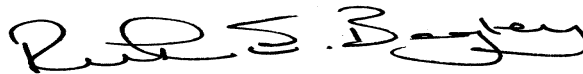


Date of issue: 9th June 2014

MEETING	OVERVIEW & SCRUTINY COMMITTEE (Councillors Nazir (Chair) Smith, Bal, Chahal, N Holledge, Malik, Pantelic, Rana and Usmani)
DATE AND TIME:	TUESDAY, 17TH JUNE, 2014 AT 8.00PM
VENUE:	SAPPHIRE 5, THE CENTRE, FARNHAM ROAD, SLOUGH, SL1 4UT
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	SHABANA KAUSER 01753 787503

NOTICE OF MEETING

You are requested to attend the above Meeting at the time and date indicated to deal with the business set out in the following agenda.



RUTH BAGLEY
Chief Executive

PLEASE NOTE MEMBER DEVELOPMENT TRAINING WILL TAKE PLACE AT 6.30PM REGARDING THE OVERVIEW AND SCRUTINY PROCESS.

AGENDA

PART 1

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
	Apologies for absence.		
	CONSTITUTIONAL MATTERS		
1.	Declaration of Interest		

All Members who believe they have a Disclosable Pecuniary or other Pecuniary or non pecuniary Interest in any matter to be considered at the meeting must declare that interest and,

AGENDA
ITEM

REPORT TITLE

PAGE

WARD

having regard to the circumstances described in Section 3 paragraphs 3.25 – 3.27 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 3.28 of the Code.

The Chair will ask Members to confirm that they do not have a declarable interest.

All Members making a declaration will be required to complete a Declaration of Interests at Meetings form detailing the nature of their interest.

- | | | | |
|----|----------------------------------------------------|--------|-----|
| 2. | Minutes of the Last Meeting held on 8th April 2014 | 1 - 6 | |
| 3. | Appointment of Scrutiny Panels | 7 - 10 | All |

SCRUTINY ISSUES

4. Member Questions

(An opportunity for Committee Members to ask questions of the relevant Director/ Assistant Director, relating to pertinent, topical issues affecting their Directorate – maximum of 10 minutes allocated).

- | | | | |
|----|------------------------|---------|-----|
| 5. | Forward Work Programme | 11 - 18 | All |
| 6. | Date of Next Meeting | | |

Wednesday 9th July 2014

Press and Public

You are welcome to attend this meeting which is open to the press and public, as an observer. You will however be asked to leave before the Committee considers any items in the Part II agenda. Special facilities may be made available for disabled or non-English speaking persons. Please contact the Democratic Services Officer shown above for further details.

The Council allows the filming, recording and photographing at its meetings that are open to the public. Anyone proposing to film, record or take photographs of a meeting is requested to advise Democratic Services before the start of the meeting. Filming or recording must be overt and persons filming should not move around the meeting room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non hand held devices, including tripods, will not be allowed unless this has been discussed with Democratic Services Officer prior to the meeting and agreement has been reached on how it can be done without disrupting the meeting.

Overview & Scrutiny Committee – Meeting held on Tuesday, 8th April, 2014.

Present:- Councillors O'Connor (Chair), Bal, Davis, Hussain, Malik, M S Mann, Minhas (until 8pm) and Nazir (arrived 6.35pm)

Apologies for Absence:- Councillor Smith

PART I

82. Declaration of Interest

Councillor Bal declared a personal interest in that a member of his family was employed by Slough Borough Council.

83. Minutes of the Last Meeting held on 4th March 2014

Resolved – That the minutes of the last meeting held on 4th March 2014 be approved as a correct record.

84. Member Questions

There were no questions received from Members.

85. Corporate Plan 2014/15

Details of the Corporate Plan for 2014/15 were summarised. Members were informed that the plan had been re-designed to be accessible to residents, partners and staff and that it would provide a framework for future engagement activity.

In response to what the key challenges and risk areas were for the Authority, it was highlighted that following the recent Ofsted inspection, improving Children's Social Care was a key priority. Other priorities included delivering the budget for 2014/15 and identifying further required savings and implementing Fit for the Future to ensure that all staff have the skills to meet the challenges ahead.

A number of points were raised in the ensuing discussion, which included:

- What measures were in place to increase the number of older people who achieved independence through rehabilitation or enablement or other types of non-residential or short term care. It was noted that the Health Scrutiny Panel were examining this issue as part of the Transformation Programme and a progress report would be submitted to Members in due course.
- A query was raised regarding the housing priority of building more than 200 new affordable homes for local residents - specifically where these new homes would be built and the number of which would be allocated to key workers. Members were informed that a number of sites had

Overview & Scrutiny Committee - 08.04.14

been identified to meet the housing target which included the former town hall site and Kennedy Park. It was noted that the Employment and Appeals Committee would examine in detail the number of homes to be allocated for key workers. Members welcomed a suggestion that the Housing Service Plan include details of allocation of houses for key workers.

- A Member referred to the recent Ofsted Inspection regarding Children's Social Care and proposed that a stronger emphasis be placed on constructively engaging with partners and prioritising highly any referrals made.

Resolved – That the Corporate Plan 2014/15 be noted and submitted to Cabinet with the following amendment:-

Page 18 – children's social care to read:

“Encourage partners to improve frontline inter-agency working and communication in order to risk assess and prioritise highly all referrals about children at risk in order to keep them safe.”

86. Transactional Services Partnership Update

Peter Schriewersmann, arvato Site Director outlined details of the progress made in Year 2 of the Thames Valley Transactional Service Centre Partnership for the period April 2013 to March 2014. Members were informed that the partnership between arvato and Slough Borough Council (SBC) continued to develop and work towards achieving the ambitions of SBC. Key areas of priority were highlighted as:

- Creating new income streams that would be shared with SBC by attracting new public sector work
- Adding value to the partnership by focusing on the young and unemployed by recruiting apprentices, offering NVQ qualifications and employment.
- Introducing a recruitment strategy to specifically target the unemployed in the borough with a focus on young people and on part-time jobs.
- Supporting sustainable SME businesses to deliver more jobs for Slough residents by setting up an advisory service providing advice on topics relating to arvato's core business.

Specific actions taken to date included:

- The recent relocation of arvato UK and Ireland to Slough which would bring additional business to the borough.
- The creation of a specific schools package to attract businesses from educational facilities such as schools and universities.
- The recruitment to the Neighbourhood Benefits Officers, which would assist the Housing Service both in terms of housing benefit applications and ensuring the maximisation of benefit take up in the borough by providing a more local accessible and tailored service.
- Increasing income to the Council via Council Tax and Business Rates.

Overview & Scrutiny Committee - 08.04.14

Details of arvato's performance to date were outlined as:

Business Rates – collection figures for the end of February 2014 were 95.2%. A considerable amount of work had been undertaken by arvato to ensure accuracy of the business rates database including serving completion notices and reviewing all mandatory and discretionary reliefs. It was noted that the successful appointment of an Inspector within the service would further enhance the provision of the service.

Council Tax Collection – Members were reminded that council tax collection had been impacted by significant legislative change. CIPFA's estimate of the impact of the legislative change was evaluated at a reduction in council tax collection of approximately 1.19%. It was noted that the council tax collection rate in 2012/13 was 95.3% and that the achievement figure for 2013/14 was 94.8% and that this was 0.69% better than could have been expected.

Housing Benefits – Committee Members were informed that housing benefit claims were being processed within the target set of twenty days.

Future service improvements were outlined and included the restructure of the Revenue and Benefits service and further improvements to Customer Service.

A number of points were raised in the ensuing discussion, which included:

- *Apprenticeship schemes*. In September 2012 arvato launched an apprenticeship scheme in partnership with SBC. To date eleven apprentices were enrolled on the scheme and although there was no guarantee of a job at the end of the apprenticeship, the trainees could apply for a position should an employment opportunity arise within arvato. It was noted that the minimum target of 117 apprenticeship schemes being offered for the duration of the arvato contract would be exceeded.
- *Key Performance Indicators (KPI)*. Responding to who set the Key performance Indicators to monitor service delivery from arvato, Members were informed that SBC in conjunction with arvato set targets, to ensure that they were realistic and achievable. It was noted that external scrutiny was also carried out by the Council's auditors.
- *ICT*. Concern was raised that improvements in ICT had not been made. Members were reminded that many of the delivery elements within the ICT strategy were now the responsibility of arvato. It was noted that a comprehensive collection of KPI's had been identified for Phase 2.

The Chair, on behalf of the Committee, thanked Mr Schriewersmann for a comprehensive presentation.

Resolved – That details of the presentation be noted.

(Councillor Minhas left the meeting)

Overview & Scrutiny Committee - 08.04.14

87. Estate Services Review - Update on Improvements

Members were reminded that the Committee at its meeting in July 2013 had considered a report in response to a member call in relation to concerns raised about areas of the leasehold service. Committee Members were provided with details of progress made on improvements to the Leasehold Service and specifically with regard to the points raised at the July meeting as follows:

- *That provision of the Interserve interface and other appropriate IT improvements should be a priority to enable the introduction of the tenant on-line system:* Although Interserve were currently working on the introduction of a new repairs management system, the partnering contract was due for renewal during 2015 which would delay the development of the Tenant Online Services.
- *The rolling continuation of monthly repayments from leaseholders year on year as now agreed by Arvato to be confirmed as standard practice:* this action had been completed.
- *A flat fee management charge rather than a percentage charge:* a review of the management fee and benchmarking exercise with other providers through the Leasehold Excellence Network were underway. Once the management fee had been decided a report would be presented to Cabinet for approval.

Members discussed the processes and procedures involved regarding the procurement process relating to leaseholder services. It was explained that the Property Services Department were responsible for the letting of contracts. Members expressed their concerns in ensuring that leaseholders were provided with value for money and stated that where possible, contracts should be given to local businesses. It was agreed that officers involved in the procurement and contracts process for leaseholder services be invited to a future meeting to discuss further the processes involved in the tendering of contracts and delivery of the relevant services.

Resolved –

- (a) That the report be noted.
- (b) That the Director for Customer and Community Services, Assistant Director for Housing and Environment and Assistant Director for Commissioning and Procurement be invited to attend a future meeting to discuss the procurement and contracts process.

88. Annual Scrutiny Report 2013/14

The Scrutiny Officer presented the Annual Scrutiny Report 2013/14 to Members for their consideration. The work of the Committee, together with that of the Scrutiny Panels was outlined along with the challenges faced and improvements made as a result of scrutiny. In particular, the Childhood

Overview & Scrutiny Committee - 08.04.14

Obesity Review undertaken by the Overview and Scrutiny Committee was highlighted where a number of recommendations were made to Cabinet.

Members were reminded that the production of an annual report was a statutory requirement which would require endorsement from full Council.

Recommendation to Council – That the Annual Scrutiny Report 2013/14 be endorsed.

89. Loanshark Service - A Partnership Initiative

Members noted details of the work carried out by the Trading Standards Service in relation to Loan Sharks and the measures that were being implemented to tackle illegal money lending across the Borough. The Trading Standards team were supported in their local 'loan shark' work by an agreed protocol with the Illegal Money Lending Team (IMLT), which was hosted by Birmingham City Council and funded by Central Government, to provide a specialist task force designed to tackle illegal money lending across regional boundaries.

Following discussions with key partner agencies it was agreed that events to raise awareness of loan sharks would be rolled out in the Britwell and Chalvey areas as both had high levels of deprivation; with many residents who were financially vulnerable being either unemployed, young single parents or families on low income. Initiatives included:

- Over 700 flyers were distributed - via newsletters for taxi drivers, article to elderly members through Age Concern and flyers included in food bags given out by Slough Food Bank
- Free awareness training was provided by the IMLT.
- Credit Union gave advice and opened accounts at Land Mark Place. 27 new accounts opened with the Credit Union.
- Leaflets delivered to over 640 households.
- Press release in Slough observer and radio interview aired on local radio station.

Members noted that loan shark initiatives would continue to be delivered by the Trading Standards Team during 2014 as well as gathering intelligence on illegal activity.

Resolved – That the report be noted.

90. Attendance Record

Resolved – That the Member's attendance record be noted.

Overview & Scrutiny Committee - 08.04.14

91. Vote of Thanks

The Chair thanked Committee Members and Officers for their support and input to the Committee during the past municipal year.

Councillor Bal, on behalf of Committee Members, thanked the Chair and wished her well for the future.

92. Date of Next Meeting - 17th June 2014

The date of the next meeting was confirmed as 17th June 2014.

Chair

(Note: The Meeting opened at 6.30 pm and closed at 8.25 pm)

SLOUGH BOROUGH COUNCIL

REPORT TO: Overview & Scrutiny Committee

DATE: 17th June 2014

CONTACT OFFICER: Shabana Kauser
(For all enquiries) Democratic Services Officer
(01753) 877503

WARD(S): All

PART I
FOR DECISION

APPOINTMENT OF SCRUTINY PANELS 2014/15

1 Purpose of Report

This report seeks approval to the establishment of a number of Scrutiny Panels and the nomination of Members to serve on them.

2 Recommendations

- 2.1 That the Panels set out in paragraph 5.1 of this report be appointed for the 2014/15 municipal year.
- 2.2 That the Committee note the allocation of seats to the Panels (paragraph 5.2).
- 2.3 That the Committee agree the allocation of Chairs and Vice-Chairs of Panels on the basis set out in paragraph 5.3 and that each Panels be invited to appoint a Chair and Vice-Chair at its first meeting.
- 2.4 That Members be appointed to serve on each of the Panels in accordance with the wishes expressed by Political Groups in respect of seats allocated to them as set out in paragraph 5.4 below.
- 2.5 That the co-opted Members listed in paragraphs 5.5 to 5.7 below be appointed to the Education & Children's Services, Health Scrutiny and Neighbourhoods & Community Services Panels.

3 Wellbeing Strategy Priorities

There are no implications for the Wellbeing Strategy priorities as this report is administrative in nature.

4 Legal, Human Rights and Other Implications

The recommendations meet the requirements of political proportionality as set out in Local Government and Housing Act 1989 and associated Regulations. There are no other implications arising from this report.

5. **Supporting Information**

5.1 The Committee is being recommended to re-appoint three Scrutiny Panels for the 2014/15 municipal year.

5.2 Scrutiny Panel seat allocations have been calculated to reflect actual group membership and statutory proportionality entitlements as follows:

Panel	Total Seats	Labour	Conservative
Education & Children's Services Panel	9	7	2
Health Panel	9	7	2
Neighbourhoods & Community Services Scrutiny Panel	9	7	2

5.3 The Council's Constitution states that each Panel will consider electing a Chair and Vice-Chair at its first meeting. The Chairs of the Panels' will be offered to a member of the Administration. The Vice-Chairs will be offered to a member of the Opposition. A Panel may appoint any of its voting members if the offer is not accepted.

5.4 The political groups have been requested to nominate Members to sit on the Panels. Nominations received are set out below:-

Education & Children's Services Scrutiny Panel – Councillors Abe, Bal, Brooker, Chahal, Davis, Holledge M, Malik, Matloob, Sohal

Health Scrutiny Panel – Councillors Bains, Cheema, Chohan, Davis, Dhillon, Holledge M, Pantelic, Rana, Strutton

Neighbourhoods & Community Services Scrutiny Panel - Councillors Coad, Holledge N, Malik, Mansoor, Plenty, Shah, Sidhu, Sohal, Wright

5.5 **Education & Children's Services Scrutiny Panel**

The Committee is asked to approve the appointment of the following education co-opted Members to the Education & Children's Services Panel:-

Voting Co-opted Members

(Church of England) - Nomination awaited from the Diocese

(Roman Catholic Church) – Jim Welsh

Parent Governor Representatives – Two nominations awaited from the Chairs of governing bodies.

Non-Voting Co-opted Members

Head Teacher Representative – Maggie Stacey
Secondary School Teacher Representative – Jo Rockall
Primary School Teacher Representative – Nomination awaited

5.6 Health Scrutiny Panel

Non-Voting Co-opted Members

The Committee is asked to approve the appointment of the following health co-opted Member to the Health Scrutiny Panel:-

Healthwatch representative – Nomination awaited

5.7 Neighbourhoods & Community Services Scrutiny Panel

The Committee is also asked to approve the following 3 appointments as non-voting co-opted members of the Neighbourhoods & Community Services Panel to speak on matters relating to housing:-

Active Tenant Group Representative – Nomination awaited
Customer Senate Representative – Nomination awaited
Leasehold Forum Representative – Nomination awaited

6. Background Papers

None

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SLOUGH BOROUGH COUNCIL

REPORT TO: Overview and Scrutiny Committee **DATE:** 17th June 2014

CONTACT OFFICER: Sarah Forsyth – Scrutiny Officer
(For all Enquiries) (01753) 875657

WARDS: All

PART I
FOR COMMENT & DECISION

OVERVIEW AND SCRUTINY COMMITTEE – 2014/15 WORK PROGRAMME

1. **Purpose of Report**

For the Overview and Scrutiny Committee to identify priorities and topics for its Work Programme for the 2014/15 municipal year.

2. **Recommendations/Proposed Action**

That the Committee:

- a) identify the major issues it would like to cover in the 2014/15 municipal year;
- b) agree, where possible, timing for specific agenda items during the 2014/15 municipal year; and
- c) consider whether there are any items which it would like to request one of the Scrutiny Panels add to their Work Programmes for the municipal year.

3. **Joint Slough Wellbeing Strategy Priorities**

- **Economy and Skills**
- **Health and Wellbeing**
- **Housing**
- **Regeneration and Environment**
- **Safer Communities**

The Council's decision-making and the effective scrutiny of it underpins the delivery of all the Sustainable Community Strategy priorities. The Overview and Scrutiny Committee leads the local authority's statutory requirement to provide public transparency and accountability, ensuring the best outcomes for the residents of Slough.

4. **Supporting Information**

- 4.1 The purpose of Overview and Scrutiny is to hold those that make decisions to account and help Slough's residents by suggesting improvements that the Council or its partners could make.
- 4.2 Prioritising issues is difficult. The Scrutiny function has limited support resources, and therefore it is important that the work scrutiny chooses to do adds value.
- 4.3 There are three key elements that make up the responsibilities of the Overview and Scrutiny Committee:
- provide transparency and public accountability for key documents relating to the financial management and performance of the Council;
 - scrutinise significant proposals which are scheduled for, or have been taken as, a Cabinet/Officer delegated decision; and
 - strategic shaping of service improvements relating to the Cabinet Portfolios of Finance & Strategy and Performance & Accountability
- 4.4 In considering what the O&S Committee should look at under points two and three above, members are invited to consider the following questions:
- *To what extent does this issue impact on the lives of Slough's residents?*
 - *Is this issue strategic and pertinent across the Borough?*
 - *What difference will it make if O&S looks at this issue?*
- 4.5 The topics included in the listed include those suggested by Committee members during the 2013/14 municipal year.

5. **Suggested Topics**

- 5.1 It is generally recommended that a Scrutiny Committee should aim to look at no more than two or three items in any one meeting. This limited number can prove challenging, but does allow the Committee to delve down into specific subject areas and fully scrutinise the work that is being undertaken.
- 5.2 This list is summarised in Appendix A, including a list of, as yet, un-programmed items.
- 5.4 This will be a continuous process, and flexibility and responsiveness vital to success. It is important not to over-pack the Committee's agenda at the start of the year, which will not allow the flexibility for the Committee to adapt to take into consideration issues that have arisen during the year.

6. **Resource Implications**

- 6.1 Overview and Scrutiny is supported by 1 FTE member of staff. This officer is responsible for support the O&S Committee and three Scrutiny Panels. Therefore, this is a finite resource and consideration must be given, in conjunction with the work programmes for the three Scrutiny Panels, as to how the resource is used during the year.

7. **Conclusion**

7.1 The Overview and Scrutiny Committee plays a key role in ensuring the transparency and accountability of the Council's financial and performance management, and strategic direction. The proposals contained within this report highlight some of the key elements which the Committee must or may wish to scrutinise over the coming municipal year.

7.2 This report is intended to provide the Panel with information and guidance on how best to organise its work programme for the 2014/15 municipal year. As previously stated, this is an ongoing process and there will be flexibility to amend the programme as the year progresses, however, it is important that the Panel organises its priorities at the start of the year.

8. **Appendices Attached**

A - Draft Work Programme for 2014/15 Municipal Year

9. **Background Papers**

None.

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OVERVIEW AND SCRUTINY COMMITTEE
WORK PROGRAMME 2014/2015

Meeting Date
Wednesday 9 July
<ul style="list-style-type: none"> • Leisure Services Strategy – for discussion and endorsement to Cabinet • Aspire – scrutinise effectiveness of first year of Aspire work
Thursday 11 September
<ul style="list-style-type: none"> • Q1 Performance and Finance Report • Transactional Services – Performance Report
Tuesday 11 November
<ul style="list-style-type: none"> • Q2 Performance and Finance Report • Procurement – look at results of review of procurement processes, to ensure that council has effective approach to contract arrangements
Tuesday 13 January
<ul style="list-style-type: none"> • Childhood Obesity (follow up) – CCG progress at information referrals, uptake of health checks, establishing closer liaison with Public Health, Health Visitors, School Nurses and children's centres • Slough Regeneration Partnership – Review of Partnership Business Plan

Thursday 5 February
<p>Scrutiny Items</p> <ul style="list-style-type: none"> • Q3 Performance and Finance Report • Budget Papers <ul style="list-style-type: none"> ○ Revenue Budget 2015/16 ○ Medium Term Financial Strategy ○ Treasury Management Strategy ○ Capital Strategy
Tuesday 3 March
<p>Scrutiny Items</p> <ul style="list-style-type: none"> • Transactional Services – Performance Report
Thursday 9 April
<p>Scrutiny Items</p> <ul style="list-style-type: none"> • Chief Constable – annual meeting looking at crime and disorder issues • Corporate Plan <p>For Endorsement</p> <ul style="list-style-type: none"> • Scrutiny Annual Report

Currently Un-programmed:

Issue	Date
<p><u>Obesity Review (follow ups)</u></p> <ul style="list-style-type: none"> • Progress on encouraging local retailers to improve scope of healthy offers • Progress on encouraging schools to include cooking classes and nutritional education in curriculum • Approach of Schools to prioritise School Transport Plans (link with Transport Working Group) – delegate to NCS Panel 	

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