

**Report to:** Environmental Services Scrutiny Committee

**Date:** 24th June, 2009

**Report of:** Director of Chief Executive's Department

**Report No:**

**Contact Officer:** Ian D Mulholland

**Tele No:** 01204 331037

**Report Title:** **Identification of Issues for Scrutiny / Annual Work Programme**

**Confidential / Non Confidential:**  
(delete as approp)

**(Non-Confidential)** This report does **not** contain information which warrants its consideration in the absence of the press or members of the public

**Purpose:**

To provide members with suitable criteria to assist in the selection of the issues for the Scrutiny Committee to receive reports on or investigate further during the current municipal year. To also seek approval of the Committee's Work Programme for 2009/10.

**Recommendations:**

1. To consider the identification of further issues for inclusion on the Committee's work programme.
2. To approve the Work Programme for 2009/10.

**Decision:**

**Background Doc(s):**

The attached report includes a timetabled list of issues identified by the Committee as ones they would like to investigate over the current municipal year.

# Background Information

## 1.0 Choosing Issues

At the Committee Work Programme Meeting, held at the beginning of the municipal year, the matters set out in 1.1 and 1.2 below were borne in mind when setting the programme. Members of the Committee are asked to refer to these issues when considering additional items for consideration during the municipal year.

### 1.1 Key Factors in Assessing Relevance of Issues for Scrutiny

#### Relevance

- The Policy highlighted for Scrutiny is under the remit of the Scrutiny Committee.
- That the planned scrutiny has an impact in improving services to better meet the needs and expectations of residents/customers.
- Ensure that the policy, action, or organisation is not being scrutinised elsewhere.

#### Public Interest

- There is evidence of significant Bolton wide public interest in this topic.
- It is a “high profile” topic for specific Bolton wide communities or interest groups.
- The review would need to give an opportunity for the people of Bolton to have a say.

#### Impact

- The review will have a significant impact on the well-being of the public of Bolton.
- The issue has implications for diversity, equality, and social inclusion.
- This could make a big difference to the way services are delivered.
- This could make a big difference to the way resources are used.

#### Performance

- Is Performance particularly good/bad?

### 1.2 Identification of Criteria to Evaluate the Appropriateness of Issues for Scrutiny Panels

The review of whether a subject is suitable for scrutiny should consider:

- Relevance
  - Would a review be replicated by any other internal or external review process?
  - Is the service or issue a national government priority?
  - Have there been national changes to policy?
  - Is the issue of significant interest to the Bolton wide public?
  - Would there be a significant impact on a particular community? (both interest and locality)

- Have there been local changes to policy?
  - Is it an area of poor performance?
  - Is it an area of outstanding performance?
  - Is there a pattern of budgetary overspend in service area?
  - Has there been a change to the remit of our arms length bodies?
- Potential Impact of a Review
    - Is it possible for the Scrutiny Panel to make a valuable contribution?
    - Are there sufficient resources both in terms of finance and officer availability to have a tangible impact?

### 1.3 The Council's Key Aims and Change Programme Themes

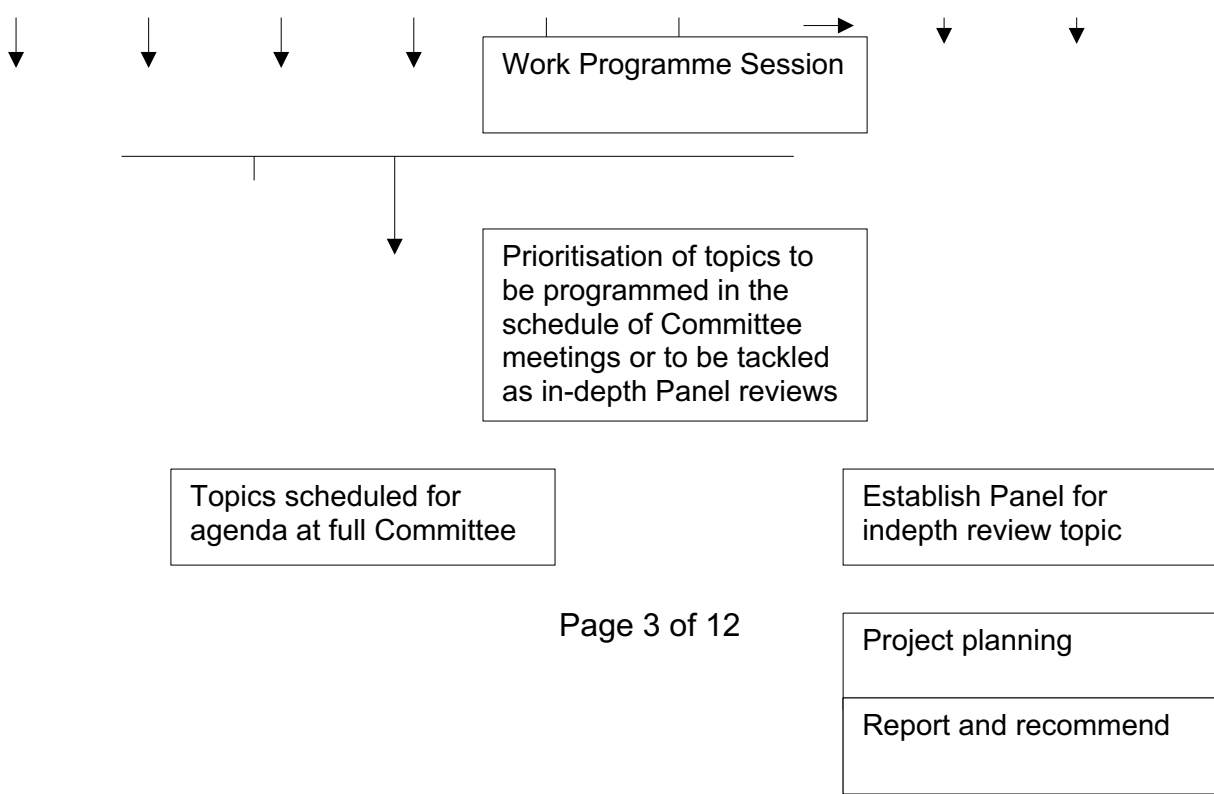
It is also worth keeping in mind the Council's Key Aims and Change Programme Themes when considering Committee Work Programmes:

Key Aims – Strong and Confident Bolton, Safe Bolton, Achieving Bolton, Prosperous Bolton, Clean and Green Bolton, Healthy Bolton, Transforming our Services.

Change Programme Themes – Customer Access, Local Delivery, Seamless Service, Shared Services and Resources.

Attached at **Appendix One** is a schedule which Members can use as an aid to the identification of items for consideration by the Committee.

### 1.4 Planning and Managing the Committee Workload



Implementation of  
decisions

Monitor implementation of  
decisions

Monitor implementation of  
recommendations

- 2.0 At the Committees Work Programme Event held on Friday 12<sup>th</sup> June, 2009 the Committee received presentations from the Director of Environmental Services and the Anti-Social Behaviour Strategy Manager and discussed the following:-

The fifteen strategic priorities of the Environmental Services Department:-

- Financial management;
- Neighbourhood management, behaviour change;
- Strategy for supported employment;
- Strategic communications and reputation management;
- Heaton cemetery;
- Queens Park;
- Waste and fleet modernisation;
- DMT, team and individual development;
- HR Policies, pay and grading;
- Highways member expectations and priorities;
- Southern Link Road/town centre redevelopment;
- Services to schools;
- Value for money; and
- Social needs transport; and
- Community Safety Services – The Crime and Disorder Reduction Partnership including strategic priorities, new performance landscape.

- 2.1 Following the presentation and debate Members honed in on other areas below that could be included in the Work Programme for this Municipal Year:-

#### Cemeteries

Issues around the existing quality of maintenance around the cemeteries in Bolton. What is the policy and is the policy robust?

The cremators are coming to the end of their lives. Issues around the future processing of mercury emissions, who provides new cremators and vfm matters.

#### Service Delivery

Matters around the quality and standards around the Borough particularly in relation to signage, street furniture, flyposting. How is this monitored? What are the targets? What joined up working takes place.

#### Crime and Disorder Reduction Partnership

Need to increase members awareness in this field as a new entrant to the remit of this Scrutiny Committee.

A look at performance in key specific areas including the crime and disorder impact in terms of the evening economy, future funding arrangements, how people are supported in crime prevention.

Also whether police beats could possibly become co-terminus with Council Members wards to aid better co-ordination of the fight against crime and disorder.

#### Standard Financial/Performance Monitoring Reports

The quarterly performance reports in the field of this Committee remain. There should also now be a quarterly monitoring report in relation to the Quality B-Safe targets.

An update from officers on the effectiveness of better partnership working arrangements in terms of solving problems regarding highway works, manhole covers, substations, etc.

#### Bolton Farmers Market

A position statement on its effectiveness and future.

#### Parks Community Development

A look at the strategies in place, the achievements and monitoring arrangements.

#### Road Safety Scrutiny Panel

A look at the implementation of recommendations of this panel. What has been effective and what has made a difference.

#### Highway Maintenance

A look at the future funding for highway maintenance, the challenges, how road conditions are monitored. What are the current targets.

## **2.2 Environmental Services Scrutiny Committee Work Programme**

24th June, 2009	<p><u>Modernisation Update Briefing Paper</u> An update on the modernisation process of the Waste and Recycling Service. Is the Communication Plan robust?</p> <p><u>CCTV</u> An update in terms of the progress towards the CCTV Strategy and the NCP Control Room.</p>
19th August, 2009	<p><u>Year End Financial &amp; Performance Reports</u></p> <p><u>Neighbourhood Management</u> A look at the progress against targets for narrowing the gap in terms of the behaviour change agenda for better service delivery in the street scene.</p> <p><u>Cemeteries</u> Is issues around the existing quality of maintenance around the cemeteries in Bolton. What is the policy and is it robust ? Also at Heaton Cemetery issues around the need to extend and the re-equipping of the cremation facilities. Value for money issues. Effect of Mercury Emissions Legislation.</p>
7th October, 2009	<p><u>Quarter 1 Financial &amp; Performance Reports</u></p> <p><u>Financial Management</u> A look at how the implementation of the new financial strategy is progressing in the Department including the re-structure of the</p>

	<p>finance teams, how value for money is being supported and details of the Department's performance indicators for this year.</p> <p><u>Strategic Communication and Reputation Management</u> What are the proposals in terms of improving internal and external communications ? How is the plan progressing in terms of convincing ?</p> <p><u>Community Safety Services</u> A look at the Crime and Reduction Partnership, its strategic priorities, performance targets and performance in key areas. Include a look at the crime and disorder impact in terms of the evening economy, future funding arrangements and how people are supported in crime prevention.</p> <p><u>Service Delivery</u> Matters around the quality and standards around the Borough particularly in relation to signage, street furniture, fly posting. How is this monitored ? What are the targets ? What joined up working takes place ?</p>
2nd December, 2009	<p><u>Departmental Management Team and Individual Development</u></p> <p>How staff management of the change agenda is progressing ? Accountability ?</p> <p><u>HR policies, Pay and Grading</u></p> <p>An update in terms of how the review of policies is progressing and potential effects on the Department. Benefits to be gained ? Value for Money considerations ? Include how poor performance is managed.</p> <p><u>Strategy for Supported Employment</u> An examination of where we are up to regarding supported employment services in terms of joined up working and the effect of the economic down turn.</p> <p><u>Bolton Farmers Market</u> A position statement on its popularity, future and costings.</p>
10th February, 2010	<p><u>Qtr 2 Financial &amp; Performance Reports</u></p> <p><u>Waste and Fleet Modernisation</u> An update on the modernisation process of the Waste and Recycling Service. Meeting targets ?</p> <p><u>Highway Maintenance</u> A look at the future funding arrangements, the challenges, how road conditions are monitored. What are the current targets ?</p> <p><u>Road Safety Scrutiny Panel</u> A look at the strategies in place following the recommendations of</p>

	<p>this panel. What has been effective and what has made a difference.</p> <p><u>United Utilities Inspection Regime</u> An update from officers on the effectiveness of better partnership working arrangements in terms of solving problems regarding highway works, manhole covers, substations.e.t.c.</p>
7th April, 2010	<p><u>Qtr 3 Financial &amp; Performance Reports</u></p> <p><u>Services to Schools</u> Monitoring of standards of services to schools. Targets ? Performance ? Changing landscape ?</p> <p><u>Social Needs Transport</u> A look at the service provision in place and value for money matters. Partnership working ?</p> <p><u>Parks Community Development</u> A look at the strategies in place, the achievements and monitoring arrangements. Include an update on the plans for the transformation of Queens Park.</p>

Other issues to possibly be factored in -

Southern Link Road / Town Centre Redevelopment.

Progress around plans to redevelop the roads around Moor Lane, Ormod Street to Trinity Street.



### **3.0 Evaluating the Work of Scrutiny Panels**

Evaluating the work of Scrutiny Panels will become increasingly important to aid the Council in determining what works well and in terms of Government expectations.

Evaluating the panel and monitoring implementation:-

1. At their last meeting, all panels include an item in which they look back on the panel's work and evaluate its effectiveness. Panel members' views of what has and has not been effective is noted so that it can be taken on board for future panels.
2. Once the report has been received by the Executive it is sent out to all those who contributed to the panel's work along with a short evaluation form asking contributors about their experience of the scrutiny panel, from the adequacy of administrative arrangements to the standard of interaction with the panel and their views on the final report. The published report is put on the web site and also sent to all libraries and is provided on request to anyone who wants a copy.
3. Ultimately the real effectiveness of the panel must be measured by the difference it makes to outcomes. This remains extremely hard to evaluate given that there may be many changes occurring within a particular service area at any one time due to any number of reasons and these can all have an impact on residents' lives. Singling out the effect of the implementation of scrutiny panel recommendations is therefore very difficult.
4. However, care should be taken to ensure that those recommendations that are agreed by the Executive are implemented.

This should be done via a standard Decision Monitoring Schedule which will be implemented this municipal year.

In certain circumstances it may though be necessary to write off some outstanding recommendations. This may be because implementation was initially agreed in principle, subject to funding being approved but despite attempts to locate sources there is no reason to think that funding will be available in the near future. It could also be because legislation or internal changes had altered the shape of a service to such an extent that some recommendations had become obsolete.

### Criteria to Aid Topic Selection – Appendix One

<b>Title of suggested review:</b>					
<b>Criteria</b>					<b>Score</b>
<b>Will it duplicate recent or planned work?</b>	<b>NO</b> If NO, go to Q.1	<b>YES</b> If YES, go to DECISION			
<b>CUSTOMER INVOLVEMENT</b>					
<b>Q1. Is there evidence that customers/residents have raised this as an issue that needs to be addressed?</b>	0	1	3	5	
<b>Q2. Does this suggestion lend itself to a review in which the customer/resident can contribute significantly?</b>	0	1	3	5	
<b>Q3. Will this proposal result in services which better meet the needs and expectations of customers/residents?</b>	0	1	3	5	
<b>IMPROVEMENT AND PERFORMANCE</b>					
<b>Q4. Will this proposal improve the council's performance in line with our cleaner, greener, safer and stronger ambitions?</b>	0	1	3	5	
<b>Q5. Will the proposal help us to achieve the Council Plan priorities?</b>	0	1	3	5	
<b>VALUE FOR MONEY</b>					
<b>Q6. Will the proposal help the council to reduce cost and improve efficiency. i.e. better VFM?</b>	0	1	3	5	
<b>Q7. Is there evidence that we are either a) performing at a high cost or b) performing poorly in this area?</b>					
<b>TOTAL SCORE</b>					
<b>How does suggested review score against this criteria?</b>					
<b>DECISION</b>					
<b>Should the suggested review be added to the work programme, and if so, how should it be carried out?</b>	Short-listed for Scrutiny review?	Request a report/Add to the work programme as an agenda item?/ appoint a rapporteur		No further action?	

- Council's Key Aims – Strong and Confident Bolton, Safe Bolton, Achieving Bolton, Prosperous Bolton, Clean and Green Bolton, Healthy Bolton, Transforming our Services.

- Change Programme Themes – Customer Access, Local Delivery, Seamless Service, Shared Services and Resources.

