

TELFORD & WREKIN COUNCIL

**HOUSING, REGENERATION AND PROSPERITY SCRUTINY COMMITTEE
– 22 SEPTEMBER 2010**

BACKGROUND PAPER ON SERVICE REVIEWS

**REPORT OF CORPORATE DIRECTOR ENVIRONMENT AND RURAL
AREA / HOUSING, REGENERATION AND PROSPERITY**

1.0 PURPOSE

- 1.1 To inform Members of the service reviews taking place within the Council in line with the One Council Vision.

2.0 RECOMMENDATIONS

- 2.1 Members note the briefing and take account of the service reviews when planning the committee's work programme.

3.0 PREVIOUS MINUTES

- 3.1 N/A

4.0 UPDATE ON SERVICE REVIEWS

- 4.1 A programme of service reviews is currently being undertaken across all service delivery units within the Council. The reviews will look at how services are managed and operated to identify ways in which services can be delivered to the community more efficiently and effectively, within the resources available. The reviews need to produce operational (non-staff) savings of 20% and are likely to lead to restructuring.
- 4.2 A Service Review Steering Group has been set up to oversee the programme and to monitor the progress of each service delivery unit, including information on changes in activity and savings. The lead Corporate Director for this work is Meredith Evans.
- 4.3 Table 1 below provides information on the timetable for service reviews taking place across the Council.

Table 1: Timetable for service Reviews and restructures

Service Delivery Unit	Service Review Position
Adult Social Care (Delivery)	3 service review underway for: <ul style="list-style-type: none"> • Children and Adult Social Care –led by Paul Clifford • Team around the family – led by Richard Partington • Education service and supports to schools – led by Richard Partington Outcomes of review to be reported to the Steering Group in Dec 2010
Adult Social Care (Commissioning)	
Safeguarding & Corporate Parenting	
Early Intervention Children & Young People	
Learning & Achievement	
Environmental Services	External review completed for Transport and Environmental Maintenance. Internal review continues to be reported to the Steering Group by end October 2010.
Property & Design	External review completed for Catering and Cleaning. Internal review continues to be reported to the Steering Group by end October 2010.
Planning	External review completed for Planning. Internal review continues to be reported to the Steering Group by end October 2010.
Economic Development	External review completed for Lifelong Learning. Internal review continues to be reported to the Steering Group by end October 2010.
ICT & Procurement	Internal reviews underway to be reported to the Steering Group by end October 2010.
Assistant Chief Executive – Organisational Improvement	
Community Protection	
Governance	
Customer & Leisure Services	
Finance	

4.4 The Steering Group ensures a consistent approach across the Council applying the following project objectives:

- Put in place Governance arrangements to take decisions, review progress and provide advice
- Put in place supportive and co-ordinated framework for HoS
- Ensure the release of cash savings and the timetable for managing this

- Make the link to restructuring, new ways of working (accommodation) and ensure appropriate level of engagement and consultation
 - Ensure that council resource is used effectively and appropriately to carry out service reviews
- 4.5 Reviews should produce cashable efficiency savings aligned to our budget position and corporate priorities. Regardless of whether restructuring is planned **all** service areas will be expected to identify savings in line with corporate targets.
- 4.6 All reviews will be expected to demonstrate how they have taken into account issues/suggestions arising from the engagement session carried out in their area.

Briefing prepared by Debbie Germany, Organisational Improvement Manager, 01952 384065

TELFORD & WREKIN COUNCIL

**HOUSING, REGENERATION AND PROSPERITY SCRUTINY COMMITTEE
– 22 SEPTEMBER 2010**

2010/11 WORK PROGRAMME

REPORT OF SCRUTINY MANAGER

1.0 PURPOSE

- 1.1 To enable Members to plan the work programme for the Housing, Regeneration and Prosperity Scrutiny Committee

2.0 RECOMMENDATIONS

- 2.1 Members agree the issues the Housing, Regeneration and Prosperity Scrutiny Committee will scrutinise during 2010/11 and the method of Scrutiny that will be used.

3.0 PREVIOUS MINUTES

- 3.1 N/A

4.0 BACKGROUND

- 4.1 The Scrutiny arrangements established in June 2010 enable each Scrutiny Committee to determine its own work programme within the resources available. To ensure that the Scrutiny work programme is a Member led process and the work is balanced between Scrutiny Reviews and the Scrutiny Committees the work programme is planned through 3 stages:
- 4.2 Stage 1 - Potential issues for Scrutiny were identified either by:
- The outstanding work of the Scrutiny Leadership Board and its Sub Groups
 - The Scrutiny Assembly at the meeting on the 29th July 2010
- 4.3 Stage 2 - The Scrutiny Chairman's Forum agreed
- The topics for in depth reviews:
 - Budget formulation - suggestions about how to save money
 - Working with community groups to help improve the local environment
 - Affordable, available and flexible childcare

- Each committee would scrutinise the relevant aspect of the budget proposals for 2011/12 during the budget consultation process. The comments from each committee will be reported to the Community Focused Efficient Council Scrutiny Committee which will respond to the Budget consultation.
- The allocation of supported Scrutiny meetings across the 7 Scrutiny Committees

4.4 Stage 3

Each Scrutiny Committee agrees its own work programme within the resources available.

5.0 **SCRUTINY COMMITTEE MEETINGS**

5.1 The Scrutiny Handbook sets out that there will be a total of approximately 80 Scrutiny meetings during the year and the Constitution states that each Scrutiny Committee will have a minimum of 2 formal meetings per year. In recognition of the fact that some committees (Active Lifestyles: Leisure and Culture, Children and Young People and Community Focused Efficient Council) have statutory roles and additional work, the Scrutiny Chairmen allocated these committees 3 additional meetings.

5.2 Each Committee will also hold a meeting to scrutinise the budget proposals. The remaining meeting were allocated between the committees, 2 meetings were allocated to committees that did not have Scrutiny Review and 1 meeting was allocated to the Committees with a Scrutiny Review. The number of meetings per Committee is shown in the Table 1 below.

Table 1: Number of Meetings per Scrutiny Committee

Scrutiny Committee	Core	Budget	Additional	Other	Total	Free Meetings
ALLC	2	1	3 (health)	2	8	3
ACS*	2	1		2	5	3
CYP	2	1	3 (corporate parenting)	1	7	2
CPC	2	1		2	5	3
CFEC*	2	1	3 (budget)	1	7	2
E&RA*	2	1		1	4	2
HR&P	2	1		2	5	3

* Scrutiny Committees with a Review during 2010/11

5.3 The final column 'Free Meetings' indicates the number of meetings the Scrutiny Team can support for each committee (this does not include the September Committee Meetings). The Active Lifestyle, Leisure and Culture Scrutiny Committee has 3 free meetings to scrutinise topics during 2010/11.

5.4 The Scrutiny Handbook sets out a range of methods that Members may wish to use to undertake the work of the Committee:

- Formal Committee Meeting

The Members of the Committee receive reports on several issues as agenda items at a Committee meeting.

- Special Interest Meeting

One meeting to consider one issue in more depth. It is important that the focus of this meeting is scoped carefully to ensure it can be covered in a single meeting.

- Spot Light Review

This process for a spot light review is the same as an indepth review but the evidence gathering takes place in one meetings. The review should require 3 meetings in total.

5.5 Where 2 Scrutiny Committees have an interest in an issue Members may decide to hold a joint meeting between two Committees.

6.0 ISSUES FOR SCRUTINY

6.1 The issues that have been identified as potential areas for scrutiny by the Housing, Regeneration and Prosperity Scrutiny Committee are set out in Appendices A and B.

6.2 Members will have received a copy of the Forward Plan for September to December 2010 and may wish to refer to this to cross reference any issues.

The link to the Forward Plan on the Council's website is:

http://www.telford.gov.uk/site/scripts/download_info.aspx?fileID=1238&categoryID=354

7.0 EQUAL OPPORTUNITIES

7.1 Members will consider the equal opportunities implications of the issues identified for further scrutiny.

8.0 ENVIRONMENTAL IMPACT

8.1 There are no environmental impacts directly arising as a result of this report.

9.0 LEGAL COMMENT

- 9.1 The Scrutiny process has been established by the Local Government Act 2000 (as amended) and supplemented by associated legislation and guidance. The committee must ensure that when undertaking the scrutiny function, in this instance in relation to deciding upon the issues to be scrutinised and the method to do so, it is compliant with the statutory requirements.

10.0 LINKS WITH CORPORATE PRIORITIES

- 10.1 The work programme of this Scrutiny Committee relates to the relevant Council priority area. When identifying issues for Scrutiny, Members of the Scrutiny Assembly received the Priority Plans and performance update information.

11.0 FINANCIAL IMPLICATIONS

- 11.1 There are no financial implications for the Council arising directly from this report.

12.0 OPPORTUNITIES AND RISKS

- 12.1 The work of the Scrutiny Committees is a major opportunity for Members and Co-optees to influence the work and policy of the Council and partner organisations. In order to manage the Scrutiny work load effectively Member should identify the issues where Scrutiny can add the most value. Identifying too many issues for the Committee work programme will mean some issues will not be completed with the agreed timescales.

13.0 WARD IMPLICATIONS

- 13.1 Borough Wide

Report prepared by Fiona Bottrill, Scrutiny Manager 01952 383113

**Housing, Regeneration and Prosperity Scrutiny Committee
Suggestions from Scrutiny Assembly Workshop**

Priority	What would you like scrutiny to look at?	Why should scrutiny look at this issue?	Votes
A	<p>Wellington Town Council has been endeavouring to promote itself as a tourist destination for walkers. We have recently received the accreditation of Walkers are Welcome which is a National body that encourages towns to promote walking. One of the WaW criteria is that it is a bottom up group which is wanted by the community, which will help foster tourism and help with regeneration. Another criterion is that we should promote the use of public transport and with our bus station and good train services we need advice as to how to do this with good effect.</p> <p>It is guidance on the range of tourism issues we need - we spent £1000 on an advert in the Telford Tourist guide for this year and will do the same next year, and what will amount to £3000 on display boards, for when the repaving is finished, and maps with tourist info. We therefore need to ensure that we are marketing ourselves in the best way to get maximum benefit, and if there are other places that we can go to for ongoing finances.</p>	<p>Since the creation of the through train to London we have been considering ways of encouraging people to come to Wellington to go walking, to improve the economy of the town. We had spent a lot of time trying to get people on the train to go to London, but not on coming from London to here, and of course we have other train operators passing through as well so we are also targeting the West Midland conurbation.</p> <p>We have good walking countryside within twenty minutes walk from the station, i.e. Ercall Lane and Golf Links Lane and plenty of hotels and guest houses. We want visitors to use Wellington as their base, we have free parking and good public toilets, and a variety of eating establishments.</p> <p>We feel that once the repaving of Wellington Centre has been done and with the shop front improvements we will have a town that we can be very proud of, and marketing ourselves as a tourist destination will give a great fillip to the whole town and help increase footfall to the benefit the local economy.</p>	5

	<p>We feel that we do not feature in Shropshire tourist guides and we need advice on how to liaise with neighbouring organisations.</p> <p>We need the Town people to develop a 'Tourism Vision' for Wellington, and we would like to know what is available from within the tourism industry to enable us to develop this. It is suggested that we could benefit from a 'Tourism vision event/workshop.</p>	<p>Extrapolate out to look at how we support all borough towns to develop tourism.</p>	
<p>A</p>	<p>Homelessness and how to address this (update scrutiny report)</p> <ul style="list-style-type: none"> • Provision / allocation of housing • Meeting the needs of individuals • Addressing special needs – housing for disable people is bad (doesn't provide appropriate accommodation, not designed for disabled people, need to have adaptations) and is hard to get. Could there be an allocation of disabled people's housing built? • Identify actual number of homeless • Identify properties which can be brought back into use, including private properties • The match between housing requirements, planning office requirements for builders and houses that are marketable by builders. How is a balance achieved and is the mechanism for doing so robust and appropriate 	<ul style="list-style-type: none"> • The provision, availability and affordability of appropriate housing is important for the people of Telford & Wrekin. The Council has a key role working with partners in delivering the housing strategy. The balance between these three issues it key effective housing supply • Current housing stock doesn't meet the needs of disabled people – this has been suggested by the Senior Citizens' Forum, I Can 2, disabled group 	<p>8</p>

<p>A</p>	<p>Strategic planning processes and structures</p>	<p>Planning officers need to take a strategic view point to look at the strategic needs of the borough so that applications are considered as part of the wider picture and not in isolation. In line with the One Council approach, there needs to be a joined-up approach to bring planning, transport, highways and other stakeholders together to consider planning issues at a strategic level. All partners should be involved in planning at the earliest stage so that potential issues are identified and resolved as early as possible to avoid the risk of unnecessary delays down the line.</p> <p>Members need better communication with Planning officers and should have direct access rather than going through the contact centre.</p> <p>Prioritisation of Section 106 requirements, the approach to developer contributions and “future proofing” Section 106 agreements</p> <p>(Railfreight terminal access)</p>	<p>3</p>
<p>A</p>	<p>The regeneration of provide property / housing e.g. Manor Heights. Does the Council have a role in this?</p>	<ul style="list-style-type: none"> • Identify empty property • Identify ownership • Identify any improvements the Council can support – this will depend on mechanisms, grants, resources available to the Council and partners e.g. RSLs 	<p>8</p>

		<ul style="list-style-type: none"> • Prioritisation of S106 money i.e. developers regenerating existing properties rather than new developments • Would need strategic approach (developer contributions) • Monitor funding in S106 pot 	
B	I would like Scrutiny to look the Lifetime Homes project and how this relates to Social housing being built in Telford. With an ageing population it makes more sense to build – when building new homes – to these standards. In due course of time this will save money as tenants will be able to stay in the same accommodation as they grow older rather than need specially adapted housing.	Mainly because members of Senior Citizens Forum were involved in a workshop quite some time ago lead by Mr Andrew Preedy-Jones and were impressed by the sense made by this kind of approach. There are many older people who initially moved to Telford in their younger days, raised a family and are now “trapped” in unsuitable accommodation - many becoming “hard to reach”. A scrutiny review over the present building plans (and I understand how much has got to be curtailed due to the economic situation) and a commitment to future building would in the longer term be beneficial in many ways.	0
B	Capacity of the Council to plan, organise, and complete the regeneration schemes planned and on time *regular monitoring rather than an indepth review	The major regeneration projects are a priority for the Council. Any delay in delivery may have financial consequences and affect service delivery. Include “fall back” positions.	2
B	How the Council’s procurement processes support the local economy.	During the recession it is more important than ever that the Council supports the economic development of the borough as proactively as	0

	<p>How the Council works with local companies to develop local capacity, how contract opportunities are promoted to local companies and how local companies are supported to be able to compete for contracts. This would focus on lower value contracts (say below £150k) not subject to EU procurement regulations, but also consider how we ensure local suppliers are used in supply chains on larger contracts</p> <p>*link to Scrutiny Report – perhaps agenda item at Committee meeting</p>	<p>possible, and that it is effectively engaging with the local business community to do this.</p> <p>Procurement provides a route to safeguarding and creating jobs by ensuring local companies are able to compete for Council contracts, and these opportunities should be robustly maximised.</p>	
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Outstanding Items from Forward Plans

Suggested Scrutiny Committee	From	Topic	Suggested review date	Suggested method of Scrutiny – to be decided by Scrutiny Committees
Housing, Regeneration & Prosperity	Scrutiny Leadership Board	Town Centre Update. (Call-In)	September 2010	Agenda item at Committee meeting. Report by Head of Property & Design (Dave Sidaway). Call-in Members to be invited.
Housing, Regeneration & Prosperity	Scrutiny Leadership Board	Town Centre Update. (Call-In)	March 2011	Agenda item at Committee meeting. Report by Head of Property & Design (Dave Sidaway). Call-in Members to be invited.