicial Interests.**

None

### **(5) Remit of Corporate Services and Community Safety Overview and Scrutiny Committee.**

The Committee's remit, as agreed by Council on 23 June 2009, was noted.

A Member commented that the remit for this Committee was too wide and, coupled with the reduction in the number of meetings, meant that there was insufficient time to carry out its work. Other Members agreed with this view and also commented that the change in Portfolio Holders' remits and the establishment of Support Portfolio Holders was confusing. Reference was made to the review of the Overview and Scrutiny function that was shortly to be carried out and Members agreed that they would raise their concerns when this was debated at Council. Members acknowledged the need for a review but suggested that whatever system was introduced, provided it was properly resourced, it would work.

**(6) Minutes**

Resolved:

That the Minutes of the meeting held on 2 March 2010 be approved and signed by the Chair.

There were no matters arising.

**(7) Feedback from the Overview and Scrutiny Board**

None

**(8) Chair's Announcement**

None

**2. Public Question Time (Standing Order 34)**

None

**3. Portfolio Holders' Question time**

Councillor Martin Heatley, Portfolio Holder for Resources, in reply to questions in respect of the following issues, said that –

(a) Rugby Western Relief Road

This issue was the responsibility of the Portfolio Holder for Environment and Economy (Councillor Alan Cockburn) but he would ensure that Members were provided with an update of the position as soon possible. Councillor David Wright said that he was a member of the Western Relief Road Board and that the issue was near to a conclusion.

(b ) Future use of the Courts and Judges House

An email would be circulated to all Members updating them on the proposals for future use of the Courts, Judges House, Northgate Street and The Butts properties inviting comment prior to a report to Cabinet and Council.

(c) Property Portfolio

Councillor David Wright expressed concern that, despite an expectation that scrutiny of the Council's property portfolio would take place 12 months previously, this had not been done. Notwithstanding the Vanguard management training that senior officers had undertaken 3 years previously decision making within the Council was too slow. Councillor Heatley acknowledged that progress on scrutinising the Council's portfolio had been slow and said he would ensure that the Chief Executive and senior officers were made aware of the need to move at a greater speed on this issue.

With regard to Smallholding properties, which again were Councillor Cockburn's portfolio, a review of rents was ongoing and a review of land and buildings to identify properties that were redundant and premises sold rather than retained was being undertaken.

Councillor Colin Hayfield, Portfolio Holder for Customers, Workforce and Governance and Councillor Peter Butlin, Support Portfolio Holder for Workforce and Governance, in reply to questions said that –

- (1) Customer access to council services was working well but there was scope for improvement;
- (2) With regard to partnership working and Locality Forums – Councillor Hayfield said he would be in a better position to report to the next meeting on this issue;
- (3) With regard to mystery shopping exercises David Carter explained that extensive mystery shopping exercises had been carried out in the past and the results reported to committee but these had been reduced and increasingly feedback from customers had been relied on.

Councillor Richard Hobbs, Portfolio Holder for Community Safety, in reply to questions, said with regard to -

- (1) Sale of alcohol to young people – that a Government Directive was awaited on this issue but acknowledged that the main difficulty was young people obtaining alcohol from home or being supplied by other people.
- (2) Fitting and checking of smoke detectors - work was on going with this initiative but expanded to include other appliances and was being progressed by the Fire and Rescue Service working in partnership with other agencies;
- (3) Preventing the distress caused by fireworks - Trading Standards had undertaken work to prevent underage sales, had identified “hotspot” areas and working with PCSOs had raised awareness of the hazards of fireworks through the schools safety programme;

The Committee thanked the Portfolio Holders for their updates.

#### **4. Fire and Rescue Service Update on Service Improvement Plan Consultation**

Councillor Richard Hobbs said that the outcome of the consultation and Improvement Plan would be reported to July Council when Members would have the opportunity to debate the recommendation proposed. A draft report setting out the proposals would be circulated to party leaders by the beginning of July.

##### Appointment of Deputy CFO

Councillor Hobbs reported that Gary Phillips currently with Suffolk Fire and Rescue Service had been appointed to replace Glen Ranger as Deputy CFO with effect from the first week in August.

#### **5. Report On Progress within Warwickshire Direct**

The Committee considered the report of the Strategic Director, Customers, Workforce and Governance which set out to appraise members on progress

within Warwickshire Direct – incorporating telephone, face to face and electronic service delivery.

The key messages included:

- A summary of activity to date to implement the alignment of all customer facing channels in line with the One Front Door initiative
- Details of partnership activity and initiatives in support of the Customer Service and Access strategy
- Description of service activity and performance

In reply to questions Kushal Birla said that –

- (1) Discussions had taken place with Nuneaton and Bedworth Borough Council (NBBC) about relocating the One Stop Shop to the Council House but this had not proved possible because of lack of space. NBBS would , however, be relocating their Customer Service Centre to Kings House, Bedworth;
- (2) The Police enquiries service provided from Warwick One Stop Shop should not be seen as a substitute for uniformed police. One Stop Shop staff only provided answers for the “most frequently asked questions”;
- (3) Poor performance in connection with Warwick District Council switchboard enquiries was being addressed by speeding up the integration of both the County Council and Warwick District Councils’ switchboards and by addressing the high staff turnover which had also contributed to poor performance.

Members commended and congratulated Warwickshire Direct on its service and initiatives and supported its improvement plan proposals.

## **6. Anti-Social Behaviour Action Plan: End of Year Progress Report.**

The Committee considered the report of the Strategic Director, Customers, Workforce and Governance which provided Members with an update on progress made in relation to the 2009-10 anti-social behaviour action plan.

During discussion the following comments were noted:

- (1) That the progress made in tackling anti social behaviour was welcomed and the further work outlined in the report supported;
- (2) That promoting public confidence was still an issue that needed to be addressed;
- (3) That there was need for improvement in response to telephone calls requesting Police assistance;
- (4) That, whilst incident numbers had reduced, it was considered that 400 incidents per week was still too high;
- (5) Members questioned whether the reduction in the number of incidents could be sustained and whether there was still an under reporting of crimes;
- (6) That the public had a mixed understanding of Police Community Support Officers’ (PCSOs) powers and responsibilities.

In reply to the above Councillor Hobbs said that –

- (1) The Police Confidence Board had agreed a range of initiatives to build public confidence. These initiatives included engagement with the community by recruiting volunteers to work with the Police to ensure that the community aware of what was happening in their areas. The public was also being encouraged to report all crime;
- (2) The action taken by some communities involving and engaging young people had helped to reduce anti social behaviour in those areas;
- (3) Information was available about Safer Neighbourhood Teams' performance and Members had previously been circulated with the details of PCSO's powers. He was confident that the powers were right and that they were doing a good job
- (4) He welcomed Members comments and said he was confident that with the engagement of the local community and identification of "hot spots" that anti-social behaviour could be reduced.

Kate Nash added that Community Forums were actively promoting the need to report all crime and pushing up crime figures rather than there being an increase in under-reporting of crime.

The Chair thanked Members for their comments and the debate which he considered had been very helpful. .

## **7. Provisional Items for Future Meetings and Forward Plan Items Relevant to the work of this Committee**

### **(a) Provisional Items for Future Meetings**

The Committee noted the table setting out provisional items for future meetings.

### **(b) Forward Plan Items Relevant to the work of this Committee (Cabinet only)**

The Committee noted the County Council and Cabinet Forward Plan items relevant to the work of this Committee.

The Chair commented that this was likely to be the last meeting of the Committee in the light of the proposal to change the Council's Overview and Scrutiny structure. Discussion followed during which the following comments were noted:

- (1) That any proposal should driven by non-executive members or the Overview and Scrutiny Board;
- (2) That the current structure had not worked because it was under-resourced and lacked member engagement;
- (3) That any change should have cross-party support and engage back-bench members.
- (4) That the Rugby Borough Council scrutiny function should be seen as working well and a good model.

## 8. Any Other Items

### Deputy Chief Fire Officer Glen Ranger

Councillor Richard Hobbs reported that Deputy Chief Fire Officer Glen Ranger had recently been appointed to the post of Deputy Chief Fire Officer for Bedfordshire and Luton Fire and Rescue Service. He said that DCFO Ranger was well respected for the work he had undertaken for Warwickshire Fire and Rescue Service which had been excellent and said that the promotion was well deserved.

The Committee endorsed the above comments and thanked DCFO Ranger for his good work with Warwickshire Fire and Rescue Service and wished him well in the future.

The Committee rose at 4.20 p.m.

.....  
Chair of Committee



**AGENDA MANAGEMENT SHEET**

**Name of Committee** Overview And Scrutiny Board

**Date of Committee** 21 July 2010

**Report Title** **Adult Social Care and Health Overview and Scrutiny Committee Proposals for Task and Finish Groups**

**Summary** This report sets out proposals by the Adult Social Care and Health Overview and Scrutiny Committee for Task and Finish Groups

**For further information please contact:** Jane Pollard  
Democratic Services  
Manager  
Tel: 01926 412565  
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**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  Adult Social Care and Health Overview and Scrutiny Committee
- Local Member(s)  All members circulated with proposals
- Other Elected Members  .....
- Cabinet Member  .....
- Chief Executive  .....
- Legal  Jane Pollard
- Finance  .....
- Other Strategic Directors  David Carter, John Bolton, Monica Fogarty
- District Councils  .....
- Health Authority  .....

Police  .....

Other Bodies/Individuals  .....

**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 5

### Overview and Scrutiny Board - 21 July 2010.

#### Adult Social Care and Health Overview and Scrutiny Committee Proposals for Task and Finish Groups

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

##### Recommendation

That the Overview and Scrutiny Board considers whether to commission the task and finish groups and if so sets the terms of reference, appoints the members and the chairs of the task and finish groups

1. The Adult Social Care and Health Overview and Scrutiny Committee would like to propose the establishment of task and finish groups to consider the matters set out in the following paragraphs. The names of any members who have indicated a wish to participate in the proposed task and finish groups will be reported orally to the meeting.

##### **A. NHS Warwickshire – Consultation on the future of Accident & Emergency Services at St Cross Hospital Rugby**

2. NHS Warwickshire is planning to carry out a public consultation on the future Accident & Emergency Services at St Cross Hospital Rugby from beginning of August 2010 for 12 weeks (likely end date 31 October 2010). NHS Warwickshire is obliged to consult the Adult Social Care and Health OSC where a proposal involves a potential substantial change or variation in the provision of health services. The role of this task and finish group would be to formulate a draft response to the consultation for the consideration of the Adult Social Care and Health OSC at its meeting on 12<sup>th</sup> October 2010 to enable the OSC to make formal recommendations to NHS Warwickshire.
3. The Committee will need to respond within the consultation deadline if its views are to be taken into account in formulating future proposals. It is suggested that as this is an issue local to Rugby the Board might wish to allocate places to local members who might wish to undertake this review including the Rugby Borough Council co-opted member.
4. **Resources to support the review** – a provisional estimate of scrutiny officer support is between 50 to 60 hours or 8-10 days depending on the actual methodology used by the review. This assumes 3 meetings with members i.e.

to plan the review, an evidence session of some form and a final meeting to review the evidence and develop the recommendations. Time estimates do not include any site visits or best practice visits but do include arrangements for meetings, research time, liaison and contact with witnesses and write up of evidence and the final report.

## **B. Delayed Hospital Discharges and Reablement Services**

5. The recent government budget shows a probable reduction of 25% in available funds for adult social care services. Demographic changes show rise of 43% in the population of older people in Warwickshire by 2025 from 94,200 to 134,500 with a significant rise in people over 85. Life expectancy is on the increase. The longer people remain in hospital the more dependent they become (particular problem for those with dementia who may not recover their independence at all) the more difficult to rehabilitate back to independent living and a consequent increase in pressure on adult social care services.
6. The ability of the PCT to redeploy funding to more community based services is inhibited whilst funding being used to maintain people in expensive hospital facilities for unnecessary lengths of time. Getting people out of hospital and back into independent living at the earliest opportunity is cost effective for both health and adult social care services and a better outcome for the individual.
7. Outturn performance for 2009/10 comments that we have missed our target to reduce the number of **delays of transferring patients from hospital to care**. This is an important partnership issue because although social care delays remain very low, delays that are the responsibility of the NHS make up over three quarters of the outturn for this indicator. Positive work has been undertaken with acute hospital trusts to identify and resolve delays across the health and social care system; both at an operational and strategic level such as transforming community based services. This is an important measure because it can impact on some of the most vulnerable and frail people in the County, who are caught up in the complex issues involved.
8. We also need to continue to rollout the '**Reablement**' service across the County. The service is designed to help people to regain the skills and confidence they need to live independently at home, particularly after an illness or spell in hospital. We will need to work with colleagues in the PCT to ensure the service forms part of a single or coordinated intermediate care service.
9. The aim of this review would be to look at what is happening to cause delays in hospital discharge and what affordable improvements can be made to reduce the number of delays and how the new reablement service and other intermediate services are/could assist in order to reduce pressures on both social care and health budgets.
10. Provisional objectives for the review might include the following

- (a) To identify the factors which cause delays in discharging people from hospital and the effectiveness of any plans/actions which have been taken to address the issues.
- (b) To assess how well the Warwickshire Joint Hospital Discharge Protocol is working and identify any differential performance between hospitals serving Warwickshire.
- (c) To identify the barriers to improvement in hospital discharge arrangements and the affordable options or solutions which would enable improved outcomes for people
- (d) The interface with reablement or other intermediate care services.
- (e) To identify whether there are inequalities across the county, differential waiting/assessment times or gaps in provision.
- (f) To identify the current provision and options for providing 'out of hospital' convalescent facilities and any alternative affordable options
- (g) To identify whether there are areas where improved working with partners could improve the outcomes for people and reduce demands on resources.
- (h) To reduce the number of delayed discharges from hospital
- (i) To make recommendations for improvements which are both affordable and sustainable and maximise the use of available public service funding

11. **Resources to support the review** –This review if commissioned is likely to take somewhere between 3-4 months to complete the review i.e. up to having an agreed final report ready for submission to committee, This is potentially a complex review and again the level of support required will depend on the exact methodology adopted by the review. A provisional estimate of scrutiny officer support is between 288 to 312 hours or 48-52 days depending on the actual methodology used by the review. This assumes a review planning meeting, 3 evidence sessions, evidence review meeting, meeting to develop conclusions and recommendations, between 4-5 local site visits (a best practice visit outside the county is not included) include arrangements for meetings, research time, liaison and contact with witnesses and write up of evidence and the final report.

## **C. Adult Social Care Low Level Prevention Services**

12. The aim of this review would be to see whether or not we can improve the 'offer of low level prevention services' in an affordable way either through incorporating other services, those provided by others or through joint working with partners. Approval to commence the reconfiguration of voluntary sector and day care services into the community hub model was approved by Cabinet in January 2010. This included some low level support services. The draft programme agreed by Cabinet indicates major work being undertaken this financial year in re-tendering services. In addition the new telecare model is to be rolled out over the next 2-3 months. These factors might indicate a review if commissioned should be targeted towards the last quarter of the current financial year. Further liaison is required on appropriate start dates.

13. The background to the review proposal is that the Council has set its Fair Access to Care threshold at the substantial and critical levels. Cabinet is being asked to confirm these thresholds on 22 July 2010 and to support a stricter and more consistent application of the guidance which has been refreshed by government. People falling below these thresholds do not have access to publicly funded mainstream social care support, or residential services.
14. The Council has previously agreed a well-being threshold for people who fall within the moderate and low bands of the FACS criteria. This aimed to provide people with that 'little bit of help' to access alternative support services, equipment, information and advice with the aim of reducing or delaying the need for people to come into the social care system.
15. Keeping people out of the social care system or delaying their need to enter the system will be a key component of any strategy adopted by the council to meet the twin challenges of budgetary constraints and demographic growth whilst at the same time trying to meet people's expectations and providing sustainable services in the future.
16. Outturn performance for 2009/10 comments that 30.5% of older people believe that they receive the support they need to live independently. 2009 Warwickshire Partnership Place Survey: While performance is low for this indicator, the benchmarking comparison puts WCC in the upper middle quartile against all other England authorities, but lower middle compared to all Shire Counties and our comparator group. This is in part a perception measure. A publicity campaign is being developed with corporate communications to improve public perception before this information is collected by the Place survey in 2010. Further that the development and expansion in growth of **telecare** services is slower than we had hoped but the enhanced Warwickshire Strategic Housing and Support Partnership are now taking a lead on the developing the strategy as part of the partnership approach. There should be an agreement on the new telecare model over the next 2-3 months with a rollout of the new approach during the second part of the year.
17. Provisional objectives for the review might include the following
  - a. To establish whether the well-being threshold is working as intended, whether it needs to be renewed or refreshed to meet the changing context
  - b. To identify those services currently within the scope of low level prevention services i.e. what is the current offer?
  - c. To identify whether there are inequalities in provision across the county differential waiting/assessment times or gaps in provision and any plans to address any issues and any affordable options to improve consistency.
  - d. To ascertain whether there are other services provided by ourselves or partners that should fall within the scope i.e. can we improve the offer?
  - e. To identify whether there are areas where improved working with partners could improve the offer or its affordability.

- f. To identify whether there could be improvements in access to aids, adaptations, and telecare to better support a prevention strategy.
- g. To establish current progress on the implementation of the prevention strategy and the community hub model.
- h. To promote public confidence in people's abilities to manage their own care needs without recourse to the social care system
- i. Ultimately to secure better outcomes for people, more choice and control and reduce the need to rely on the social care system and remain independent for longer
- j. To make recommendations for improvements which are both affordable and sustainable and maximise the use of available public service funding.

**18. Resources to support the review** –This review if commissioned is likely to take somewhere between 3-4 months to complete the review i.e. up to having an agreed final report ready for submission to committee. This is potentially a complex review and again the level of support required will depend on the exact methodology adopted by the review. A provisional estimate of scrutiny officer support is between 252 to 276 hours or 42-46 days depending on the actual methodology used by the review. This assumes a review planning meeting, 3 evidence sessions, evidence review meeting, meeting to develop conclusions and recommendations, 2 local site visits (a best practice visit outside the county is not included) it includes arrangements for meetings, research time, liaison and contact with witnesses and write up of evidence and the final report.

LES CABORN  
Chair of Adult Social Care and  
Health Overview and Scrutiny  
Committee

Shire Hall  
Warwick  
19 July 2010