

Overview and Scrutiny Annual Report 2012/2013



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Foreword

As Chairman of the Overview and Scrutiny Committee, responsible for overseeing the Overview and Scrutiny process in Bury, it gives me pleasure to present this Annual Report for 2012/2013. The report summarises the activities of the Council's Scrutiny Committees and reports on some of the highlights and achievements of the last year.

This has been the first year of a new scrutiny structure which has streamlined the number of Committees, whilst providing for Project Groups to be set up to carry out detailed reviews on a task and finish basis. As Chairman of the Committee tasked with setting up and monitoring these Groups, it has been pleasing to have received evidence based reports from two Project Groups accompanied by detailed recommendations focussing on improving services.

Throughout the year the Overview and Scrutiny Committee has tackled a wide and varied work programme cutting across all Council Departments. The Committee have engaged with Cabinet Members prior to decisions being taken and also held them to account following decisions through the call-in mechanism. With regard to Health Scrutiny, the new Committee have scrutinised the provision of adult care and local NHS services as well as being consulted on proposed changes that will affect the residents of Bury.

The Council has continued to take the lead role in administering the two Joint Health Scrutiny Committees established in January 2004, which review the work of the Pennine Acute Hospitals NHS Trust and the Pennine Care NHS Trust. Excellent working relationships have continued with Members and Officers in both the NHS and in the partner Local Authorities of Manchester, Stockport, Oldham, Rochdale and Tameside.

It is my hope that in the coming year the positive elements highlighted within this report serve to further develop the role of overview and scrutiny in strengthening the decision making process and improving services to the residents of Bury.

As always thanks go to the Chairs and Members of all the Scrutiny Committees and Overview Project Groups. I would also like to take the opportunity to thank the Executive Directors and their staff for supporting the scrutiny process, as we look forward to the challenges of the coming year.



Councillor M Hankey
Chairman of Overview & Scrutiny Committee
May 2013

Overview and Scrutiny in Bury

Overview and Scrutiny Committees are an important part of the way we make decisions. Although they have no Executive powers, the scrutiny process does allow Members to explore issues in depth and help to influence decisions through recommendations to the Cabinet or Full Council.

In Bury, the role of scrutiny bodies can be broken down into these two main functions:-

Holding the Cabinet to Account

This involves scrutinising decisions before they are implemented by way of 'Call-in' to the relevant Scrutiny Committee for debate. The effect of a 'Call-in' is to suspend the decision until the Scrutiny Committee has had the opportunity to consider the implications of the decision and, where appropriate, to offer comments back to the Cabinet.

Policy Development

This involves Scrutiny Committees undertaking reviews of functions within their individual remits leading to recommendations to the Cabinet, and to assist in the development of future policies and strategies.

Under the new arrangements the following Committees are constituted to carry out Overview and Scrutiny in Bury:

Overview & Scrutiny Committee

Set up to scrutinise Cabinet decisions and Council performance, the Overview & Scrutiny Committee operates within the following terms of reference:

- To review and scrutinise the decisions made or actions taken in connection with the discharge of any of the Council's functions.
- To review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and all particular service areas.
- To set up, appoint and monitor Overview Project Groups (set up to carry out reviews of policies, services or the impact of decisions).
- To make recommendations to the Cabinet and/or appropriate Committee and/or Council arising from the outcome of the Scrutiny process.
- To review or scrutinise decisions made or other action taken in connection with the discharge by the responsible authorities of their crime and disorder functions.
- Oversight of the provision, planning and management of the

assets and audit arrangements.

- Oversight of the Council's corporate plans and strategies and the monitoring of the corporate plan and departmental plans.
- To scrutinise outside bodies and partners relevant to the Council.
- To receive all reports from external inspectors.

Health Scrutiny Committee

A dedicated Health Scrutiny Committee was set up to scrutinise partner organisations on issues relevant to the residents of the Borough. Full terms of reference are:

- To carry out the Council's statutory obligations in relation to reviewing and scrutinising any matters relating to the planning provision and operation of health services in the area of the Council.
- To oversee the health and well being of the borough's population
- To scrutinise the provision, planning and management of Adult care services.
- To monitor the implementation of any scrutiny recommendations accepted by the Cabinet.

Overview Project Groups

The Overview & Scrutiny Committee is responsible for setting up and monitoring reviews carried out by Overview Project Groups. These Groups are tasked with reviewing particular policy areas with a view to making recommendations that will ultimately result in service improvements. In 2012/2013 Overview Project Groups were set up to undertake reviews into the following areas:

Anti Social behaviour
Recycling
Plan for Change

KEY OUTCOMES

During 2012/2013 the Council's Scrutiny Committee's and Overview Project Groups have looked at a wide range of topics and issues. Various methods have been used to examine and investigate issues which have resulted in positive outcomes in terms of policy development and holding decision makers to account.

Anti Social Behaviour

Following a request from the Overview & Scrutiny Committee, an Overview Project Group was set up to carry out a detailed review into the current initiatives, partnership working arrangements and implications of upcoming national legislation in respect of anti-social behavior (ASB) in the borough

The review process involved receiving evidence from the Police, Six Town Housing and Council staff to analyse the work undertaken and the processes in place to actively tackle and reduce the incidence of anti-social behaviour in Bury.

Key Recommendations

That representations be made to the Police and Crime Commissioner (PCC) in relation to the need for sustainable support for ASB over a 3 year budgetary period. In addition, that Bury CSP bids in to the fund controlled by the PCC that is currently unallocated to support initiatives to drive down ASB in Bury.

To develop a detailed definition of anti-social behaviour and levels of service for complainants taking account of the statutory responsibilities and financial constraints of the Council. This will include self help advice when complaints do not fall into this definition of ASB.

To achieve consistency in the reporting mechanisms and criteria across the different partner organisations and a more straightforward customer journey when a complaint is made, including a 'no wrong door' policy between the Council and Six Town Housing for taking and logging complaints.

Examine and explore the options around the role of the 24 hours call takers at Bradley Fold in responding to people reporting ASB to the council out of hours.

Develop a risk assessment process with pathways into support agencies to ensure vulnerable victims do not come to harm as result of anti-social behaviour.

To develop mediation services available to private residents of the borough, to help resolve the rising number of neighbour disputes being reported to agencies. Explore services and methods used by other agencies to determine the best type of service for Bury.

Allow Six Town Housing ASB staff enhanced access to noise abatement powers. The most effective way of achieving this would be by having a multi-skilled co-located team. The team could have the capacity to work from a number of locations under agile working arrangements.

To explore the introduction of a scripted system in respect of anti-social behaviour through the Customer Relationship Management(CRM) process.

Recycling

The Recycling Overview Project Group was asked to review the work undertaken by the authority in relation to recycling household waste across the borough. Also promotion of recycling and the policies in place in relation to contaminated bins and enforcement.

Research carried out involved a large amount of technical information and required in-depth explanation from the officers working in these areas. As part of the review Members of the Group also attended visits to the Recycling Facility at Longley Lane in Manchester and the Customer Contact Centre at Whittaker Street in Radcliffe.

Key Recommendations

That Ward Councillors are encouraged to become 'Recycling Champions' in their areas by promoting recycling wherever possible and work with the Waste Management Section to identify solutions for specific areas.

That, to assist with ongoing work in relation to contaminated bins, all new bins are numbered by the Council before being delivered to properties and households where the bins are not numbered are encouraged to do so.

That the use of enforcement in relation to contaminated bins be considered – this would only be as a last resort and for repeat offenders.

That all waste operatives are regularly reminded to use the software correctly as this may assist to reduce the number of complaints received and the number of missed collections.

That Members should receive regular reports setting out targets versus actuals and highlighting where improvements need to be made and how this can be done.

That the possibility of carrying out specific exception reporting or analytical research is considered to look at trends and highlight where improvements can be made.

That complaints relating to missed bin collections are monitored by area to highlight any patterns.

That something similar to the interactive games that were used on the visit to the recycling centre should be developed locally to be rolled out to schools across the borough. This would help to educate the young people within the borough who would then pass this on to the rest of their families.

That all Councillors are encouraged to attend a visit to the Customer Contact Centre.

That all funding opportunities in relation to the promotion of recycling are researched and applied for

Local Area Partnerships

The Overview and Scrutiny Committee received a report and questioned the Cabinet Member for Communities in respect of the performance of Township Forums, particularly in relation to the implementation of Township Plans and levels of engagement with the public and community representatives.

The Committee suggested that a mechanism be developed to share ideas and good practice across all Township Forums, possibly through a Chair's Group.

Plan for Change

A large element of the work of the Overview and Scrutiny Committee over the last year has focussed on the Council's Plan for Change process. Input into the process was through a number of Working Groups which were established for the following service areas:

- Leisure Services
- Adult Learning
- Highways
- Libraries
- CCTV/Environmental Services
- Parks and Countryside

In addition to the Working Groups, separate detailed reports were received on the Parks and Countryside, Libraries and Destination Management reviews.

Diabetes Group

A Working Group of the Health Scrutiny Committee was set up to meet with representatives from the Clinical Commissioning Group (CCG).

The group were able to input into the Service Specification Document that had been produced in relation to the new Integrated Community Diabetes Team that would be introduced across the borough in the near future. The group also asked that it be included within the document that the successful providers must meet representatives of the Health Scrutiny Committee to discuss their proposed way forward.

Partnership and Development Work

Bury and Oldham Councils were chosen to become a Scrutiny Development Area by the Centre for Public Scrutiny (CfPS), to provide early insight into the development of accountability arrangements and ways of working between O&S, Health and Wellbeing Boards, Clinical Commissioning Groups and Health Watch. This entailed receiving 5 days free expert adviser support during a period of 6 months.

Two events were held, one in Bury in October 2012 and a further event in Oldham in January 2013. These events were attended by Councillors,

Officers , members of the CCG, Healthwatch, Health and Wellbeing Board and Public Health as well as voluntary services.

The joint work included the production of a 'Members Guide to the Health Reforms' which was discussed at the event in January. This work led to discussions on where there were questions that needed answering in relation to the health reforms and knowledge around these. Finally, draft protocols were produced in conjunction with the different groups (CCG, Healthwatch, Public Health etc)

The Chair of each Committee attended an event in London to discuss their work and a CfPS publication has been produced to explain the work that has been carried out.

Further work with the Centre for Public Scrutiny has been undertaken through the Joint Health Overview and Scrutiny Officer for Pennine Care. A project to improve working between health scrutiny committees and the Care Quality Commission has been carried out during the current year, focussing on working together to share good practice and improve health outcomes .

Healthier Together – Update on the review and pre – consultation work

A special meeting of the Health Scrutiny Committee was arranged to look at this issue and enable the Councillors to familiarise themselves with the consultation and ask questions of the team carrying this out. Members of the team attended and the work that had been carried out so far and the next steps. Members were able to express their concerns and ask for specific information.

The CCG would update the Committee on this review and the consultation once more information was available.

Work of the Joint Health Scrutiny Committees (JHOSC)

Joint Health Overview and Scrutiny Committee for Pennine Care

The Joint Health Overview and Scrutiny Committee was established jointly by Bury, Oldham, Rochdale, Stockport and Tameside councils, to consider issues affecting the health of local people (the overview role) and to call the NHS to account on behalf of the local communities (the scrutiny role).

Each of these Councils has appointed 3 representatives to sit on the Committee.

Bury Councils representatives on the committee are; Councillor Grimshaw, Councillor Tariq and Councillor Walker.

Child and Adolescent Mental Health Services (CAMHS)

This year the Joint Committee chose to focus its attention on the provision of Child and Adolescent Mental health Services across the Pennine Care Foundation Trust footprint. As part of this review the Joint Committee worked with the "Young Minds" Charity to engage young people and coincided their scrutiny of CAMHS with a Trust wide review of CAMHS provision.

Following the work with the Young minds charity the Joint Committee identified ten themes for consideration and incorporation in the Trust wide review.

The Trust responded to the scrutiny review and provided further evidence of work it had undertaken in response to some of the issues raised in the Joint Committee's report, these included:

- Training and education for teachers
- Education and awareness sessions for GPs
- Roll-out of a self harm and prevention group in school to reduce harm
- Targeted mental health in schools
- Regular refresher training to Adult Mental Health colleagues on a six monthly basis.

Payment by Results

As well as the scrutiny review of CAMHS, the Joint Committee also looked at the proposed changes in funding arrangements for the Trust in view of the introduction of the Payment by Results system for mental health services. The Joint Committee wanted to receive assurance that the Pennine Care Foundation Trust had robust processes in place for the new arrangements currently being implemented. It is anticipated that all Pennine Care Mental Health Services will be under Payment by Results by 2016.

The Joint Committee will continue to monitor the impact of Payment by Results and look to ensure clinical quality and financial security, despite the requirement to make savings.

In the forthcoming municipal year 2013/14, the Joint Committee will review attendance to hospital emergency departments and hospital admissions where alcohol is a key factor and also the link between a person's mental health, physical health and impact on life expectancy.

Joint Health Overview and Scrutiny Committee for Pennine Acute

Work undertaken by the JHOSC during 2012/13

Quality Account

The Joint Committee commented on the Quality Account of the Pennine Acute NHS Hospitals Trust at the end of the municipal year 2011/12 and also the Quality Account of the North West Ambulance Service Trust (NFAST) at the beginning of the municipal year 2012/13. Both commentaries were focussed on the areas of work undertaken by the Committee during 2011/12.

Healthy Futures

As part of its monitoring of the implementation of the Healthy Futures reconfiguration the Committee retained a focus on transport to hospitals, which they felt had been inadequately addressed. Visits were made to the new Rheumatology Unit at Rochdale Infirmary and to the new Cardiology Unit at Fairfield General Hospital. Members were particularly impressed with the new Cardiology Unit but were concerned that both units showed an increase in the number of patients who 'did not attend'. The Committee were concerned that this was because of transport difficulties and looked to the Trust and the commissioners to monitor the reasons for non attendance as well as the numbers not attending. Having highlighted a high number of 'did not attends' in cardiology and urology, the Trust will now be analysing the reasons for non attendance. The Joint Committee does remain concerned over transport issues for patients and will continue to monitor the reasons for patients not attending appointments. In addition the Committee have expressed further concerns about the apparent lack of monitoring by the commissioners, under the legacy arrangements for the Healthy Futures reconfiguration.

Patient Transport

The JHOSC continued to monitor the North West Ambulance Services' provision of patient transport, focussing on the application of new eligibility criteria. With the change of contractor from April 2013, this monitoring will continue to ensure that the service is appropriate for patients visiting the hospitals of the Pennine Acute NHS Trust.

Patient Dignity

Patient dignity for patients attending North Manchester General Hospital was raised by the Joint Committee. The Trust found that this was an issue at all its hospital sites and undertook to take action to resolve this. The Committee were informed that plans were in place and that the changes would all be implemented by June 2013. Capacity in the waiting area at North Manchester General Hospital was also queried. The Trust again looked across all the sites and, whilst it found there to be no problems at North Manchester General Hospital, it did find problems at the Royal Oldham Hospital. As a result, Patient Pagers were now being used to allow patients who were waiting for blood tests to go to other public areas of the hospital whilst waiting.

Waiting Lists

The Committee heard how it was expected that the implementation of the Health and Social Care Act 2012 would affect the Trust from the Chief Executive of the Trust and also about the wider implications of the Act from Professor Esmail from Manchester University. Following these presentations, the Committee agreed to monitor waiting lists within the Trust to establish whether the implementation of the Act had resulted in any changes to waiting lists. This work has started and is acknowledged that work has been done to reduce the longest waiting times. The monitoring of waiting lists over the next year.

Looking Forward

There is to be a new review of Health and Care in Greater Manchester. The Committee received information about this review at the meeting held on 26 March and two Committee Members have agreed to sit on the External Reference Group for the Healthier Together Review. Scrutiny Arrangements for this review are yet to be determined in light of the new Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 which came into effect on 1 April 2013.

Contact Us:

For further information on the content of this report or about overview and scrutiny work in Bury, please contact us through the following methods:

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