Norwich City Council

SCRUTINY COMMITTEE

Item No 6

REPORT for meeting to be held on 22 March 2018

Annual review of the scrutiny committee 2017 - 18

Summary: This annual review reports on the work and progress that has been made by the scrutiny committee for the period 2017–2018

Article 6d of the council's constitution (overview and scrutiny committees) states that the scrutiny committee will report annually to the council on its workings and make recommendations for future work programmes and amended working methods if appropriate.

Conclusions:

This snapshot view of outcomes as a result of scrutiny activity helps to reinforce that successful scrutiny is collaboration between the scrutiny committee, the cabinet, residents, partners and the officers of the council.

Scrutiny not only produces outcomes in terms of feeding into the decisions that are made but it can also play a valuable role to inform and develop knowledge for members.

Recommendation: That the scrutiny committee recommends the annual scrutiny review for approval at the next available meeting of full council.

Contact Officer: Councillor James Wright
Chair of the scrutiny committee

Annual review of the scrutiny committee 2017- 2018

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 2017– 2018.

NORWICH City Council

Annual review of the scrutiny committee 2017- 2018

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.

Throughout the year, the committee has looked at various aspects of delivery of the Corporate Plan, including making regular comment on the quarterly performance reports and feeding into the transformation and budget setting process, with members making recommendations to cabinet that help shape and strengthen the work of the council.

As always there have been items for scrutiny that members of the committee would like to have looked at, but due to pressures of time it has not been possible to address these.

The scrutiny year began with a look at accessibility issues within the city, and concluded with a recommendation to ask cabinet to address the production of an access charter, and to make sure that includes working with those groups to represent those with hidden disabilities

The cooperative agenda in local government was considered at our July meeting.

The outcome of this was to arrange for a briefing on co-operatives have worked with other local authorities and how the Norwich City Council could work as part of this model.

Members who attended the subsequent briefing have reported back how valuable it was to them in improving their understanding.

In October, scrutiny went into the community to undertake a piece of work address health inequality in Norwich, where the new Harford Community Centre on Hall Road played host to the committee.

The committee heard from a number a number of experts, including a detailed overview of public health statistics, a made several recommendations as to how the council might reduce health inequalities.

Perhaps our most significant undertaking this year was in relation to access to justice, where the committee considered “the impact of legal aid cuts, changes to tribunal fees, debt and the impact of cuts to probation/prisons/courts. The city council’s commissioning of advice services which provide elements of legal advice and how these work in Norwich”

Following a comprehensive evidence gathering session, the committee made a number of recommendations including committing to a longer term for the council’s funding for social welfare advice services in the city, reducing burden on funded organisations by standardising application and monitoring process, and to explore this with other funders, and additional activities around the Better off Norwich platform.

With 14,000 private rented homes in Norwich, the committee used our February meeting to gain an understanding about some of the hazards affecting those living in the private rented sector, as the council has a duty to tackle these.

A significant proportion of rented homes in Norwich are hazardous and consequently the council has to target its enforcement resources at the worst cases.

The committee heard how the property registration scheme launched by the council in 2016 has not received sufficient support from local landlords and is therefore suspended.

The committee’s recommendations included asking cabinet to resource, far earlier, the introduction of additional HMO licensing in conjunction with a relaunched property registration scheme and fund more environmental health officers to inspect properties and try to identify rogue landlords.

At the time of writing this draft foreword, the committee has not met to consider enforcement and this document will be updated to reflect the outcomes of that scrutiny before presentation to council in June.

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 continue to see the work programme for next year in part informed by public request, and to that end would encourage members of the public contact the committee officer to suggest topics for scrutiny.

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During the year the committee also addressed two scrutiny call-ins. Call-ins are a vehicle for councillors who are concerned about a particular decision to place it open to further scrutiny.

Ultimately, both scrutiny call-ins this year were in relation to procedural issues around publication of decision notices and information to councillors and have now resulted changes being made by officers.

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

Councillor James Wright – Chair of the scrutiny committee

Annual review of the scrutiny committee 2017-2018

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

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The membership of the scrutiny committee 2017 – 2018

Councillors:

Wright (chair)
Brociek-Coulton (vice chair)
Bogelein
Bradford
Bremner
Coleshill
Grahame
Haynes
Jones (B)
Manning
Malik
Ryan
Thomas (Va)

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.

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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.

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4 Principles of Effective Scrutiny

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.

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The scrutiny year

Setting the work for the year – work programme

At the May 2016 meeting of the scrutiny committee, members discussed and agreed the work programme; the outcomes of which are detailed in this report and shown in the section, ***the work of the scrutiny committee and outcomes for 2016 – 2017.*** *This section starts on page 10 of this review, and provides an overview of the work carried out by the scrutiny committee over the last 12 month period. The scrutiny committee's work programme varies in content, ranging from standing items, such as the yearly update on the environmental strategy to specific pieces of scrutiny work requested by the committee such as academies and educational attainment in Norwich.*

Other standing items include:
Corporate plan review
Equality information report
Pre-scrutiny of the proposed budget
Annual review of the scrutiny committee
Also, verbal updates from the committee's NHOSC representation are brought to meetings as and when.

The work programme is also a standing item at every committee meeting, and members have the opportunity to add or remove items from the work programme if they wish.

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

(At the time of this review's publication, work has already begun by the scrutiny liaison officer and the committee members around the work programme for 2017 – 2018 and this will be officially agreed by the scrutiny committee in May at the first meeting of the new civic year.)

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Training

At the beginning of the scrutiny year in May, the committee took part in an afternoon of training. The aim of this session was to assist existing scrutiny members in gaining knowledge and building upon experience from previous training, and for the newly appointed members to be introduced to their scrutiny role.

The training consisted of a mixture of group exercises, discussions and presentations and was delivered by an external trainer.

The session contained the following content:
What overview and scrutiny is
Scrutiny trends over the past 10 years
The key skills required of members in scrutiny
Some pointers on the programming of scrutiny work
How to plan and scope your scrutiny work
Being tactical in the use of scrutiny

Following on from the discussion which ensued at the training and based on the working style of the committee throughout the following months, it seems the pre-existing protocols are working effectively for the scrutiny committee.

The members of the scrutiny committee also continue to come together for a pre-meeting in advance of the scrutiny committee so that they can plan the committee's approach for the topic being discussed at the committee meeting.

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The work of the scrutiny committee and outcomes for 2017 – 2018

DATE OF MEETING	***TOPIC FOR SCRUTINY***	***RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR***	***SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT***	***OUTCOME***
22 June 2017	**City accessibility**	Andy Watt (Head of city development)	To consider the recent changes to the layout and transportation in the city centre, particularly in relation to citizens with protected characteristics under the Equalities Act.	(1) ask cabinet to formulate a city access charter and to extend consultations on such a charter to groups representing all disabilities including those with hidden disabilities, (2) consider the formation of a task and finish group at the appropriate time to support the development of a city accessibility street charter (3) ask Norfolk County Council's Environment, Development and Transport committee to review the same evidence presented to this meeting to inform their work going forward; (4) improve stakeholder representation earlier in the design process of new transport schemes, (5) ask relevant officers to ensure that any new signage be

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
				evaluated in terms of accessibility (6) ask the Norwich Highways Agency Committee to consider formally pausing the use of shared space schemes, (7) ensure the A Boards policy is easily accessible on the Norwich City Council website, (8) ask the relevant body to consider ways to more robustly enforce the engine switch off policy for buses within Norwich, (9) ask the relevant body to consider ways to increase awareness of ways to report misuse of blue badge parking, (10) ask the chair of the licensing committee to consider receiving a report on the sufficient supply of wheelchair accessible private hire vehicles, and (11) ask relevant officers to

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
				approach the Business Improvement District (BID) to explore ways of improving city centre retail access for those with mobility issues, such as more drop off points and a mini bus 'hopper' service.
13 July 2017	**Quarterly performance report**	**Adam Clark (Strategy manager)**	To consider if there are any measures within report to consider for future analysis and how the committee would like to scrutinise corporate performance in the future	(1) ask the financial inclusion manager for some anecdotal evidence around timely access to debt advice, (2) ask the strategy manager to investigate why the performance target for measure FAC5 was so high; and (3) ask the director of neighbourhood services to circulate any commentary captured around why residents felt unsafe.

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
21 September 2017	**Pre-scrutiny of the proposed budget consultation**	Nikki Rotsos (Head of communications and culture)	To look at the proposed approach to engaging residents and other stakeholders in the development of the council's vision and strategy for 2019-2022 as well as the 2018-19 budget and transformation programme.	(1) consider how best to involve members in shaping the budget consultation with an update brought back to scrutiny at appropriate time to allow changes to be considered ; and (2) include an 'easy-read' sheet to sit alongside the budget consultation
21 September 2017	**The cooperative agenda in local government**	Councillor Chris Herries	To agree areas for further review and to consider identifying a suitable time for an all members briefing/workshop about co-operatives.	Resolved to ask the democratic and elections manager to arrange an all members briefing on co-operatives to include examples of how co-operatives have worked with other local authorities and what services were available to Norwich City Council.
19 October 2017	**Health inequality in Norwich**	Adam Clark (Strategy manager)	A review of health inequality in Norwich and the role of the city council	(1) To ask the chair of scrutiny to liaise with the leader of the council around progressing accessibility charter and to acknowledge all

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
				recommendations from June scrutiny committee meeting on city access (2) To ensure provision of web information linked across organisations (3) To ensure health and wellbeing is taken into consideration when the review of parks and open spaces takes place (4) To scrutinise the river Wensum strategy to ensure health inequality actions are considered (5) To scrutinise the social value and procurement framework as part of next year's work programme; and (6) For the strategy manager to feedback to members regarding the significantly negative outliers for

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
				Norwich from the Public Health Outcomes Framework
23 November 2017	**Access to justice**	Councillor Vaughan Thomas	The impact of legal aid cuts, changes to tribunal fees, debt, impact of cuts to probation/prisons/courts. The city council commissions advice services which provide elements of legal advice and how these work in Norwich	Resolved to ask cabinet to consider; (1) committing to a longer term for the council's funding for social welfare advice services in the city, (2) how to reduce burden on funded organisations by standardising application and monitoring process, and to explore this with other funders (3) including a link to the Better Off Norwich platform in all relevant communications sent to customers and within their online council accounts to ensure they are

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
				accessing their entitlements; and (4) working with digital hubs around Norwich to train volunteers on Universal Credit and the Better off Norwich platform.
14 December 2017	**Corporate plan and performance framework**	Adam Clark (Strategy manager)	To consider amendments to corporate performance KPIs	Resolved to recommend the draft corporate measures 2018-19 to council for approval.
14 December 2017	**Equality information report**	Adam Clark (Strategy manager)	Pre-scrutiny of the equality information report prior to it being considered by cabinet.	To note the equality information report.
14 December 2017	**Emerging position on the 2018/19 budget and MTFS**	Karen Watling (Chief finance officer)	To note latest financial forecasts, savings options and capital plans which will inform budget setting for 2018/19.	Resolved to note the Emerging position on the 2018-19 Budget and Medium Term Financial Strategy (MTFS) and HRA Business Plan
25 January 2018	**Scrutiny of the proposed budget, MTFS, and transformation programme**	Karen Watling (Chief finance officer)	To make suggestions to cabinet regarding the proposed budget's ability to deliver the council's overarching policy.	Resolved to note the pre-scrutiny of the proposed budget 2018-19

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
25 January 2018	**Environmental strategy yearly update**	Richard Willson (Environmental strategy manager)	Identification of any issues to consider and note successes and progress reported in the progress statement.	Resolved to ask cabinet to consider:- (1) working with partners to such as the BID and the UEA to facilitate the delivery of electric vehicle charging points, (2) working with producers of air quality sensors and researchers to ensure that good quality field data around air quality is produced; and (3) investigating the possibility of a social value and environmental framework to purchase assets

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
7 February 2018	**Call – in meeting** **Purchase of an asset**	Anton Bull (Director of business services)	The decision notice published to councillors regarding the purchase of an asset had no supporting exempt documentation, making it largely meaningless.	Resolved to ask: (1) the director of business services to send an exempt pack of information relating to assets purchased to all members once a notice of key decision had been published, (2) the chief finance officer to simplify the information around the payback period within the exempt pack of information sent to all members; and (3) the democratic and elections manager to include an all members briefing on the treasury management strategy in the councillor development programme for the next civic year.
22 February 2018	**The private rented sector**	Paul Swanborough (Private sector housing manager)	To provide members with key information on housing conditions in the private rented sector and to consider the evidence presented at this meeting and considers any recommendations the committee	Resolved to ask cabinet to consider:- (1) Resourcing, far earlier, the introduction of additional HMO licensing in conjunction with a relaunched property registration scheme,

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DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET, PORTFOLIO HOLDER, COUNCILLOR	SCOPE – REASON FOR TOPIC REQUEST and OUTCOME SOUGHT	OUTCOME
			may wish to make	(2) writing to the two Norwich MPs to ask them to investigate when the mandatory licensing scheme would be commencing (3) funding for more environmental health officers to inspect properties and try to identify rogue landlords; and (4) working with other organisations to facilitate private sector tenants forums.

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An investigation into Access to Justice in Norwich

This civic year, when setting their work programme, the scrutiny committee chose to investigate the issue of access to justice. This was discussed at the November meeting.

The original scope for the item was for the committee to consider:

"The impact of legal aid cuts, changes to tribunal fees, debt and the impact of cuts to probation/prisons/courts.
The city council's commissioning of advice services which provide elements of legal advice and how these work in Norwich"

Several speakers were invited to give evidence to the members and are listed below:

- Gareth Thomas, Director of UEA Law Clinic and trustee of the Eastern Legal Support Trust, (ELST)
- Janka Rodziewicz, Strategy Manager at Norfolk Community Advice Network, (NCAN)
- Judi Lincoln, advice and volunteer manager, Norwich Community Legal Service, (NCLS)
- Sue Bailey, President of the Norfolk and Norwich law society

The committee was presented with an array of evidence from the various speakers to support their understanding of the landscape of legal advice provision (particularly around social welfare law) and the changes that had been experienced over recent years.

Professor Thomas gave an overview of how the ability of citizens to understand and exercise rights was an integral part of the rule of law in our society, and that the changes to legal aid since 2013 had impacted on this. He provided an insight into the role of various stakeholders, including central government, the legal profession and the Voluntary, Community and Social Enterprise sector.

He explored how the provision of advice that was provided by the UEA law clinic and students supported this in practical terms. He also explained the role of the Eastern Legal Support Trust (ELST) in funding and supporting free legal advice in the region.

Janka Rodziewicz provided an overview of the Norfolk Community Advice Network (NCAN) and the various services provided by its members, as well as some of the issues that they faced. These issues included capacity, short-term funding, diversity of evaluation and increasing complexity of cases. She also explained how NCAN sought to address some of these issues and ensure that their

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members' services were optimised for the benefit of service users. She also explained how the city council engaged with the sector, both as a part of NCAN and as a funder of and strategic influence on social welfare advice.

Focusing on the specific issues faced in the area of family law, Judi Lincoln explained how the changes to legal aid had resulted in a paucity of support to people navigating the court system. She explained that Norfolk Community Law Service (NCLS) had sought to respond to these issues by establishing a service that provides so-called litigants in person with a measure of 'handholding' and support in court. She was able to give some insight into the lived experience of the people who had used the service and how it was helping them

The final speaker, Sue Bailey, was able to give a legal profession perspective on the issue of access to justice. Again, she was able to give the committee a sense of how the changes to legal aid nationally had played out locally, and what this meant for residents, courts and the legal profession. She also touched on the impact on criminal law and how there was a similar gap in advice provision as had been discussed around civil and social welfare law.

Having heard this evidence, the committee was able to explore the issues further. Discussions covered diverse issues such as the role of volunteers, the tribunal system, the council's funding of social welfare advice and digital inclusion.

Recommendations

The committee formulated their recommendations around Access to Justice at their January meeting. A report on these recommendations was taken to cabinet for consideration on 14 March 2018. These recommendations and the responses to them were as follows:

Consider committing to a longer term for the council's funding for social welfare advice services in the city

Ideally we would commit to all voluntary community social enterprise (VCSE) funding over 3 years. However, with the current uncertainty around local government finance and ongoing challenge about how we respond to that through the council's transformation programme, all of our budgets for external funding need to be kept under review annually. We will continue to work with existing funding recipients so that they are aware of the terms and restrictions of any funding, and can plan accordingly.

Consider how to reduce burden on funded organisations by standardising application and monitoring process, and to explore this with other funders

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We are working with Norfolk Community Advice Network, (NCAN) and the current social welfare providers to identify ways of standardising reporting without adding additional burdens, but providing consistent reporting that supports their ability to demonstrate the impact of their services. We are initiating conversations with other funders of these services locally to explore this further.

Include a link to the Better Off Norwich platform in all relevant communications sent to customers and within their online council accounts to ensure they are accessing their entitlements

This is not currently in place; cabinet could consider asking officers to consider the viability of this.

Work with digital hubs around Norwich to train volunteers on Universal Credit and the Better off Norwich platform

The city council regularly provide training to Voluntary Norfolk trained volunteers (based at Digital Hubs). This has included Switch and Save, smart meters, avoiding scams and working with people with disabilities. We ran a session for volunteers on Universal Credit, (UC) when the scheme first came to the city. It is in the digital inclusion action plan for Year 4 (2018/19) to redeliver this for the fully live service at an appropriate time. Voluntary Norfolk volunteers have supported people to make UC applications, and the UC team leader came to the external partners steering group in January to give an update to the group too. Regarding 'Better Off' Norwich information has been sent to all the volunteers on the digital inclusion programme and details are available on their web-resource site.

Conclusion

This piece of work was a good example of how the committee was able to consider a range of evidence from diverse stakeholders around an issue that is topical and has an impact on local residents. They were then able to relate this to the council's role and make concrete recommendations that can improve how the council works with other agencies to address the issue.

All of the minutes and materials used at this meeting can be found on the Norwich City Council website under:

Committees > Scrutiny committee > 23 November 2017

Or at this link:

https://cmis.norwich.gov.uk/live/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/4/Default.asp

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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 2017 – 2018 the member representative has been Councillor Julie Brociek-Coulton with Councillor Lesley Grahame 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 2017 – 2018 the member representative has been Councillor Vaughan Thomas with Councillor Lesley Grahame 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**?

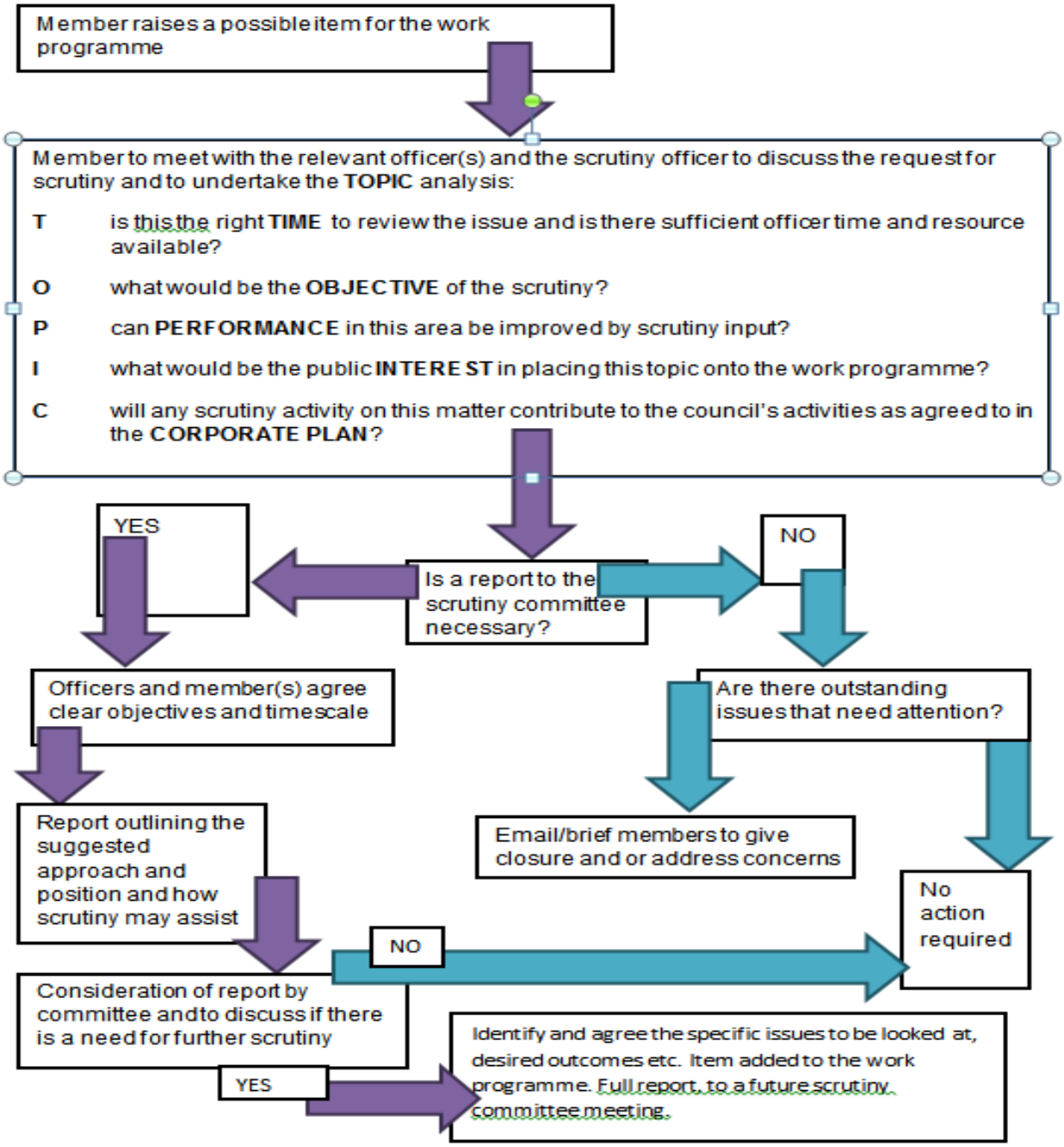
Once the TOPIC analysis has been undertaken, a joint decision should then be reached as to whether a report to the scrutiny committee is required. If it is decided that a report is not required, the issue will not be pursued any further. However, if there are outstanding issues, these could be picked 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 liaison officer; If you have any topic suggestions for scrutiny please use the form attached over this page and send it to the scrutiny liaison officer or hand it in at the council's reception – for the attention of the scrutiny liaison officer.

Lucy Palmer
Democratic team leader

Democratic services
Norwich City Council

01603 21**21416**
lucypalmer@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 Bethany Clark, Scrutiny Liaison Officer, Norwich City Council, City Hall, St Peters Street, Norwich NR2 1NH
Email: bethanyclark@norwich.gov.uk

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