

Report to: Corporate Issues Scrutiny Committee

Date: 3 December 2007

Report of: Director of Legal and Democratic Services

Report No: 13

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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.

Recommendations:

1. To consider the identification of further issues for inclusion on the Committee's work programme.
2. To consider the identification of any appropriate issue to take forward as a Scrutiny Panel.

Decision:

**Background
Doc(s):**

Members will be aware that Scrutiny Committee agendas include Minutes of previous Executive, Executive Member and Policy Development Group meetings. Although this ensures that Members have a complete overview of the work of the Council, relating to the remit of the Scrutiny Committee, it often means that Scrutiny repeats overview work that has already been undertaken. Scrutiny is often most effective when it is retrospective, reviewing policy rather than simply repeating an overview process already conducted by a PDG.

The attached report, therefore, 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 Draft Work Programme Meeting with the chair and vice chair, held at the beginning of the municipal year, the matters set out in 1.1 and 1.2 below were borne in mind. 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

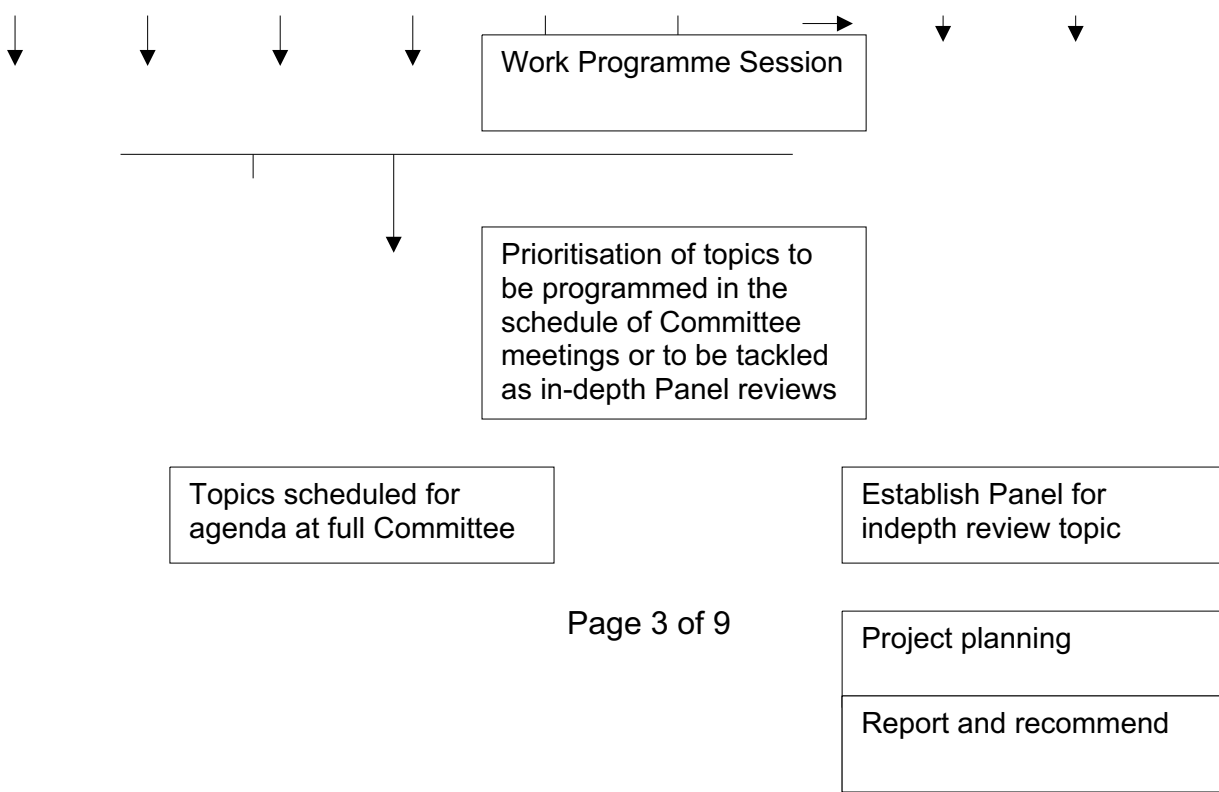
It is also worth keeping in mind the Council's Key Aims and Change Programme Themes when considering Committee Work Programmes:

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

Corporate Issues Scrutiny Committee Work Programme

25 June 2007	1. Agreement of Work Programme 2. Corporate Resources Department Performance Indicators – Quarter 4 2006/07
20 August 2007	1. Benefit Fraud 2. Shaping Future Services 3. Voluntary Early Retirement and Ill Health Retirements, Quarters 3 & 4 2006/07
15 October 2007	1. Access to Council Services Scrutiny Panel – Executive Member response 2. Council's non-operational property and Key Performance Indicators for property 3. Sickness Absence, 2006/07 4. Pension Fund 5. Darcy Lever Railway Cutting – Claim for Public Footpath Public Inquiry
3 December 2007	1. Corporate Resources Department Performance Indicators – Quarter 2, 2007/08 2. Telephony Strategy
4 February 2008	1. Implementation of revised cash collection facilities 2. CPA – Feedback and improvement plan 3. Marketing and Communications Agency 4. Voluntary Early Retirement and Ill Health Retirements, Quarters 1 & 2 2007/08 (including VERs and IHRs changes) 5. Expenditure on Advertising 6. Sickness Absence, Q1 & Q2, 2007/08 7. Employment Review 2006/07 8. Central Departments Service and Financial Performance, Q1 & Q2, 2007/08
14 April 2008	1. Access to Council Services – update 2.

List of monitoring items that the Committee has usually considered as part of its work programme:

- Corporate Resources Department Performance Indicators (quarterly)
- Central Departments Service and Financial Performance monitoring report (quarterly)
- Ill Health Retirements and Voluntary Early Retirements (bi-annual)
- Employment Review: Departmental Comparisons; Staff Audit; Results of Recruitment Monitoring; and Exit, Disciplinary, and Grievance Monitoring (annual)
- Workforce Management: Pay & Remuneration; Employee Management; and Basis of Employment (annual)
- Sickness Absence Monitor (bi-annual)

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

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

