

Agenda



**AGENDA for a meeting of the OVERVIEW AND SCRUTINY COMMITTEE
in THE ASHBOURNE ROOM, County Hall, Hertford on WEDNESDAY,
15 JUNE 2016 AT 10.00AM**

MEMBERS OF THE COMMITTEE (16) - QUORUM (4)

County Councillors (10)

R H Beeching (Substitute for D E Lloyd), J Billing, M Cowan (Vice-Chairman), C Clapper, H K Crofton, T W Hone (Chairman), T Hutchings, A Joynes (Vice-Chairman), G McAndrew, M A Watkin (Substitute for D T F Scudder)

Parent Governor Representatives (4)

[Positions currently vacant]

Church Representatives (2)

*D Morton *J Sloan

** denotes members appointed for education scrutiny matters only.*

AGENDA

AUDIO SYSTEM

The meeting room has an audio system to assist those with hearing impairment. Anyone who wishes to use this should contact Main (front) Reception.

PART 1 (PUBLIC) AGENDA

Meetings of the Committee are open to the public (this includes the press) and attendance is welcomed. However, there may be occasions when the public are excluded from the meeting for particular items of business. Any such items are taken at the end of the public part of the meeting and are listed under "Part II ('closed') agenda".

MINUTES [SC.8]

To confirm the Minutes of the meeting of the Committee held on 20 April 2016 (attached).

Non-Education Matters

None

Issues Including Education

1. **SCRUTINY RECOMMENDATIONS: UPDATE**
Report of the Head of Scrutiny
2. **CHILDREN IN CARE (CHICC) UPDATE**
Report of the Head of Scrutiny
3. **SCRUTINY WORK PROGRAMME 2016 – 2017**
Report of the Head of Scrutiny
4. **CONFIRMING THE APPROACH TO THE IPP SCRUTINY CAFÉ 2017**
Report of the Head of Scrutiny
5. **OTHER PART I BUSINESS**

Such other Part I Business which, if the Chairman agrees, is of sufficient urgency to warrant consideration
6. **ITEMS FOR REPORT TO THE COUNCIL [SC.7 (2)]**

To agree items for inclusion in the Committee's report to Council (in the absence of a decision, all items will be reported).

PART II ('CLOSED') AGENDA

EXCLUSION OF PRESS AND PUBLIC

There are no items of Part II (Confidential) business on this agenda. If items are notified the Chairman will move:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph(s) of Part 1 of Schedule 12A to the said Act and the public interest in maintaining the exemption outweighs the public interest in disclosing the information."

If you require a copy of any of the reports mentioned above or require further information about this agenda please contact Michelle Diprose, Democratic Services Officer, on telephone no. 01992 555566 or e-mail michelle.diprose@hertfordshire.gov.uk. Agenda documents are also available on the internet at <http://www.hertsdirect.org/hccmeetings>. Scrutiny information (including reports on scrutiny investigations) can be found at <http://www.hertsdirect.org/scrutiny>

DATE OF NEXT COMMITTEE MEETING: Friday, 2 September 2016 at 10.00 a.m. in the Ashbourne Room, County Hall, Hertford

HERTFORDSHIRE COUNTY COUNCIL

**OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 15 JUNE 2016 AT 10.00AM**

Agenda Item No

1

SCRUTINY RECOMMENDATIONS: UPDATE

Report of the Head of Scrutiny

Author: Michelle Diprose, Democratic Services Officer (Tel: 01992 555566)

1. Purpose of report

1.1 To provide the Committee with an update on:-

(a) Recommendations arising from scrutinies concluded since the Committee's last meeting, and

(b) Executive Member responses to the recommendations from topic groups received since the Committee's last meeting.

2. Summary

Topic Group Recommendations

2.1 The recommendations from the Herts Care Quality Standards Topic Group are attached as Appendix 1(a) to the report.

Executive Member responses to scrutiny recommendations received since the last OSC meeting

2.2 The Executive Member response to the scrutiny recommendations made by the Hertfordshire Safeguarding Children Board Topic Group is attached as Appendix 2(a) to the report.

2.3 The Executive Member response to the scrutiny recommendations to the IPP Scrutiny 2016/17 – 2019/20 is attached as Appendix 2(b) to the report.

2.4 The information requested from the IPP Scrutiny 2016/17 – 2019/20 for information on the Health and Community Services structure chart is attached as Appendix 2(c) to the report.

Monitoring of Recommendations Topic Group

2.5 The Monitoring of Recommendation's Topic Group met on 21 April 2016. The Minutes of that meeting are attached for Members' Information as Appendix 3 of the report.

2.6 The Topic Group's 'Overview' database is attached as Appendix 4 of the report for the Committee's information.

3. Recommendations

- 3.1
1. That the scrutiny recommendations, set out in Appendix 1(a) to the report, be noted.
 2. That the Executive Member responses to scrutiny recommendations, attached as Appendix 2(a) and 2 (b) to the report, be noted and that the Monitoring of Recommendations Topic Group be requested to consider action taken on these in due course.
 3. That the Minutes of the meeting of the Monitoring of Recommendations Topic Group held on 16 February 2016, attached as Appendix 3 to the report, be noted.
 4. That the Scrutiny 'Overview' database, attached as Appendix 4 to the report, be noted.

4. Financial Implications

4.1 There are no financial implications arising from this report.

Background Information

Reports of the following Topic groups:

- Herts Care Quality Standards Topic Group
- Hertfordshire Safeguarding Children Board Topic Group
- IPP Scrutiny 2016/17 – 2019/20
- Monitoring of Recommendations Topic Group

HERTS CARE QUALITY STANDARDS TOPIC GROUP

The Recommendations of the Herts Care Quality Standards Topic Group are set out below:

1. Members request an information note outlining the Hertfordshire Care Quality Standard targets and scoring.
2. The number of Quality Monitoring Officers should be increased.
3. Health & Community Services (HCS) should work with HCPA to identify ways to provide assurance regarding the quality of non-commissioned services that are accessed by self-funders.
4. To be effective the Hertfordshire Careconcerns system needs to be publicised more widely. Members to be advised of where and to whom Careconcerns is promoted.
5. Members would like an information note providing more detail of the complaints process. In addition, an update and breakdown of complaints should be provided to the Monitoring of Recommendations topic group when it meets in 6 months.

The full report can be viewed at [Herts Care Quality Standards Topic Group](#)

EXECUTIVE MEMBER RESPONSE

NAME OF TOPIC GROUP: HSCB

CHAIRMAN: Roger Beeching

SCRUTINY OFFICER: Natalie Rotherham

DATE OF SCRUTINY: 18 January 2016

EXECUTIVE MEMBER: Richard Roberts

DATE REPORT PUBLISHED: 8 February 2016

DATE RESPONSE DUE: 14 April 2016

Recommendations:

*e.g. To undertake a customer survey in April 2016
(Note: All abbreviations used must be set out in full the first time they are used)*

Executive Response:

*e.g. To carry out the survey in April 2016
(Note: All abbreviations used must be set out in full the first time they are used)*

2.1 A proposed re-fresh of the **Say Something If You See Something campaign** should include how to identify signs of CSE more explicitly. There is a need to increase awareness among parents and carers to identify and better understand the signs of CSE and how to protect their children. This should be developed over the next 12 months (4.1, 4.2, 4.9, 4.12)

The Say Something If You See Campaign was relaunched in Watford on 9th February at Youth Connexions. The campaign urges young people and parents and carers across Hertfordshire to learn the warning signs of sexual exploitation, so they can protect themselves and their friends from becoming victims. The event went really well with some young people spending time with the Sexual Violence Advisor which was encouraging. More than 40 young people kicked off the campaign by learning about the signs of sexual abuse. To show their support some posted eye selfies on their social media timelines using #eyesopen to demonstrate that they understand and can spot the signs. See photo link [About Youth Connexions](#)

The event raised awareness of the signs of CSE, by providing literature as well as having the opportunity for face to face discussions with professionals. It was well supported by all partner agencies. The approach has been the use of on-line mediums to push the message out to people, using twitter and

	<p>Facebook.</p> <p>Since the launch further literature has been cascaded to children's centres for parents and other teams throughout Hertfordshire. National CSE awareness day has been promoted across the County. It is planned later in the year to look at targeting other areas e.g. pharmacies and taxi drivers. The district councils have also contributed significantly to the campaign through promotions via their websites and doing localised work e.g. with taxi drivers in their area. The message will continue to be promoted throughout the coming year and HSCB have commissioned Alterego to go into Hertfordshire secondary schools with their production Chelsea's Choice which again raises awareness of the signs of CSE.</p> <p>Expected Outcomes: From the campaign we expect young people and parents to become more aware of the signs of exploitation and this to be reflected in the work being undertaken by partner agencies.</p>
<p>2.2 At the 2016 HSCB scrutiny the topic group requested that members be updated on the:</p>	
<ul style="list-style-type: none"> • Outcomes of the March 2016 district/borough Housing Workshop (4.7) 	<p>The East of England Local Government Association Improvement Panel met on 18 March 2016 and has agreed to allocate some resources to enable the coordination of the actions identified at the East of England Homelessness meeting in January.</p> <p>A project plan is in place, designed to put a framework around the collaborative actions identified by the East of England Local Government Association and partners to mitigate the impact of the movement of homeless households out of London into the</p>

	<p>east of England. It is based around three key areas: improving communications and relationships, sharing practice and addressing policy challenges to deliver on the proposed actions to mitigate the impact of the movement of homeless households out of London into the east of England.</p> <p>This multi-agency work is not being monitored by the Safeguarding Children Board as there has been no significant evidence that this aspect of housing issues has increased safeguarding risks to children.</p>
<ul style="list-style-type: none"> • Impact of the uncertainties at 4.12 	
<p>4.2.1 In December 2015 central government announced a review of Local Safeguarding Children Boards (LSCBs). This is to raise poorer performance of partners (not an issue in Hertfordshire) and centralise Serious Case Reviews. The details of the review are not available and it is unclear what impact this will have on the remit or budget of HSCB.</p>	<p>Awaiting publication</p>
<p>4.2.2 In years with few Serious Case Reviews HSCB retained the accumulated underspend as reserves that have funded activity in 2014/15 and 2015/16. The announcement of the government review has made financial planning for 2016/17 difficult (4.2.1)</p>	<p>Awaiting publication</p>
<p>4.2.3 The proposal to commission an external organisation to undertake the Return Interview for missing children was welcomed by members. However, they were</p>	<p>Funding has been secured to test an alternative model for offering independent return interviews over the course of a year. Impact will be closely monitored and the model evaluated to determine if</p>

<p>concerned that finances beyond the pilot are in question due to 4.12.1(4.2.2)</p>	<p>it delivers improved outcomes. If successful, opportunities to embed the model in local practice will be explored.</p>
<p>4.2.4 The NSPCC GCP template is welcome as it will provide the means by which to measure performance with comparator authorities. Currently authorities use a variety of templates or none which makes benchmarking difficult. Information regarding the content and timeframe is not available which makes further development difficult for HSCB (4.8)</p>	<p>The NSPCC has launched the GCP2 which is the updated version — building on the NSPCC national evaluation — which retains the core concepts, design and structure of the original GCP but adds value in relation to new, more accessible language. GCP2 now includes new ‘items’ such as obesity and online safety.</p> <p>The GCP2 is the only authorised and fully tested update of the original GCP. It is a more user-friendly and comprehensive tool that helps professionals with their assessment and subsequent work with families. But it keeps the original principles and values — ensuring that it retains its integrity in the way it scales and supports work with families.</p> <p>GCP2 is a licenced tool which does not permit any adaptations. There are currently two trained practitioner in Hertfordshire who are licensed to deliver the training to Hertfordshire professionals. Proposals are being put forward to consider how GCP2 is to be rolled out.</p>
<p>4.2.5 The success of HSCB and the topic group is due to personal commitment and understanding of the issues. This has been coupled with objectivity to provide sound challenge to both HSCB and partners. Members raised the need for succession planning both within the topic group and HSCB chair. The latter is one that the HCC chief executive has in hand. The composition of the topic group is a matter for</p>	

OSC discussion.	
<ul style="list-style-type: none"> Return Interview pilot (4.9) 	To commission a provider of independent return interviews for missing children by June 2016.
<ul style="list-style-type: none"> National Society for the Prevention of Cruelty to Children (NSPCC) Graded Care Profile (GCP) template (4.8) 	Please refer to 4.2.5
<ul style="list-style-type: none"> Impact of the Prevent / radicalisation work 	
Any other comments on the report or this scrutiny?	

EXECUTIVE MEMBER RESPONSE	
<p>NAME OF SCRUTINY: Annual IPP Budget Scrutiny CHAIRMAN: Terry Hone SCRUTINY OFFICER: Natalie Rotherham DATE OF SCRUTINY: 27 Jan & 3 Feb 2016 EXECUTIVE MEMBER: Chris Hayward</p>	
<p>DATE RESPONSE RETURNED: 28 April 2016</p>	
<p>Suggestion to Cabinet: <i>Note: All abbreviations used must be set out in full the first time they are used</i></p>	<p>Executive Response: <i>Note: All abbreviations used must be set out in full the first time they are used</i></p>
<p>1) The Committee suggested that further evaluation be undertaken before any reductions are made to the Member Locality Budget and that consideration should be given amalgamating the Member Locality Budget and the Member Highways Budget.</p>	<p>The County Council did not support the idea of amalgamating the Member Locality Budget and the Member Highways Budget at its meeting in February.</p> <p>However, it was agreed to retain the Members' Locality Budget for 2016/17 in full, with a requirement that £5,000 of each member's locality budget for 2016/17 be contributed to a central fund for additional 'housekeeping' works on the highway during 2016/17. At the same time, it was agreed to carry forward any underspend of any member's locality budget for 2015/16 as a supplement to the element of their 2016/17 locality budget.</p> <p>The implications and effects of these temporary changes will be monitored in order to help any inform any further decisions on the scheme.</p>
<p>2) Members suggested combining with 5% reduction overall to achieve the required budget cut and a minimum £85k Highways spend and £10k maximum</p>	<p>Similar to above, we do not support the idea of combining the Member Locality Budget and the Member Highways Budget in the way described.</p>

<p>Locality spend</p>	
<p>3) Assessing the impact on the Council's services of the changing demographics in the County so that future pressures and challenges can be addressed through detailed service plans and within the financial constraints within which the Council is operating.</p>	<p>Services provide detailed calculations of demographic pressures each autumn, which are reviewed and scrutinised by senior officers. This includes checks on consistency of approaches between services, and ensuring that the quantum of any change is consistent e.g. that growth in child population has equivalent impacts on Children Looked After and Home to School transport. The revenue monitor cycle also provides an opportunity to review the reasons for any variances against these estimates and assess the financial impact of changing trends. It is intended that the work on demographic growth will be reviewed and refreshed as part of the 2017/18 Integrated Plan cycle to assess whether further improvements can be made.</p>
<p>4) Improving and strengthening partnership working through the further development of the relationships between all County Council departments and their stakeholders, including Health, the Local Enterprise Partnership (LEP), other tiers of local government and the voluntary sector.</p>	<p>As a council we are constantly looking for further opportunities to improve and strengthen the way we work with our partners. At the same time, significant efforts are already being made.</p> <p>The council's overall approach to partnership working is overseen by the county's strategic partnership, Hertfordshire Forward, which is chaired by the Leader of the Council.</p> <p>As part of this, the Hertfordshire Forward Strategy Group brings together, on a quarterly basis, the Chairs of the Hertfordshire Local Enterprise Partnership, the Hertfordshire Health and Wellbeing Board and the Hertfordshire Leaders group along with the Hertfordshire Police and Crime Commissioner and the Leader of the County Council. This provides these key strategic partners with the opportunity to update each other on key developments and ensure that the county is moving strategically in the same direction.</p> <p>Alongside this, the Hertfordshire Assembly meets twice a year to bring together a broader range of partners from across the county to help steer and develop shared views of emerging plans and strategies and gain a collective understanding of key issues and initiatives affecting Hertfordshire.</p> <p>From an officer perspective, the Public Sector Chief Executives Group, chaired by</p>

the County Council's Chief Executive, brings together the chief officers from over 20 different public sector partners to discuss joint challenges and better ways of working together. Membership includes District and Borough Councils, Health, Police, the LEP, the Department for Work and Pensions, Hertfordshire University and the Further Education colleges.

The County Council works closely with the District and Borough Councils through a wide range of different partnerships and networks. Through the Hertfordshire Leaders Group, the leaders of each of the councils meet regularly to discuss matters of common interest. The Hertfordshire Infrastructure and Planning Partnership brings together Executive Members with responsibility for planning and transportation issues whilst the Hertfordshire Waste Partnership has the responsibility of strategically co-ordinating waste management services across the county.

In addition to this, the Executive Member for Public Health, Localism and Libraries and her Deputy regularly attend each district and borough council's Local Strategic Partnership (LSP), which brings together partners from across their local area. The county council also has a designated senior officer Lead Officer for each district and borough council. These Lead Officers act as the principal point of contact between the county council's managerial leadership and their allocated district and borough council. Lead Officers also act as the county council's officer representatives on the district and borough Local Strategic Partnerships.

From a health perspective, significant progress is being made on joint working in regards to public health and social care through the county's Health and Wellbeing Board. Collectively around £550 million of health and social care resources are being jointly commissioned across the county. This includes one of the largest Better Care Fund pools in the country, currently standing at £230 million.

There is close working between the County Council's Highways and Planning services and the Hertfordshire LEP.

	<p>Meanwhile, considerable work has also been undertaken to strengthen relationships between statutory agencies and the voluntary and community sector in the county through the work to refresh the Hertfordshire Compact. The Hertfordshire Compact is a written understanding between the voluntary and community sector and statutory organisations about how they will co-operate and continue to develop positive working relationships for the benefit of Hertfordshire's communities</p> <p>Within Children's Services, partnership working underpins our strategic planning and service delivery: our key partnerships are Hertfordshire Safeguarding Children Board, Health and Wellbeing Board, working with schools, Herts for Learning and local community safety partnerships.</p>
<p>5) Investigating how localism and devolution activities can directly involve partners, particularly lower-tier authorities, rather than being driven in a 'top-down' manner; and how they can be used to better support local economic development and prosperity. Members would welcome Highways Together options being extended to district and borough councils where possible.</p>	<p>Hertfordshire's consideration of how to respond to the devolution agenda is being taken forward as a cross-partner initiative through the Public Sector Chief Executives group.</p> <p>As part of this, two partnership events involving representatives from over 20 different public sector partners have been held to discuss the implications and possibilities of devolution for the county.</p> <p>The County Council is very open to discussing with partners how to further develop the county's approach to localism in regards to all matters including supporting local economic development.</p> <p>The Executive Member for Public Health, Localism and Libraries chairs meetings of the Hertfordshire Members Localism Network. This brings together representatives from each of Hertfordshire's Borough and District Councils as well as the Hertfordshire Association of Parish and Town Councils (HAPTC) with the intention of sharing best practice and discussing opportunities to work together to develop localism in the county.</p> <p>In addition, last year a Shared Statement of Partnership Principles between the County Council and the county's town and parish councils was officially adopted.</p>

	<p>Developed and agreed in conjunction with the HAPTC, this statement seeks to clarify mutual expectations.</p> <p>A key focus of this has been exploring opportunities for town and parish Councils to work more closely with the county council. The County Council also holds regular Town and Parish Councils conferences, the most recent took place on 5th November and focused on joint working in the areas of Highways, Libraries and Public Health.</p> <p>This work has also seen the development of the 'Highways Together' programme, which enables town and parish councils to get more involved in undertaking highways related environmental work in their local area. This is primarily connected to these organisations using volunteers to do this work and as such an extension to districts and borough councils would not be appropriate.</p>
<p>6) Enabling smaller and medium sized local businesses to better understand the County Council's procurement processes to promote the local economy.</p>	<p>We have been actively engaged in working more closely with Small and Medium Enterprises (SMEs) throughout the period of the current HCC Procurement Strategy, which explicitly recognises the value of promoting local business participation in our procurement processes. Some examples of this work and future plans to enhance and continue this work are shown below.</p> <p>However, it is worth noting at this point that our concentration is not only on promoting the County Council's opportunities, or even the wider Hertfordshire public sector's opportunities, but on assisting local businesses to compete nationally for opportunities, for example, encouraging use of the national Contracts Finder service run by the Crown Commercial Service. With this wider vision, we hope to help the Hertfordshire economy to grow.</p> <p>Examples of work we are undertaking / will undertake include:</p> <ul style="list-style-type: none"> • The development of a new twitter account '@HCCProcurement' which within weeks of launch has attracted nearly 700 followers. Through this, we post openly advertised procurement opportunities, as well as highlighting key procurement news and trends. Most importantly, this platform allows us to develop a more dynamic relationship between ourselves in the

procurement community and – particularly – local businesses and the voluntary and community sector. We will also be sending congratulatory tweets when local businesses win our contracts.

- We are working with the Hertfordshire Chamber of Commerce to promote our work with small and local businesses through newsletter articles and joint events.
- We continue to develop our procurement documentation to ensure that it becomes as simple and straightforward as possible, recognising that small businesses may not have the resources available to devote to overly onerous tender processes. We are continually engaged in a process of asking businesses what they think of our processes both before procurements in the form of market consultation events, and post procurement in the form of supplier surveys. We have also heavily encouraged use of single stage procurement procedures, doing away with the pre-qualification stage which is widely thought to disadvantage smaller organisations.
- The County Council is currently implementing an eInvoicing solution that will reduce the amount of paperwork and postage cost generated by our contract processes to the benefit of both suppliers and the Council.
- We are promoting much more early engagement with the market before going out to formal procurement. This benefits local businesses by giving them an opportunity to discuss our desired outcomes at an early stage without the necessary restrictions imposed by the formal procurement process. We want to work with local and small businesses and voluntary and community organisations to invite and develop creative ideas before we develop the service specifications that will eventually form part of the formal procurement process. We also often use these events to deliver hints and tips on both the tendering system used and on tendering for public sector contracts in general. The events themselves provide a valuable opportunity for local organisations to meet other local

	<p>organisations and possibly form consortiums to tender for our larger contracts, or to spot potential sub-contracting opportunities.</p> <ul style="list-style-type: none"> • We are working with our district and borough councils under the banner of Supply Hertfordshire to use a single portal which advertises local opportunities for tendering. • We will continue to develop guidance for SMEs on tender writing for public sector opportunities. This guidance will replace the existing Supplier Toolkit, but will be developed in a more dynamic version and promoted via social media and our internet sites.
<p>7) Investigating what further departmental and cross-portfolio/partnership working opportunities exist to ensure utilisation of the expertise and experience of trained officers (e.g. Fire & Rescue former frontline officers) / staff (e.g. Highways officers drafting Traffic Regulations Orders (TROs)) across different services to generate future savings and service resilience.</p>	<p>Community Protection, along with Library and Property colleagues, is part way through a feasibility study to consider the combination of four libraries in smaller towns across Hertfordshire with their local fire station. All of the fire stations are part-time retained (RDS) stations and so their use during library hours is minimal, whilst the library opening hours will have limited effect on the usual working/training times of the fire stations. Another significant benefit is the footfall through libraries which will provide an opportunity to deliver community safety information to a broad cross section of the community (for example one of the libraries proposed receives 44,000 visits per year – a superb opportunity to improve the safety of visitors).</p> <p>There are undoubtedly challenges with these proposals, not least of which is ensuring that emergency response is not adversely affected whilst the library is open, but it is believed that across all sites there is opportunity to ensure that there is adequate separation of library users from responding fire crews. That said it is absolutely an intention that interaction between both sets of site users will be an integral part of the effectiveness of the sites.</p> <p>This use of resources is part of work in progress across the property portfolio to deliver additional Touchdown facilities throughout Hertfordshire.</p>

With regards to the shared fire station/library sites; three of the four are nearing the end of the feasibility stage, the fourth is entering a public consultation phase. The proposals are part funded through a DCLG Transformation Grant and part HCC funded and it is hoped to be able to announce formal commencement shortly.

Work continues to evolve the professional visits of fire fighters (home fire safety checks) to incorporate other citizen wellbeing checks – this ranges from healthy living to falls prevention and the fitting of hand rails and locks for the safety of vulnerable residents. This work already exists in the Hertfordshire Home Safety Service, operated by CPD, and is being trialled for wider delivery by operational crews, the intention being to support the work of other services in protecting citizens and providing advice and tools to residents in need.

Community Protection staff are also working collaboratively on a very wide range of youth focussed activities. For example well over 100 LiFE courses have been delivered across the County to assist young people in developing self-discipline and confidence. The Directorate has been successfully running Princes Trust courses, supported by a number of public and private sector partners and providing young adults with the confidence to progress in to full time employment. Fire stations across the County have also seen increases in the number of Fire Cadet Units and a wide range of local initiatives continue to ensure that youth engagement remains a high priority.

Softer, less tangible returns include using the collective eyes and ears of operational staff to report antisocial behaviour, spot planning and building compliance issues such as illegal conversions of housing stock, the reporting of vulnerable citizens that are come into contact with and the referral and support of Hertfordshire businesses for aspects of fire safety, trading standards, rights of access and many other enforcing authority duties of Hertfordshire County Council.

Much in the same way as the data strategy of 'collect once, use many times', CPD is committed to a strategy of 'visit once, provide multiple services'. CPD officers

	<p>are also directly engaged with work across the County Council to focus the organisation on prevention instead of cure whereby a small investment upfront may reduce the need for more costly downstream interventions later.</p> <p>The Highways Service is reviewing its approach to the preparation of HLB schemes and in 16/17 the designers will be embedded alongside the Highway Locality Officers (HLOs) to remove the requirement for formal commissioning and some of the project formalities, which should help both cost and programme. The aim of removing these interfaces and boundaries will also enable HLOs to undertake some of the more basic activities associated with TROs, for example.</p>
<p>8) Continuing to look for opportunities to maximise the use of the Council's assets:</p> <ul style="list-style-type: none"> (a) To ensure the most appropriate sites are used for services, including co-location e.g. retained fire stations and libraries (b) To further encourage services and partners to share accommodation (c) To ensure rental charges help address budget challenges (d) To examine ways of increasing business and income through County Council traded services. 	<p>Property will continue to review where co-location in both county and partner buildings is possible and should be taken forward. Such projects, in some instances may lead to joint sponsored projects to create new buildings rather than revise existing. All such projects will be subject to detailed business case and appropriate council process.</p> <p>A review of rental costs of HCC buildings is scheduled for 2016/17 and further information will be presented to members prior to any change.</p> <p>During 2015/16 the local authority conducted a programme on opportunities for trading. This work concluded with a list of opportunities which are actively being taken forward by the services involved. Looking forward it is intended that further opportunities for commercialisation are explored as part of our overall transformation plan and objectives.</p>
<p>9) Developing a clear strategy for encouraging and supporting volunteering across services and providing further support for stakeholders and volunteers</p>	<p>Volunteers extend and add value to Hertfordshire County Council's services and as such individual services embrace volunteering according to their business need and capacity. As an organisation the County Council does not have a specific</p>

<p>in helping deliver services for the community.</p>	<p>remit for developing and managing volunteers though it is recognised that being a 'volunteering organisation of choice' helps deliver corporate and departmental priorities. 'A Charter for Volunteering within Hertfordshire County Council' was agreed in 2013 and our 'Guide to Volunteering' set out how we value volunteers.</p> <p>The demand for volunteers to support services has been increasing in recent years, though services have had limited resource to develop their volunteering infrastructure. In the aim to support services attract, retain and develop volunteers, a group focussed solely on the management of volunteers has been established. This group has the remit to share good practise, develop cross council toolkits and support. During 2015/16 the group developed a volunteer recognition scheme; enhanced data collection practises, developed the webpage content and established joint working with partners such as the Police and Crime Commissioner's Office. In 2016/17 the group will be driving forward the County Councils contribution to the 'Year of Volunteering' and delivering the first internal council volunteering celebration and recognition event.</p> <p>In terms of providing support for stakeholders, in May 2016 the County Council and its partners will be launching a year-long campaign to promote the benefits of volunteering in general and to celebrate the contribution of those who volunteer already. The 'Year of Volunteering' aims to boost participation in volunteering activities across Hertfordshire supporting county council and partner organisations to attract, retain and recognise volunteers.</p> <p>In 2015/16 Health and Community Services Community Wellbeing Team awarded the Connecting Communities contract lot 2 to #TeamHerts, a partnership led by North Herts CVS and involving other Community Volunteer Services (CVS) across the county. This contract covers support, promotion and celebration of volunteering across the county linking up with existing local priorities and celebrations, including the Year of Volunteering.</p>
<p>10) Encouraging bus companies and community transport providers to maintain routes after Hertfordshire</p>	<p>During the consultation period and before the implementation of the policy changes in September 2015, officers were in regular contact with bus and coach operators to mitigate the risk of services being withdrawn. To date 18 HCC</p>

<p>County Council subsidies have been withdrawn.</p>	<p>contracted services have been taken on commercially which will have safeguarded a significant number of passenger numbers. A full report on the impact of the local bus policy changes will be presented to Environment Planning and Transport Panel in September 2016.</p> <p>HCC supports ten community transport schemes in the county and is seeking opportunities to enable community transport to meet any unfulfilled needs.</p>
<p>11) As a matter of urgency, Hertfordshire Leaders Group and Hertfordshire Infrastructure and Planning Partnership (HIPP) address the strategic infrastructure planning issues, particularly with regard to housing development, to assess future budgetary implications for the Council arising from inadequate setting of the Community Infrastructure Levy (CIL)</p>	<p>Discussions about housing growth, infrastructure and future funding take place between the County Council and the Districts collectively through the Herts Planning Officers Group and the Hertfordshire Infrastructure and Planning Partnership (HIPP), and individually as part of the Districts Local Plan process and the preparation of Local Infrastructure Documents.</p> <p>So far only four Districts have implemented a CIL charging regime and others are still some way off introducing CIL. The Government have recently announced a review of CIL and the Executive Member of Planning Transport and Environment wrote to the Minister expressing concerns about the impact of the current system on the County Council.</p> <p>The issue of future funding for critical infrastructure particularly for Education and Transport arising from growth pressure remains a key issue for HIPP.</p> <p>The issue is recognised amongst the Hertfordshire Leaders and by the Hertfordshire Local Enterprise Partnership. It has been the subject of recent discussions between the Executive Member, the Chair of HIPP, the LEP and various District Leaders at HIPP, the Local Transport Board, the A414 Group and other Duty To Co-Operate meetings.</p> <p>The Executive Member for Planning would urge all Members who are also members of districts/boroughs in the county to raise this issue of funding for critical infrastructure with their colleague members and planning staff.</p>
<p>12) Transferring the Dial-A-Ride service from Environment to Adult Care and Health</p>	<p>Following a meeting of the Senior Management Board in January 2016 it has been agreed that the Dial-A-Ride service along with Community Transport and</p>

and lowering the qualifying age limit for those able to use the service to 60.	Fleet Services (Adult Day Care transport) will be transferred to Health and Community Services from 1 April 2016. This will enable a wider review of assets and transport services for vulnerable older people as well as exploring opportunities for reducing costs while increasing the reach and ridership of the transport provided. Part of this review will include a consideration of the eligibility criteria for the Dial-A-Ride service.
13) All future portfolio papers clarify statutory and non-statutory obligations and priorities within the Service's financial constraints	We will review the presentation of statutory and non-statutory services in future IP and Panel papers to address this requirement. Within this we will attempt to benchmark the level of service provided against our peers to take account of the varying levels of addressing both statutory and non-statutory requirements across authorities.

The Committee also requested that Cabinet and Cabinet Panels note its comments below:-

Children's Services	
14) That waiting times for the Family Safeguarding Project be reviewed and improved.	The Family Safeguarding Service has been in operation for 11 months and was up and running within schedule. There is no waiting list for access to the services. The evaluation of the project that was required by the Department for Education (DfE) commenced in April 2015 and has met all of the milestones set by the DfE. The impact of the project on the protection of children will take several years to gather evidence on.
15) That the recording of asylum seeking children be reviewed.	Changes to the LCS case record system are due to be implemented in April to ensure more consistent recording of unaccompanied asylum seeking children (UASC) who become looked after. In addition to this, regular reconciling between LCS and the list submitted to the Home Office to claim funding for UASC who are looked after now takes place on a regular basis ensuring data on LCS is robust.

<p>16) That the transition from Statement to Education Health & Care Plan (EHCP) implications inform service provision and development e.g. changing needs are identified</p>	<p>There are some key differences between statements and EHCPs which are being taken forward through service development and workforce reform.</p> <ul style="list-style-type: none"> • We are planning for the integration of two currently separate teams' pre and post 16 to become a seamless 0-25 statutory service from September 2016. • We have set up a specialist transfer review team within the Special Educational Needs service to manage the transfer of Statements to EHCPs • We have developed a person centred approach including the holding of a family conversation with the family/young person • We are developing EHCPs which are co-produced with families with a focus on outcomes through a multi-agency meeting to include professionals, parents/carers CYP • We are implementing an on-going workforce development plan to ensure the spirit of the reforms is embedded with all involved in the EHCP process including joint training with Hertfordshire's Parent/Carer Forum (HPCI) • We will be preparing a business case to inform longer term sustainability of the service required to deliver the reforms and the statutory duties of the Council following completion of the transfer review process
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<p>Community Safety and Waste Management</p>	
<p>17) That the risks and uncertainties associated with legislative change, changes to residents life-style and</p>	<p>The risks and uncertainties associated with legislative change are addressed in the contract with Veolia Environmental Services (as is common practise). Where Legislation or Guidance is already in force in the UK it is priced in the accepted</p>

<p>waste generation, feature in the proposals to manage Hertfordshire's residual waste, be reviewed in detail</p>	<p>proposals. Future changes in law are managed through discussion where the parties agree the impact of the change and any corresponding necessary contractual adjustments.</p> <p>Consideration of risks associated with changes to life-style and waste generation was included in the Revised Project Plan discussions. This has resulted in a solution that caters for very significant improvements in the level of material that can be diverted for re-use, recycling and/or composting whilst still being able to manage an increase in waste volumes. This was informed by using up-to-date waste generation and performance levels and a set of comprehensive kerbside and household waste recycling centre services as well as the latest position on planned housing pressures in the county.</p> <p>The proposed proven technology reduces risks associated with deliverability, availability and performance and its flexible nature is suitable to address potential changes in the compositional nature of the waste that may arise over the contract period, for example, if further food wastes are diverted.</p>
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<p>Environment, Planning and Transport</p>	
<p><i>Suggestion to Cabinet:</i></p> <p><i>Note: All abbreviations used must be set out in full the first time they are used</i></p>	<p><i>Executive Response:</i></p> <p><i>Note: All abbreviations used must be set out in full the first time they are used</i></p>
<p>18) That the impact on the budget of removing trees across County owned land be investigated so that provision can be put in place to meet the cost of this potential risk.</p>	<p>Overall the Integrated Plan has made provision of £450k in 2016/17 and future years to deal with the impact of tree health across the authority. This includes £50k to enable the Countryside Management Service to keep updated with the risk associated with the impact of tree health issues over the coming years and ensure it is reflected in the corporate risk assessment and that service</p>

	<p>departments (and external partners) are provided with advice and guidance as required. An assessment will be undertaken in year of the sufficiency of the overall provision to deal with the potential risks.</p> <p>All relevant departments in the County Council are ensuring they have appropriate tree risk policies and procedures in place, building on and adopting existing good practice and experience from within the Authority</p> <p>A tree health network has been established with officers attending from across the breadth of HCC departments with a direct and indirect interest in tree matters including. A web presence containing tree health information has been created and will be kept updated as more information becomes readily available.</p>
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Highways	
<p>19) That the potential for carrying out project work concurrently rather than the current step by step approach; and undertaking work concurrently with partners, be explored to improve future cost efficiencies and customer experience.</p>	<p>All projects (except HLB funded projects) need to compete for funding, whether the funding is being sought from within HCC, the LEP or from central government.</p> <p>This is standard practice and not unique to Hertfordshire, as funding parties generally want to support 'shovel-ready' projects, which are low risk rather than speculative projects, which are high risk.</p> <p>Generally, projects need to have been developed through at least the feasibility stage to demonstrate to the funding party that the proposed project meets the funder's objectives, that the project is deliverable (from a technical and public acceptability standpoint), the risks have been identified and there is cost certainty.</p> <p>The Highways Service is reviewing its approach to the preparation of HLB schemes and in 2016/17 the designers will be embedded alongside the Highway Locality Officers to remove the requirement for formal commissioning and some of the project formalities, which should help both cost and programme. Major utilities and highway works are co-ordinated by the Highways Service's Network</p>

	<p>Management team, with the aim of minimising disruption to the road user and minimising long term damage to the structural integrity of the roads and footways.</p> <p>Generally, where there are planned utilities works and highway maintenance works the utilities works are programmed to come in first, so that HCC's resurfacing, or surface treatment covers the trench reinstatements. However, the utilities are not subject to pre-planning requirements for emergency works and connections and it is usually these works that are seen to cut through recently resurfaced roads.</p> <p>Co-ordination of utilities to come in and share the same traffic management and potentially the same trench is always considered, but it is rare that it is practical. Each utility has its own complex programme which will have a logic dictated by its operational needs (for instance, pipe A must be laid before pipe B by such and such a time etc.) and there are safety and operational requirements that mean that the utilities plant often need to be kept separated.</p> <p>There has been a recent drive to secure shared traffic management for utilities providing plant for new developments, which has achieved some success that the network team is looking to build on.</p> <p>Ringway is also looking to see how it can optimise the use of its traffic management by undertaking multiple tasks at the same time</p>
<p>20) That Government be lobbied with a view to making public highways data from other local authorities available to assist with benchmarking as these data are not available in the public domain.</p>	<p>Through technical working groups, HCC officers have lobbied Department for Transport officials, and will continue to do so, for this information to be collated and shared.</p>
<p>Any other comments on this scrutiny?</p>	

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OLDER PEOPLE

East & North Herts OPPD

Head of Service: Arnold Sami

Deputy Area Managers

**Amita Randhawa (AR) & Heidi Hall (HH),
Melanie Yeoman (MY)**

Business Support Manager: Michele Blackaby

Extended Involvement teams

Stevenage (AR)

Team Manager: Ian Lawrence

Deputy Team Manager: Wumi Ogunseye

Welwyn & Hatfield (MY)

Team Manager: Karen Allen

Deputy Team Manager: Rachele Beckett

North Herts (AR)

Team Manager: Sarah Mason

Deputy Team Manager: Melanie Graves

Broxbourne (AR)

Team Manager: Jackie Holywell

Deputy Team Manager: Stepan Ptacek

East Herts (MY)

Team Manager: Laura Oxley

Deputy Team Manager: Ruth Borgars

Residential Extended Involvement team (AR)

Team Manager: Lauren Agnew

Deputy Team Managers: Dodie Carter & Julie Howard

Hospital Social Work teams

Lister Hospital (HH)

Team Manager: Carol Amondson

PAH, Herts & Essex Hospitals (MY)

Team Manager: Theresa Lindsay

Home to Assess & Immediate Care (HH)

Team Manager: Angela Russell

Heidi Hall also manages the following teams:

Flexible Hospital team; Early Supported Discharge team;
Emergency Discharge team (Lister); Early Intervention Vehicle
team; Rapid Response teams (East and North)

Safeguarding Out of Hours Team

For professionals only – out of office hours

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Watford General Hospital

Team Leader: Karen Woodcock

Herts Valleys' Community Hospitals' Social Work Team

Team Leader: Peter Fitton

Herts Valleys' Out of County Hospitals Team

Team Leader: Lesley Marsden

Discharge Support Team

Team Leader: Alison Fitzgerald

Stroke Early Supported Discharge Team

Team Leader: Kim Buisson

Social Care Access Service

Head of Service: Kim Kattenhorn

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Advise, Inform & Review

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See & Solve teams

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West

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Service Solutions team

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East

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Katie Mace & Lisa
Mason**

West

**Team Leaders:
Shana Grummit & Claire
Stevens**

Herts Valleys (West) OPPD

Head of Service: Adrian Smith

Deputy Area Managers

Lisa Christie (LC) & Viv Berrington (VB)

Business Support Manager: Stan Williamson

Extended Involvement teams

St Albans (VB)

Team Manager: Rachel Pegrum

Assistant Team Managers: Louella Todd & Eileen Ketchell

Hertsmere (VB)

Team Manager: Rosemary Eastwood

Assistant Team Managers: Ian Ferguson & Valerie Joseph

Three Rivers (LC)

Team Manager: Michele Taylor-Rose

Assistant Team Managers: Dorah Sabiti & Catherine Fury

Dacorum East (LC)

Team Manager: Duc Tran

Assistant Team Manager: Julianne Dempsey

Dacorum West (LC)

Team Manager: Gill Malcolm

Assistant Team Manager: Liz Fernandes

Watford (LC)

Team Manager: Malcolm Sellen

Assistant Team Managers: Jackie Reid & Catherine Furey

Hospital & other Social Work teams

Barnet & Chase Farm (VB)

Team Manager: Vanessa Hill

HomeFirst (VB)

Team Manager: Rosemary Eastwood

St. Albans Rapid Response (VB)

Social Workers: Dawn Kennedy, Eisha Simmons & Linda Clarke

Watford Rapid Response (LC)

Social Workers: Toni Trickett & Renuka Pepperell

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Libraries & Heritage Services
Head of Service: Andrew Bignell

Email: andrew.bignell@hertfordshire.gov.uk
Phone number: 01707 281559

Principal Librarians

Jean Holmes
Phone number: 01992 588243

Sue Valentine
Phone number: 01992 588244

Michelle Murphy
Phone number: 01992 588336

Area Librarians

Mid Herts: Claire Barraclough
Phone number: 01707 897583

West Herts: Russel Barrow
Phone number: 01442 404657

East Herts: Rachel Bilton
Phone number: 01992 588336

Archives & Local Studies

Head of Service: Julie Gregson
Phone number: 01992 555100

Business Improvement team
Acting Head of Service: Anne Reeves

Email: anne.reeves@hertfordshire.gov.uk
Phone number: 01438 843838

Customer Service team
Head of Service: Michael Francis

Email: michael.francis@hertfordshire.gov.uk
Phone number: 01992 556994

HCS Complaints team

Manager: Sue Fox
Phone number: 01992 556435

Web & Digital Services team

Manager: Martin Chaney
Phone number: 01992 555637

**Hertfordshire Adult & Family
Learning Service**
Manager of Service: Chantal Lommel

Email: chantal.lommel@hertfordshire.gov.uk
Phone number: 01992 588719

**HCS Income &
Payments team**

Head of Service: Beverley Lambert

Email: beverley.lambert@hertfordshire.gov.uk
Phone number: 01438 844208

Income team

Manager: Simon Rowley
Phone number: 01438 843032

Care Payments team

Manager: Lynn Quick
Phone number: 01438 844207

Community Finance team

Manager: Paul Wilkerson
Phone number: 01438 844174

Debt Management team

Manager: Alison Draper
Phone number: 01438 843291

HEALTH INTEGRATION

Edward Knowles
*Assistant Director,
Health Integration
(Herts Valleys)*

Email: edward.knowles@hertfordshire.gov.uk
Phone number: 01992 556350
PA: Caroline Beasley (ext: 26304)

**Joint role with Herts Valleys'
Clinical Commissioning Group**

Cameron Ward, Chief Exec (Interim)
Charles Allan, Director of Contracting and Resilience

Integrated Care Programme

Programme Manager: Keir Mann
Email: keir.mann@hertfordshire.gov.uk
Phone number: 01992 556735

Health & Wellbeing Board

Manager: Wendy Tooke
Phone number: 01438 845920

Jamie Sutterby
*Assistant Director,
Health Integration (East & North Herts)*
& lead officer, Health & Wellbeing Board

Email: jamie.sutterby@hertfordshire.gov.uk
Phone number: 01992 556300
PA: Caroline Beasley (ext: 26304)

**Joint role with East & North Herts'
Clinical Commissioning Group**

Beverley Flowers, Chief Exec
Sharn Elton, Director of Operations

Integrated Care Programme

Programme Manager: Hayley King
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Partnership & Quality

Head of Service: Fiona Day
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Deputy Head of Service: Jenny McAteer
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MINUTES of the meeting of the MONITORING OF RECOMMENDATIONS TOPIC GROUP held on Thursday 21 April 2016 at 10.00 AM

ATTENDANCE

Members Of The Topic Group

R H Beeching (Chairman), A Joynes (substituting for L R Kercher), M B J Mills-Bishop, M A Watkin

Officers

Angela Bucksey- Assistant Director: Property
 Nicola Cahill - Democratic Services Officer
 Steve Johnson - Business Manager for Contracts and Networks
 Jim McManus - Director of Public Health
 Trevor Mose - Maintenance and Minor Works Manager (Schools)
 Natalie Rotherham – Scrutiny Officer
 Richard Stacey - Assistant Network Manager Strategy
 Gary Vaux - Head of Unit

Other Members in attendance

M Cowan, T L F Douris, T W Hone, T Hutchings, P A Ruffles

		ACTION
1. MINUTES		
	The minutes of the Monitoring of Recommendations Topic Group Meeting held on 16 February 2015 were confirmed as a correct record.	Nicola Cahill
2. SCHOOL REPAIRS TOPIC GROUP		
2.1	Members were provided with an update report which outlined progress made against recommendations since the Topic Group had taken place in July 2015.	
2.2	The Topic Group were advised as to progress against recommendation 2.1. The Topic Group had requested officers clarify how condition drives the programme priorities. The Topic Group were advised that improved guidance had been published on the school's intranet system 'The GRID' and was promoted via termly training and would be circulated to schools via the Schools News Bulletin.	Trevor Mose
2.3	Members heard that The Building Management Team (BMT) had been clear with schools in acknowledging their bid status and where unacceptable bids had been submitted contact was made to advise	

them that the bid had been rejected.

- 2.4 In relation to recommendation 2.4 Members were informed that education responsibilities for Local Authorities were set to change within the context of the 2016 Education White Paper, Officers advised that it would not be prudent to establish new in-house positions in a time of uncertainty.
- 2.5 It had been recommended that the BMT keep the Resources and Performance Cabinet Panel informed regarding the programme delivering capital repairs and maintenance to Hertfordshire's school buildings. It was noted that, in the light of announcements surrounding the Education White Paper it was unlikely that the local authority repairs and maintenance programme would continue beyond 2022 when all schools will be expected to become academies.
- 2.6 Members were pleased to learn that property frameworks had been written so that other public bodies could use them should they wish to. This would include Academy schools and would enable a smooth transition of responsibilities to take place if need be.

Conclusions

- 2.7 The Topic Group signed off the recommendations of the School Repairs Topic Group.

3. HERTFORDSHIRE WELFARE ASSISTANCE TOPIC GROUP

- 3.1 The Topic Group were advised as to the progress made following the Hertfordshire Welfare Assistance (HWAS) Topic Group held in June 2015.
- 3.2 Members requested further information regarding the relationships between HWAS schemes and foodbanks. It was noted that Citizens Advice Bureau (CAB) services were funded to provide a preventative service, the Topic Group requested further information regarding the efficacy of the relationship between foodbanks and the CAB office.
- 3.3 The Topic Group was advised that a full-time temporary adviser had been recruited in Autumn 2015 for the Money Advice Unit's Mental Health Project, in line with the recommendations, which had proven invaluable in maintaining the project and minimising waiting lists. It was noted that uncertainty remained regarding the future of the role owing to the funding arrangements ceasing in October 2016. Members were pleased to learn that alternative arrangements were being sought. Following the meeting it was confirmed that the project had a 3 year Service Level Agreement in place, which secured its future until at least 2019.

- 3.4 HWAS had established a twitter account to serve as an information tool as a response to recommendation 2.3. The Topic Group requested that the Twitter handle be circulated to Members.
- 3.5 The Topic Group were advised that the procurement process was in progress for the Crisis Intervention Service, it was hoped that the contract would be awarded for 3/5 years during May 2016, to commence in July 2016. Owing to the delay in the delivery of the new arrangements services continued to be delivered and funded under the pre-existing arrangements.
- 3.6 The extension of Universal Credit to people with health or disability problems making new claims is due at the end of 2017. It was anticipated that roll out to existing claims may not take place until 2020. The MAU was engaged with a number of partners regarding the development of regional services able to assist with budgeting, IT access and supporting rent payments. Members highlighted the importance of assisting those unable to access the internet.

Conclusion

- 3.7 The Topic Group signed off all recommendations as completed subject to updates being circulated outside of the meeting regarding the Twitter handle and feedback from Foodbanks and the Citizen’s Advice Bureau.

4. PROPERTY ASSET MANAGEMENT

- 4.1 The Topic Group considered the update provided which detailed work undertaken since the Topic Group had taken place in November 2015.
- 4.2 Members learnt of the progress in relation to the development of touchdowns. Sixty touchdowns were in place and it was anticipated that an additional thirty would be ready for use by September 2016. Information regarding the development of touchdowns would be included within the quarterly performance reports considered by the Resources and Performance Cabinet Panel.
- 4.3 The Topic Group noted that work had been undertaken in partnership with district/borough councils and other partners to identify what land each public body owns and where a joint approach to marketing land could maximise land value. Work was underway to understand what data is held and what needs to be refreshed, following which a plan would need to be agreed to provide enhanced data in partnership with other public bodies.
- 4.4 The Topic Group noted that Property had looked in to providing access to courses for those considering taking on a rural estates lease. It had been proposed that Hertfordshire County Council would work with Cambridgeshire County Council on the development of

such a course. Cambridgeshire had ceased to deliver such courses, alternatives had been sought but none found. Owing to the small number of small holding leases which had come to market in the past 15 years, and in order to use resources to best effect, it was concluded that in the future viewing data would provide greater information regarding the lettings that are available and additional access to information from the Rural Team.

4.5 The Property Team were about to go out to recruit for a second time for a new Senior Estates Officer. In the previous recruitment round the department had not received applications from suitable candidates. In the absence of internal resource the County Council would continue to commission Lambert Smith Hampton. **Angela Bucksey**

4.6 The Property Asset Management Topic Group had recommended that a member seminar be held to explain the different tenancy agreements typically entered into with farmers/ small holders. In discussion the Monitoring of Recommendations Topic Group advised that the recommendation could be met by circulating an information document. **Angela Bucksey**

Conclusion

4.4 The Topic Group signed off recommendations 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.8 and 2.9. Members requested that officers attend the November Monitoring of Recommendations meeting to present an update against recommendation 2.7 and requested that rather than a seminar officers are asked to provide a briefing note to all Members.

5. TRAFFIC REGULATION ORDERS

5.1 In relation to recommendation 1 it was noted that procedures to include new guidelines on timescales when objection periods end had changed on 1 April 2016 had been written. The Topic Group requested details of the new guidelines be circulated.

5.2 The recommendation to contact Broxbourne Borough Council had yet to be completed. Members requested that officers contact Broxbourne by the end of May 2016 to obtain feedback on their experience on dealing with objections and proposals for TROs. **Richard Stacey**

5.3 In relation to the development of a self-help pack the Members were advised that the self-help pack had been completed and would be distributed to all members by the end of May 2016. A note to all Members would also be circulated regarding the costs associated with a TRO. **Richard Stacey**

5.4 The Topic Group noted that the requirement for TROs to be advertised in newspapers remained. The Executive member advised that he would continue to lobby the minister. He advised that he would write by the end of May 2016 and raise the issue at the LGA conference.

Conclusion

- 5.5 The Topic Group signed off all recommendations as completed subject to the following;
- i) That recommendations 2.1, 2.2 and 2.3 be actioned by the end of April 2016
 - ii) That recommendation 2.4 be actioned by the end of June 2016
 - iii) That the Executive Member to write to the minister by the end of May 2016

6. RINGWAY HIGHWAYS SERVICE TEAM CONTRACT

- 6.1 In relation to recommendation 2.1 (which recommended that customers and Members should be kept informed regarding medium and low priority CAT 2 items which do not receive immediate attention) it was acknowledged that there were insufficient resources to keep customers updated on individual defects. It was noted that the department was working with Serco to develop a new acknowledgement email which would provide an indication of timescales.
- 6.2 The Executive Member advised that quarterly reporting on the cost of CAT 2 high priority jobs had not been taken forward owing to time and cost implications. In the interest of balance and delivering services within a context of best value for money, in depth reporting was not considered to be helpful. However, officers would investigate the possibility of obtaining figures from the system which might provide some useful insight for members. **Steve Johnson**
- 6.3 An information note was planned to be taken forward to the Highways Cabinet Panel in October 2016 which would set out service improvements that have been delivered by Ringway. **Steve Johnson**
- 6.4 Members were pleased to learn that a review had been undertaken of arrangements with Ringway to build in flexibility regarding repairing defects within a defined vicinity (5-10m) of a reported fault. The introduction of a triage inspection service and changes to response times to certain defects should ensure that similar defects are repaired together.

Conclusion

The Topic group welcomed the update and requested that:

- i) Progress on the triage service be reported to members via the Highways Cabinet Panel
- ii) Officers to present an update on steps to increase flexibility within the Ringway contract at the Monitoring of Recommendations Topic Group in November 2016

- iii) That the outcomes of the HLB review be presented at the Monitoring of Recommendations Topic Group in November 2016.

7. WORK PROGRAMME

The Topic Group agreed that the work programme of the next meeting would include Care Pathways.

8. DATES OF FUTURE MEETINGS

The Topic Group agreed to cancel the September 2016 meeting owing to insufficient business and agreed future dates as follows:

25 November 2016
28 February 2017

9. OVERVIEW DATABASE

Conclusion

- 8.1 The overview database was noted.

10. PUBLIC HEALTH INTEGRATION

- 10.1 The Monitoring of Recommendations Topic Group received report which provided an update on recommendations since the Public Health Integration Topic Group had taken place in April 2015.
- 10.2 Members welcomed the excellent progress made against each of the recommendations. In relation to recommendation 2.1 it was noted that considerable work was underway to examine the possibility of a pooled budget between Public Health, Children's Services and the two Clinical Commissioning Groups, the target date for the completion of this work was November 2016.

10.3 Conclusion

The Topic Group signed off each of the recommendation with the exception of 2.1. The group requested an update be brought to the November Cabinet Panel in relation to improved joined up working.

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

Topic Group	Chairman	Lead Officer	Date final report published	Date Exec Mbr Response Due	Exec Mrb response received?	Date to Monitoring of Recs TG	Monitoring of Recs Signed Off?	If No - date to come back?	Monitoring of Recs Signed Off?	If No - date to come back?	Date Scrutiny process completed	Comment
Thriving Families	Sharon Taylor (Lab)	Jackie Clementson	18/06/2014	Aug-14	Yes	Jun-15	Yes					
Whistleblowing/ Anti Fraud	Malcolm Cowan (Lib Dem)	Simon Banks	18/09/2014	Dec-14	Yes	Jun-15	Yes					
Autistic Spectrum Topic Group	R Beeching (Cons)	Marion Ingram	04/12/2015	Mar-15	Yes	Jun-15	Yes					
Highways Liaison Meetings	R Prowse (Lib Dem)	Richard Jones	02/12/2015	Mar-15	Yes	Jun-15	Yes					
Crime and Disorder (Hate Crime)	Ann Joynes (Labour)	Gary Ray	26/01/2015	Mar-15	Yes	Jun-15	Yes	Subject to circulation of strategy, outcomes of review and letter of CCSU				
Hertfordshire Safeguarding Adults Topic Group	Roger Beeching (Cons)	Sue Darker	11/02/2015	Apr-15	Yes	Sep-15	Yes					
Child Sexual Exploitation Topic Group	Roger Beeching (Cons)	Nicky Pace	24/03/2015	Jun-15	Yes	Sep-15	Yes	Subject to updates				
Public Health Integration	Seamus Quilty (Cons)	Jim McManus	12/04/2015	Jul-15	Yes	Apr-16	No	Requested update in November 2016				
Herts Welfare Assistance Topic Group	Tim Hutchings (Cons)	Gary Vaux	28/05/2015	Aug-15	Yes	Apr-16	Yes	Subject to updates re CAB/ Foodbank comms				
School Repairs & Capital Projects	Terry Hone (Cons)	Simon Newland/Trevor Mose	06/07/2015	Sep-15	Yes	Apr-16	Yes					
OSC TRO scrutiny	Terry Hone (Cons)	Richard Stacey	16/07/2015	Oct-15	Yes	Apr-16	Yes	Signed off subject to actions				
Ringway	Malcolm Cowan (Lib Dem)	Steve Johnson			Yes	Apr-16	No	Requested update in November 2016				
Property Asset Management	Leon Reeve (Labour)	Angela Bucksey/ Mike Evans	13/11/2015	Feb-16	Yes	Apr-15	No	Requested update on 2.7 in November 2016				
CQC Topic Group	Seamus Quilty (Cons)	WHHT Rep				N/A						
Care Pathways	Chris White (Lib Dem)	Jamie Sutterby	14/01/2016	Apr-16	Yes	Jun-15						
Herts Care Quality Standard Topic Group	R G Tindall (Lib Dem)	Frances Heathcote	03/05/2016	Jul-16	No	Nov-16						

Appendix
4

CHILDREN IN CARE COUNCIL (CHICC) UPDATE

Report of the Head of Scrutiny

Author: Natalie Rotherham, Scrutiny Officer (Tel: 01992 555300)

1. Purpose of report

- 1.1 The purpose of the report is to provide the Committee with an update on the outcomes of the Children in Care Council (CHICC) Topic Group held 2 June 2016. It was undertaken by Children Looked After (CLA).

2.0 Summary

- 2.1 The Children in Care Council (CHICC) is run by and for young people in care and care leavers in Hertfordshire. The aim of CHICC is to hear the views of young people to help make being in care better.
- 2.2 The focus of the scrutiny is the Stability of Placement for CLA placed in foster care.
- 2.3 A verbal report of the outcomes will be provided by Charles Weir, the scrutiny officer who supported this topic group.

3.0 Recommendation

- 3.1 That the Committee notes the update.

Background Information

None

HERTFORDSHIRE COUNTY COUNCIL

**OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 15 JUNE 2016 AT 10.00AM**

SCRUTINY WORK PROGRAMME 2016 – 2017

Agenda Item No.

3

Report of the Head of Scrutiny

Author: Michelle Diprose, Democratic Services Officer (Tel: 01992 555566)

1. Purpose of report

- 1.1 To provide the Committee with an updated scrutiny work programme for the period 2016 – 2017.

2. Summary

The Scrutiny Work Programme

- 2.1 A combined work programme for both Health and Overview and Scrutiny Committees, for the period 2016 – 2017, is attached as Appendix 1 to this report.

- 2.2 Draft scoping documents for:

- Disability Support on Public Transport Topic Group
- Flooding Management and Strategy Topic Group
- Library Services Strategy Topic Group
- Herts Waste Partnership Topic Group

are attached as Appendix 2(a), 2(b), 2(c) and, 2(d) to this report.

Scrutiny Requests

- 2.3 There have been no Scrutiny requests received since the Committee's last meeting.

3. Recommendations

- 3.1
1. That the Scrutiny Work Programme 2016-2017, attached as Appendix 1 to the report, be approved.
 2. That the outline scoping documents, attached as Appendix 2(a), 2(b), 2(c) and 2(d) to the report, be noted

4 Financial Implications

- 4.1 There are no financial implications arising from this report.

Background Information

Minutes of the Committees meeting held on 20 April 2016.

[Amendments, **new entries & OSC and HSC Meetings** are shown in **bold**]

The Overview and Scrutiny Committee and the Health Scrutiny Committee have responsibility for scrutinising all aspects of County Council and Health Services

OSC MEETINGS AND THEMES

DATE	THEME	NOTES
15 June 2016		<ul style="list-style-type: none"> • Considers changes to IPP Café for 2017 • Receives responses to IPP scrutiny • Work programme
2 Sept 2016		Work programme Questions to be agreed for the IPP Café 2017
10 Nov 2016		Work programme
20 Dec 2016		<ul style="list-style-type: none"> • IPP scrutiny presentation from the Director of Resources • Work programme
26 Jan 2017	IPP Café	HCC budget scrutiny
2 Feb 2017	IPP Café reconvenes	Finalises the suggestions to cabinet, information requests, scrutinies
28 Mar 2017		Work programme
21 June 2017		Work programme

HSC MEETINGS AND THEMES

DATE	THEME	NOTES
19 May 2016	<ol style="list-style-type: none"> 1. Café information request responses 2. WHHT one year on from CQC inspection 	
12 July 2016	<ol style="list-style-type: none"> 1. Feedback from café/agree next year's arrangements 2. Your Care Your Future Update 	Agree format of 2017 café.
TBC	1. Dentistry	
TBC	1. Opticians	

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
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WORK PROGRAMME

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- ship	Executive Member
Effectiveness of the 'Herts Care Standard (HCS) To review a series of quality standards set throughout the County gathered by commissioners and form a series of measurements used to monitor providers. COMPLETE	OSC	1 day	25 April 2016	Natalie Rotherham	Theresa Baker	Frances Heathcote	Ron Tindall	W Wyatt-Lowe (c), Roger Beeching(c) Leon Reeve (lab) (S Quilty (c)	Colette Wyatt-Lowe (Adult Care & Health)
Hertfordshire Safeguarding Adults Board	OSC	TBC	13 June 2016	Charles Weir	Nicola Cahill	Sue Darker	Roger Beeching	Graham McAndrew (c) William Wyatt-Lowe (c) Ron Tindall (lib dem) Amanda King (lab)	Colette Wyatt-Lowe (Adult Care & Health)
Supported Discharge	HSC	1 day	Summer 2016	Natalie Rotherham	TBC		TBC		
To identify as to whether the Council has procedures in place to prevent and deal with flooding and flood protection, supported by adequate resources.	OSC	1 day	27 Oct 2016	Charles Weir	Theresa Baker	TBC	Nick Hollinghurst	Roger Beeching (c) Graham McAndrew (c) Peter Ruffles (c) Richard Henry (Lab) Ian Reay (res (c))	Terry Douris (Highways)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
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Public transport issues specifically the support available to disabled users using public transport i.e. bus and train and training given to staff.	OSC	TBC	Oct/Nov 2016	Charles Weir	Theresa Baker	TBC	TBC		Terry Dourise (Highways)
Hertfordshire Safeguarding Children's Board	OSC	1 day	10 Oct 2016	Natalie Rotherham	Deborah Jeffery	Caroline Aitken	Roger Beeching	Graham McAndrew (c) William Wyatt-Lowe (c) Ron Tindall (lib dem) Amanda King (lab)	Richard Roberts (Children's Services)
Herts Waste Partnership & Recycling Review To review how well the Partnership is working and future improvements To include how the 11 Hertfordshire local authorities combine their waste related work.	OSC	2 days (not consecutive)	4 & 9 Nov 2016	Natalie Rotherham	Nicola Cahill	Duncan Jones / Simon Aries	TBC		Richard Thake (Community Safety & Waste Management)
Crime & Disorder 2016 Victim reprobation / fraud prevention	OSC	TBC	5 & 13 Dec 2016	Natalie Rotherham	Michelle Diprose	TBC	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health) Richard Roberts (Children's Services) Richard Thake (Community Safety & Waste Management)
To examine the County Council's approach to gully-cleaning.	OSC	TBC	2016	Charles Weir	TBC	TBC	TBC		Terry Dourise (Highways)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
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To examine the effectiveness of Public Health Services in the community.	OSC	TBC	2016	TBC	TBC	Jim McManus	TBC		Teresa Heritage (Public Health, Localism & Libraries)
Integrated Plan Proposal 2017-2020 Scrutiny	OSC	2 days	26 Jan & 2 Feb 2017	Natalie Rotherham	Michelle Diprose	Owen Mapley / Claire Cook	Terry Hone	TBC	Chris Hayward (Resources & Performance)
Library Services Review To examine new changes to library services (to be undertaken one year after their implementation)	OSC	1 day	Jan 2017	Charles Weir	Fiona Corcoran	Andrew Bignell	TBC	TBC	Teresa Heritage (Public Health, Localism & Libraries)
Herts for Learning (HfL) – to review its progress against its original objectives since it was established; also to include the role and impact of the governance team <i>Note: whole Committee Scrutiny</i>	OSC	TBC	2017	Natalie Rotherham	TBC	Andrews Simmons / Jan Paine	Terry Hone		David Williams (Enterprise, Education & Skills)
Children’s Centres – follow up scrutiny to review how the new contract is working. To include the effectiveness of the new contract and whether it is improving long term outcomes for early years. Also to include the effect on the provision of the Home Visiting Service caused by the change in policy.	OSC	TBC	Spring 2017	Natalie Rotherham	TBC	Sally Orr / Simon Newland	TBC	TBC	Richard Roberts (Children’s Services)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
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<p>Special Educational Needs – follow up scrutiny to review progress made on the ‘journey’ implementing the new legislation.</p> <p>To examine disputes with parents over the education of children with SEN, specifically the school they should attend.</p> <ul style="list-style-type: none"> • To examine the processes used by HCC to resolve disputes with parents of SEN when identifying a school that will best meet their child’s needs. • To include on outcomes and how the Council takes into account the voice of SEN and disabled children and young people; and progress made in reducing the number of out of county placements. <p>To include understanding at what stage in the process HCC Legal unit gets involved in such disputes.</p>	OSC	TBC	2017	TBC	TBC	TBC	TBC	TBC	David Williams (Enterprise, Education & Skills)
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Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
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Crime & Disorder 2017 Domestic Abuse	OSC	TBC	Autumn 2017	Charles Weir	TBC	Julie Chaudary (HFRS)	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health) Richard Roberts (Children's Services) Richard Thake (Community Safety & Waste Management)
Stroke and Vascular Services (As agreed by HSC on 24 April 2014)	HSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health)
Effectiveness of SERCO contracts	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Chris Hayward (Resources & Performance)
The County's changing demographics A series of scrutinies on a dept by dept basis (starting with Health & Community Services) to look at changing demographics and their impact on Council services and funding for those services). <i>IPP Scrutiny to examine activity by departments in relation to demographic pressures; review scrutiny of demographics thereafter</i>	OSC	2 days	TBC	Natalie Rotherham	TBC	TBC	TBC	TBC	Richard Roberts (Children's Services) Colette Wyatt-Lowe (Adult Care & Health)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
Secondary school place planning Looking admissions procedures, influence over academies and free schools, costs of bussing children who can't get into their local schools. To include its robustness e.g. whether new schools are coming on stream at the right time and of the right size	OSC	TBC	TBC	TBC	TBC	Simon Newland	TBC	TBC	David Williams (Enterprise, Education & Skills)
Primary school place planning Looking admissions procedures, influence over academies and free schools, costs of bussing children who can't get into their local schools. To include its robustness e.g. whether new schools are coming on stream at the right time and of the right size.	OSC	TBC	TBC	TBC	TBC	Simon Newland	TBC	TBC	David Williams (Enterprise, Education & Skills)
To evaluate the effectiveness of the new Council website (18 months after implementation).	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Teresa Heritage (Public Health, Localism & Libraries)
To scrutinise Hertfordshire Fire & Rescue Service future cost-savings and the impact on service delivery as a result of any re-organisation and changes to terms and conditions of employment.	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Richard Thake (Community Safety & Waste Management)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
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To review Hertfordshire's Household Waste and Recycling Centre (HWRC's) and commercial waste facilities to ensure greater compatibility and cooperation between the public and private facilities: and to prevent the unauthorised use of the HWRC's for disposal of commercial waste clarifying the cost to the Authority	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Richard Thake (Community Safety & Waste Management)
To review the Community Protection directorate's preventative work to other services (for example, Public Health) by reviewing the costs, effects and benefits to other services and the predicted wider cost savings	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Richard Thake (Community Safety & Waste Management)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
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Monitoring Topic Groups

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
Monitoring of Recommendations Topic Group Reviewing the implementation of both OSC and HSC topic group recommendations.	Joint	Meets every 2 - 3 months	7 July 2016	Natalie Rotherham	Nikki Cahill	N/A	Roger Beeching		All Executive Members
Monitoring of the outcomes of the Care Quality Commission inspection of West Hertfordshire Hospitals Trust	HSC	Meets every 2 - 3 months	27 May 2016	Charles Weir	Fiona Corcoran	N/A	Seamus Quilty	Anne Joynes, Chris White, Fiona Thomson, Roger Beeching	Colette Wyatt-Lowe (Adult Care & Health)

MEMBER SEMINARS

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
Shared Anti-Fraud Services COMPLETE	OSC		10 May 2016	Natalie Rotherham	Michelle Diprose	Nick Jennings	Terry Hone (Chairman of OSC)		Chris Hayward (Resources & Performance)
The Better Care Fund	Joint (HSC lead)		7 June 2016	Charles Weir	Fiona Corcoran	TBC	Seamus Quilty (Chairman of HSC)		Colette Wyatt-Lowe (Adult Care & Health)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
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The role & remit of the Specialist Commissioning Group (SCG)	HSC		2016	Charles Weir	Fiona Corcoran	Ruth Derrett	Seamus Quilty (Chairman of HSC)		Colette Wyatt-Lowe (Adult Care & Health)
Rural Estates Seminar	OSC		2016	TBC	Michelle Diprose	Angela Bucksey	Terry Hone (Chairman of OSC)		Chris Hayward (Resources & Performance)
Members Information Service	OSC		Autumn 2016	Natalie Rotherham	Michelle Diprose	TBC	Terry Hone (Chairman of OSC)		Chris Hayward (Resources & Performance)
Corporate Parenting	OSC		TBC	TBC	Michelle Diprose	TBC	Terry Hone (Chairman of OSC)		Richard Roberts (Children's Services)

SITE VISITS

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OSC BRIEFING PAPERS

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
Rural Estates	OSC	Briefing note		Natalie Rotherham	N/A	Angela Bucksey	N/A	N/A	Chris Hayward (Performance & Resources)

OBJECTIVE:
To scrutinise what support is available to people with disabilities using public transport across Hertfordshire?

QUESTIONS TO BE ADDRESSED:

1. What provision do public transport operators make for those with disabilities (physical and mental health)?
2. What training is provided to public transport staff to support people with disabilities accessing public transport?
3. How do people access information and advice and how are they made aware of the available support when using public transport?
4. When work and developments are planned for public transport, how are user groups engaged for their input and knowledge of what the public requires e.g. if new train carriages are being designed?

OUTCOME/S:
 That members are clear what arrangements are in place for people with disabilities and what improvements are planned.

CONSTRAINTS:
 The scrutiny will not include a review of the transport service provision across the county.

WITNESSES i.e. individuals	EVIDENCE i.e. organisations
Celia Saunders, Letchworth Garden City Heritage Foundation Access Advisory Group	Arriva
District reps?	Taxi federation
	TfL?
	Virgin East coast trains?
	Disability Watford?
	Healthwatch?

METHOD: 1 day topic group
DATE: TBA

MEMBERSHIP: TBA

SUPPORT:
Scrutiny Officer: Charles Weir, Scrutiny Officer
Lead Officers: TBA
Democratic Services Officer: TBA

HCC Priorities for Action: how this item helps deliver the Priorities *delete as appropriate*

1. Opportunity To Thrive ✓
2. Opportunity To Prosper ✓
3. Opportunity To Be Healthy And Safe ✓
4. Opportunity To Take Part ✓

CfPS ACCOUNTABILITY OBJECTIVES: *delete as appropriate*

1. Transparent – opening up data, information and governance ✓
2. Inclusive – listening, understanding and changing ✓
3. Accountable – demonstrating credibility ✓

OBJECTIVE:
To scrutinise the powers and effectiveness of Hertfordshire County Council’s current flood management and strategy to deal with sites considered to be at risk in the future.

- QUESTIONS TO BE ADDRESSED:**
1. What difficulties does HCC face when working with the Environment Agency and other partners? How is this addressed with the Agency and partners?
 2. What powers do HCC have with regard to new developments? How do HCC officers ensure that flood risk management is discussed with developers and the Local Planning Authority? What is the developers’ contribution to flood risk management?
 3. How is the information and intelligence held on flooding used to direct service delivery and identify priorities for interventions?

- OUTCOME/S:**
1. To establish the effectiveness of HCC flood risk management
 2. To establish how HCC manages and identifies the risk of flooding in current and future plans.

- CONSTRAINTS:**
- Will not focus on the impact of gully cleaning on flooding, which will be addressed in a briefing note from the Environment directorate
 - Will not discuss anything that is less than 1% probability plus climate change

WITNESSES i.e. individuals	EVIDENCE i.e. organisations
Simon Aires, Assistant Director – Transport, Waste and Environmental Management	Environment Agency
John Rumble, Head of Environmental Resource Planning	Local Planning Authority
	Fire and Rescue Service
	Districts and boroughs
	Utilities

METHOD: 1 day Topic Group **DATE:** 27 Oct 2016

SITE VISIT: Problem site TBC

MEMBERSHIP: Nick Hollinghurst (Chair), Richard Henry, Roger Beeching, Graham McAndrew, Peter Ruffles

SUPPORT:
Scrutiny Officer: Charles Weir
Lead Officers: Simon Aries/John Rumble

SCRUTINY REMIT: FLOOD RISK MANAGEMENT TOPIC GROUP

Democratic Services Officer: Theresa Baker

HCC Priorities for Action: how this item helps deliver the Priorities *delete as appropriate*

1. Opportunity To Thrive ✓
2. Opportunity To Prosper ✓
3. Opportunity To Be Healthy And Safe ✓
4. Opportunity To Take Part ✓

CfPS ACCOUNTABILITY OBJECTIVES: *delete as appropriate*

1. Transparent – opening up data, information and governance ✓
2. Inclusive – listening, understanding and changing ✓
3. Accountable – demonstrating credibility ✓

OBJECTIVE:
To examine changes to library services one year after their implementation of the library services strategy.

- QUESTIONS TO BE ADDRESSED:**
1. What are the changes and what effect have they had on service delivery and customer perception of the service?
 2. What has been done to achieve the targeted savings since implementation of the new libraries strategy? Does the current level of savings match the plans, if not why not?
 3. Compared to the approved strategy timeline, what progress has been made and if any areas have not met the planned implementation, why not?
 4. How does the current and planned library service compare to similar local authorities?

OUTCOME/S:

That the proposed changes, put forward by the library services strategy, have achieved the expected outcomes.

CONSTRAINTS:

The scrutiny will not include a review of other library services outside of the agreed strategy.

WITNESSES i.e. individuals	EVIDENCE i.e. organisations
Andrew Bignell, Head of Libraries and Heritage Services	Nearby local authorities?
Community Library volunteer?	Friends of library groups?

METHOD: 1 day topic group
DATE: Jan 2017

MEMBERSHIP: TBA

SCRUTINY REMIT: Library Services Review

SUPPORT:

Scrutiny Officer: Charles Weir, Scrutiny Officer

Lead Officers: TBA

Democratic Services Officer: TBA

HCC Priorities for Action: how this item helps deliver the Priorities *delete as appropriate*

1. Opportunity To Thrive ✓
2. Opportunity To Prosper ✓
3. Opportunity To Be Healthy And Safe ✓
4. Opportunity To Take Part ✓

CfPS ACCOUNTABILITY OBJECTIVES: *delete as appropriate*

1. Transparent – opening up data, information and governance ✓
2. Inclusive – listening, understanding and changing ✓
3. Accountable – demonstrating credibility ✓

OBJECTIVE:

To understand the current service delivery model for waste management in Hertfordshire in the context of current and future challenges.

BACKGROUND:

- Examination of current statutory functions and how these are divided across both tiers of local government.
- Assess current performance levels against existing national targets as well as likely future ones.
- Identifying current pressures

QUESTIONS TO BE ADDRESSED:

1. How successfully do partners work together in the management of waste?
2. What are the challenges to more effective working within the HWP?
3. How is performance of individual authorities monitored and managed?
4. How is strategic direction translated into LA action?
5. How have cost pressures changed?
6. What changes have taken place since the 2014 peer review?

OUTCOME/S:

Identifying improved more efficient, cost effective and consistent service levels.

CONSTRAINTS:

The scrutiny process will need to consider how best to accommodate evidence from the waste collection authorities.

WITNESSES i.e. individuals	EVIDENCE i.e. organisations e.g. HCS
Simon Aries	HWP
Duncan Jones	District/boroughs
Richard Thake	Industry rep
	LGA rep
	Environmental services

METHOD: 2 day Topic Group

DATES: 4 & 9 Nov 2016

MEMBERSHIP:

SUPPORT:

Scrutiny Officer: Natalie Rotherham
Lead Officers: Simon Aries, Duncan Jones
Democratic Services Officer:

HCC Priorities for Action: how this item helps deliver the Priorities *delete as appropriate*

1. Opportunity To Thrive ✓
2. Opportunity To Prosper ✓
3. Opportunity To Be Healthy And Safe ✓

SCRUTINY REMIT: HERTS WASTE PARTNERSHIP TOPIC GROUP

4. Opportunity To Take Part ✓

CfPS ACCOUNTABILITY OBJECTIVES: *delete as appropriate*

1. Transparent – opening up data, information and governance ✓
2. Inclusive – listening, understanding and changing ✓
3. Accountable – demonstrating credibility ✓

CONFIRMING THE APPROACH TO THE IPP CAFÉ 2017

Report of the Head of Scrutiny

Author: Natalie Rotherham, Scrutiny Officer (Tel: 01992 555300)

1. Purpose of report

- 1.1 To provide the Committee with an opportunity to consider any changes members may want to make in the approach to the IPP Scrutiny 2017/18 and future years.

2. Summary

- 2.1 The current approach and a proposed change to the IP Café papers and timeframe are set out below:-

- a) To maintain the approach undertaken this year whereby a backbench Member group covered an Executive Member portfolio. Eight back bench Member groups in total were held: four in the morning and four in the afternoon. Each group met for two hours and covered all themes relating to the portfolio.
- b) A proposed change is to amalgamate the separate IP panel and IP scrutiny papers into a combined set of IPP papers including IPP scrutiny questions.
- c) At the April OSC it was suggested that members consider extending the Café over two days to allow additional time for members to debate and conclude the findings.

- 2.2.1 The disadvantages to 2.1 a) are:

- a) that it is difficult to identify cross cutting recommendations
- b) that it may difficult for backbench members to develop on overview of the IP proposals

- 2.2.2 The Director of Resources already attends the committee in December to outline the IP proposals for the forthcoming financial year i.e. 2017/18. Members could utilise this occasion to address the disadvantages identified at 2.2.1. The session could be structured to provide an overview of the overall budget and identify possible cross cutting areas to take forward for further exploration at the Café in January.

2.3 The advantages of the proposal at 2.1.b) are:

- a) That Members have only one set of papers from which to work.
- b) That the workload of departments is reduced.

2.4 Chief Officers and Finances Officers have been asked for their views. Those who have responded are supportive of the approach outlined at 2.1.b) and 2.2.2 above.

3. Recommendations

3.1 Members are invited to decide if they want to continue the current approach to the IP café; confirm the proposed approach to IP papers; and agree the focus for the December OSC identified at 2.2.2.

4. Financial Implications

4.1 There are no financial implications arising from this report.

Background Information

Minutes of the meeting of the Committee held on 20 April 2016