

TELFORD & WREKIN COUNCIL

**CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE –
18 JULY 2018**

WORK PROGRAMME 2018/19

**REPORT OF THE ASSISTANT DIRECTOR: GOVERNANCE,
PROCUREMENT & COMMISSIONING**

1.0 PURPOSE

- 1.1 To enable the Customer, Community & Partnership Scrutiny Committee to consider and agree the Committee’s work programme for 2018/19.

2.0 RECOMMENDATIONS

- 2.1 That the Committee agree its Terms of Reference (Appendix 1)
2.2 That the Committee agree items for the 2018/19 work programme (Appendix 2); and
2.3 That the Committee agree meeting dates for the remainder of the 2018/19 municipal year.

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Priority Plan objective(s)?	
	No	
	Will the proposals impact on specific groups of people?	
	No	Borough Wide
DELIVERY DATE	The 2018/19 work programme should be delivered in-year before the pre-election period begins.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes/No	Scrutiny has a role in ensuring that local government is effective and accountable. This includes undertaking reviews and challenging and monitoring performance. There is provision for the cost of supporting the Scrutiny function in the 2018/19 budget and the work programme will need to be managed within those resources, any variance that arises will be reported as appropriate as part of financial monitoring. The financial implications of any recommendations made by Scrutiny should be considered as part of reports as relevant.

		<p>Scrutiny also plays an important part of the budget consultation process which is reflected in the work programme and is a key piece of work which feeds into the Council's overall budget strategy</p> <p>PH 8.6.18</p>
LEGAL ISSUES	Yes/No	<p>Overview & Scrutiny for local authorities was introduced as part of the modernisation of local government in Section 21 of the Local Government Act 2000. It required every local authority to have at least one O&S committee, to: hold the Executive to account; undertake policy development and review; monitor and improve performance; investigate issues of public concern; and carry out external scrutiny including the NHS.</p> <p>Establishing a work plan, and resources as set out in this report will assist O&S to effectively meet its objectives.</p> <p>SAD – 14.05.18</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	No	
IMPACT ON SPECIFIC WARDS	No	Borough-wide impact.

PART B) – ADDITIONAL INFORMATION

1.0 BACKGROUND INFORMATION

- 1.1 The Terms of Reference for the Customer, Community & Partnership Scrutiny Committee is attached at Appendix 1. On 24 May 2018, Full Council delegated authority to each Committee to approve its own Terms of Reference. Scrutiny Management Board have noted that the Flood Risk Management Overview and Scrutiny Committee (England) Regulations 2011 associated with the Flood and Water Management Act 2010 have expired following government review and recommended an appropriate amendment to the Terms of Reference at paragraph 6.
- 1.2 The suggestions shown in Appendix 2 were considered by the Scrutiny Management Board on 5 June 2018 and referred to the Customer, Community & Partnership Scrutiny Committee to decide which issues should be included in the Committee's Work Programme. In making decisions about the work programme, the Committee should consider

any feedback from both Senior Managers and Scrutiny Management Board and the following “Criteria for Scrutiny”:-

- How far scrutiny can realistically change or influence things;
- The extent to which residents or businesses are affected by the issue;
- How well the Council and Partners are performing in the area; and
- What else is happening to avoid duplication or wasted effort.

- 1.3 Scrutiny Management Board allocated a baseline of four formal meetings during the municipal year for scrutiny of items on the Customer, Community & Partnership Scrutiny Committee’s work programme. This allocation does not include informal or sub-group meetings which may be held to gather evidence as part of a review, briefing meetings or regional/external scrutiny meetings.
- 1.4 The work programme needs to be flexible to allow for important issues which emerge during the year to be scrutinised. However, if a new topic is added to the work programme, consideration must be given to removing an existing item to avoid the workload becoming unmanageable and losing focus.
- 1.5 The Committee should be mindful that 2018/19 is an election year and any reviews will need to be completed by the end of December 2018 at the latest to enable preparation and agreement of final reports to Cabinet before the pre-election period begins in March 2019.

2.0 PREVIOUS MINUTES

- 2.1 None.

3.0 BACKGROUND PAPERS

- 3.1 Scrutiny Handbook.

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CUSTOMER, COMMUNITY AND PARTNERSHIP SCRUTINY COMMITTEE TERMS OF REFERENCE

1. The Committee will be made up of 7 elected members from the Scrutiny Assembly, appointed at Annual Council in line with the political balance of the Council, and co-opted scrutiny members. The number of co-opted members must not exceed 50% of the number of elected members. Vice-Chairs may be appointed by majority decision of the Committee.
2. If the Chair or Vice-Chair are unable to attend a meeting the Members present will elect a Chair for the meeting.
3. In addition to standing co-optees, the Committee may appoint additional co-optees for one-off reviews to supplement the skills, knowledge and experience of members of the Committee on that particular issue.
4. Relevant Cabinet Members, Directors, Assistant Directors and Service Delivery Managers will attend the Committee at the request of the Chair. Representatives from other organisations may be invited to attend.
5. The Committee will be the main mechanism by which Scrutiny members will scrutinise and monitor issues relating to the following key areas:
 - the development of Telford & Wrekin as a Co-operative Council and any resulting policies and service changes, other than matters scrutinised by the Scrutiny Management Board;
 - the planning, delivery and performance of services provided to local communities for example libraries; sport, leisure and culture facilities; community centres; environmental services or community based projects involving the Council and community cohesion.
 - issues relating to how the Council works with partner organisations such as Town & Parish Councils, the voluntary sector, community groups and local people, in particular where these organisations are or may be involved in the delivery of Council services;
 - scrutiny of the services provided by partner organisation in accordance with national legislation;
 - housing, homelessness, transport and highways, regeneration, waste and recycling services, customer services, community engagement, welfare reform, enforcement.
6. The Committee will be the designated body for scrutiny of the Safer, Stronger Communities Partnership as set out in section 19 of the Police & Justice Act (2006) and of Flood and Water Management as set out in the Flood and Water Management Act 2010 ([associated regulations in the Flood Risk Management Overview and Scrutiny Committee \(England\) Regulations 2011 expired on 6 April 2018](#)). The work programme will make provision for scrutiny of these items.

7. The Committee will consider matters referred by the Scrutiny Management Board, and will exercise discretion as to whether a suggestion falls within the remit of the Committee to scrutinise.
8. The meetings will follow the principles of scrutiny i.e. no party whip will be applied and a constructive, evidence based approach will be used.
9. All Scrutiny Committee meetings will be held in public, unless exempt information is being considered or discussed. Scrutiny Committees may appoint sub-groups to carry out investigative work as part of a review and these sub-groups may hold informal meetings but will report back their findings to the Scrutiny Committee.
10. From time to time members may become privy to information of a confidential nature. If this happens, members must maintain this confidence. Members are unable to request personal/confidential information from Officers about an individual or family.
11. The meetings will be administered by Scrutiny Services and Democratic Services. Frequency of meetings will be agreed by the Committee as necessary to carry out the work programme.
12. The Chair of the Committee, or his/her representative, will provide and present reports and recommendations of the Committee to the Council's Cabinet or other relevant organisations.
13. The Committee will set its own work programme in accordance with the areas set out in paragraph 5 above, may look at any issue deemed by the Committee to fall within its remit.
14. The quorum for a meeting is 3 elected members.

Customer, Community & Partnership Scrutiny Committee – 2018/19 work programme

Key:-

* New Suggestion

+ Resubmitted from the 2017/18 work programme

	Ongoing review or monitoring
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	Issue / Topic	Purpose	Status / Source if New	Service Area	SMT Feedback (if any)	SMB Feedback (if any)
*	Parish & Town Council Engagement	How the Council works in partnership with Parish Councils	NEW – From Edgmond Parish Council	Cross-Service	Could this be merged with suggestion “Transfer of Assets & Services”	
*	Transfer of Assets and Services	How well has the process of transferring assets and services to T&PCs and voluntary organisation worked. What lessons can be learnt? What other assets and services might be transferred?	NEW – From Cllr Rae Evans	Cross Service; Commercial Services / Employment, Development & Business	Officer capacity to facilitate such a review is currently limited. NB Duplication with Internal Audit work related to the transfer of markets, libraries and community centres should be avoided.	

	Issue / Topic	Purpose	Status / Source if New	Service Area	SMT Feedback (if any)	SMB Feedback (if any)
*	Housing Standards	<p>There is a lot of new housing in Telford. Is the Council ensuring that they are built to lifetime homes standards and using their planning powers to ensure this happens? Perhaps a look at housing standards generally for older people, many of whom live in private rented accommodation or privately owned homes</p>	New – From Scrutiny Co-Optee	Cross Service - Commercial Services / Customer & Neighbourhood Services / Employment, Development & Business	<p>The Council is currently working on proposals for a new programme of work and associated governance structure to better ensure the delivery of suitable housing for all vulnerable groups, including the elderly, in recognition of this being a priority area for the Council. The associated work will take some months to progress.</p> <p>If accepted for the work programme, this would best fit towards the end of the year or, to enable more baseline work to be completed, deferred for 12 months.</p>	

	Issue / Topic	Purpose	Status / Source if New	Service Area	SMT Feedback (if any)	SMB Feedback (if any)
*	Fly Tipping that requires clean up by Highways England	<p>Many bad fly tipping areas are adjacent to residents properties but is the duty of Highways England to clean up in some areas. This can be very impractical as the process to get this cleaned up can take a long time whereas the local Council could get rid of such fly tips in a matter of days.</p> <p>What system of co-operation could be introduced for Council intervention in areas where Highways England land runs into the boundary of local Council areas (eg M54).</p>	NEW – From Cllr John Ashford	Customer & Neighbourhood Services	Limited influence for Scrutiny; issue being addressed by Cabinet Member and Assistant Director happy to liaise with Cabinet Member to also lobby MPs for help.	SMB noted the lack of formal powers Scrutiny has in relation to Highways England and suggested that the Committee seek an update from the Cabinet Member.
*	Anti-Social Behaviour	What powers do the Council have to support residents who are experiencing significant anti-social behaviour from other residents and how well is this working. How well is a partnership approach working? Is there more that can be done?	NEW – From Cllr Rae Evans	Customer & Neighbourhood Services		
+	Third Party Engagement	How effective the Council is in engaging support from third party organisations and the community in light of reducing resources.	Resubmitted Scoped in draft.	Cross-Service		

	Issue / Topic	Purpose	Status / Source if New	Service Area	SMT Feedback (if any)	SMB Feedback (if any)
+	Community Safety Partnership (Crime & Disorder Reduction Partnership scrutiny)	Postponed from 23 April 2018. To include an update on vehicle damage/arson issues at the suggestion of a member of the public.	Statutory responsibility	Organisational Development & Delivery		SMB noted that this meeting had been re-arranged to 18 July 2018.
+	Flood & Water Management	Considered in 2016/17 as part of statutory responsibilities.	Regulations supporting scrutiny of flood risk issues have expired.	Customer & Neighbourhood Services		
	Grounds and cleansing service contract procurement	Oversight of procurement process and specification for the Grounds and Cleansing service contract. Links to maintenance of open spaces.	Continuation of work started 2017/18. Agreed scope.	Customer & Neighbourhood Services		