



Derby City Council



Overview and Scrutiny

Annual Report 2013/2014

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Introduction and Foreword – Councillor Margaret Redfern – Chair of the Corporate Scrutiny and Climate Change Board

Welcome to the Annual Report for Overview and Scrutiny which sets out the work undertaken during 2013-14. The report highlights important work carried out by the Boards through the year, who not only held decision makers to account, by scrutinising their decisions and actions, but also contributed to policy development.

Overview and scrutiny had another busy year with each Board scrutinising a wide range of items. The Boards set work programmes at the start of the municipal year and routinely selected items from the Forward Plan, asking searching questions relating to policy and performance. Members also attended fact finding visits locally, to look at how services were being delivered.

Achieving this good work would not have been possible without the support of Cabinet Members, Strategic Directors, officers from across the council, the dedicated scrutiny team and external organisations who provided evidence to the Boards, who all deserve my thanks. I also wish to extend my thanks to Scrutiny Chairs, Vice Chairs and Board members for all their hard work and thoughtful and sensible contributions throughout the year, which have delivered successful results. Our partner organisations, co-optees and citizens of Derby have also played a valuable role in delivering effective scrutiny and improving services in the city over the last year.

Corporate Scrutiny and Climate Change Board

The Corporate Scrutiny and Climate Change Board had a dual role. It acted as an umbrella Board, supporting and directing scrutiny boards, where appropriate, to avoid duplication of work and scrutinised items falling within its remit. This Board covered the portfolio of the Leader of the Council and the climate change element within the portfolio of the Cabinet Member for Planning, Environment and Public Protection. During the year it predominantly looked at policies and strategies. Some of the major items scrutinised by the Board include:

Regeneration Fund



The Board considered the Council Cabinet report on the Regeneration Fund, which had been launched in November 2010 as a £10m investment, designed to support the economic development and regeneration of Derby. The initial focus of the fund was to promote a quality city centre office market in order to

support the economy and vibrancy of the city centre. It was proposed that 'the Fund' should continue to be used to support viable projects with sound business plans to promote the economy of Derby. In doing so it aimed to retain a focus on the city centre but widen the remit to encompass other activities.

Boardmembers accompanied by officers also undertook a tour of city centre to look at potential regeneration sites and discuss the future direction of the Regeneration Fund.

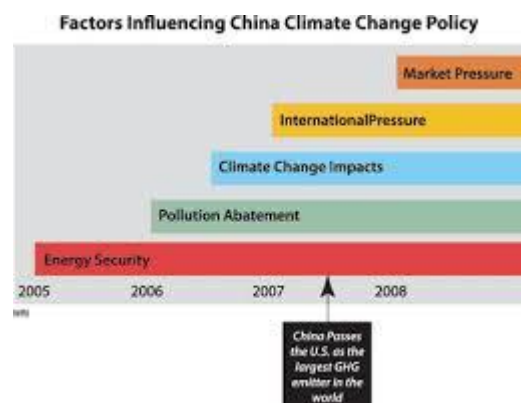
Derby Plan

The Board considered the draft Derby Plan (formerly known as the Sustainable Community Strategy) which sets the Partnership vision and outcomes for the whole city. The draft plan sets out the city's big ambitions with an underpinning approach of 'inspiring people, creating opportunities'. It also seeks to respond to the national context and local priorities by putting a 'spotlight' on Education, Jobs and Skills and 'Place' which the Partnership believes are important and where, collectively, they can make the most difference.

Climate Change Strategy

The Board considered a consultation report on the development of the draft city-wide Climate Change Strategy, involving internal and external stakeholders. The report summarised the feedback received from the public consultation on the draft city wide Climate Change Strategy, which had been conducted in May 2013. The Board noted that the Council could not do everything on its own but needed contributions from partners.

The Board also considered the Energy Management Strategy and Policy which helps staff, managers and members of Derby City Council to understand and implement the Council's ambitions and objectives for reducing the Council's consumption of scarce and costly energy resources. The Board agreed that target setting needed to be robust and that the strategy of how 150 buildings over 30 sites and variables, such as the weather, should be taken into account.



Items Scrutinised

- Call-in Procedure
- Call-in of Council Cabinet decision 213/12: Property Disposal Programme
- Regeneration Fund
- Derby City Council Annual Report
- Derby Plan Refresh
- Complaints/Customer Feedback Update
- Climate Change Strategy
- Scrutiny Board Recommendations

- Council Cabinet Decisions
- Derby Workstyle Phase 2
- Food Banks in Derby - Briefing
- Derby Homes Governance update
- Discover Derby – Great Place, Great Base
- Customer Feedback and Complaints
- Draft Council Plan 2014/15
- Council Cabinet Decisions
- Corporate Scrutiny and Climate Change Board Revenue and Capital Budget Proposals 2014/15 - 2016/17
- Multi-Use Sports Arena – Customer Experience
- 'Our City - Our River' progress update
- Energy Policy and Strategy for the Council
- Proposed Response to HS2 consultation
- 'Superfast Broadband' January Project Update
- Coaching for Success
- Osmaston Regeneration Partnership - update
- BESPOKE Project
- The Derby Plan 2013-2015 Update
- Customer Feedback Policy

Adults and Public Health Board

The Adults and Public Health (A&PH) Board has a large portfolio that includes the Council's adult social care provision and NHS health services. The Board set a broad and balanced work programme, to ensure it covered at least one topic for each of the major health providers as presented below.

The Board also trialled a new process for conducting scrutiny, which involved members identifying key issues they wished to consider and sending a list of questions to appropriate people in advance of the meeting. This gave witnesses direction, to be able to come prepared to meetings and thus allowed for more effective and focused scrutiny.



Derbyshire Healthcare NHS Foundation Trust

The Board reviewed mental health services in the city. This involved asking the Derbyshire Healthcare NHS Foundation Trust to provide detailed responses to a list of questions prepared by members on mental health provision. The review looked at outcomes for people with health problems, dual diagnosis and evidence that people with multiple health problems were given the right treatment. The Board also looked at work being carried out by the Trust to prevent people from developing mental disorders.

The Board has a longstanding interest in the

provision of tier 4 psychological therapy services, due to a significant number of Derby patients accessing this service. It received a progress report from Hardwick Health Clinical Care Commissioning Group (CCG), which leads on this service area, on behalf of all Derbyshire CCGs. The Board reiterated its previous position and asked the CCG to ensure that services to Derby are not depleted and that its previous concerns on access are taken into account in future commissioning strategies.

Southern Derbyshire Clinical Commissioning Group

Walk-in services play an important role and are regarded highly by patients in the city. The Board considered a number of options put forward for walk-in services by the Southern Derbyshire CCG. Evidence considered by the Board showed that the current two centres, between them, were seeing approximately 70,000 patients per year, with the centre in the Normanton area targeting hard to reach communities. The Board felt that any reduction in provision would have an adverse impact on the City's Accident and Emergency Department and therefore recommended retaining the two services in the city, with both providing a GP led service.

The Chief Operating Officer from Southern Derbyshire CCG was also invited to update the Board on key issues faced by the NHS during the winter and to outline how local NHS services responded to the challenges.

Derby Hospitals NHS Trust

The Board looked at a number of service areas involving the Derby Hospital NHS Trust. It requested information about the four hour waiting targets, in response to national reports by the Care Quality Commission and the House of Commons Select Committee on urgent and emergency services.

Members of the A&PH Board visited the Royal Derby Hospital's Emergency Department in October 2013, to see first-hand how patients with serious injuries or illnesses were being assessed and treated at the hospital. Members were given a guided tour of the Emergency Department and the opportunity to talk to staff and patients, to get a better understanding of the challenges faced by the Trust and consider how these were being addressed to reduce emergency admissions.



The Board also participated in an event run by Derbyshire County Council's Health Improvement and Scrutiny Committee, in October, held in the Council Chamber, which focused on how care planning and discharge processes operated across Derbyshire, in respect of frail and elderly people. The event also looked at whether frail and elderly people were getting appropriate levels of care from health and social care services, to identify areas for improvement during care planning, discharge and post discharge processes.

East Midlands Ambulance Service

Senior managers from the East Midlands Ambulance Trust were invited to attend a Board meeting and gave an update on their performance on urgent and emergency care in the city. This was prompted by member concerns about the services and the publication of a report by the Care Quality Commission in April 2014, which found that although some improvements had been made since their last visit in January 2013, a recent inspection showed significant variations in response times.

The Board also received presentations from the Trust on the Being the Best programme and a briefing on provision of iHELP Public Access Defibrillators in strategic locations in the city, to respond to sudden cardiac arrest.

Public Health

The Board received a presentation from the Director of Public Health on the treatment of drug and alcohol misuse. The presentation covered:

- Numbers of people involved in substance misuse
- How people get into the system and average length of stay
- The current structure of drug and alcohol treatment systems in Derby
- Costs - and any returns on investment
- The new alcohol treatment system (plans for 14/15 and 15/16)
- Joint Strategic Health Needs assessment
- Substance misuse performance

Adult Social Care

The Board considered a number of adult social care items throughout the year - starting with adult social care support planning. This is a fairly new process, which enables applicants to receive support from external organisations for preparing support plans. It also enables users to exercise choice and control on how their needs are met. The Board requested a report, which provided vision and progress on



the support planning process. The Board also considered grant aid to voluntary bodies, which specified the process to be adopted in providing funding. This is particularly important in the current financial climate. The Board also considered a number of other items including the draft joint dementia strategy and the Derby Safeguarding Adults at Risk Board's Annual Report.

Items Scrutinised

- Tier 4 Psychological Therapies
- Adult Social Care Support Planning
- Council Cabinet Forward Plan
- LINKs Final Annual Report
- Update from East Midlands Ambulance Services Trust on the Being the Best Programme
- Review of Walk-in Services in the City of Derby by Southern Derbyshire Clinical Commissioning Group
- Derby Safeguarding Adults at Risk Board's Annual Report 2012/13 and Action Plan 2013/15
- Grant Aid Funding Levels for Voluntary and Community Sector Organisations
- Council Cabinet Forward Plan
- Adults and Public Health Board Work Programme
- Review of Mental Health Services
- Review of Walk-in Services - Consultation Options
- Feedback from Recent Events
 - Board Visit to Emergency Department
 - Care Planning Admissions Summit
- Revenue Budget Proposals 2014/15 – 2015/16
- Review of walk-in services – Final Report
- Briefing on iHELP Public Access Defibrillators
- Derby's Draft Joint Dementia Strategy 2013-15
- Commissioning Structure and VFM Adult Social Care
- Joint Strategic Health Needs Assessment
- Update on Substance Misuse Treatment
- Review of the Enablement Service
- Update From EMAS on Performance
- Access to GP Services
- Update on Walk –in Services Review
- Winter Pressures
- Transforming for Recovery and Resilience
- Dementia Strategy
- Draft Quality Reports for NHS Bodies
- Council Cabinet Forward Plan
- Your Life Your Choice

Children and Young People Board

The Children and Young People (CYP) Board is responsible for scrutiny of services relevant to young people including education and safeguarding.

The Board routinely invites young people to attend and participate in Board meetings.



Safeguarding Board

The Board received the Derby Safeguarding Children Board Annual Report, which was jointly presented by the Independent Chair and the Manager of the Safeguarding Board. The aim of this multi-agency Board is to 'work together to keep children and young

people in Derby safe from abuse or harm at home and in our communities.' The report sought to provide a rigorous and transparent assessment of the performance and effectiveness of local services.

Member visits to Children's Centres

Members received a programme of visits to children's homes which aimed for all six children's homes to be visited at least twice a year. The visits enabled members to assess for themselves how children are being looked after. During the visits Members were asked to complete a form, which asked a range of questions such as the internal and external condition of the home, and the health and well-being of the children. The completed form was returned to the head of service to follow up any action.

School places and admissions

In line with national trends, Derby is experiencing an unprecedented increase in pupil numbers. Pupils in primary schools are projected to increase by 13.3% to 23,561 over the next 5 years, whilst secondary aged children will increase by approximately 10% and to a total of 16,429 by September 2019.

The Board considered proposed strategies to ensure there are sufficient school places to deal with the high pupil numbers including permanent expansion of a number of schools from September 2014. Some of these schools were temporarily expanded from September 2013.

NEET

The Board considered a report which showed that Derby has a higher figure than our neighbouring authorities for young people leaving school who are not in education, employment or training (NEET). The Board learnt that a number of factors have impacted on this, such as reduction in funding to support NEET young people which led to a reduction in staff to support this service. Members were informed that a wide range of activities were taking place in the city in engaging young people, including the provision of Information, Advice and Guidance (IAG). However, there is no overarching strategy in place to provide the direction and coordination for improving

performance. A NEET and participation strategy with clear governance was proposed, which provided singular vision and direction and improved performance. The Board learnt that Derby's NEET figures were higher than some of our neighbouring authorities and that Derby had also received recent national scrutiny regarding its figures pertaining to young people who have left school in year 11 but whose EET destinations are unknown. This prompted further scrutiny to be undertaken through a performance surgery, led by the Chair of the CYP Board. This brought forward a number of suggestions and an action plan to improve performance in this area and work towards reduced the number of NEET young people in the city.

Children's Services Peer Review – Key Findings

Outcomes of the peer review of Derby's Children's Services were presented to the Board following an assessment carried out over three days in December 2012 by a small sector team from local authorities. The assessment looked into areas that Derby had highlighted as requiring improvement and from which 'key lines of enquiry' (KLOEs) had been formed. These were specific questions that the Council wanted the assessment team to assess and provide an answer on.

The presentation provided members with an overview of the findings and helped identify further improvement activity in the city.

Core Strategy and School Place Planning

The Children and Young People's Board held a joint briefing with the Planning, Housing and Leisure Board, to understand and discuss in detail the issue of education provision, in relation to housing developments proposed through the city's draft Core Strategy. This enabled Board members with different interests and areas of expertise to come together to scrutinise the approach to school place planning, through the Core Strategy and to jointly develop a strategic approach to this. The report was formerly considered at the following meeting of the CYP Board.

Looked After Children

Performance reporting identified that a relatively high number of Looked After Children from the area were being placed out of area. The CYP Board was also made aware that in July 2013 Ofsted identified Derby as one of nine authorities to be assessed as part of a thematic inspection on its 'looked after children placed more than 20 miles away from their original home address. The inspection was targeted on those authorities that had been identified as either a high 'placing authority' or high 'host authority' of looked after children. Members agreed that a performance surgery should be undertaken to look at the issues around out of area placements, to look at the impacts of this in further detail and ensure that council was taking adequate responsibility for children placed outside of the city boundaries.

Items Scrutinised

- Children and Young People Department Priorities 2013-14
- Residential Children's Homes Topic Review – Cabinet Response and Action Plan
- Children's Centre Visit Programme
- Derby Safeguarding Children Board Annual Report
- Adoption Update
- Inspections and Assessments Update
- Review of 2012/13 and 2013/14 Quarter 1 Performance Report
- Protection of Children Update
- Child Poverty Strategy
- Call-in of Council Cabinet decision 91/13: Voluntary, Community and Faith Sector 2013/14 and 2014/15 Funding Consultation
- School Places and Admissions
- Complaints Annual Report
- Protection of Children Update
- Multi Systemic Teams
- Priority Families
- Revenue Budget Proposals 2014/15 – 2015/16
- Children's Services Peer Review – Key Findings
- Performance Reporting - Quarter Two 2013/14
- Education Improvement Report January 2014
- Children's Centres
- Integrated commissioning for children, young people and families - progress report
- NEET and Participation Strategy
- Delivery of Outdoor Education and operation of Darley Barn
- Integrated Commissioning for children, young people and families
- School Place Planning - Proposals to increase pupil places across a range of primary schools
- Children and Young People's Capital Programme 2014-15, 2015-16 and 2016-17
- Keeping Families Together Strategy
- Inspection of services for children in need of help and protection, children looked after and care leavers
- Core Strategy and School Place Planning
- CYP Performance Surgery Outcomes

Corporate Parenting Sub Board

There are around 460 children looked after by the Council in a range of settings which include in-house and independent foster care, residential care homes and other settings. Scrutiny of this service area is carried out by the Corporate Parenting sub Board which includes a cross party group of councillors who are all members of the Children and Young People Board.

During the year, the Board received a presentation from the Head of Children in Care, on actions to improve the recruitment and retention of foster carers. The Board

was informed that current priorities included the implementation of a marketing strategy to encourage both short and long term carers.



In response to Members questions on the comparison of allowances paid to Council's fostering service against those provided by independent fostering agencies, it was confirmed that the independent agencies continue to pay slightly more but the feedback from families who had experienced both was that Council foster carers felt more supported throughout the process.

The Board also considered a report which outlined arrangements for reporting visits to children's homes under Regulation 33 of the Children's Homes Regulations and for reporting arrangements for children's home Ofsted reports. Members sought to strengthen formal visits to residential children's homes by agreeing a protocol on unannounced visits.

Care Leavers Charter and support to Care leavers in higher education

The Care Leavers Charter was launched during national care leavers' week. The Charter is championed by Edward Timpson MP, Children's Minister. Its principal aim is to encourage councils to identify care leavers and their needs as a priority within wider council policies and service area plans, such as employment and training opportunities within the Council and housing allocations for young people.

The Charter was developed in close consultation with the young people in Care Council. Whilst supporting the arrangements for financially supporting care leavers in higher education the Board supported the Charter as a driver to ensure Care Leavers are a visible priority group in relevant service areas.

Items Scrutinised

- Foster carer recruitment and retention
- Corporate Parent Visits to Children's Homes
- Independent Reviewing Officers
- Moorfields Development update
- Adoption Statement of Purpose
- Letter from Edward Timpson MP, Parliamentary Under Secretary of State for Children and Families
- Letter from Craig Whittaker MP, Chair of the All Party Group for Looked-After Children and Care Leavers
- Thematic Inspection
- Child Sexual Exploitation Strategy – Annual Report 2012-13
- Children Missing From Care
- Children in Care Council – Work Programme Attached
- Children in Care – Annual Performance Report 2012-13

- Foster Carer Association
- Recruitment and Retention of Foster Carers
- Fostering Agency Report
- Moorfields – Development Outcomes from Consultation
- Housing and use of Bed and Breakfast for Children in Care and Care Leavers
- Update on the Care Leavers Charter and support to Care leavers in higher education
- Educational Results for children in Care - Olwyn Mills
- Narrowing the Attainment Gap
- Fostering Services
- Computer and Internet Access for Children in Care
- Inspection and Monitoring of Children's Homes
- Outcome from the consultation form pilot with Children in Care
- Fostering Agency Report
- Adoption and Post Adoption Service Update
- Children's Homes Development Project Phase Two

Neighbourhoods Board

The Neighbourhoods Board is responsible for scrutiny of services that cover highways, traffic and transportation, waste management and city and neighbourhood partnerships. It also has the statutory crime and disorder scrutiny committee responsibilities.

One of the earlier items considered by the Board in the new municipal year was a call-in on changes to refuse collection services. The unintended consequence of this call-in was that a significantly large portion of time was spent discussing the procedure rather than the substance of the call-in and hence a need was identified to update the procedure. This was subsequently amended under the auspices of the Resources and Governance Board.

The Neighbourhoods Board retrospectively considered a report on the new co-mingled recycling service, which had been introduced in June 2013, to enable Derby's householders to recycle all of their paper, card, plastic, glass and cans waste in a single blue bin. This process

was expected to help make around £500,000 savings. The Board also considered the assisted collection service which is offered to households that have difficulty handling and presenting their wheeled refuse bins for collection.

In fulfilling its role as the statutory crime and disorder committee, the Board routinely considers data on crime and disorder and looks at the trends to understand how crime was being tackled in the city. The Board considered the top eight priorities



contained in the Strategic Intelligence Assessment. It also considered the Pathways Out Programme. This is an innovative approach for profiling some of the most at risk gang members and identifying potential intervention measures that could be taken to combat gang and youth violence. This report profiled twelve of the most at risk gang members in the city and looked at a wide range of indicators on health, education and community safety.

In its role on holding responsible authorities to account, the Neighbourhoods Board invited senior officers from the Fire and Rescue Service to consider their proposals for a new emergency response model for the city and county. This seeks to alter the number and location of their fire stations, emergency vehicles and staffing. Board considered its views and submitted its recommendations to the Fire and Rescue Service.

Review of Street and Road works

A large number of works are carried out in our city's streets and roads by the Council as the highways authority, as well as various utilities companies. In October 2013 the Council was given powers to operate a Road-works Permit Scheme which aimed to minimise congestion and delays to road users and reduce the adverse impact of road-works on the city's busiest roads. However, works carried out in the



city far exceed those covered within the permit scheme and therefore the Board is conducting a review to look at how the Council fulfils its responsibility of co-ordinating and managing road and street works. The review has received evidence from a range of officers from the council and local utilities and proposes to establish a code of conduct to be agreed by all parties which when implemented will help to:

- minimise disruption for residents, road users and businesses
- reduce duplication of works by various agencies
- ensure road surfaces are left in a good quality state on completion of the works

Items Scrutinised

- Call-in of Council Cabinet decision 210/12: Changes to refuse collection service
- Introduction of bigger blue bins for co-mingled dry recycled collections
- Refuse Collection Assisted Collection Service
- Quarterly Crime Statistics
- Fit to Respond 2022 - Consultation by Derbyshire Fire and Rescue Services
- Street Lighting Energy Reduction Project – Invest to Save
- Highways Maintenance Funding
- Revenue Budget Proposals 2014/15 – 2015/16
- Pathways out programme
- Waste Management

- Streetpride Highways Maintenance In-House Service – Six Month Progress update
- Gangs Workshop presentations
- Scoping report on the review of road and street works taking place in the city
- Update on Neighbourhood Working
- Scoping Report on domestic abuse

Planning Housing and Leisure Board

The remit of this Board covers the majority of services included in the three portfolio areas of Housing and Advice, Leisure and Culture, and Planning, Environment and Public Protection (excluding Climate Change). The Board considered a wide range of activities some of which are highlighted below.

Local Sustainable Transport Fund Programme – Better Ways to Work

The aim of the Local Sustainable Transport Funds (LSTF) is to enable the delivery of sustainable transport solutions that support economic growth while reducing carbon



emissions. This is achieved by encouraging people to travel by sustainable modes of travel including walking, cycling, car sharing, public transport and also promoting flexible working practices such as home working, remote working and telecommunications.

In August 2012 the Council was awarded £4.92m grant funding from the Department for Transport (DfT). The

Board received a progress report which highlighted the key projects and campaigns.

Multi-use Sports Arena

In July Members requested a progress report on the Multi-use Sports Arena which is a key part of the Council's leisure strategy. The Board was informed that key milestones have been completed and work on site commenced in October 2012. A ground breaking event had been held in November with the key partners including British Cycling, Sports England and Derby County Football Club, which received significant media coverage. Members of the Board also conducted a site visit in April 2014 to see the progress for themselves.

Proposals for an outdoor cycle track on the edge of the local nature reserve have proved to be extremely contentious. Although these received backing from the cycling community, the proposals were vigorously opposed by the wild life campaigners and

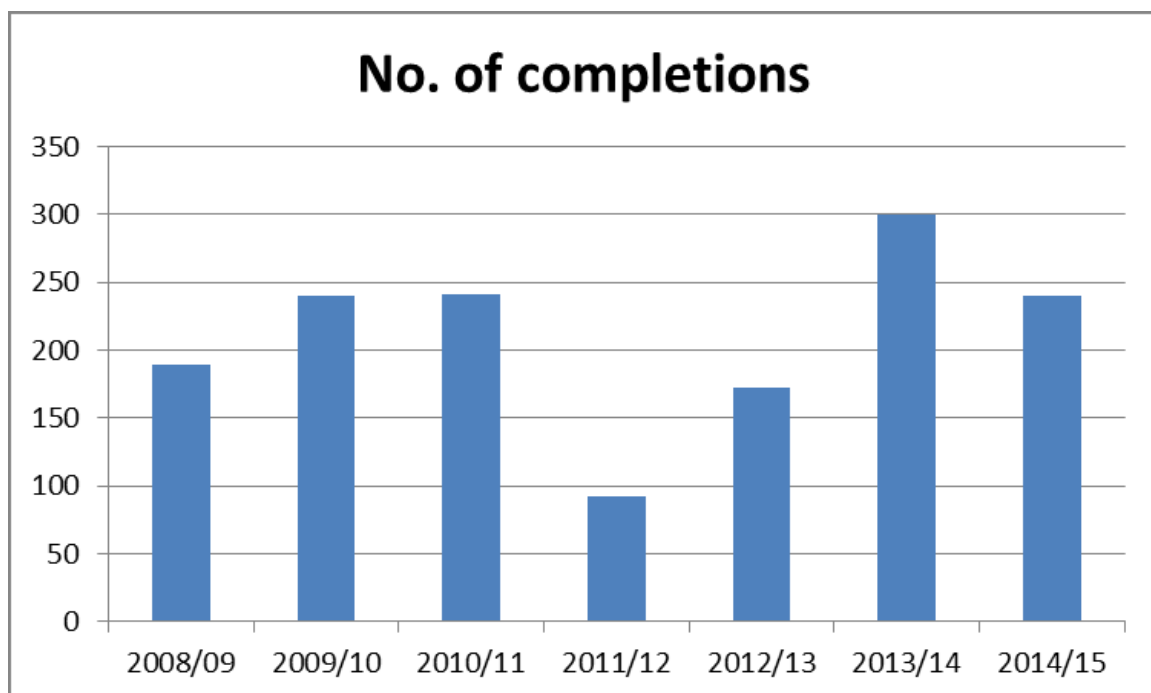


eventually had to be withdrawn to following an application for judicial review. Contesting these would slow the progress and affect the viability of the track.

Although members of the Planning, Housing and Leisure Board supported the development of a closed outdoor cycling circuit in the city, they noted that concerns had been raised on the proposed location of the development by a number of ecological groups and requested that these concerns were considered in the preparation of any future plans.

Overview of Affordable Housing in the city

There is general acceptance that the need for affordable housing becomes more acute during times of financial pressure on household incomes. Affordable housing is a key priority for the Council and it therefore set a target to deliver up to 300 new affordable homes during 2013-14. Following a request, the Board received a progress report which showed the historic and projected delivery of affordable housing. The Board was informed that completions from 2008/09 to 2010/11 had been supported by the higher grant rates provided in those years. Although completions dipped in 2011/12, the Council has recovered and exceeded its previous delivery rates within the context of significant reductions in public subsidy. A graph showing completions is given below.



A table of affordable housing completions

Homelessness Topic Review

A review of single person homelessness in the city was completed by the Board in Autumn 2013. The Planning, Housing and Leisure Board (PHL) produced a detailed report on the review findings containing 14 recommendations regarding service delivery. The Board worked with a number of organisations delivering homelessness

services across the city to deliver a report which summarised current and future improvements to the provision of homelessness services. The council has since been working to set out how it intends to achieve the 'Gold Standard', which is the government's highest standard for service delivery. The Cabinet Member for Housing and Advice Services produced a paper setting out how the Council aims to build on the Gold Standard objectives, coupled with the input from the Planning, Housing and Leisure Board, to continue to improve homelessness services in Derby. The council has since begun work on a revised Homelessness Strategy for the city.

Items Scrutinised

- Draft Homelessness Topic Review Report
- Rights of Way Improvement Plan
- Local Sustainable Transport Fund Programme – Better Ways to Work
- Planning Process Review
- Multi-Sports Arena
- Management and operation of the council golf courses
- Museum Trust progress update
- Welfare reform –update on the impact of changes
- The future arrangements for council housing
- Libraries Update – Opening hours, volunteering and the Local Studies Library
- b-You Live Well Health Hubs
- Outdoor cycle track
- Riverlights Pool and Fitness Centre
- Arrangements for Tenant Related Support Services
- Rights of Way Improvement Plan for the City of Derby 2013-2017
- Overview of Affordable Housing in the City
- Derby Core Strategy and Infrastructure Plan – Consultation on Full Draft Plan
- Planning Housing and Leisure Board Revenue Budget Proposals 2014/15 – 2016/17
- Leisure Facilities Pricing Structure Options
- Housing Revenue Account Business Plan 2014/44 and Associated Rents and Service Charges Increases for 2014/15
- 2014/15 Highways and Transport Programme
- Planning Peer Review - Improvement Action Plan Update
- Planning Process Review – Update
- To Let Boards Update
- Trading Standards Enforcement Strategy for Illicit Tobacco and Alcohol

Resources and Governance Board

This Board predominantly scrutinises back office services such as finance, staffing and Information and Communication Technology services. The Board is also responsible for the scrutiny of welfare benefits as this is also contained within its remit. The Board considered a progress report on discretionary welfare payments which stemmed from

the Welfare Reform Act 2012 and led to the biggest change to the welfare system in over 60 years and linked to the Government's commitment to deliver a total saving of £18 billion over five years. These changes to benefits have significant impacts on affected Derby residents and discretionary funds have been made available to ease those impacts.

Implementation of Individual Electoral Registration

A new national system of Individual Electoral Registration (IER) will be implemented from 1st July 2014. This constitutes a fundamental overhaul within the election process. It changes the traditional household registration where one member of the household is responsible for registering all those resident in the house eligible to vote, to a system where each eligible person takes personal responsibility for their registration to vote. The Board received regular updates on the progress towards implementation of the new process.



Procurement Strategy

The Board considered the Council's procurement strategy, particularly focusing on supplier pre-qualification, social and ethical policy. This is seen to be pivotal to the successful operation of Council functions. A good prequalification process can ensure that suppliers bidding to provide goods and services have the necessary financial standing, experience and capability to undertake the work.

Attendance Management

The Board received a report on Council's performance on sickness absence and considered its comparison with its immediate neighbours. The Board also considered actions in place to support improvement in performance which is set in context against the significant transformation programme undertaken over the past 2 years, requiring the Council to achieve £67m of budget savings. The Board was informed of the possibility that future performance results may be affected by these on-going organisational-wide changes, such as the impact of the Council's Medium Term Financial Plan and also the implementation of the Equal Pay proposals to harmonise terms and conditions.

Review of the Call –in procedure

A number of call-in meetings were held at the start of the municipal year at which the procedure of the call-in of Council Cabinet decisions was subject to different interpretations by Board members. This led to confusion and potential impasse at call-in meetings. The Board requested the Monitoring Officer to conduct a review of the procedural guidance and obtain the views of the Leader of the Council and political group leaders and report the findings to the Board. The Board considered and endorsed the report of the Monitoring Officer containing revised call-in procedures and submitted it to Council for consideration.

Review of Customer Experience



The Board conducted an in-depth review of the customer experience. This was largely based around Members spending a significant amount of time with customers using the customer service areas at the Council House. The review also looked at other channels of communication being used by customers and staff. The

review was led by a small working group of the Resources and Governance Board and started with a brief tour of the Customer Services Centre based on the ground floor of the Council House. The tour provided an overview of the various services provided by the contact centre and ended with a short briefing from the Head of Service and Service Manager about their services. The review included a series of interviews during which evidence was given by a range of people which included senior managers, frontline staff and members of the public. The Board made a number of recommendations which it felt could improve the customer experience, some of which could also have the potential to save money for the council.

Items Scrutinised

- Discretionary Welfare Payments
- Scoping Report for the Proposed Review of the Call-in Procedure
- Review of Call-in procedure
- Implementation of Individual Electoral Registration
- Annual Report 2012/13
- Information System Update
- Review of Customer Experience Scoping Report
- Sold Services to Schools
- Discretionary Welfare Payments
- Review of Local Assistance Scheme
- Revenue and Capital Budget Proposals 2014/15 - 2016/17
- Exclusion of Press and Public
- Review of Serco Contract
- Statutory Review of Polling Districts and Polling Places
- Procurement – Supplier Pre-qualification, Social and Ethical Policy
- Attendance Management

Performance Management

One of the ways in which scrutiny is made effective in Derby is through the work we do in conjunction with our performance management team. The quarterly performance monitoring process enables the relevant cabinet member and scrutiny chair to look at how the service is performing against key performance indicators at scheduled Cabinet Member Meetings. At these meetings, questions may be raised about over-performance as well as under-performance and following discussion,

recommendations are made by the cabinet member to ensure that services are performing well and are being challenged to improve year-on-year.

Scrutiny boards lead on performance surgeries. These are organised when a performance measure is identified to be significantly underperforming against the target and requires remedial action. Surgeries may also look at an issue raised through performance reporting or customer feedback and some of these are mentioned in the body of this report. Performance surgery meetings are chaired by the relevant scrutiny chair and seek to deliver an action plan for improvement.

Member Visits

Overview and Scrutiny Members undertook a number of visits to local services to see how they work. Members on the Adults and Public Health Board visited the Accident and Emergency Department at the Royal Derby Hospital in October 2013, to learn how the service responds to emergency cases. Members on the Neighbourhood Board visited Victory Road Waste Processing Plant in early November 2013 and observed how various household items were being recycled and packaged. The



Corporate Scrutiny and Climate Change members visited the multi-use sports arena to see how development was progressing towards the opening target of November 2014.

Members are also regularly involved in visits to children's homes across the City. These visits have proved extremely useful in helping Members, in their Corporate

Parenting role to understand the needs of the Looked After Children and to assess standards of care Children are receiving. A programme of unannounced visits was also piloted to confirm whether the findings from schedule visits reflect the reality and ensure that standards of care remain consistently high.

Budget Scrutiny

Scrutiny has a specific responsibility under the constitution to assist the Council and the Council Cabinet in the development of its budget and policy framework by in-depth analysis of policy issues. All scrutiny boards held special meetings during November and December to scrutinise the Cabinet's revenue and capital budget proposals. Following a detailed look of the Cabinet proposals, the Boards made a series of recommendations on the budget which were considered by the Council Cabinet as part of its budget setting process.

Effective Scrutiny ...in a challenging environment

A briefing on the overview and scrutiny process is offered to members annually, so that members are kept up to date on legislative and procedural changes. However, the format of the briefing changed to encourage greater take up. This involved running a regional conference on overview and scrutiny.

The conference was held in the Council Chamber and looked at the effectiveness of scrutiny in the challenging financial environment. The keynote speech was given by Clive Betts MP, Chair of Communities and Local Government Select Committee and focused on the parliamentary select committee process. Mr Betts explained the process for appointing members on committees, election of chairs and conducting scrutiny free of party whips.

Ed Hammond, Research and Information Manager from the Centre for Public Scrutiny also attended and shared both national and regional good practice. Mr Hammond confirmed that outcomes from scrutiny reviews are far more important than the processes.

This was attended by 35 officers and councillors, a third of whom were from other councils in the regional.

Overview and Scrutiny Membership 2013-2014

Corporate Scrutiny and Climate Change Board

Chair – Councillor Redfern

Vice Chair – Councillor Carr

Councillors Dhindsa, Hickson, Holmes, Ingall, Macdonald, Pegg and Whitby

Adults and Public Health Board

Chair – Councillor Dhindsa

Vice Chair – Councillor Jennings

Councillors Harwood, J Khan, Pegg, Skelton, Turner, Webb and L Winter

Planning, Housing and Leisure Board

Chair – Councillor Pegg

Vice Chair – Councillor Troup

Councillors F Winter, Dhindsa, Holmes, Jackson, J Khan Macdonald and Wood

Neighbourhoods Board

Chair – Councillor Stanton

Vice Chair – Councillor Poulter

Councillors Barker, Keith, Naitta, Nawaz, Pegg Redfern and L Winter

Resources and Governance Board

Chair – Councillor Martin

Vice Chair – Councillor Radford

Councillors Ashburner, Davis, Higginbottom* (replaced by L Winter on 22 October)

Nawaz, Jones, Roberts and Stanton

Children and Young People Board

Chair – Councillor Whitby

Vice Chair – Councillor Williams

Councillors Allen, Atwal, Bailey, Bolton, Campbell, Hillier and S Khan

Corporate Parent Sub Board

Chair – Councillor Bailey

Vice Chair – Councillor Whitby

Councillors Allen, Atwal, Bolton, Campbell, Hillier, S Khan and Williams