

Agenda



**AGENDA for a meeting of the OVERVIEW AND SCRUTINY COMMITTEE
in THE ASHBOURNE ROOM, County Hall, Hertford on WEDNESDAY, 21 JUNE 2017
AT 10.00AM**

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

County Councillors (10)

D Andrews (Chairman), J Bennett-Lovell (Vice-Chairman), F Button, H K Crofton,
R C Deering, K M Hastrick (Vice-Chairman), D J Hewitt, J S Kaye, N A Quinton, I M Reay

Parent Governor Representatives (4)

J Cameron, A Charlwood

[2 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".

Members are reminded that:

- (1) if they consider that they have a Disclosable Pecuniary Interest in any matter to be considered at the meeting they must declare that interest and must not participate in or vote on that matter unless a dispensation has been granted by the Standards Committee;**

- (2) if they consider that they have a **Declarable Interest** (as defined in paragraph 5.3 of the Code of Conduct for Members) in any matter to be considered at the meeting they must declare the existence and nature of that interest but they can speak and vote on the matter

Non-Education Matters

None

Issues Including Education

1. MINUTES [SC.8]

To confirm the Minutes of the meeting of the Committee held on Tuesday, 28 March 2017 (attached).

2. INDUCTION TO OVERVIEW & SCRUTINY

Report of the Head of Scrutiny

3.. SCRUTINY RECOMMENDATIONS: UPDATE

Report of the Head of Scrutiny

4. JOINT SCRUTINY WORK PROGRAMME REVIEW

Report of the Head of Scrutiny

5. PROPOSED IMPACT OF SCRUTINY (OSC) SUB-COMMITTEE

Report of the Head of Scrutiny

6. ANNUAL SCRUTINY REPORT

Report of the Head of scrutiny

7. OTHER PART I BUSINESS

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

8. 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: Friday, 29 September at 10.00 a.m. in the Ashbourne Room, County Hall, Hertford

**KATHRYN PETTITT
CHIEF LEGAL OFFICER**

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 TUESDAY, 28 MARCH 2017

ATTENDANCE

MEMBERS OF THE COMMITTEE

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

*PARENT GOVERNOR / CHURCH REPRESENTATIVES (VOTING)

None

**denotes members appointed for education scrutiny matters only*

Upon consideration of the agenda for the Overview & Scrutiny Committee meeting on Tuesday, 28 March 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

CHAIRMAN'S ANNOUNCEMENTS

The Chairman thanked all Members of the Overview & Scrutiny Committee for their positive contribution to the work of the Committee for this term of office. He thought the work they had carried had taken scrutiny to another level. He wished all Members well for the future.

The Chairman and the rest of the Committee also thanked Tom Hawkyard, Head of Scrutiny for his contribution, support and advice to them over the years. The Chairman on behalf of the Committee wished him a happy and healthy retirement.

MINUTES

The Minutes of the meeting of the Committee held on Thursday, 26 January 2017 and Thursday, 3 February 2017 were confirmed as a correct record and signed by the Chairman.

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

[Officer contact Natalie Rotherham, Scrutiny Officer (01992 588485)]

1.1 The Committee considered a report providing details of feedback from both Members and officers following the scrutiny of the Integrated Plan (IP) 2017/18 – 2019/20.

1.2 Members noted the feedback as detailed in the report and the consensus was the overall process should remain the same with a few refinements to improve next year’s IP scrutiny. These are summarised below:

1. To revise room allocation for groups with larger numbers of officers attending
2. To rethink the reconvened meeting i.e. allowing an extra day to finalise report and for discussions to take place on cross-cutting themes

Natalie Rotherham/
Michelle Diprose to action

Members also agreed:

- Portfolios with multiple strands would remain as this year, when being scrutinised.

1.3 The Committee suggested options for improvement to the IP scrutiny process, items discussed were as follows:

- Written guidance notes to be distributed earlier to Members
- To remind the Chairmen of the IP groups and Graduate Trainees to leave 5-10 minutes at the end of the group gathering sessions to finalise wording for feedback to the Committee.

Natalie Rotherham/
Michelle Diprose to action

1.4 The Assistant Director, Resources, gave her feedback and agreed that the process had worked well and it would be helpful to know how officers could help make the IP packs slimmer. It was agreed that ‘tablets’ would make the process more interactive and would reduce the paper content used. She suggested the possibility of a slot for members to guide them through the IP pack before the IP scrutiny to OSC and IP group chairmen. It was agreed that the report timescale was tight this year and it was difficult to provide the reconvened OSC with report of sufficient clarity for member debate..

1.5 Members noted the information requests made by the Committee in relation to the High Impact Gangs had been previously circulated to Members and was attached as Appendix 1 to the report.

CHAIRMAN’S INITIALS

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1.6 The Committee agreed that the following additional scrutinies, proposed as a result of the IP scrutiny would be included in the Committee's future work programme:

- (i) To undertake a review of the provision of day services
- (ii) HSAB annual scrutiny considers self-esteem amongst teenage girls as its 2017 focus
- (iii) Review whether the nine Delivering Special Provision Locally Areas are performing consistently across the county
- (iv) Review of the effectiveness of the Herts Infrastructure and Planning Partnership
- (v) Review the Intelligent Transport Solutions project to determine its success or otherwise
- (vi) To review planning approached to identify and seek damages from individual drivers and organisations causing a hazard or damage to verges and footways in accordance with the Highways Act 1980

Natalie
Rotherham/
Michelle
Diprose to
note / action
all

1.7 The Committee agreed to refer the following scrutinies, proposed as a result of the IP Scrutiny to the Health Scrutiny Committee (HSC) to consider adding to its work programme:

- The Health Scrutiny Committee to undertake a review of the Integrated Budget of Mental Health Services
- HSC scrutiny to ensure that there is consistency of services across the county and that social prescribing is offered by GP's regardless of locality

Natalie
Rotherham /
Charles
Lambert/
Michelle
Diprose to
note / action
all

Conclusions

- 1.8
- 1. The Committee noted the feedback from the scrutiny of the IP 2017/18 – 2019/20.
 - 2. The Committee noted and agreed the suggestions for improvement to the Committee's scrutiny of the IP 2017/18 and future years, as detailed in paragraph 1.2 and 1.3 above.
 - 3. The Committee noted the information request made by the Committee as a result of the scrutiny of the IP 2017/18 – 2019/20.
 - 4. The Committee agreed the scrutinies as detailed in paragraph 1.6 above, be added to the Committees future work programme.

Natalie
Rotherham/
Michelle
Diprose to
note / action
all

2. SCRUTINY RECOMMENDATIONS: UPDATE

[Officer contact: Natalie Rotherham, Scrutiny Officer (01992 588485)]

**CHAIRMAN'S
INITIALS**

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- 2.1 The Committee received a report providing the recommendations from the 'Public Health Reduced Budget Topic Group; the Annual Crime & Disorder Topic Group on Scamming; the Children Looked After Topic Group and the Integrated Plan 2017/18 – 2019/20 Scrutiny.
- 2.2 The Committee raised some concerns in relation to the Crime & Disorder Topic Group on Scamming. Members believe that there was more that Partners could be doing to assist in sharing data to stop postal scamming occurring. It was noted that the recommendations and the Executive Member response from the topic group would be presented to the Monitoring of Recommendations Topic Group and any concerns raised at this meeting, would be addressed there. It was also noted that evidence would need to be substantiated before the Monitoring of Recommendations Topic Group signed off the topic group recommendations as complete.
- 2.3 Members noted that the Executive Member responses to the Herts Waste Partnership Topic Group, Pubic Health Reduced Budget Topic Group and the Annual Crime & Disorder Topic Group on Scamming had been received.

Conclusion

- 2.4
1. The Committee noted the recommendations set out in Appendices 1(a), 1(b), 1(c) and 1(d) to the report.
 2. The Committee noted the Executive Member responses to scrutiny recommendations set out in Appendix 2(a), 2(b) and 2(c) to the report, and agreed that the Monitoring of Recommendations Topic Group be requested to consider action taken on these in due course.

Natalie
Rotherham
to note

3. SCRUTINY WORK PROGRAMME 2016 – 2017

[Officer contact: Natalie Rotherham, Scrutiny Officer (01992 588485)]

- 3.1 The Committee considered its work programme 2017 – 2018, attached as Appendix 1 to the report, noting those scrutinies recently concluded and those scheduled for the forthcoming period.
- 3.2 The Committee agreed that the following scrutinies proposed as a result of the IP scrutiny would be added to the work programme:
- (i) To undertake a review of the provision of day services
 - (ii) HSAB annual scrutiny considers self-esteem amongst teenage girls as its 2017 focus
 - (iii) Review whether the nine Delivering Special Provision Locally Areas are performing consistently across the

Natalie
Rotherham
Charles
Lambert/
Michelle
Diprose

**CHAIRMAN'S
INITIALS**

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- county
- (iv) Review of the effectiveness of the Herts Infrastructure and Planning Partnership
- (v) Review the Intelligent Transport Solutions project to determine its success or otherwise
- (vi) To review planning approached to identify and seek damages from individual drivers and organisations causing a hazard or damage to verges and footways in accordance with the Highways Act 1980

to note /
action all

3.3 The Committee received an Addendum to this item of business advising of a decision made by County Council on 21 March 2017 requesting that motions 16A, 16B and 16C were passed to the Overview & Scrutiny Committee for consideration for them to be added to its work programme. The Motions are as follows:

1. *“This Council requests the Highways Cabinet Panel to review the current Highways contracts to ensure they are fit for purpose and to identify changes to improve the performance of the said contractors.” (Motion 16A)*
2. *“This Council requests the Highways Cabinet Panel to review the outcome of the changes to the fault reporting system and responses brought in last year that has elongated the time for repairing faults and to consider what effect these changes have had on service delivery, complaints and performance.” (Motion 16B)*
3. *“Whilst noting that the Enhanced Maintenance Programme brought for the current financial year was to also undertake a one-off clearance of gullies Council notes that many are still outstanding and thus requests that the Highways Cabinet panel undertakes a review of this process that has meant an 18 month cycle of gully cleaning and also to review if this is cost effective or adequate. As part of the review the Highways Cabinet Panel should review the inability of reported faults being shown on the fault reporting system.” (Motion 16C)*

The Committee agreed that the motions as detailed above be included in the work programme and they would be discussed along with the other items already on the work programme and re-prioritised in June when the new Committee was formed.

Natalie
Rotherham /
Charles
Lambert /
Michelle
Diprose to
note / action
all

3.3 The draft scoping document for the Community Protection Topic Group scrutiny, attached as Appendix 2 to the report, was also received. It was agreed that the objective of this scrutiny would be changed to ‘To scrutinise the partnership work of Community Protection Directorate (CPD) with Public Health, Health & Community

Services (HCS) and others in developing a safe and well programme.'

- | | | |
|-----|--|---|
| 3.4 | Following general conversations around scoping future scrutinies, the Committee agreed that the questions needed to be robust to ensure that scoping documents were focused on the key issues affecting the services that were being scrutinised. Members regarded this as imperative to ensuring effective recommendations. | Natalie Rotherham / Charles Lambert / Michelle Diprose to note / action all |
| 3.5 | Members discussed the annual crime & disorder scrutiny. The focus of 2017 will be domestic abuse, as listed on the work programme. David Lloyd, the Police & Crime Commissioner, who sits on the OSC identified domestic abuse as an issue of concern to the police and agreed the police's support for this scrutiny when it takes place. | Natalie Rotherham to action |
| 3.6 | The Committee suggested for the Chairman's Briefing for scrutiny topic groups be renamed to 'Member Briefing' to encourage Members participating to attend the briefing prior to the scrutiny taking place. Also it was agreed that the briefing would take place as early as possible to identify if additional witnesses were required. | Michelle Diprose to / Democratic Services to note |
| 3.7 | The Committee were advised of the member induction pack which was currently being prepared and would be available for the new Committee in June 2017. | |

Conclusions

- | | | |
|-----|---|--|
| 3.8 | <ol style="list-style-type: none">1. The work programme considered at this meeting reflected the decisions made by the Committee at its last meeting.
2. The Committee agreed its work programme, amended as follows:-<ol style="list-style-type: none">(i) That the following scrutinies be added to the work programme:-<ol style="list-style-type: none">a) To undertake a review of the provision of day servicesb) HSAB annual scrutiny considers self-esteem amongst teenage girls as its 2017 focusc) Review whether the nine Delivering Special Provision Locally Areas are performing consistently across the countyd) Review of the effectiveness of the Herts Infrastructure and Planning Partnershipe) Review the Intelligent Transport Solutions project to determine its success or otherwisef) To review planning approached to identify and seek damages from individual drivers and organisations causing a hazard or damage to verges and footways in | Natalie Rotherham Charles Lambert/ Michelle Diprose to note / action all |
|-----|---|--|

CHAIRMAN'S INITIALS

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accordance with the Highways Act 1980

3. No scrutinies were deleted from the work programme
4. A lunchtime seminar on Hertfordshire Safeguarding Adults Board and Hertfordshire Safeguarding Children Board to be added to the work programme and the date was confirmed as Thursday 7 September 2017 in the Council Chamber.
5. The Committee noted the draft scoping document for the Community Protection Topic Group scrutiny, attached as Appendix 2 to the report. The objective of this scrutiny to be changed to 'To scrutinise the partnership work of Community Protection Directorate (CPD) with Public Health, Health & Community Services (HCS) and others in developing a safe and well programme.'

4. OTHER PART I BUSINESS

- 4.1 There was no other business.

REPORT TO COUNTY COUNCIL

A summary of all items will be reported to the County Council at its meeting on 18 July 2017.

Michelle
Diprose

**KATHRYN PETTITT,
CHIEF LEGAL OFFICER**

CHAIRMAN _____

**CHAIRMAN'S
INITIALS**

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**CHAIRMAN'S
INITIALS**

.....

INDUCTION TO OVERVIEW & SCRUTINY

Report of the Head of Scrutiny

Author: Natalie Rotherham, Head of Scrutiny (Tel: 01992 588485)

1. Purpose of report

1.1 To inform members that an induction session will be held.

2. Summary

2.1 The purpose of the induction is to explain what scrutiny is and how it is undertaken at Hertfordshire County Council.

3. Recommendation

3.1 Members are asked to note the report and induction provided.

4. Financial Implications

4.1 There are no financial implications arising from this report.

Background Documents

Member Handbook - to be tabled

Appendix A - Scoping document

Appendix B - Bulletin template

Appendix C - Seminar template

Are attached as separate documents

SCRUTINY REMIT: PORTFOLIO
TOPIC GROUP TITLE

DATE DUE AT OSC / HSC:

COMMITTEE APPROVED: HSC / OSC: date.....

WORK PROGRAMME: Q1; Q2; Q3; Q4 2017

OBJECTIVE: *Outlines the high level purpose of the session*
To test / investigate / assess / analyse / examine

BACKGROUND: *e.g. annual C&D scrutiny; members added to the work programme Sept.2015 after concerns over performance of service*

QUESTIONS TO BE ADDRESSED: *Breaks down the objective into a series of questions to focus on specific issues within the topic. The questions should inform thinking on who is invited to be a witness, witness contribution and the structure of the day. 3 questions maximum*

1.

OUTCOME/S: *Is the overall purpose of the session to enable members to contribute to the effectiveness of services being delivered to Herts citizens*

e.g. That HCC has the information available to make sound long term service planning decisions.

CONSTRAINTS: *What are the topics that are irrelevant to the objective or that do not answer the questions?*

- *e.g. To consider only stated pathways / e.g. will consider only services within the agreed scope*

RISK & MITIGATION AFFECTING THIS SCRUTINY: *i.e. how confident are members that the department/organisation has identified risks, impact to services, the budget proposals and has mitigation in place.*

RISK/S:

MITIGATION: *e.g. what mitigation does the department/organisation have in place if a partner pulls out?*

WITNESSES i.e. individuals	EVIDENCE i.e. organisations e.g. HCS

SCRUTINY REMIT: PORTFOLIO
TOPIC GROUP TITLE

METHOD: 1 or 2 day Topic Group **DATE/S:**

SITE VISIT: **DATE:**

MEMBERSHIP:

- Whole Committee: HSC / OSC
- OSC Non Education: X3 Conservative, X1 Liberal Democrat, X1 Labour
- HSC: political proportionality waived

SUPPORT:

Scrutiny Officer: Charles Lambert / Natalie Rotherham

Lead Officer/s:

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 ✓
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 ✓

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

OBJECTIVE:

For example

To provide members with an overview of the current thinking within the Authority in regard to local government devolution. Please include an outline of is meant by Combined Authorities

CONTEXT

For example

Devolution was discussed by members at OSC. Members are unclear of the implications for HCC and scrutiny.

QUESTIONS TO BE ADDRESSED:

For example

- 1. What is the current DCLG position?*
- 2. What is the current situation in neighbouring authorities?*
- 3. What are the implications for devolution in the Hertfordshire area?*
- 4. What is the appetite among political leaders for further devolution?*

OUTCOME/S:

For example

- 1. Members have a better understanding of devolution*
- 2. Better are better informed within a Hertfordshire context.*

CONSTRAINTS:

The Briefing Note does not include

- 1. Answer specific questions*

LEAD OFFICER

XXXX, Deputy for XXX Services

DATE DUE: 2 WEEKS FROM REQUEST

BULLETIN / CHIEF OFFICER AT OSC TITLE:

**ITEM 2
APPENDIX B**

SEMINAR TITLE:

OBJECTIVE:

For example

To update members on current issues affecting the Authority's relationship with schools.

BACKGROUND

For example

Six local authorities in Hertfordshire have joined forces to set up a Shared Anti-Fraud Service (SAFS). This new service will provide a robust and resilient fraud prevention, detection and investigation service to its partners, working in non-benefit and corporate fraud. This includes areas such as business rates, blue badge, tenancy, housing waiting list, procurement and council tax discount/reduction/exemption fraud.

This new venture brings many benefits to all Hertfordshire's residents e.g. using shared intelligence between partners to target fraudulent activity across the whole county. The service will also be the point of contact for raising fraud concerns across the partnership.

QUESTIONS TO BE ADDRESSED:

For example

- 1. An update on the partnership working between Hertfordshire County Council and Herts for learning (HfL).*
- 2. Current key issues for education in Hertfordshire, including information on the allocation of funding between academies and maintained schools.*
- 3. Information on how Members can actively support schools and academies.*

OUTCOME/S:

For example

Members are better informed regarding recent developments.

CONSTRAINTS:

The seminar will not cover

- 1. Retendering of the HfL contract*

SPEAKERS

<i>Andrew Simmons</i>	<i>Deputy Director for Children's Services, Education</i>
<i>Jan Paine</i>	<i>Managing Director - Herts for Learning</i>

SEMINAR TITLE:

DATE: XX XXXX 2016

VENUE: Council Chamber

TIME: 12.45 - 2pm (including 30 mins for questions)

SUPPORT:

Scrutiny Officer: Charles Lambert / Natalie Rotherham

Lead Officer/s:

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 ✓

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 Disability Support for Bus Users Topic Group and the Inspiring Libraries Strategy Topic Group are attached as Appendix 1(a) and 1(b) to the report.

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

2.2 The Executive Member responses to the Children Looked After, Disability Support for Bus Users and Inspiring Libraries are attached as Appendix 2(a), 2(b) and 2(c) to the report.

Monitoring of Recommendations Topic Group

2.3 The Monitoring of Recommendations Topic Group has not met since the last meeting of the Overview & Scrutiny Committee.

3. Recommendations

- 3.1
1. That the scrutiny recommendations, set out in Appendix 1(a) and 1(b) to the report, be noted.
 2. That the Executive Member response, set out in 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.

4. Financial Implications

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

Background Information

Reports of the [Disability Support for Bus Users Topic Group](#), the [Inspiring Libraries Topic Group](#) and the [Children Looked After Topic Group](#)

DISABILITY SUPPORT FOR BUS USERS TOPIC GROUP

The Recommendations of the Disability Support for Bus Users Topic Group are:

1. That officer's explore opportunities to engage with people with disabilities to inform their work with Intalink and ongoing service development.
2. That officer's ensure that the needs and concerns of disabled bus users are known and regularly discussed at Intalink.
3. That officer's respond positively to the Bus Services Bill consultation to reflect the opportunities within in it to deliver benefits and improvements for all bus passengers in Hertfordshire including disabled passengers.
4. That officer's through the stewardship of the Intalink Partnership raise awareness among disabled residents of the range of products available and how to access them.

The full report can be viewed at [Disability Support for Bus Users Topic Group](#)

INSPIRING LIBRARIES STRATEGY IMPLEMENTATION TOPIC GROUP

The Recommendations of the Inspiring Libraries Strategy Implementation Topic Group are:

1. That once the Library Service is confident of the reliability of the OpenPlus technology it should be rolled out more widely as a method of increasing the number of access hours of all tiers of library.
2. That any future development of Inspiring Libraries recognises the need to provide adequate staffing levels at tier 1 and 2 libraries to support outreach programmes and maintain the quality of the service, as well as being able to provide technical support and training to Community Libraries.
3. Improved promotion of library services, in particular chargeable spaces services and space hire, so that income generation is maximised. With a suggestion of using Members, community partners and volunteers to promote these services to other community groups and particular business groups.
4. Conduct further exploration into the use of volunteers to support services across all tiers, and continue to develop the relationship between volunteer supervised community libraries and the library service to have the flexibility to be more locally responsive.

The full report can be viewed at [Inspiring Libraries Strategy Implementation Topic Group](#)

EXECUTIVE MEMBER RESPONSE	
<p>NAME OF TOPIC GROUP: CHILDREN LOOKED AFTER</p> <p>CHAIRMAN: JUDI BILLING</p> <p>SCRUTINY OFFICER: CHARLES LAMBERT</p> <p>DATE OF SCRUTINY: 17 JANUARY 2017</p> <p>EXECUTIVE MEMBER: RICHARD ROBERTS</p> <p style="text-align: right;">DATE REPORT PUBLISHED: 13 FEBRUARY 2017</p> <p style="text-align: right;">DATE RESPONSE DUE: 13 APRIL 2017</p> <p style="text-align: right;">DATE RESPONSE RETURNED: 10 APRIL 2017</p>	
Recommendations: <i>e.g. To undertake a customer survey in xxxxx (month/year)</i> <i>(Note: All abbreviations used must be set out in full the first time they are used)</i>	Executive Response: <i>e.g. To carry out the survey in xxxxxx (month/year)</i> <i>(Note: All abbreviations used must be set out in full the first time they are used)</i>
<p>2.1 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. (Conc. 4.1)</p>	<p>The recommendation is being taken forward as part of our project planning workshop for the placement stability group on 25 April 2017. We have already taken the opportunity to meet with representatives of the Children’s Commissioner Office (CCO) [22 March 2017] who are undertaking an independent critical review of placement stability in England and using a range of sources of data that is not included in the existing DfE data sets. We have asked the CCO to provide Hertfordshire with a list of other local authorities who are comparable in relation to the specific demographics of our Children Looked After population.</p> <p>In addition we are approaching a number of well performing statistical neighbours to identify good practice models that would be transferable to Hertfordshire. This will be completed during Quarter 1 2017/18.</p>
<p>2.2 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</p>	<p>The analysis of support and training needs undertaken during 2016/17 has informed the learning and development needs for foster carers 2017/18 regarding placement stability. This analysis</p>

<p>be provided on a graded scale based on the needs of the Foster Carer and Young Person. (Conc. 4.2)</p>	<p>includes the more recent outcomes from an audit of foster carers' view of placement stability matters [January 2017]. This includes the comprehensive delivery of the ARC training for all foster carers. During 2017/18 this will be supported by 2 fostering social workers who will be trained to deliver and support the implementation of this model of practice.</p> <p>During 2017/18 the model of placement support for foster carers will include any bespoke learning and development needs that the foster carer requires to meet the needs of the child in their care.</p>
<p>2.3 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. (Conc. 4.3)</p>	<p>The placement stability group membership includes representation from children's services and CAMHS. The objectives set for this work stream now includes the significance of the SDQ scores as an indicator for placement instability and how we might improve our partnership to intervene earlier to prevent a placement move.</p> <p>The CAMHS transformation board leads on the improvement journey regarding the timeliness of CAMHS provision.</p>
<p>2.4 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)</p>	<p>The recommendation is taken forward as part of our project planning for the placement stability group on 25 April 2017, but the plan is for this to be co-produced with the Children in Care Council (CHICC).</p> <p>The placement stability audit [January 2017] identified the key information that foster carers would like to know about the young person in advance of a new placement.</p> <p>In addition we also know from the CHICC the key information that young people feel is important to provide regarding their new placement.</p> <p>The Children's Participation Team will now be joining the PSG to</p>

Item 3
Appendix 2(a)

	help inform the process by which this recommendation will be delivered.
Any other comments on the report or this scrutiny? None	

EXECUTIVE MEMBER RESPONSE	
<p>NAME OF TOPIC GROUP: Disability Support for Bus Users</p> <p>CHAIRMAN: Anne Joynes</p> <p>SCRUTINY OFFICER: Natalie Rotherham</p> <p>DATE OF SCRUTINY: 17 March 2017</p> <p>EXECUTIVE MEMBER: Derrick Ashley</p>	
<p style="text-align: right;">DATE REPORT PUBLISHED: 28 March 2017</p> <p style="text-align: right;">DATE RESPONSE DUE: 29 May 2017</p> <p style="text-align: right;">DATE RESPONSE RETURNED: 1 June 2017</p>	
Recommendations	Executive Response
<p>2.1 That officers explore opportunities to engage with people with disabilities to inform their work with Intalink and ongoing service development. (3.4, 3.7, 3.8, 3.10, 4.5)</p>	<p>The Intalink co-ordinator will be attending the Learning Disability Partnership Board – Transport Working Group where she will update the group on what issues were discussed at the Intalink Steering Group. Going forward there will be a regular agenda item in supporting disabled people on buses and the Transport Working Group will be able to input into that via the Intalink co-ordinator.</p> <p>Officers are exploring ways of engaging with Watford Disability group and other groups that come forward. Any concerns that arise will be taken to the Intalink partnership and discussed with operators.</p>
<p>2.2 That officers ensure that the needs and concerns of disabled bus users are known and regularly discussed at Intalink. (3.11, 3.12, 3.14, 3.16, 4.6)</p>	<p>The Intalink partnership meets quarterly: the next one next is in July and the agenda will discuss the outcomes from the scrutiny on disabled bus users experiences and what can be done to support them.</p> <p>The Disability Support for Bus Users report has been circulated to all bus operators for their information and awareness in advance</p>

	<p>of discussion at the forthcoming Intalink Steering Group meeting.</p> <p>Training material for the Orange Wallet scheme has been sent to bus operators via Intalink. When shared with bus drivers this information will raise awareness of needs of disabled passengers amongst bus drivers.</p> <p>The Intalink Partnership has invested in updated flyers about the Orange Wallet scheme that are sent to every passenger with newly issued or reissued concessionary bus passes for passengers with disabilities.</p>
<p>2.3 That officers respond positively to the Bus Services Bill consultation to reflect the opportunities within in it to deliver benefits and improvements for all bus passengers in Hertfordshire including disabled passengers. (3.17, 3.20, 3.21, 3.24, 4.7)</p>	<p>The Bus Service Act 2017 was given royal assent at the end of April. Officers will be reviewing what opportunities the Bus Service Act can offer Hertfordshire along with details contained in the secondary guidance which is still to be published over the coming months and post the general election. Discussions on the implications of the Act will commence with operators at the Intalink AGM in July and will carry on throughout the year.</p> <p>Officers will be reviewing all elements of the Act and will be asking members via the Environment, Planning and Transport Panel to recommend to Cabinet options that to be taken forward in the best interests of all bus users in Hertfordshire. Disability groups will be part of those discussions in developing options including discussions at the Co-Production Board before being put to Panel</p>
<p>2.4 That officers through the stewardship of the Intalink Partnership raise awareness among disabled residents of the range of products available to them and how to access. (3.23, 4.8)</p>	<p>As stated in 2.2 above officers are committed to raising issues and concerns with operators directly and collectively in the Intalink Quality Partnership. Officers will work with bus operators to simplify the range of products and improve the marketing and information for disabled people.</p> <p>The Deputy Head of Service (Community Wellbeing Team) Health & Community Services will be attending the next Intalink</p>

	<p>Steering Group to raise awareness of the Orange Wallet to operators to seek their support for training drivers to recognise and improve the on-board experiences of disabled customer.</p> <p>Orange Wallet leaflets have been redesigned and are now being distributed as and when someone with a disability applies and is accepted for a disabled bus pass. We are currently in the process of renewing disabled passes so this scrutiny has come at an ideal time to revamp the Orange Wallet scheme.</p> <p>The Intalink website has also been updated and now allows users to click on a link to the Orange Wallet pages and apply for a wallet.</p>
<p>Any other comments on the report or this scrutiny?</p> <p>This has been a timely opportunity to review our relations with disabled users and how we can most effectively represent their views and needs in discussions with operators. <i>Derrick Ashley, Cabinet Member Environment, Planning & Transport</i></p>	

EXECUTIVE MEMBER RESPONSE

NAME OF TOPIC GROUP: INSPIRING LIBRARIES STRATEGY IMPLEMENTATION

CHAIRMAN: IAN REAY

DATE REPORT PUBLISHED: 06 APRIL 2017

SCRUTINY OFFICER: CHARLES LAMBERT

DATE RESPONSE DUE: 06 JUNE 2017

DATE OF SCRUTINY: 20 MARCH 2017

DATE RESPONSE RETURNED: 06 JUNE 2017

EXECUTIVE MEMBER: TERRY DOURIS

Recommendations:

*e.g. To undertake a customer survey in xxxxx (month/year)
(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 xxxxxx (month/year)
(Note: All abbreviations used must be set out in full the first time they are used)*

2.1 That once the Library Service is confident of the reliability of the OpenPlus technology it should be rolled out more widely as a method of increasing the number of access hours of all tiers of library. (3.5, 4.1)

Open+ technology enables self-service access to Libraries outside staffed hours. It is relatively easy to install in new-build libraries, but may be more expensive to retro-fit into existing buildings.

Officers will evaluate the current pilot at Croxley Green Library and provide a report and recommendations to the Executive Member in July 2017 with a view to extending the use of Open+ technology to the new library at Berkhamsted.

Once the service is confident of the reliability of the system, plans will be drawn up for the extension of Open+ to other libraries and presented as part of proposals for the next phase of the Inspiring Libraries strategy in November 2017.

2.2. That any future development of Inspiring Libraries recognises the need to provide adequate staffing levels at tier 1 and 2 libraries to support outreach programmes

The Inspiring Libraries strategy will be refreshed during 2017 and proposals for the future development of the strategy will be presented in November 2017 to ensure that Hertfordshire Libraries continue to provide the best possible quality of

<p>and maintain the quality of the service, as well as being able to provide technical support and training to Community Libraries. (Conc. 4.2)</p>	<p>services within available resources.</p> <p>Staffing levels at tier 1 and 2 libraries, and the level of regular staff support required at Community Libraries will be reviewed as part of this process.</p>
<p>2.3 Improved promotion of library services, in particular chargeable spaces services and space hire, so that income generation is maximised. With a suggestion of using Members, community partners and volunteers to promote these services to other community groups and particular business groups. (3.8, 4.3)</p>	<p>Officers in Libraries and Heritage Services and Corporate Communications will work together to plan a campaign for the dynamic and proactive promotion of library room hire and other chargeable services in September/October 2017. This will include</p> <ul style="list-style-type: none"> • Improved promotion through Horizons and the Libraries e-newsletter and via a range of social media. • Creating a package of information on library spaces available for hire for Members, community partners and volunteer groups to use in local networks. • Local Library Managers promoting the availability of library space for hire to local businesses through Chambers of Commerce and local business networks (Business Improvement Districts etc.).
<p>2.4 Conduct further exploration into the use of volunteers to support services across all tiers, and continue to develop the relationship between volunteer supervised community libraries and the library service to have the flexibility to be more locally responsive. (Conc. 4.4)</p>	<p>I welcome and applaud the enthusiasm and dedication of our volunteers and officers will undertake further exploration of the use of volunteers to support services across all tiers of library, and specific proposals will be brought forward in November 2017 as part of the next phase of the Inspiring Libraries strategy.</p> <p>The Community Libraries are managed as a partnership between the library service and local volunteer groups, and</p>

	<p>this relationship will continue to develop after the initial transition to Community Library status. Area Librarians already hold regular (generally monthly) meetings with the volunteer steering groups at Chorleywood and Redbourn Community Libraries to address issues and ensure continued local responsiveness, and this practice will be extended as each new Community Library is established.</p>
<p>Any other comments on the report or this scrutiny?</p> <p>The initial implementation plan for the Inspiring Libraries Strategy, agreed in March 2015, covered a three year period, of which 2017/18 is the final year. During the course of 2017, it will be necessary to refresh the strategy and bring forward proposals for the next phase of implementation from 2018 to 2021. The conclusions and recommendations of the Scrutiny Topic Group will feed directly into the development of these proposals, which are scheduled to be presented to the County Council in November 2017.</p>	

JOINT SCRUTINY WORK PROGRAMME REVIEW

Report of the Head of Scrutiny

Author: Natalie Rotherham, Head of Scrutiny (01992 588485)

1. PURPOSE OF REPORT

- 1.1 To enable the Committee to agree a balanced future work programme.

2. SUMMARY

- 2.1 At the OSC meeting held 10 November 2016 the committee agreed that the new Committee should consider “the work programme, attached as Appendix 1, to ensure it still reflected the Committee’s focus.” It was noted that the annual scrutinies would remain on the work programme e.g. the IP Budget Scrutiny, Crime and Disorder, Hertfordshire Safeguarding Adults Board (HSAB) and Hertfordshire Safeguarding Children Board (HSCB) topic groups.

- 2.2 To assist members in setting the future work programme the scrutiny officer was tasked with meeting the chief officers to discuss outstanding items on the work programme, suggestions arising from the Integrated Plan (IP) scrutiny and for the chief officers to identify forthcoming issues affecting the department.

- 2.3. The report covers

- Outstanding items remaining on the previous work programme
- Scrutinies suggested at the IP scrutiny
- Topics identified by chief officers
- The motions referred by full Council (21 March 2017) for OSC to consider
- Suggestions for lunchtime seminars
- Member Bulletins (a short information paper for members)
- Chief officer to attend OSC to address specific issues

3. RECOMMENDATIONS

That the Committee agrees

- 3.1 a balanced future work programme
- 3.2 that items added prior to May 2015 are removed
- 3.3 to remove issues to be addressed by a Cabinet Panel

- 3.4 to remove items that can be addressed effectively by a bulletin
- 3.5 items for lunchtime seminars
- 3.6 the chief officer themes at 11 of this report.
- 3.7 to identify scrutinies to be added to the work programme
- 3.8 to identify the scrutinies for HSC to consider adding to its work programme

4. BACKGROUND –

- 4.1 The Head of Scrutiny met with the Hertfordshire County Council's directors to review the departmental items remaining on the joint OSC & HSC work programme.

5. OUTSTANDING ITEMS REMAINING FROM THE PREVIOUS WORK PROGRAMME

The Committee is invited to consider whether it wishes to retain or delete the following outstanding items that remain on the work programme.

- 5.1 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.
Added to the work programme **October 2014**
- 5.2 Children's Centres: "To investigate the effectiveness of 0 – 5 early years services in supporting vulnerable families and narrowing the wellbeing and attainment gaps"
Scrutiny scheduled for **11 July 2017**
- 5.3 Special Educational Needs – follow up scrutiny to review progress made on the 'journey' implementing the new legislation.
Added to the work programme **October 2014**.
- 5.4 Crime & Disorder Annual Scrutiny: 2017: Domestic Abuse
Scrutiny currently scheduled for **autumn 2017**
- 5.5 Hertfordshire Safeguarding Adults Board Annual Scrutiny: how partners work together on shared agendas e.g. domestic abuse, hospital safeguarding, SARs
Scrutiny currently scheduled for **autumn 2017**
- 5.6 Hertfordshire Safeguarding Children's Board Annual Scrutiny
Scrutiny currently scheduled for **autumn 2017**.
- 5.7 To scrutinise Community Protection's preventative work with Public Health, establishing the effects and benefits
Scrutiny currently scheduled for autumn 2017
- 5.8 To evaluate the effectiveness of the new Council website (18 months after implementation).

Added to the work programme **April 2015**

- 5.9 Children and Adolescent Mental Health Transformation Board (CAMHS)
Scrutiny currently scheduled for **autumn 2017**
This is to be commissioned by HSC
- 5.10 Effectiveness of SERCO contracts
On the work programme from **March 2014**
- 5.11 Delayed Transfers of Care (HSC)
Scrutiny currently scheduled for **2017/18**
This is to be commissioned by HSC
- 5.12 Secondary and primary school place planning
Added to the work programme **February 2015**
- 5.14 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.
Added to the work programme **June 2016**
Suggest that OSC request a Bulletin to outline issues.
- 5.15 Review of the implementation of the Care Act via one of the following themes carers, advocacy or prevention
Added to the work programme **June 2016**

6. SCRUTINIES SUGGESTED AT THE IP SCRUTINY

The Committee is invited to consider whether it wishes to add the following items identified during the IP scrutiny to its work programme.

- 6.1 To undertake a review of the provision of day services
- 6.2 To review whether the nine Delivering Special Provision Locally Areas (DSPLA) are performing consistently across the county.
- 6.3 To review of the effectiveness of the Herts Infrastructure and Planning Partnership (HIPP). Widen to include Community Infrastructure Levy (CIL):
To establish how well the two tiers of planning authorities work together specifically regarding HIPP and CIL.
- 6.4 To review the Intelligent Transport Solutions (ITS) project to determine its success or otherwise.
- 6.5 "To review how well HCC and districts work together to address the issue of damage from individual drivers and organisations causing a hazard, or damage to verges and footways in accordance with the Highways Act 1980"
Paper due at panel. **Scrutiny to follow during 2018/19**

7. **The motions referred by full Council 21 March 2017 to be referred to OSC, for consideration.**

The Committee is invited to consider whether it wishes to add the following items referred by full Council to its work programme.

Council minutes (21 March 2017) *“In accordance with Standing Order 9(8), the Chairman advised Council that the motion stood referred to the Overview and Scrutiny Committee for consideration.”*

7.1 *“This Council requests the Highways Cabinet Panel to review the current Highways contracts to ensure they are fit for purpose and to identify changes to improve the performance of the said contractors.”* Motion 16A

7.2 *“This Council requests the Highways Cabinet Panel to review the outcome of the changes to the fault reporting system and responses brought in last year that has elongated the time for repairing faults and to consider what effect these changes have had on service delivery, complaints and performance.”* Motion 16B

7.3 *“Whilst noting that the Enhanced Maintenance Programme brought for the current financial year was to also undertake a one-off clearance of gullies Council notes that many are still outstanding and thus requests that the Highways Cabinet panel undertakes a review of this process that has meant an 18 month cycle of gully cleaning and also to review if this is cost effective or adequate. As part of the review the Highways Cabinet Panel should review the inability of reported faults being shown on the fault reporting system.”* Motion 16C

8. **TOPICS IDENTIFIED BY CHIEF OFFICERS**

The Committee is invited to consider whether it wishes to add the following items identified by chief officers to its work programme.

8.1 Attainment Gap & Disadvantaged Pupils: Children’s Services

8.2 Sustainability & Transformation Plan (STP) to focus on the Prevention strand.
Scrutiny late 2017.

8.3 A review of commissioning and joint commissioning by Children’s Services and Health & Community Services to assess how effectively the commissioning teams assess needs, demography and plan for future services.

8.4 Potential move of F&R to the PCC. “To consider the impact on HCC and Hertfordshire of the move by Fire & Rescue to the Police & Crime Commissioner (PCC) considering budget implications, service delivery and partnership working”
Scrutiny Jan 2018 following Panel

8.5 HCS workforce strategy (carer workers etc.)

8.6 Adult mental health – how well performing and value for money are adult social care mental health services in Hertfordshire.

- 8.7 Local Enterprise Partnership (LEP): an analysis of the wider economic environment that LEP and other agencies (including HCC) are working in. To be preceded by a lunchtime seminar for members outlining the work of the LEP
Scrutiny May 2018
- 8.8 The director of HCS has asked OSC to consider a pre Care Quality Commission (CQC) inspection review of HCS performance

9 BULLETINS

The Committee is invited to consider whether it wishes the proposed bulletins outlined here to be commissioned.

- 9.1 The Hertfordshire Care Quality Standard – expectations on quality
- 9.2 Information and advice provision for social care self-funders in Hertfordshire, including in hospitals

10 LUNCHTIME SEMINARS

The Committee is invited to consider whether it wishes the proposed lunchtime seminars outlined here to go ahead.

- 10.1 An overview of the two safeguarding boards to clarify members responsibilities and the role and purpose of the annual scrutiny
7 September 2017
- 10.2 Outlining the work of the LEP
Late autumn 2017
- 10.3 An outline of social services to cover assessments, eligibility criteria, charging, services and reviews (HCS)
- 10.4 Social services' interface with the NHS and options for integration

11 CHIEF OFFICERS ATTENDING OSC

At its meeting on 10 November 2016 the Committee agreed to the introduction of provision for a chief officer to attend a meeting to address a specific issue or questions decided, in advance, by the committee. The Committee is invited to consider whether it wishes to invite chief officers to attend a future committee as outlined here.

- 11.1 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.
- September 2017**
- 11.2 The Deputy Director Environment to attend a future OSC to outline the issues arising from fly-tipping.

12. FINANCIAL IMPLICATIONS

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

Background Information

OSC Minutes 10 November 2016
IP Minutes 26 January & 2 February 2017
Full Council Minutes 21 March 2017
OSC Minutes 28 March 2017

HERTFORDSHIRE COUNTY COUNCIL JOINT OVERVIEW AND SCRUTINY COMMITTEE AND HEALTH SCRUTINY WORK PROGRAMME 2017- 2018: Updated: 5 June 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
28 Mar 2017	COMPLETE	Work programme – IP Feedback
21 June 2017		Work programme review New OSC Member Induction

HSC MEETINGS AND THEMES

DATE	THEME	NOTES
16 March 2017	COMPLETE	Scrutiny of NHS budgets, quality of care and patient experience
30 March 2017	COMPLETE	Scrutiny of NHS budgets, quality of care and patient experience
15 June 2017		Work programme review New HSC Member Induction Review of Responses from HSC Annual Scrutiny Scrutiny Annual Report 2016/17
19 July 2017		Work programme review

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		TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health)

THE FOLLOWING TOPIC GROUPS WILL BE REVIEWED AT THE OSC MEETING IN JUNE 2017 AND AT HSC MEETING IN JUNE 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	TBC	TBC	Terry Douris (Education, Libraries & Localism)
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	1 DAY	11 July 2017	Natalie Rotherham	Michelle Diprose	Sally Orr / Simon Newland	TBC	TBC	Teresa Heritage (Children’s Services)
Special Educational Needs – follow up scrutiny to review progress made on the ‘journey’ implementing the new legislation.	OSC	TBC	2017	TBC	TBC	TBC	TBC	TBC	Terry Douris (Education, Libraries & Localism)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
<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>									
Crime & Disorder 2017 Domestic Abuse	OSC	TBC	Autumn 2017	Charles Lambert	TBC	TBC	TBC	TBC	<p>Colette Wyatt-Lowe(Adult Care & Health)</p> <p>Teresa Heritage (Children's Services)</p> <p>Terry Hone (Community Safety & Waste</p>

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
									Management)
Hertfordshire Safeguarding Children's Board (Annual) HSCB annual scrutiny considers self-esteem amongst teenage girls as its 2017 focus	OSC	1 Day	9 October 2017	TBC	Theresa Baker	TBC	TBC	TBC	Teresa Heritage (Children's Services)
Hertfordshire Safeguarding Adults Board (Annual)	OSC	1 Day	12 October 2017	TBC	Elaine Manzi	TBC	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health)
To scrutinise Community Protection's preventative work with Public Health, establishing the effects and benefits	OSC	TBC	Autumn 2017		TBC	Steve Holton	TBC	TBC	Terry Hone (Community Safety & Waste Management) Richard Roberts (Public Health, Prevention & Performance)
To evaluate the effectiveness of the new Council website (18 months after implementation).	OSC	TBC	Autumn 2018	TBC	TBC	TBC	TBC	TBC	Richard Roberts (Public Health, Prevention & Performance)
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) Teresa Heritage (Children's Services) Richard Roberts (Public Health,

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
									Prevention & Performance)
Effectiveness of SERCO contracts	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	David Williams (Resources, Property & Economy)
Delayed Transfers Of Care	HSC	1 day	TBC	Charles Lambert	TBC	TBC	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health) Richard Roberts (Public Health, Prevention & Performance)
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	Terry Douris (Education, Libraries & Localism)
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	Terry Douris (Education, Libraries & Localism)

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
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	Terry Hone (Community Safety & Waste Management)
Care Act	HSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Colette Wyatt-Lowe (Adult Care & Health) Richard Roberts (Public Health, Prevention & Performance)
To undertake a review of the provision of day services	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
To Review whether the nine Delivering Special Provision Locally Areas are performing consistently across the county	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
To Review of the effectiveness of the Herts Infrastructure and Planning Partnership	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
To Review the Intelligent Transport Solutions project to determine its success or otherwise	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
To review planning approached to identify and	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
seek damages from individual drivers and organisations causing a hazard or damage to verges and footways in accordance with the Highways Act 1980									
This Council requests the Highways Cabinet Panel to review the current Highways contracts to ensure they are fit for purpose and to identify changes to improve the performance of the said contractors. (Motion 16A)	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
This Council requests the Highways Cabinet Panel to review the outcome of the changes to the fault reporting system and responses brought in last year that has elongated the time for repairing faults and to consider what effect these changes have had on service delivery, complaints and performance.” (Motion 16B)	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC
Whilst noting that the Enhanced Maintenance Programme brought for the current financial year was to also undertake a one-off clearance of gullies Council notes that many are still outstanding and thus requests	OSC	TBC	TBC	TBC	TBC	TBC	TBC	TBC	TBC

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member- Ship	Executive Member
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that he Highways Cabinet panel undertakes a review of this process that has meant an 18 month cycle of gully cleaning and also to review if this is cost effective or adequate. As part of the review the Highways Cabinet Panel should review the inability of reported faults being shown on the fault reporting system.” (Motion 16C)									
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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	TBC	TBC	All Executive Members

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

Topic	HSC/ OSC	Type	Date(s)	Scrutiny Lead Officer	DSO Support	Service Lead Officer	Chairman	Member-Ship	Executive Member
Hertfordshire Safeguarding Children Board / Hertfordshire Safeguarding Adult Board	OSC	Lunch-time Seminar	7/9/2017	Natalie Rotherham	Michelle Diprose	TBC	TBC	N/A	Colette Wyatt-Lowe (Adult Care & Health) Teresa Heritage (Children's Services)
Members Information Service	OSC	Lunch-time Seminar	2017 after election	TBC	Michelle Diprose	TBC	TBC	N/A	Chris Hayward (Resources & Performance)
Corporate Parenting	OSC	Lunch-time Seminar	2017 after election	TBC	Michelle Diprose	TBC	TBC	N/A	Teresa Heritage (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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OSC BRIEFING PAPERS

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

**OVERVIEW AND SCRUTINY
WEDNESDAY, 21 JUNE 2017 AT 10.00AM**

**PROPOSED ESTABLISHMENT OF OVERVIEW AND SCRUTINY AND HEALTH
AND SCRUTINY COMMITTEES - 'IMPACT OF SCRUTINY' SUB-COMMITTEES**

Report of the Head of Scrutiny

Author: Natalie Rotherham, Head of Scrutiny (Tel: 01992 588485)

1. Purpose of report

- 1.1 To enable Members to consider a proposal to establish sub-committees of Overview and Scrutiny Committee and Health Scrutiny Committee to replace the current Monitoring of Recommendations Topic Group.
- 1.2 To enable Members to consider proposals setting out how the Sub-Committees will undertake their work.

2. Summary

- 2.1 Up until now the Monitoring of Recommendations Topic Group has reviewed action taken by officers to implement topic group recommendations and 'signed them off' as completed once Members were content appropriate action had been taken. This work was conducted on behalf of both the Overview & Scrutiny Committee (OSC) and the Health Scrutiny Committee (HSC).
- 2.2 At their meeting on 10 November 2016 Members of the OSC debated the status of the Monitoring of Recommendations Topic Group and its title. The Committee considered that the title did not reflect the importance of its role or work and requested that officers raise these concerns with the Chief Legal Officer and the Group Leaders. As a result of those discussions it was proposed that, following the local government elections in May 2017, the Monitoring of Recommendations Topic Group be re-constituted as a sub-committee of each of the scrutiny committees and to be entitled the Impact of Scrutiny (OSC) Sub-Committee and the Impact of Scrutiny (HSC) Sub-Committee.
- 2.3 Subject to both scrutiny committees' support for the proposals in this report, County Council will be informed and consequential amendments to the Constitution will be made.

3. Recommendation

3.1 For OSC

That the Overview and Scrutiny Committee supports the establishment of a sub-committee entitled the 'Impact of Scrutiny (OSC) Sub-Committee' as set out in the report.

For HSC

That the Health Scrutiny Committee supports the establishment of a sub-committee entitled the 'Impact of Scrutiny (HSC) Sub-Committee' as set out in the report

4. Background

- 4.1 Following discussions at OSC on 10 November 2016 and subsequent discussions with Group Leaders it is proposed that Monitoring of Recommendations Topic Group is disbanded and that each of OSC and HSC set up a sub-committee each comprising the same 5 Members drawn from both scrutiny committees. The term of office for membership will be agreed annually as per committee appointments. Standing orders for business as set out in Annex 11 of the Council's Constitution. The terms of reference for each sub-committee are the monitoring of the implementation and the impact of recommendations arising from scrutinies undertaken by their parent committee or topic groups set up by their parent committee. It is intended that one sub-committee will meet on the rising of the other
- 4.2 It is further proposed that the Sub-Committees meet quarterly, sufficient business permitting.
- 4.3 It is anticipated that the lead officer for a scrutiny will be accompanied by the relevant Executive Member when a department's recommendations are under consideration by ISSC. As has been the practice with the existing Monitoring of Recommendations Topic Group, these recommendations will be reviewed for the first time six months after the scrutiny has taken place and it will remain the expectation that all recommendations will be signed off on the first occasion of appearing before Members. It is proposed that a RAG rating be introduced: green indicating that it is the first meeting at which the recommendations will be considered; amber, the second meeting; and red the third meeting. If rated red, ISSC may decide whether to recommend to OSC or HSC (as appropriate) that the original scrutiny issue be added to the work programme as a matter of urgency.
- 4.4 The Sub-Committees will report to the relevant parent scrutiny committee outlining the decisions made by it in respect of recommendations considered at its most recent meeting. This will appear under the work programme item on the Committees' agenda and the Sub-Committee Chairman will attend both scrutiny committee meetings to present the report and to answer any queries committee Members may have.

4.5 To reflect the proposed re-constituting of this important Member body procedures have been strengthened and revised paperwork developed. The proposed paperwork for the ISSC is attached as Appendices A, B and C to this report

5. Financial Implications

5.1 There are no financial implications arising from the proposals in this report.

Background Information

[Minutes of the Overview & Scrutiny Committee 10 November 2016](#)

Appendices

- A *ISSC cover report template*
- B *ISSC report template exemplar*
- C *ISSC report to OSC/HSC template*

**HERTFORDSHIRE COUNTY COUNCIL
IMPACT OF SCRUTINY SUB COMMITTEE**

DAY, DATE, MONTH, YEAR AND TIME

Agenda Item No
X

Report of the Lead Officer

Author: Name, Title (Telephone number)

1. PROGRESS REPORT

1.1 To provide members of the ISSC with progress on the implementation of recommendations

1.2	NAME OF SCRUTINY:
1.3	SCRUTINY CHAIRMAN:
1.4	SCRUTINY OFFICER:
1.5	EXECUTIVE:
1.6	LEAD OFFICER:
1.7	DATE REPORT PUBLISHED:
1.8	DATE EXECUTIVE RESPONSE DUE:
1.9	DATE EXECUTIVE RESPONSE RETURNED:

2. Financial Implications

2.1 There are no financial implications to this report.

Background Information

Scrutiny report link

ISSC REPORT: *SCRUTINY TITLE*

General advice

- Keep concise and evidence based
- Focus on the impact of actions
- Abbreviations in full on first use

- Be aware that all scrutiny documents (including appendices) are accessible to the public
- Ensure that confidentiality is not breached
- There is no Part II option
- Democratic Services will ensure the report adheres to the Hertfordshire County Council Constitution and statutory requirements editing as necessary

- Provide a draft copy to the Scrutiny Officer by the agreed date
- Scrutiny officer to review and edit as necessary

- For partnership scrutinies all information to appear in the one report
- For partnership scrutinies agree that the lead officer collates and is the responsible officer
- For partnership scrutinies the report is agreed by the contributing partners

- If in doubt the Scrutiny Officer can advise at any point

RECOMMENDATION	EXECUTIVE RESPONSE	IMPACT OF ACTIONS TAKEN <i>e.g. new strategy, X residents engaged, practise changes, planned stakeholder discussions, partnerships/stakeholders have issues on agenda, service development and dates</i>	COMPLETED Add dates (do not input 'ongoing' in this column)
<p>This section will be completed for you.</p> <p>These are the original recommendations</p>	<p>This section will be completed for you.</p> <p>This the response made by the executive member two months after the scrutiny. It</p>	<p>This is new information. This should address the consequence of the actions in response to the recommendations. Members want to know what difference the recommendation has made, for instance in terms of service improvement, user experience or partner engagement.</p>	<p>The expectation is that all recommendations will be signed off at the first ISSC. If members are not satisfied with the evidence provided officers and the executive member will be expected to attend a</p>

**ITEM 5
APPENDIX B**

<p>made by members at the conclusion of the scrutiny</p>	<p>outlined the action to be taken (or not) to address the recommendations.</p>	<p>Examples of the type of evidence that members are seeking are listed on the template. This includes development of a new strategy, new or refreshed engagement with clients and residents, changes to services or methods of delivery, use of volunteers, improved partner action and engagement. All need to have measureable deliverables i.e. number of engagement events, improved positive feedback, date new strategy implemented etc. Dates for all actions to be included.</p> <p>Members want to be assured that the implemented actions are sustainable beyond the ISSC update.</p>	<p>future meeting or meetings until the recommendation can be signed off.</p> <p>To encourage early sign off appearances will be RAG rated</p> <ul style="list-style-type: none"> • GREEN = first reporting to ISSC • AMBER = second reporting to ISSC • RED = third reporting to ISSC. <p><i>If rated red ISSC will consider whether to recommend to OSC or HSC that the original scrutiny issue be added to the scrutiny work programme as a matter of urgency.</i></p>
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HERTFORDSHIRE COUNTY COUNCIL

**OVERVIEW AND SCRUTINY COMMITTEE /
HEALTH SCRUTINY COMMITTEE
DAY, DATE, MONTH, YEAR AND TIME**

Agenda Item No

X

REPORT OF THE IMPACT OF SCRUTINY SUB COMMITTEE

Report of the Head of Scrutiny

Author: Natalie Rotherham Head of Scrutiny (01992 588485 X28485)

1. Purpose of report

1.1 To inform the Health Scrutiny Committee/Overview & Scrutiny Committee of the decisions made by the Impact of Scrutiny Sub Committee (ISSC) at its meeting [date]

2. Summary

2.1 At the meeting held [date] the Sub Committee **agreed to sign off as completed the following** scrutiny recommendations

2.2 **SCRUTINY TITLE:** ISSC signed off the scrutiny recommendations from the report (recommendation numbers).

2.3 The following recommendations will be **considered for a second time** at the next ISSC meeting.

2.3.1 **SCRUTINY TITLE:** Members requested that officers attend the [date] Impact of Scrutiny Sub Committee to provide further evidence against recommendation (insert number) of the scrutiny report: "recommendation wording"

2.4 The following recommendations will be **considered for a third time** by the Sub Committee for a third time

2.5 The following recommendations have been **considered by the Sub Committee for a third time**. Members did not judge the evidence presented sufficient to agree sign off. The ISSC requests that Overview & Scrutiny Committee/Health Scrutiny Committee consider adding this item to its work programme for further scrutiny.

2.5.1 **SCRUTINY TITLE**

3. Recommendations

3.1 That the Committee agrees the ISSC recommendation that no further action be taken against [insert paragraph numbers from section 2 of this report]

3.2 The ISSC recommends that Health Scrutiny Committee/Overview & Scrutiny Committee undertakes further scrutiny of [insert scrutiny title from paragraph 2.7 of this report]

4. Financial Implications

4.1 There are no financial implications to this report

Background Information

Insert text link to ISSC papers

HERTFORDSHIRE COUNTY COUNCIL

**OVERVIEW AND SCRUTINY COMMITTEE
WEDNESDAY, 21 JUNE 2017, AT 10:00AM**

SCRUTINY ANNUAL REPORT

Report of the Head of Scrutiny

Author: Natalie Rotherham Head of Scrutiny (01992 588485)

1. Purpose of report

- 1.1 To advise members that the annual report for scrutiny is available and is attached as Appendix 1.

2. Summary

- 2.1 The annual report outlines the scrutinies undertaken by the Health Scrutiny and Overview & Scrutiny Committees between April 2016 and March 2017.

3. Recommendations

- 3.1 Members note the annual report.

4. Financial Implications

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

Background Information

Appendix A – Overview & Scrutiny Annual Report



Overview and Scrutiny Annual Report 2016/17

1. Scrutiny in Hertfordshire

Welcome to the Annual Report of the Overview and Scrutiny Committees of Hertfordshire County Council. The report provides details of the scrutinies undertaken from April 2016 through to March 2017. Key members of the scrutiny process include:

Terry Hone Chairman Overview & Scrutiny

Seamus Quilty Chairman Health Scrutiny

Malcolm Cowan Vice Chairman Overview & Scrutiny

Anne Joynes Vice Chairman Overview & Scrutiny

Chris White Vice Chairman Health Scrutiny

Sherma Batson Labour Spokesperson Health Scrutiny. Sadly, Sherma died in office during January 2017 and for the remainder of the Council the role was covered by **Dreda Gordon** Labour Spokesperson Health Scrutiny

1.1 What is Scrutiny?

Local government scrutiny is about reviewing decisions made by the **Executive (Cabinet)** and acting in the capacity of a critical friend. In other words, scrutiny holds the authority to account. To achieve this **elected members** conduct investigations, take evidence and talk to witnesses before making recommendations.

Hertfordshire has two scrutiny Committees, **Overview & Scrutiny Committee (OSC)** and **Health Scrutiny Committee (HSC)**. Both set annual work programmes for the areas members wish to scrutinise, whilst retaining

flexibility to deal with emerging issues quickly. The majority of scrutinies run for one day. Occasionally, it may be necessary to hold a two day session for a more complex scrutiny.

The overlap between health and social care means that some scrutinies involve joint Committee membership and work. The scrutinies that fall into this category are still identified in the report. They are listed under the Committee that took the lead on that scrutiny.

Scrutinies are focussed with a clear objective; the questions to be addressed; desired outcomes; and identified constraints i.e. areas that are not being covered. A timetable is produced with a member briefing in advance of the formal meeting. A '**Topic Group**' is then set up to look at the subject in depth and to produce a report with recommendations.

When the report is published the relevant **Executive Member/Trust Chief Executive** has two months in which to respond to the recommendations and the report. They can decline to accept or to implement a recommendation.

In 2016/17 across HSC and OSC, over 90% of recommendations were implemented by Trust Boards or the County Council Executive, and only one rejected.

2. Health Scrutiny Committee (HSC)

The Health and Social Care Act (2001) requires one of the County Council's scrutiny Committees to have the power to scrutinise publically funded health services. In doing so, it can establish joint arrangements with and/or delegate some responsibility to the county's district and borough councils.

A Health Scrutiny Committee considers strategic countywide health issues. It consists of ten county councillors and a representative from each of the county's ten district and borough councils.

2.1 – Topic Groups are listed in alphabetical order

Monitoring of the implementation of the Care Quality Commission (CQC) findings by West Herts Health Trust (WHHT) – 15 Dec 2015, 15 Feb 2016 & 27 May 2016

The topic group met bi-monthly to examine how effective WHHT had been in implementing the changes required by the CQC. This followed the Trust being placed in special measures. Over the three meetings the topic group members considered the action plan and what was being done to make the organisation a safe place for patients and staff. At the final meeting members explored how the trust had pursued changes to the culture of the organisation as it had been identified as a long standing issue. A report was produced after the final meeting which evidenced how WHHT had made progress with the action plan to the satisfaction of the topic group.

2.2 Committee meetings

West Hertfordshire Hospitals Trust: One year on from the CQC inspection – 19 May 2016

A report was presented to the Committee outlining the work that has been undertaken by the Trust in the last year since the CQC inspection. The trust created an action plan after the inspection and provided the Committee with details of milestones that had been met. The Trust identified where problems had been encountered relating to financial support and the plans to deal with that. The Committee agreed to send a report to the minister for health supporting the Trusts application for funding.

Your Care, Your Future Update – 12 July 2016

A report was presented to the Committee that provided Members with an update on the Your Care, Your Future programme led by Herts Valleys

Clinical Commissioning Group. The report included information on the following areas:

- The journey so far
- Improving services today
- What is being done in 2016
- The next 5 years
- Involving local people

Members concluded that Herts Valleys CCG should return to the Committee in the autumn to brief the Committee on the final analysis of all the options that were considered for an improved Health service in West Hertfordshire.

CQC Monitoring Report of West Hertfordshire Hospitals Trust (WHHT) Scrutiny Topic Group Final Report – 12 July 2016

A report was submitted to the Committee resulting from the HSC Topic Group appointed to investigate WHHT and the organisational response to the CQC report. The report demonstrated what work the organisation had completed. Members of the Topic Group confirmed that they were satisfied that WHHT had made great improvements since the report but there was still further work to undertake. The Committee decided that they should hear again from WHHT after the release of the next report from the CQC inspection taking place 6 – 9 September 2016.

Meeting Cancelled – 29 September 2016

Your Care, Your Future Update – 8 November 2016

A summary was provided of the planned changes for health services across West Hertfordshire. The report shared possible methods of reconfiguration that were investigated and the outcomes of that analysis,

panel discussions and a financial analysis, which showed the high capital costs that would be involved for all options.

East and North Hertfordshire Trust (ENHT) Care Quality Commission Response – 8 November 2016

ENHT presented its response to the report and summary of findings from the Care Quality Commission investigation. The Committee heard of the rating awarded and the action plans of the Trust for the forthcoming year.

Hertfordshire Annual Scrutiny of Quality, Patient Experience and Finances 2017: Proposals – 8 November 2016

Members were provided with the format for the Committee's forthcoming scrutiny of the Annual Scrutiny of Quality, Patient Experience and Finances 2017 and future years and the Committee approved the approach that was put forward.

Princess Alexandra Hospital Trust (PAH) Care Quality Commission Update – 8 November 2016

The Committee was provided a summary of the findings, including the rating of 'special measures' that resulted from an inspection carried out by the Care Quality Commission. It was agreed that members of the Committee would attend a meeting held at Essex County Council to scrutinise the next steps to be taken by PAH to move beyond 'special measures'.

Healthwatch Hertfordshire Report on Complaints Handling in Acute Services – 15 December 2016

Healthwatch Hertfordshire reported on the results of its investigation into how health organisations handle and deal with complaints. Members heard how the most challenging demographic for organisations to engage with was young people. The result of this investigation produced a number

of recommendations of next steps that were shared with providers and commissioners. The Committee supported this work.

Sustainability Transformation Plan (STP) for Health and Care Services in Hertfordshire and West Essex – 15 December 2016

The Committee heard from the Sustainability Transformation Plan (STP) representatives for Hertfordshire and West Essex. The Hertfordshire and West Essex STP was submitted as a draft to NHS England on 21 October 2016 and it was published on 12 December 2016. The Committee heard an overview of the 5 year STP for health and care services in Hertfordshire and West Essex. The Committee agreed that the STP should remain on future agendas as a standing item.

Questions for NHS Providers to be respond to in advance of the Health Scrutiny Committee Annual Scrutiny looking at Finances, Quality of Care and Patient Experience – 15 December 2016

The Committee were presented with a list of questions that will be asked of providers in advance of the annual scrutiny of NHS providers' finances quality of care and patient experience being held on 16 and 30 March 2017. Members agreed the questions.

Withdrawal of Adult Social Care funding by Herts Valleys Clinical Commissioning Group (HVCCG) from 2017/18 budget – 19 January 2017

Herts Valleys Clinical Commissioning Group (HVCCG) was identified by NHS Improvement to be in 'financial turnaround' due to non-delivery of its financial savings targets, higher than predicted acute hospital activity and an overspend against Continuing Healthcare budgets. To balance its budget in 2017/18, HVCCG indicated its intent to cease providing £8.5m of funding to Hertfordshire County Council to protect adult social care at current levels, with effect from 1 April 2017. The Committee were informed of the rationale behind the decision and the Council's stance on this. The Committee questioned the

process and rationale for that decision and unanimously agreed that further action should be taken in the form of a special scrutiny where the CCG would be questioned and providers would also be asked to contribute to the impact HVCCG decisions are having on them.

Healthwatch Hertfordshire Report on Access to Dental Services – 19 January 2017

Healthwatch undertook an investigation as a result of receiving significant public contact relating to difficulties in accessing dental services, specifically out of hours. Healthwatch shared the areas of concern, particularly relating to engagement, signposting and sufficiently available services with Members. The resulting recommendations from the report were commended by the Committee. Members recommended that the Healthwatch dental access report recommendations be sent to NHS England for a response and requesting that they action them where possible. NHS England responded that they would be incorporating these recommendations into their future plans.

Sustainability Transformation Plan (STP) for Health and Social Care Services in Hertfordshire and West Essex – 19 January 2017

The Hertfordshire and West Essex Sustainability Transformation Plan (STP) was approved and published on 12 December 2016. The report was presented to Health Scrutiny Committee on 15 December 2016 and Members agreed that the Committee should have a standing item on the STP going forward. Members were provided with an oral update on the next steps of the STP and advised that the STP has the aims of:

- Working with local communities to give people the choices to live healthier lives;
- Enabling people to stay as independent as possible when they have long-term conditions, and to receive care and treatment close to home

by enhancing integrated primary care and community health, social and mental health services;

- When people attend or are admitted to hospital it is because they need the level of care and specialist treatment that can only be given in hospital, and once they no longer need that level of care and treatment, they can return to the community.
- Agreed that consideration should be given to this by the HSC in the new council year on what action the Committee should take.

Scrutiny of the Withdrawal of Adult Social Care Funding by Herts Valleys Clinical Commissioning Group (HVCCG) 2017/18 – 8 February 2017

The Committee held a special scrutiny. Questions were asked of HVCCG at this meeting to the reason why it was withdrawing £8.5m of funding from HCC in 2017/18. Members observed that no consultation had been held with the Committee and that the Concordat had not been upheld by the CCG. At the Committee's conclusion a motion was passed to request full Council make a referral to the Secretary of State on the grounds:

- (a) that the Council was not satisfied that there was any consultation in relation to the decision;
- (b) that the Council considers that the decision would not be in the interests of the health service in Hertfordshire;

Full Council then received a letter advising that the decision to withdraw funding was being overturned and would be made at the next board meeting and so referred the decision back to the Health Scrutiny Committee

Scrutiny of Herts Valleys Clinical Commissioning Group's (HVCCG) Decision on the Continued Funding of Care Services for the Financial Year 2017/18 – 9 March 2017

The Committee met on 9 March 2017 and addressed the following questions:

1. Why did HVCCG rescind its decision of the 1 December 2016?
2. What additional evidence will HVCCG consider when reaching its 9 March 2017 Decision?

As a result of its considerations, the Committee unanimously agreed that it:

- (i) welcomed the decision of HVCCG to rescind its decision of the 1 December 2016;
- (ii) is concerned that the report to the HVCCG board is limited and does not include a detailed analysis of impacts;
- (iii) requires the Accountable Officer of HVCCG to attend the next meeting of the Committee to confirm the HVCCG Board's decision;
- (iv) following the meeting on 16 March 2017, make recommendations to Council on whether it should report to the Secretary of State.

Herts Valleys Clinical Commissioning Group's (HVCCG) Decision on the continued funding of care services for the financial year 2017/18 – 9 March 2017

Herts Valleys Clinical Commissioning Group (HVCCG) Board met in the afternoon on the 9th March 2017 to make a decision on the future for £8.5m of funding to the County Council for the provision of care. The Board agreed to provide £4.5m of the original figure of £8.5m to HCC and the Chief Executive Officer of HVCCG confirmed this to the Committee. The Committee was pleased that HCC and the CCG had come to an agreement but shared concern about what this means for 2018/19 as funding was not due to continue past a year.

Annual Scrutiny of Health Organisations 2017/18 (Incorporating the Quality Accounts) – 16 & 30 March 2017

The scrutiny was conducted over a two day period. It commenced on Thursday, 16 March 2017. The Committee then adjourned to gather its evidence in member groups. Members heard from the five local trusts and Herts Urgent Care. The health organisations were questioned individually at a morning or afternoon session. Each group was joined by a member of Hertfordshire Healthwatch and an officer from the Public Health team to assist members with the evidence gathering, with particular regard to the preventive work that the health organisation is undertaking. The organisations present were:

- West Herts Hospital Trust (WHHT)
- East & North Herts Hospital Trust (ENHT)
- Herts Partnership Foundation Trust (HPFT)
- Herts Community NHS Trust (HCT)
- East of England Ambulance Trust (EEAST)
- Herts Urgent Care (HUC)

The Committee reconvened on Thursday, 30 March 2017. Members considered the findings and agreed the recommendations to be sent to all health organisations in Hertfordshire, including NHS England and the Health & Wellbeing Board.

3. Overview and Scrutiny Committee (OSC)

The Overview and Scrutiny Committee is responsible for scrutinising services provided or commissioned by the County Council. It holds the authority's Executive to account by scrutinising:

- Decisions made by, or on behalf of, the Council or Cabinet
- Any operational or policy aspect of the Council's business
- Any issue that affects the area or its inhabitants

OSC membership consists of ten county councillors, four parent governors and two church representatives. The latter two groups can only take part in education related scrutinies and vote on education related issues

3.1 –Topic Groups are listed in alphabetical order:

Children Looked After (CLA) – 17 January 2017

The Group investigated placement stability of CLA in Hertfordshire. A meeting was held between Members and children in care to understand the pressures they face and what changes to CLA would benefit them. The evidence presented by officers and heard from young people identified a lack of effective structured training and support for foster carers. Members also believed that the young person' voice needed to be taken into account when developing profiles of young people and carers.

Crime & Disorder: Scamming Annual Scrutiny - 5 & 13 December 2016

The Group examined how effectively Hertfordshire County Council and its partners prevented and detected scamming and what support was available to victims. Evidence highlighted a lack of awareness among the general public with regard to the extent and impact of scamming. A Scamming Strategy would help address this and will facilitate better co-ordination of activity and data between partners. Developing a single point of access for would make reporting of scamming more straightforward.

Disability support for bus users – 17 March 2017

The scrutiny considered the support available to people with disabilities using buses run by commercial operators in Hertfordshire. Witnesses provided examples of real life experiences that members would like to see informing service development. Officers from the Authority recognised that greater consideration of the needs of disabled users is needed. Members were pleased to hear that officers welcomed future opportunities to take forward the discussion commenced at the scrutiny.

Flooding Risk Management – 27 October 2016

Members scrutinised the effectiveness of Hertfordshire flood risk management, while establishing the powers the authority holds in relation to flooding. The scrutiny considered what areas of flood risk management could be improved to provide greater quality projections based on improved data as well as increased levels of campaigning for residents to be aware of roles and responsibilities of organisations in flooding situations.

Hertfordshire Care Quality Standard – 25 April 2016

The Herts Care Quality Standard (HCQS) was created to measure the quality of care provision in Hertfordshire. The scrutiny considered how effective it has been and was able to highlight examples where it had had an impact on improving the quality of care and outcomes for Hertfordshire residents.

Hertfordshire Safeguarding Adults Board (HSAB) – 13 June 2016

This is an annual scrutiny that enables Members to monitor the progress and performance of HSAB. It focussed on:

- Legal responsibility of adult safeguarding from April 2015 resulting from The Care Act 2014
- The strategic plan 2014 – 2017
- Geographic areas covered by HSAB and work with border SABs
- Newly developed dashboard for serious case reviews to identify trends
- Planned pilot schemes including return home interviews.

Hertfordshire Safeguarding Children’s Board (HSCB) – 10 Oct 2016

This is an annual scrutiny that enables Members to monitor the progress and performance of HSCB. This year it focussed on neglect. This can have long term impacts and is often difficult to identify. A Neglect Strategy has been developed and the Group heard that partners are integrating identification of neglect into training for staff. No issues of concern were identified for 2017 scrutiny.

Hertfordshire Waste Management – 4 & 9 November 2016

The current service delivery model for waste management in Hertfordshire was analysed in the context of current and future challenges. This included an examination of current statutory functions and how these are divided across both tiers of local government; current performance levels against existing national targets as well as possible future ones and identified current pressures.

Integrated Plan (Budget Scrutiny) - 20 December 2016, 26 January & 2 February 2017

The annual budget scrutiny covers three days. At the first day members were advised of emerging issues arising from the budget settlement, on the second day small groups of members gathered evidence (this involved the majority of Members of the County Council both Executive and Non-Executive, all Chief Officers and a further 20 senior County Council officers), the third day was a debate by the Committee on the outcomes of the evidence gathering. Suggestions to Cabinet were made for consideration by the Executive and full Council in reaching decisions on the County Council's Integrated Plan for 201/19– 2019/20.

Libraries Services Review – March 2017

Members met to examine changes to library services a year after implementation of the library services strategy. Members heard that the strategy was progressing but resourcing pressures had meant that savings targets would not be achieved by the anticipated date and rolling-out of the plan for refurbishment, development and transferring to greater volunteer input would be a year longer than projected. Members encouraged the rolling-out of pilot schemes and an increase to the level of support for staff at tier 1 and 2 libraries to develop their outreach programmes.

Monitoring of Recommendations Standing Topic Group – 21 April 2016, 25 November 2016, 28 February 2016

This Topic Group receives updates on the implementation of topic group recommendations six months after a report has been published. Members are

informed of progress on the implementation of recommendations. The Topic Group has responsibility for signing off recommendations or asking for further reports at a future date. It has been agreed in the new council that the group will become the Impact of Scrutiny Sub-Committee.

Public Health Budget – 28 November 2016

This group looked at how Public Health continues to be effective in light of cuts to the department's budget 2015 -2017. It considered the impact to date and how Public Health will ensure that population outcomes are maintained. Members looked for evidence that the prioritisation framework provides sufficient strong data to inform budget and planning decisions and that the continuing role of partners in delivering preventive goals has been clarified.

3.2 - Written updates

For a variety of reasons it may not always be appropriate to scrutinise a topic on which Members have expressed an interest. In these instances all Members are provided with a short written update on the particular topic. This method has been used to provide updates on:

- Benchmarking
- Fire & Rescue Service budget
- Gully Cleaning
- Rural Estates

3.3 - Lunchtime seminars

Scrutiny organises two-hour long seminars, with a speaker on topics of general interest to members and officers. Recent examples have included:

Better Care Fund - 15 July 2015

The Better Care Fund (BCF) is designed to provide financial support for councils and NHS organisations to jointly plan and deliver local services. The Seminar will explore this in a Hertfordshire context.

19 attended

Shared Anti-Fraud Services (SAFs) - 10 May 2016

The seminar covered:

1. Key fraud issues facing Hertfordshire
2. Key issues facing SAFs
3. How well the partnership is working
4. What is the potential for future development of SAFs?

25 attended

4 - Having your say on the issues being scrutinised

Members of the public are able to attend any scrutiny and/or topic group. Although the public have no right to speak at the meeting, they may be invited to do so by the Chairman. Members of the public can also make their views known to their local County Councillor or any Member of a scrutiny Committee

5 - Suggest items for future scrutiny work programmes

Members of the public may write to the Head of Scrutiny, Natalie Rotherham to request that a relevant subject or issue be investigated.

Natalie can be contacted at: natalie.rotherham@hertfordshire.gov.uk

or at

CH0317

Hertfordshire County Council

County Hall

Pegs Lane

Hertford

SG13 8DE.

All suggestions will be considered by the chair and vice chairs of the appropriate Committees at the next agenda setting meeting. The member of the public will then be informed by the Head of Scrutiny of the outcome.

Glossary of terms

Cabinet – A group of elected councillors who each look after a particular portfolio

Call in - the right to delay the implementation of a decision which has been made (but has not yet been implemented) by allowing a Committee to consider the decision.

CCG – Clinical Commissioning Group, responsible for commissioning, or purchasing, most health services for a particular area.

CQC – Care Quality Commission, a statutory body responsible for analysing the quality and performance of health trusts.

Elected member – Locally elected, sometimes known as councillor

ENHCCG – East & North Herts Clinical Commissioning Group

The Executive – in Hertfordshire County Council this is a Cabinet model with a leader and cabinet members who are responsible for policies, plans and strategies

Executive member – An elected member who holds responsibility for a particular portfolio

Francis Report – A report written in response to the Mid-Staffordshire NHS review, creating a series of recommended changes for the NHS across the country

Full Council – Meets throughout the year it is a meeting of all elected members, to debate and agree suggested policies and strategies of the council.

HCC - Hertfordshire County Council

HCT - Herts Community Trust

HSAB - Hertfordshire Safeguarding Adult Board

HSC - Health Scrutiny Committee

HSCB - Hertfordshire Safeguarding Children's Board

HVCCG – Herts Valleys Clinical Commissioning Group

OSC - Overview and Scrutiny Committee

PCC - Police and Crime Commissioner – An elected individual who offers direction for the police service.

Senior Management Board – These are the chief officers of the Authority led by the Chief Executive.

Trust Chief Executive – The senior official in charge of a health trust