

Report of the Assistant Director of Governance & ITT

## **Annual Scrutiny Report 2012-13**

### **Summary**

1. This annual scrutiny report summarises the work of the five Overview & Scrutiny Committees for the municipal year June 2012 – May 2013.

### **Background**

2. This committee is charged with monitoring overall performance in relation to scrutiny review work and providing an annual report to Full Council. The last annual report was presented to this Committee in June 2012 for the period June 2011 – May 2012.

### **Consultation**

3. Consultation was not required for the production of this annual report. However, consultation is an important element of Overview & Scrutiny and is regularly carried out in support of all scrutiny reviews.
4. The final reports produced for each of the reviews completed during the period June 2012 – May 2013 detail all of the work undertaken, including any consultation carried out. Those final reports and all supporting information can be viewed in full at:

<http://democracy.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13029&path=13028>

### **Options**

5. Having considered the Annual Report, Members may choose to:
  - agree any amendments required to the report
  - approve the report for presentation to the meeting of Full Council in October 2013

## **Scrutiny Reviews in 2012-13**

6. The following scrutiny reviews were carried out by the Overview & Scrutiny Committees in the last municipal year:
7. Youth Unemployment Scrutiny Review  
Between June 2012 and March 2013 a Task Group of the Economic and City Development Overview and Scrutiny Committee (ECDOSC) carried out a review around youth unemployment with particular focus on vacancies within the care sector and business administration. The Task Group concentrated their focus around unemployed 18 to 24 year olds and made recommendations to reduce the number of young people out of work. As a result of the review, two targets were included within the new City Skills and Employment Strategy, to reduce youth unemployment by 40% to pre-recession levels by 2016 and to reduce unemployment (JSA claimant benefits) to pre-recession levels. In addition, the Learning City York Partnership has developed a programme that better supports unemployed 18-24 year olds into unfilled apprenticeship vacancies.
8. Out of Hours Childcare Review  
A review into the lack of childcare or independent care for women working in York was carried out by an ECDOSC Task Group between September 2012 and January 2013. It highlighted the shortage of available childcare in the evenings and that the changes in tax credit which reduced the amount that could be paid for childcare. The review recognised that opportunities for parents to work or have access to training in the evenings could help improve York's evening economy. As a result of the review there was an audit of childcare providers to gather information on out of hour's availability, and a page was created on the YorOK website to provide parents with advice on finding informal childcare/babysitting. In addition, support options around out of hours childcare for parents and carers are now being offered through the Family Information Service's Awareness Strategy.
9. E-Planning Facilities Review  
Following changes in legislation requiring all local planning authorities to introduce an electronic method for the submission of planning applications, an ECDOSC Task Group undertook a review in response to a number of concerns raised by Parish Councils and Planning Panels. The review was carried out by between June 2012 and November 2012 and resulted in Parish Councils and Planning Panels receiving comprehensive training on E-planning facilities and access to the appropriate resources. In addition, the Council has since provided

a point of contact for issues arising from the electronic system, and introduced a Good Practice Guide.

10. External Funding Review

In January 2013 an ECDOSC Task Group commenced a review into ways of unlocking potential external funding for economic development and regeneration projects. Its key objectives were to assess Leeds City Region's investment priorities, what resources were available to City of York Council and to present a strong case to attract funding for York's top investment priorities. The review was carried over into this municipal year and the final report which includes a number of strategic recommendations around the development of a CYC investment plan with measurable targets is due to go to Cabinet in October 2013.

11. Libraries Scrutiny Review

A Task Group of the Learning and Culture Overview & Scrutiny Committee was set up in September 2012 to examine the use of libraries as community hubs, with the aim of increasing their use by council partners and local communities without impacting on the library service. The review was concluded in May 2013 and as a result the Council adopted an agreed definition for a community hub i.e.: *'A Community Hub puts the local library at the heart of the community providing a flexible and welcoming space where local residents can come together for a wide range of community activities'*. Each local library has since been asked to identify ways to encourage more use of their facilities, increase the number of volunteer staff and improve their marketing to encourage the greater use of their facilities.

12. York Museums Trust Scrutiny Review

In March 2012 a Learning and Culture Overview & Scrutiny Committee Task Group was set up to determine whether York Museums Trust (YMT) had achieved appropriate collections management standards in line with their Collections Loan Agreement and Collections Management Protocol agreed in 2002. The review looked in detail at how YMT were storing, documenting and developing the council's collections. The Task Group concluded that the disposal of unsuitable or damaged items would free up valuable space required to prevent delays in documenting and developing the collections. As a result of the review YMT have reviewed and updated their Acquisition and Disposal Policy.

13. Staff Sickness Absence Management Review

In March 2013 a Corporate & Scrutiny Management Committee Task Group concluded a review which began in September 2011 to identify ways of reducing sickness absence levels. The review led to revisions to the Council's Absence Management Policy & Procedures to ensure they were in line with best national practice, taking into account the Council's new HR system (iTrent). The Council's policy has been rewritten as two separate documents – one a short, clear and succinct policy for employees and the other a more formal guide for managers. Both documents have been written in a clear, assertive and more formal language to provide clarity for all. In addition, mandatory absence management training for managers and induction training for new staff have both been introduced.

14. Improving Community Engagement Review

Between September 2012 and April 2013, a Task Group of the Corporate & Scrutiny Management Committee examined levels of community engagement across the city. The Task Group recognised that across all wards, Parish Councils, Residents' Associations and other bodies which brought together groups of residents, had much to offer in regard to community liaison and that they were a source of local information that could be better utilised. As a result of the review Parish Council and Residents' Association forum pages have been introduced on the CYC website to enable the council to disseminate information quickly and regularly. The council will also be including training on the importance of the relationship with Parish Councils and Residents' Associations in future induction programmes for new ward councillors. In addition, in line with Parish Council meeting dates, Residents' Association meeting dates have been included in the Council's Corporate Calendar in an effort to encourage more residents to attend and to provide advance notice to Ward Councillors. Finally the Council has set up a consultation and engagement group to improve practice throughout the Council and to provide structured guidance throughout the consultation process to maximise the quality of results.

15. Domestic Waste Recycling Scrutiny Review

In July 2012, the Community Safety Overview & Scrutiny Committee set up a Task Group to identify ways of increasing domestic waste recycling. The Task Group carried out an analysis of the recycling rates for the 20 top performing Local Authorities in order to identify best practice. The Task Group were particularly interested in the results from socio-demographic profiling undertaken as part of a study in Southampton, and noted that Southampton City Council had used

those findings to help focus their behaviour change campaigns and achieve better value for money. The Task Group considered that where those same profile groups existed in York, similar achievements could be made. The Task Group agreed to focus their work in support of the council's 'Recycle More' initiative, which was one of the themes in the Zero Waste York Challenge work plans for 2012/2013 and 2013/2014. The review is ongoing pending completion of the work on that initiative.

16. Improving Community Resilience Scrutiny Review

In September 2012 the Community Safety Overview and Scrutiny Committee began a review on adaptation to climate change. Their concerns centred on the increase in localised surface water flooding (not river flooding) and what plans the Council had in place to respond. As part of the review, the Committee received a detailed presentation on the approach taken by East Riding of Yorkshire Council – where a number of Town and Parish Councils had successfully implemented their own community resilience plan. The Committee agreed it could be adapted and combined with current York practices e.g. Snow Wardens, Flood Wardens etc, for introduction across York, and as a result recommended the introduction of community emergency plans. Officers are currently working towards providing support to local community groups to enable them to produce their own community resilience plan.

17. End of Life Care Review

The Health Overview & Scrutiny Committee carried out a Task Group Review of the use & effectiveness of DNACPR forms (Do Not Attempt Cardiopulmonary Resuscitation), with the aim of ensuring that patients' wishes and instructions were being acted upon by health professionals and carers at the end of life. The review identified several areas where improvements were needed, particularly raising public awareness about the DNACPR form and end of life care choices generally, and ensuring that once DNACPR forms had been completed the right people knew they were in place and knew what to do with them. It recommended that key health partners ensured that appropriate co-ordination arrangements were in place to ensure patients could discuss their end of life care wishes and that their wishes were respected.

18. Review into Community Mental Health Services and Care of Young People

A Health Scrutiny Task Group was set up in November 2012 to identify levels of understanding and awareness of the importance of

recognising early symptoms of emotional and mental health problems in young people. The review looked at ways of improving multi-agency working to support the emotional and health needs of young people. The review encouraged The Task Group recognised and supported the potential benefits of the widespread adoption of the Mental Health Toolkit throughout York secondary schools in order to help schools respond to children and young people's emotional and mental health needs. The review is currently looking at encouraging secondary schools to introduce a Mentally Healthy School Charter. A final report is due to be submitted to the Health Overview & Scrutiny Committee in October 2013.

19. Personalisation Security Review

In July 2012 a Health Scrutiny Task Group commenced a review with the aim of enabling people with mental health issues to exercise as much choice and control over their lives as possible. In an effort to identify key priorities around personalisation and make improvements, the review brought together residents, and service and support providers, to identify the areas of strength and weakness in City of York Council's approach to personalisation. Work on the review has to date included two workshops facilitated by an independent consultant, and consultation events involving the Vice-Chair of the Independent Living Network, the Chief Executive of York MIND, representatives of York Council for Voluntary Service (CVS) and York Older People's Assembly. The review is planned to conclude in October 2012.

**Supporting the Council Plan 2011-15**

20. All of the reviews carried out during 2012-13 (identified above) took account of the Council's need to be inclusive and ensure equality in accessing the services being reviewed. Each of the reviews also supported a number of the council's other improvement priorities and direction statements:

21 The following reviews were directly linked to the 'Protect Vulnerable People' element of the Council Plan 2011-15:

- End of Life Care – 'The Use & Effectiveness of DNACPR Forms' Review
- Review into Community Mental Health Services and Care of Young People
- Personalisation Review

22. The following reviews were directly linked to the 'Build Strong Communities' element of the Council Plan 2011-15:
- E-Planning Facilities Review
  - Improving Community Resilience Review
  - Improving Community Engagement Review
  - Libraries Review
23. The following reviews were directly linked to the 'Create Jobs & Grow the Economy' element of the Council Plan 2011-15:
- Youth Unemployment Review
  - Out of Hours Childcare Review
  - External Funding Review
24. The Domestic Waste Recycling Review supported the 'Protect the Environment' element of the Council Plan 2011-15.
25. Finally, whilst the Staff Sickness Absence Review was not directly linked to one of the aims within the Council Plan, it recognised that the council's employees were the most important resource of the Council and without them it could not deliver its services and priorities. Therefore ensuring staff received the proper levels of support in times of illness etc was one way in which staff could be made to feel valued and engaged.

### **Finance & Performance Monitoring**

26. Throughout 2012-13 the Overview & Scrutiny Committees received regular quarterly monitoring reports relating to the council's performance and finance management, in service areas specific to their individual remits. In some cases this led to individual Committees requesting detailed reports on some of the exceptional issues identified and the initiatives being put in place to address them.
27. In addition, they also received other monitoring reports specific to their individual terms and references, as detailed below:
28. The Corporate & Scrutiny Management Committee received updates on:
- The work of the Financial Inclusions Board
  - The Annual Scrutiny Budget for 2012-13
  - The introduction of iTrent (Council's new HR system)

- Operation Reach - improving staff engagement and communication
29. The Corporate & Scrutiny Management Committee also received a number of presentations on Welfare reforms and their likely impact on York's vulnerable residents, and a number of introductory reports on various new corporate strategies:
- Innovation Strategy
  - Workforce Strategy
  - Procurement Strategy
  - Community Engagement Strategy
  - Customer Strategy
30. The Community & Safety Overview & Scrutiny Committee received updates on:
- Animal Health Proposals
  - Surface Water Management
  - Use of A-Boards
  - Options for Commercial Waste Recycling
31. The Community & Safety Overview & Scrutiny Committee is responsible for the discharge of the functions conferred on the Council by sections 19 & 20 of the Police & Justice Act 2006, in relation to the scrutiny of community safety issues, the Police and the work of the local Crime and Disorder Reduction Partnership. As such, it received bi-annual performance reports from Safer York Partnership (SYP), and met with representatives from Safer York Partnership and North Yorkshire Police to discuss crime and disorder issues. They also considered an SYP report on the Community Safety Plan & Joint Strategic Intelligence Assessment.
32. Finally, the Community & Safety Overview & Scrutiny Committee were consulted on a protocol for the working relationship between North Yorkshire Police and Crime Panel and the Crime and Disorder Overview and Scrutiny Committees in the region. They were also consulted on the Council's new Hate Crime Strategy.
32. The Economic & City Development Overview & Scrutiny Committee received updates on:
- Major developments within the city;
  - Major transport initiatives and issues arising from them;



- Local Enterprise Partnerships (LEPs);
33. The Economic & City Development Overview & Scrutiny Committee also received A Yorkcraft report on economic inclusion and supported employment for people with disabilities. And, a number of reports in support of a proposed Scrutiny topic on 'Reducing the Carbon Footprint in the Privately Rented Sector' which provided updates on a model for the delivery of Green Deal packages across the Leeds City Region. However, in light of information provided in January 2013, the committee decided not to progress with the review.
34. The Health Overview & Scrutiny Committee has a statutory role to review and scrutinise the impact of services and policies of key partners on the health of the city's population. As such it received updates on:
- The implementation of the NHS 111 service;
  - Access to Talking Therapies / Improving Access to Psychological Therapy from Leeds and Yorkshire Partnership NHS Foundation Trust
  - Complaints received by Yorkshire Ambulance Service
  - Yorkshire Ambulance Service Patient Transport Services
  - Local Health Watch York and Health Watch Procurement
  - The Local Account for Adult Social Care
  - Residential, Nursing and Homecare Services
  - North Yorkshire and York Clinical Services Review
  - The Vale of York Clinical Commissioning Group's inherited debt from NHS North Yorkshire and York.
  - Safeguarding Assurance
  - Proposed changes to Children's Cardiac Surgery and the formation of a Joint Health Overview and Scrutiny Committee to respond to National Consultation on Adult Cardiology Services
  - Changes to the Urgent Care Unit at York Hospital
35. The Committee were also consulted on a number of issues:
- Local Authority Health Scrutiny
  - Mandate to the NHS Commissioning Board
  - Proposed Closure of Mill Lodge
  - Proposals to redesign older people's mental health services
36. They also met with representatives of NHS North Yorkshire, York Teaching Hospital NHS Foundation Trust and York and Vale of York Clinical Commissioning Group, and received a verbal report from the

Chief Executive of York Teaching Hospital NHS Foundation Trust on the Francis Report.

37. Finally, they received a number of reports and presentations i.e.:

- A report from NHS North Yorkshire and York on the merger of two York GP surgeries
- A monitoring report on the identification of issues around provision of medical services for travellers and the homeless
- A presentation on Health and Wellbeing Strategy
- A presentation from the new Director of Public Health on challenges and priorities
- A verbal report from Leeds and York Partnership NHS Foundation Trust on mental health services
- An introduction from the Managing Director of the new Commissioning Support Unit

39. The Learning & Culture Overview & Scrutiny Committee received:

- Bi-annual Partnership Delivery Plan reports from York Museums Trust (YMT)
- Bi-annual Service Level Agreement Performance reports from York Theatre Royal
- A presentation on recent developments and future plans for York's parks and an update on the Young Inspectors work on Parks
- An Ofsted feedback report on Safeguarding
- Presentation on careers advice;
- Update on forthcoming public consultation on libraries
- Bi-annual progress reports on Safeguarding and Looked After Children
- A YMT Briefing on their Collections Development Policy Principles

### **Acting as Critical Friend**

40. During the municipal year 2012-13 each of the Overview & Scrutiny Committees met with the relevant Cabinet Members to hear about their challenges and priorities for the year. They also met with some of the council's appropriate statutory partners to hear about their priorities and challenges.

## **Monitoring Previous Recommendations**

41. Finally, each of the committees received bi-annual updates on the implementation of the approved recommendations arising from their previously completed scrutiny reviews. Those deemed to be fully completed were signed off.

## **Calling - In**

42. Throughout the municipal year 2012-13 there were eight Cabinet/ Cabinet Member decisions called-in for consideration by CSMC. All were upheld. The items called-in were:
  - Water End/Clifton Green Junction: Options for Reinstating a Separate Left Turn Traffic Lane on the Water End Approach
  - Changes to Eligibility Criteria for Adult Social Care
  - Winter Maintenance Arrangements for 2012/13
  - Future Credit Union Arrangements in York - Supporting the North Yorkshire and York Credit Union
  - Community Stadium Update
  - City Footstreets Review - Part Two
  - Tethered Horses - Proposed Policy Framework
  - Street Lighting Maintenance Procurement

## **Implications**

43. There are no known legal, HR and financial implications associated with the recommendation within this report.

## **Risk Management**

44. There are no known risks associated with the recommendation in this report.

## **Recommendations**

45. Having considered the information within this report, Members are asked to approve and present to Council this Annual Scrutiny Report which covers the period between June 2012 and May 2013.

Reason: To enable its presentation to Full Council, in line with Constitutional requirements.

## Contact Details

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**Report Approved** ✓ **Date** 21 August 2013

**Specialist Implications Officer(s)** - None

**Wards Affected:**

**All**

✓

**For further information please contact the author of the report**

**Background Papers:** None

**Annexes:** None