

**AGENDA MANAGEMENT SHEET**

**Name of Committee** Overview And Scrutiny Board

**Date of Committee** 10th March 2011

**Report Title** Overview and Scrutiny Annual Report 2010/11

**Summary** This report outlines the work undertaken by Overview and Scrutiny during 2010/11.

**For further information please contact:**

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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  .....
- Local Member(s)  N/A
- Other Elected Members  Cllr Saint, Cllr Tandy, Cllr Roodhouse
- Cabinet Member  .....
- Chief Executive  .....
- Legal  Sarah Duxbury
- Finance  .....
- Other Strategic Directors  David Carter, Strategic Director for Customers, Workforce and Governance
- District Councils  .....
- Health Authority  .....
- Police  .....

Other Bodies/Individuals  .....

**FINAL DECISION NO**

**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  .....

**Overview And Scrutiny Board - 10th March 2011.**

**Overview and Scrutiny Annual Report 2010/11**

**Report of the Strategic Director for Customers, Workforce  
and Governance**

**Recommendation**

Overview and Scrutiny Board is recommended to agree the Overview and Scrutiny Annual Report 2010/11 and forward the report onto Council for consideration.

Attached as Appendix A is the Annual Report for the Overview and Scrutiny function for 2010/11.

DAVID CARTER  
Strategic Director for  
Customers, Workforce and  
Governance

Shire Hall  
Warwick

03 February 2011



# Overview and Scrutiny Annual Report 2010/11

## Introduction

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This report outlines the work undertaken by the Council's Overview and Scrutiny function during the 2010/11 municipal year.

The Council agreed new arrangements for Overview and Scrutiny at its meeting in June 2010, consisting of four Committees:

- Overview and Scrutiny Board
- Adult Social Care and Health Overview and Scrutiny Committee
- Children and Young People Overview and Scrutiny Committee
- Communities Overview and Scrutiny Committee

The Overview and Scrutiny Board is responsible for commissioning Task and Finish Groups, with the three other Committees suggesting topics to the Board. Any non-cabinet member is able to put their name forward to participate in a Task and Finish Group.

A number of Task and Finish Groups have been commissioned during 2010/11, with the majority of recommendations proposed being accepted by Cabinet and relevant partners, illustrating that Overview and Scrutiny is having a positive impact on public services across the County.

## Committees

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Each Committee established its own work programme focussing on a number of high priority issues.

### Adult Social Care and Health Overview and Scrutiny Committee

During 2010/11 the Adult Social Care and Health OSC (formerly the Health OSC and the Adult and Community Services OSC) has considered a number of important issues, including

- Care and Choice Accommodation Programme
- NHS Transformation
- Fairer Charging and Contributions
- West Midlands Ambulance Service Reconfiguration

### Site Visits undertaken:

**West Midlands Ambulance Service, Brierley Hill and the Tollgate Emergency Operations Centre, Stafford (24 September 2010)** in relation to proposals to relocate the Leamington Spa control centre to Staffordshire. Councillor Caborn observed: "The visit was most interesting and the quality and professionalism of the operators at the centres was impressive and reassuring. We are in safe hands."





**Tanser Court Telecare Flat (1 October 2010)** to see the assistive equipment and technology available through Telecare to provide support to people in their own homes. Members of the Low Level Prevention Services Task and Finish Group have also visited ARC (control centre for Telecare) and two councillors visited a Telecare user and carer, to learn how Telecare gives them the freedom to continue with a relatively normal life. Councillor Sally Bragg, Rugby Borough Council member on the Committee said:

“The visit was very interesting; it is amazing the gadgets that are available to help ensure people’s safety particularly if they have mobility problems. It is so important that this service is publicised to any possible user as it can give tremendous peace of mind to their family whilst enabling them to live independently”.

### **Children and Young People Overview and Scrutiny Committee**

During 2010/11 the Children and Young People OSC (formerly the Children, Young People and Families OSC) has considered a number of important issues, including the following:

- Educational attainment of Warwickshire pupils
- Warwickshire Pupil Re-Integration Service
- Schools White Paper

#### **Site Visits undertaken:**

**Keresley Teaching and Learning Centre and Pound Lane Teaching and Learning Centre** in response to the poor outcome of the Ofsted Inspection of Warwickshire’s Teaching and Learning Centres at Keresley and Pound Lane. Members received accompanied tours of both sites and were able to meet with staff and a focus group of pupils at Pound Lane. Councillor June Tandy said: “The visits members of the Children and Young People Overview and Scrutiny Committee undertook were extremely valuable in that it enabled members to better understand the difficult issues facing the Pupil Referral Units.



### **Communities Overview and Scrutiny Committee**

During 2010/11 the Communities OSC (formerly the Corporate Services and Community Safety OSC and Environment and Economy OSC) has considered a number of high profile issues, including: choose 3

- Fire and Rescue Improvement Plan
- High Speed Rail 2
- Future strategy for Waste

## Site Visits undertaken:



**Visit to Fire Headquarters (22 October 2010) in relation to the improvement plan.** Councillor John Whitehouse said: "The visit to Fire and Rescue Headquarters enabled members to gain an insight into the operational management of the Fire and Rescue Service and to witness first hand some of the excellent work being undertaken by the fire and rescue service to make communities safe."

## Tour of the Rugby Western Relief Road (29 November 2010)

Councillor John Whitehouse commented: "It was an informative and useful tour, to see at first hand some of the construction issues faced in the building of the road. The finished result looks good, and will clearly benefit the town of Rugby. The committee's task now is to understand why costs escalated so much during the project, and whether the road will deliver sufficient value for the money spent on it."



## Overview and Scrutiny Board

During 2010/11 the Overview and Scrutiny Board have considered a number of important issues, including:

- Progress on property review and the One Front Door Programme
- A vision for consultation and engagement
- Sub-regional programme of collaboration on variety of services

Since the new arrangements the Overview and Scrutiny Board has commissioned seven Task and Finish Groups.

- Rugby Accident and Emergency
- Household Waste Recycling Centres
- Adult Social Care Prevention Services
- Review of Communication with the public and financial accountability
- Public Service Reform
- Supporting the Local Economy
- Hospital Discharges and Reablement

## Task and Finish Groups

Review	Outcome
Safeguarding	Robust and effective systems and processes to protect children and young people from harm
<p>Investigations into a number of high profile tragic child protection cases elsewhere in the country, highlighted systemic failings in processes and partnership working. The nature of such cases has increased national and local awareness around child protection issues, leading to Warwickshire, along with other local authorities, experiencing an unprecedented increase in the number of child protection referrals and the number of children subject to a Child Protection Plan. The Task and Finish Group scrutinised the effectiveness of child protection processes and the impact of increased demand for child protection services. It gathered evidence from social workers, teachers, a dedicated nurse for child protection and Warwickshire Police. In addition, members undertook site visits to each of the Child Services area offices. The review highlighted that Warwickshire has robust systems and processes in place, but made a number of recommendations to strengthen the current system including introducing protected caseloads for newly qualified social workers, ensuring equity of level and nature of caseloads across the county and improving how information regarding thresholds and referral processes is provided and communicated to schools and other key partners. The recommendations were accepted by Cabinet.</p>	

Review	Outcome
Child and Adolescent Mental Health Services (CAMHS)	Improved access to CAMHS services and reduced waiting times across the County
<p>The CAMHS Scrutiny Panel held a Select Committee meeting in June 2010 to scrutinise inequality of access and waiting times for specialist CAMHS across the County. The Panel identified a number of improvements including how CAMHS communicates with schools and parents enabling flexible approaches for appointments to reduce the level of missed appointments, enhanced promotion and use of early intervention services and better performance and financial reporting to Commissioners. The recommendations developed by the Panel were accepted by the Cabinet, NHS Warwickshire and Coventry and Warwickshire Partnership Trust. The Adult Social Care and Health OSC will be considering the progress made in implementing the recommendations at its meeting in April meeting.</p>	

Review	Outcome
Rugby Accident & Emergency	Effective and efficient services that meet the needs of the local community
<p>NHS Warwickshire in its commitment to provide the best possible services for residents in Warwickshire identified several potential options for a new model of</p>	



service for emergency and urgent care in Rugby. The options went out for public consultation in July 2010. The Task and Finish Group was established to consider the proposals and whether they effectively met the needs of the local economy. The Group held a select committee in August and made a number of recommendations, including improving the road signage around Rugby to provide greater clarification regarding the services that are available at Rugby St Cross and developing an effective communication strategy to raise awareness of different services available at Rugby St Cross and University Hospital in Coventry.

Review	Outcome
Permanent School Exclusions	A reduction in permanent school exclusions and improve educational outcomes for children and young people
<p>Whilst 2008/09 saw a decline in school exclusions within Warwickshire, since 2003/04 the general trend has been upwards. The Task and Finish Group sought to develop an understanding of the reasons why children are excluded, the processes that are in place to support them and their families and the challenges facing schools around pupil behaviour. The Group gathered evidence from a variety of people including excluded pupils. Site visits were also undertaken to teaching and learning centres to speak to staff and pupils. The recommendations identified improvements which could be made in support for schools, training for staff, partnership working and how resources are allocated. These recommendations were accepted by Cabinet in November 2010.</p>	

Review	Outcome
Support for Carers	Improved services and support for carers
<p>There are an estimated 53,000 people living and working in Warwickshire who consider themselves carers. In addition to this, there are many individuals, who for one reason or another do not consider themselves as a carer. The Task and Finish Group sought to understand the challenges facing carers and the support that is available to them. Evidence was gathered from a number of sources, including carers, voluntary organisations and officers within the County Council and other statutory agencies. The Task and Finish Group found that there is a significant amount of work being undertaken by statutory and voluntary organisations to support carers. However, the Task and Finish Group identified areas for improvement in relation to joint working and the general awareness of the needs of carers. The majority of the recommendations developed by the Task and Finish Group were accepted by Cabinet in January 2011.</p>	

Review	Outcome
Household Waste Recycling Centres	A more cost effective service that meets the needs of citizens, leading to an increased recycling rate
<p>A Task and Finish Group was set up in to October 2010 to review the proposals for future provision of Household Waste Recycling Centres in Warwickshire. After analysing and evaluating a range of evidence, the Group concluded that managing Household Waste Recycling Centres in-house was the best option for the future provision of the service, as it would offer potential savings and provide the flexibility to make any necessary changes to the sites and services. With this in mind the Task and Finish Group made several recommendations which were accepted by Paul Galland - Strategic Director of Environment and Economy.</p>	

Review	Outcome
Adult Social Care Prevention Services	Effective prevention services that enable older people to remain independent
<p>A Task and Finish Group was set up in November 2010 to review the proposed changes for prevention services within Adult Social Care. The Task and Finish Group sought to understand the prevention services that currently available, what services and service models are being proposed for the future and how they differ to current arrangements. The Task and Finish sought to influence the development of future proposals and consider what prevention services would be appropriate for the future needs of residents. The Task and Finish Group made a number of recommendations, including improved publication of the assistive technology services and prevention services available and that the re-tendering of Telecare ensures service provision within each of the Boroughs and Districts to ensure equitable access for all residents.</p>	

Review	Outcome
Antenatal and Postnatal Services for Teenage Parents in Warwickshire	Improved services and support for teenage parents and consequently improved health outcomes for babies born to teenage parents
<p>Early this year the County Council successfully bid to the Centre for Public Scrutiny for funding to undertake a review aimed at addressing health inequalities. Recognising that services for teenage parents vary across Warwickshire and that babies with teenage parents often experience worse health outcomes than their peers, this review sought to establish the nature of services available to teenage parents in Warwickshire, the needs of teenage parents and the experiences of those people supplying the services. The Task and Finish Group heard evidence from a wide range of sources, including Connexions, health visitors, midwives, the family Information service and Respect Yourself Campaign, as well as talking directly to a number of teenage parents. The Task and Finish Group made a number of recommendations, including the need to engage more fully with the voluntary and community sector, the need for smooth transition between midwife and health visitor,</p>	

the importance of the Connexions service and the benefits of good communication and collaboration. The recommendations were aimed at a number of stakeholders including hospitals, schools and parts of the county council.

Importantly the review was sponsored by the Centre for Public Scrutiny so that it could gather experiences and intelligence with a view to developing a “Health Inequalities Overview and Scrutiny Toolkit”. Warwickshire’s experience has been instrumental in developing the Toolkit, which will be a valuable resource for other Local Authority’s seeking to address health inequalities through scrutiny. The Health Inequalities Toolkit is due to be published Spring 2011.

Review	Outcome
Supporting the Local Economy	Recognisable improvements in the local economy
<p>A Task and Group has been established to scrutinise the role the Council and key partners can play in supporting and stimulating the local economy. This review has come at an interesting time as resources for economic development and regeneration are reduced and the new Local Enterprise Partnership (LEP) is being developed for Coventry and Warwickshire. Members have no intention to scrutinise the LEP at this early stage in its existence but the Task and Finish group has stated that it will be interested to monitor the ways in which the LEP’s performance will be assessed in the future.</p>	

Review	Outcome
Communication with the Public and Financial Accountability	Improve communication, transparency and accountability
<p>A Task and Finish Group was established to explore the way in which the Council communicates with the public regarding financial issues and whether our processes for financial management are transparent and understandable. The review was prompted by the prospect of a very significant reduction in the council's budget and the implications that this will inevitably have for services.</p> <p>The task and finish group worked with officers from Communications to research practices being rolled out by other authorities, identify good practices, develop an approach tailored to Warwickshire’s particular needs and roll this out. The Task and Finish Group made a number of recommendations in relation the first element of the review. These were inward facing and, amongst other things called for more information to be shared with staff and for there to be greater clarity over the Transformation 2013 project currently being undertaken. Many of the recommendations made by the Task and Finish Group have now been implemented.</p> <p>The Task and Finish Group has now embarked on the second stage of the review, focusing on how financial information is presented to elected members and ways in which it can be best utilised to ensure that the decisions they make about spending are informed and that financial accountability systems and processes are effective.</p>	

The Task and Finish Group will be undertaking a member's survey to in order to understand the information needs of members.

Review	Outcome
Hospital Discharges and Reablement	Recognisable improvements in discharge processes and outcomes
<p>A Task and Finish Group was set up in December 2010 to review hospital discharge and reablement services in Warwickshire. The Group has considered the protocol arrangements for hospital discharge and the eligibility criteria for reablement services. The Task and finish Group have learned the priority for Adult Social Care is to promote independence by encouraging customers to do things for themselves rather than carers doing things for them. The plan is that every customer will be given a reablement package if they are FACs eligible (Fair Access to Care). The Task and Finish Group will be considering what works well and not so well when patients are discharged from hospital and how Warwickshire's performance measures against other counties.</p>	

Review	Outcome
Public Service Reform	A clear vision of the future for relevant public services in Warwickshire shared by partners
<p>The central government programme for public sector reform is moving rapidly. In July 2010 a Task and Finish Group was established to look at some of the implications for the Council and its key partners to look at how the public sector landscape might change and the impact on the Council. The scope of the potential changes is vast and with proposals emanating thick and fast from government the Group decided to focus on the areas of adult social care, health, education and police services. Following a number of roundtable sessions with partners and a workshop the Group reported to the Overview and Scrutiny Board with its initial recommendations about the future direction of the Council, including moving towards a strategic commissioning model, developing a clear vision and transition plan to support the model, any proposals for trading, outsourcing, collaborative models to be supported by a proper business case and proposals for collaboration be based on what makes sense in service terms and not restricted to specific geographic areas i.e. 'Warwickshire' or the sub-region. These were accepted by Cabinet on 27 January 2011.</p> <p>The Overview and Scrutiny Board has commissioned further work from the Group. In its next phase the Group will be looking at the Council's proposals for a strategic commissioning model and how well this aligns with partners. The Group will also be reviewing whether further economies could be achieved in the purchase of goods and services which all public sector bodies require.</p>	