Report to	Council	**Item**
	23 June 2015	11
Report of	Executive head of strategy, people and neighbourhoods	
Subject	Annual review of the scrutiny committee 2014-2015	

Purpose

To consider the work and progress that has been made by the Scrutiny Committee for the civic year 2014 – 2015.

Recommendation

To receive the Annual Review of the Scrutiny Committee 2014 - 2015

Corporate and service priorities

The work of the Scrutiny Committee contributes to all of the Council's priorities.

Financial implications

No direct financial implications

Ward/s: All wards

Contact officers

Russell O'Keefe – Executive head of strategy, people and neighbourhoods	01603 212908
Steve Goddard – Scrutiny officer	01603 212491

Background documents:

None

Report

1. Article 6.3(d) of the council's constitution (overview and scrutiny committees) requires the scrutiny committee to report annually to the council on its workings and make recommendations for future work programmes and amended working methods if appropriate.

2. At the 19 March 2015 meeting of the scrutiny committee the annual review of scrutiny report (attached at appendix A) was agreed for submission to the council for adoption. In adopting the annual review, the scrutiny committee also agreed to; receive regular updates and reports from the Council's representative on the Norfolk Health Overview and Scrutiny Committee (NHOSC).

3. The scrutiny officer at the request of the chair of the scrutiny committee has since drawn up a protocol for the council's NHOSC representative to work to in their liaison role between the city council and the county council. The scrutiny committee adopted this (attached at appendix B) at its meeting of 11 June 2015.

4. Members are asked to note that an update report on progress regarding outstanding points on the scrutiny tracker is being prepared with officers and will be circulated to the scrutiny committee on completion.

Integrated impact assessment

NORWICH City Council

The IIA should assess **the impact of the recommendation** being made by the report
Detailed guidance to help with completing the assessment can be found here. Delete this row after completion

Report author to complete	
Committee:	Council
Committee date:	23 June 2015
Head of service:	Executive head of strategy, people and neighbourhoods
Report subject:	Annual review of the scrutiny committee
Date assessed:	15 June 2015
Description:	To consider the work and progress that has been made by the scrutiny committee for the civic year 2014 – 2015.

	Impact			
Economic (please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Finance (value for money)	☒	☐	☐	
Other departments and services e.g. office facilities, customer contact	☒	☐	☐	
ICT services	☒	☐	☐	
Economic development	☒	☐	☐	
Financial inclusion	☒	☐	☐	
Social (please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Safeguarding children and adults	☒	☐	☐	
S17 crime and disorder act 1998	☒	☐	☐	
Human Rights Act 1998	☒	☐	☐	
Health and well being	☒	☐	☐	
Equality and diversity (please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Relations between groups (cohesion)	☒	☐	☐	

	Impact			
Eliminating discrimination & harassment	☒	☐	☐	
Advancing equality of opportunity	☒	☐	☐	
Environmental (please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Transportation	☒	☐	☐	
Natural and built environment	☒	☐	☐	
Waste minimisation & resource use	☒	☐	☐	
Pollution	☒	☐	☐	
Sustainable procurement	☒	☐	☐	
Energy and climate change	☒	☐	☐	
(Please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Risk management	☒	☐	☐	

Recommendations from impact assessment
Positive
Negative
Neutral
Issues

Integrated impact assessment

NORWICH City Council

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Risk management	☒	☐	☐	

Recommendations from impact assessment
Positive
Negative
Neutral
Issues

Annual review of the scrutiny committee 2014 - 2015

Introduction by **James Wright, the chair of the scrutiny committee**

This annual review of the scrutiny committee is aimed at assessing the effectiveness of the work done by the scrutiny committee at Norwich city council for the civic year 2014 – 2015.

NORWICH City Council

Annual review of the scrutiny committee 2014 - 2015

I would like to begin by thanking all those who have been involved with the scrutiny process this year, particularly those people from groups who would otherwise not engage with the council and whose input has been invaluable in a number of areas of scrutiny.

A major piece of work was carried out around rough sleeping and homelessness issues in Norwich. Members of the committee had a number of different opportunities to engage with those who had experienced rough sleeping and take evidence from those who support them. The session at City Hall involving Big Issue sellers gave committee members a unique insight into the particular issues that they face. The culmination of this work was a meeting held at St Martins Housing Trust and I would like to give particular thanks to them for hosting our committee.

As a committee I believe that we have benefited from this different approach to scrutiny and I would like to recommend that further items of work are carried out this way in the future where appropriate.

Another significant undertaking for some members of the committee was the 'task and finish' group around self-esteem and aspirations – what can the council do to empower its citizens. I would like to thank the members of this group who have given frequently of their time in order to complete this work.

Throughout the year the committee has had a number of opportunities to feed into the development of the corporate plan (2015 – 2020) and members have been able to shape it through a number of recommendations, prior to it going to cabinet and then ultimately adoption at council.

We have continued with the recently established pre-meetings before scrutiny meetings, and have undergone training to give members the necessary skills to fully scrutinise the workings of the council. As chair, I have taken the opportunity of visiting scrutiny being undertaken elsewhere in order to further inform how it works at the City Council.

We are pleased to see that councillors have engaged with the scrutiny process by completing the request forms and working with our scrutiny officer to move things forward. We are also pleased to see that members of the public are engaging through the scrutiny process in the form of questions.

I would like to see the work programme for next year in part informed by public request, and to that end would encourage members of the public to suggest topics for scrutiny ahead of our work setting meeting in June, and would also seek the support of the committee in improving our engagement with the public – learning from other neighbouring councils around the use of social media in this respect.

I commend this annual review and hope that members adopt it.

Annual review of the scrutiny committee 2014-2015

Councillor James Wright – Chair of the scrutiny committee

Working style of the scrutiny committee and a protocol for those attending scrutiny

- All scrutiny committee meetings will be carried out in a spirit of mutual trust and respect
- Members of the scrutiny committee will not be subject to whipping arrangements by party groups
- Scrutiny committee members will work together and will attempt to achieve evidence based consensus and recommendations
- Members of the committee will take the lead in the selection of topics for scrutiny
- The scrutiny committee operates as a critical friend and offers constructive challenge to decision makers to support improved outcomes
- Invited attendees will be advised of the time, date and location of the meeting to which they are invited to give evidence
- The invited attendee will be made aware of the reasons for the invitation and of any documents and information that the committee wish them to provide
- Reasonable notice will be given to the invited attendee of ***all*** of the committees requirements so that these can be provided for in full at the earliest opportunity (there should be no nasty surprises at committee)
- Whenever possible it is expected that members of the scrutiny committee will share and plan questioning with the rest of the committee in advance of the meeting
- The invited attendee will be provided with copies of ***all relevant*** reports, papers and background information
- Practical arrangements, such as facilities for presentations will be in place. The layout of the meeting room will be appropriate
- The chair of the committee will introduce themselves to the invited attendee before evidence is given and; all those attending will be treated with courtesy and respect. The chair of the committee will make sure that all questions put to the witness are made in a clear and orderly manner

Annual review of the scrutiny committee 2014-2015

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6	**The scrutiny year; the work of the scrutiny committee and outcomes for 2014 – 2015**	(page 9)
7	**Rough sleeping and homelessness – challenges and response**	(page 26)
8	**Self-esteem and aspiration in communities task and finish group**	(report appended)
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Annual review of the scrutiny committee 2014-2015

The membership of the scrutiny committee 2014 – 2015

Councillors:

Wright (Chair)
Maxwell (Vice-Chair)

Barker
Bogelein
Carlo
Galvin
Haynes
Herries
Howard
Manning
Packer
Ryan
Woollard

Other non-executive members also took part as substitute members as and when required

The scrutiny committee is politically balanced and is made up of councillors from the political parties of the council. Only non – cabinet members can be on the committee and this allows those councillors to have an active role in the council's decision making process.

Annual review of the scrutiny committee 2014-2015

What is scrutiny?

The Local Government Act 2000 introduced a structure within Local Government for decision-making and accountability and created a separation between the cabinet role and the non-executive member role.

Moving forward, subsequent acts of parliament have come in to extend the remit of scrutiny along with its statutory responsibilities. For example, local government scrutiny committees can now look at the work of partner organisations as well. The Local Government and Public Involvement in Health Act 2007 enabled local authorities to scrutinise other partners and agencies. This, along with other legislation relating to scrutiny powers has now been consolidated in the Localism Act 2011.

The cabinet proposes and implements policies and the non-executive members review policies and scrutinise decisions or pre scrutinise proposed decisions of the cabinet.

The Committee sets its own work programme via suggestions from councillors, the cabinet and council, or from other issues of public interest. Any scrutiny topic that is undertaken needs to add value, and in considering suggestions for scrutiny the committee will ascertain the reasons why the matter would benefit from scrutiny, and what outcomes might be generated from inclusion to the work programme or other scrutiny activity.

The scrutiny committee assists non-executive and cabinet members in accordance with the Act by:

- Acting as a critical friend by challenging performance and helping improve services
- Ensuring policies are working as intended and, where there are gaps help develop policy
- Bringing a wide perspective, from the city's residents and stakeholders and examining broader issues affecting local communities
- Acting as a consultative body

In carrying out its role, the scrutiny committee can request written information and ask questions of those who make decisions. The committee is also enabled to comment and make recommendations to decision makers. These decision makers include cabinet, partners and other statutory organisations. Successful scrutiny is collaboration between the scrutiny committee, the cabinet, residents, partners and the officers of the council.

Annual review of the scrutiny committee 2014-2015

The Centre for Public Scrutiny (www.cfps.org.uk) has produced a guide to effective public scrutiny, which provides **4 Principles of Effective Scrutiny:**

Critical friendship to decision-makers

Engaging the public and enabling the voice of the public and communities to be heard in the process

Owning the process and work programme with non-cabinet members driving the scrutiny process

Making an impact through continuously looking for improvements in public service delivery

For this to happen the scrutiny committee and the processes that support it must be independent, robust and challenging. This is because scrutiny works best when it is part of a positive culture that supports and promotes the scrutiny process. The way in which the scrutiny process has the ability to engage with and involve the council's residents and service users can be a way to ensure that reviews take on the views of local communities.

The effectiveness of scrutiny is balanced on the need to ensure that any purpose and benefits it can provide are clearly understood. The following questions for reviewing the effectiveness of a scrutiny function could ask:

- Is it effectively holding decision-makers to account?
- Is it helping to improve services?
- Is it building links between the Council, its partners and the community?
- Is it helping to improve the quality of life for local people?
- Is it adding value?

In addition to the above questions; there should be a continued recognition from both officers and members of the value of effective challenge in helping towards continuous improvement. As Norwich city council has continuously strived to achieve, the friendly challenge of the scrutiny committee to decision makers needs to not only be informed by ward members but also evidenced by the experiences encountered of service users and residents.

Annual review of the scrutiny committee 2014-2015

The scrutiny committee's profile

The work of the scrutiny committee this year has raised the committee's profile with interest being shown by a range of people and organisations. This work was carried out in liaison with partners and service users.

Two major scrutiny reviews, in particular, engaged a range of people; **Rough sleeping and homelessness – challenges and response** (page 28), which was a review of the evidence around the challenges and response to rough sleeping and homelessness. The other was the **Self-esteem and aspirations task and finish group** (**Building social inclusion and capital in Norwich)** which looked at what the council could do and its partner organisations do to build social inclusion and capital to empower its citizens to make Norwich 'a fine city for all'.

Moving forward, it is hoped that the work programme 2015 – 2016 will be of interest to the public and partner organisations once it has been agreed in the early summer.

Link to Self-esteem and aspirations task and finish group below (**Building social inclusion and capital in Norwich)**:

https://cmis.city.norwich.gov.uk/cmis_live/Meetingscalendar/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/14/Committee/4/Default.aspx

Annual review of the scrutiny committee 2014-2015

The scrutiny year

Setting the work for the year – work programme

At the July 2014 meeting of the scrutiny committee, members agreed the work programme that is covered by this review. The outcomes are detailed in this report and the table; **the work of the scrutiny committee and outcomes for 2014 – 2015.** This can be found on page 9 of this annual review and provides an overview of the work carried out by the scrutiny committee over the last 12 month period. From looking at this, it is apparent that scrutiny investigation cannot only produce outcomes in terms of feeding into the decisions that are made but that it can also play a valuable role in informing and developing knowledge for members.

Performance monitoring reports are an agenda item every six months, with members continuing to receive performance data every quarter for overview purposes.

The agenda papers and minutes of the committee meetings can be found on the council's web-site:

https://cmis.city.norwich.gov.uk/cmis_live/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/4/Default.aspx

(The scrutiny committee will be setting its new work programme for 2015 – 2016 in June shortly after the local elections and annual meeting of the council are held)

Training

Early in the scrutiny year the scrutiny committee took part in a training event that was designed to assist scrutiny members to build on earlier training and development initiatives with the use of a mixture of group exercises, presentations and discussions.

The training looked at techniques for understanding prepared papers that enabled a confident approach to identifying areas for further probing and investigation; the use of a range of questioning and investigative techniques to enable members to get to the

Annual review of the scrutiny committee 2014-2015

‘heart of an issue’ under scrutiny. Also explored were techniques to enable the shaping of effective recommendations from scrutiny work, once adequate evidence had been gathered and understood.

The work of the scrutiny committee and outcomes for 2014 – 2015

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
19 June 2014	**Norwich annual business plan 2014 - 2015**	Gwyn Jones	For members to be provided with a link to documents that sit behind the joint core strategy regarding environmental impact/green growth.	This link is to the evidence base that sits behind the Joint Core Strategy. It includes green infrastructure, transportation etc. http://www.greaternorwichgrowth.org.uk/document-search/
19 June 2014	**Norwich annual business plan 2014 - 2015**	Gwyn Jones	Circulate an explanation of the process that will determine how the 15% of non-pooled CIL will be spent on communities.	Cabinet agreed the process for decisions about the 15% neighbourhood funding in February 2014 https://cmis.city.norwich.gov.uk/cmis_live/Document.ashx
19 June 2014	**Norwich annual business plan 2014 – 2015**	Russell O’Keefe	Update on projects in the business plan as part of the six monthly performance data scrutiny.	The Quarter 2 performance report was considered at the December meeting of the scrutiny committee

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
19 June 2014	**Q4 perf; SCC1 – streets found clean on inspection**	Adrian Akester	Provide members with a street view to show hotspots.	The council is currently undertaking trials with how data is recorded from the surveys which may assist in putting the results into GIS and from there then being able to do some hot spotting. Having looked at the data, officers advise that there are normally only a handful of streets which come up as falling below standard. For example on the last survey we had one at Grade D and three at Grade C. It is suggested that with this low number of streets it would be easier to just list the streets on future performance reports.
19 June 2014	**Q4 perf; DHA4 – number of households prevented from becoming homeless**	Russell O'Keefe	To look at the % of those presenting as homeless that the council was unable to assist (Other than sign post and advise)	This is now covered by a performance measure within the new corporate plan.

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Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
30 Sep 2014t	**Private rented housing market**	Emma Smith	Ask the Private sector housing manager to consider development of tenant engagement with the council within the private rented sector.	We are in the process of reviewing an online rating system which will allow tenants to review their landlord as well as build up a rental history that shows they pay rent and look after their rental home. This is a commercial product and not one which we are developing in house. In addition to this we have been in contact with the National Private Tenants Organisation who may be able to support us with engagement at a local level. Following the launch of the property registration scheme, we will be in a position to directly target and engage with the tenants living in the properties registered in the scheme.
30 Sept 2014	**Draft corporate plan 2015 – 2020 (Consultation)**	Russell O'Keefe	Recommendations were: Provide a concise list of the council's main responsibilities with the document Provide a link to the draft corporate plan with the electronic version of the consultation document and to make paper copies available.	The consultation process was carried out which helped to further inform the council's policy and budget preparations. The scrutiny committee looked at preliminary findings in December and then pre scrutinised the draft corporate plan and the budget in January. The committee's recommendations were then considered at cabinet. The suggestions in the scrutiny request column were picked up in the process that was followed.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
	Draft corporate plan 2015 – 2020 (Consultation)		Start the consultation with an open question designed to capture further ideas or suggestions for the corporate plan. Retain the ranking of the 5 corporate priorities as already proposed. For the electronic version use 'skip logic' so that people can jump over questions or sections they do not wish to fill in and make this explicitly clear that people can do this on the paper copy also. Include a question to ascertain people's views on how the council could make it easier for residents to access services via the website. At E6, include the question; "Do you work more than one job to make up your income?"	

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
	Draft corporate plan 2015 – 2020 (Consultation)		To ensure the final document is easy to access for all, especially in terms of language, layout and length. To place a member of staff in the customer contact centre to assist anyone who wishes to use a computer to take part in the consultation.	
16 Oct 2014	**Welfare reform**	Bob Cronk	To ask the council to consider the following in developing advice and commissioning work:	These suggestions were all picked up as part of the commissioning process that was followed. A copy of the commissioning documentation is available through the following link on the council's website. http://www.norwich.gov.uk/YourCouncil/KeyDocuments/CouncilPoliciesAndStrategies/commissioning/Pages/SocialWelfareAdvice.aspx As well as the commissioning of advice services being a developmental process informed by a needs assessment, some of the points raised by members have been integrated. An example is lot 4 which is targeted at young people at risk of or receiving unemployment benefit sanctions.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
16 Oct 2014	**Welfare reform**	Bob Cronk	Develop one to one pathway assistance including peer to peer advice.	A peer to peer approach is one that could work well with the target group and has been included in the commissioning intentions.
			Develop relationships and links between the third sector and the private sector with the city council acting as a central hub for advice. Develop signposting with partners by working with communities and through outreach work.	A very broad range of organisations across the public, voluntary and private sector provide advice. Working collaboratively has always been a fundamental objective within the councils financial inclusion work and an expectation with advice providers. This is highlighted in the commissioning intentions and this year highlights the role that that the private sector such as lenders can play in mobilising additional resources. The city council acting as a hub highlights two roles for the council; firstly the leadership role in facilitating, brokering and co-ordinating activity and secondly as a service provider.
			Develop an understanding of the links between general and debt advice and use this to inform priority setting when looking at the needs assessment findings.	The commissioning decisions reported to Cabinet (11 March 2015) provide one opportunity to understand the relationship between the initial triaging and provision of advice and information, and the signposting and referral to other, at times more specialist advice and support services.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
16 Oct 2015	**Welfare reform**	Bob Cronk		Understanding how the advice system works, will continue and will be an important area of work over the course of the next 12 months both at a city and county level given that many of the organisations concerned work beyond the city boundary and come together through the Norfolk Community Advice Network.
27 Nov 2014	**Street scene and road safety overview**	Andy Watt And Steve Goddard	To consider arrangements to establish a task and finish group to review grass verges and road safety. Ask the scrutiny officer to circulate a report on the current situation relating to progress on 20mph speed limits in residential areas.	The scrutiny committee has received a briefing on verge issues and will consider any future scrutiny activity on this as part of the setting of the new scrutiny committee work programme for the forthcoming year. Members received a briefing report in January on the progress and issues around 20 mph limits and implementation in residential areas.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
27 Nov 2014	**Street scene and road safety overview**	Andy Watt and Steve Goddard	And that the scrutiny committee monitors the performance of progress against the delivery of 20mph speed limits in residential areas and street scene safety.	The scrutiny committee continues to monitor street scene issues.
18 Dec 2014	**Annual equality information report**	Russell O'Keefe	The Policy and performance manager to ensure that the draft equality information report is brought to the scrutiny committee on an annual basis before going to cabinet. Cabinet to consider including low socio-economic status as an addition to the protected characteristics in the next report. Cabinet to consider including a further breakdown of disability including protected characteristics and hidden disabilities ensuring that individuals are not identified.	This will now be programmed as a standing item for the new work programme 2015 – 2016. It was reported at cabinet that further information was being gathered and that further reports around this would be bought to cabinet at a later date. (See cabinet report 11 March)

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
18 Dec 2014	**Annual equality information report**	Russell O'Keefe	the Head of local neighbourhood services to prepare a report on best practice in other councils and organisations with regards to tackling transphobia and transphobic hate crime	As part of reporting on hate incidents and crimes, transphobic figures are included within those for homophobic incidents and crimes. Further enquiries may be required to understand any data that is available from advocacy groups and the Police so that an understanding of the scale of the issue can be gauged. It would also be useful to ascertain how Norwich compares with other similar places and where this sits in the context of all hate incidents. In the first instance Officers would need to ask the cabinet if it would like to give officer time to this piece of work and receive a report at a later date to make a decision as to whether the council should look at best practice in tackling transphobic hate crime.
			Council to take an integrated positive approach to further promoting diversity as a positive element within our city whilst building on the work undertaken with communities of interest.	The council embraces diversity within all relevant aspects of council work. However, the council would not want to duplicate the good work that is done by advocacy groups. The council very much sees its role in supporting as part of its holistic approach to diversity.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
18 Dec 2014	**Draft corporate plan and transformation programme**	Russell O'Keefe	To consider the corporate plan again after the 2015 general election, to assess it against the new government's programme. **To ask cabinet to consider using:** The figure for HCHS as a percentage of total people threatened as homeless. A suite of measures within the Environmental strategy relating to cycling within the city.	This will now be programmed for early on in the cycle of the new work programme, once it is set for 2015 – 2016. This has been built into the new corporate plan This will be covered in the wider performance information reported as part of the strategy's monitoring.
29 Jan 2015	**Corporate plan**	Russell O'Keefe	To make action plans available to members, once completed, so that members can review them for possible inclusion on the future scrutiny work programme. To ask officers to investigate an appropriate performance measure regarding listed buildings	Actions plans continue to be made available to members. A performance measure on the delivery of the council's heritage investment strategy action plan has been built into the corporate plan which was approved by council on the 18 February.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
29 Jan 2015	**Corporate plan**	Russell O'Keefe	To amend the performance measure for 'number of empty homes brought back into use' to a percentage of the total brought back into use.	It was decided at cabinet that to amend the performance measure for number of empty homes bought back into use to a percentage of the total bought back into use, could not be implemented as this was an intended measure of a targeted approach by the private sector housing team to bring long term empty homes into use and a percentage figure would not reflect that.
			To include the delivery of regeneration action plans as a performance measure under prosperous and vibrant city.	Cabinet agreed that delivery of the capital programme would be included as a performance measure under the prosperous and vibrant city priority as this includes all the key regeneration projects.
			To amend the performance measure for 'those who feel that the work of the home improvement agency has enabled them to maintain independent living' to a percentage of those who have been assisted.	This suggestion was also agreed so that those who feel the work of the home improvement agency has enabled them to maintain independent living will now be expressed as a percentage of those who have been assisted.
			Where the corporate plan refers to the high level of inward travel to Norwich, to acknowledge the positive effects on the city this has.	This positive outcome for the city of those who travel in as tourists or to work and study has been highlighted in the new corporate plan.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
29 Jan 2015	**Pre-scrutiny of the draft environmental strategy**	Russell O'Keefe	To ask officers to investigate a suitable performance measure in relation to biodiversity in the built environment, relating to new developments.	Further work has shown that the building for life measure already included within the strategy would be the most appropriate measure.
			To ask the Public protection manager to produce a briefing note on the compliance with national air quality standards	Members received this information in early February.
			Ask group leaders to consider the inclusion of a member briefing on engaging the public in environmental issues by the Tyndall Centre, for inclusion on the member briefing programme.	An all members briefing has been arranged with the Tyndall Centre on approaches to engaging the public in environmental issues.
			Include ward members when drafting an engagement and communications plan for the environmental strategy	This will be taken forward as part of developing the plan.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
29 Jan 2015	**Pre-scrutiny of the proposed budget 2015 – 2016**	Russell O'Keefe and Justine Hartley	Ask the head of communications, customers and culture to provide an explanation regarding the proposed £30,000 expenditure for City Hall external lighting.	The new lighting system will replace both our current 'white light' floodlighting system, which is 20 years old, and our colour change floodlights which are 15 years old; with one dual purpose energy efficient system. The current 'white light system is used all year round and is obsolete and is not repairable if certain parts fail and not energy efficient The colour wash lights will be used for around 80 days this year. This takes into account all of our own events like Lord Mayors, Halloween, Fireworks, Festive Lights and other external festivals and charity events. We are increasingly being asked to light the building for charitable campaigns like World Aids day, World Diabetes Day, World Pancreatic Cancer Awareness Day and Remembrance Sunday. The system is obsolete, non-repairable and not energy efficient. A new dual system will reduce our energy bill for the lights by 75% and energy usage by 75%. We are also looking at how we might meet some of the replacement cost through environmental grants.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
29 Jan 2015	**Pre-scrutiny of the proposed budget 2015 – 2016**	Russell O'Keefe and Justine Hartley	Ask the head of citywide services to circulate a briefing note detailing the works on the Waterloo Park Pavilion. Ask in the future that wider consultation on the Housing Revenue Account budget is looked at and that the tenant involvement panels are asked to consider the potential for joint scrutiny. Ask officers to look at how the council will engage members in scrutinising and assessing future commercial arrangements between the council and the private sector.	Members received this information in early February. This will be taken forward as part of the approach to developing the budget for 2016 – 2017. The council's current practice is to work with members in the following ways in matters dealing with large capital investment projects; Some are informal such as at portfolio holder briefings and shadow portfolio briefings. Then moving through to the decision making process via cabinet/scrutiny and full council meetings. At the council meeting of 17 February 2015, the council agreed to ask cabinet to set up a cross party working group to look at strategy and approach to capital investment. As part of this, the group will be looking into cross party member involvement at an early stage on

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
29 Jan 2015	**Pre-scrutiny of the proposed budget 2015 – 2016**	Russell O'Keefe and Justine Hartley		developing an overall strategy for investment and major projects. Where possible, officers will also look to speak to all councillors informally in small groups to allow them a chance to ask questions informally on projects that have large significance to the council.
26 Feb 2015	**Street scene safety – trips and falls**	Andy Watt	Ensure that the highways team continues to work with all other relevant areas of the council on enforcement and implementation of policy and ensure that other areas of the council are consulted at the earliest possible opportunity. Norwich should seek to collect further data around the pedestrian experience and work further with pedestrians in order to continue to put pedestrians first when developing the street scene, striving to remain a city of best practice. Circulate a paper illustrating the functions and split between the county and city council's responsibilities.	The highways and transportation and network teams (as the latter is also involved) work collaboratively with other areas of the council to ensure any new initiatives are as effective and appropriate as possible. This in line with the council's standard working practices and PACE values, which there are no proposals to change. With the roll-out of further walking schemes, Push the Pedalways 2 and city centre proposals this is the council's intention. Tools such as the Living Streets Community Street Audits or advice on making streets into places, de-cluttered and making sure pedestrians have sufficient space will be applied. Paper to be circulated.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
26 Feb 2015	**Street scene safety – trips and falls**		Norwich City Council should work with the Norfolk and Norwich hospital, the clinical commissioning group, public health and healthy Norwich to share and assess data on falls and slips (including when and where particular hotspots occur). Norwich City Council should promote - through a range of communication methods - actions that the public can take themselves to improve street safety. Norwich City Council should look at exploring options and gathering more information on any ideas surrounding 'A boards', working with pedestrian and business interest groups to develop an 'A board' strategy, ensuring that this work is adequately resourced.	Work to be programmed. Will need to be undertaken in collaboration with Norfolk County Council (as highway authority and lead on strategic highway matters). Programme to be discussed with the communications team. This is the intended approach to the A board review mentioned at Scrutiny Committee. The work is being prioritised on the basis that sufficient staff resources can be secured to deliver work programmes.

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Rough sleeping and homelessness – challenges and response

As part of the scrutiny committee's evidence gathering for reaching a conclusion to its investigation into rough sleeping and homelessness issues in Norwich a programme of engagement was undertook in the weeks up to the meeting date. This included; meeting with a small number of Big Issue sellers who had experienced rough sleeping to hear their views and ideas, meeting with the City Reach service user group to hear their views and ideas. (City Reach provides health services to rough sleepers in Norwich.)

Also, there was a visit to Bishop Bridge House (a direct access homeless hostel in Norwich run by St Martins Housing Trust). This provided an opportunity to talk to residents and hear their views and ideas. The visit also incorporated a talk with the St Martins CAPS Team which was currently funded by the council to work with rough sleepers in Norwich.

Some members of the scrutiny committee also visited the YMCA Norwich homeless hostel for young people. This was an opportunity to talk to residents and hear their views and ideas.

Once these engagement opportunities had taken place members attended a briefing on the council's current approach to rough sleeping and homelessness.

A special meeting of the scrutiny committee was then held at St Martins Housing Trust on 15 January 2015 with the attendance of Christine Spooner from the national charity Homelessness Link. She was able to provide an independent perspective and wider context and learning on the issue. Dan Chadder, a student of the University of East Anglia also presented a report to the committee on public perceptions of rough sleepers in Norwich.

The scrutiny committee noted that Dan had found that the individuals he had spoken to were generally positive about the work being carried out by charities but displayed less of an understanding of the work of the council in this regard. He felt that this perhaps highlighted a need for a clearer dialogue between the council and those who are homeless.

Christine Spooner from Homeless Link gave the committee an overview of homelessness in the east of England and Norwich. She said that the public perception of what homeless people needed was very different from what they were actually in need of. Rough sleeper numbers use to be recorded by central government with local authorities reporting an annual figure.

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Issues surrounding homelessness and rough sleeping in Norwich were typical of those both in the Eastern region and nationally. Norwich had undertaken a lot of preventative work such as reducing evictions, hostel move on services, and 'No second night out' which tried to meet needs of rough sleepers as soon as possible.

The committee noted that funding cuts for these kinds of services and the removal of ring-fenced funds meant that funding was shrinking and demand for the services was rising. The Eastern region had not experienced as deep cuts as some authorities but this was still a challenge. As a result, agencies had become very adept at assessing needs and finding individual solutions, however, service users were presenting with increasingly complex needs which was a challenge.

The following recommendations were made as a result of the evidence gathering that had been undertaken over the previous five weeks; that the council should:

- commend the proactive approach of the council and its partners towards homelessness and that investment levels are maintained and increased where possible,
- lobby against policies that detrimentally affect this client group who are suffering from mental health issues,
- develop a report on the effect of cuts on mental health services on homeless people in Norwich,
- further promote information on available services,
- recommend the development of an accreditation scheme for services in Norwich,
- support the proactive work to increase the percentage of people kept in their own homes,
- continue to provide an individualised approach and ensure services to different groups are as accessible as possible,
- explore with partners the plans for other solutions other than hostels,
- explore and develop with partners, user opportunities and to inform the work of the council's services
- ensure that an understanding of mental health issues underpins all work,

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- calculate the true value of preventative approaches to homelessness and the cost of not doing so, **(continued over)**
- develop further protocols with other organisations on steps to take when dealing with the homeless and rough sleepers,
- recommend that senior officers raise, through the Norfolk Chief Executives, the issue of cost sharing when Norwich works with rough sleepers from surrounding districts,
- continue to treat people based on individual need rather than just as someone who is homeless,
- continue to work with and assist partners in identifying additional support; and
- For the scrutiny committee to carry out a review of the DWP sanctions with particular emphasis on the effects for the homeless and for officers to investigate who best to include in this scrutiny review. **(This will now be put forward as a possible item on the new work programme that the committee will be setting in June 2015)**

Link to report and recommendation papers here:

https://cmis.city.norwich.gov.uk/cmis_live/Meetingscalendar/tabid/70/ctl/ViewMeetingPublic/mid/397/Meeting/109/Committee/4/Default.aspx

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Joint scrutiny bodies

Norfolk county health overview and scrutiny committee; Norwich city council has a scrutiny member representative who sits on the Norfolk county health overview and scrutiny committee plus one substitute member. For the period 2014-2015 the member representative has been Councillor Charmain Woollard with Councillor Sandra Bogelein being the substitute member.

The role of the Norfolk county health overview and scrutiny committee is to look at the work of the clinical commissioning groups and National Health Service (NHS) trusts and the local area team of NHS England. It acts as a 'critical friend' by suggesting ways that health related services might be improved. It also looks at the way the health service interacts with social care services, the voluntary sector, independent providers and other county council services to jointly provide better health services to meet the diverse needs of Norfolk residents and improve their well-being.

Please follow the link to the Norfolk county council website for papers and minutes concerning the above:

http://www.norfolk.gov.uk/index.htm and click on council and democracy then committee meeting dates, minutes, agendas and reports.

Norfolk countywide community safety partnership scrutiny sub panel; Norwich city council has a scrutiny member representative who sits on the Norfolk countywide community safety partnership scrutiny sub panel plus one substitute member. For the period 2014 – 2015 the member representative has been Councillor Lucy Galvin with Councillor Denise Carlo being the substitute member.

The role of the Norfolk countywide community safety partnership scrutiny sub panel is to:

- Scrutinise the actions, decisions and priorities of the Norfolk Countywide Community Safety Crime and Disorder Partnership in respect of crime and disorder on behalf of the (County) community services overview and scrutiny panel
- Scrutinise the priorities as set out in the annual countywide community safety partnership plan
- Make any reports or recommendations to the countywide community safety partnership.

While the scrutiny sub panel has the duty of scrutinising the work of the CCSP the police and crime panel scrutinises the work of the police and crime commissioner. There is a protocol regarding the relationship of these two panels to encourage and exchange information and to co-operate towards the delivery of their respective responsibilities. The community safety partnership meets on a half yearly basis at county hall.

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Guidance for placing items onto the scrutiny committee work programme

The guidance takes the form of a **flow chart** which outlines the process by which members and officers can discuss the merits of producing a report to the committee. Once a request for scrutiny has been received by the scrutiny officer; the process begins with a meeting between the member making the request, the scrutiny officer and the relevant responsible officer to discuss whether a report to the committee is necessary and justified while taking account of the TOPIC **analysis**:

T is this the right **TIME** to review the issue and is there sufficient officer time and resource available?

O what would be the **OBJECTIVE** of the scrutiny?

P can **PERFORMANCE** in this area be improved by scrutiny input?

I what would be the public **INTEREST** in placing this topic onto the work programme?

C will any scrutiny activity on this matter contribute to the council's activities as agreed to in the **CORPORATE PLAN**?

Once the TOPIC analysis has been undertaken, a joint decision should then be reached as to whether a report to the scrutiny committee is required. If it is decided that a report is not required, the issue will not be pursued any further. However, if there are outstanding issues, these could be picked up by agreeing that a briefing email to members be sent, or other appropriate action by the relevant officer.

If it is agreed that the scrutiny request topic should be explored further by the scrutiny committee a short report should be written for a future meeting of the scrutiny committee, to be taken under the standing work programme item, so that members are able to consider if they should place the item on to the work programme. This report should outline a suggested approach if the committee was minded to take on the topic and outline the purpose using the outcome of the consideration of the topic via the TOPIC analysis. Also the report should provide an overview of the current position with regard to the topic under consideration.

By using the flowchart, it is hoped that members and officers will be aided when giving consideration to whether or not the item should be added to the scrutiny committee work programme. This should help to ensure that the scope and purpose will be covered by any future report. The outcome of this should further assist the committee and the officers working with the committee to be able to produce informed outcomes that are credible, influential with recommendations that are; **S**pecific, **M**easurable, **A**ttainable, **R**elevant and **T**ime-bound.

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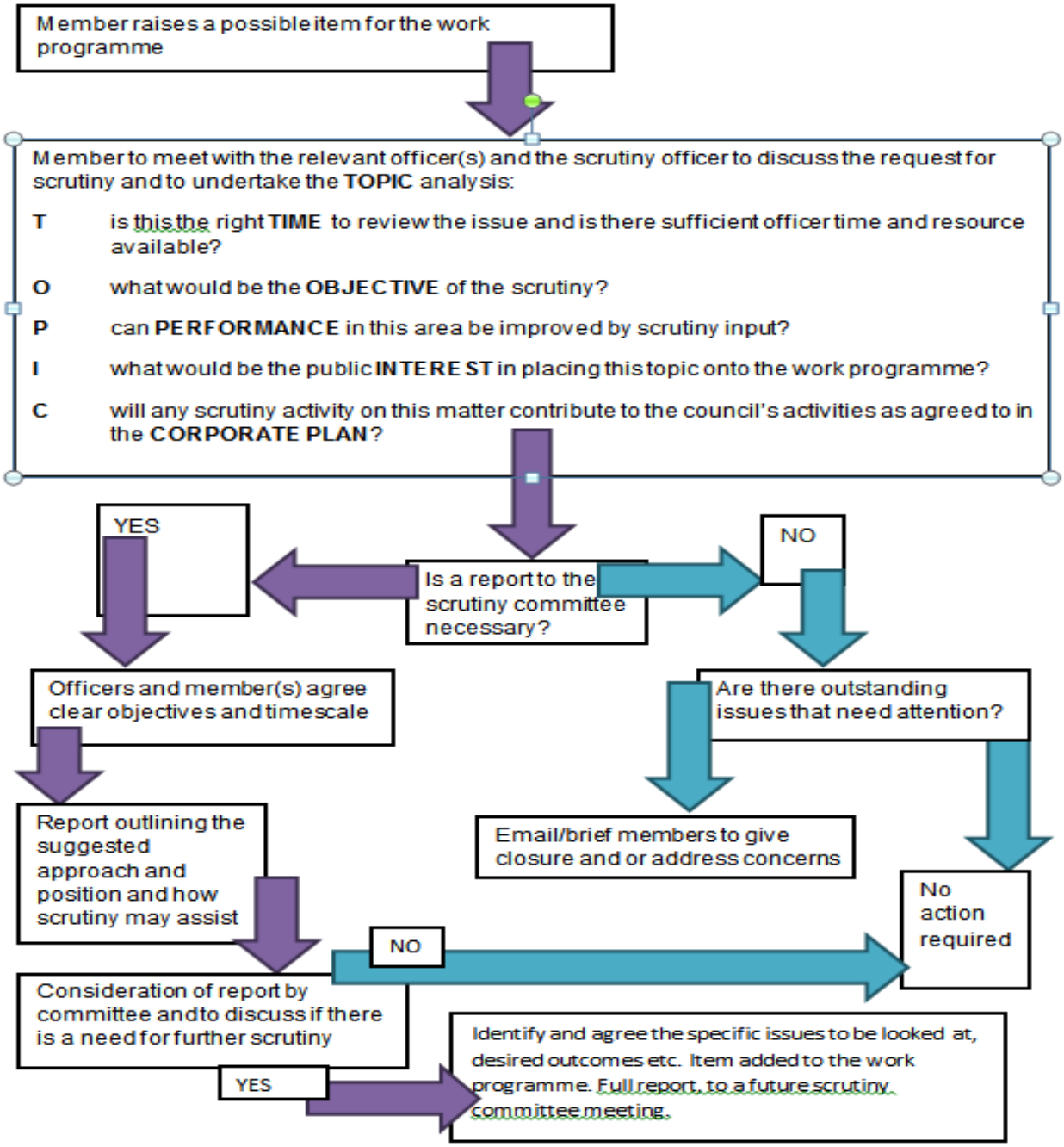
Guidance flow chart for placing items onto the scrutiny committee work programme



Public involvement and getting in touch with scrutiny

Meetings of the scrutiny committee are usually as informal as possible and as well as scrutiny members, are attended by cabinet portfolio members, officers, partners and anyone else who can assist with the work and provide evidence for reviews. Members of the public are also welcome to attend the scrutiny committee meetings and can participate at the discretion of the committee's Chair. If you do wish to participate regarding an agenda item at a scrutiny meeting you are requested to contact the committee officer who will liaise with the Chair of the committee and the scrutiny officer. Any questions for the committee have to be received no later than 10.00 am on the day before the meeting but in order for you to obtain a thorough answer it would be helpful if you could contact us as early as possible. To contact the committee officer please phone 01603 212416

Getting in touch with scrutiny

If you are a member of the public and wish to find out more about the scrutiny process and the committee or if you have any queries regarding this Annual Review, please feel free to contact the council's scrutiny officer; If you have any topic suggestions for scrutiny please use the form attached over this page and send it to the scrutiny officer or hand it in at the council's reception – for the attention of the scrutiny officer.

Steve Goddard
Scrutiny officer

Policy, performance & partnerships team
Strategy, People and Democracy
Norwich city council

01603 21**2491**
stevegoddard@norwich.gov.uk

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Request form to raise an item for Scrutiny Review

Councillors should be asked to carry out the following scrutiny review:

Please give your reasons (continue on a separate sheet if necessary)

Name:

Address:

Daytime Tel No

Email:

Date

Please return this form to Steve Goddard, Scrutiny Officer, Norwich City Council, City Hall, St Peters Street, Norwich NR2 1NH
Email: stevegoddard@norwich.gov.uk

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Norwich City Council

SCRUTINY COMMITTEE

Item No 6

REPORT for meeting to be held on 11 June 2015

Norfolk Health Overview and Scrutiny Committee

Summary: This report provides a brief introduction to health scrutiny, the county council's role, the city council's role and an explanation of how the city council's representative on the Norfolk Health Overview and Scrutiny Committee (NHOSC) role is undertaken. The scrutiny committee is also requested to select a representative and substitute to sit on the Norfolk County Health Overview and Scrutiny Committee for 2015/2016.

Conclusions: Since the Health and Social Care Act 2012 came into effect in 2013, health scrutiny powers lie with the county council rather than directly with the Norfolk Health Overview and Scrutiny Committee. County and district councils have different service responsibilities, but both have a significant impact on health and wellbeing.
By adoption of a way of working provided by the suggested protocol, the city council and its representative on NHOSC will be able to continue to work in partnership towards positive outcomes on behalf of residents.

Recommendation:

a) Agree to adopt the suggested protocol

b) Select a member of the scrutiny committee to be the representative to sit on NHOSC

c) Select a member of the scrutiny committee to be the substitute representative on NHOSC

Lead member for this report: **Councillor James Wright** – Chair of the scrutiny committee

Contact Officer: Steve Goddard **–** scrutiny officer
stevegoddard@norwich.gov.uk
01603 212491

1 Introduction to health overview and scrutiny

1.1 Since the Health and Social Care Act 2012 Norfolk County Council has delegated its powers to Norfolk Health Overview and Scrutiny Committee (NHOSC). The county council has a statutory duty to run a county-wide Health and Well Being Board, to which the city council send a representative from the cabinet. It has eight county councillors and seven co-opted district council members. The scrutiny committee at Norwich appoints a member representative (plus a substitute).

1.2 The Norfolk County Health Overview and scrutiny committee acts as a central point to consider and review the overall links between different parts of the broad health and well-being services and activities across Norfolk. All commissioners and providers of health services, not just NHS organisations, are included in the overview / remit of health scrutiny. It also reduces the risk of organisations needing to duplicate reports or responses across a number of councils. It defines its own role as:

"The Norfolk Health Overview and Scrutiny Committee is a statutory Committee which considers all matters relating to the needs, health and health related-services of the population of Norfolk. It scrutinises services that have an impact on the health of Norfolk's citizens and challenges the outcomes of interventions designed to support the health of Norfolk people."

1.3 County and district councils have different service responsibilities, but both have a significant impact on health and wellbeing. For example the county have social care, education and public health roles and districts have planning and housing roles.

1.4 Overall the challenges for health scrutiny can fall between taking a strategic approach and a more local focus. With this comes an importance of understanding of how the county and district councils can complement each other and add value when scrutinizing local health and wellbeing matters.

1.5 Norwich City Council has a scrutiny member representative who sits on the NHOSC plus one substitute member.

2. A protocol for a good working practice between the City Council Scrutiny Committee and the Norfolk County Health Overview Committee

2.1 All NHOSC members have the opportunity to suggest items and the chair and the full committee decides whether or not to put them onto the forward work programme. NHOSC has the ability to delegate health scrutiny powers to district councils for review of specific local subjects

2.2 Following each meeting members are given a brief note of the

outcomes and actions from the meeting to enable them to report back to their councils. At the 26 February 2015 meeting of the city council scrutiny committee it was agreed that regular updates from the NHOSC representatives should be reported back to.

2.3 It is therefore suggested that scrutiny committee agree a protocol for the representative of the council to work to:

- **The representative should make it clear if they are not representing an agreed view of the council or scrutiny committee**

- **A topic for scrutiny can be placed onto the NHOSC work programme either at a meeting of NHOSC as a member of NHOSC or on behalf of the Norwich scrutiny committee or the council if they have been asked to do so.**

- **The council's representative on NHOSC may submit relevant reports and recommendations of the scrutiny committee for consideration by NHOSC either if agreed by the chair of the scrutiny committee or by the committee itself or as a result of a request made by the NHOSC chair.**

- **The council's representative on NHOSC cannot agree on behalf of the Norwich scrutiny committee to carry out a piece of health scrutiny work. It is for the scrutiny committee to decide if it would like to include the matter on its work programme following a report back.**

- **If the Norwich scrutiny committee wishes to take on an item of the NHOSC work programme, it would need to request this via the representative, through the chair of the NHOSC to seek the appropriate agreement of the county council to delegate health scrutiny powers for that item.**

- **The council's representative on NHOSC must report back to the scrutiny committee on a regular basis and should liaise with the scrutiny officer on an ongoing basis. Reporting back will be scheduled onto the work programme. The summary of the NHOSC meeting provided by the county council will be attached to the agenda and the representative will give a verbal update and answer questions from the committee.**

3. Scheduled meetings of the Norfolk Health Overview and Scrutiny Committee

Thursday 28 May 2015
Thursday 16 July 2015
Thursday 3 September 2015
Thursday 15 October 2015
Thursday 3 December 2015

Dates have not yet been set for 2016.