



NOTTINGHAM CITY COUNCIL
OVERVIEW AND SCRUTINY COMMITTEE

Date: Wednesday, 5 February 2014

Time: 2.00 pm

Place: LB31-32 - Loxley House, Station Street, Nottingham, NG2 3NG

Councillors are requested to attend the above meeting to transact the following business

Deputy Chief Executive/Corporate Director for Resources

Constitutional Services Officer: Angelika Kaufhold **Direct Dial:** 0115 8764296

AGENDA

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IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE CONSTITUTIONAL SERVICES OFFICER SHOWN ABOVE, IF POSSIBLE BEFORE THE DAY OF THE MEETING

CITIZENS ATTENDING MEETINGS ARE ASKED TO ARRIVE AT LEAST 15 MINUTES BEFORE THE START OF THE MEETING TO BE ISSUED WITH VISITOR BADGES

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NOTTINGHAM CITY COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

MINUTES of the meeting held at Loxley House on 8 January 2014 from 2:00 pm to 3:45 pm.

- ✓ Councillor Brian Parbutt (Chair)
- ✓ Councillor Azad Choudhry
- Councillor Georgina Culley
- Councillor Mohammed Ibrahim
- ✓ Councillor Glyn Jenkins (Vice Chair)
- ✓ Councillor Ginny Klein
- ✓ Councillor Gul Khan
- Councillor Neghat Khan
- ✓ Councillor Thulani Molife
- Councillor Toby Neal
- ✓ Councillor Anne Peach
- ✓ Councillor Mohammed Saghir
- ✓ Councillor Roger Steel
- ✓ Councillor Marcia Watson

- ✓ Beverley Denby (Third Sector Advocate)

✓ indicates present at meeting

Colleagues, partners and others in attendance:

- Councillor Nicola Heaton - Portfolio Holder for Community Services
- Claire Brown - Customer Access Programme Manager
- Ray Hennessy - Citizen First Programme Manager
- Tracey Laxton - Councillor Lead for Have Your Say
- Lynne North - Customer Liaison Officer
- Jane Garrard - Overview and Scrutiny Co-ordinator
- Angelika Kaufhold - Overview and Scrutiny Co-ordinator

43 APOLOGIES FOR ABSENCE

- Councillor Georgina Culley – personal
- Councillor Neghat Khan – unwell/ medical
- Councillor Mohammad Ibrahim – unwell/ medical

44 DECLARATIONS OF INTEREST

None

44 MINUTES

The Committee confirmed the minutes of the meeting held on 4 December 2013 as a correct record and they were signed by the Chair.

45 HAVE YOUR SAY, CITIZEN FIRST AND THE CUSTOMER ACCESS PROGRAMME

Councillor Nicola Heaton, Portfolio Holder for Community Services, informed the Committee that there was a 2011 manifesto pledge to make Nottingham City Council the most citizen-friendly Council in the country. This had informed the introduction of the Citizen First Programme in September 2011, launch of Have Your Say in 2012 and launch of the Nottingham Promise, along with Nottingham City Transport, Nottingham City Homes and Nottinghamshire Police in 2013. During this period there has been an improvement in calls to the Council answered, from 75% in 2011/12 to 89% in 2013/14. The Council has also recently published an Accessible Information Policy.

Ray Hennessy, Citizen First Programme Manager, and Claire Brown, Customer Access Programme Manager, gave a presentation highlighting the following points:

Citizen First Programme

- (a) Development of the Citizen First Programme has been based on customer feedback.
- (b) One of the main areas of customer feedback was telephone response and therefore a common approach for telephone access and performance was introduced. This has resulted in a better telephone response to citizens on front-facing, high volume services, such as the bins and revenue and benefits services.
- (c) Facilities to respond to face to face enquiries by the public have been expanded to Angel Row Contact Centre and the Joint Service Centre at Bulwell Riverside.
- (d) A survey of citizens found that customer satisfaction that colleagues were polite and listened to the citizen's enquiry was over 90%. The team was particularly pleased with these results.
- (e) Work has taken place to support colleagues in making improvements, for example guidance on use of plain English; embedding customer care measures and behaviours in directorate plans, with individual accountabilities; and creating a Nottingham Insight Consultation Hub to help with planning and developing good practice in consultation and reporting outcomes of consultation to citizens.

Have Your Say Programme

- (f) The Have Your Say programme has introduced a single approach to dealing with comments, compliments and complaints and a single IT system for customers and colleagues to report issues on. Timescales for dealing with feedback have been agreed – complaints should receive an immediate response or within a couple of days; otherwise more complex complaints should be dealt with within 10 days.

- (g) Next steps for the Have Your Say programme include ensuring citizens are at the heart of services; expanding the Nottingham Promise and refreshing team progress through business planning; introducing mystery shopping, which has been successfully trialled; and ensuring citizens are aware of what services are available and how to access them.

Customer Access Programme

- (h) Services have traditionally been organised in a way that makes sense to the Council and the programme aims to realign this so that services are organised in a way that is easier for customers to understand and access.
- (i) Many interactions can now be done electronically, but the programme is looking at making the most of digital and self-serve options by simplifying processes and improving efficiency.
- (j) Citizens will still have a choice to access services online, on the phone or face to face.
- (k) Redesign of services will involve discussions with experienced colleagues, co-design with members of the citizen panel before being tested by colleagues and citizens.
- (l) The programme aims to deliver a single, consistent view of the customer with an individual's records kept together (currently there are 13 different case management systems in use by the Council).

Following questions from councillors, Claire Brown, Ray Hennessey and Tracey Laxton provided the following additional information:

- (m) There are statutory requirements for dealing with social care complaints. Complaints received are referred to that service and the statutory process is followed. However, the core principles of how to respond to a complaint are the same as for any other Council service.
- (n) There is training for colleagues on dealing with complaints, this includes learning from past cases.
- (o) More could be done to provide feedback to citizens on what happens as a result of complaints. This would help to increase confidence in the system and encourage more comments, compliments and complaints.
- (p) Colleagues are engaged in the three programmes. There is regular internal communication about new initiatives, for example the Nottingham Promise. In terms of individual behaviours, managers work with individual colleagues to identify and address any issues. For services receiving high numbers of phone calls, this sometimes includes monitoring phone calls.
- (q) The Chief Executive contacts colleagues who have received positive feedback to thank them, and this is also publicised on the plasma screens in Loxley House.

- (r) There are a range of reasons why citizens call the Council. The reasons are being explored to identify what triggers a call and whether some actions can be more efficiently carried out in another way for those who want/ are able to. 'Getting it right first time', for example using plain English in letters will help reduce the need for people to call to check information/ ask for clarification. However there will always be people who want to speak to a person and telephone the Council for information/ to complete a transaction so it will not be possible to reduce telephone calls completely. The important thing is to focus on adding value for those people who really do need to speak to someone.
- (s) There is a need to ensure that online services are compatible with new technologies, for example mobile technology.
- (t) At the moment an individual's interactions with the Council are logged separately. The Customer Access Programme aims to bring this information together to deliver a single view of a customer. This will help to identify whether their issue is resolved first time.
- (u) Ward councillors will be informed about complaints relating to their ward if the complaint reaches Stage 3 of the complaints process and the citizen gives permission for the information to be passed on. Small numbers of complaints about particular issues can make it possible to identify individuals, but when there are larger numbers of complaints themes can be made available to ward councillors.
- (v) The citizen survey is being used to measure progress. It is not easy to compare performance with other local authorities because comparator data is not readily available. Colleagues have visited other local authorities to learn from good practice.

RESOLVED that

- (1) The Committee is satisfied with the direction of travel of the Have Your Say, Customer Access and Citizen First Programmes; and**
- (2) The Committee give greater consideration to customer access and feedback issues in developing its lines of questioning for future scrutiny activities.**

46 PROGRAMME FOR SCRUTINY

The Committee considered the Head of Democratic Services' report about the Overview and Scrutiny work programme for 2013/14. Angelika Kaufhold proposed that the workshop to identify topics for scrutiny review panels in 2014/15 be brought forward to the Committee's meeting on 5 March 2013. The welfare rights item would then be postponed until April.

RESOLVED

- (1) To hold the workshop to identify topics for scrutiny review panels in 2014/15 in March and postpone the welfare rights update until April 2014; and**

- (2) To appoint Councillor Mohammed Ibrahim to sit on the scrutiny review panel looking at flooding and Councillor Anne Peach to sit on the scrutiny review panel looking at tree management.**

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OVERVIEW AND SCRUTINY COMMITTEE
5 FEBRUARY 2014
EQUALITY AND FAIRNESS COMMISSION
REPORT OF HEAD OF DEMOCRATIC SERVICES

1. Purpose

This Committee is asked to consider the information provided relating to the work Equality and Fairness Commission (EFC) and to agree the protocol for how the EFC and Overview and Scrutiny can share work programmes and refer items to each other.

2. Action required

Councillors are asked:

- (a) to agree the protocol attached at Appendix 1;**
- (b) to consider and comment on the information provided at Appendix 2 and the presentation;**
- (c) to consider requesting a briefing paper one of the following topics with a view to potentially carrying out a scrutiny review or as an item for a future Overview and Scrutiny Committee:**
 - (i) Commissioning and Procurement;**
 - (ii) The Council's approach to Good Growth;**
 - (iii) The Health and Wellbeing Strategy.**

3. Background

The purpose of the protocol is to guide the relationship between O&S and the (EFC) as follows:

- i) to guide the exchange of information and work programmes between O&S and the EFC to share learning and avoid duplication; and
- ii) to establish a way of referring items between O&S and the EFC.

In this two way exchange the O&S can refer items to the EFC and vice versa. At this meeting three topics have been put forward as potential items for scrutiny.

4. List of attached information

Appendix 1 – Protocol for O&S and EFC

Appendix 2 – Report by Imoegen Denton, Equality and Community Relations Lead

5. **Background papers, other than published works or those disclosing exempt or confidential information**

None

6. **Published documents referred to in compiling this report**

None

7. **Wards affected**

City-wide

8. **Contact information**

Angelika Kaufhold
Overview and Scrutiny Co-ordinator
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Protocol between Overview and Scrutiny and the Equality and Fairness Commission

The purpose of this protocol is to guide the relationship between Overview and Scrutiny (O&S) and the Equality and Fairness Commission (EFC) with the aims of improving the lives of people who live and work in Nottingham, reducing inequalities and improving the quality of and access to public services.

The protocol will:

- ii) guide the exchange of information and work programmes between O&S and the EFC to share learning and avoid duplication; and
- iii) establish a way of referring items between O&S and the EFC.

Information sharing

O&S committee meetings are held in public and an email alert will be sent to the Equalities Team when agendas and minutes are published. If the EFC wishes to comment on any item on the agenda it should do so, in advance of the meeting, to the Chair of the Committee via the Council's O&S team.

The EFC will email agenda and minutes for its own meetings to the O&S team for information.

While there is no expectation that representatives of each group will attend the meetings of the other, they will be welcome to attend any public meetings as they choose.

Collaborative working

The EFC are welcome to attend any public scrutiny meetings and where appropriate, the EFC will be invited to give evidence to O&S Committee or Scrutiny Review Panels and the O&S Team are invited to attend EFC meetings although there is no expectation that the Scrutiny team will be able to attend on a regular basis.

Referrals to overview and scrutiny

If, during the course of its work the EFC becomes aware of any strategic equalities issue that it feels needs further investigation then it can refer this to O&S for consideration. Referrals should be made in writing, with supporting evidence, to the Chair of the Overview and Scrutiny Committee or lead health scrutiny councillor via the Council's O&S team. The appropriate scrutiny committee will consider any referrals at its next available meeting for potential inclusion on its work programme. The EFC will be informed as to whether the issue will be included on the programme for scrutiny. If scrutiny is carried out the EFC may be invited to contribute and will be informed of the outcome of the scrutiny activity. If it is not included then reasons will be provided.

Referrals and recommendations to EFC

If, during the course of its work O&S identifies any issue with equalities implications that they feel needs further consultation with service users and user representatives it will refer it to the EFC. Referrals will be made in writing to the Chair of the EFC via the Equalities Team. The EFC will consider any referrals at its next available meeting and provide feedback on discussion to scrutiny.

If, during the course of its work scrutiny identifies an area for improvement relating to the EFC or an area of its responsibility, it will make a recommendation to the EFC. Recommendations will be made in writing to the Chair of the EFC via the Equalities Team. If the recommendation is accepted the EFC will provide details of its intended implementation and timescales. If the recommendation is not accepted the EFC will provide reasons why not.

Informal communication/ working

This protocol ensures that the O&S and Equalities Teams share information and work programmes as meetings take place and inform each other of potential topics or issues as they arise.

Respect each other's independence and autonomy

Both O&S and the EFC control their own work programmes and investigations and may decline to review topics put forward (giving reasons).

Contact details:

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OVERVIEW & SCRUTINY – 5 FEBRUARY 2014

Title of paper:	Review of the work of the Equality and Fairness Commission: 2012 - 2013
Report author(s) and contact details:	Imogeen Denton Equality and Community Relations Lead Nottingham City Council Imogeen.Denton@nottinghamcity.gov.uk
Other colleagues who have provided input:	
Summary of issues (including benefits to citizens/service users):	
<p>The main role of the Equality and Fairness Commission (EFC) is to work collaboratively with stakeholders to ensure that Nottingham is a City where people are treated fairly and that wherever possible, action is taken to address inequality between communities. Over the last 18 months the Commission has reviewed a number of policies and practices of various public sector agencies (details of which are provided in section 1.2 of this report), areas of focus include: the Police use of stop and search powers; the Council's budget proposals; and issues relating to the Government's programme of welfare reform. Whilst it should be acknowledged that the Commission is still in the early stages of its development process, there is a need to take a number of the debates forward in order to address the issues and concerns that have been raised. It is to this end that the following recommendations are being made to the Overview and Scrutiny Committee.</p>	
Recommendation(s): It is recommended that Overview & Scrutiny	
1	Note the content of this report, more particularly the proposed areas of work that the EFC will focus on over the next 12 months.
2	Support the work of the EFC by helping to advance equality and fairness through key policy areas that have potential to contribute significantly to advancing equality in the City, such as Commissioning and Procurement; the City's Growth Plan; and the City's Health and Wellbeing Strategy.
3	Works in collaboration with the EFC to conduct a review into one of the abovementioned areas within the next 12 months.

1. BACKGROUND

- 1.1. The Equality and Fairness Commission (EFC) was established in June 2012. Its aims include taking a strategic approach on equality and diversity issues that impact on the lives of Nottingham Citizens; influencing decision making of One Nottingham, the City's Local Strategic Partnership, and its partner organisations to improve the lives of those who experience discrimination, disadvantage or deprivation; and providing constructive feedback to partners on their policies and practices aimed at achieving positive outcomes for people with protected characteristics as defined by the Equality Act 2010.
- 1.2. Guided by its work plan, the EFC has focused its attention during the last eighteen months on the following areas:

- The Nottingham Plan to 2020;
- The Nottingham Growth Plan,

- Homelessness and Hope: Citizens for Sanctuary;
- The Role and Activity of Overview and Scrutiny committee;
- The Housing Nottingham Plan 2012-2015;
- Welfare Reform, Changes to Council Tax Benefit;
- Police Use of Stop and Search Powers;
- Nottingham City Council 2013/2014 Budget Consultation;
- The Health and Wellbeing Strategy, Health Inequalities and the Role of Health Watch;
- Streamlining Investment to the Voluntary and Community Sector;
- The Police and Crime Plan 2013-2018;
- Tackling Youth Unemployment in Nottingham
- Hate Crime;
- The Vulnerable Adult's Plan 2012-2015
- Children and Families Efficiency Savings
- Young People; Educational Achievement; Employment and Commissioning.

1.3. The EFC is a unique group in comparison to fairness commissions nationally, in that it has an independent chair and includes representation from many of the communities defined as having 'protected characteristics' under Equality Act 2010 (i.e. in terms of race, sex, gender, disability, age, sexual orientation, religion or belief etc). Each member acts as a link between the commission and their networks, undertaking the role of critical friends and ensuring there is a two way flow of information between the EFC and the bodies they represent. The Commission operates as a sounding board at a strategic level for the Council and partner organisations, allowing Officers to listen to the views of diverse communities and to use constructive feedback to shape and develop policies and service provision, and to influence the allocation of resources.

1.4. A number of recommendations have been made by the Commission, which are detailed below. Further work needs to be done to establish the most effective routes and means of progressing the issues raised, maximising the use of existing resources, and joining up the work of the Commission where possible with other stakeholders. Many of the issues raised are linked to complex causes where effective solutions are more likely to be achieved through long-term partnership work involving Citizens and a range of different agencies.

2. RECOMMENDATIONS FROM THE EFC REVIEW MEETING

2.1. Following a review meeting of the work of the EFC held in October 2013, a number of recommendations were made with a view to strengthening the Commission's performance and enhancing its ability to influence the direction of local policy. The recommendations include short and longer term goals which for the purpose of this report are divided into three areas: proposals linked to the Commission itself; the focus of future activity; and areas to be referred to Overview and Scrutiny Committee, summarised as follows:

Recommendations for the Commission

- The Commission should focus on fewer issues, in greater depth, with the aim of achieving positive outcomes.
- Priorities should be reviewed on a regular basis, to ensure that the Commission's workload is relevant and achieving the desired outcomes.

- Reinforce the EFC's position as an independent body, supported by the Council, but not run by it. This should be supported by independent 'branding' and through the rotation of the location of meetings; and measures taken to effectively publicise the work of the EFC.
- Accountability for the EFC should be to One Nottingham, the City's Local Strategic Partnership.

The focus of future activity

- 2.2. It was proposed by the Commission that the areas of work to be focused on in 2014 are:
- § The City Council's Budget for 2014/2015 (Including Welfare Reform and Council Tax Policy)
 - § The Living Wage/Payday Lending and the City's approach to financial support for vulnerable Citizens e.g. Credit Unions.
 - § Child poverty
 - § Good Growth (maximising opportunities through commissioning and procurement, apprenticeships, and employment).
 - § Addressing the gap in provision left as a result of the closure of the Race Equality Council in Nottingham.

Items to be referred to Overview and Scrutiny Committee

- 2.3 Whilst a number of policies and service were reviewed by the EFC over the last year, there are a number of issues and concerns that remain unresolved or have not yet reached what can be regarded as a satisfactory conclusion. In recognition of the capacity of Overview and Scrutiny to support the work of the Commission, it is proposed that the Committee gives consideration to supporting a review of the following areas:
- (a) Commissioning and Procurement**, in particular how the purchasing power of agencies can be used as a tool to advance and promote equality. Consideration should be given to how local bids or tenders are encouraged; how supplier diversity can be increased; consultation and engagement of key stakeholders that is well timed and meaningful to ensure that goods and services are fit for purpose; and opportunities for equality champions to participate in selection processes. The Commission suggested that this can also be used more effectively as a tool to tackle youth unemployment through 'added value' schemes that deliver training and employment contracts through positive action. There was acknowledgement that while voluntary sector grants, although reduced, remain accessible to a range of organisations, there is potential for local private sector, voluntary and community sector organisations to play a much greater role in providing goods and services in the City. Concerns were also raised in relation to the limited extent of diversity monitoring carried out in terms of contract providers and service users. By incorporating measurable equality outcomes in contracts it is possible to promote benefits such as community cohesion, and initiatives involving targeted recruitment to support disabled people into the workplace. Assurance is also being sought by the Commission that consultation and engagement processes at the relevant stages of the commissioning and procurement processes are inclusive and that involvement is representative of the communities we serve.

(b) The City's approach to 'Good Growth'. The Commission is seeking assurance that all communities will benefit from the opportunities arising from the work developed in this area. Concerns were expressed that the growth plan for the City is unclear in terms of how shared growth will be achieved. The growth areas that have been identified i.e. 'digital content, life sciences and clean technology' demand particular skill sets. Consequently, the commission has expressed concern with regard to how the City's young people, disabled people and BME communities will benefit from this strategy. There was acknowledgement that growth alone does not necessarily lead to equality and that inequality can in fact stifle economic growth, therefore a different approach may be required. In order for the City to achieve economic success, policies and practices must be in place that place equality at their core.

(c) The Health and Wellbeing Strategy. Four priority areas are covered by the strategy: Preventing alcohol and substance misuse; supporting older people; improving mental health; and Working with priority families. Although the Commission was in agreement with the overarching themes, there were a number of concerns raised, more particularly that:

- There appears to be a shift away from providing personal support increasingly towards the use of technology. This can lead to greater isolation and increased mental health problems, causing conflict between priorities. It was alleged that the main driver for this is more to do with saving money and less so to do with promoting independence. Concern was also raised about the use of agencies providing personal care that this ultimately increased cost in terms of resources. With particular regard to disabled Citizens, the Commission noted that the push towards physical activity could be particularly challenging, so reassurance was sought that this would be addressed.
- Reference was made to the accessibility of services by people whose first language is not English. There was a sense that many people turn to the voluntary sector for support with this but there are insufficient resources available which can lead to misdiagnosis and longer term complications.
- Questions were raised as to how health issues affecting marginalised groups would be addressed as these are not addressed by the strategy, and there needs to be recognition of the groups and their related health concerns by the strategy, with appropriate signposting. There was also concern raised about the 'cultural competence' of service providers working with BME communities in the City.
- In relation to the 'priority families' theme, the Commission queried how agencies would find capacity to deliver against this area of work against a backdrop of fewer staff and shrinking resources.

The above issues provide a flavour of the issues and concerns raised by the Commission. They are not intended as an exhaustive list of concerns raised, but provide an indication of the areas where it is recommended that the Overview and Scrutiny Committee explores further.

3. REASONS FOR RECOMMENDATIONS

In order to achieve equality it is essential that public bodies, institutions, agencies and citizens' work together to remove barriers that limit what people can do and the opportunities they have access to. Public sector organisations have a legal duty to

give due regard to equality in the way that they provide services. They also have a responsibility to eliminate harassment and discrimination, to advance equality and to promote good relations.

4. FINANCIAL IMPLICATIONS (INCLUDING VALUE FOR MONEY/VAT)

There are no financial implications arising as a direct result of this report.

5. RISK MANAGEMENT ISSUES (INCLUDING LEGAL IMPLICATIONS AND CRIME AND DISORDER ACT IMPLICATIONS)

Not applicable.

6. EQUALITY IMPACT ASSESSMENT

Has the equality impact been assessed?

Not needed

No

Yes – Equality Impact Assessment attached

7. LIST OF BACKGROUND PAPERS OTHER THAN PUBLISHED WORKS OR THOSE DISCLOSING CONFIDENTIAL OR EXEMPT INFORMATION

Equality and Fairness Commission Terms of Reference, September 2012.

LGIU Policy Briefing. *Fairness Commissions*. 13 August 2013.

Minutes of the EFC Review meeting, 15 October 2013

Minutes of the EFC meetings 2012-2013

8. PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

Report to Overview and Scrutiny. *One Nottingham Fairness Commission*. 17 June 2010

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OVERVIEW AND SCRUTINY COMMITTEE
5 FEBRUARY 2014
PROGRAMME FOR SCRUTINY
REPORT OF HEAD OF DEMOCRATIC SERVICES

1. Purpose

To consider and set the overall programme and timetable for scrutiny activity for the forthcoming year.

2. Action required

The Committee is asked to:

- a) **note the items scheduled for forthcoming meetings of the Overview and Scrutiny Committee;**
- b) **to note that a briefing paper for allotments will be submitted to the March meeting of OSC with a view to potentially holding the review in April/May;**
- c) **to note that the review ‘exploring the implications of the changing educational landscape’ first meeting will be held on Tuesday 25 February at 2.00 pm and the second meeting date to be rearranged (currently Friday 25 March at 3.00 pm);**
- c) **identify any topics to be put forward as ideas for potential policy briefing sessions.**

3. Background information

3.1 One of the main roles of the Overview and Scrutiny Committee is setting, managing and co-ordinating the overall programme of scrutiny work. This includes:

- mapping out an initial programme for scrutiny at the start of the municipal year
- monitoring progress against the programme throughout the year, and making amendments as required
- evaluating the impact of scrutiny activity and using lessons learnt to inform future decisions about scrutiny activity.

3.2 At this meeting, the Committee will have the opportunity to discuss topics for scrutiny review; making sure they have a clear focus; and set the programme of scrutiny activity accordingly.

3.3 In setting the programme for scrutiny activity, the Committee should aim for an outcome-focused work programme that has clear priorities and is matched against the resources available to deliver the programme. It is intended to hold reviews in single session meetings with topics that lend themselves to this style of review.

Commissioning scrutiny reviews

- 3.4 Delivery of the programme will primarily be through the commissioning of time-limited review panels to carry out reviews into specific, focused topics. All reviews must have the potential to make a positive impact on improving the wellbeing of local communities and people who live and/or work in Nottingham; and to ensure resources are used to their full potential, reviews must have a clear and tight focus and be set a realistic but challenging timetable for their completion.
- 3.5 In setting the programme of scrutiny reviews, it is important that the programme has flexibility to incorporate unplanned scrutiny work requested in-year. However, the Committee will only be able to schedule unplanned work after it has reassessed priorities across the scrutiny programme and considered the impact on existing reviews of the diversion of resources. When the Committee monitors the overall programme for scrutiny at each meeting there will be opportunity to do this.
- 3.6 The Committee has already agreed the review items and memberships need to be agreed for these.
- 3.7 When establishing a review panel, the Committee needs to decide on:
- a clear and tight remit for the review
 - a timescale within which the review should be carried out
 - size of review panel, including whether any co-opted members should be involved
 - chair of the review panel (to be appointed from the pool of five scrutiny chairs)

and should have regard to the need over the year to engage as many councillors as possible in the scrutiny process.

Schedule of 'overview' items

- 3.8 The Committee also needs to agree a schedule of 'overview' items to come to future Overview and Scrutiny Committee meetings which is shown at Appendix 1. At each meeting, the Committee will look in-depth at one key strategic issue. In addition to providing an opportunity for scrutiny of strategic issues, this approach will support Committee members in having an overview of key current issues affecting Nottingham to inform work programming decisions.

Policy briefings

- 3.9 Through the process of developing the programme for scrutiny, the Committee may identify issues which call for a policy briefing. The purpose of these briefings is to inform councillors about a current key issue or to prepare councillors for review work that has been commissioned. These informal briefings will not be occasions for scrutiny to be carried out, although they may result in a suggestion for a new scrutiny topic, which would need to be considered by this

Committee against the current programme for scrutiny and available resource. Policy briefings will not form part of the Overview and Scrutiny Committee's agenda but will be held separately and be open to all councillors to attend.

Monitoring programme for scrutiny

- 3.10 On an ongoing basis the Committee will be responsible for managing and co-ordinating the programme for scrutiny and assessing the impact of scrutiny activity. At all future meetings the Committee will monitor the progress of the programme, making amendments as appropriate.

4. List of attached information

The following information can be found in the appendices to this report:

Appendix 1 – Overview and Scrutiny Committee agenda

Appendix 2 - Policy Briefing sessions

5. Background papers, other than published works or those disclosing exempt or confidential information

None

6. Published documents referred to in compiling this report

None

7. Wards affected

Citywide

8. Contact information

Contact Colleagues

Angelika Kaufhold Overview and Scrutiny Co-ordinator angelika.kaufhold@nottinghamcity.gov.uk 0115 8764296	Jane Garrard Overview and Scrutiny Co-ordinator jane.garrard@nottinghamcity.gov.uk 0115 8764315
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The feasibility criteria includes:

<p>Decision making and being a critical friend</p>	<p>Is it a topic/key decision which requires consultation with Overview and Scrutiny <u>prior</u> to the decision being taken. Yes – include. No – apply other criteria and consider removing</p>	
<p>Public Interest and relevance</p>	<p>Is the topic still relevant in terms of it still being an issue for citizens, partners or the council in terms of performance, delivery or cancellation of services? Yes – apply other criteria and consider inclusion No – apply other criteria and consider removing</p>	
<p>Ability to change or influence</p>	<p>Can the Committee actively influence the council or its partners to accept recommendations and ensure positive outcomes for citizens and therefore be able to demonstrate the value and impact that scrutiny can have? Yes – apply other criteria and consider inclusion No – apply other criteria and consider removing</p>	
<p>Range and scope of impact</p>	<p>Is this a large topic area impacting on significant areas of the population and the council’s partners <u>or significant impact on minority groups.</u></p> <p>Is there interest from partners and colleagues to undertake and support this review and will it be beneficial? Yes – apply other criteria and consider inclusion No – apply other criteria and consider removing</p>	
<p>Avoidance of duplication of effort</p>	<p>Is this topic area very similar to one already being scrutinised in another arena or has it already been investigated in the recent past? Yes – consider involvement in the existing activity or consider removing No – apply other criteria and consider inclusion.</p>	

Overview and Scrutiny Committee agenda - List of potential topics for 'overview' items

Below is a list of 'overview' items (based on background research and intended to encompass the broad remit of Overview and Scrutiny) to be included on the agendas for meetings of the Overview and Scrutiny Committee during 2013/14. It is intended that the Committee will consider one strategic overview item at each of its meetings. Agreed items will be scheduled depending upon timeliness for the item and availability of contributors – a schedule will be brought to the next Overview and Scrutiny Committee meeting.

Date of meeting	Possible item and focus
5 March 2014	Overview and Scrutiny Workshop to identify topics for scrutiny review panels the 2014/15 Municipal Year
9 April 2014	Provision of advice to citizens (tbc) To review the impact of current economic climate on welfare advice provided by the Council and Citizens Advice etc and what has changed in terms of the advice sought, how it is provided and where

List of potential policy briefings

Below is a list of potential topics for policy briefings that have been put forward by councillors to date. The Committee will need to identify any topics to be put forward as ideas for potential policy briefing sessions at this stage – this process can be ongoing throughout the year.

Date	Topic	Comments

Scrutiny Review Panels 2013/14

Date and Time	Topic	Chair /Membership	Lead Officer
Monday 3 February 2014 at 2.00 pm	How are the Council and its partners managing responsibilities for the management and upkeep of local public waterways?	Azad Choudhry (chair) Glyn Jenkins Neghat Khan Sally Longford	Angelika Kaufhold John Lee – Snr Rights of way officer – Development (David Bishop)
Tuesday 25 February 2014 at 2.00 pm	Exploring the implications of the changing educational landscape Part 1 How is the changing relationship between schools and the Council being managed and who will be responsible for educational performance outcomes for children? What action is the Council taking to address the shortage of school places for primary and secondary stage – current and planned activity and how will this address parental choice?	Glyn Jenkins (chair) Choudhry Sally Longford Thulani Molife Eileen Morley	Jane Garrard/Angelika Kaufhold
Friday 28 March 2014 at 3.00 pm (this date to be changed)	Exploring the implications of the changing educational landscape Part 2	Glyn Jenkins (chair) Choudhry Sally Longford Thulani Molife Eileen Morley	Jane Garrard/Angelika Kaufhold
Wednesday 23 April 2014 at 2.00 pm	<i>Allotments</i>	Mohammed Ibrahim (chair)	Angelika Kaufhold
23 September 2013 – completed	Tackling anti-social behaviour caused by irresponsible dog owners report of the Anti-social behaviour of irresponsible dog owners - Review Panel	Mohammed Ibrahim (Chair) Glyn Jenkins Gul Khan	Status: review report published
Friday 25 October - completed	Ash die back – to review the council's response to the prevalence of ash die back and what methods of monitoring and action are taking place.	Glyn Jenkins (Chair) Gul Khan Mohammed Ibrahim Roger Steel	Status: review report published
Monday 11	What is the Council doing to	Brian Parbutt (chair)	Status: review report being

November 2013 - completed	monitor and if applicable tackle parking congestion around educational establishments?	Glyn Jenkins Roger Steel	drafted
Thursday 28 November 2013 2.00 pm - completed	How effective is the action being taken by the Council to communicate and enforce its policies relating to wheelie bins on pavements?	Azad Choudhury (Chair) Mohammed Ibrahim Glyn Jenkins Sally Longford Toby Neal	Status: review report being drafted
Friday 13 December 2013 at 3.00 pm Monday 20 January 2014 at 2.00 pm	Gully Cleaning – since the implementation of the 3 Cities Good Practice Guide for gully cleansing in 2012/13, how effective is this proving and how are customer’s expectations being managed?	Glyn Jenkins (chair) Mohammed Ibrahim Gul Khan Brian Parbutt Roger Steel	Status: review report being drafted
Wednesday 22 January 2014 at 2.00 pm	Is the funding available for tree management and maintenance being used in the most efficient and effective way possible? How is the Council managing the problems caused by tree roots, in particular damage to pavements/ roads?	Brian Parbutt (Chair) Glyn Jenkins Anne Peach Roger Steel	Status: Review report being drafted