

**To**  
Scrutiny Co-ordination Committee

6<sup>th</sup> January 2010

**Subject**  
Scrutiny Chairs' Progress Reports – Customers, Communities, Finance and Workforce Scrutiny Board (Scrutiny Board 1)

### 1 Purpose of the Note

To inform the Committee of the work of the Customers, Communities, Finance and Workforce Scrutiny Board (Scrutiny Board 1) during the period October to December 2009, together with the outcomes of this work.

### 2 Recommendations

- 2.1 The Committee is asked to note the information contained in this briefing note and to consider any further action.

### 3 Information/Background

#### 3.1 Activity

- 3.1.1 There have been 3 meetings of the Board during this period, one of which (on 4th November) was an additional meeting. The meeting scheduled for 16<sup>th</sup> December was cancelled because a number of Members were unable to attend: a revised date might be arranged in early/mid January.

- 3.1.2 Issues considered by the Board at those meetings were as follows:-

#### **21st October**

Discussion with the Equalities and Community Cohesion Theme Group of the Coventry Partnership (this was at the request of the Scrutiny Co-ordination Committee, to provide information for its scrutiny of the work of the Coventry Partnership)

Update on progress with the ICT Strategy and ICT Programme

Outcome of the work of the Customer Services Task and Finish Group

#### **4th November (additional meeting)**

Discussion with the Responsible Authorities on the Coventry Community Safety Partnership.

The purpose of the discussion was two-fold:-

- to provide information for the Scrutiny Co-ordination Committee in relation to its scrutiny of the work of the Coventry Partnership

- to provide an introduction to the work of the Coventry Community Safety Partnership (this relates to the Board's role as the Council's designated Crime and Disorder Committee)

### **18th November**

Update on the Performance of the Benefits Section in the first half of 2009/10

Update on the six-month performance of the Revenues Section

Sickness absence 2009/10:-

- 1st quarter statistics
- 1st quarter sickness in Neighbourhood Management

Update on the ICT asset management and Gov Connect costs

## **3.2 Recommendations**

3.2.1 The Board made no formal recommendations during this period. However, there were a number of other outcomes from the Board's work, which are shown in the following section.

## **3.3 Outcomes**

**Further reports** – the Board asked for further reports on the following:

The performance of the Benefits Section (in June 2010)

The performance of the Revenues Section (in June 2010) - to include details of the profile in relation to Council Tax payments and of the ways in which people pay

**Discussion with the Equalities and Community Cohesion Theme Group** - the outcome of this discussion, in particular the achievements of, and challenges faced by, the Theme Group, were passed on to the Scrutiny Co-ordination Committee.

**Update on the ICT strategy, work programme and asset management/Gov Connect costs/ICT contract** - at its meeting on 21st October, the Board expressed concern about the number of PCs which were not registered or "returned to stock" and asked for more information about this. It also asked for details of the costs of the Gov Connect project.

All this information was subsequently provided at the Board's meeting on 18<sup>th</sup> November, when Members also briefly discussed the arrangements relating to a new ICT contract when the current contract expires in March 2011.

The Board decided to set up an informal Member working group to discuss with officers the problems Members were currently experiencing with IT and how they might be addressed by the new contract.

**Customer Services Task and Finish Group** – the Board noted the outcomes of the first meeting of this Group, which were as follows:-

- a) that the Group support the Customer Services Strategy aims, principles and next steps outlined in the presentation.
- b) that the draft Strategy be circulated to the Group for their comments, prior to its being made available to Members more widely.

- c) that the Group support the "hub and spoke" approach to the provision of one-stop shops.
- d) that Shokat Lal be requested to investigate the possibility of developing a Members' casework system along the lines discussed at the meeting.

**Discussion with the Responsible Authorities on the Coventry Community Safety Partnership** - the outcome of this discussion, in particular the achievements of, and challenges faced by, the Theme Group, were passed on to the Scrutiny Co-ordination Committee.

In addition, during this discussion, a number of references were made to the problems resulting from alcohol misuse and to the need to tackle these. Therefore, at its meeting on 18th November the Board decided to do some detailed work on alcohol licensing enforcement. A scoping document has been drafted for consideration at the Board's next meeting.

**Reports noted by the Board:**

Sickness absence 2009/2010 - 1st quarter statistics  
1st quarter sickness in Neighbourhood Management

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**To**

Scrutiny Co-ordination Committee

6<sup>th</sup> January 2010

**Subject**

Scrutiny Chairs' Progress Reports – Children, Young People, Learning & Leisure Scrutiny Board

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### 1 Purpose of the Note

To inform the Committee of the work of Children, Young People, Learning & Leisure Scrutiny Board (2) during the period October to December 2010, together with the outcomes of this work.

### 2 Recommendations

2.1 The Committee is asked to note the information contained in this briefing note and to consider any further action.

### 3 Information/Background

#### 3.1 Activity

3.1.1 There have been three meetings of the Board during this period. As part of the work programme the Board have resolved to undertake a number of visits, and during July and August visited the three Integrated Neighbourhood Teams and the referral and Assessment Service.

3.1.2 Issues considered by the Board during this period were as follows:-

- Coventry Partnership Cultural Theme Group
- Coventry Sports Foundation Trust
- Introduction to the Culture, Leisure & Libraries Portfolio
- Safeguarding and the work of the Coventry Local Safeguarding Children Board
- Looked After Children Performance Indicators / Development of Personal Education Plans
- Apprenticeships and Work-Based Placements – current position

#### 3.2 Recommendations

3.2.1 The Board made no formal recommendations during this period. However, there were a number of other outcomes from the Board's work, which are shown in the following section.

#### 3.3 Outcomes

**Further reports** – the Board asked for further reports or discussion on the following:

- The continued development of the Cultural Partnership and the efforts to take advantage of the major international sporting events planned for the UK over the next decade.
- The operation of Child and Adolescent Mental Health Services in Coventry and the role these play in Safeguarding.

- The work of the Safeguarding in Education sub-committee of the LSCB
- Ofsted have introduced a new framework for the inspection of schools, the Board has asked to receive an assessment of the impact of the new framework and a summary of early results.

**"Respect Yourself Strategy" / Teenage Pregnancy** – the Board sponsored a second joint seminar with Health and Social Care Scrutiny Board (4) on this important area of work, following an earlier seminar held in June. The work programme includes plans to formally consider the progress of this Strategy, and specifically work around Sex and Relationship Education in February.

#### **Reports noted by the Board:**

**Coventry Partnership Cultural Theme Group** – The Board considered an overview of the work of the theme group and the contribution it makes to cultural activity in the City. This helps to inform part of SCRUCO's wider discussion about Coventry Partnership.

**Coventry Sports Foundation Trust** – The Chief Executive of the Trust provided an overview of their work in Coventry and the Board were particularly impressed by a summer reward card scheme which had engaged significant numbers of Looked After Children in sports activity.

**Culture, Leisure and Libraries Portfolio** - The Head of Culture, Leisure and Libraries provided an overview of the work of the service area, to brief the Board following the addition of this portfolio to the Board's remit.

**Looked After Children's Performance and Personal Education Plans** – The Board noted the recent improvement in performance related to Looked After Children and in particular the strengthening of the role of Personal Education Plans to help Looked After Children achieve positive outcomes.

**Apprenticeships and Work-Based Placements** – The Board noted the latest position re apprenticeships (provided by the Director of Customer and Workforce Services Directorate) and re-emphasised its commitment to see the City Council develop its role in this area.

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21<sup>st</sup> December 2009.



Coventry City Council

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## Briefing note

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**To**  
Scrutiny Co-ordination Committee

6<sup>th</sup> January 2010

**Subject**  
Scrutiny Chairs' Progress Reports - Economy and Environment Scrutiny Board (Scrutiny Board 3)

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### **1 Purpose of the Note**

- 1.1 To inform the Committee of the work of the Economy and Environment Scrutiny Board during the period October 2009 to December 2009, together with the recommendations and other outcomes of this work.

### **2 Recommendations**

- 2.1 The Committee is asked to note the information contained in this briefing note and to consider any further action.

### **3 Information/Background**

#### **3.1 Activity**

The Board held 4 meetings during this period:  
07/10/2009; 04/11/2009; 23/11/2009; 02/12/2009.

Issues considered by the Board over the period were as follows:-

Delivering the Transformational Change of the City Centre - Structure and Governance  
Coventry Partnership Theme – Economy, Learning and Skills and Employment  
Primelines  
MIPIM (le Marche International de Professionals Immobilier)  
Parking Enforcement Review  
Draft Network Management Plan  
Worklessness  
Cabinet Member Plans - City Development, City Services and Climate Change, Housing and Sustainability  
Project Transform – Sub-Regional Residual Waste Treatment Solution – Evaluation  
Criteria

## 3.2 Recommendations

- 3.2.1 The Board made no formal recommendations during this period. However, there were a number of other outcomes from the Board's work, which are shown in the following section.

## 3.3 Outcomes

**Delivering the Transformational Change of the City Centre** - The Board received an update on the current position of the redevelopment and regeneration of the city centre. The Board were informed that the strategy seeks to ensure that the centred remained 'open for business'. The governance arrangements for the programme were discussed - the main decision making roles will be taken by Council, Cabinet and the Cabinet Member (City Development). Scrutiny Board 3, along with the City Centre Advisory Panel will undertake the political advisory role.

The Board have requested that the Director of City Services and Development submit progress reports to future meetings of the Board on a six monthly basis.

### **Coventry Partnership Theme – Economy, Learning and Skills and Employment -**

The Scrutiny Board received a presentation from the Theme Group Leader, Jane Beaver from Job Centre Plus. The Board took the opportunity to find out about the key challenges facing the theme group, which centred on the continuing impact of the recession and the challenge of finding resources. The key areas on which the theme group are focusing are; being ready for the upturn; developing new sources of sustainable jobs; ensuring the city had the skills for future jobs; and meeting the needs of young people.

**Primelines** – The Primelines project has been before Scrutiny Board 3 twice during this period. At the first session it became clear that there were a number of issues which needed to be discussed in more detail and a single item meeting was set up. Prior to this second meeting, Members were invited on a bus tour of Coventry which used two of the main Primeline routes. This helped to inform the discussion in the meeting, a representative from National Express, Coventry was also present to give an operators perspective on the scheme. The Board noted the the significant increase in bus user satisfaction following the delivery of Primelines and the delivery of the key outcomes. However, the Board have requested that a further progress report is submitted to the Board concerning CCTV cameras; bus traffic light priority; and real time information on bus stop boards, which were areas of the scheme about which the Board had concerns.

**MIPIM (le Marche International de Professionals Immobilier) – The Board discussed the benefits of the** City Council attending the MIPIM property show, which they have done since 1993. Attention was drawn to the 'Coventry @MIPIM partnership' – a private sector partnership led by the Council that ensured an increased profile of the city at the exhibition. Partnership sponsorship totalled £152,000 and this financed the majority of the programme of activities. A review of the MIPIM 2009 programme and achievements had shown very high satisfaction from the Council's partners who were committed to working with the Council for MIPIM 2010. The Scrutiny Board supported this course of action.

**Parking Enforcement Review** - The City Council became responsible for parking enforcement during April 2005 when the function transferred from the West Midlands Police. For the first three years the service did not achieve its performance objectives, consequently a Service Improvement Plan was developed and adopted to address the situation. This culminated in a fundamental review of the service considering the different options for delivering parking services including externalisation. The Board were informed that productivity is now comparable with other Local Authorities in the region and that sickness absence had reduced by 50% in the previous year. Therefore the review concluded that the service was now functioning well, achieving its



objectives and there would be no advantage to the Council in out-sourcing the function that would remain in-house. The Board questioned the opportunity for night-time enforcement and noted that it would take place in due course.

**Draft Network Management Plan** - The Network Management Plan set out the Council's approach to fulfilling the network management duty imposed on all local traffic authorities in England by virtue of the Traffic Management Act 2004. The draft plan was produced in November 2008 and had been subject of a recent review. The outcome of the review highlighted that a number of areas needed to be addressed and incorporated into a revised plan, which we will be working to develop with our partners in due course.

**Worklessness** - The Scrutiny Board looked in to the findings of the Audit Commission inspections undertaken between February and June, 2009 on Regeneration Worklessness across the seven West Midlands Metropolitan Councils. The Board asked officers a number of questions in regard to the findings in the Audit and felt content that Officers were putting the necessary actions in place to deal with the recommendations put forward by the Audit Commission in their report.

#### **Briefing Note Author / Contact for Further Information**

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16<sup>th</sup> December 2009.



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**To**

Scrutiny Co-ordination Committee

14<sup>th</sup> October, 2009

**Subject**

Scrutiny Chairs' Progress Reports – Health and Social Care Scrutiny Board (SB4)

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**1 Purpose of the Note**

To inform the Committee of the work of the Health and Social Care Scrutiny Board (4) during the period June to September 2009, together with the outcomes of this work.

**2 Recommendations**

- 2.1 The Committee is asked to note the information contained in this briefing note and to consider any further action.

**3 Information/Background**

**3.1 Activity**

3.1.1 There have been 3 meetings of the Board during this period.

3.1.2 Issues considered by the Board during this period were as follows:-

- UHCW Foundation Trust Consultation
- NHS Coventry – Healthcare Strategy
- Joint Strategic Needs Assessment (JSNA)
- Green Paper – 'Shaping the Future of Care Together'
- Responses to the Annual Report of the Director of Public Health
- Annual Report of the Coventry Safeguarding Adults Board
- Swine Flu
- 'Building on Experiences' – the experiences of people with a physical and sensory impairment during their stay at UHCW and on discharge
- CQC Annual Performance Assessment of adult social care services
- LINK Progress Report
- Performance of LAA Public Health Outcomes
- Response from UHCW to the Dr Foster Hospital Guide

**3.2 Recommendations**

3.2.1 The Board made recommendations to University Hospitals Coventry & Warwickshire (UHCW) following the publication of the 'Building on Experience' report. These recommendations included:

- Use of the findings of the report to inform patient care monitoring systems at UHCW

- Temperature variations, noise issues and bell access and responses on wards
- Meal options and the ability of patients to influence the food they eat in hospital
- Arrangements for patients to access Patient Advice and Liaison Services (PALS)
- Various issues relating to the discharge process and provision of medicines including communication and co-ordination with carers and relatives and transport and support arrangements.

3.2.2 The Board also made a supportive formal response to the application by UHCW for Foundation Trust status. Additionally the Board wrote to NHS West Midlands (the Strategic Health Authority) to request that they expedite the application with a view to Foundation Trust status being granted before the forthcoming General Election.

3.2.3 Following consideration of a summary of the Green Paper 'Shaping the Future of Care Together', the Board advised Cabinet of its concurrence with the recommendations of the Director of Community Services.

### 3.3 **Outcomes**

**Further reports** – the Board asked for further reports on the following:

- Public Health outcomes
- Primary Care services in the City
- Transforming Mental Health Services

**"Respect Yourself Strategy" / Teenage Pregnancy** – the Board sponsored a second joint seminar with the Children, Learning, Young People and Leisure Scrutiny Board (2) on this important area of work, following an earlier seminar held in June. The work programme includes plans to formally consider the progress of this Strategy, and specifically work around young-person centred contraceptive services in the New Year.

**West Midlands Ambulance Service (WMAS)** – following discussion between the Board's Chair and WMAS the Board will be undertaking a site visit to Coventry's Ambulance Station on January 12<sup>th</sup> to discuss emergency care pathways and meet with front-line staff.

**Safeguarding Adults in Coventry** – the Board met with officers from Community Services and key NHS managers involved in the work of this Board and received the Annual Report. Members have agreed to undertake some Safeguarding training themselves.

#### **Reports noted by the Board:**

**Responses to the Annual Report of the Director of Public Health** – the Board were very pleased to receive responses to the Annual Report from the various partners involved in promoting public health in the City.

**Coventry's Joint Strategic Assessment** – this joint piece of work undertaken by the City Council and NHS Coventry has resulted in a detailed population-based needs assessment being prepared.

**Swine Flu** – Coventry's Pandemic flu Director attended the Board for a second occasion to appraise Members of plans to prevent disruption by 'flu, and answer Members questions on the steps being taken to vaccinate key personnel and target groups.

**LINK Progress Report** – the Local Involvement Network (LINK) met with the Board to discuss their forthcoming work programme and opportunities for joint working.

**UHCW / Dr Fosters Hospital Guide** – the Board were pleased to welcome senior UHCW managers to the December meeting to discuss recent press coverage of the hospital guide. Members were informed of the various efforts made by the Trust to correct various pieces of information and were re-assured that mortality rates at UHCW were in reality favourably comparable with similar Trusts.

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21<sup>st</sup> December 2009.