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## 1 Introduction by Gillian Norton, Chief Executive

I am delighted to write the introduction for the Council's Annual Overview and Scrutiny Report. The report sets out the work undertaken by the Council's Overview and Scrutiny Committees during 2009/10 and looks ahead to the work that the Committees will undertake in the forthcoming year.

It is the role of Overview and Scrutiny to hold the Executive to account, review the implementation of Council policies acting as a critical friend and advise the Executive on the development of those policies.

In Richmond upon Thames I am pleased to say that Overview and Scrutiny does challenge the Executive and that the challenge is respected and met positively and constructively.

Task Groups continue to have a strong track record of producing well researched reports that get to the heart of important issues.

The recommendations made are constructive and add value to the service or partnership under review.

Whilst there have been a number of excellent pieces of work during the year the scrutiny function must continue to develop and respond to the challenges we face as a council.

The London Borough of Richmond upon Thames, in common with all public sector organisations, is facing unprecedented financial constraints arising from the world wide financial crisis. Measures to support the banking sector and the wider economy have created a huge public sector deficit which needs to be addressed. As part of the Government's response to the crisis, the Council faces major reductions in grant support.

It is within this context of tightening public finances and significant change within the council itself that the scrutiny function must carry out its task.

I look forward to the work that the Committees will undertake in the future.



*Gillian Norton, Chief Executive*

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## 2

## Overview and Scrutiny 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.

The purpose of Scrutiny in Richmond upon Thames is defined on our website as the four roles set out in each of the statements below. Beneath them, we have added further detail to describe the ways in which these roles can be carried out.

### Provide "Critical Friend" Challenge

- Challenge via scrutiny should be constructive, robust and purposeful
- Scrutiny should work effectively with the Cabinet and senior management
- Scrutiny should provide an effective mechanism for the executive to demonstrate public accountability

### Reflect the voice and concerns of the public and its communities

- Scrutiny should take a community leadership role by focusing on issues of public concern
- Scrutiny should have a constructive relationship with the press and media
- Scrutiny should create the conditions for plural views and concerns to be taken into account, particularly those of minority groups

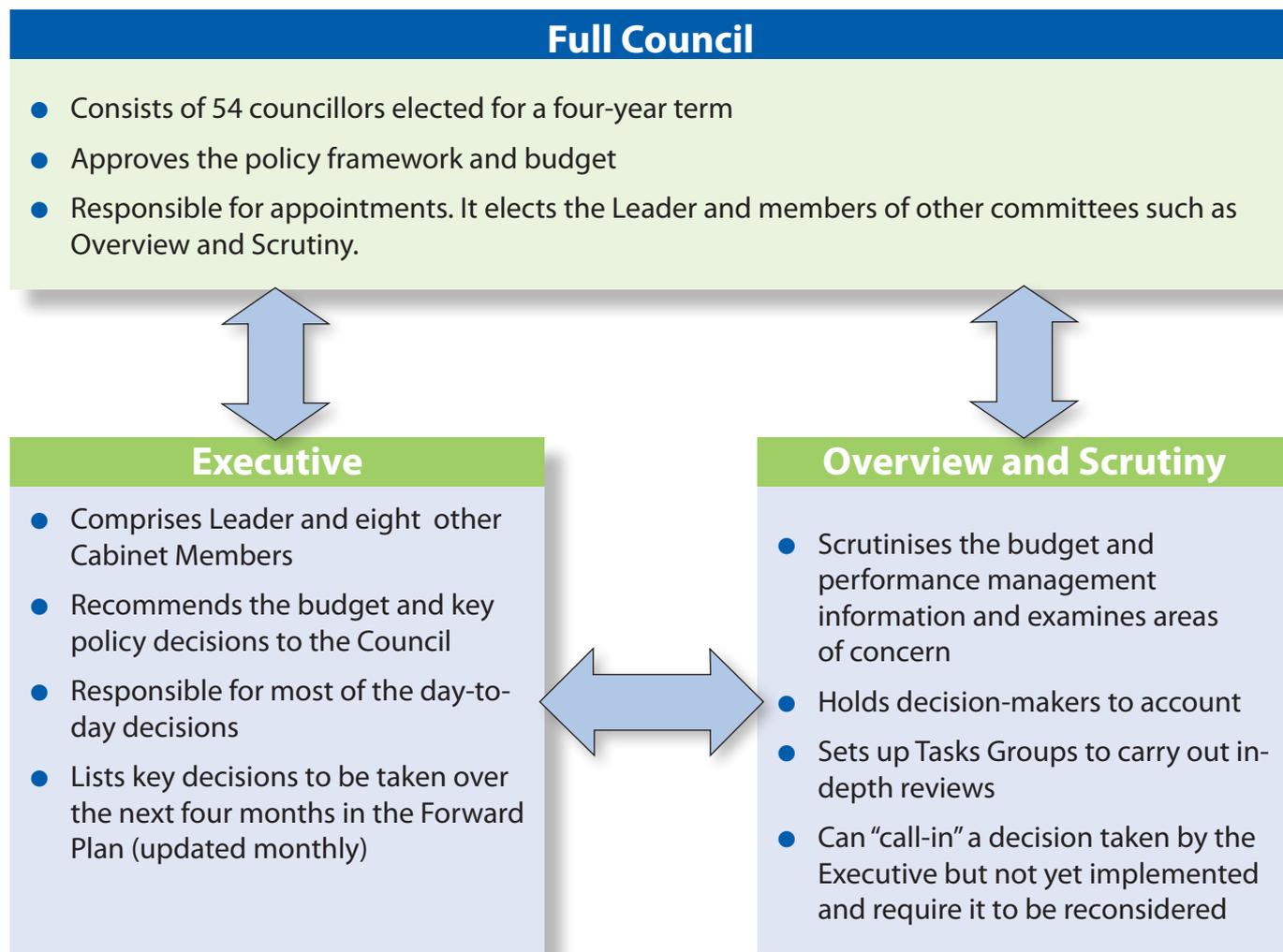
### Take the lead and own the scrutiny process

- Scrutiny should operate with political impartiality
- Scrutiny should have ownership of its own work programme
- Scrutiny members should have a worthwhile and fulfilling role

### Makes an impact on service delivery

- Scrutiny should have access to timely and accurate performance information
- The scrutiny work-programme should be balanced, well co-ordinated and integrated into corporate processes
- Scrutiny work should be carried out with strategic objectives in mind
- Scrutiny should contribute to improvement in local public services

Overview and Scrutiny 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 flow chart on page 4.



N.B. There are also non-Executive decision-making Committees (e.g. Planning, Regulatory)  
 (As of September 2010)

## 3

**Co-ordination, Finance & Performance Commission (2009/10)**

During the last municipal year the Co-ordination, Finance and Performance Commission looked at a variety of strategic and partnership issues, including Twickenham Riverside, the development of greater devolution and engagement, the Comprehensive Area Assessment and possible future webcasting of Council buildings.

In January, the misuse of hard drugs was an issue highlighted by the Commission when it looked

at the Community Safety Partnership Strategic Assessment. This is something that has been taken forward by the Drug Misuse Task Group which met for the first time in July. Further information about the Drug Misuse Task Group can be found in the task group section of this report.

The Budget and Council Tax proposals for 2010/11 and the Efficiency Challenge were also scrutinised in detail by the Commission.

**Cllr Jones, who was the Chair of the Commission, says:**

"As a result of the Leach Review (2008) agendas have been reduced, allowing deeper scrutiny of individual items. This approach has allowed a wide variety of topics to be scrutinised."

"I would like to thank everyone who has assisted us in our work over the last 12 months. My hope for the future is that scrutiny in Richmond upon Thames continues to improve, helping to provide effective and efficient services to all our residents."

**Finance & Performance OSC (2010/11)****Cllr Brian Miller, Chairman of the Finance and Performance OSC, says:**

"Nationally and locally we are faced with difficult economic times. The global economic recession leaves us facing the greatest cut in public sector spending in a generation. With this in mind, much of the work of this Committee will be devoted to monitoring the authority's budget, performance and strategic direction."

Key areas were discussed by the Committee in July. It was agreed that priorities for 2010/11 should include: the Efficiency Review and Zero Based Budget Review; the Local Economic Assessment; the Council's Strategy for Performance

Management; the Capital Programme; Voluntary Sector Grants Programme and the Revenue Budget and Council Tax. In addition the Committee agreed that it should consider the implications and impacts of the Comprehensive Spending Review 2010.

## Children's Services and Culture OSC (2009/10)

The Children's Services and Culture committee spent much of its time looking at the borough's academies programme. This involved a number of special meetings, which reviewed each proposal before decisions were made by Cabinet. The committee received presentations from officers and both sponsors and was pleased to note their commitment to improving education in the borough.

The committee also looked at proposals for improving special education in the borough's primary and secondary schools. It looked at the consultation with

parents and other stakeholders and received presentations from officers.

Members enjoyed a visit from children at Hampton Hill Junior School. They came to tell the committee about the school's new environmentally friendly installations, which had earned the school a nomination for a 'green award'.

Other notable topics that the committee looked at included commissioning children's services within the new 'quindrat' arrangements and the children's workforce strategy.



## Education and Children's Services OSC (2010/11)



The committee is looking at a number of topics at its next meeting. The provisional school exam results will be looked at, and any trends examined. The committee will also be reviewing the effectiveness of the 'quindrats' arrangements and how they are delivering efficiencies and linking in with preventative services. The general efficiencies drive will be looked at as well.

Further ahead, the Chairman's priorities include a continuing focus on our academy schools, both the progress of the three schools that became academies in September 2010, as well as monitoring whether any of our outstanding schools are looking to follow a similar path.



The provision of primary school places will be an on-going issue that the directorate, and therefore the committee, will need to work on and clearly as these bulge years progress we will need to be looking at the impact on secondary school places as well. Finally, the administration are seeking the re-introduction of sixth forms into our secondary schools, so the committee will be examining these proposals as they become more concrete.

## Environment and Sustainability OSC (2009/10)

Transport issues dominated the Committee's time. These ranged from car clubs to the borough's travel plan. The committee also reviewed the call-in of the St Margaret's Controlled Parking Zone.

At the start of the year, the committee signed off its allotments task group report with a public discussion of the recommendations with local plot holders. The committee gave its support to a final report and was pleased to note the wide reaching and inclusiveness of the work undertaken by the task group in producing



its report. It then reviewed the Council's allotment strategy, which responded to the recommendations made by the allotments task group.

As part of the Council's efficiency drive, the committee reviewed the environment directorate's fees and charges structure. This resulted in a reduction of some hall hire fees and adjustments in some other fees to reflect the work involved in offering services.

The committee reviewed the London's Arcadia programme and was inspired by the work that had taken place in the community. It was pleased to note the long list of improvements that had taken place on the areas around the River Thames, particularly where there was habitat regeneration for local wildlife.



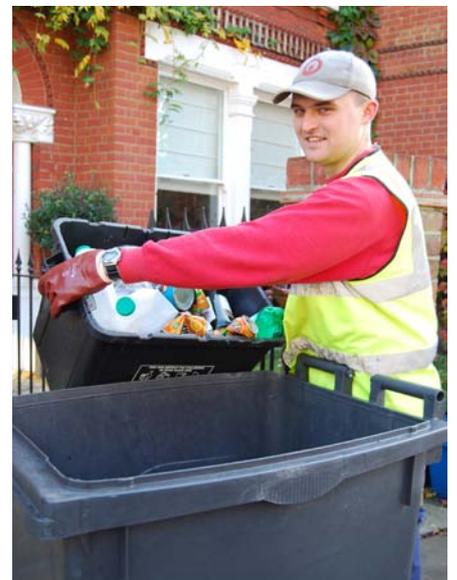
## Environment, Sustainability and Community OSC (2010/11)

The new Environment, Sustainability and Community OSC is Chaired by Cllr David Porter.

Priorities for 2010/11 include involving the committee in maintaining and improving Richmond upon Thames' physical environment. This is particularly important in light of some very significant cuts in central government funding, and how to prevent the borough's environment from suffering

as a result of these will almost certainly be a key area of work for the committee. The committee has also commissioned a task group to look at drugs misuse, which it will be receiving the report from in due course.

The committee will also be looking into items of concern for residents, such as the continuity of the borough's power supply.



## Health, Housing and Social Care OSC (2009/10)

The Committee worked on a wide range of issues including: community health services; integrating the commissioning of health and social care in the borough; the strategies for commissioning mental health services; learning disabilities strategy; diabetes care; prescribing medicines; empty properties and community meals.

The Chair & Vice-Chair participated in the Care Quality Commission's Annual Healthcheck and the new Quality Reports for Hospital Trusts.

Plans for significant changes to the delivery of health services in London continued, the aim is for more services to be provided in the community or as close to home as possible, whilst more specialised services should be available in real centres of expertise.

Committee members were involved in scrutinising and



supporting the proposals for the formation of Hounslow & Richmond Community Healthcare as the stand alone provider of community health services locally. Subsequently, they together with the borough and other interested groups, objected to the proposals for finding a potential external partner and this has led to a review as to whether HRCH can go forward as a stand alone organisation.

A review of current diabetes services was requested to establish if a scrutiny task group was required to look further into the local provision and development of services. NHS Richmond reported an increase in the identification of diabetics and a range of improvements to services. The committee requested further follow up of progress as there is still a significant under reporting of diabetes in General Practice.

The changes to the Community Meals Service implemented the previous year (recommended by an earlier task group) were reviewed and the committee recommended that further analysis was required on the additional costs of providing homecare for those needing extra support for frozen meals and on customer satisfaction with frozen meals. Customer feedback rated the quality of the meals at the Sheen Intensive Day Centre as poor which was of concern and requires addressing.



Mental Health Commissioning Strategies for Adults of Working Age and Older People were welcomed and the engagement process highlighted for its openness. The committee wanted to keep under scrutiny the shift of burden onto community services, BME issues being adequately incorporated into the strategies, the support required for carers and the changing role of GPs.



The Learning Disabilities Strategy emphasised the importance of supporting people locally within their homes and their communities to live as independently as possible. There were concerns for young people transferring to adult services, carers' rights and people on the autistic spectrum and this would be followed up further.

A follow up report on the concerns raised by the

committee on prescribing medicines across the interface of primary and secondary care was received. They were pleased to hear of work underway to improve communication between hospitals and GPs, but this needs to continue and a further report was requested.

A special meeting was called to examine progress on the development of Borough Based Commissioning by the local

authority and NHS Richmond. There was concern this was not moving forward quickly enough, that the structures being developed were over complicated and that the geographic split of the borough was not fully consistent with increased integration. There was a need for clearer transparency, democratic legitimacy and conflict resolution in the governance proposals.

### Health, Housing and Adult Services OSC (2010/11)

Cllr Sue Jones is the Chair of the Health, Housing & Adult Services Overview and Scrutiny Committee for 2010/11. The priorities for the coming year include: continuing to scrutinise and input into the proposals

for the end state of Hounslow & Richmond Community Healthcare and Borough Based Commissioning; responding to the White Paper on NHS reforms and scrutinising Richmond's housing partnerships.



# 4

## Scrutiny Task Groups

Task groups are smaller than Committees and are set up to examine specific issues in detail, which means they tend to work more flexibly and informally. They are made up of between 3-6 members and have the support of a dedicated Scrutiny Officer.

Each task group sets itself clear terms of reference. The group refers to these throughout the review, particularly when it is deciding what information to gather and what witnesses to hear from. A task group can obtain information through many different media, including face-to-face interviews; questionnaires; focus groups; site visits; reports; and written submissions. The most common witnesses are Council Officers, representatives from partner agencies and service users.

When a task group has finished gathering evidence, it reports its findings to the relevant Overview and Scrutiny Committee and recommends achievable improvements or developments. The group's report is discussed by the Committee, and if approved, is sent to the Council's Cabinet. Cabinet has a duty to respond to the recommendations and will decide whether to fully accept, partially accept or reject them. Sometimes the task group will also make recommendations to partner organisations, such as the NHS Richmond.

Six months later, the relevant Overview and Scrutiny Committee receives an update report which outlines the progress made in implementing the accepted recommendations. This allows the Committee to ensure that the improvements identified in the report are delivered.

Over the last twelve months, the following issues have been reviewed via a task group:

- Road Safety  
– published in March 2010
- Home-Based Businesses  
– published in January 2010
- Parental Engagement in Children's Education  
– published in January 2010

Copies of these reports are available on the website via the link below:

[http://www.richmond.gov.uk/home/council\\_government\\_and\\_democracy/council/decision\\_making\\_council/scrutiny/scrutiny\\_task\\_groups/pastscrutinytaskgroups.htm](http://www.richmond.gov.uk/home/council_government_and_democracy/council/decision_making_council/scrutiny/scrutiny_task_groups/pastscrutinytaskgroups.htm)

During the first round of meetings in 2010/11 each Overview and Scrutiny Committee gave consideration to their work programme and identified possible topics for review. A number of these ideas will be discussed in more detail in September and October while the Environment, Sustainability and Community OSC agreed to set up a task group to look at Drug Misuse.

**Road Safety / 20 mph Task Group**

Recently published road safety statistics confirm that Richmond upon Thames is two years ahead of schedule in meeting its Government targets for reducing casualties. Nevertheless, at the meeting of the Environment and Sustainability OSC on 24 June 2009, Members agreed that scrutiny could “add value”, to work already underway, by setting up a task group to investigate how our roads might be made even safer, how traffic calming measures might offer environmental benefits, and how the Council and partners might encourage more walking and cycling.

The task group was set up to look at these and related issues. Its prime focus, however, was on examining the impact of vehicle speeds on local streets, the benefits arising from reduced speeds, and the strategies that might be used to do enable that. The study looked particularly at 20mph zones and 20 mph limits and was framed within ongoing developments of these at both national and local levels. .

A 20 mph zone is a speed-controlled area where the reduced speed limit is enforced through the implementation of physical traffic calming measures and/or speed cameras. In many cases 20 mph zones are shown to deliver significant benefits in casualty reduction and there are a number that have already been implemented across the borough. However, the physical measures required, such as humps and raised tables, are expensive to construct and maintain and can be unpopular with residents.

A 20 mph limit is the introduction of a reduced speed limit through signage alone, relying on the nature of the street environment to ensure lower speeds without physical changes being introduced. A 20 mph limit is only suitable for roads where vehicle speeds are already low, such as where the street is narrow, heavily parked etc.



The task group made 6 recommendations in total, based on the available evidence. One recommendation was that the borough should undertake a pilot programme to determine whether 20 mph limits would be effective.

These recommendations are due to go before Cabinet in the autumn and, if approved, will be implemented. Propitiously the Council is reviewing its traffic and parking policies as it overhauls its planning and traffic strategy in the context of the new Local Development Framework. This will allow officers to introduce the recommendations in a planned and structured way.

## The Home-based Business / Self Employed Task Group

Home-based businesses are a significant proportion of the small business sector and account for an increasing proportion of business starts up. The Voice of Business Survey (2009), conducted by the Federation of Small Businesses, suggests that 27% of all London businesses are home-based. However, they are largely invisible, not separately identified in official statistics and difficult to survey.

To overcome some of these issues, and following the work of the Small Business Task Group (June 2009), the Co-ordination, Finance and Performance Commission established a task group with the following terms of reference:

- To review the business and employment support that is provided to the home-based / self employed sector in the London Borough of Richmond upon Thames;
- To look at the ways to help the sector in the short term, during the economic downturn, and the long term;
- To find out what services are currently provided, by the Council and partners, and look at what could be provided in the future;
- To investigate the support provided to this sector in other boroughs;
- To report back to the Co-ordination, Finance and Performance Commission by January 2010.

This piece of work coincided with the UK's first ever Home Enterprise Day and the task group collected evidence from a range of organisations, including Business Link in London; Enterprise Nation; Kingston University's Small Business Research Centre; Richmond Adult and Community College; Richmond's Business Skills and Economic Development Partnership; the Federation of Small Businesses; and Horsham District Council.

### Cllr Brian Miller, chair of the group, says:

"Despite the economic downturn, our scrutiny investigation highlighted that increasing numbers of people are running part-time or full-time business from home. Given that the number of residents claiming Job Seeker's Allowance has increased significantly in the last year, it's more than likely that the number of home based businesses will increase further, especially as other vacancies have declined."

"People are starting up at home to reduce costs, earn more income and achieve a work / life balance. This is also good news for the environment as home workers, across the UK, will save 18 million kg in CO2 emissions."

"One of our main roles was to make suggestions to help people combat the often 'invisible' nature of home working, making



sure they have access to all the relevant help and networking opportunities."

The task group's recommendations took a pragmatic approach to addressing some of the key issues and suggested that action should focus on:

- Access to information and advice
- Provision of support for those looking to start a business in their own time, fitting around their current paid working time.
- Addressing the isolation of home based businesses and their need to connect with others.

The findings of this scrutiny investigation were very timely and have contributed to the preparation of the Economic Development Strategy which is underpinned by a thorough Local Economic Assessment.

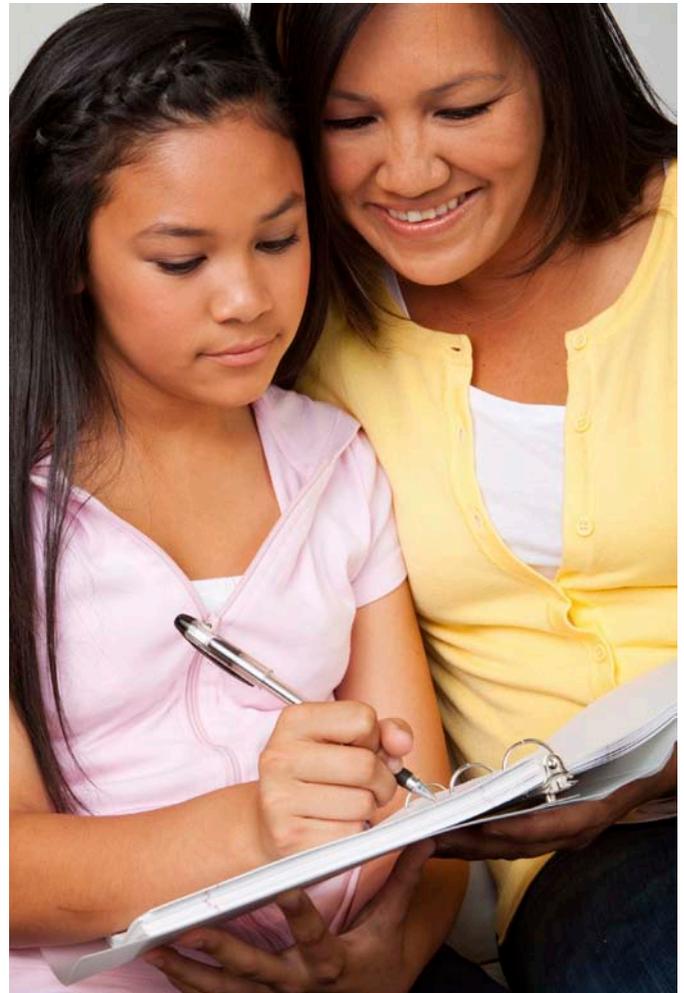
## Parental Engagement in their Children's Education Task Group

Overview and Scrutiny has always been keen to address aspects of secondary school achievement. For example, task groups on Secondary School Attendance in June 2007 and on Secondary School Performance in April 2006.

The high standard of attainment in the primary schools of the London Borough of Richmond upon Thames is well known, but historically the same standards have not been replicated at secondary level. As a result, the Children's Services and Culture Overview and Scrutiny Committee, has been keen to explore strategies that might help to lift the academic attainment so that all secondary schools are on a par with or exceed the national average.

The Committee therefore decided to set up a task group to look specifically at the part that parents and carers can play in raising their children's academic attainment. The concept of parents helping their children is not a new one, however, some families may need more encouragement than others or may feel that they have insufficient ability or capacity with which to engage. This is acknowledged in the DCSF Children's Plan, which emphasises the importance of the relationship between schools and parents, and also in the new Ofsted inspection criteria. In addition, there has been extensive academic research into the effects of parental engagement. There are several drivers and inhibitors of parental engagement (outlined in the task group's report), but the overriding conclusion from the research is that, at its optimum level, it becomes a virtuous circle; the more a child achieves, the more the parents engage, and so on.

As a result of the re-organisation of the Children's Services and Culture Directorate and related new appointments, the task group was not able to meet until early in 2009, but at the initial meeting on 22 January, it was agreed that the primary objective of the review should be to identify and recommend strategies / models of engagement that would help to raise the level of academic attainment at secondary level. The task group's terms of reference



reflect key priorities of Every Child's Matters and of Richmond upon Thames's Community Plan.

The task group's methodology was based on:

- secondary (desk) research, to provide evidence that parental engagement helps to boost academic attainment
- primary research – all eight secondary schools were invited to the first meeting and were asked to complete a questionnaire to identify the methods currently used to engage parents and how successful these are thought to be
- the task group ensured that it had coverage of each quindrat by visiting or having in-depth conversations with representatives of a school from each, including parents, students, teachers and parent governors

- members of the task group visited the Compton School in Barnet, a recognised example of good practice in parental engagement and the Chairman of the task group, Cllr David Marlow, attended a conference “positive Partnership with Parents: Develop a parent-friendly school” which included addresses on the impact of engaging parents in the school community, developing relationships with hard to reach populations and using technology to communicate with parents.

The task group made 14 recommendations in total and these were accepted by Cabinet on the 22 March 2010.

One of the recommendations was that wherever possible and funding permitting, all secondary

schools should enhance and formalise dedicated transition support during year 7 to maintain the momentum of parental engagement; and that schools should continue their practice of making early contact with primary parents. The group also suggested that additional work on how to help to maintain the momentum of parental engagement be carried out with primary schools. In response to these recommendations, Cabinet agreed that the Lead Inspector with responsibility for transition arrangements would facilitate a working party of senior school Leaders to drive forward improved transition arrangements. It was also agreed that primary school representatives would be invited onto the transition working party.

## Drug Misuse Task Group

On 23 June 2010, the Environment, Sustainability and Community OSC agreed to set up a task group to examine the issue of drug misuse. This follows a recommendation made by the Co-ordination, Finance and Performance Commission, in January 2010, that substance misuse should be the subject of a task group review in 2010/11

### The background to the recommendation is:

- The Community Safety Partnership missed a critical target for getting problematic drug users into treatment in 2008/09.
- As a result, the Pooled Treatment Budget will be reduced by up to 15% in 2010/11.
- The Community Safety Partnership is off the trajectory required for 2009/10. Any further performance related budget will therefore be affected.
- Drug misuse is a driver of crime, being linked to acquisitive crime to fund drug habits; anti-social behaviour surrounding drug dealing and use etc.

**Other issues that form part of the rationale include:**

- The estimated number of problematic drug users is 886 as estimated by Glasgow University for the Home Office. The Community Safety Partnership has queried the data used and Glasgow University has confirmed that there are some inaccuracies.
- The Community Safety Partnership has been lobbying the Home Office for permission to become a Drug Intervention Programme Intensive borough which would permit drug testing on arrest for certain trigger offences (generally acquisitive crime). This is now under consideration
- Parliamentary select committees have recently investigated the national situation and have covered issues which have local resonance.
- There are data gaps around local drug markets which are highlighted in a MPA Drugs Scrutiny Review (2007) which have not been resolved.

The Environment, Sustainability and Community OSC leads on community safety scrutiny but agreed that representatives from Education and Children’s Services OSC and Health, Housing and Adult Services OSC should also serve on the task group.

The membership of the task group has been confirmed as:

- **Cllr Jaeger (Chair)**  
Health, Housing and Adult Services OSC
- **Cllr Blakemore**  
Education and Children's Services OSC  
Health, Housing and Adult Services OSC
- **Cllr Day**  
Education and Children's Services OSC
- **Cllr Elengorn**  
Environment, Sustainability and  
Community OSC
- **Cllr Harborne**  
Environment, Sustainability and  
Community OSC

At the initial scoping meeting on 19 July 2010, it was agreed that the task group's remit should be:

- To understand problems associated with drug use in Richmond upon Thames
- To identify the controls, treatments and remedies currently used in Richmond upon Thames and assess their effectiveness in reducing drug related harm.
- To investigate other controls, treatments, remedies that could be used in Richmond upon Thames to help minimise the health harms, violence and antisocial behaviour associated with drug misuse.

- To make recommendations to Cabinet and the Community Safety Partnership and, where appropriate, other stakeholders, to develop an effective and efficient borough wide drug strategy ensuring Richmond upon Thames is doing everything it can to reduce drug misuse.

In all of the above, the task group will focus on issues associated with: enforcement, the supply/availability of drugs, treatment, preventing harm, public information and community engagement. This will require investigating how effectively relevant agencies work together and will require gathering information from a variety of stakeholders, including: service users, members of the community, health and social care professionals and those working in the criminal justice system.

Moving forward, members of the task group have agreed to meet with representatives from the National Audit Office, London Drug Policy Forum and Home Affairs Select Committee. This evidence gathering will take place in early September and will set the scene and help the task group structure the rest of their investigation.

The task group is expected to report back to its "parent" committee in March 2011.

## 5

**Get involved in Scrutiny**

One of the key roles for scrutiny is to work on behalf of residents to address the issues that are causing concern to people who live and work in the Borough. We are using this report to tell you what we have done and we want you to tell us what you think we should be doing next. Please use the contact details below if you would like us to focus on a particular issue in the future.

All agendas and minutes of Overview and Scrutiny Committees as well as reports from Scrutiny Task Groups are available by following the links on the website – [www.richmond.gov.uk/scrutiny](http://www.richmond.gov.uk/scrutiny). Hard copies of agendas and reports are also available from public libraries and on request from the Council's scrutiny team.

Last year a wide range of individuals and organisations assisted us in our work, including:

- Service Users
- Richmond Adult Community College
- The Institute of Local Government Studies
- Local Schools
- NHS Richmond
- Richmond upon Thames Borough Police
- Other Local Authorities
- The Centre for Public Scrutiny
- Local Government Futures Ltd
- Richmond Chamber of Commerce
- Enterprise Nation
- Business Link in London
- Kingston University
- St Mary's University

But we are not content to leave it there, and have identified several opportunities for increasing public participation in scrutiny.

**Speak at Committee:**

You can address any of the Council's Overview and Scrutiny Committees. Just register with the Democratic Services Department by 2:00pm on the working day before the meeting, stating the agenda item(s) on which you want to speak. Up to six speakers are allowed on any one agenda item. Speakers have three minutes to make their remarks, or longer at the Chairman's discretion. If you speak at an Overview and Scrutiny Committee you must declare any current or prospective financial or personal interest you may have in the subject under discussion.

**Write in:**

Send us your comments on any item being heard at Committee or being investigated by a Scrutiny Task Group. You can do this by e-mail, post or fax. If you are writing about any topic on the agenda of an Overview and Scrutiny Committee, please ensure your correspondence reaches us by 2:00pm on the working day before the meeting.

**Raise an Issue for Scrutiny**

If you think there is an issue that Scrutiny should be looking at, please let us know. You can submit topics by [using our online form](#) or returning our [Scrutiny Suggestion form \(pdf, 15KB\)](#). We will consider all suggestions in light of our criteria and current workload.

Scrutiny cannot promise to form the same conclusions as you do but your comments will be acknowledged and considered. Sometimes we receive correspondence that raises issues outside of Scrutiny's remit – should this happen we will forward your comments to the relevant department or organisation and ask them to provide you with a response.

# 6

## What Scrutiny doesn't do:

Please remember that Overview and Scrutiny is not an individual complaints system. 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: [www.richmond.gov.uk/complaints\\_procedure](http://www.richmond.gov.uk/complaints_procedure)

If you would like further 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 7158

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E-mail: [scrutiny@richmond.gov.uk](mailto:scrutiny@richmond.gov.uk)

Website: [www.richmond.gov.uk/scrutiny](http://www.richmond.gov.uk/scrutiny)

## 7

## Overview and Scrutiny Committee Dates for 2010/11

| Finance & Performance OSC | Education & Children's Services OSC | Environment, Sustainability & Community OSC | Health, Housing & Adult Services OSC |
|---------------------------|-------------------------------------|---|--------------------------------------|
| 30 September 2010         | 7 October 2010                      | 15 September 2010                           | 16 September 2010                    |
| 29 November 2010          | 1 December 2010                     | 12 October 2010                             | 25 October 2010                      |
| 13 January 2011           | 2 February 2011                     | 16 November 2010                            | 11 November 2010                     |
| 9 February 2011           | 7 April 2011                        | 26 January 2011                             | 18 January 2011                      |
| 6 April 2011              |                                     | 24 March 2011                               | 22 March 2011                        |

**Please note:** Overview and Scrutiny Committee meetings will be held at 7.00pm in York House. Members of the public are welcome to attend. Dates can sometimes change so please check the website [www.richmond.gov.uk/scrutiny](http://www.richmond.gov.uk/scrutiny) or contact the Scrutiny Team via telephone 020 8891 7158.

## Scrutiny in Richmond upon Thames

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E-mail: [scrutiny@richmond.gov.uk](mailto:scrutiny@richmond.gov.uk)

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

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|----------|---|
| 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.                                     |
| Arabic   | إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.  |
| Bengali  | এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।                                   |
| Farsi    | اگر در فهمیدن این نشریه مشکل دارید، لطفاً به میز پذیرش در آدرس قید شده در زیر رجوع فرمایید تا سرویس ترجمه تلفنی برایتان فراهم آورده شود.  |
| Gujarati | જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.                                |
| Punjabi  | ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ 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।                                  |
| Urdu     | اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیئے ہوئے ایڈریس کے استقبال پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹرپرائٹنگ سروس (ٹیلیفون پر ترجمانی کی سروس) کا انتظام کر سکتے ہیں۔ |