



Scrutiny Programme Board

Date:	Thursday, 4 March 2010
Time:	6.15 pm
Venue:	Committee Room 1 - Wallasey Town Hall

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AGENDA

1. MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST/PARTY WHIP

Members are asked to consider whether they have personal or prejudicial interests in connection with any item(s) on this agenda and, if so, to declare them and state what they are.

Members are reminded that they should also declare, pursuant to paragraph 18 of the Overview and Scrutiny Procedure Rules, whether they are subject to a party whip in connection with any item(s) to be considered and, if so, to declare it and state the nature of the whipping arrangement.

2. MINUTES (Pages 1 - 8)

To receive the minutes of the meeting held on 14 January 2010.

3. ALLOCATION OF CALL-IN NOTICES

To consider the briefing note from the Director of Law, HR and Asset Management to be circulated in advance of the meeting

4. EQUALITY AND DIVERSITY - COUNCIL PROGRESS (Pages 9 - 12)

5. 'ONE COUNCIL' SCRUTINY REVIEW - PROGRESS REPORT (Pages 13 - 18)

6. MEMBERS TRAINING AND DEVELOPMENT

Notes of a meeting of the Member Training Steering Group held on 8 February 2010 to be circulated. A further meeting of the MTSG will be held on 1 March 2010, which will be the subject of a verbal update.

7. SCRUTINY LEAFLET (Pages 19 - 20)

8. WORK PROGRAMMES OF OVERVIEW AND SCRUTINY COMMITTEES (Pages 21 - 64)

- (a) Children and Young People
- (b) Council Excellence
- (c) Economy and Regeneration
- (d) Health and Well Being
- (e) Sustainable Communities

9. REVIEW OF SCRUTINY WORK PROGRAMME (Pages 65 - 74)

10. THE FORWARD PLAN AND THE SCRUTINY FUNCTION

At its meeting on 4 February 2010 (minute 298 refers), the Cabinet considered a referral from the Scrutiny Programme Board (minute 37 – 14 January 2010) in relation to the operation of the Forward Plan, which requested the Cabinet to agree to the following –

- (a) That officers include within the Forward Plan a more informative narrative of the key decisions to be taken, together with more accurate timescales.
- (b) That, for a short trial period, Chief Officers be required to submit to the next appropriate Overview and Scrutiny Committee a brief explanation of new items included in the Forward Plan.

Cabinet minute 298 resolved –

- (1) That officers include within the Forward Plan a more informative narrative of the key decisions to be taken, together with more accurate timescales.
- (2) Cabinet notes that Overview and Scrutiny Committees set their own agenda and can call on officers to present additional reports to meet their requirements.

11. DRAFT PROTOCOL - SCRUTINY OF THE CRIME AND DISORDER REDUCTION PARTNERSHIP (Pages 75 - 82)

12. ANNUAL SCRUTINY QUESTIONNAIRE (Pages 83 - 88)

13. ANY OTHER URGENT BUSINESS APPROVED BY THE CHAIR

SCRUTINY PROGRAMME BOARD

Thursday, 14 January 2010

<u>Present:</u>	Councillor	D Mitchell (Chair)	
	Councillors	C Meaden S Clarke J Keeley D Knowles	AER Jones H Smith A Bridson
<u>Deputies:</u>	Councillors	G Watt (In place of J Hale) A Taylor (In place of P Southwood)	

28 MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST/PARTY WHIP

Members were asked to consider whether they had personal or prejudicial interests in connection with any item(s) on this agenda and, if so, to declare them and state what they were. Members were reminded that they should also declare, pursuant to paragraph 18 of the Overview and Scrutiny Procedure Rules, whether they were subject to a party whip in connection with any item(s) to be considered and, if so, to declare it and state the nature of the whipping arrangement.

Councillor A Jones declared his personal interest in agenda item 9 – Update on New Legislation (see minute 36 post) by virtue of him being a member of the Merseyside Police Authority.

29 MINUTES

Resolved – That the minutes of the meeting held on 4 November 2009 be approved.

30 REVIEW OF SCRUTINY PROGRAMME BOARD TERMS OF REFERENCE - ALLOCATION OF CALL-IN NOTICES

Further to minute 14 (14 September 2009), the Cabinet (minute 163 (15 October 2009) refers) considered the following proposed amendment to paragraph (iv) of the Scrutiny Programme Boards terms of reference (Call-in Notices) –

“(iv) the Chair and Party Spokespersons of the Scrutiny Programme Board shall consider call-in notices in relation to executive functions which fall within the terms of reference of more than one overview and scrutiny committee and allocate such notices to those committees affected by the decision.”

The Cabinet noted that the request was for a constitutional change, which needed to be referred to the Council. However, Cabinet recognised also that the original terms of reference were specifically agreed by the Council in order to reduce the need for multiple hearings on the same item and to allow the Scrutiny Programme Board itself

to hear call-ins which affected more than one Committee. As the original terms of reference did not preclude hearings by more than one Committee, where the Scrutiny Programme Board believed this was appropriate and the proposed revision to the terms of reference specifically removed the right of the Scrutiny Programme Board to hear call-ins affecting more than one Committee, the Cabinet believed this to be contrary to the Council's intent. It therefore recommended to the Council that the terms of reference should remain unchanged.

Cabinet minute 163 was approved by the Council on 2 November 2009 and an objection to the minute was not approved.

The Chair commented that at its meeting on 4 November 2009 (minute 22 (2) refers), the Board had requested clarification from the Director of Law, HR and Asset Management of the Terms of Reference in relation to the mechanism for the allocation of call-in notices. In response, the Head of Legal and Member Services proposed to circulate detailed written guidance.

Resolved – That this matter be considered further at the next meeting of the Board, having regard to the information to be circulated to Members by the Director of Law, HR and Asset Management.

31 MEMBERS TRAINING AND DEVELOPMENT

At its meeting held on 26 November 2009 (minute 202 refers), the Cabinet considered the recommendations of the Scrutiny Programme Board (Minute 26 (4 November 2009) refers) in relation to Members' Training and Development. The Cabinet –

- (i) thanked the Scrutiny Programme Board for its referral;
- (ii) noted that an initiative was already being taken by the Council's Chief Executive to progress issues around Members' Training and Development (including those around governance, training budgets and training providers) and that a meeting of the Chief Executive, Cabinet and Portfolio Holder for Corporate Services and the Members' Training Steering Group would shortly be held to discuss these issues; and
- (iii) requested that the Chief Executive report back to it on the outcomes of those discussions and to the Scrutiny Programme Board and the Employment and Appointments Committee at the earliest opportunity.

The Chair indicated that it had proved difficult to arrange a meeting owing to members' other commitments. However, arrangements had now been made and there was to be a meeting of the Member Training Steering Group on 8 February 2010. All of its members and the relevant Portfolio Holder had agreed to attend. Once the meeting had taken place, a further report would be made to the Scrutiny Programme Board on its proceedings and any outcomes.

Resolved – That this be noted.

32 **SUCCESSFUL SCRUTINY 2009**

The Director of Law, HR and Asset Management presented for information a copy of the Centre for Public Scrutiny (CfPS) publication "Successful Scrutiny 2009 – Outstanding Practice in Public Scrutiny". The CfPS highlighted examples of where scrutiny was working and where it promoted the value that non-executives had in helping shape the way public services were delivered. The examples contained within the publication were gathered from the Centre for Public Scrutiny's 2nd Good Scrutiny Awards, which were awarded at their 2009 Annual Conference. They provided a set of case studies where accountability arrangements had exemplified the CfPS principles of effective scrutiny. All demonstrated excellent and innovative practice and examples of what could be achieved and it was intended that they would offer encouragement to scrutiny practitioners and policy makers across the public sector.

Members commented upon the need for all Members of Overview and Scrutiny Committees to be actively involved in the scrutiny function and to lead community participation. In order to encourage public engagement, Members proposed the production of a scrutiny leaflet to seek the views of local residents upon what issues they wished to be the subject of scrutiny.

Resolved –

- (1) That the Centre for Public Scrutiny publication "Successful Scrutiny 2009 – Outstanding Practice in Public Scrutiny" be noted.**
- (2) That the Director of Law, HR and Asset Management be requested to present a Scrutiny Leaflet for consideration at the next meeting of the Board.**

33 **ALCOHOL SCRUTINY REVIEW - PROGRESS REPORT**

The Chair presented a report of the Alcohol Scrutiny Panel Members upon progress of the Alcohol Scrutiny Review. He outlined the scope of the review, which would focus particularly on those issues that were within the direct responsibility of the Council. It was proposed that, due to the high profile and significance of excessive drinking among young people, the central focus of the review would be the "access to alcohol by young people in Wirral".

It was planned to complete the final report for the Alcohol Scrutiny Review before the end of the municipal year and the Chair outlined the specific issues to be addressed and the methods to be used for gathering evidence.

Members considered also a response they had received from a local resident to the Alcohol Scrutiny Review, which also offered some general observations on the issue of alcohol in the Bidston area of Birkenhead. A number of Members expressed their disagreement with a number of points in the letter, particularly what they perceived to be attacks on Council officers in relation to licensing of off-licences and test sales of alcohol to young people under the age of 18. Other Members questioned the objectivity of the response, as the respondent appeared to be promoting the issue for party political purposes.

Resolved –

- (1) That the Scope for the Alcohol Scrutiny Review, set out in Appendix 1 to the report now submitted, be endorsed.**
- (2) That the Panel Members be confirmed as Councillors Ann Bridson, Chris Meaden, Dave Mitchell and Sue Taylor.**
- (3) That the response to the Review be noted.**

34 WORKING AS ONE COUNCIL

The Chair commented that the issue of joined up working across Council Departments in order to avoid duplication had been identified by Members as part of the Scrutiny Work Programme. He sought the views of the Board as to how best to take the matter forward and whether it was preferable to commence scrutiny prior to, or following the local elections in May 2010. Members proposed that a Working Party be established and that it should initially consider the scope of the review. The views of the Working Party would then be considered at the next meeting of the Board.

Resolved –

- (1) That a Working Party comprising all Members of the Scrutiny Programme Board be established to consider the scope of a scrutiny review in relation to joined up working across the Council.**
- (2) That the officers be requested to arrange a meeting of the Working Party in advance of the next meeting of the Board.**

35 COUNCILLOR CALL FOR ACTION - RECORD AND EVIDENCE TRAIL

Further to minute 23 (4 November 2009), the Director of Law, HR and Asset Management reported that the draft protocol in respect of the 'Councillor's Call for Action' (CCfA) had been circulated to all Members of the Council and that no comments had been received. The protocol had been endorsed by the Cabinet (minute 237 (9 December 2009) refers) and recommended to the Council for adoption and inclusion at Part 5 of the Council's Constitution – Codes and Protocols.

The Director had also prepared a checklist of evidence to help Members in gathering information to assist any Councillor Calls for Action, which would also be presented to the Cabinet/Council for consideration, approval and adoption. A Member expressed the view that the process seemed too difficult in order to resolve a problem. In response, the Director indicated that the CCfA should only be taken as a last resort when all other avenues available to a Councillor to address a problem had failed. The checklist was intended to assist Members in evidencing those failures, in order to demonstrate to the Monitoring Officer that he or she had sought to address the issue through all existing means.

Resolved – That the Record and Evidence Trail be endorsed, to be appended to the Councillor Call for Action protocol, and referred to the Cabinet/Council for consideration/approval and adoption.

36 UPDATE ON NEW LEGISLATION

The Director of Law, HR and Asset Management provided an overview and outlined the main provisions of the following pieces of new legislation, which affected the way that scrutiny was to be approached now and in the future –

- The Local Government and Public Involvement in Health Act 2007, which came into effect on 1 April 2009;
- The Police and Justice Act 2006, which came into effect on 30 April 2009; and
- The Local Democracy, Economic Development and Construction Act 2009, which received Royal Assent on 12 November 2009.

He commented also that the Department of Health was reviewing Health Scrutiny and he referred to a consultation paper ‘Strengthening Local Democracy’, issued by the Department of Communities and Local Government, which explored whether local government had the powers it needed to meet today's challenges, as part of the Government's drive to renew Britain's democracy and build trust in the political system at all levels.

There were wide ranging proposals set out in the consultation document which, if implemented, could have far reaching implications for the future of local government. The paper stated that some of the changes proposed could be achieved rapidly but it also set the parameters for the debate over the next five to ten years. It also recognised that proposals in the paper would impose costs on local authorities and it stated that any net additional cost (taking into account any savings made as a result of implementing proposals) to local authorities would be fully and properly funded by the Department of Communities and Local Government. Members commented upon the value of a presentation to all Members of the Council of the impact of new legislation.

Resolved –

- (1) That the progress of the legislation, that has or will affect the remit of Scrutiny, set out in the report now submitted, be noted.**
- (2) That the progress of the Department of Health's review of Health Scrutiny be noted.**
- (3) That a further report be presented to a future meeting of the Board upon the detail of the Department of Communities and Local Government's response to the consultation carried out following the publication of its consultation paper “Strengthening Local Democracy”, setting out the proposed next steps.**
- (4) That a presentation to Members on the impact of new legislation be undertaken as part of the Member Development training regime.**

37 THE FORWARD PLAN AND THE SCRUTINY FUNCTION

Further to minute 27 (4 November 2009), the Director of Law, HR and Asset Management provided an overview of the operation of the Forward Plan of Key Decisions, which was prepared by the Leader of the Council to cover a period of four months, beginning with the first day of any month. It was updated monthly on a rolling basis and it contained all of the Key Decisions of the Cabinet, a Committee of the Cabinet, individual Members of the Cabinet, officers, or under joint arrangements in the course of the discharge of Executive functions that were expected to be taken during that time. The Director set out the definition of a key decision and commented that, for the avoidance of doubt, any decision approving proposals for the making or amendment of a plan or budget which required the approval of the Council was regarded as a key decision.

At each meeting of the Scrutiny Programme Board, Members were invited to consider the Council's latest Forward Plan of Key Decisions published on the Internet and agree, in the light of the Overview and Scrutiny Work Programme, whether to scrutinise any of the items listed for decision that fell within their remit, bearing in mind timescales and the resources available. However, Members were of the opinion that the nature and scope of key decisions to be taken were not always clear or obvious. Consequently, Members were sometimes in doubt as to what exactly was to be determined until after the determination had actually been made. The Director confirmed that he would explore ways to improve the Forward Plan and report back to Members.

The Forward Plan enabled Scrutiny Members to scrutinise Key Decisions listed in the Forward Plan before they were taken, allowing them to hold the Cabinet and Chief Officers to account for the decisions they were about to take, and to ensure that the decision making was robust and based on a sound footing. However, pre-scrutiny may be viewed as a barrier that could delay policy, when deadlines were already tight.

The Director referred also to the General Exception and Special Urgency Rules contained within the Access to Information Procedure Rules and outlined the circumstances when an overview and scrutiny committee could require the Executive to present a report to the Council in relation to a key decision taken, which was not included on the Forward Plan or the subject of the general exception procedure or the subject of an agreement with a relevant Overview and Scrutiny Committee Chair, or the Chief Executive of the Council under Rule 15.

Members commented that a more informative narrative of the items contained within the Forward Plan would enable a better understanding of the decisions to be taken. In addition, more accurate timescales for decisions contained within the Plan would enable effective pre-scrutiny to be undertaken.

Resolved –

- (1) That the report be noted.**
- (2) That, in order to make the Forward Plan more user-friendly and to assist the scrutiny function, the Cabinet be requested to agree to the following –**

- (a) That officers include within the Forward Plan a more informative narrative of the key decisions to be taken, together with more accurate timescales.
- (b) That, for a short trial period, Chief Officers be required to submit to the next appropriate Overview and Scrutiny Committee a brief explanation of new items included in the Forward Plan.

38 **WORK PROGRAMMES OF OVERVIEW AND SCRUTINY COMMITTEES**

Members received reports outlining the work programmes of the following overview and scrutiny committees, which included an indication of the way each scrutiny topic would be dealt with and timescales for the work to be completed. –

- (a) Children and Young People
- (b) Council Excellence
- (c) Economy and Regeneration
- (d) Health and Well Being
- (e) Sustainable Communities

Resolved – That the reports be noted.

39 **REVIEW OF SCRUTINY WORK PROGRAMME**

The Chair presented an updated Monitoring Report on the Committees Work Programme, in order to give Members the opportunity to review it and to ask for new items to be added.

Resolved – That the report be noted.

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WIRRAL COUNCIL

SCRUTINY PROGRAMME BOARD – 4 MARCH 2010

REPORT OF THE DEPUTY CHIEF EXECUTIVE / DIRECTOR OF CORPORATE SERVICES

EQUALITY AND DIVERSITY – COUNCIL PROGRESS

1. Executive Summary

1.1 The purpose of this report is to provide an overview of The Council's achievements in order to be awarded Level 3 of the Equality Standard for Local Government in November 2009, and to highlight the role of scrutiny in order for the Council to reach 'Excellent' status of the new Equality Framework for Local Government by November 2011.

2. Background

2.1 Achieving level 3 is a major milestone for the Council. However, not only did the Council achieve level 3, the Improvement and Development Agency assessors stated it was a 'good and solid level 3'.

2.2 When the assessors initially visited the Council in May 2009, it should be noted that their decision not to award Level 3 at that time was because the Council was only 'a hair's breadth away and the submission of further evidence by September 2009 should ensure a more favourable outcome'.

2.2 The Council's many equality achievements over the last two years demonstrate its commitment to embedding equality and diversity across everything that it does as an organisation (as an employer, a service provider, a commissioner of services and within its leadership role for communities).

2.3 The Council formally adopted the Equality Standard in October 2004 to show its commitment to addressing equality issues. The Council self-assessed for Level 2 of the Equality Standard in March 2007, but at this time did not have a dedicated post to progress equality and diversity issues further. Therefore a decision was made within the Corporate Services department to invest resources into such a post.

2.4 In November 2007 the Council successfully recruited a new Corporate Equality and Diversity Co-ordinator, Jacqui Cross. Shortly after, John Webb became the lead Director for equality and diversity, the Portfolio Holder for Community and Customer Engagement and Chair of the Excellence committee became equality Member champions, all of which has significantly improved the Council's capacity to provide the necessary leadership and expertise to ensure equality and diversity issues are embedded across the organisation.

2.5 The Council allocated resources, established a more robust governance infrastructure, involved key stakeholders, and set very clear aims and objectives in order to be awarded Level 3.

2.6 Regarding the equality agenda, the Council has led the way in Wirral in so many ways. For example:

- The Chief Executive personally overseeing the Level 3 action plan.
- Enabling the Council Excellence Overview and Scrutiny Committee to facilitate briefings and training for Members.
- Producing a single equality scheme that covers all six strands of equality (race, gender and transgender, disability, age, sexual orientation, and religion or belief).
- Developing an online equality and diversity training package for all staff and Members to ensure we all have the same level of awareness about the issues (5,100 staff and Members have completed the training).
- Organising an annual Diversity Day event at Wallasey Town Hall, attracting many people from across Wirral (nearly 1,000 people attended the last event in November 2009).
- Producing an equality impact assessment template that is now recognised as an example of best practice by the North West Employers' Organisation's Equality Gateway.
- Developing a brand for the Council's equality programme (Equality Watch and jellybeans) that is now recognised across Wirral's communities as the Council's commitment to equality issues.
- Producing an equality profile of the Council workforce to help us work towards being a more modern, diverse and representative organisation.
- Establishing a Corporate Equality Group that has resolved workforce issues, produced excellent policies and strategies, and has showcased numerous community services and activities.
- Producing quarterly equality monitoring reports that clearly highlight progress across all departments.
- Establishing an Equality Watch membership scheme which has over 300 members to date receiving newsletters and bulletins on a regular basis from the Council's equality and diversity team.
- Producing a Gender Identity policy in partnership with TransWirral to support any transgender member of staff or elected Member.
- Establishing Chief Officers as Champions for each of the equality strands.
- Understanding more the equality profile of our customer base in Wirral, in order to gain an insight into their experience of accessing and receiving Council services. This information will enable us to understand the nature and extent of inequalities in accessibility and standard of services.

3. Beyond Level 3

- 3.1 In order for Councils to be able to respond to new thinking on equality outcomes, the Improvement and Development Agency (IDeA) has developed a new Equality Framework for Local Government. This has now replaced the original Equality Standard.
- 3.2 Instead of reaching Levels 1 to 5, Councils will now work towards three levels:
- Developing
 - Achieving
 - Excellent
- 3.3 Any Council already at level 1 or 2 of the original Standard will automatically migrate to 'Developing' status, and any Council already at level 3 will migrate to 'Achieving' status, etc.
- 3.4 Wirral Council has automatically migrated to 'Achieving' status of the new Framework, and will need to be assessed for 'Excellent' status by November 2011 or risk having 'Achieving' status removed. Therefore, an action plan for reaching 'Excellent' status is currently being developed by the Corporate Equality and Diversity team.

4. The role of Scrutiny in reaching 'Excellent' status

- 4.1 The Equality Framework for Local Government highlights the need for effective scrutiny in the following areas:
- a. Is the Council meeting its equality objectives in partnership with others?
 - b. Is the Council able to identify how communities are changing and the impact this may have on equality priorities?
 - c. Can the Council demonstrate improvements and outcomes as a result of its Equality Scheme?
 - d. Is the Council scrutinising its own and its partnerships' performance with regard to equality objectives and outcomes?
 - e. Can the Council demonstrate that commissioned / procured services are delivering the Council's equality objectives?
 - f. Are communities involved in the scrutiny process?
 - g. Do Members and Senior Officers demonstrate personal leadership and understand the relevance of equality and cohesion to their local communities?
 - h. Are equality impact assessments built into all aspects of decision-making, scrutiny and policy reviews?

5. Recommendations

- 5.1 The Scrutiny Programme Board notes the progress made to date.
- 5.2 The Scrutiny Programme Board agrees to further develop the scrutiny function to incorporate the criteria of the Equality Framework for Local Government.

**JIM. WILKIE
DEPUTY CHIEF EXECUTIVE / DIRECTOR
OF CORPORATE SERVICES**

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WIRRAL BOROUGH COUNCIL

SCRUTINY PROGRAMME BOARD - 4th MARCH 2010

REPORT OF THE 'ONE COUNCIL' MEMBERS' WORKING GROUP

'ONE COUNCIL' SCRUTINY REVIEW - PROGRESS REPORT

EXECUTIVE SUMMARY

This report provides an update on progress for the 'One Council' Scrutiny Review.

1. Background

1.1 At the Scrutiny Programme Board meeting held on 14th January 2010, members agreed:

(1) That a Working Party comprising all Members of the Scrutiny Programme Board be established to consider the scope of a scrutiny review in relation to joined up working across the Council.

(2) That the officers be requested to arrange a meeting of the Working Party in advance of the next meeting of the Board.

1.2 A Working Group of Scrutiny Programme Board members was held on Friday 12th February 2010. This report provides details of the outcome of that meeting, to which six members of the Scrutiny Programme Board were able to attend.

2. Scope of the Review

2.1 Members agreed that the objective of the review should be to improve the quality of service provided by staff and therefore to enhance the level of service provided to constituents by:

- Reviewing the effectiveness of joined up working between different Department's within the Council, and
- Determining whether any duplication of effort takes place.

2.2 Reviewing this topic across the whole of the Council would be an enormous and impractical task. Members therefore agreed to focus particularly on the operation of the Call Centre and the One Stop Shops. The reasons for this selection were to:

- Narrow the scope of the review.
- Review an area which has a direct impact on customer satisfaction.
- Focus on service providers who clearly have to interact on a regular basis with other departments across the Council.
- Include service areas which require staff to have knowledge regarding the delivery of a large number of services and in which training is therefore essential.

2.3 The draft Scope Document, produced as a result of the meeting on 12th February, is attached as Appendix 1 to this report. Committee members are requested to consider this draft document for approval.

3. Timescale for the Review

3.1 Due to the impending election period, it is suggested that, once the Scope for this review is agreed, no further action be taken in the current municipal year. The 'One Council' review will be included on the agenda for the first meeting of the Scrutiny Programme Board in the 2010/11 municipal year. The new membership of the Board will then be able to include this item in the work programme and agree the membership of the Panel to take this work forward.

RECOMMENDATIONS

- (1) That the Committee approve the Scope for the 'One Council' Scrutiny Review, as detailed in Appendix 1.
- (2) That the Scrutiny Programme Board further discuss the plans for the 'One Council' Scrutiny review at the first meeting in the new municipal year.

**Report of the Scrutiny Programme Board Chair:
Cllr Dave Mitchell**

(16/02/10)

Appendix 1: Scope Document for the 'One Council' Scrutiny Review

Date: 16th February 2010

Review Title: 'One Council' Scrutiny Review

Scrutiny Panel Chair: To be agreed	Contact details:
Scrutiny Officer: To be agreed	Contact details:
Departmental Link Officer: To be agreed	Contact details:
Panel members: To be agreed	Contact details:
Other Key Officer contacts:	
1. Which of our strategic corporate objectives does this topic address? 1.1 To create an excellent Council, in particular: <ul style="list-style-type: none">- To improve accountability, accessibility and openness and involve those who use our services in their design and delivery	
2. What are the main issues? This review will focus on 'One Council' – investigating the issue of joined up working across Council Departments in order to avoid duplication. As the scope is potentially very wide, it has been agreed to initially focus on two areas providing frontline services, the Call Centre and the One Stop Shops. It may be feasible to investigate further areas of the Council organisation as a secondary stage to the review, with a view to rolling out any recommendations to other areas. The initial review will consider: 2.1 What services are provided by the Call Centre and the One Stop Shops? 2.2 How effectively do the Call Centre and One Stop Shops integrate with other departments in order to manage the resolution of issues? 2.3 How and at what frequency is training delivered to staff in the Call Centre and One Stop Shops? 2.4 Is the training provided by a single training function within HR or by individual departments? 2.5 Are staff in the Call Centre and One Stop Shops aware of their role in the 'wider' Council? Do employees have an holistic understanding of how the borough works? 2.6 How are staff recruited to the Call Centre and One Stop Shops? 2.7 Does the customer receive an effective service from the Call Centre and One Stop Shops?	

3. The Committee's overall aim/objective in doing this work is:

To improve the quality of service provided by staff and therefore to enhance the level of service provided to constituents by:

- Reviewing the effectiveness of joined up working between different Department's within the Council, and
- Determining whether any duplication of effort takes place.

4. The possible outputs/outcomes are:

4.1 To ensure that front-line staff are fully aware of their role in delivering the wider objectives of the Council.

4.2 To provide effective communication between the front-line service providers, relevant back office staff and the customers.

4.3 More effective use of staff by reducing duplication of effort.

4.4 Ensure that staff are as effectively trained as possible.

5. What specific value can scrutiny add to this topic?

To use new evidence to enable changes which would lead to the outcomes listed in section 4 above.

6. Who will the Committee be trying to influence as part of its work?

6.1 Appropriate Cabinet members of Wirral Borough Council

6.2 Senior Managers of Wirral Borough Council

7. Duration of enquiry?

The scope will be prepared in anticipation of this review commencing early in the 2010/11 Municipal year. The review will then be completed during that Municipal year, depending on the priorities determined by the new Committee members.

8. What category does the review fall into?

Policy Review	<input checked="" type="checkbox"/>	Policy Development	<input type="checkbox"/>
External Partnership	<input type="checkbox"/>	Performance Management	<input type="checkbox"/>
Holding Executive to Account	<input type="checkbox"/>		

9. Extra resources needed? Would the investigation benefit from the co-operation of an expert witness?

The review will be conducted by councillors with the support of existing officers. However, the panel are looking for advice from people with expertise on this topic.

10. What information do we need?	
<p>10.1 Secondary information (background information, existing reports, legislation, central government documents, etc).</p> <p>Recent Committee / Cabinet reports.</p> <p>The outcomes from a scrutiny investigation into the operation of the Call Centre by the former Community and Customer Engagement Overview and Scrutiny Committee during 2007/8.</p> <p>Relevant national documents, from advisory bodies such as IDeA.</p> <p>Reports from other councils into similar topics.</p> <p>Examples of good practice from other Councils or Merseytravel's 'One team; One Family'.</p>	<p>10.2 Primary/new evidence/information</p> <p>Interviews with key officers</p> <p>Statistics for the Call Centre and One Stop Shops, including the number of calls handled successfully.</p> <p>Visits to Wirral Call Centre and One stop Shops</p> <p>Visits to Call Centres operated by both other councils and in the private sector</p> <p>Assessment of the effectiveness of customer service offered by the call centre and One stop Shops.</p>
<p>10.3 Who can provide us with further relevant evidence? (Cabinet portfolio holder, officer, service user, general public, expert witness, etc). council officers to include:</p> <p>Ian Coleman (Director of Finance)</p> <p>Malcolm Flanagan (Head of Service, Customer service, Finance dept)</p> <p>Andrea Bruffell (Manager, Call Centre)</p> <p>Julie Williams (Manager, One Stop Shops)</p> <p>Appropriate front-line staff from Call Centre and One Stop Shops</p> <p>Appropriate Training manager / HR manager</p>	<p>10.4 What specific areas do we want them to cover when they give evidence?</p> <p>Services provided by the Call Centre and the One Stop Shops.</p> <p>Processes for the Call Centre and One Stop Shops to manage issues with other departments</p> <p>Details of training (including frequency) delivered to staff in the Call Centre and One Stop Shops</p> <p>Awareness of staff in the Call Centre and One Stop Shops regarding their role in the 'wider' Council.</p> <p>Methods of recruitment for Call Centre and One Stop Shop staff.</p>

11. What processes can we use to feed into the review? (site visits/observations, face-to-face questioning, telephone survey, written questionnaire, etc).

11.1 Meetings with officers

11.2 Visits to Wirral Call Centre and One Stop Shops

11.3 Visits to Call Centres in operated by both other councils and in the private sector

11.4 Desk-top analysis

11.5 Possible mystery shopping

11.6 Possible questionnaire of customers regarding the level of service received.

12. In what ways can we involve the public and at what stages? (consider whole range of consultative mechanisms, local committees and local ward mechanisms).

12.1 Area Forum meetings / Focus groups

12.2 Possible customer questionnaire

How Does Overview and Scrutiny work?

- Scrutiny Committees agree Work Programmes and prioritise their Reviews and other issues such as performance and budgets that they will consider;
- Each Review is considered and scoped in turn;
- Time is spent gathering information, consulting widely and comparing performance;
- Scrutiny questions how decisions have been made and considers suggestions or recommendations for improvement based on the evidence gathered;
- Non Cabinet Members can champion issues of local concern to residents and take part in developing new policy; sometimes a member of the public can be asked to sit on a Review Panel ;
- Overview and Scrutiny Committees can choose to discuss Cabinet decisions before they are implemented and suggest a different approach or re-think;
- The Cabinet must consider any suggestions or recommendations from Overview and Scrutiny Committees ;
- All meetings of a review are usually open to the public if they wish to attend; and
- Overview and Scrutiny Committees check afterwards to see if their actions have been put into practice.

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Have your say

Overview and Scrutiny Committees welcome your views on which aspects of Council business warrants review. Your suggestions will be considered on the criteria below. Your suggestion must:

- Affect a group of people living in the Wirral area;
- Relate to a Service, event or issue in which the Council has a significant stake or over which the Council has an influence;
- Not be an issue which an Overview and Scrutiny Committee has considered during the last 12 months;
- Not relate to an individual service complaint; and
- Not relate to matters dealt with by another Council Committee unless the issues deals with procedure.

Please state what Councillors should scrutinise and why:

Your Name:

Address:

Return to the Scrutiny Team at the address shown or via email to shirleyhudspeth@wirral.gov.uk



Shaping your Community

Overview & Scrutiny

A Guide for Wirral Residents



Town Hall , Brighton Street,
Wallasey Wirral
Merseyside
CH44 8ED

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What is Scrutiny?

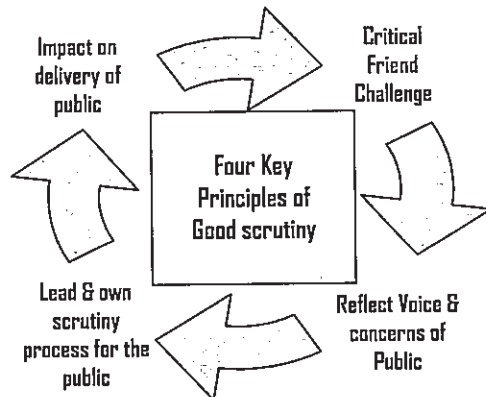
Scrutiny is part of the Council's democratic structure that is led by the 56 Councillors who are not part of the Cabinet.

The Council's Overview and Scrutiny function is a mechanism that enables Cabinet's key decisions to be examined and reviewed. This ensures decisions that are made are robust and in accordance with the Council's Policy, Procedures and relevant legislation.

Scrutiny Councillors try to involve local people to make sure the Council provides high quality services for the local community that are relevant to their needs.

They do this work through a Scrutiny Programme Board and five Overview and Scrutiny Committees usually held public:

- Children & Young People
- Council Excellence
- Economy & Regeneration
- Health and Wellbeing
- Sustainable Committees



The focus of Overview and Scrutiny is essentially fourfold:

Firstly, it is responsible for holding the Cabinet to account for its decisions in its leadership of the Council.

Secondly, Overview and Scrutiny may decide to consider existing Council Policy or Services to evaluate their effectiveness.

Thirdly, Overview and Scrutiny has an important role to play in Performance Management of the systems of the Council; and

Finally, Overview and Scrutiny can engage in external scrutiny and can examine any topic which affects the local area.

Work Programmes

Each Scrutiny Committee agrees its own work programme and details those areas to be reviewed during the coming year.

Reviews and Consultation

During a scrutiny review, Councillors consult a wide variety of people such as stakeholders, service users, academics, businesses, other Councils and the public. They ask these expert witnesses how best to make any improvements needed.

On the basis of the information and evidence gathered, they then draw up recommendations for improvement.

Sources of information

Reviews usually receive and consider evidence from expert witnesses who can shape the outcome. Witnesses can come from the Police, Fire, Health Services or from Local groups such as Age Concern or the Local Involvement Networks (LINKs), Local Government Agencies or from local people.

Public involvement

Members of the public have a right to attend Overview and Scrutiny Committee meetings and can access the agenda and reports for meetings (unless there is exempt and private information in them) on the internet or by contacting Wallasey Town Hall.

The views and opinions of the public may also be requested in a variety of other ways such as co-option onto a Committee, interviews, surveys or public meetings.

In order to assist them to make an informed decision about policies and recommendations, it can be useful for Overview and Scrutiny Committee Members to meet with members of the public who are involved in the areas being scrutinised.



UPDATE ON WORK PROGRAMME: CHILDREN AND YOUNG PEOPLE OSC –
16 March 2010

It was agreed by the Scrutiny Chairs Group in September 2008 to use the following reports to monitor the work programme for each Scrutiny Committee. The last item on each Scrutiny Committee agenda should be 'Review of the Committee Work Programme'.

Report 1 - Monitoring Report for Scrutiny Committee Work Programme

This report will list all items that have been selected by the Committee for inclusion on the work programme for the current year.

For each item on the work programme, the report will give a description, an indication of how the item will be dealt with, a relative timescale for the work and brief comments on progress.

Report 2 - Suggestions for Additions to Work Programme

The Work Programme for the Committee should be reviewed at each meeting. This will include members having the opportunity to ask for new Items to be added to the programme. This report will list any newly suggested items. Committee will then have the opportunity to agree (or not) for them to be added to the programme.

Report 3 - Proposed Outline Meeting Schedule for the Municipal Year

The report will, for each scheduled Committee meeting, list those items which are likely to be on the meeting agenda. This will give the opportunity for Committee members to take a greater lead in organising their work programme.

Report 4 - Progress Report on In-Depth Panel Reviews

This report will give a very brief update on progress / timescales for in-depth panel reviews which are in the 'ownership' of the Committee.

REPORT 1
MONITORING REPORT FOR SCRUTINY COMMITTEE WORK
PROGRAMME
CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY COMMITTEE: 2009 / 2010

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Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete/ Review date
2006	Report on the Support Given to Schools Pre- and Post-Ofsted Inspections	Panel Review		Final Report produced April 2007. Implementation of recommendations to be monitored by Standards sub-committee.	Complete
2006	Fostering Service Review	Panel Review		Final Report produced March 2008. Report discussed by Cabinet on 10th December. Implementation of recommendations to be monitored at a later date.	Review /update January 2010
Oct 2007	Youth Outreach Review	Panel Review	Report agreed Nov 2008	Final Report to Scrutiny Committee on 11th Nov. Report discussed by Cabinet on 10th December 08.	16 March 2010
July 2008	Update on Special Schools	Officer reports		Report to Committee 11th Nov. OSC members to visit schools.	
July 2008	Transition from Children's to Adult Social Services	Officer Report		Report to Committee 16th March. Item deferred until meeting in June 2009	June 2010
July 2008	NEET rates - in particular, what has been the impact of specific projects aimed at NEETs?	Officer Report		Report to Committee 13th Jan 2009. OSC to receive further report on preventative measure at key stage 4 and Knowsley apprentice programme	
July 2008	Behavioural Issues and Exclusions	Officer Report		Report noted at OSC – 11 Nov 08	

July 2008	School Funding	To be agreed		Notice has been given that the Committee intend to scrutinize School Funding during the 2009 / 10 municipal year.	
Oct 2008	Wirral Music Service	Officer Report		Committee requested a further report during a budget savings debate on the Wirral Music Service on 28.10.08. At OSC on 13.01.09 a request for further statistics was made. An Annual report has been requested.	16 March 2010
Nov 2008	Early Years Education	Officer Report		Item requested by Sheila Clarke (11th Nov meeting). Report noted at OSC 16.3.09	Complete
Nov 2008	Private Fostering	Officer report		Item discussed by OSC on 11th Nov 2008. Members requested another report in one year's time. As a result of the Ofsted Annual Performance Letter, it was agreed on 13/01/09 that a report would be produced for the March meeting.	January 2010
Nov 2008	Wirral Adoption Service	Officer Report		Item discussed by OSC on 11th Nov 2008. Further reports to be produced on the Adoption service in the future, including Special Guardianship .	June 2010
Jan 2009	Teenage Pregnancy	Panel Review		Item requested by Sheila Clarke (13 th Jan meeting). The OSC meeting on 16/03/09 agreed to receive an officer report at the June meeting. (A similar report will go to Cabinet on 09/04/09).	January 2010
Jan 2009	Child protection – STATUTORY ANNUAL Safeguarding REPORT	Officer report		As a result of the verbal report on 'The Impact of the Baby P Case' given by Howard Cooper (13/01/09), it was agreed that a further update report would be produced in the future.	June 2010

March 2009	Proposed Children in Care Council	Officer report		A future progress report will be produced on the Children in Care Council (CCC) and reps from CCC are to be invited in 12 months time	16 March 09
	Aiming High	Officer report		Officer report presented at Sept 09 OSC – Committee a further report in the future with an invitation to parents.	June 2010
	Members visit to Eddison Learning in Essex	Report by Cllr Harney		Members report to OSC on 17.9.09	Complete
	LINK Forum review of Procurement process for Parenting and Prevention Commissioning			Officer report	
	Members visit to Children Homes	Issue discussed at 02.06.09		Lead officer presented options for member visits at OSC 17.09.09 – Future Member visits to submitted to OSC for information.	Complete

REPORT 2

SUGGESTIONS FOR ADDITIONS TO WORK PROGRAMME

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY COMMITTEE: 16/03/10

Topic Description	Topic suggested by	How the topic will be dealt with	Estimated Completion Date
The identification of deprivation and the impact on learning outcomes	Cllr Harney and supported by OSC meeting on 16/03/09	Consider for inclusion on the work programme for the 2009/10 municipal year	
Impact of alcohol on children	Cllr Doyle and supported by OSC meeting on 16/03/09	Possible joint scrutiny work with Social Care and Health Scrutiny Committee	
Surplus in school budgets (held by some schools)	Cllr Smith	Consider for inclusion on the work programme for the 2009/10 municipal year	
One to one tuition			
LINK Forum review of the Procurement process for Parenting and Prevention Commissioning.	Agreed by the Children Services OSC meeting to discuss Call-In on 20/04/09	A report will be presented to a future meeting –	
Children's Centres	Cllr Doyle	Proposed at 17.09.09 OSC – poss panel review	
Young People and Community Safety	Cllr Clarke Supported by OSC – 16.11.09	Poss. Joint review with Sustainable Communities OSC.	

REPORT 3

PROPOSED OUTLINE MEETING SCHEDULE FOR THE MUNICIPAL YEAR

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY COMMITTEE: 16/03/10

Meeting Date	Topic Description
16 March 2010	Youth Outreach (Scrutiny panel review 09/10) – Recommendations progress report
	Children in Care Council – Officer progress report and CCC representatives to attend
	0-19 Commissioning (Call-in by Wirral Parent Partnership Organisation)
	Officers visits to care homes – officer report
	Music Service – Officer report
	Q3 performance monitoring – Officer report
	Q3 Financial monitoring – Officer report

Meeting Date	Topic Description
June 2010	Transition from Children to Adults – Officer Report
	Safeguarding (Child Protection) – Annual Officer Report
	Extended Schools – officer report
	Aiming High – officer progress report
	Adoption Service – 6mthly/Annual report

Meeting Date	Topic Description
Sept 2010	Parenting and Family support strategy (“Think Family”) – final version report

REPORT 4

PROGRESS REPORT ON IN-DEPTH PANEL REVIEWS

CHILDREN AND YOUNG PEOPLE OVERVIEW AND SCRUTINY COMMITTEE: 16/03/10

Title of Review	Members of Panel	Progress to Date	Date Due to report to Committee
Literacy Levels at Key Stage 2	Sheila Clarke (chair) Frank Doyle Tony Smith	<p>Draft scope agreed at OSC meeting on 11th Nov. Data gathering has commenced. Visits to three primary schools have taken place; one further visit is due to take place later in March. 'Interviews' with key officers have also commenced; others are due to take place during March / April. Report finalised during July/August 09. Report presented to 21 Jan 2010 OSC</p> <p>Recommendations supported by OSC Report to be presented to Cabinet Outcomes of recommendations report be presented to OSC in due course.</p>	21 Jan 2010
"Narrowing the gap" – Impact of deprivation funding review	Shelia Clarke (Chair) Frank Doyle Tony Smith Tom Harney Cherry Povall Paul Hayes	<p>Draft scope agreed 17.09.09. Initial Review panel meeting held Nov 09. First round of school meetings – Jan 2010 Further school meetings – 24 Feb 2010</p>	

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Council Excellence.

UPDATES FROM 1st FEB ARE IN RED

AGREED WORK PROGRAMME.

This is a new, cross cutting committee. In order to bring all the elements together, it is suggested that the work programme is designed around the four themes of the Comprehensive Area Assessment, which is how Council Excellence will be judged in future. This is a much broader inspection regime than the CPA, and looks at all the public sector in Wirral and how it is contributing to the well being of Wirral Residents.

There are four key themes:

1. Sustainability, (which is not just environmental but social and economic as well.)
2. Tackling inequality, disadvantage and discrimination.
3. People whose circumstances make them vulnerable
4. Value for money.

The three key questions the inspectors will ask are:

- How well do local priorities express community needs and aspirations
- How well are outcomes and improvements being delivered?
- What are the prospects for improvement?

They will use (sparingly) a red and green flag system to flag up where we are doing well and where we have real problems that need attention.

I would suggest we approach the work programme like this:

1. Ask the Audit Commission for an explanation of how the Comprehensive Area Assessment will work, and in particular what they understand each key theme to mean, any immediate problems they are aware of, and what work they believe it would be useful for the committee to do in monitoring progress. Also ask for any examples of best practice the committee could look at.
2. Ask the officers to do a SWOT analysis on each theme (Strengths, weaknesses, opportunities and threats – these reports may lead to further reports and perhaps some subcommittee working.)
3. Ask for a presentation from key partners on their contribution to the Comprehensive Area Assessment and the way in which they would like to be working with the Council.
4. Arrange visit/s to other authorities to learn from best practice.
5. In the last meeting of the year, assess progress against each theme, highlighting any problems that need to be tackled, or any major successes or gains that with a bit of a push could gain excellence for the people of Wirral.

Report

UPDATED REPORT FOR THE SCUTINY BOARD WHICH INCLUDES PROGRESS MADE AT MEETING 1st FEBRUARY – UPDATES ARE IN RED.

MONITORING REPORT FOR COUNCIL EXCELLENCE OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2009/2010

Date of New item	Topic Description	How the topic will be dealt with	Comments on Progress	Complete?
JULY	<ol style="list-style-type: none"> 1. <u>Equality session</u> 2. <u>Comprehensive Area Assessment Members to agree work programme based on four themes</u> <ol style="list-style-type: none"> a) Sustainability b) Tackling inequality, disadvantage and discrimination c) People whose circumstances make them vulnerable d) Value for Money 	<p>Circulation of LGIU briefing.</p> <p>Presentation by Audit Commission covering key themes, key questions and any suggestion for areas to be considered by committee.</p>	<p>LGIU briefing distributed.</p>	
16TH SEPT	<ol style="list-style-type: none"> 1. <u>Presentation by Audit Commission</u> Covering key themes, key questions and any suggestion for areas to be considered by committee. 	<p>Sustainability Bill Norman (Sustainability Unit) Jim Wilkie (Social and Economic sustainability)</p> <p>Tackling inequality, disadvantage and discrimination. (Choose officer following first meetings presentation/training etc.)</p> <p>People whose circumstances make them vulnerable (John Webb/Alan Stennard?)</p> <p>Value for Money – Ian Coleman</p>	<p><u>Presentation on the Comprehensive Area Assessment by Peter Forrester of the Audit Commission</u></p> <p style="text-align: center;"><u>Minutes:</u></p> <p>Mr P Forrester of the Audit Commission gave a presentation on the Comprehensive Area Assessment (CAA), which was the new way of assessing how well people were being served by their local public services.</p> <p>It would look at how public services worked together and would focus on local, as well as national priorities, to provide a robust, but proportionate assessment of local services that would be reported directly to the public in</p>	

2. **SWOT analysis of each of the four CAA themes.**

Officers to report on a Strengths, Weaknesses, Opportunities and Threats analysis of each theme and identify further work that could be undertaken by the committee or specialist subcommittees to improve the council's performance

Members to decide on further areas of work arising from above.

straightforward language. It was intended that improved accountability would strengthen local democracy and a two way relationship would assist in the scrutiny function.

He outlined the factors that contributed to the area and organisational assessments, which were now in progress and commented that the final assessments would be shared with local partners in September/October 2009. Any remaining reviews would be resolved in early November and on 10 December 2009 a new website, 'oneplace', would be operational with the first set of CAA reports published in straightforward, jargon-free language.

Resolved –

1. **That the presentation be noted.**
 2. **That the presentation be circulated to members of the Committee.**
-

SWOT Minutes:

Further to minute 12 (1 July 2009), the Deputy Chief Executive/Director of Corporate Services reported that officers had considered how best to develop the Committee's work programme and were at present undertaking a piece of work in relation to a **SWOT analysis** on each theme of the CAA assessment, which it was proposed to present to the next meeting of the Committee.

Resolved – That a further more detailed report be presented to the next meeting.

1. Joint or individual presentation from partners on their contribution to CAA, their relationship with the Council and any joint working to improve results.

(Through Local Strategic Partnership or LAA Board?)

2. Members to decide on areas to monitor and ways to improve joint working and possible connections with other Scrutiny Committees.

Partner members to report on their contribution to CAA. Possibly include LAA targets at this point? Information for members on what to monitor and how to improve joint working.

The Deputy Chief Executive/Director of Corporate Services gave a presentation in relation to an Evaluation of the four underpinning themes in Comprehensive Area Assessment (CAA), which were included in the scrutiny work programme of the Council Excellence Overview and Scrutiny Committee:

- Sustainability
- Tackling Inequality
- Protecting the vulnerable
- Value for Money

The CAA placed a focus on self-assessment for the Council and the Partnership and he outlined what had been learned from the evaluation exercise, including the need to –

- Ensure the capture of local knowledge;
- Ensure that the voice of the community is represented in plans and in feedback to the public;
- Improve communication of partnership successes;
- Ensure a proactive approach to sharing learning on joint commissioning across the partnership;
- Continue to improve performance management of shared partnership objectives and targets.

19th NOV			<p>He proposed that the outcomes of CAA would be reported to Council Excellence on 1 February 2010, together with an action plan to address CAA area outcomes and findings of partnership evaluation. The delivery of the activity could be the subject of scrutiny by Council Excellence, with a particular focus on the underpinning themes agreed as part of the work programme. In response to comments from Members in relation to the availability of the full version of the Council's self assessment, the Director agreed to consider how best to disseminate information to Members in advance of it being made available publicly on the Audit Commission website. He agreed also to investigate the information contained within press releases copied to Members.</p> <p>Resolved – That the presentation be noted.</p>	
FEB	<p>3. Review progress on each theme, highlighting successes and problems.</p> <p>This should be set against the earlier SWOT analysis to demonstrate tangible results</p>	<p>Each officer to report on their own theme, highlighting progress made, key achievements, problems still to be tackled.</p>		
	<p><u>Throughout the year visit/s to be arranged to examples of best practice</u></p>	<p>Facilitator Ian Coleman</p>		

1st
FEB
2010

General Financial matters

(Including underachieved income from golf courses)

Officer Report

The Director of Finance provided information on the treasury management position, monitoring of the prudential indicators, the position regarding Council Tax, National Non Domestic Rate, general debt and cash income collection and the payment of benefits.

Resolved –

- (1) **That the report be noted.**
- (2) **That the concerns of the Committee in relation to underachieved income from golf courses for the last three years be brought to the attention of the Cabinet.**

Performance Monitoring Report (Q3)

Officer Report

The Deputy Chief Executive/Director of Corporate Services gave a detailed presentation to highlight the key achievements and performance issues which had been identified in the 2009/2010 third quarter monitoring period.

Resolved –

That a Year End Report be presented to the next meeting of the Committee upon those projects/indicators in the Red sector of the Performance Summary, where critical milestones have been missed or there is serious slippage.

Office Accommodation Update – Strategic Asset review

At the Council Excellence Scrutiny Committee, held on 19 November 2009, members requested a progress report on the Office Accommodation element of the Strategic asset Review.

Officer Report

The Director of Law, HR and Asset Management provided a detailed update on the work being undertaken in accordance with the Strategic Asset Review (SAR) to rationalise office accommodation to achieve at least a 20% (£1m) reduction in accommodation costs by 2011.

Community Cohesion - Update

Officer report

Resolved –

- (1) That the report be noted.
- (2) That a further update be presented to the next meeting of the Committee.

The Head of Policy and Performance provided an update in relation to how the Council continued to work towards improved community cohesion.

Resolved –

- (1) That the update be noted.
- (2) That the frequency of more detailed updates in relation to community cohesion be considered as part of the work programme at the next meeting of the Committee.
- (3) That the Corporate Policy Team Briefing Note be circulated to all Members of the Committee.

The Chair presented an update to the agreed work programme.

Resolved –

That a Work Programme for the 2010/2011 municipal year be considered at the next meeting of the Committee and any issues to be included within it be notified to the Chair direct.

<p>JULY</p>	<p><u>TRAINING</u></p>	<p>Facilitator - Jacqui Cross (Equality and Diversity Officer), Ged Smyth (NRAC Auditor) and Steve Talbot (Staff Development Manager)</p> <hr/>	<p><u>TRAINING</u></p> <p><u>Equality Impact Assessments</u></p> <p>Recognising People's Different Needs through the Use of Equality Impact Assessments</p> <hr/>	
<p>SEPT</p>		<p>Facilitator Ian Coleman</p> <hr/>	<p><u>Finance Training</u></p> <p>Minutes:</p> <p>The Chair referred to Finance training that had been arranged by the Director of Finance on <u>30 September and 7 October 2009</u>. Although all members of the Council had been invited, the training was of particular relevance to members of this Committee and she urged members to attend if it was possible for them to do so.</p> <hr/>	
<p>NOV</p>		<p>Corporate Equality and Cohesion Manager</p>	<p>Community Cohesion</p> <p>The presentation focused on "what must happen in all communities to enable different groups of people to get on well and live well together".</p>	

Report 2

SUGGESTIONS FOR ADDITIONS TO WORK PROGRAMME FOR COUNCIL EXCELLENCE OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2009/10

Topic Description	Topic suggested by	How the topic will be dealt with	Estimated Completion Date
Office Accommodation element of the Strategic Asset Review	Council Excellence Scrutiny Committee on 19/11/09.	Officer report to Council Excellence meeting on 01/02/10. Further report requested for meeting on 17/03/10.	
Freedom of Information Act		Item deferred from 01/02/10 until 17/03/10	
Performance Monitoring – Year End Report on those projects/indicators in the Red sector of the Performance Summary, where critical milestones have been missed or there is serious slippage.	Council Excellence Scrutiny Committee on 17/03/10.	Report requested for meeting on 17/03/10.	
Community Cohesion – The frequency of more detailed updates in relation to community cohesion be considered as part of the work programme at the next meeting of the Committee.	Council Excellence Scrutiny Committee on 17/03/10.	To be considered for inclusion on the 2010/11 Work Programme.	
The Draft Work Programme for the 2010/2011 municipal year.	Council Excellence Scrutiny Committee on 17/03/10.	To be discussed at the Council Excellence meeting on 17/03/10	

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**MONITORING REPORT FOR SCRUTINY COMMITTEE WORK PROGRAMME
ECONOMY AND REGENERATION SCRUTINY COMMITTEE: 2009 / 2010**

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
June 2009	Wirral's response to the recession	Officer report		Report noted at 15.09.09 OSC	
Sept 2009	DMO Implementation plan	Officer report	12 Jan 2010	Report noted Further report requested (15.09.09) regarding detailing on costs and outputs "Partners for Tourism Growth"	Committee noted contents of progress report on 12.01.10
June 2009	Taking forward the Investment Strategy	Officer report		Report at later date	
June 2009	Power and Infrastructure	Officer report		Report at later date	
June 2009	Housing Market Renewal	Officer report		Progress noted of Housing Market Renewal Initiative April 08 – Mar 09	Report noted at 12.01.10
June 2009	Choice Based Letting	Officer report	15 Mar 2010	Report to March OSC	
June 2009	Homelessness	Officer report	15 Mar 2010	Report to March OSC	
June 2009	Update on major development schemes STANDING ITEM	Verbal officer reports		Update reports noted 15.09.09 23.11.09 12.01.10	

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UPDATE ON WORK PROGRAM : HEALTH AND WELLBEING OSC-
25/03/10

New Reports to assist in monitoring the Committee's work programme

It was agreed by the Scrutiny Chairs Group in September 2008 to use the following reports to monitor the work programme for each Scrutiny Committee. The last item on each Scrutiny Committee agenda should be 'Review of the Committee Work Programme'.

Report 1 - Monitoring Report for Scrutiny Committee Work Programme

This report will list all items that have been selected by the Committee for inclusion on the work programme for the current year.

It will also include items, such as previous Panel Reviews, where recommendations have been made to Cabinet. It is important that the implementation of these recommendations is monitored. Otherwise there is no measure of the success of scrutiny.

For each item on the work programme, the report will give a description, an indication of how the item will be dealt with, a relative timescale for the work and brief comments on progress.

Report 2 - Suggestions for Additions to Work Programme

The Work Programme for the Committee should be reviewed at each meeting. This will include members having the opportunity to ask for new Items to be added to the programme. This report will list any newly suggested items. Committee will then have the opportunity to agree (or not) for them to be added to the programme.

Report 3 - Proposed Outline Meeting Schedule for the Municipal Year

The report will, for each scheduled Committee meeting, list those items which are likely to be on the meeting agenda. This will give the opportunity for Committee members to take a greater lead in organising their work programme.

Report 4 - Progress Report on In-Depth Panel Reviews

This report will give a very brief update on progress / timescales for in-depth panel reviews which are in the 'ownership' of the Committee.

REPORT 1
MONITORING REPORT FOR SCRUTINY COMMITTEE WORK PROGRAMME
HEALTH AND WELL BEING SCRUTINY COMMITTEE : 2009 / 2010

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
Feb 2008	Hospital Discharge Review	Panel Review	Report due March 2009	Final report presented to Committee on 25 th March 2009. Recommendations to be monitored. Initial Action Plan due in April 09. Follow-up report presented in Nov 09. Further update report due in March 2010.	
July 2008	Transforming Adult Social Care	Officer reports		Report to Committee 2nd Sept 08 and 24th Nov 08. Subsequent reports to follow. Call-In meeting held on 4 th Dec 08. Further reports to meeting on 22 June 2009, 8 September 2009 and 19 Jan 2010.	
July 2008	Update on Wirral Respond & Convey Pilot (NW Ambulance service)	Officer Report		Report to Committee 2nd Oct 08 Visit to Emergency Control Centre to be arranged (delayed at present).	
July 2008	Alcohol services, including geographical differentiations in the borough	Initial officer report which may lead into an 'in depth' panel review.		Report to Committee 24th Nov 08. Possible future scrutiny review. Oct 09 - Alcohol Strategy will be subject to an in-depth Review by the Scrutiny Programme Board. Report on alcohol-related hospital admissions due to Committee in Jan 2010. Report deferred until June 2010.	

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
July 2008	Update on Children's Transition to Adult Social Services	Initial officer report. Children's Services Scrutiny Committee has also requested a similar report in Jan 09. A joint panel review involving both committees may follow.		<p>Report to Committee in Jan 09. Follow-up report due in January 2010.</p> <p>OSC meeting in Sept 09 agreed "possible review to include meetings with young people who have moved through the transition and some who do not get support as adults".</p> <p>Further report to Committee in Jan 2010 detailing the merging of children's and adult's staff into a central team. A further report was requested for 12 months time (ie, January 2011).</p> <p>A member also requested that a panel of members be created in the new municipal year to undertake visits to special schools to talk to 18/19 year olds about their experience of the transition process.</p>	
July 2008	Review of Meals on Wheels contract	Officer report		Report to committee in Nov 08. Agreed for further report to Committee in approx one year's time. Follow-up report to Sept 09 meeting.	
July 2008	Reducing health Inequalities in the borough Health Inequalities Action Plan – A recommendation in the Action Plan reads: "Ensure that Scrutiny has a programme to monitor progress on the Health Inequalities Action Plan, and that this programme includes a focus on the preventative agenda as well as on health service delivery.	Officer reports		Presentations to Committee on 20th Jan 09, 25th March 09 and 8 th Sept 09. Further update reports expected in March 2010 to include progress on the BME Needs Assessment.	

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
Sept 2008	Individual Budgets	Officer report		Report to Committee in Nov 08. Report back on pilot project due in Sept 09. Report on Personal Budgets accepted by Committee in Jan 2010.	
Sept 2008	IDeA Healthy Communities Peer Review	Officer Report		Report to Committee 2nd Oct 2008. Subsequent reports to follow.	
Oct 2008	Reform of funding for Support & Care in Britain	Officer Report		Report to Committee in Nov 08. Further report due to a future meeting. Report on 'Joint Commissioning Strategy for carers' accepted by Committee in Jan 2010. Further report requested in 12 months time.	
Jan 2008	Possible presentation by Professor Ken Wilson - Hospital Readmissions and depression	Presentation to Committee			
Jan 2008	Public Interest Disclosure Act – Adult Social Services follow-up of PIDA disclosure	Officer Report		Report to a future meeting once the issue has been fully discussed by the Audit & Risk Committee. Reports due to meeting in Jan 2010. Reports to Committee in Nov 2009 and in Jan 2010.	
March 2009	Homelessness and Health	Officer Report		Report due to committee in Nov 09. Further report due in June or Sept 2010.	
March 2009	Support for people with dementia in hospital and in the community	Panel Review	March 2010		
March 2009	Update report on 'Valuing People Now' and Wirral Learning Disability Partnership Board	Officer Report		Report to Committee in June 2009. Further report due to a future meeting.	

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
March 2009	LINKS – How is LINKS progressing and how can the Scrutiny Committee best work with LINKs	Joint meeting		Members of LINKS Board attended reception prior to OSC meeting on 10 th Nov 09. Protocol for joint working due to be discussed at OSC meeting on 19 Jan 2010. Protocol agreed at Committee meeting in Jan 2010. (Protocol also agreed by LINKS Board in early Jan 2010).	
March 2009	Dignity in Care	Officer Report		Report to Committee in Sept 09. Members invited to join Dignity in care Forum, which is being established. A further report is due to the OSC meeting in Jan 2010. The Wirral 'Dignity in Care' Working Group was formed at the end of 2009. Possible report back to Committee in 2010/11 municipal year.	
June 2009	Members training session on Personalisation agenda	Training session		Training session for all Council members to be held on 29 th Oct 09.	
Sept 2009	Provision of single sex wards at Arrowe Park Hospital	Officer Report		Report to Committee in Nov 2009. A further report is due in June 2010.	
Sept 2009	Heart of Mersey – Chief Executive Robin Ireland	Presentation			
Sept 2009	Follow-up report on the 'Out of Hospital' scheme operated by VCAW	Report		Report due to Committee in March 2010.	
Sept 2009	Swine Flu	Officer Report		Regular update reports to Committee.	

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
Nov 2009	Early Intervention Strategy for older people living independently	Officer Report		Issue raised by Sandra Wall. Committee agreed to a report to a future meeting. Suggest a report in the 2010/11 municipal year.	
Jan 2010	'Your Reason, Your Way – Reducing Smoking Campaign'	Presentation		Presentation to Committee in Jan 2010. Further report back requested in six months time.	
Jan 2010	Care Quality Commission Annual Performance Assessment 2008/9	Officer report		Report to Committee in Jan 2010. Further report back requested in six months time.	
Jan 2010	Joint collaboration between Countess of Chester and Wirral University Teaching Hospitals	Officer report		Report to Committee in Jan 2010. Further reports requested in the future.	

REPORT 2
SUGGESTIONS FOR ADDITIONS TO WORK PROGRAMME
HEALTH AND WELL BEING SCRUTINY COMMITTEE : 25/03/10

Topic Description	Topic suggested by	How the topic will be dealt with	Estimated Completion Date
Offer of training on knowledge and understanding of NICE and how NICE guidance can be used to devise some important questions for scrutiny.	Ann Bridson		

REPORT 3
PROPOSED OUTLINE MEETING SCHEDULE FOR THE MUNICIPAL YEAR
HEALTH AND WELL BEING SCRUTINY COMMITTEE : 2009 / 2010

Meeting Date	Topic Description
22/06/09	Transforming Adult Social services - Update Valuing People Now – Implementation LINKs Annual report Hospital Discharge Action Plan – Progress report Process and Outcomes of the ‘Warrens’ consultation Committee Work Programme for 2009 / 10
08/09/09	Transforming Adult Social services - Update North West Ambulance Service – Presentation Meals on Wheels – Progress report Q1 Performance and Financial Monitoring Report Health Inequalities Dignity in Care
28/10/09	Members training session on the Personalisation agenda
10/11/09	Hospital Discharge Action Plan – Update Q2 Performance and Financial Monitoring Report Additional Co-opted members Update on Swine Flu Adult Social Services Charging Policy for Service Users Residing at ‘In House’ Supported Living Units (PIDA) Single sex wards - WUTH (Pat Higgins) Homelessness and Health (Lesley Hilton) Personalisation training session (held on 28/20/09) – opportunity for follow-up questions / discussion Update on Care Quality Commission assessment process (Annual Health Check)

Meeting Date	Topic Description
19/01/10	<p>Update on Children's Transition to Adult Social Services (Peter Tomlin) Performance and Financial Monitoring Report (John Webb) Proposed protocol for working between the Health & Wellbeing Overview & Scrutiny Committee and Wirral LINKS (Report from the Chair – Cllr Ann Bridson) Update on Additional Co-opted members (John Webb) PIDA – Adult Social Services – Charging Policy – Service Users residing at “in house” supported living units during the period 1997 to 2003 PIDA – Charging Arrangements for Supported Living in Wirral 1997 to 2003 Options for Change (Cabinet report from 26 Nov 09) Collaboration between Wirral University Teaching Hospital and Countess of Chester Presentation – “Your Reason; Your Way – Stop Smoking Campaign” Care Quality Commission Judgment Transformation of Adult Social Services – Personal Budgets Joint Commissioning Strategy for Carers Committee referral from Council Excellence OSC (Financial Monitoring)</p>
25/03/10	<p>Update report from Dementia Scrutiny Panel Performance and Financial Monitoring Report Joint 'End of Winter' report on hospital admissions (WUHT / Wirral NHS / Social Services) Annual Health Check Hospital Discharge Action Plan – Update Health Inequalities – Update on BME Needs Assessment Progress report on 'Out of Hospital' scheme HIV Services (Initial response to referral from Notice of Motion at Full Council – 14/12/09) North West Ambulance Service – Foundation Status Consultation???? Update on Additional Co-opted members (John Webb) Work Programme Update</p>

REPORT 4
PROGRESS REPORT ON IN-DEPTH PANEL REVIEWS
HEALTH & WELL BEING SCRUTINY COMMITTEE : 25/03/10

Title of Review	Members of Panel	Progress to Date	Date Due to report to Committee
Dementia Review	Councillors Ann Bridson (Chair) Sheila Clarke Denise Roberts Chris Teggin	<p>Scope agreed. Planning of review is ongoing. 'Evidence' gathering meetings have commenced. Meetings have taken place with representatives of the Third Sector. A focus group involving carers was held at the Devonshire Centre (Age Concern)</p> <p><u>Update as at 16/02/10:</u> A number of managers and consultants have been 'interviewed' at Arrowse Park hospital and at Cheshire & Wirral Partnership Trust. An individual meeting with a carer has been held. Meetings with Wirral NHS (PCT) are planned. Further meetings with carer groups are also anticipated.</p>	

Report

UPDATED REPORT FOR THE SCUTINY BOARD WHICH INCLUDES PROGRESS MADE AT MEETING 20th JANUARY 2010 – UPDATES ARE IN RED.

MONITORING REPORT FOR SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2009/2010

Date of New item	Topic Description	How the topic will be dealt with	Comments on Progress	Complete?
JUNE	WORK PROGRAMME PLUS ADDITIONS	-	<p style="text-align: center;"><u>Resolved</u></p> <p>That the supplementary paper listing the reports from chief officers on key issues during the year be amended to include the additional items raised by Members, and that this form the basis of the committee's work programme for the current municipal year.</p>	
<p>21ST SEP 2009</p>	<p><u>Road Safety Update</u> (to include details of RTA's caused by alcohol misuse)</p>	<p>Technical Services</p>	<p>Progress report on delivering Corporate Priority 2.4: Reduce the number of people killed or seriously injured in road accidents</p> <p style="text-align: center;"><u>Minutes:</u></p> <p>The Director of Technical services submitted a report detailing the progress made in improving road safety and reducing the number of people injured on Wirral's roads, and the comprehensive programme of ongoing and proposed actions by the Council and its partners in respect of road safety, which aim to achieve the road safety objectives set out in the Council's Corporate Plan and Wirral Local Area Agreement.</p> <p style="text-align: center;"><u>Resolved –</u></p> <p>(1) That the Committee note the progress in improving road safety performance and analysis of casualty data outlined in this report;</p> <p>(2) That the Committee endorse the proposed Road Safety Action Plan for 2009/</p>	

Allotment Development

Technical Services

Minutes:

The Director of Regeneration reported upon the work of the Allotment Development Officer and other issues related to allotments provision and development. The report also included a petition requesting the provision of an allotment site on land near Gilroy Road, West Kirby.

The Allotment Development Officer made progress in a number of areas. Approximately 15 sites had been visited and assessed as potential new allotment sites and at the present time 5 of these were being considered:

- (i) The Warrens, Thingwall
- (ii) Sandringham Avenue, Hoylake
- (iii) Broadway, Greasby
- (iv) Gilroy Road, West Kirby
- (v) Mosslands Drive, Wallasey

Resolved (8:2) –

- (1) That the work of the Allotments Development Officer be noted.
- (2) That further reports be submitted to this Committee on possible allotment sites and any financial implications, and subject to further work by officers, endorses the development of the five sites currently being considered.
- (3) That officers look into the possible transfer of Sandringham Avenue and Wingate Allotments to the respective allotment societies as a community asset transfer.

Golf Courses Security

Regeneration

Minutes:

The Director of Regeneration submitted a report outlining the current arrangements for security on golf courses.

He reported that a major review of the Parks and Countryside Service, including golf, was currently being undertaken in the form of the Parks and Countryside Service Procurement Exercise (PACSPE) to explore service delivery options and developing a business case for undertaking a procurement exercise for the service. This would be the subject a further report to Cabinet, and could result in changes to the management of the municipal golf courses.

Resolved - that the report be noted.

Carbon Reduction Progress Update

Regeneration

Minutes:
The Director of Technical Services presented a report which updated Members on the various projects currently being undertaken by Technical Services to achieve the Corporate Objective to 'Reduce the Council's Carbon Footprint', as set out in the Council's Corporate Plan.

Members were asked to note the progress made to date on the Project Plan (Appendix 1) and to endorse the further initiatives proposed.

Resolved –

1. That the Committee note and endorse the performance and progress of the various Council 'Carbon Footprint Reduction' projects to date undertaken by the Technical Services Department.
2. That the Committee supports the proposal to take advantage of the national climate change campaign "Act on CO2" detailed in section 4.2.2
3. That the Committee supports the proposals detailed in section 4.4.2 with regards to phase 4 of the IEEP

Interim Report Flood Working Group

Technical Services

The Director of Technical Services submitted a report providing an update on the progress made to date by the Wirral Flood Group and seeking the views of members regarding the constitution and future direction of the work of this group.

The Wirral Flood Group comprised the Elected Members Steering Group, relevant Council officers from those service areas with responsibility for addressing the recommendations set out in Sir Michael Pitt's report, plus representatives from the Environment Agency, United Utilities, and Wirral NHS. Its work to date included:

- The agreement of Terms of Reference for the Group (Appendix 1)
- The establishment of the collaborative cross-departmental and agency working on matters related to flooding.

- The opportunity for each agency and organisations responsible for flood prevention and for the management of water in general to bring to a multi-agency audience their individual roles and responsibilities and current work plans
- The compilation of a specific list of Wirral's flooding "hot spots". This list is in its early stages and will remain a "live" document. It is intended for this document to be available to officers and Elected Members, and allow them up to date information on each identified "hot spot" and the current status of work to alleviate or prevent flooding in that location.
- The establishment of a Council, Environment Agency and United Utilities Operational Group which seeks to identify the cause of flooding at each hot spot, who is responsible and more importantly what is being done to reduce the risk of flooding at those locations.

The new Flood and Water Management Bill which was due to come into force in early 2010 would place a statutory responsibility on local authorities to lead on local flood risk management. County and unitary authorities would also be responsible for local flood risk assessment, mapping and planning in relation to ordinary watercourses, surface run-off and groundwater. They would also lead the production of local surface water management plans and the agreement of the associated programmes of work with all stakeholders.

As a result of these new responsibilities , there was a need to recruit some expertise in the area of flood management to fully understand the root cause of flooding and be in a position to carry out a Surface Water Management Plan for Wirral, which was a recommendation of Pitt report and also a statutory responsibility for local authorities in the new Flood and Water Bill. It was envisaged that with this expertise and the ongoing dialogue at both operational and Elected Member level all identified "hot spots" of flooding on Wirral would be addressed.

Through the development of a database capturing the causation of flooding at these "hot spots", the Group would be in a position to engage in a more meaningful manner with the residents and property owners who have been affected by these floods.

In addition to this, the Health, Safety & Resilience Team was currently preparing a specific guidance document for property owners on advice they can take both proactively (purchasing sand bags, fitting air brick covers, ensuring road gullies are free from detritus, etc) and also containing the relevant contact emergency details of the agencies with a responsibility for a flooding response.

The Director reported that the alleviation of flooding was a complicated issue, with a range of European, Central Government and Regional directives and strategies requiring actions from most departments of the council and many external agencies. The establishment of the Wirral Flood Group had provided an opportunity for improved co-ordination to ensure that the various agencies were working together to alleviate flooding on Wirral. To date the Wirral Flood Group had been successfully chaired by the Health, Safety & Resilience Operations Manager, but as the work of the Group evolved and having regard to the joint Elected Member and officer representation from a constitutional perspective, Members' views were particularly welcomed on the future Chairperson arrangements for the Group.

There was a general discussion regarding the working arrangements for the Group and it was suggested that the membership should be extended to include community groups from the Greasby and Leasowe areas and other "hot spots" for flooding on Wirral.

Resolved – That the Committee:

1. **Note the progress to date of the Wirral Flood Group;**
2. **Endorse the proposal to recruit additional flood management expertise as part of the existing Technical Services' staffing establishment;**
3. **That the Health, Safety and Resilience Operations Manager, continue to chair the Group and that the committee agree in principle to the involvement of community groups, subject to a further report to the next meeting on this issue.**

18th NOV
2009

Outstanding actions former Culture
Tourism and Leisure O&S Committee

Highway & Engineering Services Contract
– Six Month Update

Regeneration

Technical Services

Deferred until later meeting

The Director of Technical Services submitted a report updating Members on the progress of the new Highway and Engineering Services Contract after the first six months and seeking endorsement to report back to this committee in Summer 2010 with a formal Annual Contract Review, including the outcome of the proposed Gateway 5 Benefits Realisation Review described in the report.

The Director gave a verbal update outlining the Gateway Review process and the next phase in terms of benefits realisation, management and governance arrangements, and partnership working to assess various issues affecting the contract and develop a co-ordinated response. He gave a brief operational overview for the first six months of the contract indicating that progress had been good and work delivery for most of the works had been completed beyond expectations.

Mr Cameron Neil, Regional Manager for Colas, introduced Mr Jim Nimmo, Wirral Contract Manager, and his management team.

Mr Neil outlined the Colas Group structure, its vision to provide quality services in a streetscene partnership with the Council, management and governance arrangements, successes to date, and future investment in terms of people, fleet and a new depot.

Resolved – That the Committee:

- (1) Note the progress of the new Highway and Engineering Services Contract during the first six months as outlined in this report;**
- (2) Endorse the proposal for a formal Annual Contract Review report in Summer 2010, including the outcome of the proposed Gateway 5 Benefits Realisation Review described in the report.**
- (3) Request an update to a future meeting on the revenue implications referred to in paragraph 5.1 of this report.**

Local Environmental Quality Update

Technical Services

The Director of Technical Services submitted a progress report on the Local Environmental Quality (LEQ) delivery plan for 2009/10 which had been prepared and monitored by his department in partnership with Biffa Waste Services, Regeneration, Neighbourhood Management Projects and local housing associations.

The Director reported that overall, the actions contained within the delivery plan were very effective with regards to improving environmental quality for Wirral residents and contributed to the achievement of both the LAA and "Narrowing the Gap" local target. Wirral had achieved its LAA performance indicator "stretch target" for 2008/09 and had received a reward grant of £818,635. This indicator measured the cleanliness of streets and open spaces with regards to litter, detritus, graffiti and fly posting.

The Director gave a brief update of the actions/projects detailed in the delivery plan including the proposed extension of the on-street recycling scheme to the West Kirby, Hoylake, New Brighton, Oxtton and Moreton areas of the borough.

Resolved – That the Committee note of the progress made in the LEQ 2009/10 delivery plan and endorse the proposed expansion of the on-street recycling receptacles detailed in section 4.2.5

Young People and Community Safety*

Regeneration

The Director of Regeneration presented a report providing an indication of the scale of young peoples' involvement in community safety issues, ranging from criminal activity to issues of anti social behaviour and the interventions available across Wirral to prevent their involvement in this type of behaviour.

The Director responded to range of issues raised by members:

- the effectiveness of Section 30 Dispersal Orders and the displacement of anti social behaviour problems into adjoining areas
- alcohol related problems and the reasons why this was a particular issue in certain areas compared to other areas with a low level of incidences

**18th NOV
2009**

- monitoring of both off licence and licensed premises
- support initiatives and re-offending rates

The Chair referred to the decision of the Children and Young People Overview and Scrutiny Committee on 16 November, that the issue of Young People and Community Safety be agreed as topic for joint scrutiny review with this committee.

Resolved –

(1) That the Committee note the contents of this report.

(2) That this Committee agree to carry out a joint scrutiny review of Young People and Community Safety with the Children and Young People Overview and Scrutiny Committee

20TH JAN
2010

Waste Recycling/ Minimisation Update
(to include Recycling of Kitchen Waste)

Technical Services

The Director of Technical Services presented a report updating Members on the current position of the Recycling and Waste Minimisation Delivery Plan for 2009/10. The report also included Technical Services' response to the Kitchen Waste Collection Trial Scheme Notice of Motion under the section headed Future Considerations.

In response to the Notice of Motion, a Senior Officers Working Group (SOWG), representing all senior waste managers from all Merseyside authorities, would help each authority produce a business case for food waste treatment in the long term. It was recommended that Members await the outcome of this project, supported by the Waste Resource Action Programme, before any decisions to embark on kitchen waste trials are made. The report would be completed prior to the need for districts to respond to the MWDA on future kitchen waste requirements.

In line with current Government thinking that prevention was the most efficient way to manage waste (in both cost and environmental terms), Technical Services would explore waste prevention opportunities in a more detailed manner and report their findings to a future Sustainable Communities Overview and Scrutiny meeting.

Resolved – That the Committee:

(1) Note the progress made in the Recycling and Waste Minimisation Delivery Plan for 2009/10;

(2) Note the key dates regarding future waste management treatment options detailed in section 5.2.1 of the report;

(3) Request officers report back to Committee on the findings of the Merseyside Waste Partnership Options report on Food Waste Collections in time for the Council to make an informed decision on the future management of this element of Wirral's household waste stream.

20TH JAN
2010

Streetscene Environment Services
Contract – Third Annual Review

Technical Services

The Director of Technical Services reported upon the current position with the Environmental Streetscene Services Contract and the development of the service.

Since the contract was awarded to Biffa in June 2006, a close working partnership with the company had transformed Environmental Streetscene Services in Wirral and had resulted in a continuous improvement of service quality which was recognised and acknowledged in the most recent Comprehensive Performance Assessment. He set out the contract management framework and reported upon progress in relation to the following key work streams that had been agreed in January 2009 by the Waste Partnership Board, for implementation in 2009/10:-

- Garden Waste: Procurement of Treatment Facilities
- Street Cleansing and Enforcement: Improving Environmental Quality with particular focus on litter and detritus
- ERIC Service and Fly Tipping Removal
- CRM Springboard Project
- Compaction and Contamination

The Director introduced Gary Bowles and Mark Hodgkinson from Biffa's management team who gave a presentation on progress and key achievements.

Resolved – That the Committee note the progress of the contract during the past year outlined in the report.

Dog Control on Beaches

Regeneration

Report to consider the controls for dogs on amenity beaches – **Deferred until later meeting**

Outstanding actions former Culture
Tourism and Leisure O&S Committee

Regeneration

Deferred until later meeting

8TH
MAR
2010

Alcohol and Community Safety*
(to include safety park lighting)

Regeneration

Report upon the impact of alcohol on the community safety agenda.

Flood Working Group Progress Report

Technical Services

Progress report of the Member Working Group established to consider the Council's response to climate change and flooding issues, in particular in response to the recent Pitt Review

Dog Control on Beaches

Regeneration

Report to consider the controls for dogs on amenity beaches

Outstanding actions former Culture
Tourism and Leisure O&S Committee

Regeneration

Review of existing policy regarding Shop
Display and Advertisement Board Licences

Technical Services

Report to consider existing policy regarding Shop Display and Advertisement Board Licences

Trading Standards Update Report

Regeneration

Report on the work of the Trading Standards division and related legislation

Report 2

SUGGESTIONS FOR ADDITIONS TO WORK PROGRAMME FOR COUNCIL EXCELLENCE OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME 2009/10

Topic Description	Topic suggested by	How the topic will be dealt with	Estimated Completion Date
i.) Golf Courses Security– September meeting.	(Councillor J Williams)		
ii.) Recycling of Kitchen Waste - January meeting as part of the waste Recycling Update.	(Councillor Redfern)		
iii.) Interim report on the work of the Flood Working Group - September meeting.	(Councillor Moseley)		
iv.) The addition of safety park lighting under the Community Safety item for the March meeting	(Councillor Taylor).		
v.) Outstanding actions arising from the last meeting of the former Culture , Tourism and Leisure Overview and Scrutiny Committee - September meeting.	(Councillor Hale)		
vi.) Ongoing Road Safety Updates to include details road traffic accidents which are caused by the misuse of alcohol.	(Councillor Mitchell).		
Joint scrutiny review of Young People and Community Safety with the Children and Young People Overview and Scrutiny Committee	Sustainable Communities Scrutiny Committee – 18 th November 2009		

Topic Description	Topic suggested by	How the topic will be dealt with	Estimated Completion Date
Review of existing policy regarding Shop Display and Advertisement Board Licences	Councillor Harry Smith	Agreed by Sustainable Communities Scrutiny Committee – 20 th January 2010 to request an officer report for the meeting on 8 th March	
Review of Winter Maintenance Arrangements	Referral from Cabinet (minute 250 – 14/01/2010)	Agreed by Sustainable Communities Scrutiny Committee – 20 th January 2010 to be added to the work programme	
Trading Standards Update Report	Councillor Peter Reisdorf	Agreed by Sustainable Communities Scrutiny Committee – 20 th January 2010 to request an officer report for the meeting on 8 th March	

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UPDATE ON WORK PROGRAM : SCRUTINY PROGRAMME BOARD - 04/03/10

New Reports to assist in monitoring the Committee's work programme

It was agreed by the Scrutiny Chairs Group in September 2008 to use the following reports to monitor the work programme for each Scrutiny Committee. The last item on each Scrutiny Committee agenda should be 'Review of the Committee Work Programme'.

Report 1 - Monitoring Report for Scrutiny Committee Work Programme

This report will list all items that have been selected by the Committee for inclusion on the work programme for the current year.

It will also include items, such as previous Panel Reviews, where recommendations have been made to Cabinet. It is important that the implementation of these recommendations is monitored. Otherwise there is no measure of the success of scrutiny.

For each item on the work programme, the report will give a description, an indication of how the item will be dealt with, a relative timescale for the work and brief comments on progress.

Report 2 - Suggestions for Additions to Work Programme

The Work Programme for the Committee should be reviewed at each meeting. This will include members having the opportunity to ask for new Items to be added to the programme. This report will list any newly suggested items. Committee will then have the opportunity to agree (or not) for them to be added to the programme.

Report 3 - Proposed Outline Meeting Schedule for the Municipal Year

The report will, for each scheduled Committee meeting, list those items which are likely to be on the meeting agenda. This will give the opportunity for Committee members to take a greater lead in organising their work programme.

Report 4 - Progress Report on In-Depth Panel Reviews

This report will give a very brief update on progress / timescales for in-depth panel reviews which are in the 'ownership' of the Committee.

REPORT 1
MONITORING REPORT FOR SCRUTINY COMMITTEE WORK PROGRAMME
SCRUTINY PROGRAMME BOARD: 2009 / 2010

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
June 2009	Equality and Diversity	Monitor progress of other scrutiny committees on this issue.		Report due to Scrutiny Programme Board in March 2010.	
June 2009	Member's Scrutiny Questionnaire	Spokespersons panel to review the responses of the May 2009 questionnaire and report back to the Scrutiny Programme Board		Follow-up report with recommendations approved by Scrutiny Programme Board on 14 th September 2009. Report due to Scrutiny Programme Board in March 2010.	
Sept 2009	Implementation of the Wirral Alcohol Strategy	Panel review		Topic approved by Scrutiny Programme Board on 14 th September 2009.	
Sept 2009	One Council	Panel review		Topic approved by Scrutiny Programme Board on 14 th September 2009. Member's working group took place on 12 th March.	
Sept 2009	How to encourage greater involvement of residents and community organisations in scrutiny processes.	Future report		Topic approved by Scrutiny Programme Board on 14 th September 2009 as a result of the member's questionnaire.	
Sept 2009	Identify and promote examples of good scrutiny practice.	Future reports		Topic approved by Scrutiny Programme Board on 14 th September 2009 as a result of the member's questionnaire.	

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
Sept 2009	Identify training opportunities for scrutiny members	Future reports		Topic approved by Scrutiny Programme Board on 14 th September 2009 as a result of the member's questionnaire. A verbal report will be provided at the meeting on 4 th November 2009. Meeting on 14 th January was informed that a meeting of the chief executive, relevant Portfolio holder and the Member Training Steering Group will be held on 8 th February. A further report will be produced for the Scrutiny Programme Board on 4 th March.	
Sept 2009	Oversee the production of a revised version of the annual scrutiny questionnaire for members	Future reports		Topic approved by Scrutiny Programme Board on 14 th September 2009 as a result of the member's questionnaire. Report due to the March meeting.	
Nov 2009	Protocol for Councillor Call for Action (CCfA)	Officer report		Draft 'Councillor Call for Action' protocol agreed by Scrutiny Programme Board in Nov 2009. Subsequently, agreed by Cabinet on 9 Dec 2009.	

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
Nov 2009	Review the format and relevance of the current format of the Forward Plan	Officer report		<p>Topic agreed by Scrutiny Programme Board on 4th November 2009. Officer report produced for the Jan 2010 meeting.</p> <p>The January meeting agreed that, in order to make the Forward Plan more user-friendly and to assist the scrutiny function, the Cabinet be requested to agree to the following:</p> <p>a) That officers include within the Forward Plan a more informative narrative of the key decisions to be taken, together with more accurate timescales.</p> <p>(b) That, for a short trial period, Chief Officers be required to submit to the next appropriate Overview and Scrutiny Committee a brief explanation of new items included in the Forward Plan.</p> <p>Subsequently, the Cabinet agreed on 4th February that:</p> <p>(1) Cabinet resolves that officers include within the Forward Plan a more informative narrative of the key decisions to be taken, together with more accurate timescales.</p> <p>(2) Cabinet notes that Overview and Scrutiny Committees set their own agenda and can call on officers to present additional reports to meet their requirements.</p>	

Date of New item	Topic Description	How the topic will be dealt with	Estimated Complete Date	Comments on Progress	Complete?
Jan 2010	Update on New Legislation	Officer report		Report presented to the January 2010 meeting. A further report will be produced regarding the response to the 'Strengthening Local Democracy' consultation process. A members training session on the impact of new legislation on scrutiny will be undertaken as part of the member Development training programme.	

REPORT 2
SUGGESTIONS FOR ADDITIONS TO WORK PROGRAMME
SCRUTINY PROGRAMME BOARD : 04/03/10

Topic Description	Topic suggested by	How the topic will be dealt with	Estimated Completion Date
None			

REPORT 3
PROPOSED OUTLINE MEETING SCHEDULE FOR THE MUNICIPAL YEAR
SCRUTINY PROGRAMME BOARD : 2009 / 2010

Meeting Date	Topic Description
27/05/09	Terms of Reference Review of Scrutiny Work Programme Legislation and Guidance (from Centre for Public Scrutiny) Survey of Overview and Scrutiny in Local Government 2008 Wirral Council Scrutiny Questionnaire Finance and performance Monitoring Scrutiny Chairs' visit to Warrington
07/09/09	Clarification of the Terms of Reference Response to the Wirral Member's Scrutiny Questionnaire Work Programmes of the five Scrutiny Committees Review of the current issues on the Forward Plan Scrutiny Programme Board – Work Programme
04/11/09	Councillor Call for Action – draft protocol Training needs for scrutiny members Work Programmes of the five Scrutiny Committees Review of the current issues on the Forward Plan Scrutiny Programme Board – Work Programme
05/01/10	Terms of Reference of Scrutiny Programme Board, especially in relation to the 'Call-in' process Progress report on referral of members training to Cabinet Progress report on the Alcohol Scrutiny Review, including agreement of the Scope Document One Council – How should this item be progressed? Councillor Call for Action (CCfA) protocol – Record and evidence trail Scrutinizing the Forward Plan Update on new legislation affecting scrutiny Annual Scrutiny Report for Wirral Centre for Public Scrutiny (CfPS) – Good Scrutiny Awards 2009 Work Programmes of the five Scrutiny Committees Review of the current issues on the Forward Plan Scrutiny Programme Board – Work Programme

Meeting Date	Topic Description
04/03/10	Work Programmes of the five Scrutiny Committees Review of the current issues on the Forward Plan Scrutiny Programme Board – Work Programme Report on progress of Equality and Diversity in all departments of the Council Protocol for scrutinising the Crime & Disorder Reduction Partnership (CDRP) Revised version of the Annual Scrutiny Questionnaire for members Referral from Cabinet regarding scrutiny of the Forward Plan 'One Council' Scrutiny Review - Scope Members training – verbal update from members' training steering group Allocation of call-In notices Scrutiny leaflet

REPORT 4
PROGRESS REPORT ON IN-DEPTH PANEL REVIEWS
SCRUTINY PROGRAMME BOARD : 04/03/10

Title of Review	Members of Panel	Progress to Date	Date Due to report to Committee
Access of alcohol to young people in Wirral	Councillors: Dave Mitchell Chris Meaden Sue Taylor Ann Bridson	<p><u>Update as at 16/10/09:</u> Topic approved by Scrutiny Programme Board on 14th September 2009. Volunteers to join the panel are Councillors Dave Mitchell, Cherry Povall, Chris Meaden, Sue Taylor and Ann Bridson. The nominated departmental link officer is Sue Drew, Deputy Joint Director of Public Health at Wirral NHS. The first panel meeting, to discuss the scope of the review, is currently being arranged.</p> <p><u>Update as at 17/12/09:</u> Panel members met on 6th November 2009 to discuss the scope for the review. The proposed Scope document for the review is due to be discussed at the Scrutiny Programme Board meeting in January 2010. Cllr Cherry Povall has decided that she will no longer be a member of the Review panel. An introductory presentation to panel members took place on 16th December 2009. Participants included officers from Wirral NHS, DAAT, Children & Young Peoples department, Trading Standards and Licensing.</p> <p><u>Update as at 10/02/10:</u> A meeting of the panel members with a representative of the police is planned in the near future.</p>	
'One Council'	To be agreed	A Working Group of all members of the Scrutiny Programme Board was held on 12/02/10 to discuss the scope of this review. A draft scope for the review will be discussed by the Scrutiny Programme Board on 4/03/10.	

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WIRRAL COUNCIL

SCRUTINY PROGRAMME BOARD - 4 MARCH 2010

REPORT OF THE DIRECTOR OF LAW, HR AND ASSET MANAGEMENT

DRAFT PROTOCOL - SCRUTINY OF THE CRIME AND DISORDER REDUCTION PARTNERSHIP

EXECUTIVE SUMMARY

The Sustainable Communities Overview and Scrutiny Committee has new powers arising from The Police and Justice Act (2006), to:

- (a) review or scrutinise the decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions; and
- (b) make reports or recommendations to the local authority with respect to the discharge of those functions.

Officers have prepared a draft protocol for the scrutiny of Wirral's Crime & Disorder Reduction Partnership (CDRP) Partnership and it is presented here for the Scrutiny Programme Board's consideration and also to be considered separately by the CDRP. Once comments/amendments are received and this Protocol is finalised and adopted by the Council it will be adhered to when the CDRP is under scrutiny.

1. Background

- 1.1 The provisions contained within section 19 - 21 of the Police and Justice Act 2006 extends the remit of local authorities to scrutinise the functioning of the local CDRP in England. These requirements were enacted by the Crime and Disorder (Overview and Scrutiny) Regulations 2009 that came into force for local authorities in England on 30 April 2009 and their implementation is covered by Home Office Guidance for the Scrutiny of Crime and Disorder Matters - England.
- 1.2 In Wirral, the scrutiny of the CDRP is to be undertaken by the Sustainable Communities Overview and Scrutiny Committee, which has been designated the "Crime and Disorder Committee" under Paragraph 1, Section 19 of Part 3 of the Act.
- 1.3 The members of CDRPs are required to take part in scrutiny locally. This includes the main partners ('responsible authorities'): local authorities, fire and rescue authorities, police authorities, the police, primary care trusts in England), plus the 'co-operating bodies': probation, NHS trusts, proprietors of independent schools, further education institutions.
- 1.4 As suggested in the Guidance, this Protocol is being developed to lay down the mutual expectations of partners and scrutiny members of the community safety scrutiny process. This is to help make sure that this scrutiny is constructive and that this power is used effectively alongside the other powers of council overview and scrutiny.

2. Introduction

- 2.1 Scrutiny provides a positive opportunity for non Executive Councillors to influence the crime and disorder reduction priorities locally for the benefit of local Communities. Section 19 - 21 introduce a general duty to look at partnership activity and community safety issues in a local area. This role can involve contributions to strategy development, review of performance of the partnership in implementing the Crime and Disorder Reduction Reform programme, and in depth reviews into particular issues of local concern which need partnership solutions. The Sustainable Communities Overview and Scrutiny Committee has a key responsibility to monitor the impact and outcomes of the Local Area Agreement crime and disorder targets. The performance of the CDRP is included in the overall borough-wide Comprehensive Performance Assessment.

3. Principles of Crime and Disorder Scrutiny

- 3.1 Community safety is intended to allow people to go about their daily lives in the widest sense in safety. Improving community safety is by tackling crime and disorder and more widely about local partners working together, with local communities, to keep everyone safer. This includes: promotion; prevention; early intervention; enforcement; reducing re-offending; and tackling key drivers of crime such as alcohol/drug misuse and social exclusion.

- 3.2 The primary goal of Crime and Disorder scrutiny is to improve community safety for all Wirral people. Crime and disorder scrutiny in Wirral must involve scrutiny members and CDRP partners working closely together in a positive, objective and constructive manner. The role of scrutiny is to provide an effective challenge to community safety partners and for the voices and concerns of Wirral communities to be heard. There are opportunities for:

- Enhanced dialogue with the partnership
- Non Executive Councillors to contribute to and influence community safety priorities locally
- Enhanced democratic accountability in respect of community safety initiatives delivered in partnership
- Councillors, partners and the wider community to investigate local concerns around community safety and innovative ways of addressing these
- Reviewing delivery against agreed priorities and performance targets (taking into account and contributing to other assessment e.g. Comprehensive Area Assessment).

- 3.3 By making recommendations for improvement, scrutiny may make a contribution to achieving the shared aim of increasing community safety (reducing crime and disorder) in Wirral. It may assist in areas such as:

- Integration of community safety with other strategies
- Policy development e.g. criminal justice
- Overseeing and reviewing the delivery of joint responses on community safety
- Creating a clearer link between partner agencies and the public on community safety
- Understanding and increasing community confidence e.g. fear of crime or anti-social behaviour
- Neighbourhood management

3.4 Scrutiny is most likely to be successful in this role, and lead to outcomes that have a positive impact for local communities, if all parties to the community safety scrutiny process work co-operatively, from the basis provided by this Protocol, treating one another (and any occasional participants) with respect and courtesy. This co-operation involves a willingness to share knowledge, information and views and to develop mutual understanding about community safety as well as to carry out such duties as can reasonably be expected.

4. Purpose of the Protocol

4.1 The purpose of the Protocol is to define the manner in which the Sustainable Communities Overview and Scrutiny Committee may scrutinise the Wirral CDRP and the partners. Following the Protocol will foster a good working relationship between the CDRP and the Sustainable Communities Overview and Scrutiny Committee throughout the scrutiny process.

4.2 The Protocol sets out the mutual expectations of scrutiny members and CDRP members of the community safety scrutiny process.

4.3 To enable the continued improvement of the scrutiny process the Protocol may be revised from time to time. Any revisions of the Protocol must be agreed by all of the interested parties.

5. Wirral's Scrutiny Function

5.1 Scrutiny in Wirral is designed to drive improvement in public services by focussing on service outcomes. It does this by providing:

- a 'critical friend' challenge to executive policy-makers and decision makers; and
- a mechanism to allow the voice and concerns of the communities of Wirral to be heard.

5.2 The terms of reference of the Sustainable Communities Overview and Scrutiny Committee, in its role as a Crime and Disorder Committee, should include the function of scrutinising the work of the CDRP and the partners who comprise it, insofar as their activities relate to the partnership itself.

5.3 This will include:

- considering actions undertaken by the responsible authorities on the CDRP.
- making reports or recommendations to the Council (and partners) with regard to those functions;
- including a list of issues which it needs to cover during the year in its work programme.

6. Standards

6.1 Crime and Disorder scrutiny must be, and must be seen to be, open and transparent. To this end any person involved in Crime and Disorder scrutiny must declare any personal and/or pecuniary interest that they have either: in

- the subject of any scrutiny review, or;
- the matters to be considered at any meeting of the Sustainable Communities Overview and Scrutiny Committee.

Wirral Borough Council's Members' Code of Conduct will apply to all members of the Sustainable Communities Overview and Scrutiny Committee as well as to co-opted members and appointed members of that Committee.

7. Recommendations:

That the Scrutiny Programme Board be invited to comment/make amendments to this draft Protocol; and recommend that the Sustainable Communities Overview and Scrutiny Committee, the CDRP and the Cabinet be consulted on the Protocol and it be revised in the light of any comments received, before it is presented to Council for adoption as a clarification of Scrutiny's relationship with the CDRP.

Draft Scrutiny Protocol

Scrutiny of the Crime and Disorder Reduction Partnership

1. Introduction

- 1.1 Wirral Borough Council has determined that its Sustainable Communities Overview and Scrutiny Committee shall be the Council's Crime and Disorder Committee as required under Paragraph 1, Section 19 of the Police & Justice Act 2006.
- 1.2. The Sustainable Communities Overview and Scrutiny Committee will, therefore, exercise the powers given to local authorities under Part 3 of the Act to scrutinise the Crime and Disorder Reduction Partnership in their area and make reports and recommendations to the Local Authority and the partnership.
- 1.3 This Protocol has been produced between Wirral Borough Council's Sustainable Communities Overview and Scrutiny Committee and the respective partners comprising the Wirral Crime and Disorder Reduction Partnership.
- 1.4 This Protocol conforms with the Crime and Disorder (Overview and Scrutiny) Regulations 2009 and follows Home Office guidance on the implementation of Sections 19 - 21 of the Act. Whilst continuing to observe these requirements, the Protocol may be revised by agreement between all the interested parties in order to continually improve the scrutiny process.
- 1.5 To avoid any conflict of interests Wirral Borough Council Members who sit on the CDRP must not sit on the Sustainable Communities Overview and Scrutiny Committee.

2. Principles of Scrutiny Operation

- 2.1 Scrutiny in Wirral is positive, objective and constructive. It acknowledges good practice and recommends improvements where it feels that these would be of benefit. Scrutiny concentrates on service outcomes and seeks to add value to each service that it considers.
- 2.2 Community safety and freedom from crime and disorder for the people of Wirral is dependent upon many factors including the services provided by those in the Crime and Disorder Reduction Partnership. This shared responsibility will be acknowledged by scrutiny and will feature in scrutiny reviews.
- 2.3 Scrutiny of the reduction of crime and disorder will be successful if all parties work together in an atmosphere of mutual respect and trust with an understanding and commitment to its aims.
- 2.4 Organisations involved in scrutiny of crime and disorder must be willing to share information, knowledge and reports which relate to the delivery and success of services in Wirral and carry out duties that would be reasonably expected of them to enable crime and disorder scrutiny to be successfully undertaken.

- 2.5 At all times both officers and members of the organisations involved in crime and disorder scrutiny, representatives and members of the public will be treated with respect and courtesy. Matters of confidentiality will be treated as such.
- 2.6 Crime and disorder scrutiny will be open and transparent. Any person involved in crime and disorder scrutiny will always declare any personal or other pecuniary interest that they have either in a scrutiny exercise or during a meeting of the Scrutiny Committee in accordance with the Code of Conduct relating to standards of conduct and ethics.
- 2.7 The scrutiny of crime and disorder will seek to improve services and service provision for the people of Wirral in order to increase community safety and reduce crime and the fear of crime in their borough.
- 2.8 The scrutiny of crime and disorder matters will be conducted so as to allow the involvement of the public and local community groups in as relevant and practical way as possible.
- 2.9 Crime and disorder scrutiny shall not to be used as a complaints procedure. Case studies may, however, be used as part of supporting information for scrutiny exercises.
- 2.10 The function of crime and disorder scrutiny is independent of the respective partners in the Partnership.
- 2.11 The aim is to maximise the involvement of Wirral communities, voluntary sector organisations and members of the public in meetings and reviews.
- 2.12 When it is considered appropriate experts and in some cases members of the public, will be co-opted onto the Overview and Scrutiny Committee for specific meetings or reviews.

3. The Wirral Sustainable Communities Overview and Scrutiny Committee

- 3.1 All dates, times of meetings, agendas and reports, and subsequent minutes, of the Sustainable Communities Overview and Scrutiny Committee will be published to meet at least the minimum statutorily required. All such information will be circulated to elected Members and the members of the Crime and Disorder Reduction Partnership at least to the minimum so required. This means that the Committee's agenda will be circulated to all Members of the CDRP.
- 3.2 At least once per year the Committee will consult the Crime and Disorder Reduction Partnership and through it, the partners on the annual work plan of the Committee.
- 3.3 The Sustainable Communities Overview and Scrutiny Committee will advise the Crime and Disorder Reduction Partnership in advance of any programme of work or other scrutiny exercise that the Wirral Overview and Scrutiny Committee is intending to undertake in relation to the CDRP. Notification of scrutiny may take the form of a statement at a meeting of the Committee.
- 3.4 The Sustainable Communities Overview and Scrutiny Committee will consult with the Crime and Disorder Reduction Partnership on any draft reports prepared by it and recommendations made before they are published. The following actions will be taken by the Committee when it produces a report or recommendations which will impact, or have the potential to impact, on community safety issues or upon the Crime and Disorder Reduction Partnership or its partners:

- (a) The draft report will be sent to the Crime and Disorder Reduction Partnership and any relevant partners to be checked for factual accuracy.
- (b) Copies of the final report or recommendations will be sent for comment to the Crime and Disorder Reduction Partnership and those community safety partners that are affected by the report or recommendations.
- (c) The Crime and Disorder Reduction Partnership and relevant community safety partners will be asked to provide a written response to the report or recommendations. The response should be provided within 15 working days of the date. If this is not possible the response should, with the agreement of the Committee, be provided soon as is reasonably practicable.
- (d) The Crime and Disorder Reduction Partnership and the relevant partners will be given as much notice as practicable prior to any recommendations or the reports of the Committee being made public.

3.5 Final reports will be presented to Wirral Borough Council and the Crime and Disorder Reduction Partnership. They will be published on the Council's website and circulated in accordance with the regulations on scrutiny of crime and disorder.

3.6 The Sustainable Communities Overview and Scrutiny Committee will inform the Crime and Disorder Reduction Partnership in advance of any press releases relating to crime and disorder scrutiny.

3.7 The Sustainable Communities Overview and Scrutiny Committee will at all times comply with the Constitution of Wirral Borough Council.

4. The Wirral Crime and Disorder Reduction Partnership

4.1 The Partnership and respective partners shall recognise and assist the Sustainable Communities Overview and Scrutiny Committee in fulfilling its role to provide objective and effective scrutiny of crime and disorder in Wirral.

4.2 The Partnership and respective partners shall provide information relating to the planning and operation of crime and disorder reduction activities and strategies requested and required by the Sustainable Communities Overview and Scrutiny Committee. This will not, however, include confidential information that might impinge upon actual police operations or individuals, unless an individual gives consent for such information to be released.

4.3 The Partnership and its respective partners shall provide the Sustainable Communities Overview and Scrutiny Committee with the information requested within 15 working days of the receipt of the request. If this timescale cannot be met or the request cannot be complied with, the Partnership will, within the 15 working day deadline, give its reasons for not complying and will if possible suggest some alternative options.

4.4 The Partnership will respond to crime and disorder scrutiny review final reports and/or recommendations within 15 days of receipt. A copy of such a response will be sent to Wirral Borough Council's Cabinet Member responsible for Community Safety, to individuals who have contributed to the review, and to other relevant parties. If this timescale cannot be met the Partnership will, within the 28 day deadline, give its reasons for not complying and will if possible suggest some alternative options.

- 4.5 A separate Protocol and procedure has been agreed covering references to the Overview and Scrutiny Committee from Elected Members via the Councillor Call for Action.
- 4.6 The Partnership will nominate a main contact person for each crime and disorder scrutiny exercise and maintain regular contact with the Overview and Scrutiny Committee, attending in person when invited.
- 4.7 The Partnership will ensure that officers attending Overview and Scrutiny Committee meetings are able to answer questions openly and are given appropriate support by their line managers.

5. Reviews and Revisions

- 5.1 The publication of Regulations (Guidance May 2009) and good working practice has shaped this Protocol. However, to enable the continued improvement of the scrutiny process it may be revised from time to time. Any revisions must be agreed by all the interested parties.

WIRRAL COUNCIL

SCRUTINY PROGRAMME BOARD - 4 MARCH 2010

REPORT OF THE DIRECTOR OF LAW, HR AND ASSET MANAGEMENT

WIRRAL COUNCIL MEMBERS' ANNUAL OVERVIEW AND SCRUTINY QUESTIONNAIRE – APRIL 2010

EXECUTIVE SUMMARY

1. Purpose of the Report

- 1.1 To seek approval from the Scrutiny Programme Board to the second annual Members' Overview and Scrutiny Survey.

2. Background

- 2.1 An annual survey was carried out last year as part of a framework to gauge perceptions about Overview and Scrutiny and draw together issues that can be used to influence its future direction. The findings of each year's survey forms the basis of a report to the Scrutiny Programme Board. The results of this survey will be compared to the previous year and any emerging trends will be reported to the Board.
- 2.2 The aim of the questionnaire is to assess perceptions about the effectiveness, added value and achievements of Overview and Scrutiny, and identify where improvements can be made. It is proposed that the questionnaire be also sent to Co-opted members and Directors who have had areas of their service scrutinised. A copy of the Overview and Scrutiny questionnaire is attached as Appendix A.
- 2.3 The questionnaires will be sent out following approval by the Scrutiny Programme Board, and the results of the response analysis will be brought before the Board in due course. They will be used in the continuous improvement of the scrutiny process.

3. Recommendation

- 3.1 That the Scrutiny Programme Board be requested to approve the Annual Overview and Scrutiny Survey 2010 and consider a report and analysis of the findings in due course.

APPENDIX A

WIRRAL COUNCIL MEMBERS' ANNUAL OVERVIEW AND SCRUTINY QUESTIONNAIRE

This is the second annual survey evaluating the effectiveness of Overview and Scrutiny, and how it can be improved. This questionnaire is being circulated to all Members of the Council for completion as well as Co-opted Members and Directors who have had areas of their service scrutinised during 2009/10.

The aim of the questionnaire is to assess perceptions about the effectiveness, added value and achievements of Overview and Scrutiny, and identify where improvements can be made. The feedback you provide on how you feel about Overview and Scrutiny is very important to me.

I can only improve the quality of Overview and Scrutiny activity and how effectively work is carried out by listening to your experiences. I will use the information you give me to identify practical ways in which improvements can be made. The results for this survey will be carefully analysed and presented to the Scrutiny Programme Board in due course.

Please send your completed questionnaire to:

Shirley Hudspeth
Democratic Services Manager
Town Hall
Brighton Street
Wallasey
Wirral
CH44 8ED

WIRRAL COUNCIL MEMBERS' ANNUAL OVERVIEW AND SCRUTINY QUESTIONNAIRE

Please print name:.....

{The questionnaire can be completed anonymously if you wish.}

1. Please tick which Committee(s) you sit on:

- Scrutiny Programme Board
- Children and Young People
- Council Excellence
- Economy and Regeneration
- Health and Well Being
- Sustainable Communities
- None of the above

1a. Are you an:

- Elected Member Co-opted Member Director
- Cabinet Member

1b. When did you last receive training on the Overview and Scrutiny function?

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2. What do you believe to be the main purpose of Overview and Scrutiny?

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3. Are you happy with the Scrutiny Officer support available to the Committees or would you like to see any improvements?

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4. Scrutiny Programme Board

Scrutiny Programme Board Members are requested to answer 3a. only and non Scrutiny Programme Board Members are requested to answer 3b and c.

4a. If you are a Member of the Scrutiny Programme Board what role do you think the Board has in leading the development of Overview and Scrutiny and ways of working?

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4b. If you are not a member of the Scrutiny Programme Board do you consider that you know enough about its role and its work programme.

Yes No

4c. If you consider you don't know enough about the Scrutiny Programme Board's role and its work programme, what more information would you like to receive?

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5. How successful has the Scrutiny Programme Board been in leading the development of Overview and Scrutiny and ways of working in its first year in existence?

Unsuccessful Successful Very Successful

6. How effective do you feel the Call In process has been in holding the Executive to account for its decisions?

Unsuccessful Successful Very Successful

7. One of the main roles of the Overview and Scrutiny function is to hold the Executive to account. Overall how satisfied are you that Scrutiny has been able to hold the Executive to account over the past year?

Very unsatisfied Unsatisfied Satisfied Very Satisfied

7a. Does the Forward Plan assist Overview and Scrutiny Committees to hold the Executive to account?

Yes No Don't Know

7b. If you are not satisfied with the way in which Overview and Scrutiny has held the Executive to account please state what more you consider Scrutiny should be doing.

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8. Another central purpose of Overview and Scrutiny is to influence the Executive to make tangible improvements to the policies and services provided by the Council and local Health Services that will ultimately benefit the people of Wirral. Overall, how satisfied are you that Overview and Scrutiny has influenced the Council and local Health Services to the benefit of the people and communities of Wirral?

Please circle your choice

Very unsatisfied Unsatisfied Satisfied Very Satisfied

9. Are you able to provide any examples where the work of Overview and Scrutiny Committees has contributed to improved Council service?

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10. What do you consider to be the strengths of the current Overview and Scrutiny process?

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11. Are there any aspects of the current Overview and Scrutiny process that you consider require improvement?

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Additional Comments:

Thank you very much for taking the time to complete this questionnaire.

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