

**AGENDA ITEM**

**REPORT TO EXECUTIVE  
SCRUTINY COMMITTEE**

**24 MARCH 2009**

**REPORT OF DIRECTOR OF  
LAW AND DEMOCRACY**

**SCRUTINY WORK PROGRAMME – SELECTION OF IN DEPTH SCRUTINY REVIEWS**

**SUMMARY**

The report presents suggestions received from Members and officers, together with the identified priorities following discussion at the Scrutiny Liaison Forum on 26 February 2009. The prioritisation reflects a strong focus on the EIT programme given its strategic importance.

**RECOMMENDATIONS**

The Executive Scrutiny Committee are invited to consider the priorities for review identified by the Scrutiny Liaison Forum and allocate topics to each of the Select Committees for the scrutiny work programme for 2009/10.

**WORK PROGRAMME 2008/09**

1. The current year's work programme has comprised the following reviews:

*Arts, Leisure & Culture Select Committee*

- Review of Tees Active

*Children & Young People Select Committee*

- Obesity

*Adults and Health Select Committee*

- Momentum phase 1
- Audiology

*Environment Select Committee*

- Customer First
- Animal Welfare and Dog Fouling

*Housing & Community Safety Select Committee*

- Registered Social Landlords
- Neighbourhood Policing/ Neighbourhood Watch/ CCTV

### *Corporate and Social Inclusion Select Committee*

- Older Peoples Strategy  
*Regeneration and Transport Select Committee*

- Highway Network Management and Pavement Parking

### *Task and Finish Groups*

- Neighbourhood Nurseries
- Voluntary and Community Sector
- Rats and Pigeons

2. Executive Scrutiny Committee also allocated a review of Taxis to the Regeneration and Transport Select Committee. It was the intention to commence this work in the current year following the conclusion of the Highway Network Management and Pavement Parking review. However, as timescales have slipped, this work has not yet commenced and is outstanding from the current year's work programme. Scrutiny Liaison Forum proposes that this roll forward into the 2009/10 work programme to be conducted by task and finish group.

### **SUGGESTED TOPICS FOR 2009/10**

#### ***PICK System***

3. Topics have been sought from Members and Officers on a standard pro forma in line with previous practice. Justification of proposals has been requested based on public interest, impact, performance and efficiency issues and context. This PICK system approach allows a score to be given to each suggestion to help with prioritisation of topics.

4. With reference to the PICK system, Members at last year's Scrutiny Liaison Forum noted that it gave inadequate recognition of organisational development topics in the scoring matrix and the Executive Scrutiny Committee was asked to review this. The "Council Performance" section of the pro forma has been amended to reflect this comment and this has also been borne in mind when scoring suggestions.

#### ***Capacity of Select Committees***

5. With the exception of the Taxis review, all current Select Committee reviews are due to conclude in March/ April with final reports being submitted to April/ May Cabinet meetings. In addition, Select Committee will be receiving the usual action plan and progress report in respect of the reviews listed at paragraph 1 followed by quarterly update reports on outstanding recommendations.

6. Health Select Committee continues to be responsible for receiving statutory health consultations (for example the Committee will be involved with phase 2 of the Momentum: Pathways to Healthcare consultation) and responding to the Annual Health Check each year.

#### ***Efficiency Improvement and Transformation Programme***

7. Taking into account the Efficiency, Improvement and Transformation (EIT) Programme which is being developed, it has been agreed that the PICK system should

reflect the strategic importance of efficiency work as well as organisational effectiveness with reviews supporting the efficiency work taking a high priority. Suggestions under the heading Council performance and efficiency have therefore been given a greater weighting.

8. EIT topics which were identified by Scrutiny Liaison Forum at their meeting on 26 February for in depth scrutiny reviews are included alongside other topics considered in Appendix 1. In addition, Scrutiny Liaison Forum proposed that there is Select Committee involvement and management of Gateway reviews together with reports to Executive Scrutiny Committee as follows:

EIT Reviews – By Select Committee

- Commissioning and Provision of Public and Community Transport (**Topic 1 – page 7**)
- Regulation and Enforcement (**Topic 2 – page 9**)
- Communication, Consultation and Engagement (**Topic 7 – page 20**)
- Fair Access to Care (**Topic 3 – page 11**)
- Children’s Placements (**Topic 4 – page 13**)
- Commercial Trading Services (**Topic 6 – page 18**)

Gateway Reviews – Officer Reviews reporting into Select Committees at Key Stages

- Adult Day/ Residential Care
- Highways, Lighting and Network Management (including road safety)
- Property and Facilities Management

Reporting to Executive Scrutiny Committee – Officer Reviews reporting into Executive Scrutiny Committee at Key Stages

- Advice and Information Provision
- Youth Services and Provision
- Domestic Violence
- Communication, Consultation and Engagement

**Select Committee Terms of Reference**

9. Members are reminded that last year the Council approved a revision to the terms of reference of all Select Committees to allow them to undertake review work not strictly falling under the remit of each committee. This has enabled reviews to be prioritised across the board and allocated by Executive Scrutiny Committee.

10. Looking at the top seven priorities from Appendix 1, the draft programme Scrutiny Liaison Forum has identified comprises:

Select Committee	EIT Scrutiny Review Topics
Corporate, Adult Services and Social Inclusion	Communication, Consultation and Engagement ( <b>Topic 7 – page 20</b> )
Health	Fair Access to Care ( <b>Topic 3 – page 11</b> )
Children and Young People	Child Placements and Residential Care ( <b>Topic 4 – page 13</b> )
Regeneration and Transport	Commissioning and Provision of Public and Community Transport <b>(Topic 1 (page 7) incorporating Topic 5 (page 17) ,</b>

	<b>Topic 10 (page 26) and Topic 11 (page 28))</b>
Housing and Community Safety	Regulation and Enforcement ( <b>Topic 2 – page 9</b> )
Environment	Commercial Trading Services ( <b>Topic 6 – page 18</b> )
Arts, Leisure and Culture	Three Gateway Reviews
Executive Scrutiny	Four “Reporting In” Reviews Overview of Progress of EIT programme

11. The above programme includes 6 select reviews, 3 gateway reviews and 4 reporting in reviews. Scrutiny Liaison Forum therefore suggested that, both from a committee and officer capacity perspective, to deliver the programme one select committee is designated as a gateway committee with the option to co-opt relevant select committee Chair (if willing given workload), and the Executive Scrutiny committee receives all reporting in EIT reports as well as an overview of progress.

12. Select Committees will continue to receive support from a scrutiny officer and democratic services officer and a departmental link officer will also provide support to Select Committee for individual in-depth reviews. Gateway reviews and “reporting in” reviews” will also receive appropriate support from service departments as well as scrutiny support.

### ***Prioritisation of Reviews***

13. All of the suggestions received are summarised in the schedule set out in **Appendix 1**. Each suggestion is cross referenced with supporting information. A PICK score is included to aid with the consideration of topics. An explanation of the Pick scoring method is attached at **Appendix 2**.

14. Executive Scrutiny Committee is therefore invited to consider the priorities for review identified by the Scrutiny Liaison Forum and allocation of topics suggested to each of the Select Committees for the scrutiny work programme for 2009/10.

15. **Appendix 3** details the outstanding review (Taxis) and monitoring work programmed for each Select Committee.

### ***Next Steps***

16. In order to support Select Committees undertaking reviews as part of the EIT programme, there will be a need for specialised training for Select Committee members on the framework for EIT reviews in order to equip them with the skills for this role.

17. A regular progress overview report of the EIT programme will be submitted to Executive Scrutiny Committee.

## **FINANCIAL AND LEGAL IMPLICATIONS**

There will be staffing implications in order to provide the necessary support for reviews.

## RISK ASSESSMENT

The selection of appropriate topics for review can help to support service improvement; the selection of inappropriate topics will lead to the waste of officer and Member time and resources.

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<u>Background Papers:</u>	None
<u>Ward(s) and Ward Councillors:</u>	Not Ward Specific
<u>Property Implications:</u>	None

## SCRUTINY WORK PROGRAMME 2009/10

Topic No.	Page No.	Suggested Topic	Public Interest	Impact	Council Efficiency & Performance	Keep in Context	Total	Weighted Total
1	7	Commissioning and Provision of Public and Community Transport ( <b>incorporating Borough Bus Subsidies and Dial-a-Ride</b> )	3	3	3	3	12	3
2	9	Regulation and Enforcement	2	3	3	3	11	2.8
3	11	Fair Access to Care	2	2	3	3	10	2.6
4	13	Children's Placements and Residential Care	2	2	3	3	10	2.6
5	17	Borough Bus Subsidies	3	3	2	2	10	2.4
6	18	Commercial Trading Services	2	1	3	3	9	2.4
7	20	Communication, Consultation and Engagement	2	1	3	3	9	2.4
8	22	Carbon Management	2	3	2	2	9	2.2
9	24	Tackling Fuel Poverty	2	2	2	2	8	2
10 +11	26&28	Dial-A-Ride	2	2	2	2	8	2
12	30	CAMHS	2	2	2	2	8	2
13	32	Promotion of the Borough's Cultural Heritage	2	2	2	2	8	2
14	34	Homelessness and Care Leavers	1	1	2	2	6	1.6
15	36	Support for People with Hearing Impairment	1	1	2	1	5	1.4
16	38	Planning Scheme of Delegation	1	1	0	2	4	0.8
17	40	Globe Theatre	2	1	0	1	4	0.8
18	42	Cycling on Pavements	1	1	0	1	3	0.6
19	44	Motorbike Nuisance	1	1	0	1	3	0.6

**SELECT COMMITTEE WORK PROGRAMME 2009/10  
SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Commissioning and provision of public and community transport – Currently the Council provides subsidised public transport services, concessionary fares and a community transport service. These are delivered through a variety of mechanisms ranging from tenders from private sector Bus Operators, negotiation on behalf of the Tees Valley for concessionary fares and the provision of school, day care, social, dial a ride and demand responsive transport through the in house Community Transport Service. There is a need to ensure that the opportunity to utilise service resources in the most efficient manner to deliver those public transport services that the Council consider appropriate. Rising costs are such that service level cuts in the forthcoming tender of subsidised services are inevitable if the service is to be tailored to match the budget available. However, we need to consider what public transport the Council considers an appropriate responsibility and to evaluate the most efficient means of delivery from the mechanisms available. There are CIPFA figures that indicate the Council spends more on Concessionary fares than average and this area needs further examination to ensure benchmarks are accurate and appropriate. The outcome should be to reduce the impact on the Council of rising public transport costs whilst ensuring an appropriate amount of accessibility for those residents that rely on such transport.

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK PROCESS.  
PLEASE REFER TO THE EXPLANATION NOTES TO THIS FORM FOR FURTHER INFORMATION.**

**Public interest justification:**

Public Transport is a key issue at every Older Peoples Event the Council runs and represents a significant cost to Council Budgets with some £3.5m on concessionary fares, £500k on subsidised services and £4m on community Transport. Low levels of public satisfaction are usual, the Council is embarking on a Tees Valley Major Bus Project, valued at £60m, across the Tees Valley and this review will address the mechanisms to “plug gaps” that are not commercially viable to support private sector services. There will be a high level of concern over what the major Bus review will mean, in accessibility terms, for those not close to the “core routes”.

**Impact on the social, economic and environmental well-being of the area:**

Low car ownership within the Borough places a higher degree of dependency on Public transport for access to Health, Leisure, retail and employment for many residents. Transport can often be a barrier to accessing services, particularly for those off main bus routes and during evenings and weekends.

**Council performance and efficiency in this area (including organisation development) if known:**

NI 175 – Access to services and facilities by public transport, walking and cycling.  
NI 177 – Local bus passenger journeys originating in the authority area  
Local Transport Plan local indicators and MORI satisfaction with public transport indicators.  
The National indicators 175 are new and will not be available until 2009/10, NI 177 in measured annually so the latest figure is 2007/08 and was 10.5m passengers.

**Keep in Context (are other reviews taking place in this area?):**

No scrutiny reviews, however, the review will need to run in parallel with the development of the Major Bus Scheme which is likely to commence during 2009/10. It will be very advantageous to time the scrutiny review for 2009/10 as it will

undoubtedly address issues that will be high on the public agenda.	
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**SELECT COMMITTEE WORK PROGRAMME 2009/10  
SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Fair Access to Care (FACs) is a national framework which gives guidance to local authorities on determining eligibility for receiving adult social care support. There are four levels of need within the framework:

- Critical
- Substantial
- Moderate
- Low

Councils are required to decide which bands of care they will provide for, and people who are assessed as being within those bands are said to have 'eligible needs'. Criteria for deciding a person's level of needs focus on the risk to independence and other consequences to their health and wellbeing if not addressed. Stockton-on-Tees Borough Council currently provides care across the 3 bands (Moderate to Critical) for all adult social care services and across all 4 bands for aids / equipment.

There has been considerable national focus on how these criteria are applied, especially in light of the increasing demands facing local authorities arising from demographic change and the ageing population. SBC is one of only 2 local authorities in the North East that offers the 3 to 4 bands. Maintaining this range of bandings has been seen as supporting a preventative approach to care, but there are both performance and financial consequences arising from the current position.

A Scrutiny review would be linked to the EIT review for Adult Care, by reviewing current policy relating to FACs. The review will need to consider whether the current offer is sustainable for the future, and whether different models of service can offer alternatives to the traditional social care assessment model, that could support the preventative approach in line with the requirements of the 'Personalisation' agenda.

The national Green Paper on the future shape of the care and support system in England may make recommendations on how FACs is applied nationally.

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PROCESS.  
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INFORMATION.**

**Public interest justification:**

The review will be of relevance to all SBC residents (and their carers) in need of, or likely to need, social care support. .

This is a high profile area for social care

**Impact on the social, economic and environmental well-being of the area:**

The review will impact on a key area of policy, impacting on quality of life and wellbeing for many residents, particularly those who are more vulnerable, by examining how eligibility criteria can be used to secure the most effective balance of:

targeted support for those most in need of care; prevention; choice and control; and cost.	
<b>Council performance and efficiency in this area (including organisation development) if known:</b>	
<p>The Council's decisions about FACS bandings are not subject to external judgement through performance assessment frameworks, but the chosen FACS bandings can impact closely on performance particularly in terms of volume of activity and care management time / resources committed to assessments and provisioning of care packages, with resulting pressures on performance against key PIs relating to the timeliness of assessments and provision of care packages. Whilst we have achieved some improvement in these PIs in recent years, we remain a relatively low performer compared to benchmark groups.</p> <p>A review of the experience of a sample of other local authorities has suggested that there is potential for saving of c£250,000 - £300,000 per annum by removing the Moderate FACS Banding.</p>	
<b>Keep in Context (are other reviews taking place in this area?):</b>	
The review will be integral to the Adult Care EIT review.	
<b>Signed:</b>	<b>Date:</b>
<p><b>Please return to:</b></p> <p><b>Judy Trainer</b>  <b>Scrutiny Section</b>  <b>Democratic Services</b>  <b>Municipal Buildings</b>  <b>Church Road</b>  <b>Stockton on Tees</b>  <b>TS18 1LD</b></p> <p><b>Email: <a href="mailto:Judith.trainer@stockton.gov.uk">Judith.trainer@stockton.gov.uk</a></b>  <b>Tel: 01642 528158</b></p>	
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**SELECT COMMITTEE WORK PROGRAMME 2009/10  
SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Children's Placements

Providing residential, fostering and adoptive placements for children is a low-volume, high cost and high reputational activity.

For the majority of Looked After Children, it will be the Courts who have made the decision that the child should not be placed with their own family. For those children who are looked after under Section 20, 1989 Children Act, it will be with the agreement of their parent. Once a child becomes Looked After there are clear procedures and timescales to follow in respect of planning their care, and the process is reviewed by Independent Reviewing Officers (IROs) who are not within the same management group.

The issue to explore is whether the Borough is meeting the assessed needs of the individual children, i.e. is the available provision (either in-house or purchased) sufficient, are we getting value for money, and is there potential for commissioning the services in a more cost effective way without compromising the focus on achieving the five "Every Child Matters" outcomes.

The current national context is one of promoting a mixed economy, and moving increasingly towards LAs working in partnership with external providers. Although we purchase external placements this is usually on a spot basis because there are no available in-house resources. The exception is the planned purchase of placements for children with special educational needs.

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK  
PROCESS.  
PLEASE REFER TO THE EXPLANATION NOTES TO THIS FORM FOR FURTHER  
INFORMATION.**

**Public interest justification:**

See attached diagram, which illustrates the Low Volume/High Cost

**Impact on the social, economic and environmental well-being of the area:**

The high expenditure on a small number of children reduces the resources available for provision of early intervention services (which in turn aim to support parents) and over time reduce the number of children becoming looked after.

Council performance and efficiency in this area (including organisation development) if known:

See attached diagram re Performance for LAC.

Estimated spend 2008/09 on external placements is £4.3m. Costs range from £800 - £5,000 per week dependent on needs of children.

Keep in Context (are other reviews taking place in this area?):

Links to proposed Year 1 progress in EIT programme.

**Signed:**

**Date:**

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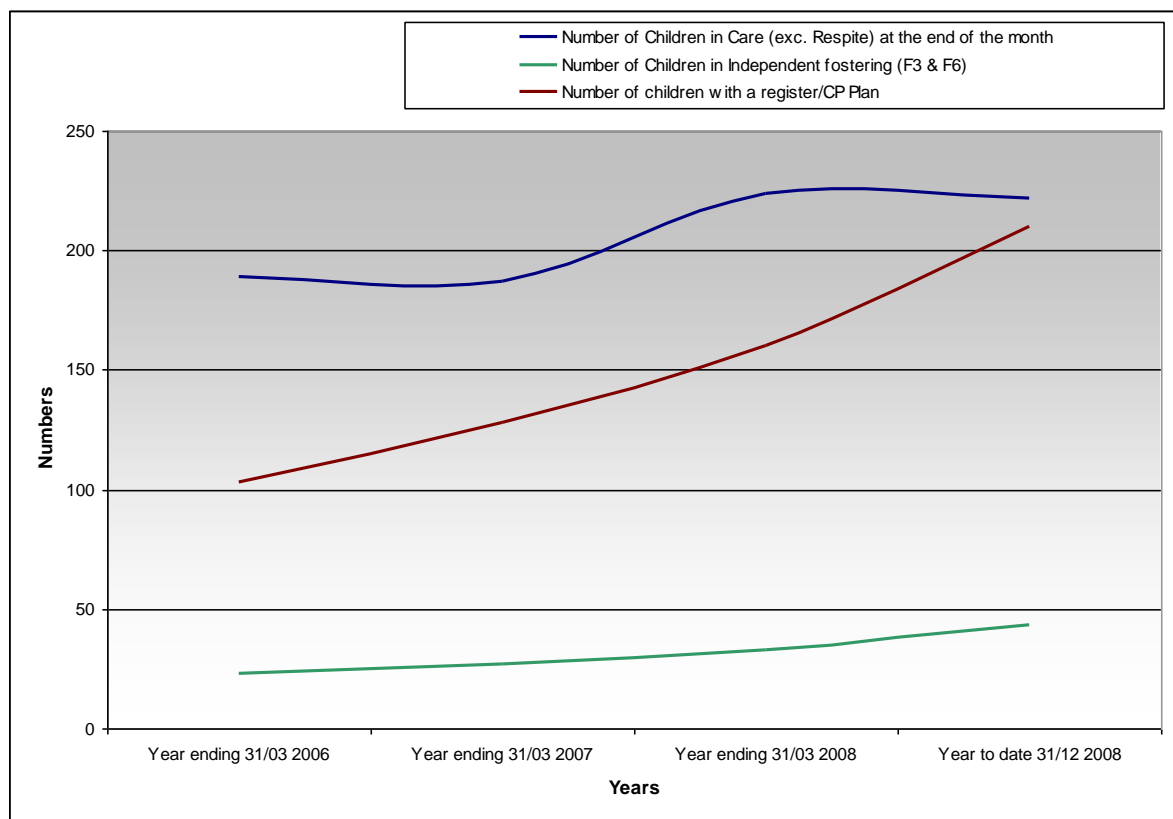
**Pick score:**

**Considered by SLF:**

### Summary of Baseline Indicators for 2008 APA

Outcome 2 – Staying Safe					
Universal Code	APA dataset V2 page number	Indicator	LA	SN	Eng
2015SC	32	KIGS CH141: Number of referrals of children per 10,000 population aged under 18-2007-08	391	590	490
2016SC	34	KIGS CH142: Percentage of referrals that are repeat referrals within 12 months - 2007-08	9.5%	26.3%	24.3%
2020SC	37	Percentage of initial assessments within 7 working days of referral -2007-08	86.6%	67.0%	70.7%
2024SC	42	Percentage of children and young people who are the subject of a child protection plan, or on the child protection register, who are not allocated a social worker – 2007-08	0.0%	2.4%	0.4%
2027SC	44	KIGS CH03: Children who became the subject of a child protection plan, or were registered, per 10,000 population aged under 18 – 2007-08	47.2	33.0	30.9
2060SC	69	Percentage of looked after children with a named social worker who is qualified as a social worker – 2007-08	100.0%	98.6%	97.0%
2022SC	39	PAF CF/C64: Percentage of core assessments that were completed within 35 working days of their commencement -2007-08	88%	77%	80%
2023SC	41	KIGS CH01: Children and young people who are the subject of a child protection plan or on the child protection register, per 10,000 population aged under 18 - 2007-08	37.4	26.3	26.5
2028SC	45	PAF CF/A3: Percentage of children who became the subject of a child protection plan, or were registered during the year, who had previously been the subject of a child protection plan or had been registered 2007-08	9.9%	12.6%	13.6%
20234SC	49	PAF CF/C-20: Percentage of child protection cases which should have been reviewed during the year that were reviewed (BVPI 162) – 2007-08	100%	99.7%	99.4%
2036SC	52	PAF CF/C-21: Percentage of children who ceased to be the subject of a child protection plan, or who were de-registered during the year ending 31 March, who had been registered, or the subject of a child protection plan, continuously for 2 years or more – 2007-08	0.0%	4.0%	5.3%
2042SC	32	KIGS CH39: Looked after children per 10,000 population aged under 18 -2007-08	52.4	55.4	54.1
2064SC	57	PAF CF/C68: Percentage of looked after children cases which should have been reviewed during the year that were reviewed on time during the year – 2007-08	99%	91%	90%
2043SC	59	PAF CF/A1: Percentage of looked after children at 31 March with three or more placements during the year – 2007-08 (BVPI 49)	10%	12%	11%
2059SC	67	PAF CF/C23: Number of looked after children adopted during the year as a percentage of the number of looked after children at 31 March (excluding unaccompanied asylum seekers) who had been looked after for six months or more on that day – 2007-08 *BVPI 163)	6.9%	9.1%	8.8%
5026SC	72	What percentage of children with disabilities aged 14+ had a transition plan to support their move from Children's Services to Adult services -2007-08	5-100%		

	Year ending 31/03 2006	Year ending 31/03 2007	Year ending 31/03 2008	Year to date 31/12 2008
Number of Children in Care (exc. Respite) at the end of the month	189	187	224	222
Number of Children in Independent fostering (F3 & F6)	23	27	33	43
Number of children with a register/CP Plan	103	128	160	210





**SELECT COMMITTEE WORK PROGRAMME 2009/10  
SUGGESTED REVIEW – PRO FORMA**

<p><b>Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?</b></p> <p>BOROUGH BUS SUBSIDIES</p> <p>Approaches by public (and Members) to Bus Companies to consider routes meets with reference to the Council's ability to subsidise routes. Over £0.5m is invested in these with apparent little/no room for revision of commitments. Criteria for priority and process are not transparent. VFM is unclear – opportunity for saving?</p>	
<p align="center"><b>NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK PROCESS. PLEASE REFER TO THE EXPLANATION NOTES TO THIS FORM FOR FURTHER INFORMATION.</b></p>	
<p><b>Public interest justification:</b></p> <p>Problems with Public Transport, mainly buses, is raised by public at every opportunity. Many representations are received about (re)instating buses on routes abandoned by the bus companies.</p>	
<p><b>Impact on the social, economic and environmental well-being of the area:</b></p> <p>Transport is essential to many people to both achieve access to learning/training and employment and enjoy leisure facilities &amp; access to services; good public transport reduces social isolation and improves mental well-being.</p>	
<p><b>Council performance in this area if known:</b></p> <p>Discretionary service?</p>	
<p><b>Keep in Context (are other reviews taking place in this area?):</b></p> <p>Not to my knowledge.</p>	
<p><b>Signed: Cllr Jim Beall</b> <span style="float: right;"><b>Date: 14 February 2009</b></span></p>	
<p align="center"><b>Office Use:</b></p>	
<p><b>Pick score:</b></p>	<p><b>Considered by SLF:</b></p>

**SELECT COMMITTEE WORK PROGRAMME 2009/10  
SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Commercial Trading Services - the Council provides a limited range of commercial trading services that have developed through flexible working practice and utilising spare capacity in Direct Services, which brings income into the authority.

Such services include :

- heating, ventilation and electrical works (HV&E)
- civic catering
- Fleet Management
- Vehicle Maintenance
- highway schemes and improvements
- Commercial / Trade Waste collections

The review needs to consider current practice and identify any efficiencies in these service areas and any further potential to generate income going forward in the current economic climate and beyond.

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK  
PROCESS.  
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INFORMATION.**

**Public interest justification:**

This review will scrutinise services that are designed to generate income into the general fund.

**Impact on the social, economic and environmental well-being of the area:**

Will contribute to the economic and environmental well being of the area through the production of surplus' to offset resource allocations.

**Council performance and efficiency in this area (including organisation development) if known:**

Over recent years we have developed sufficient expertise, experience and capacity to optimise appropriate opportunities to successfully compete for external contracts.

In turn the financial return on this work helps offset overhead costs to internal customers and, surplus is returned to support Local Authority Services such as Britain in Bloom, Riverside Festival, Vehicle replacements etc.

**Keep in Context (are other reviews taking place in this area?):**

No

**Signed:**                    **Jamie McCann**

**Date: 24/02/09**

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**Office Use:**

**Pick score:**

**Considered by SLF:**

**SELECT COMMITTEE WORK PROGRAMME 2009/10  
SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Communication, consultation and engagement.

The council's approach to communication, consultation and engagement requires a refresh to incorporate innovation and good practice, make it more effective and more efficient. It is proposed that a new Communication, Consultation and Engagement strategy is developed through Scrutiny linking into the Efficiency, Improvement and Transformation Programme. The strategy would cover:

- Communication – the provision of information to local people, businesses and visitors through print and electronic media; the brand and image of the council, advertising, media relations, publications, reputation management; code of conduct for officers and members on communication matters; communication with specific target groups e.g. young people, BME communities
- Consultation – asking stakeholders about their views on specific issues to inform policy setting and decision making through structured activities such as questionnaires, focus groups etc.
- Engagement – involving stakeholders in the shaping and review of policy and decisions through more informal routes such as workshops, events, regular involvement in partnerships etc. Engagement often involves a longer term commitment on both sides than consultation.

Despite much communication, consultation and engagement activity across the council and high levels of satisfaction with the council overall, the proportion of residents who feel that they can influence decisions and / or feel informed about the decisions that affect them is comparatively low.

It is expected that by refocusing our Communication, Consultation and Engagement Strategy and delivery, greater efficiencies can be made and a greater impact on local people's satisfaction with the council and their ability to influence decisions will be made. This is likely to require the development of innovative approaches to complement or replace existing activities and the incorporation of good practice.

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK  
PROCESS.  
PLEASE REFER TO THE EXPLANATION NOTES TO THIS FORM FOR FURTHER  
INFORMATION.**

**Public interest justification:**

The way the council communicates with, consults and engages with residents is a key issue for all residents and other stakeholders.

**Impact on the social, economic and environmental well-being of the area:**

Improving the council's communication, consultation and engagement through innovation and efficiency will improve the social well being of residents, making

services easier to access, enabling residents and stakeholders to better influence decisions and strengthen our communities.

**Council performance and efficiency in this area (including organisation development) if known:**

The Corporate Assessment report (2007/08) highlights the strength of communication and consultation with local people. Our most recent IPSOS Mori residents survey results show that:

- 59% disagree that they can personally affect decisions made in their local area
- 48% disagree that they have enough information about decisions being made
- 23% want to have more of a say in what the council does
- 66% feel proud of their local area
- Net 8% feel that the council is in touch with local people
- Net -1% disagree that the council is too remote and impersonal
- 59% feel that the council keeps them well informed about its services

These are mixed results with some areas being comparatively high but there is still scope for improvement.

**Keep in Context (are other reviews taking place in this area?):**

This review would focus on the development of a new communication, consultation and engagement strategy for the borough. Once the strategy is agreed there will be further work through the Efficiency, Improvement and Transformation Programme to consider how best to deliver the strategy.

**Signed: Helen Dean**

**Date: 24.2.09**

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**Office Use:**

**Pick score:**

**Considered by SLF:**

**SELECT COMMITTEE WORK PROGRAMME 2009/10  
SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Carbon Management – the Council has established a Carbon Management Strategy to reduce Carbon by 25% over 5 years. The government has announced, and continues to develop, additional targets and methods of measuring council effectiveness in managing the carbon output of the organisation. Success will depend upon the co-operation of many partners including schools and Tees Active. The scrutiny committee could look at this fast developing area and analyse the efforts and strategies of the Council to highlight the areas where there may be risks, particularly of “buy in” from those contributing, of the council meeting its’ targets. An action plan to reduce risks would greatly assist the team.

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK PROCESS.  
PLEASE REFER TO THE EXPLANATION NOTES TO THIS FORM FOR FURTHER INFORMATION.**

**Public interest justification:**

Carbon Management is directly linked to Climate Change and is an ever growing subject in the media. Residents will be concerned to know what the Council is doing to address problems in its’ own operations as a public leadership issue and how effective the plans we have will be on impacting upon carbon emissions.

**Impact on the social, economic and environmental well-being of the area:**

In economic terms the costs to the taxpayer of our energy bills has a direct impact upon the Council Tax Bills they receive. Saving Carbon will reduce the financial commitment of the Council and offers opportunity for directing resources to front line services. The Council needs to play an effective social leadership role if it is to have the credibility to influence external partners and champion carbon reduction.

**Council performance and efficiency in this area (including organisation development) if known:**

New indicators have been produced as a part of the recent suite of national performance indicators, baselines only are available at present so performance is difficult to judge at this moment.  
NI 185 – Carbon Emissions from Council operations (LAA indicator)  
NI 188 – Adapting to Climate Change (LAA indicator)

**Keep in Context (are other reviews taking place in this area?):**

The Carbon agenda is very wide and a scrutiny review could encompass the effectiveness of external organisations and domestic situations. However, it is suggested that this review focuses upon the Council’s effectiveness in Carbon Reduction in order to be manageable, a separate review of tackling fuel poverty is also suggested.

<b>Signed: Mike Robinson</b>		<b>Date: 17/02/09</b>
<b>Please return to:</b>  <b>Judy Trainer</b> <b>Scrutiny Section</b> <b>Democratic Services</b> <b>Municipal Buildings</b> <b>Church Road</b> <b>Stockton on Tees</b> <b>TS18 1LD</b>  <b>Email: <u>Judith.trainer@stockton.gov.uk</u></b> <b>Tel: 01642 528158</b>		
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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Tackling Fuel Poverty – the issue of assisting vulnerable people who are subject to the disadvantages of fuel poverty is addressed through multi agency approaches and government initiatives. The effectiveness of some of the approaches and the impact upon our residents is worthy of close examination.

Recent media reports of vulnerable residents being unable to contribute to costs and the failings of some installed systems are an area of growing concern, we need to understand the realities of these issues at the local level.

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK PROCESS.  
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**Public interest justification:**

Fuel Poverty effects the most vulnerable of our residents and recent fuel price increases have moved more people into fuel poverty than previously. The ability of our most vulnerable residents to increase disposable revenue through reduced fuel costs and to keep warm during colder months is fundamental to their well being, the council needs to be sure initiatives are effective. Public interest is generated as these are mainly government lead initiatives that impact upon our residents and is of interest to key partners such as the PCT.

**Impact on the social, economic and environmental well-being of the area:**

Fuel Poverty effects the most vulnerable of our residents and recent fuel price increases have moved more people into fuel poverty than previously. The ability of our most vulnerable residents to increase disposable revenue through reduced fuel costs and to keep warm during colder months is fundamental to their well being. In 2009 the average household faced a bill for gas and electricity of around £1400; by contrast in 2003 the average bill was £572 – a rise of nearly 250 percent. The number of households in fuel poverty has risen to nearly four million – around 1 in 5 households now spends more than 10% of their income on energy bills. In 2006/07 there were 1,500 excess winter deaths in the region of which 1,000 were over 75 years old.

**Council performance and efficiency in this area (including organisation development) if known:**

New indicators have been produced as a part of the recent suite of national performance indicators, comparative performance data is therefore not available. NI 187 – Tackling Fuel Poverty Households in receipt of income benefits in homes of low energy efficiency.

**Keep in Context (are other reviews taking place in this area?):**

Suggested separate scrutiny review of carbon management. This particular review will be of interest to the health and wellbeing partnership with the PCT and a joint scrutiny review may be appropriate.

**Signed: Mike Robinson**

**Date: 17/02/09**

**Please return to:**



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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Dial-a-Ride service – repeated complaints from residents that they cannot get journeys as and when needed. Key concern is availability of service and cost to SBC. How much is each journey being subsidised? Is it real value for money or would it be more efficient to use taxi services as in other authorities? I understand that due to “block bookings” by people attending courses there is very limited availability for other people.

A best value review was carried out a few years ago and various recommendations were made to improve the service. Have these been tested to demonstrate improvement?

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PROCESS.  
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**Public interest justification:**

Value for money  
Availability of service to those who need it

**Impact on the social, economic and environmental well-being of the area:**

Social and economic impact on residents lives allowing them to get out and about to socialise, shop in the borough etc, reducing isolation and promoting well-being.  
Environmental impact = less individual journeys made by taxis.

**Council performance and efficiency in this area (including organisation development) if known:**

I have not seen any statistics for number of journeys made. Cost to SBC but constantly hear complaints from residents.

**Keep in Context (are other reviews taking place in this area?):**

Not Know

**Signed:        Julia Cherret**

**Date: 18/02/09**

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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Dial-a-Ride

The service provided for the frail, elderly and disabled residents in Stockton-on-Tees. Since I suggested this issue last year, the service has worsened because it is a demand/response service, it relies on the first request to set the routes for the day and later callers receive no service.

The vehicles used are not used to capacity.

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PROCESS.  
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**Public interest justification:**

The vehicles are designed to fit all disabilities but the wheelchair users do not form the majority. Many users could be transported in taxis – the blind and partially sighted for example.

**Impact on the social, economic and environmental well-being of the area:**

Can it be provided some other way? The service is minimal in the evenings so many users are confined at home at these times and, when they have not been able to book the service, they are stuck at home all day! This is social isolation. Users of the service who are 60+ would have free bus travel but pay for Dial-a-Ride.

**Council performance and efficiency in this area (including organisation development) if known:**

The council is providing a service that is currently under used and not fit for purpose. The computer system is being over relied upon and users recall the sensible, manual organisation of bookings that provided a more efficient and responsive service.

**Keep in Context (are other reviews taking place in this area?):**

Not that I know of but this is long overdue.

**Signed:        Ann Cains  
                         Chair of Health Select**

**Date: 18.02.09**

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**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Child and Adolescent Mental Health (CAMHS)

This service has been a concern within schools for many years in both primary and secondary age range.

- Delay in referrals to service
- Delay in appointments with consultants
- Support for parents and school staff

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK PROCESS.  
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**Public interest justification:**

These children and young people are not learning while they await diagnosis and help, their families too need to be supported.

**Impact on the social, economic and environmental well-being of the area:**

Without help and treatment when young, the pupils will not be properly prepared to fill their place in a career in our society.

**Council performance and efficiency in this area (including organisation development) if known:**

Extra problems in schools and the neighbourhood could cost the council money to support and deal with these problems.

**Keep in Context (are other reviews taking place in this area?):**

Not planned until 2010/11 or 2011/12. Need it now.

**Signed:**        **Ann Cains**  
                         **Chair of Health Select**

**Date: 18.02.09**

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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Promotion of the Borough's Cultural Heritage

- Including railway and industrial heritage/chemical industry
- Securing the heritage
- Danger of losing this heritage

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK  
PROCESS.  
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**Public interest justification:**

- Local heritage secured and better promoted
- Increase knowledge of local history/pride in area

**Impact on the social, economic and environmental well-being of the area:**

Potential tourism benefits

**Council performance and efficiency in this area (including organisation development) if known:**

**Keep in Context (are other reviews taking place in this area?):**

There is to be a report to the March meeting of cabinet that will propose a framework for the development of a strategy that brings together the various aspects of the Borough's heritage. [Head of Arts and Culture]

**Signed: ALCS Select Committee**

**Date: 19.02.09**

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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Homelessness and care leavers

The issue has been suggested due to feedback received by committee members in relation to whilst care leavers are housed when they leave care, in later years if things go wrong, as they do with young adults, some are ending up in very unsatisfactory accommodation or homeless. Also that they may have very little in the way of essential furnishings and equipment at this stage. Most young people have their families to turn to for support at this point in their lives but many care leavers do not.

A scrutiny process that looked into this issue may open up ways of continuing support later on in the lives of those who have left our care earlier.

Whilst it is probably not possible to follow up what happens after support ends from our authority as people change names as well as addresses, it should be possible to monitor from applications for help from such as our homeless department, social workers, sure start, SDAIS, TERF etc.

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PROCESS.  
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**Public interest justification:**

**Impact on the social, economic and environmental well-being of the area:**

**Council performance and efficiency in this area (including organisation development) if known:**

Council averages 200 new cases per month (homeless and housing advice/homeless prevention). Our figures suggested that on average 10% (19) of these will be from customers who have previously been in care of the LA.

Those who are classed as vulnerable due to having been in care at some stage in their lives are given priority need in relation to their eligibility for council housing (however, this may not be the primary cause of priority, and the information is provided to us by client, it may not always be substantiated). [Housing Options]

**Keep in Context (are other reviews taking place in this area?):**

<b>Signed: Housing &amp; Community Safety Select Committee</b> <b>Date: Feb 09</b>	
<b>Please return to:</b>  <b>Judy Trainer</b> <b>Scrutiny Section</b> <b>Democratic Services</b> <b>Municipal Buildings</b> <b>Church Road</b> <b>Stockton on Tees</b> <b>TS18 1LD</b>  <b>Email: <u>Judith.trainer@stockton.gov.uk</u></b> <b>Tel: 01642 528158</b>	
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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Support for People with Hearing Impairment

- a) Improve and support hearing facilities for all age groups in public places across the Borough.
- b) I believe Stockton Borough Council welcome the voices of members of the public in the process of change across the Borough.
- c) Good communication leads to better understanding and is therefore vital
- d) Many meetings and consultations are held each year, many people of all age groups attend and are effected by outcomes. All age groups have the right to express concerns views and opinions.
- e) Presentations need to be carefully planned. Presenters should be trained in the use of mikes, hearing loops, and in providing handouts. If group sessions are planned only two should be held in the same room as background voices presents people with hearing problems to follow discussion

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PROCESS.  
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**Public interest justification:**

Keep informed

**Impact on the social, economic and environmental well-being of the area:**

See first question – improvement would improve understanding

**Council performance and efficiency in this area (including organisation development) if known:**

Very effective and positives

**Keep in Context (are other reviews taking place in this area?):**

A lot of change is happening. I believe Council is very positive in keeping people involved.

**Signed:       Edna Chapman**

**Date: 12.02.09**

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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Review of Planning Scheme of Delegation

In December 2007, Cabinet approved a revised scheme of delegation, signing off procedure and site visits protocol. At that time Cabinet asked that consideration be given to including a further review of the scheme of delegation within the Scrutiny work programme one year after its implementation.

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PROCESS.  
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**Public interest justification:**

As well as the length of time taken to determine planning applications, consideration needs to be given to fairness and accountability in the process.

**Impact on the social, economic and environmental well-being of the area:**

The quality of decision making has an impact on the environmental well being of the area. The scheme of delegation needs to allow members sufficient time to deal with complex and contentious applications.

**Council performance and efficiency in this area (including organisation development) if known:**

Current performance:-

Major planning applications 96.97%

Minor planning applications 89.38%

Other planning applications 88.16%

**Keep in Context (are other reviews taking place in this area?):**

All council services will be subject to review under the 3 year EIT programme.

**Signed: Referral from Cabinet**

**Date: 20/12/07**

**Please return to:**

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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Globe Theatre

Review to assess scope for bringing the building back into use

**NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK  
PROCESS.  
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**Public interest justification:**

- High profile building, important to many in the Borough

**Impact on the social, economic and environmental well-being of the area:**

- Economic and potentially cultural benefits of a re-opened building
- Improve North End of High Street – economically and appearance

**Council performance and efficiency in this area (including organisation development) if known:**

- The building is privately owned. [Regeneration]

**Keep in Context (are other reviews taking place in this area?):**

- Town Centre Management has previously worked with owners to undertake an economic appraisal to identify potential uses for the building. Some potential uses were identified, however it is very unlikely work will progress in the near future due to the current economic climate. [Regeneration]

**Signed: ALCS Select Committee**

**Date: 19.02.09**

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**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

Cycling on Pavements

Nuisance and safety concerns have arisen as a result of people cycling on pavements.

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PROCESS.  
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**Public interest justification:**

There have been a number of complaints/ incidents from the public.

A petition was handed in at the a Police Consultation Event in September 2008.

**Impact on the social, economic and environmental well-being of the area:**

The problem has an adverse impact on the safety of residents and the environmental well being of the area.

**Council performance and efficiency in this area (including organisation development) if known:**

N/A

<b>Keep in Context (are other reviews taking place in this area?):</b>  No	
<b>Signed:</b> Cllr Steve Nelson	<b>Date:</b> Feb 09
<b>Please return to:</b>  Judy Trainer Scrutiny Section Democratic Services Municipal Buildings Church Road Stockton on Tees TS18 1LD  Email: <a href="mailto:Judith.trainer@stockton.gov.uk">Judith.trainer@stockton.gov.uk</a> Tel: 01642 528158	
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<b>Pick score:</b>	<b>Considered by SLF:</b>

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SUGGESTED REVIEW – PRO FORMA**

**Summary of issue you wish to be scrutinised, including key concerns and outcome for scrutinising the topic?**

**Motorbike Nuisance**

To explore options to establish one or more off road sites and examine general policing/enforcement of motorbike nuisance.

NOTE: ENTRIES BELOW RELATE TO ISSUE CATEGORIES OF THE PICK PROCESS.  
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INFORMATION.

**Public interest justification:**

There have been a number of complaints/ incidents.

**Impact on the social, economic and environmental well-being of the area:**

The problem presents significant safety and environmental issues.

**Council performance and efficiency in this area (including organisation development) if known:**

N/A

**Keep in Context (are other reviews taking place in this area?):**

No

**Signed: Cllr Steve Nelson**

**Date: Feb 09**

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### **PICK Priority Setting**

#### **P for Public Interest**

Members' representative roles are an essential feature of Scrutiny. They are the eyes and ears of the public, ensuring that the policies, practice and services delivered to the people of the District, by both the Council and external organisations, are meeting local needs and to an acceptable standard. The concerns of local people should therefore influence the issues chosen for scrutiny. Members themselves will have a good knowledge of local issues and concerns. Surgeries, Parish Councils, Residents Associations and Community Groups are all sources of resident's views. Consultation and Surveys undertaken by the Council and others can also provide a wealth of information.

#### **I for Impact**

Scrutiny is about making a difference to the social, economic and environmental well-being of the area. Not all issues of concern will have equal impact on the well-being of the community. This should be considered when deciding the programme of work, giving priority to the big issues that have most impact. To maximise impact, particularly when scrutinising external activity, attention should also be given to how the committee could influence policy and practice. Sharing the proposed programme of reviews with Members, officer and key partners will assist this process.

#### **C for Council Performance and Efficiency**

Scrutiny is about improving performance and ensuring the Council's customers are served well. Members will need good quality information to identify areas where the Council, and other external organisations, are performing poorly. Areas where performance has dropped should be a priority. As well as driving up Council performance, scrutiny also has an important role in scrutiny the efficiency and value for money of Council services and organizational development.

#### **K for Keep in Context**

To avoid duplication or wasted effort priorities should take account of what else is happening in the areas being considered. Is there a Best Value Review happening or planned? Is the service about to be inspected by an external body? Are there major legislative or policy initiatives already resulting in change? If these circumstances exist Members may decide to link up with other processes (e.g. Best Value Review) or defer a decision until the outcomes are known or conclude that the other processes will address the issues. Reference should also be made to proposed programmes of work in the Councils plans and strategies

## PICK Scoring System

- **P**ublic Interest: the concerns of local people should influence the issues chosen

Score	Measure
0	no public interest
1	low public interest
2	medium public interest
3	high public interest

- **I**mpact: priority should be given to the issues which make the biggest difference to the social, economic and environmental well-being of the area

Score	Measure
0	no impact
1	low impact
2	medium impact
3	high impact

- **C**ouncil Performance and Efficiency: priority should be given to the areas in which the Council, and other agencies, are not performing well.

Score	Measure
0	'Green' on or above target performance/ efficiency
2	'Amber',
3	low performance 'Red'

- **K**eep in Context: work programmes must take account of what else is happening in the areas being considered to avoid duplication or wasted effort.

Score	Measure
0	Already dealt with/ no priority
1	Longer term aspiration or plan
2	Need for review raised but not adopted policy
3	Need for review acknowledged and already incorporated into programme or contained in a strategy and/or Council target

Each topic will be scored under each category as indicated above. Where a category is not applicable, no score will be given.

## Weighting

Public Interest	Score x 0.2
Impact	Score x 0.2
Council Performance and Efficiency	Score x 0.4
Keep in Context	Score x 0.2

### Appendix 3

<b>Select Committee</b>	<b>Other Work</b>
Corporate, Adult Services and Social Inclusion	Older People Action Plan and Progress Report VCS Progress Report Quarterly Monitoring Updates
Health	Audiology Action Plan and Progress Report Quarterly Monitoring Updates Health Consultations
Children & Young People	Obesity Action Plan and Progress Update Quarterly Monitoring Updates
Regeneration and Transport	Highway Management and Pavement Parking Action Plan and Progress Report  Quarterly Monitoring Update Task and Finish Group - Taxis
Housing and Community Safety	Neighbourhood Policing/ Watch/ CCTV Action Plan and Progress Report  RSL Progress Report Quarterly Progress Updates
Environment	Animal Welfare Action Plan and Progress Report Customer First Progress Report Rats and Pigeons Progress Report Quarterly Progress Updates
Arts, Leisure and Culture	Tees Active Action Plan and Progress Report Quarterly Progress Updates
Executive Scrutiny	Quarterly Performance Reports Chairs' Updates Forward Plan