

scrumptious ('skɹʌmpjəs) *adj.* *Inf.* very pleasing; delicious — 'scrumptiously *adv.*

scrumpy ('skɹʌmpɪ) *n.* a rough dry cider, brewed esp. in the West Country of England.

scrunch (skɹʌntʃ) *vb.* **1.** to crumple or crunch or to be crumpled or crunched. — *n.* **2.** the act or sound of scrunching.

scruple ('skɹu:pəl) *n.* **1.** a doubt or hesitation as to what is morally right in a certain situation. **2.** *Arch.* a very small amount. **3.** a unit of weight equal to 20 grains (1.296 grams). — *vb.* **4.** (*obs.* when *tr.*) to have doubts (about), esp. from a moral compunction.

scrupulous ('skɹu:pjuləs) *adj.* **1.** characterized by careful observation of what is morally right. **2.** very careful or precise. — 'scrupulously *adv.* — 'scrupulousness *n.*

scrutinise or **-nize** ('skɹu:tiˌnaɪz) *vb.* (*tr.*) to examine carefully or in minute detail. — 'scrutiˌniser or *-nizer n.*

scrutiny ('skɹu:tiˌni) *n.* **1.** close or minute examination. **2.** a searching look. **3.** official examination of votes [from Latin *scrūtiniūm* and *scrūtārī* to search even to the rags, from *scrūta*, rags, trash.]

scuba ('skju:bə) *n.* an apparatus used in scindiving, consisting of a cylinder or cylinders containing compressed air attached to a breathing apparatus.

scud (skʌd) *vb.* **scudding, scudded.** (*intr.*) **1.** (esp. of clouds) to move along swiftly and smoothly. **2.** *Naut.* to run before a gale. — *n.* **3.** the act of scudding. **4. a.** a formation of low ragged clouds driven by a strong wind beneath rain-bearing clouds. **b.** a sudden shower or gust of wind.

scuff (skʌf) *vb.* **1.** to drag (the feet) while walking. **2.** to scratch (a surface) or (of a surface) to become scratched. **3.** (*tr.*) *U.S.* to poke at (something) with the foot. — *n.* **4.** the act or sound of scuffing. **5.** a rubbed place caused by scuffing. **6.** a backless slipper.

scuffle ('skʌfl) *vb.* (*intr.*) **1.** to fight in a disorderly manner. **2.** to move by shuffling. — *n.* **3.** a disorderly struggle; the sound made by scuffling.

scull (skʌl) *n.* **1.** a single oar moved from the stern of a boat to propel it. **2.** one of a pair of single handed oars, both of which are pulled by the same person. **3.** a racing shell propelled by a single oar. **4.** an act, instance, period, or distance. **5.** to propel (a boat) with a scull. — 'sculler *n.*

scullery (skʌləri) *n., pl. -leries.* *Chiefly Brit.* a small part of a kitchen where kitchen utensils are kept.

scoundrel ('skʌndrəl) *n.* **1.** a mean or despicable person employed to work in a kitchen.

sculpt ('skʌlp) *vb.* **1.** variant of **sculpture**. **2.** to carve or cast. — *n.* **3.** the art or process of carving or casting. — *also:* **sculp.**

sculptress ('skʌlpɹes) *n.* a woman who sculpts. — *(fem.)*

sculpture ('skʌltʃə) *n.* **1.** the art of making a three-dimensional work of art by carving wood, stone, metal, etc. **2.** works of art made by these means. **3.** a representation of a person or thing in three-dimensional form.

by natural processes. — *vb.* (*mainly tr.*) **4.** (*also intr.*) to carve, cast, or fashion (stone, bronze etc) three-dimensionally. **5.** to portray (a person, etc.) by means of sculpture. **6.** to form in the manner of sculpture. **7.** to decorate with sculpture. — **sculptural** *adj.*

scumble ('skʌmbəl) *vb.* **1.** (in painting and drawing) to soften or blend (an outline or colour) with an upper coat of opaque colour, applied very thinly. **2.** to produce an effect of broken colour on doors, panelling, etc. by exposing coats of paint below the top coat. — *n.* **3.** the upper layer of colour applied in this way.

scunner ('skʌnə) *Dialect, chiefly Scot.* — *vb.* **1.** (*intr.*) to feel aversion. **2.** (*tr.*) to produce a feeling of aversion in. — *n.* **3.** a strong aversion (often in **take a scunner**). **4.** an object of dislike.

scupper¹ ('skʌpə) *n.* *Naut.* a drain or spout allowing water on the deck of a vessel to flow overboard.

scupper² ('skʌpə) *vb.* (*tr.*) *Brit. sl.* to overwhelm, ruin, or disable.

scurry ('skʌrɪ) *vb.* **-rying, -ried.** **1.** to move about hurriedly. **2.** (*intr.*) to whirl about. *n., pl. -ries.* **3.** the act or sound of scurrying. **4.** a brisk light whirling movement, as of snow.

scut (skʌt) *n.* a small animal, esp. one of animals such as the deer or rabbit.

scuttle ('skʌtl) *vb.* **1.** to run or move quickly. **2.** *Dialect chiefly Brit.* to run or move quickly, esp. to run or move quickly behind the back of a hand. **3.** to run or move quickly, esp. to run or move quickly behind the back of a hand. **4.** to run or move quickly, esp. to run or move quickly behind the back of a hand. **5.** to run or move quickly, esp. to run or move quickly behind the back of a hand. **6.** to run or move quickly, esp. to run or move quickly behind the back of a hand. **7.** to run or move quickly, esp. to run or move quickly behind the back of a hand. **8.** to run or move quickly, esp. to run or move quickly behind the back of a hand. **9.** to run or move quickly, esp. to run or move quickly behind the back of a hand. **10.** to run or move quickly, esp. to run or move quickly behind the back of a hand.

Scrutiny in Richmond

2nd Annual Report

2002-2004



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Introduction

by Chairman of O&S Co-ordinating Group

**Councillor
Lance
Quantrill**



Ever since 2001, when Part II of the Local Government Act became law, the London Borough of Richmond upon Thames (LBRuT) has wrestled with its obligations to create an effective Overview and Scrutiny function. It is not alone. So too has every local Council in England and Wales.

The reason is not difficult to see. Of the 28 Sections in Part II of the Act only one addresses Overview and Scrutiny. Whilst such lack of prescription is to be welcomed, with it comes the responsibility for Councils to find a formula by which their Executive, and other public service providers, are held to account.

Since every Council is unique it is hardly surprising to find a myriad of models. Richmond upon Thames chose to create a series of Overview and Scrutiny Committees which mirror the functional arrangements of the Council's services. A vertical system which makes simple the task of routing Executive decisions to the corresponding Overview and Scrutiny function; whilst sometimes failing to give full attention to horizontal issues which cross two or more functions. Our Borough's cultural wealth and demographic strengths allow Committees to tap a vibrant, though often latent, source of members of the public to serve as Co-opted Members of Committees.

Each model can work. Our challenge is to define and refine the one which works best for this Borough. It is a challenge we take seriously. To the extent that during Summer 2004 every Committee Member, every person who gave evidence, every member of the Executive, every senior Officer and a wide range of external bodies who have been involved in the work of the Committees during the last Municipal Year were invited to state frankly their views on how Committees were performing.

Analysing the output reveals how we can improve. When to discard inefficient practices. Where to invest precious time. And, perhaps above all, which topics would most benefit from Task Group attention.

After three years we now know what to do; we now know how to go about it. It's now time to do it.

Councillor Lance Quantrill

Chairman Overview & Scrutiny Co-ordinating Group • *September 2004*

Comment

from the Chief Executive

I am very pleased to contribute to this Report. The last two years have shown continued progress in the Council's performance across the board. The Audit Commission has given us a good rating and we are moving towards excellent. I am proud of our success in providing high quality services to all those who live in, work in or visit the Borough. Nonetheless, we can always do better and must be open to feedback and constructive criticism. The Overview and Scrutiny Committee Members are, more than anybody, our critical friends and their contribution in providing the critical friend challenge and thereby supporting the Executive is vital. Helping to ensure that decision makers are held to account is a crucial element of local democracy.

I welcome the fact that the Chairmen and Vice-Chairmen of Overview and Scrutiny Committees have taken up the challenge of making the process more effective, examining how to get the best out of all the Members, both elected and co-opted, who contribute so much of their time and effort to helping the Council provide the best possible services. I look forward to continuing this productive work with Overview and Scrutiny over the coming year.

Gillian Norton

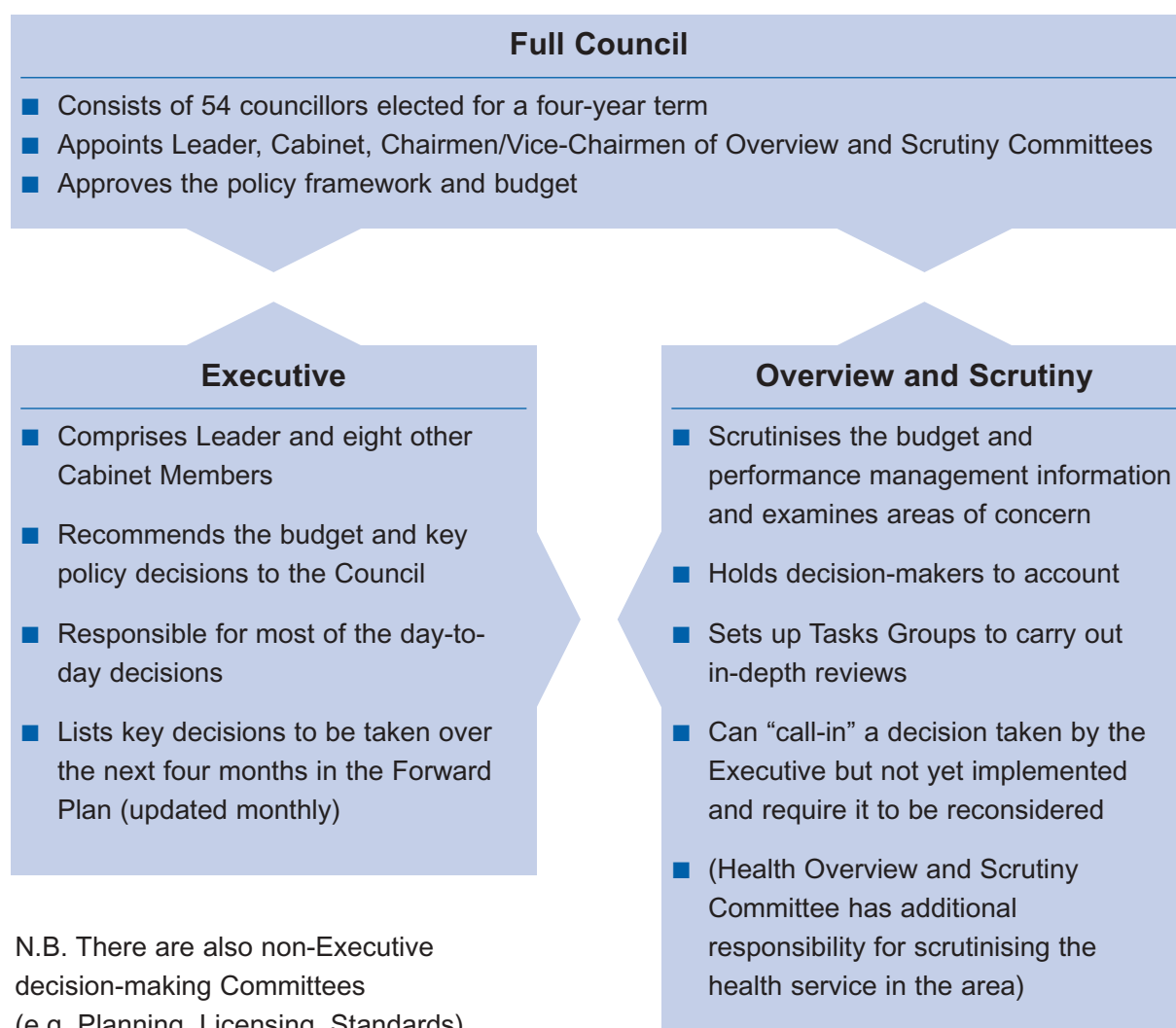
Chief Executive, London Borough of Richmond upon Thames



Gillian Norton

How decision-makers are held to account in Richmond upon Thames

The most common definition of Overview and Scrutiny is that of the decision-maker's 'critical friend'. There are two parts to this. The first is the 'Overview' part: shaping of future policy in conjunction with the Executive. The second is the 'Scrutiny' part: holding decision-makers to account for decisions already taken. Although Overview and Scrutiny Committees can and do invite external bodies to meetings to discuss issues of concerns for residents (e.g. Thames Water over the Mogden Lane sewage plant), the focus is largely on Council business. It is one of the three distinct but interconnected parts of the political structure in the Authority. The different roles and responsibilities are shown in the flowchart below. (A more detailed breakdown of Committee structures can be found in Appendix A on p.18.)



Main Overview and Scrutiny Committees

There are five main Overview and Scrutiny Committees. The Chairmen and Vice-Chairmen together form the Overview and Scrutiny Co-ordinating Group.

Overview and Scrutiny (O&S) Co-ordinating Group

Whilst not conducting scrutiny itself, the Co-ordinating Group acts as a forum where the work of the Committees can be co-ordinated and best practice shared. At the beginning of the new Municipal Year (May 2004) the Group agreed a series of changes regarding the criteria for choosing Task Group topics, the project management of Task Groups and work programmes for the standing O&S Committees. A self-critical taking-stock session was followed by a training seminar with an external expert; and a consultation exercise was carried out to gather the perceptions of all those involved in the scrutiny process and to identify where improvements could be made. (The results can be found on page 11 of this report.)

Education and Culture O&S Committee

The Committee has focused its work on a number of issues including:

- Regular consideration of Ofsted School Inspection Reports
- Regular review of progress on LEA Ofsted Action Plan
- Regular reports on implementation of PFI Contracts
- Regular reports on school admission arrangements, attendance, exclusions, examination results and national curriculum assessments
- Consideration of Youth Services and Library and Information Services Best Value Reviews.

The Committee decided to set up a number of smaller working groups of Committee Members to look at some of these key areas. One of them, the Secondary Schools Exclusion Group has recently issued its report. (For more details please see below on p.10)

Environment O&S Committee

There have been a number of areas which the Environment Committee have made their priority over the last two years. The single most important item in terms of Committee time over the last year has been the Unitary Development Plan. It has held four special meetings just to consider the UDP. The Committee was successful in persuading the Executive of the value of making certain changes. An issue which has been of great concern to residents and Committee Members has been

Environment O&S Committee (cont.)

the problem of odours and mosquitoes at the Mogden Sewage Treatment Works. Representatives of Thames Water attended in February and November 2003 to report on this and answer questions. They provided an update on progress in September 2004. The Committee is reassured that matters are being resolved thanks to a major investment programme but will continue to take an interest in developments. The Committee has also looked at several transport issues including Crossrail, Controlled Parking Zones, bus lanes, the Borough Transport Strategy and congestion hot spots.

Social Care and Housing O&S Committee

This Committee scrutinises the services with the largest controllable budget in the Council (Education has a larger budget but as most is “passport” directly to schools the Council has much less control over the funds). Unlike other groups, the budget for Social Care and Housing is vulnerable to volatile demands on services which the Council has a statutory duty to provide. The Committee has strategically scrutinised new financial controls and planned expenditure to ensure that resources are directed effectively and within overall plans. It has also contributed to the tactical implementation of the plans. In particular,

- the Committee prompted the addition of the Sheen Lane centre for the issuing of Freedom Passes (available to disabled residents) to avoid long journeys to the Waldegrave Road issuing point;
- its latest (September 2004) Task Group report on Affordable Housing offers invaluable information for Officers and the Executive from an independent perspective;
- the Task Group (2002) looking at new Fairer Charging pressed hard for amendments to the Executive plans and were pleased to see contribution thresholds adjusted which relieved 25% of all users of their requirement to contribute to their own domiciliary care.

Strategy and Resources O&S Committee

The remit of this Committee is to examine:

- the Council's budget, the management of its budget, capital, revenue borrowing and assets and its audit arrangements;
- personnel strategies and policies;
- the voluntary sector;
- cross-cutting functions and those not included within any other Committee's remit.

Over the last two years it has performed this through:

- Regular monitoring of performance against Public Service Agreement targets
- Regular budget monitoring

The Committee has looked in particular at progress on ICT provision and E Government Partnership and targets and considered the Best Value Review of Communications.

The Committee will shortly be advertising for co-opted Members, having identified the need to increase their ability to scrutinise in depth the Council's financial and performance management information.

Health Scrutiny

Following the passing of the Health and Social Care Act 2001 and the associated Regulations (issued at the end of 2002), local authorities have been made responsible for reviewing and scrutinising health service matters and generally supporting and assisting health improvement and reducing health inequalities in the Borough.

The Health O&S Committee was established at the beginning of 2003 and its membership includes representatives from the local Patient and Public Involvement Forum. Due to the limited level of officer support available in Democratic Services, the decision was taken to provide officer support from Corporate Policy.

Over the past 18 months the Committee has focused on a number of areas, including the PCT local delivery plan and public health profile, healthy schools and the consultation on the Choosing Health public health paper. The Committee has also carried out 2 in-depth reviews.

We found this report impressive and agree with most of its recommendations. We are also pleased that the committee is considering serious public health issues and look forward to further collaboration on future reviews.

PCT's Professional Executive Committee on the Health O&S Committee's Childhood Asthma Review

The first review on **Childhood Asthma** was completed in October 2003. The Committee has recently taken the opportunity to assess the impact of the review over the last year and

found that significant progress had been made in implementing the recommendations. The second review on **Delayed Hospital Discharges** has recently been concluded and the vast majority of its recommendations have been accepted by the agencies involved. The Committee will be closely monitoring action on the recommendations over the coming months to ensure that the significant improvements made to reduce the number of patients experiencing a delayed discharge and the quality of the service they receive are both maintained.

The Committee is now embarking on a Discretionary Joint Committee with the neighbouring borough of Hounslow to review Hospital Acquired Infection and In-patient Care at West Middlesex University Hospital NHS Trust. The Committee will also be involved in a limited number of joint reviews with other internal Overview and Scrutiny Committees.

Scrutiny Task Groups

Achievements of Scrutiny Task Groups:

The review of discretionary, non-residential charges by the **Social Services Charges Scrutiny Task Group** led to changes, notably the abolition of a number of small charges which were uneconomic to collect (e.g. for occupational therapy equipment), the raising of the savings threshold to £30,000 and the decision not to make deductions from disability benefits. These are all in line with the tenor and recommendations of the report. There has been a considerable increase in the number of service users now exempted from charges. For example nearly two thirds now receive free Domiciliary Care.

The **Oldfield House Scrutiny Task Group** was not as important in terms of making policy recommendations as it was useful in enabling all those involved in the closing of the unit – always a traumatic experience – to have a say and put their views.

The title of the **Climate Change Scrutiny Task Group** might lead one to question the relevance of the Group's work in making changes in the Borough. The Group has put together a very comprehensive report, firstly outlining the risks of Climate Change in Richmond upon Thames, and then setting out a series of practical measures that the Council can undertake to reduce greenhouse gas emissions and save money. If they are fully implemented they have the potential to reduce the Council's energy bill by 10% - 20%. The work of the Task Group has generated a lot of interest among other local authorities. It received praise from those who took part and in terms of methods of working can be held up as an example of good practice.

The **Vulnerable Road Users Scrutiny Task Group** carried out work on a subject which is by its nature very emotive. Some of the most useful aspects of its work relate to improving inter-agency and inter-departmental working. It was able to clarify some serious concerns that the Metropolitan Police have had, as well as to ensure that concerns that the Road Safety Education Officer had about fast-food delivery drivers were taken up by the Environmental Health team.

In part because of concerns about recruitment and retention in the Social Services Department but also generally due to the problems resulting from the

Unfortunately I joined the Committee too late to be part of this Task Group. I was quite envious that they had the chance to go off and investigate a topic which I feel very strongly about.

Affordable Housing Scrutiny Task Group

I have been a Committee Member for eight years and have experienced both the old and new Committee systems. The Task Group was an opportunity as I have never had before to engage with officers, put questions to them and consult with external experts.
A very rewarding experience.

Affordable Housing Scrutiny Task Group

high property prices in the Borough, the Social Care and Housing Committee decided to establish a Task Group to look at the issue of **Affordable Housing**. The Group reported in September and made some challenging recommendations

relating to Section 106 agreements, affordable housing targets, and general policy. Members of this Task Group have said that it was a very enjoyable and worthwhile experience to be able to talk to officers outside the main committee meetings and undertake a review of an area which they felt to be very important.

The **Secondary School Exclusions Scrutiny Task Group** looked at best practice both outside the Borough and in individual schools within the Borough regarding Secondary School Exclusions. In the report it recommends, amongst other changes, that each secondary school should set up a learning resource centre and that, given the consequences of exclusion from school, restricted use should be made of this sanction.

New Scrutiny Task Groups

In June 2004 the Overview and Scrutiny Co-ordinating Group made three decisions in relation to new groups: firstly, that there is not the capacity within Democratic Services to support more than three Task Groups at any one time; secondly that there should be clear criteria for selecting topics and project managing their subsequent work (see below under 'Changes since May 2004'); and thirdly, that it wanted to canvass a wider circle of stakeholders for topics that could benefit from a scrutiny investigation. Over 60 suggestions for topics were made during the consultation exercise over the summer which sought the views of key external bodies as well as all Members, Co-opted Members and Council Officers who are directly involved with Scrutiny. These 60 suggestions were put on separate lists according to the relevant Overview and Scrutiny Committee. Each Committee was then asked to draw up a shortlist of four topics. As there were overlaps of some areas, a total of 14 then went forward for the public to vote on by internet poll. The poll was given publicity in local newspapers.

Residents of the Borough were asked to select their top choice. Voting was open for 10 days from 14 – 24 September.

Topics shortlist selected for scrutiny internet poll:

- Waste Disposal
- Binge-drinking (Night-time economy)
- Spending Developer Contributions (S106 income expenditure)
- Health Risks associated with Phone Masts
- Performance of our Secondary Schools at GCSE
- Desirability of 6th Forms in the Borough
- Investment in Schools – the Council's 10 Year Plan
- Provision of School Meals
- Review of Capital Spending and the Council's Property Function
- Sickness rates and Absence Management for Council Staff
- Continuing Care
- Health and Well-Being of Older People
- Criteria for older people care assessments for day centres
- Community Development

The topic which received the highest percentage of votes was Waste Disposal and will therefore be one of the three task groups to be set up in the next round beginning in October. The Co-ordinating Group applied the selection criteria for choosing new topics. On this basis it decided that the other two Task Groups in this round will be on Spending Developer Contributions (S106 income expenditure) and Continuing Care. All three will begin their work in October 2004 and are expected to report back to their parent Overview and Scrutiny Committees in April 2005.

Past and Current Scrutiny Task Groups

A number of Task Groups have reported or been set up since the last Scrutiny Annual Report was made to Council on 16 April 2002.

These include:

Task Group	Date reported to parent O&S Committee
Social Services Charges Cllr Mumford	Social Care and Housing O&S (14.10.02)
Hampton Court House Cllr Taylor	Strategy and Resources O&S (29.8.02)
Fulwell Golf Club/ Squires Garden Centre Cllr Jowit	Has not yet reported.
Social Services Overspend Cllr. Quantrill	Has not yet reported.
Street Cleansing Scrutiny Task Group Cllr Morris	Environment O&S (9.12.02)
Oldfield House Cllr Percival	Education and Culture O&S (8.9.03)
Childhood Asthma Cllr Avins (till May 2003, then) Cllr Carr	Health O&S (16.7.03)
Delayed Discharge Cllr Orchard	Health O&S (23.6.04)
Affordable Housing Patrick Kidner (co-optee)	Social Care & Housing O&S (9.9.04)
Climate Change James Page (co-optee)	Environment O&S (2.9.04)
Vulnerable Road Users Cllr Lamb	Environment O&S (2.9.04)
Secondary School Exclusions Cllr Eady	Education and Culture O&S (6.9.04)



Changes since May 2004

1. **Monitoring of recommendations.** Without dedicated Scrutiny Officer support it has been difficult to ensure regular monitoring of recommendations made by Scrutiny Task Groups. In June 2004, the Overview and Scrutiny Co-ordinating Group agreed a system which will ensure that feedback is improved. It will require updates on recommendations that have been accepted by the Executive to be brought to the parent Committees 6 months, and then 12 months after the Cabinet response.

2. **Task Group criteria.** The Co-ordinating Group took the decision that there needed to be criteria that are as objective as possible in choosing topics for Scrutiny Task Groups. Any topic now needs to meet the following criteria:
 - the issues discussed are to be significant in terms of their effects on communities and groups of service users living, working or visiting the borough;
 - does not replicate another review of this area carried out over the last 24 months or shortly to be carried out;
 - it is timely to investigate this topic;
 - is specific in aim;
 - carries an opportunity for improved performance;
 - is achievable in timescale and resources available (approximately 6 months from start to finish);
 - at least two clear potential outcomes can be identified, i.e. the review is capable of achieving tangible results.

In order to ensure that the project management of task groups is as efficient as possible and that time and resources are not wasted, the Co-ordinating Group decided to adopt a version of the Borough's project management procedures for the running and servicing of Task Groups.

3. **Internet voting.** This came about at the instigation of the Overview and Scrutiny Co-ordinating Group. It was part of the process to a) take a more co-ordinated approach to Scrutiny Task Groups and b) to involve the residents more and increase public awareness of the Overview and Scrutiny process. The vote took place from 14-24 September 2004. There was recognition that there would be limitations. The first being that of security. Without making the

We know of no other example of Internet voting being used to set the scrutiny agenda and we will be watching Richmond's initiative with great interest.

*Gareth Wall, Research and Information Officer
at the Centre for Public Scrutiny*

process unworkably complicated and bureaucratic there are only limited means to prevent multiple voting. Despite the drawbacks, the exercise has been a success.

It generated stories in the local press about scrutiny and what it is trying to do. The selection process has involved all Members of Scrutiny Committees as never before in suggesting and shortlisting topics for investigation. The discipline and structure that was required made the process transparent and open and meant that, for the first time, the Co-ordinating Group has taken a corporate approach to selecting potential task group topics. In that sense it has been a very useful internal awareness-raising tool.

This initiative has generated a lot of national interest and many inquiries have come in from Scrutiny colleagues and e-democracy specialists. The Centre for Public Scrutiny and the Home Office Active Communities Unit are following the success of the project.

4. **Officer support** for scrutiny has been increased since the last annual report. Following the establishment of the Health Overview and Scrutiny Committee in January 2003 as required by national legislation, an officer from Corporate Policy has been brought in to provide two days a week of research support to the Committee and its Members. In March the new Scrutiny Support Officer joined Democratic Services to service Scrutiny Task Groups and generally support the Scrutiny function. It should nevertheless be pointed out that dedicated officer support for Scrutiny is among the lowest in London.
5. **Scrutiny in Richmond mission statement.** In June 2004 the Co-ordinating Group adopted the following as Scrutiny's mission statement:
 - to provide "critical friend" challenge to decision-makers as well as external authorities and agencies
 - to reflect the voice and concerns of the public and its communities
 - to take the lead and own the scrutiny process on behalf of the public
 - to make an impact on the delivery of public services

How are we doing?

To answer this question the Overview and Scrutiny Co-ordinating Group sent out a total of 160 questionnaires over the summer to stakeholders, Members, Co-opted Members, Cabinet Members, Officers and others who had had dealings with a Scrutiny Committee or Task Group during the Municipal Year 2003-4. There were over 85 replies – a total response rate of 53%. The response rate for Members of Overview and Scrutiny Committees was 77%. This figure is high enough to be able to gain a comprehensive picture of how Scrutiny in the Borough is perceived by those who have to make it work.

Those involved were asked 20 questions and invited to make further written comments. The picture it gives is mixed. Respondents have clearly given a low rating for the impact of Scrutiny in the decision-making process, 46% rated this as poor or very poor, 32% as average. On the positive side, and something that all the Committees can build on, are the high motivation levels of respondents. Nearly 70% said their motivation was above average to high. Each Committee will be given a more detailed breakdown and analysis of the results and, in consultation with the Overview and Scrutiny Co-ordinating Group, will decide how to address the issues raised by them. A start has been made by the Environment Overview and Scrutiny Committee which held a focus meeting, facilitated by an external consultant. The outcomes of this meeting will be written up and circulated to all Overview and Scrutiny Committees Members.



Looking ahead

The issues and problems that face the Scrutiny process in Richmond upon Thames are similar to those in all local authorities. The new system introduced by the Local Government Act 2000 brought about major changes to the decision-making process, created new certainties, but also new uncertainties. There is now a big distinction between Executive and Non-Executive Members. The changes took away the certain powers of the old 'executive' committees and replaced them with the less well-defined powers to influence and enable dialogue. This is about the slow work of persuasion, a gradual process of building up relationships and expertise.

Scrutiny in Richmond has been challenging itself to do better. The Overview and Scrutiny Co-ordinating Group has adopted the CfPS Good Scrutiny guidelines as a mission statement to provide a clear definition of Scrutiny's role. A series of changes have been adopted as outlined above. Several taking-stock sessions have been held with Chairmen and Vice-Chairmen, with individual committees, with officers in Democratic Services and with the Executive Board. The problems have been identified and over the coming months O&S Committees will be looking at ways to:

- enable Committees better to set their own agendas;
- add greater value to the decision-making process;
- have a more timely look at issues;
- reduce the number of items on the agenda;
- encourage officers to produce more readable reports;
- improve the interaction between O&S and the Executive;
- increase the amount of evidence-based work;
- increase public involvement and awareness;
- make better use of co-opted members.

The Chairman of the Overview and Scrutiny Co-ordinating Group and Scrutiny Officers regularly attend meetings of the London Scrutiny Network as well as other national conferences and events to share best practice with colleagues from other authorities.

Contacting Scrutiny

If you would like any more information about Overview and Scrutiny, please use the contact details below:

**Scrutiny,
Democratic Services,
London Borough of Richmond Upon Thames,
York House,
Richmond Road,
Twickenham TW1 3AA**

Tel: 020 8891 7191

Fax: 020 8891 7701

E-mail: scrutiny@richmond.gov.uk

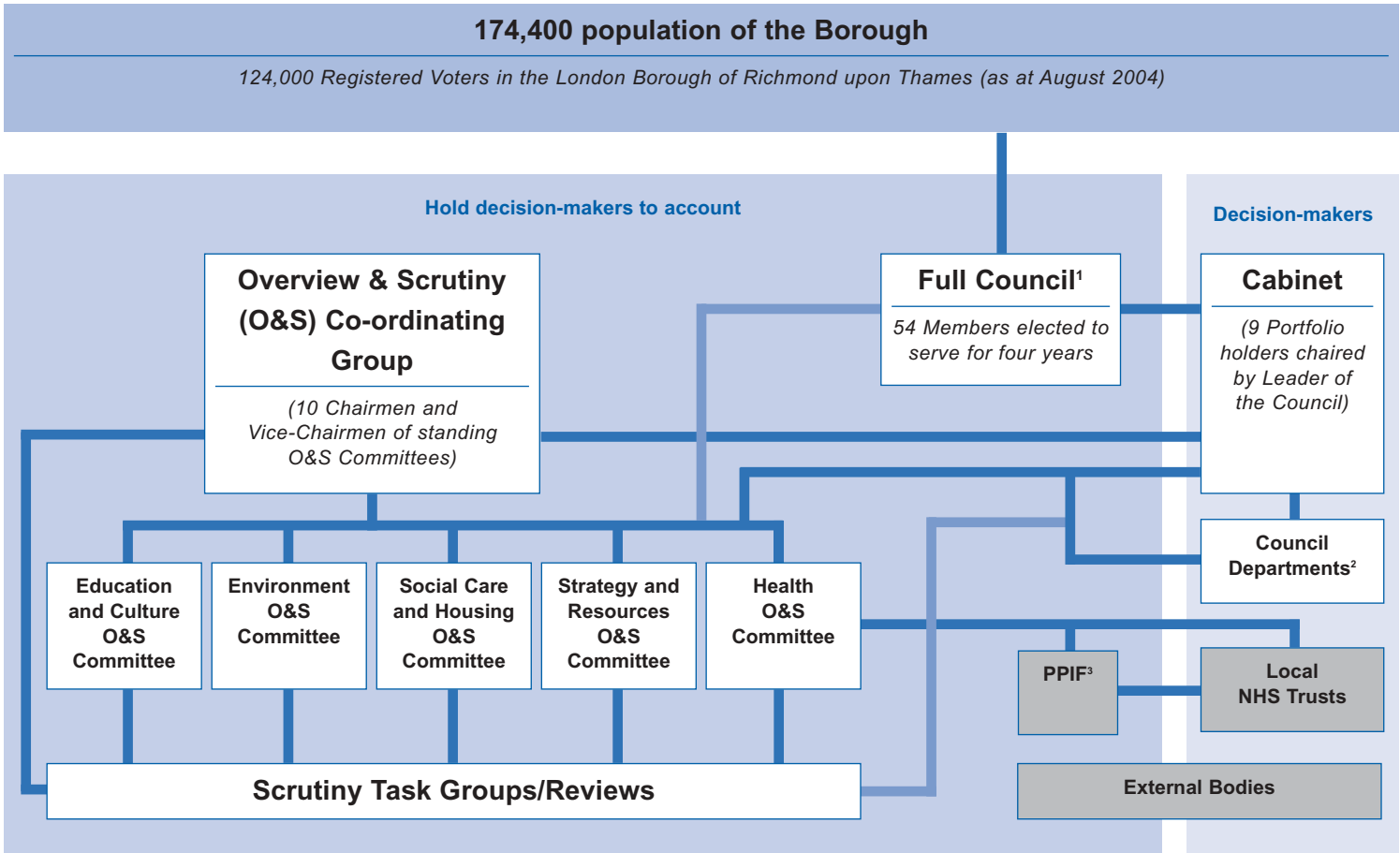
Website: <http://www.richmond.gov.uk/councillors/scrutiny/>

All agendas and minutes of Overview and Scrutiny Committees as well as reports from Scrutiny Task Groups are available by following the links on this website. Hard copies of agendas are also available from public libraries and on request from the Council's scrutiny team. We are always happy to talk about any aspect of Scrutiny in Richmond. If you have any queries, comments, topics for future scrutiny task groups, or would be interested in being a co-opted member on an Overview and Scrutiny Committee or Task Group, please get in touch.

What Scrutiny doesn't do:

Please remember that the role of Overview and Scrutiny is not to look at individual complaints but at general policy areas and major decisions taken by the Cabinet. If you have a complaint about how your case has been treated by the Council please call the main Council switchboard on 020 8891 1411 or visit Richmond Council's Complaints page on the website:
<http://www.richmond.gov.uk/ComplainOnline/default.htm>.

Appendix A – Scrutiny function chart



Notes: 1. Full Council does not conduct scrutiny itself.
 2. There are 5 Departments; Education, Arts & Leisure Services; Environment; Finance and Corporate Services; Social Services and Housing; Chief Executive's. 3. PPIF stands for the Public and Patient Involvement Forum. It is not a Council body.
 N.B. There are also several other non-executive decision-making committees e.g. Planning.

Appendix B – Committee Chairmen and Officer Support

(As of Municipal Year 2004/5)

Education and Culture Overview & Scrutiny Committee

Chairman	Cllr Percival
Vice-Chairman	Cllr Head
No. of Councillors	8
No. of Co-opted Members	5
Committee Manager	Sarah Albert

Environment Overview & Scrutiny Committee

Chairman	Cllr Butler
Vice-Chairman	Cllr McAlister
No. of Councillors	8
No. of Co-opted Members	5
Committee Manager	Ron Schrieber

Health Overview & Scrutiny Committee

Chairman	Cllr Urquhart
Vice-Chairman	Cllr Carr
No. of Councillors	9
No. of Co-opted Members	2
Committee Manager	Sarah Albert
Research Officer	Jeanette Phillips

Social Care & Housing Overview & Scrutiny Committee

Chairman	Cllr Jones
Vice-Chairman	Cllr Quantrill
No. of Councillors	8
No. of Co-opted Members	3
Committee Manager	Ron Schrieber

Strategy and Resources Overview & Scrutiny Committee

Chairman	Cllr Lamb
Vice-Chairman	Cllr Knight
No. of Councillors	9
No. of Co-opted Members	0 (though it is planned to recruit co-opted members in the near future)
Committee Manager	Ron Schrieber

Support to the Overview and Scrutiny function is also provided by Mary Collins (Democratic Services Manager) and Jonathan Hill-Brown (Scrutiny Support Officer).

Appendix C – Facts and Figures about Scrutiny in Richmond

No. of Members:

Of the 54 Councillors, 34 are Members of Overview and Scrutiny Committees. There are 15 Co-opted Members of the public and other stakeholder organisations who sit on Committees.

Budget spends on Scrutiny (excluding staffing costs):

2002-3	£3,400
2003-4	£5,000

No. of call-ins:

Committee	Municipal Year 2002-3	Municipal Year 2003-4
Education and Culture	None	None
Environment	8 (of which 2 referred back to Cabinet Member for reconsideration)	4 (of which 2 referred back to Cabinet Member for reconsideration)
Health (set up Jan 2003)	None	None
Social Care and Housing	None	None
Strategy and Resources	4	2

Number of meetings:

Committee	Municipal Year 2002-3	Municipal Year 2003-4
Education and Culture	6	6
Environment	6	10
Health (set up Jan 2003)	1	4
Social Care and Housing	8	8
Strategy and Resources	8	7

Scrutiny in Richmond

Democratic Services,
London Borough of Richmond Upon Thames,
York House,
Richmond Road,
Twickenham TW1 3AA

Tel: 020 8891 7191

Fax: 020 8891 7701

E-mail: scrutiny@richmond.gov.uk

Website: <http://www.richmond.gov.uk/councillors/scrutiny/>

Albanian

Nese keni veshtersi per te kuptuar kete botim, ju lutemi ejani ne recepcionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.

Urdu

اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیئے ہوئے ایڈریس کے استقبالیے پر جا کر ملینے، جہاں ہم آپ کیلئے ٹیلیفون انٹرمیڈیٹنگ سروس (ٹیلیفون پر ترجمانی کی سروس) کا انتظام کر سکتے ہیں۔

Arabic

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

Gujarati

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરમિડિયટ સેવાની ગોઠવણ કરી આપીશું.

Bengali

এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপ্শন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

Farsi

اگر در فهمیدن این نشریه مشکلی دارید لطفاً به میز پذیرش در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه تلفنی برایتان فراهم آورده شود:

Civic Centre,

44 York Street,

Twickenham, TW1 3BZ