

Agenda



**AGENDA for a meeting of the OVERVIEW AND SCRUTINY COMMITTEE
in THE ASHBOURNE ROOM, County Hall, Hertford on TUESDAY, 28 MARCH 2017
AT 10.00AM**

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

County Councillors (10)

J Billing, M Cowan, C Clapper, H K Crofton, T W Hone (Chairman), T Hutchings,
A Joynes (Vice-Chairman), D E Lloyd, G McAndrew, D 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 Thursday, 26 January 2017 and Thursday, 2 February 2017 (attached).

Non-Education Matters

None

Issues Including Education

1. SCRUTINY OF THE INTEGRATED PLAN PROPOSALS 2017/18 – 2019/20: FEEDBACK

Report of the Head of Scrutiny

2. SCRUTINY RECOMMENDATIONS: UPDATE

Report of the Head of Scrutiny

3. SCRUTINY WORK PROGRAMME 2017– 2018

Report of the Head of Scrutiny

4. OTHER PART I BUSINESS

Such other Part I Business which, if the Chairman agrees, is of sufficient urgency to warrant consideration

5. 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 <https://cmis.hertfordshire.gov.uk/hertfordshire/Calendarofcouncilmeetings.aspx>. Scrutiny information (including reports on scrutiny investigations) can be found at <http://www.hertsdirect.org/scrutiny>

DATE OF NEXT COMMITTEE MEETING: Wednesday, 21 June 2017 at 10.00 a.m. in the Ashbourne Room, County Hall, Hertford

Minutes



To: All Members of the Overview & Scrutiny Committee, Chief Executive, Chief Officers, All officers named for 'actions'

From: Legal, Democratic & Statutory Services
Ask for: Michelle Diprose
Ext: 25566

OVERVIEW AND SCRUTINY COMMITTEE

THURSDAY, 26 JANUARY 2017 AND THURSDAY, 2 FEBRUARY 2017

ATTENDANCE

MEMBERS OF THE COMMITTEE

J Billing, R H Beeching (Substitute for D E Lloyd), M Cowan (Vice-Chairman), H K Crofton, T W Hone (Chairman), T Hutchings, P V Mason (Substitute for C Clapper), R H Smith (Substitute for G McAndrew)

OTHER MEMBERS IN ATTENDANCE

D Andrews, D A Ashley, J R Barfoot, N Bell, F Button, L A Chesterman, D S Drury, T L F Douris, D Hart, C M Hayward, T C Heritage, R J Henry, D J Hewitt, F R G Hill, T Hunter, S L C Johnston, P F J Knell, P V Mason, S Quilty, I M Reay, L F Reeve, R M Roberts, R Sangster, A Stevenson, R A C Thake, R G Tindall, A S B Walkington, M A Watkin, J D Williams, C White, C Woodward, C B Wyatt-Lowe, W J Wyatt-Lowe

PARENT GOVERNOR / CHURCH REPRESENTATIVES (VOTING)

None

Upon consideration of the agenda for the Overview & Scrutiny Committee meeting on Thursday, 26 January 2017 and Thursday, 2 February 2017 as circulated, copy annexed, conclusions were reached and are recorded below.

Note: No conflicts of interest were declared by any member of the Committee in relation to the matters on which conclusions were reached at this meeting.

PART I ('OPEN') BUSINESS

MINUTES

The Minutes of the Overview & Scrutiny Committee meeting held on 20 December 2016 were confirmed as a correct record and signed by the Chairman.

1(A) INTEGRATED PLAN PROPOSALS 2017/18 – 2019/20 – 26 January 2017

[Officer contact: Natalie Rotherham, Scrutiny Officer Tel: 01992 558485]

- 1.1 The Chairman welcomed all Members and officers present to the Committee's scrutiny of the Integrated Plan proposals for 2017/18 – 2019/20.
- 1.2 Members received an introduction to the scrutiny; a summary by the Scrutiny Officer reminding Members of the format for the Committee's scrutiny; and an oral report from the Director of Resources who provided the Committee with the context within which the integrated plan proposals had been prepared. Members were informed that since the Governments Final Settlement announcement in December 2016, the core funding for 2017/18 had been significantly reduced by a further £34m and although substantial efficiency savings had been identified, a further saving of £41m in 2017/18 rising to £74.9m by 2019/20 was required to meet the budget gap. Members were informed there would also be a potential additional £8.5m to find should Herts Valley Clinical Commissioning Group withdraw funding from the Health & Community Services (HCS) budget. This has been included in the department's base budget.
- 1.3 The Director of Resources outlined the contents of the IPP pack. Members noted that Part F of the pack was a new inclusion, this was for Capital and Investment Management Strategy and Invest to Transform.
- 1.4 The Committee then adjourned to gather its evidence.
- 1.5 At the end of the evidence gathering process the session closed.

1(B) SCRUTINY OF THE INTEGRATED PLAN PROPOSALS 2016/17 – 2019/20: REPORT TO CABINET – 2 February 2017

[Officer contact: Natalie Rotherham, Scrutiny Officer Tel: 01992 558485]

- 1.6 The Committee reconvened on Thursday, 2 February 2017 to consider a draft of its report to Cabinet, prepared by the Scrutiny Officer and the Democratic Services Officer, following the evidence gathering session on 26 January 2017.
- 1.7 As a result of its discussions, a report and suggestions for Cabinet's consideration were agreed, copies of this report can be viewed at [OSC Report 1\(B\)](#)

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- 1.8 Members noted that Cabinet would consider the Committee's report and suggestions at its meeting on 20 February 2017; Cabinet's recommendations on the Integrated Plan proposals would then be presented to the County Council on 21 February 2017, when the Council would agree its Integrated Plan for forthcoming period.

Natalie
Rotherham
/ Michelle
Diprose

Conclusions

- 1.9 The Committee agreed the draft report to Cabinet subject to its comments and suggestions being revised to read:-

Committee Suggestions to Cabinet

That Cabinet gives consideration to the following:-

1. Urgently develop and promote the coordination of planning and Community Infrastructure Levy (CIL) strategies to ensure the future infrastructure funding needs are met across the county and beyond
2. The Committee suggested that the proposal to make £60,000 saving on strategic planning whilst demand for the service was increasing to be reviewed.
3. The Committee cautioned against further reductions in Highways officer support to Members as they served as local champions for residents.
4. The Committee raised concern over the impact of a £160,000 budget gap as a result of the decision made by the Police and Crime Commissioner to remove the Police contribution to Alcohol and Drug treatment for young people within the Probation Service.

Identified Risks - to be passed to the Risk Manager

1. The increasing shortage of home care services as a significant and ongoing concern.
2. The failure of key partners and commissioned suppliers to provide the agreed level of service requiring intervention by Hertfordshire County Council.
3. The budgetary pressure on schools leaving schools unable to support Children's Services e.g. safeguarding.
4. Difficulty in recruiting professional staff, especially planners.
5. The risk of Clinical Commissioning Groups (CCGs) funding ceasing.

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6. Revenue impact of central government's decision to "top slice" business rates and the introduction of small businesses relief.

Information provided to OSC Thursday 2 February 2017

1. How likely is the Recycling & Energy Recovery Facility (RERF) to be granted planning permission?
2. What are the financial and service implications for Hertfordshire County Council should planning permission not be granted (to include the amount that the Authority would be contractually obliged to pay Veolia)?
3. What are the contingency plans if the proposed RERF does not go ahead (including what the cost implications might be)?
4. If access to the new RERF site required upgrading or amending of the highway who would be responsible for this?
5. The likelihood of the Fire and Rescue Service being transferred to the Police and Crime Commissioner and the financial and service implications for the Authority's Community Protection function.
6. How much, both in cash and percentage terms, does Hertfordshire County Council receive from proceeds of crime money as a result of work conducted by Trading Standards?
7. How much money is allocated to the maintenance and improvement of carriageways and footways for the next financial year? This to be broken down to show carriageways and footways separately with capital and revenue for each. Further, what was the amount spent on the maintenance and improvement of carriageways and footways in the past 4 years?
8. To make the most of Hertfordshire County Council property the Committee discussed a review of property assets to create a property company that is 100% owned by the Authority. To effect this Hertfordshire County Council has to have staff with the commercial skills to make robust property deals.

Responses from services areas are attached as Appendix 1 and 2 to the minutes.

Committee Observations

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

Adult Care & Health

1. The Committee expressed its support for the manner in which Hertfordshire County Council's Adult Care & Health team have conducted themselves in relation to the recent proposed withdrawal of funding by Herts Valleys Clinical Commissioning Group.
2. Accessible pathways should be developed for self-funders and personal budget holders to access council services and could provide benefits to all parties.
3. There is a need to develop the range of accommodation for care leavers in county in partnership with districts/boroughs.

Children's Services

4. There is a culture shift towards prevention and utilisation of partnerships e.g. the voluntary sector. There are ambitious targets, yet the Committee believes Children's Services is well placed to achieve these subject to external forces.
5. There have been fluctuations in Unaccompanied Asylum Seeking Children (UASC) numbers over the last 12 months.
6. There are increasing demands on SEN services due to demographic growth pressures.
7. To review the advice and guidance provided to families just below the threshold to access Children's Social Care.
8. Support available from the Authority to schools that are not academies.
9. Potential negative impact of restructuring and reshaping the Music Service.

Community Safety & Waste Management

10. Increasing demographic pressures facing both Community Safety & Waste Management services across the county were recognised and the ways in which these could be addressed.
11. Partnership working and collaboration has brought benefits to both services and should continue in future.
12. The Committee endorsed the Authority's encouragement of recycling across the county via the Herts Waste Partnership.
13. To consider the viability of disposing of business and commercial

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waste as well as household waste to provide an additional income stream.

14. The Chief Fire Officer to attend a future OSC to outline

- the cost and benefits of Rescue Service staff being trained in medical trauma care when responding to ambulance call-outs
- Day-Crewing Plus initiative.

15. The Chief Officer to attend a future OSC to outline the issues arising from fly-tipping. This will follow a report to Community Safety & Waste Management Panel in February 2017.

Enterprise, Education & Skills

16. Increasing public understanding of apprenticeships as a valued alternate to degrees needs to be undertaken. The Authority worked closely with the University of Hertfordshire and is open to working with other organisations. Apprenticeships should be offered to existing members of staff and via the Military Covenant to members of the armed forces.

Environment, Planning & Transport

17. Medium and longer term planning between Hertfordshire County Council and districts/boroughs should be undertaken to ensure that suitable sized sites for school expansion.
18. There were uneven levels of co-operation and a lack of co-ordination between Districts and County in relation to planning issues.
19. A short and medium term vision to encourage bus use is required and will be addressed at the scrutiny looking at services for disabled users.
20. More radical methods should be considered to reduce home to school transport costs by running a bus service, a joint venture or schools assuming responsibility.
21. Clarify the statutory responsibilities of Transport for London (TfL) to provide services outside of Greater London into Hertfordshire. The Committee is concerned that services may not continue or will terminate on the County boundary.

Highways

22. Planning applications must provide more clarity on local planning decisions, including any points raised by Highways with

districts/boroughs.

23. Information to manage customer expectations (i.e. via Horizons) should be clear that the immediate priority was road safety and keeping the highways operable rather than aesthetics.
24. Information on the process of completing paperwork for enacting traffic regulation orders in line with the Highways Locality Budget; including the length of time taken and amount of paperwork is involved to be provided to Monitoring of Recommendations progress report.
25. Highways should maintain cycle paths and footways to a standard to encourage greater use and as an alternative to driving.
26. Highways should explore further the use of volunteers to undertake minor maintenance such as cleaning road signs subject to compliance with Health & Safety legislation.

Public Health, Localism & Libraries

27. The Committee strongly supported the principle of the Locality Budget scheme and the good work it supports within the community. It very much encourages its continuation.
28. Greater partnership between Public Health and the Clinical Commissioning Groups (CCGs) is needed that recognises the contributions and pressures of both to stimulate closer working.
29. There will be opportunities to innovate and an increased need for Public Health to bid for external funding when the ring-fenced budget is removed.
30. Increasing public understanding of apprenticeships as a valued alternate to degrees needs to be undertaken. The Authority works closely with the University of Hertfordshire and is open to working with other organisations. Apprenticeships should be offered to existing members of staff and via the Military Covenant to members of the armed forces.
31. Members were disappointed at the perceived lack of progress of the Hertfordshire Civil Service. The financial and quality benefits of existing shared services between districts and between county and district/s should be highlighted to encourage further back-office sharing of services.

Resources & Performance

32. The Resources & Performance Panel will receive regular reports on

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the income streams from property development by the Authority and its property company (currently in development).

33. Hertfordshire County Council must ensure that qualified staff with expert and/or commercial skills are utilised when negotiating contracts to ensure robust deals are achieved; for instance the forthcoming Highways contracts negotiation.
34. Reserves should be accessed if current income does not support services (Invest to Transform budget)
35. The Invest to Transform fund should be used to improve efficiency and quality of frontline services.
36. The Committee is aware of work towards integration of data, IT systems and expertise to achieve efficiencies. It supports further initiatives to make effective use of IT and new technology internally and to interact with residents and users e.g. bus information.

Proposed future scrutinies

1. To undertake a review of the provision of day services.
2. Hertfordshire Safeguarding Children Board annual scrutiny considers self-esteem amongst teenage girls as its 2017 focus.
3. Review whether the nine Delivering Special Provision Locally Areas are performing consistently across the county.
4. Review of the effectiveness of the Herts Infrastructure and Planning Partnership.
5. Review the Intelligent Transport Solutions project to determine its success or otherwise.
6. To review planning approaches to identify and seek damages from individual drivers and organisations causing a hazard or damage to verges in accordance with the Highways Act 1980.
7. Health Scrutiny Committee (HSC) to undertake a review of the integrated budget of mental health services.
8. HSC scrutiny to ensure that there is consistency of services across the county and that social prescribing is offered by GPs regardless of locality.

Information note

1. Outline the functions and remit of High Impact Gangs. To be received by OSC by 28 March 2017.

2. OTHER PART I BUSINESS

- 2.1 There was no other business.

REPORT TO COUNTY COUNCIL

A summary of item 1 will be reported to the County Council at its meeting on 20 February 2017.

Michelle
Diprose/
Elaine Shell

**KATHRYN PETTITT,
CHIEF LEGAL OFFICER**

CHAIRMAN_____

**CHAIRMAN'S
INITIALS**

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**CHAIRMAN'S
INITIALS**

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REPORT PARA	QUERY	ANSWER AVAILABLE BY 2 FEB?
CHILDREN'S SERVICES		
ENVIRONMENT, PLANNING & TRANSPORT		
1.	How likely is the Recycling & Energy Recovery Facility (RERF) to be granted planning permission?	Managing the planning process for the proposed RERF is the responsibility of the Waste Planning Authority with the decision made by Members of the Development Control Committee; whilst the applicant Veolia (ES) Ltd and the Waste Disposal Authority are hopeful a positive determination will be achieved, it is not possible to predict the outcome of any planning application.
2.	What are the financial and service implications for Hertfordshire County Council (HCC) should planning permission not be granted? This to include the amount that HCC would be contractually obliged to pay Veolia.	<p>The financial and service implications should planning permission not be achieved were set out in Section 9 pages 15 to 19 of the 4th March 2016 Community Safety & Waste Management Panel meeting (link below) that suggests delivery of the RERF would be in the order of £210 million cheaper, over the 30 year operational period, than the average cost of the best known alternative disposal option, at the time the contract variation was signed in July 2016.</p> <p>Community Safety & Waste Management Panel 4 March 2016</p> <p>The same paper also details the costs to the County Council in the event of planning failure (at Section 13 page 25), that is, a figure of c. £1.2m.</p>
3.	What the current contingency plans if the proposed RERF does not go ahead (including what the cost implications might be)?	The alternative service options, as informed by formal market engagement through the OJEU, were set out in the 4 th March 2016 Community Safety & Waste Management Panel meeting (at Section 16 pages 27 to 30 and at

SERVICE RESPONSES

4.	If access to the new RERF site requires the upgrading or amending of the highway who would be responsible?	<p>Appendix 5). The associated cost for the cheapest of those options received was used to test the value for money of the proposed RERF and is as set out in response to the previous question.</p> <p>In the determination of the Planning Application for the ERF at Rattys Lane, should it be considered that in order for this proposal to be acceptable that works to the highway are necessary, then these will be paid for by the developer of the facility and secured either through a Section 106 Agreement with the Planning Authority or a Section 278 Agreement with the Highways Authority.</p>
COMMUNITY PROTECTION & WASTE MANAGEMENT		
5.	What is the likelihood of F&R moving to the PCC?	<p>The PCCs office is currently working with KPMG on an initial business case to identify the benefits and disadvantages of the PPC taking over governance of HFRS; this initial business case is due for completion by the 10th Feb 2017.</p> <p>It is likely that the initial business case will suggest a positive view/position in relation to the change of governance; this will result in a second more detailed business case being developed.</p> <p>Both HCC and HFRS have cooperated fully with KPMG in the preparation of the initial business case. Given the extent to which HFRS is integrated within the service delivery model across the authority, both HCC and HFRS are of the view that the move will have limited, if any, overall benefit, however Members have been clear that if there is any possibility of improved outcomes for the people of Hertfordshire then due consideration of the case is essential.</p>

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<p>What could the financial and service implications for CP (including TS) function be?</p>	<p>Any final decision will be considered by the Home Secretary should a final decision not be agreed locally.</p>
	<p>The financial implications extend beyond the simple consideration of just the revenue and capital budgets dedicated to the management of the FRS. A project team within HCC are currently working on identifying the financial impact/consequences whilst considering property, debt, human resources and back office requirements etc.</p>
	<p>This work is due to be shared with the PCCs office before 10th Feb 2017.</p>
	<p>Existing legislation prevents TS from also moving over to the PCC; however the joint working currently attained within Joint Protective Services (JPS) could still be achieved by following a model similar to that utilised within the CCSU, which is a joint Police/HCC team.</p>
<p>What are the implications of losing the current levels of collaboration?</p>	<p>It is likely that the initial impact on service delivery would be fairly limited in the short term following a move under the PCC; however, the medium and longer term impact on collaboration with other HCC departments could be significant.</p>
	<p>HFRS in partnership with HCC has significant and very positive influence around areas such as social care, health, youth engagement and community safety related objectives with HCC partners.</p>
	<p>It is entirely possible that a change in governance would</p>

SERVICE RESPONSES

		<p>have a negative impact on individuals and the communities of Hertfordshire, even though efforts would certainly be made to continue with existing collaboration.</p> <p>There is a risk that future collaboration would be reliant on 'relationships' rather than firm foundations and factors such as 'who pays' may become a barrier to continued, effective working.</p>
6.	How much, in cash and percentage terms, does HCC receive from proceeds of crime money as a result of work conducted by Trading Standards?	<p>Receipts from POCA depend on a number of variables: a successful prosecution, whether there are any realisable assets, confiscation of those assets through a court process and receipt of those assets through Her Majesty's Court Service. The amount received from proceeds of crime is therefore neither fully predictable nor guaranteed, and varies from year to year.</p> <p>The payments, when received, are paid under the Home Office incentivisation scheme. Recent guidance states that spend is a matter for each agency, but incentive payments should be used to further drive up performance on asset recovery and, where appropriate, to fund local crime fighting priorities for the benefit of the community. Spend is monitored by the Home Office</p> <p>HCC Trading Standards (in general) receives 37% of any assets (monies) recovered – 18.75% from being the financial investigator, and 18.75% from being the Prosecutor.</p> <p>The current accrual is £319,773. With match-funded spend on additional posts to fund crime related priorities (see below), this is reduced to £170, 273. This balance is reserved to manage funding around complex organised</p>

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		<p>crime cases, associated legal fees and financial investigation costs, enabling POCA investigations to continue.</p> <p>POCA has been directed at the Hertfordshire Home Security Service (HHSS, now called Herts Home Safety Service). HHSS provides services to those identified as being vulnerable and/or a repeat victim of crime. Services include security advice and fitting of items such as locks, bolts and fire proof letterboxes; fire safety checks; call blockers to protect vulnerable victims of phone scams; and falls prevention work. POCA monies are currently being used to match fund 2 posts in conjunction with the Office of the PCC: (1) for an HHSS technician to meet additional demand and carry out the aforesaid work (£22,500 p.a. over 3 years) (2) A post to lead a programme of work addressing cybercrime and scams targeting the business community (£27,333 p.a. over 3 years).</p>
7.	How much money is allocated to the maintenance and improvement of carriageways and footways for the next financial year? This to be broken down to show carriageways and footways separately with capital and revenue for each. Further, what was the amount spent on the maintenance and improvement of carriageways and footways in the past 4 years?	Attached as Appendix 2 to the minutes
RESOURCES & PERFORMANCE		
8.	To make the most of HCC property the Committee discussed a review of property assets to create a property company that is 100% owned by the	HCC has acknowledged that whilst Property Services and its Property Managing Agent have successfully sold and procured properties of both low and high values for a great

SERVICE RESPONSES

	<p>Authority. To affect this there is a query as to whether HCC has staff with the commercial skills to make robust property deals.</p>	<p>number of years, additional skills and resources will be required to set up and manage the property company vehicle. The initial stages of the work to define the most appropriate vehicle have been assisted by external consultants, Carter Jonas and 31Ten, both specialists in such work. We are currently reviewing the structure, strengths and current workloads of the Property team with a view to ensuring the appropriate skill are available or recruited within the new financial year.</p>
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Highways Investment 2017/18

How much money is allocated to the maintenance and improvement of carriageways and footways for next financial year?

2017/18			
£'k	Capital	Revenue	Total
Carriageway Maintenance			
Cat 4 Schemes	21370		21370
Cat 1	3430	268	3698
Cat 2	737		737
Total Carriageways	25537	268	25805
Footway Maintenance			
Cat 4 Schemes	2700		2700
Cat 1	1105		1105
Cat 2	2149		2149
Total Footways	5954		5954
Integrated Transport Projects (Improvements)	8165	532	8697

Historical Trends

What was the amount spent on the maintenance and improvement of carriageways and footways in the past 4 years?

Carriageways	2013/14	2014/15	2015/16	2016/17
Cat 4 Schemes	20585	20607	19290	18577
Cat 1 & 2	4793	4066	4082	4156
Total	25378	24673	23372	22733

Footways	2013/14	2014/15	2015/16	2016/17
Cat 4 Schemes	2500	2500	1728	2294
Cat 1 & 2	3458	2820	2826	2500
Total	5958	5320	4554	4794

Integrated Transport Projects (Improvements)	2013/14	2014/15	2015/16	2016/17
	7888	7944	3724	2583

Notes:

1. Budgets are for delivery of works and exclude design costs, overheads and other ancillary costs
2. Figures for 2016/17 and 2017/18 are projections as Cat 1 and Cat are responsive services.

3. The scale of the Integrated Transport Projects programme is very much dependent upon the amount of third party funding available.
4. Excludes Little Hadham Bypass

SCRUTINY OF THE INTEGRATED PLAN 2017/18 – 2019/20: FEEDBACK

Report of the Head of Scrutiny

Authors: Natalie Rotherham, Scrutiny Officer (Tel: 01992 558485)
Michelle Diprose, Democratic Services Officer (Tel: 01992 555566)

1. Purpose of report

- 1.1 To provide the Committee with feedback on its scrutiny of the Integrated Plan (IP) 2017/18 – 2019/20.
- 1.2 To enable the Committee to consider whether to include the proposed scrutinies on its future work programme.

2. Summary

Feedback Forms

- 2.1 Feedback forms were returned following the Committee's scrutiny of the IP 2017/18 – 2019/20. Most of those returning forms stated that they wanted the process of scrutinising the Council's IP to continue in the same format as this year i.e. over 3 days (pre-scrutiny briefing; evidence gathering; and formulation of suggestions to Cabinet).
- 2.2 The feedback, including suggestions for improvement for the scrutiny of the IP 2017/18, can be summarised as follows:-
 - The timetable and timings worked well
 - The process was smooth and embedded.
 - Room allocation worked well (room size may be an issue for groups with larger numbers of officers attending).
 - One set of IP papers was welcomed even slimmer would be beneficial
 - Written guidance for IP Group chairmen welcomed
 - Cross cutting themes were more difficult to identify; however, members were able to focus and a single service and drill into the issues

- A need to re-think reconvened session structure
 - A need to consider the drafting of the report prior to the meeting of the reconvened committee
- 2.3 The Committee is asked to identify which of the points raised in paragraph 2.2 above it wishes officers to take forward for the scrutiny of the IP in 2018/19.
- 2.4 Information Requests
- The High Impact Gangs Information Request has been distributed to all members and is attached to this report as Appendix 1
- 2.5 Proposed Future Scrutinies
- The future scrutinies proposed as a result of the IP scrutiny are attached as Appendix 2 to this report, for the Committee's consideration.
- 3. Recommendations**
1. That the feedback to the Committee's scrutiny of the IP 2017/18 – 2019/20 be noted.
 2. That the suggestions for improvement to the Committee's scrutiny of the IP 2018/19, as detailed in 2.2 above, be agreed. (To be identified by the Committee)
 3. That the scrutinies, proposed as a result of the IP Scrutiny, attached as Appendix 2, be included in the Committee's future work programme. (To be agreed by the Committee)
- 4. Financial Implications**
- 4.1 There are no financial implications arising from this report.

Background Information

- Reports to and minutes of the Overview & Scrutiny Committee meeting 26 January & 2 February 2017

BRIEFING NOTE TITLE: High Impact Gangs

NB - the briefing note should be 2 pages maximum. If longer it will be edited.

OBJECTIVE:

To clarify the work of the High Impact Gangs

BACKGROUND

This was raised at the IP Scrutiny January 2017

QUESTIONS TO BE ADDRESSED:

1. What is the size of the team?
2. What work can they undertake?
3. How do members access the Gangs?

OUTCOME/S:

1. Members have a better understanding of the work of the Gangs
2. The remit is understood
3. How and when to access the Gangs is clear to members.

LEAD OFFICER

Rob Smith, Deputy Director Environment

DATE DUE: 17 March 2017

RESPONSE:

1. What is the size of the team?

The High Impact Gangs and their role have been described within reports to the Highways Cabinet Panel and within the published Highways Service Guide. The Guide can be accessed via this link

<https://hertsc365.sharepoint.com/sites/search/pages/results.aspx?k=highways%20service%20guide>

2. What work can they undertake?

The regular routine maintenance service is supplemented with four 'High Impact' Gangs, which are 2-man teams, using a transit sized vehicle, equipped with a basic set of tools to deliver basic works.

These teams carry out basic maintenance works along rural routes including:

- Vegetation clearance
- Cleansing activities (signs, bollards, street furniture etc.)
- Straightening/re-erection of signage
- Digging out gullies
- Restoring grips

And in the urban areas include:

BRIEFING NOTE TITLE: High Impact Gangs

NB - the briefing note should be 2 pages maximum. If longer it will be edited.

- Cleansing activities (signs, bollards, street furniture etc.)
- Removing fly-posters
- Straightening / re-erection of signage
- Digging out gullies

3. How and when to access the Gangs is clear to members.

These Gangs form part of the Contractor Directed Service and are in addition to, but outside of the member directed HLB services

SCRUTINY OF THE INTEGRATED PLAN PROPOSALS 2017/18 – 2019/20 SCRUTINY PROPOSALS

SCRUTINIES ALREADY ON THE WORK PROGRAMME – New issues raised at the evidence gathering sessions

1. A scrutiny of the Herts Healthy Homes initiative is on the work programme for autumn 2017.
2. The Alternative Financial Model review will be addressed by the Monitoring of Recommendations Topic Group when it receives a progress report on the Herts Waste Partnership scrutiny.
3. The effect of green waste charges introduced by some borough/district councils on the volume of residual waste collected will be addressed by the Monitoring of Recommendations Topic Group when it receives a progress report on the Herts Waste Partnership scrutiny.
4. A scrutiny of the Local Enterprise Partnership (LEP) is on the work programme.
5. A number of Library Service issues will be addressed at the scheduled scrutiny in March 2017:
 - the impact of slower introduction of volunteers
 - alternate funding e.g. direct debit to allow personal donations
 - maximise commercial revenue streams e.g. archive services, family heritage and retail opportunities both online and within libraries.
6. HSC's scrutiny of the Child and Adolescent Mental Health Service on the work programme for autumn 2017 remains a priority.

NEW SCRUTINES IDENTIFIED TO BE CONSIDERED FOR INCLUSION ON THE WORK PROGRAMME

1. To undertake a review of the provision of day services.
2. Hertfordshire Safeguarding Children Board annual scrutiny considers self-esteem amongst teenage girls as its 2017 focus.
3. Review whether the nine Delivering Special Provision Locally Areas are performing consistently across the county.
4. Review of the effectiveness of the Herts Infrastructure and Planning Partnership.

5. Review the Intelligent Transport Solutions project to determine its success or otherwise.
6. To review planning approaches to identify and seek damages from individual drivers and organisations causing a hazard or damage to verges in accordance with the Highways Act 1980.
7. The process to enact traffic regulation orders in line with the Highways Locality Budget will be addressed at the Monitoring of Recommendations Topic Group when it receives a progress report on the Traffic Regulation Order Scrutiny.
8. Health Scrutiny Committee (HSC) to undertake a review of the integrated budget of mental health services.
9. HSC scrutiny to ensure that there is consistency of services across the county and that social prescribing is offered by GPs regardless of locality.

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 Public Health Reduced Budget Topic Group, Annual Crime & Disorder Topic Group on Scamming and the Children Looked After Topic Group are attached as Appendix 1(a), 1(b) and 1(c) to the report.

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

2.2 The Executive Member responses to the Herts Waste Partnership Topic Group, Public Health Reduced Budget Topic Group and the Annual Crime & Disorder Topic Group on Scamming are attached as Appendix 2(a), 2(b) and 2(c) to the report.

Monitoring of Recommendations Topic Group

- 2.3 One further item was due for consideration at the February 2017 meeting. It was decided that this be carried over to the first meeting of the Topic Group after May 2017.
- 2.4 County Council has confirmed that the Monitoring of Recommendations Topic Group will become a sub-committee and will be called 'Impact of Scrutiny Sub Committee'.

3. Recommendations

- 3.1
1. That the scrutiny recommendations, set out in Appendix 1(a), 1(b) and 1(c) to the report, be noted.
 2. That the Executive Member response, set out in Appendix 2(a), 2(b) and 2(c) to the report be noted and that the Monitoring of Recommendations Topic Group be requested to consider action taken on these in due course.

4. Financial Implications

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

Background Information

Reports of the Public Health Reduced Budget Topic Group, Children Looked After Topic Group, Herts Waste Partnership Topic Group and the Annual Crime & Disorder Topic Group

PUBLIC HEALTH REDUCED BUDGET TOPIC GROUP

The Recommendations of the Public Health Reduced Budget Topic Group are:

1. Public Health Executive Member should write a letter to the Department of Health relating to the upcoming review of the mandation of Health Visitors. This letter should include a request to not impose restrictions to local government on how this service and the included checks are provided and by whom. The letter should ask for outcomes to be mandated to particular or numbers of staff.
2. Further consideration should be given by Public Health to explore, with the support of the Children's Services Department, which services are provided by Health Visitors and those that can be administered from Children's Centres by their qualified staff.
 - a. That Public Health should explore where funding reductions can be mitigated through joint HCC and NHS ventures. (Conc. 4.3)
 - b. That a report be compiled of the projects that have had involvement from sporting organisations to be shared with members as well as at the next meeting of Public Health HCC and its district and borough partners.
 - c. District and borough engagement is essential to the success of Public Health work across the county. District and borough Members should be encouraged to engage more fully.
 - d. That Public Health arranges meetings with school leads, such as SENCOs and governors outside of the annual conference, to discuss and agree an overarching health policy and health framework for schools. It is suggested that governor be appointed to champion Health. This should seek to include mental health as well as physical health, and sexual and relationships education.
 - e. That Public Health oversees the compilation of a report from districts and boroughs to be shared with all members which identifies:
 - the Public Health projects that were tried and tested in Year 1
 - the Public Health projects that stopped in Year 2 and the reasons for this
 - the Public Health projects that have continued with any relevant partnerships in place to support these.

The full report can be viewed at [The Public Health Reduced Budget Topic Group](#)

ANNUAL CRIME & DISORDER 2016 TOPIC GROUP - SCAMMING

The Recommendations of the Annual Crime & Disorder 2016 Topic Group on scamming are:

1. Community Protection and partners will raise awareness of scamming among the Hertfordshire population by fully utilising existing networks to deliver scam awareness and preventive messages
2. Community Protection and partners need to create a Scamming Strategy to ensure that a more co-ordinated approach is developed. The Strategy to include raising awareness of scamming activity, preventive measures and support for victims
3. It is imperative that Community Protection and partners develop a single point of access for the reporting of scamming
4. As a matter of urgency it is incumbent on Community Protection and partners to improve data sharing

The full report can be viewed at [Annual Crime & Disorder 2016 Topic Group - Scamming](#)

CHILDREN LOOKED AFTER TOPIC GROUP

The Recommendations of the Children Looked After Topic Group are:

1. The Placement Stability Group (PSG) should start formal comparisons with other local authorities with good practice and discuss how this may be implemented in Hertfordshire, to increase placement stability.
2. A full analysis of support and training for Foster Carers should be undertaken to make sure the offer is effective and increases placement stability. The training needs to be provided on a graded scale based on the needs of the Foster Carer and Young Person.
3. Formal conversations need to take place between the Children Looked After (CLA) team and Fostering and Adoption team about achieving Child and Adolescent Mental Health Services (CAMHS) goals. Specific consideration needs to be given to reducing the targeted number of days for making first contact with the Young Person's social worker. This discussion needs to agree improved partnership working and goals for the benefit of Young People.
4. That a CLA profile is created by the social worker with the young person, generating their enthusiasms, talents and interests including a list of likes, dislikes. This will allow future foster carers to have a far more comprehensive understanding about the young person and their needs, to improve placement stability.
(Conc. 4.4)

The full report can be viewed at [Children Looked After Topic Group](#)

INTEGRATED PLAN 2017/18 – 2019/20

The Committee comments of the Scrutiny of the Integrated Plan 2017/18 – 2019/20 Scrutiny are set out below:

Committee Comments

Committee Suggestions

That Cabinet gives consideration to the following:-

1. Urgently develop and promote the coordination of planning and Community Infrastructure Levy (CIL) strategies to ensure the future infrastructure funding needs are met across the county and beyond.
2. The Committee suggests that the proposal to make a £60,000 saving on strategic planning whilst demand for the service is increasing should be reviewed.
3. The Committee cautions against any further reduction in Highways officer support to members as they serve as local champions for residents.
4. The Committee raised concerns over the impact of a £160,000 budget gap as a result of the decision made by the Police and Crime Commissioner to remove the Police contribution to Alcohol and Drug treatment of young people within the Probation Service.

The full report can be viewed at [Overview & Scrutiny Committee - IPP Draft Report to Cabinet](#)

EXECUTIVE MEMBER RESPONSE	
<p>NAME OF TOPIC GROUP: THE HERTS WAST PARTNERSHIP</p> <p>CHAIRMAN: RICHARD SMITH</p> <p>SCRUTINY OFFICER: NATALIE ROTHERHAM</p> <p>DATE OF SCRUTINY: 4 & 9 NOVEMBER 2016</p> <p>EXECUTIVE MEMBER: RICHARD THAKE</p>	
<p>DATE REPORT PUBLISHED: 23 NOVEMBER 2016</p> <p>DATE RESPONSE DUE: 23 JANUARY 2017</p> <p>DATE RESPONSE RETURNED: 20 JANUARY 2017</p>	
RECOMMENDATIONS:	EXECUTIVE RESPONSE:
<p>2.1 The HWP should aim to increase and strengthen its role and influence to drive forward further progress by focussing on whole system costs as a way of driving up performance and driving down spend. (3.3, 3.4, 3.6, 3.10, 3.22, 4.1, 4.3)</p>	<p>The HWP has worked hard to establish, improve and maintain mechanisms that, within the constraints of the current 2 two tier setup, look to share the costs and benefits of moving waste management practices up the waste hierarchy.</p> <p>The continued operation of the Alternative Financial Model (AFM) is perhaps the best example of the HWP's approach in this regard. However, recent events, including changes to organic waste services, have persuaded me that further work is needed to really test whether in fact the AFM does properly account for whole service costs. I have therefore asked officers to bring forward the next AFM Review (originally scheduled for 2018) as part of the HWP work programme to 2017/18, with an emphasis on ensuring that any future model fully account for waste collection and disposal costs, including residual waste, dry recyclables and organics. An update of the review will be provided to the Monitoring of Recommendations Topic Group.</p>
<p>2.2 The HWP should focus on further reduction of residual waste as the priority and consider how joint working and a more unified approach to waste collection and</p>	<p>The continued and on-going reduction of residual wastes should remain a top priority for all HWP Partner Authorities as a guiding principle which they address as part of all future decisions with</p>

<p>disposal can help achieve this and reduce costs. (3.11, 3.12, 3.14, 4.4)</p>	<p>respect to the waste services they provide.</p> <p>Linked to the exploration of whole service cost thinking, I would encourage the HWP Partner Authorities to analyse and determine which service configurations lead to the maximum capture of both dry recyclates, as well as organic wastes (garden and food wastes), whilst also driving down residual waste levels. Additionally, it would be beneficial to then put in plans to move to such configurations, as and when opportunities present themselves, i.e. when replacing collection fleets and; letting new collection contracts or implementing new services. Early discussion and engagement with the waste disposal authority is essential when making such service changes and I have asked officers to ensure they provide assistance and input when required.</p> <p>Where service changes do improve performance and drive down costs, HCC should also consider what financial support it may be able to provide.</p> <p>I believe it is imperative that the HWP continues to explore how joint working can contribute towards the twin objectives of both improvements in standards and performance as well the need to drive out savings.</p>
<p>2.3 Further consideration should be given by HWP partners to maximising and increasing joint procurement activities and consortium arrangements. The HWP has a role in highlighting examples of authorities entering into combined collection arrangements who have retained autonomy over the standards and scope of the services in their areas. (3.15, 3.17, 3.18, 4.3, 4.6)</p>	<p>The HWP has a long established track record of joint working, with various consortia currently in place for a range of paper grades, textiles, mixed dry recyclables as well as seven different contracts that between them provide outlets for mixed organics as well as separated food and garden wastes.</p> <p>I also note that the draft work programme for 2017/18, currently being considered by the HWP, includes additional consortia work on round optimisation, clinical waste, textiles and vehicle</p>

	<p>procurement.</p> <p>Such work streams together with the gradual alignment of collection methods across the Partnership have helped the Partnership to achieve both national and European targets some 4 years ahead of schedule.</p> <p>However, perhaps more importantly, the HWP's track record is about to be significantly enhanced as result of Hertfordshire's first joint contract for waste, recycling and street cleansing services about to be let by East Herts and North Herts.</p> <p>This 'Hertfordshire first' is projected to deliver savings in region of £700,000 per annum, whilst maintaining and enhancing service standards and performance. The East Herts & North Herts example is indicative of what could be possible as a result of Partner Authorities coming together to jointly procure services.</p> <p>As such, I would urge the remaining Partner Authorities to consider how such an approach might deliver similar benefits for themselves. To this end I would particularly like to highlight the role of East Herts and North Herts Members in helping to deliver such an important project for the Partnership which demonstrates just what is possible if approached in the right way. I would encourage Members to engage with their counterparts in East and North Herts to understand how they successfully addressed a number of the key barriers to joint working including (most notably) the ability to vary service specification with a single contract to best reflect the needs of the individual Authorities.</p>
<p>2.4 Political leadership is essential to the success of the HWP. Further work, development and engagement of senior Members should be considered to encourage district/borough leaders and ward members to adopt a</p>	<p>The HWP has put in place various initiatives and mechanisms, such as the joint municipal waste management strategy and Herts Waste Partnership Agreement to try and improve the way the Partnership works, with some degree of success. However, more</p>

<p>more proactive role in driving forward further improvements to waste collection and disposal. (3.19, 3.22, 3.24, 3.25, 4.3, 4.5)</p>	<p>needs to be done to ensure the principles of the Partnership are maximised.</p> <p>The work of the topic group has been reported to the Hertfordshire's Chiefs Executive Group, will be discussed at a HWP Members Group meeting and I will promote these recommendations for discussion at the Hertfordshire's Leaders group. An update will provided at the Monitoring of Recommendations Topic Group.</p>
<p>Any other comments on the report or this scrutiny?</p>	

EXECUTIVE MEMBER RESPONSE	
<p>NAME OF TOPIC GROUP: PUBLIC HEALTH REDUCED BUDGET</p> <p>CHAIRMAN: RICHARD SMITH</p> <p>SCRUTINY OFFICER: CHARLES LAMBERT</p> <p>DATE OF SCRUTINY: 28 NOVEMBER 2016</p> <p>EXECUTIVE MEMBER: TERESA HERITAGE</p>	
<p>DATE REPORT PUBLISHED: 16 DECEMBER 2016</p> <p>DATE RESPONSE DUE: 16 FEBRUARY 2017</p> <p>DATE RESPONSE RETURNED: 14 MARCH 2017</p>	
<p>Recommendations:</p> <p><i>e.g. To undertake a customer survey in xxxxx (month/year)</i> (Note: All abbreviations used must be set out in full the first time they are used)</p>	<p>Executive Response:</p> <p><i>e.g. To carry out the survey in xxxxxx (month/year)</i> (Note: All abbreviations used must be set out in full the first time they are used)</p>
<p>2.1 Public Health Executive Member should write a letter to the Department of Health relating to the upcoming review of the mandation of Health Visitors. This letter should include a request to not impose restrictions to local government on how this service and the included checks are provided and by whom. The letter should ask for outcomes to be mandated to particular or numbers of staff. (Conc. 4.1)</p>	<p>Officers were instructed to lobby through national meetings with Government and conveyed these views in the briefings. Government has since announced its intention to continue the mandation of the universal 5 health visiting checks which are offered between pregnancy and up to age 2½ years, as set out in Healthy Child Programme (0 to 5). This is in our view a positive result.</p>
<p>2.2 Further consideration should be given by Public Health to explore, with the support of the Children's Services Department, which services are provided by Health Visitors and those that can be administered from Children's Centres by their qualified staff. (Conc. 4.1, 4.2)</p>	<p>A joint working group has been working on this since 2016 overseen by a joint Early Years Board, chaired by the Director of Childrens Services and Director of Public Health. Both services are working closely together to develop an integrated pre-birth to 19 model including health visiting, school nursing and children's centres by October 2018.</p>
<p>2.3 That Public Health should explore where funding reductions can be mitigated through joint HCC and NHS</p>	<p>A working group has been set up to explore this further. The CCGs between them have contributed £80k to the over £1.5m</p>

ventures. (Conc. 4.3)	prevention portfolio in public health for the remainder of 2016-17. This is small contribution but a start. I have asked officers to make clear that prevention work for the sustainability and transformation plan is dependent on NHS contributions both financial and non-financial for its success. An update on commitment 2017/18 will be provided to the Monitoring of Recommendations Topic Group.
2.4 That a report be compiled of the projects that have had involvement from sporting organisations to be shared with members as well as at the next meeting of Public Health HCC and its district and borough partners. (Conc. 4.4)	This already exists in the form of the Lifestyle and Legacy Partnership plan and the physical activity and sport plan, with Public Health and the Sports Partnership leading work to bring money into Hertfordshire. At the time of writing bids are being prepared.
2.5 District and borough engagement is essential to the success of Public Health work across the county. District and borough Members should be encouraged to engage more fully. (Conc. 4.5)	The meetings with district portfolio holders with the Executive Member Public Health, Localism & Libraries will be continued and a joint work plan developed
2.6 That Public Health arranges meetings with school leads, such as SENCOs and governors outside of the annual conference, to discuss and agree an overarching health policy and health framework for schools. It is suggested that governor be appointed to champion Health. This should seek to include mental health as well as physical health, and sexual and relationships education. (Conc. 4.6)	Officers have attempted this and are willing to do this. Public health has established pastoral leads networks across both primary and secondary schools that enable schools to share best practice and access learning and resources. These appear to be working well. School Heads have been engaged in redesigning school nurse services but the take up by schools of more corporate work remains disappointing.
2.7 That Public Health oversees the compilation of a report from districts and boroughs to be shared with all members which identifies: <ul style="list-style-type: none"> the Public Health projects that were tried and tested in Year 1 	This is already underway with the ongoing report on the district-county partnership so we will share with members

<ul style="list-style-type: none"> • the Public Health projects that stopped in Year 2 and the reasons for this • the Public Health projects that have continued with any relevant partnerships in place to support these. 	
Any other comments on the report or this scrutiny?	

EXECUTIVE MEMBER RESPONSE	
<p>NAME OF TOPIC GROUP: Annual Crime & Disorder 2016: Scamming</p> <p>CHAIRMAN: Malcolm Cowan</p> <p>SCRUTINY OFFICER: Natalie Rotherham</p> <p>DATE OF SCRUTINY: 5 & 13 Dec 2016</p> <p>EXECUTIVE MEMBER: Richard Thake</p> <p>DATE REPORT PUBLISHED: 10 Jan 2017</p> <p>DATE RESPONSE DUE: 10 Mar 2017</p> <p>DATE RESPONSE RETURNED: 8 March 2017</p>	
<p>Recommendations:</p> <p><i>e.g. To undertake a customer survey in xxxxx (month/year)</i> (Note: All abbreviations used must be set out in full the first time they are used)</p>	<p>Executive Response:</p> <p><i>e.g. To carry out the survey in xxxxxx (month/year)</i> (Note: All abbreviations used must be set out in full the first time they are used)</p>
<p>2.1 Community Protection and partners will raise awareness of scamming among the Hertfordshire population by fully utilising existing networks to deliver scam awareness and preventive messages (3.2, 3.4, 3.5, 3.6, 3.7, 3.8, 3.9, 3.10, 3.11, 3.19, 4.2, 4.3)</p>	<p>See also response at 2.2</p> <p>Through the development of a Strategy to tackle scams (2.2) Hertfordshire Community Protection Directorate and key partners will build upon and improve existing networks in order that preventative messages reach as wide an audience as possible.</p> <p>Communication and Education will form part of the Strategy. Roll out of Communication and Education element of the Strategy to be delivered during business year 2017/18.</p>
<p>2.2 Community Protection and partners need to create a Scamming Strategy to ensure that a more co-ordinated approach is developed. The Strategy to include raising awareness of scamming activity, preventive measures and support for victims (3.10, 3.13, 3.14, 3.15, 3.16, 3.17, 3.18, 3.22, 4.4)</p>	<p>Working with Partners (including National Scams Hub, the Police and Crime Commissioner, Herts Constabulary, Health and Community Services and Voluntary and Charity sectors) the Community Protection Directorate will oversee the creation of a high level countywide Strategy to tackle scams.</p> <p>The strategy will have key milestones and measurable outcomes for each strand and area of work and identify the lead agencies</p>

	<p>for each work area.</p> <p>Governance and reporting for the Strategy will need to be worked through with partners.</p> <p>Strategy to be consulted upon and published during the business year 2017/18.</p>
<p>2.3 It is imperative that Community Protection and partners develop a single point of access for the reporting of scamming (3.8, 3.2, 3.24, 4.5)</p>	<p>A single point of contact (SPOC) creates improved confidence for consumers and businesses and this ambition will form a significant strand of the Strategy to tackle scams (2.2).</p> <p>Agreement between enforcement agencies for the appropriate single point of access and subsequent communication of this to take place during the business year 2017/18.</p> <p>Community Protection will look into the best single point of contact to promote. It should be noted that national organisations will still promote their own numbers (e.g. Citizens Advice and Action Fraud) which will always be a method of contact for some scam victims.</p>
<p>2.3 As a matter of urgency it is incumbent that Community Protection and partners to improve data sharing (3.25, 3.26, 3.27, 3.28, 3.29, 4.6)</p>	<p>Data sharing forms a key role in the effective tackling of scams and rogues and will form part of the Strategy to tackle scams (2.2).</p> <p>Data sharing protocols to be agreed with key partners and monitored as part of the ongoing performance measurement of the strategy.</p> <p>Improved data sharing to be in place during the first quarter of business year 2017/18</p>
<p>Any other comments on the report or this scrutiny?</p> <p>I welcome the report and recommendations of the Topic Group and commend the Group on their approach and scrutiny of the (complicated) landscape of scams and scamming.</p>	

It will be essential that the recommendations when implemented obtain the buy-in of all partners, and in particular in these current austere times do not add bureaucracy and burdens to partners undertaking work in this area.

Members will be further updated at the Monitoring of Recommendations Topic Group.

HERTFORDSHIRE COUNTY COUNCIL

**OVERVIEW AND SCRUTINY COMMITTEE
TUESDAY, 28 MARCH 2017 AT 10.00AM**

SCRUTINY WORK PROGRAMME 2017 – 2018

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 2017 – 2018.

2. Summary

The Scrutiny Work Programme

- 2.1 A combined work programme for both Health and Overview and Scrutiny Committees, for the period 2017 – 2018, is attached as Appendix 1 to this report.
- 2.2 The Draft scoping document for the Community Protection Topic Group is attached as Appendix 2

Scrutiny Requests

- 2.3 No scrutiny requests have been received since the last meeting.

3. Recommendations

- 3.1
1. That the Scrutiny Work Programme 2017-2018, attached as Appendix 1 to the report, be approved.
 2. That the outline draft scoping document, attached as Appendix 2 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 December 2016.

HERTFORDSHIRE COUNTY COUNCIL JOINT OVERVIEW AND SCRUTINY COMMITTEE AND HEALTH SCRUTINY WORK PROGRAMME 2016- 2017: Updated: 8 March 2017

[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
26 Jan 2017	IPP COMPLETE	HCC budget scrutiny
2 Feb 2017	OSC reconvenes COMPLETE	Finalises the suggestions to cabinet, information requests, scrutinies
28 Mar 2017		Work programme – IP Feedback
21 June 2017		Work programme review New OSC Member Induction

HSC MEETINGS AND THEMES

DATE	THEME	NOTES
15 December 2016	Healthwatch complaints work	COMPLETED
19 January 2017	COMPLETE	Sustainability Transformation Plan Dentistry (including Healthwatch Hertfordshire access feedback) Date for Opticians' scrutiny to be agreed
16 March 2017		Scrutiny of NHS budgets, quality of care and patient experience
30 March 2017		Scrutiny of NHS budgets, quality of care and patient experience
15 June 2017		Sustainability Transformation Plan
19 July 2017		Sustainability Transformation Plan

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
West Herts Hospital Trust	HSC	On going	2017	Charles Lambert	TBC		Seamus Quilty	Anne Joynes (lab) Chris White (lib dem) Roger Beeching (Cons) Fiona Thomson	Colette Wyatt-Lowe (Adult Care & Health)
Children Looked After COMPLETE	OSC	1 day	17 January 2017	Charles Lambert	Theresa Baker	Marion Ingram	Judi Billing	Michael Muir (c) Graham McAndrew (c) Tim Hutchings (c) Mark Watkin (lib dem)	Richard Roberts (Children's Services)
Integrated Plan Proposal 2017-2020 Scrutiny COMPLETE	OSC	2 days	26 Jan & 2 Feb 2017	Natalie Rotherham	Michelle Diprose	Owen Mapley / Claire Cook	Terry Hone	All OSC Members. All other Members except Executive & Deputy Members. Third Parties	Chris Hayward (Resources & Performance)
Disability support for bus users. COMPLETE	OSC	TBC	17 March 2017	Natalie Rotherham	Theresa Baker	Tom Hennessey Matt Lale	Anne Joynes	Sandy Walkington (lib dem)	Terry Douris (Highways)
Library Services Review To examine new changes to library services (to be undertaken one year after their implementation) COMPLETE	OSC	1 day	20 March 2017	Charles Lambert	Elaine Manzi	Andrew Bignell	TBC	Peter Ruffles Judi Billing Steve Drury Michael Muir Ian Reay	Teresa Heritage (Public Health, Localism & Libraries)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
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THE FOLLOWING TOPIC GROUPS WILL BE REVIEWED AT THE OSC MEETING IN JUNE 2017 AND AT HSC MEETING IN JULY 2017

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	TBC	TBC	Simon Newland / 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	11 July 2017	Natalie Rotherham	TBC	Sally Orr / Simon Newland	TBC	TBC	Richard Roberts (Children's Services)
Special Educational Needs – follow up scrutiny to review progress made on the 'journey' implementing the new legislation. To examine disputes with parents over the education of children with SEN, specifically the school they should attend. <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 	OSC	TBC	2017	TBC	TBC	TBC	TBC	TBC	David Williams (Enterprise, Education & Skills)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
<p>child's needs.</p> <ul style="list-style-type: none"> 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>									
Crime & Disorder 2017 Domestic Abuse	OSC	TBC	Autumn 2017	Charles Lambert	TBC	TBC	TBC	TBC	<p>Colette Wyatt-Lowe(Adult Care & Health)</p> <p>Richard Roberts (Children's Services)</p> <p>Richard Thake (Community Safety & Waste Management)</p>
Hertfordshire Safeguarding Adults Board (Annual)	OSC	TBC	Autumn 2017	TBC	TBC	TBC	TBC	TBC	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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To scrutinise Community Protection's preventative work with Public Health, establishing the effects and benefits	OSC	TBC	Autumn 2017		TBC	Steve Holton	TBC	TBC	Richard Thake (Community Safety & Waste Management) Teresa Heritage (Public Health, Localism & Libraries)
To evaluate the effectiveness of the new Council website (18 months after implementation).	OSC	TBC	Autumn 2018	TBC	TBC	TBC	TBC	TBC	Teresa Heritage (Public Health, Localism & Libraries)
Children and Adolescent Mental Health Transformation Board (CAMHS) POSTPONED	HSC	1 day	Autumn 2017	Natalie Rotherham	TBC	Maria Nastri	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health) Richard Roberts (Children's Services) Teresa Heritage (Public Health, Localism & Libraries)
Effectiveness of SERCO contracts	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Chris Hayward (Resources & Performance)
Delayed Transfers Of Care	HSC	1 day	TBC	Charles Lambert	TBC	TBC	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health) Teresa Heritage (Public Health, Localism & Libraries)

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 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)
Care Act	HSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health) Teresa Heritage

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
									(Public Health, Localism & Libraries)

Monitoring Topic Group

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	Next meeting to be held post May 2017 local government elections	Natalie Rotherham	TBC	N/A	Roger Beeching	Mark Mills-Bishop (c) Michael Muir (c) Mark Watkin (lib dem) Lorna Kercher (lab)	All Executive Members

MEMBER SEMINARS

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
Members Information Service	OSC		2017 after election	TBC	Michelle Diprose	TBC	Terry Hone (Chairman of OSC)		Chris Hayward (Resources & Performance)
Corporate Parenting	OSC		2017 after election	TBC	Michelle Diprose	TBC	Terry Hone (Chairman of OSC)		Richard Roberts (Children's Services)

SITE VISITS

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

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

To scrutinise the partnership work of Community Protection Directorate (CPD) with Public Health, Health & Community Services (HCS) and others in delivering an effective preventive agenda

BACKGROUND:

Fire & Rescue currently visit 7 – 8,000 homes annually under the existing programme of Home Fire Safety visits. The new Safe & Well visits looks to broaden the scope of these visits by addressing wider health and social issues such as falls prevention, social isolation and nutrition and dehydration. These visits work under the County philosophy of Making Every Contact Count. Once assessed an individual may be referred through existing pathways including, signposting to smoking cessation programmes, with other issues going through Herts Help. An initial pilot in Hertsmere ended in Sept 2016 and a robust internal evaluation undertaken by Community Protection and Public Health has resulted in the Safe and Well visits being rolled out across the County in 2017.

QUESTIONS TO BE ADDRESSED:

1. How effectively is the partnership between CPD, HCS and Public Health working?
2. How well is this approach addressing the preventive agenda?
3. What have been the benefits to vulnerable people?
4. What opportunity is there to include a wider range of initiatives within the Safe & Well model?
5. What impact has it made on the pressures on health and social care?
6. What quantifiable savings, cashable or non-cashable, can be attributed to Safe and Well?
7. How easily can the approach be adapted to include the involvement of other partners?
8. Does the approach taken allow for a flexible approach going forwards to integrate fully into operational systems?

OUTCOMES:

1. The countywide roll out of the visits has maintained the positive outcomes of the pilot
2. The number of vulnerable residents being referred to specialist interventions increases resulting in a decrease of vulnerable residents requiring hospital admission or further public services.

CONSTRAINTS:

- None identified

WITNESSES i.e. individuals	EVIDENCE i.e. organisations e.g. HCS
Darryl Keen, Deputy Chief Fire Officer	Herts Help
Jim McManus, Director of Public Health	Herts Independent Living (HIL)
Steve Holton, Area Commander	HCS

SCRUTINY REMIT: COMMUNITY PROTECTION

As at 20 Feb 2017

Mike McGregor Community Protection Manager	
Ciceley Scarborough – HCC Public Health Project Manager	
Ruth Harrington HCC Head of Community Wellbeing	

METHOD: 1 day Topic Group

DATE: Sept/Oct 2017

SITE VISIT: Film <https://www.youtube.com/watch?v=YVLS1k6NEKA>

MEMBERSHIP:

SUPPORT:

Scrutiny Officer: Charles Lambert / Natalie Rotherham

Lead Officers: Steve Holton Area Commander Citizen Safety

Democratic Services Officer: tbc

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 ✓