

# **Scrutiny in Richmond upon Thames**

## **5<sup>th</sup> Annual Report**

**2007 – 2008**

**July 2008**

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# 1.

## **Introduction**

*by the Chair of the Co-ordination, Finance & Performance Commission*

Richmond continues to be committed to the concept of Overview and Scrutiny and its critical role in holding the Council accountable for policy and delivery of services. We therefore decided, early in 2008, that it was time to undertake a fundamental review of our Scrutiny process.

We appointed an independent consultant, Professor Steve Leach of the School of Public Policy at de Montfort University, to conduct an assessment of just how well Overview and Scrutiny was working in Richmond, and to identify areas for improvement.

The review was conducted in January and February 2008, and already some of the key recommendations have been put into practice. Whilst it was gratifying to learn of the areas where Overview and Scrutiny performance is strong, for example the work of task groups was described as impressive and imaginative, Professor Leach highlighted the need for some change. In particular, he recommended the streamlining of structure and procedures, and the reduction of committee alignment with the directorates; these changes would help to increase Overview and Scrutiny's value and reinforce its position as constructive yet challenging.

As a result, the committees have reduced from five to four, with a stronger co-ordinating group (now known as the Co-ordination, Finance and Performance Commission), working with committees representing Children's Services; Health, Housing and Social Care; and Environment and Sustainability. I am delighted to have been appointed as Chair of the new Commission, and believe that the changes we are driving through will result in a more efficient and effective Overview and Scrutiny process, which will truly reflect and support the needs of our community.

I do not want to overlook the good practice commended by Professor Leach, however, and examples of our highly successful task groups include a scrutiny review on Community Meals. The critical issue of adequate nourishment for the over-65s is a pressing concern for Richmond with our large – and growing – elderly population, and we felt it only right that a task group should be formed with the aim of developing better meals for service users. We are pleased that most of the recommendations have been adopted by Cabinet.

In addition, after the flash floods of June 2007 and concerns over the capabilities of the borough's Victorian sewer system, a task group was set up to review surface water flooding. Once again, I am pleased to record that the majority of recommendations made were approved by Cabinet, and also that we have a much improved relationship with Thames Water as a result of the review.

In my introduction to last year's annual report, I referred to the increasingly important role that Scrutiny has to play; I am confident that the commitment demonstrated by members, co-optees and officers, coupled with the improved procedures now in place, will contribute to another highly productive year.

**CIr Sue Jones**

Chair of the Co-ordination, Finance & Performance Commission

# 2.

## **Comment**

from the Chief Executive

This year has seen a number of changes within Overview and Scrutiny, not least as a result of Professor Leach's external review. I was very keen to support the objectives of the review wherever possible and am pleased that some key recommendations are already in place. I believe that our improved processes will add value to Scrutiny and help to deliver better outcomes for our residents.

I am also happy to report that we now have a full complement of staff within Democratic Services, enabling comprehensive support to Overview and Scrutiny.

One of Scrutiny's many achievements during the year has been to build up relationships with local partners, and this is amply demonstrated by the Task Group report on Alcohol. The Task Group was dependent upon the participation of a wide-ranging selection of our partners, including Richmond and Twickenham PCT, the Metropolitan Police, the London Ambulance Service, local businesses and voluntary organisations. Their input contributed to a report that has been widely recognised as key in helping to develop an alcohol strategy for Richmond, and that has also been singled out for particular commendation by the Government Office for London.

Expectations of Overview and Scrutiny for the forthcoming year are high as we build upon past successes and implement change. I look forward to being held to account under the new system, and feel sure that the valuable contribution made by Scrutiny to our Council and our community can only increase.

**Gillian Norton**  
Chief Executive

# 3.

## 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

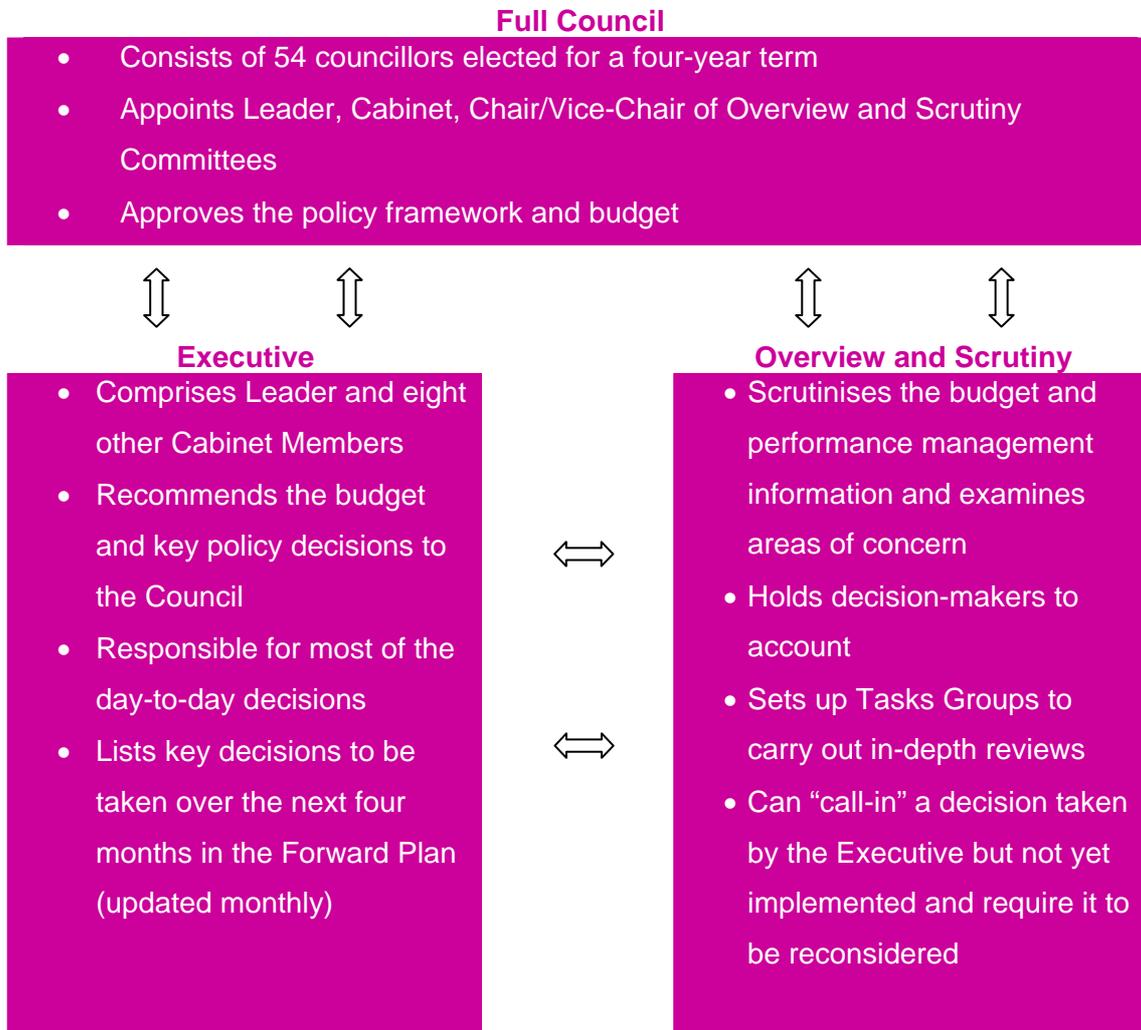
### **Take the lead and own the scrutiny process**

- 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 below.



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

(As of July 2008)

# 4.

## **Main Overview and Scrutiny Committees**

In 2007/08 there were five Overview and Scrutiny Committees covering all aspects of the Council's business: Adult Social Care and Housing; Education and Children's Services; Environment and Sustainability; Finance and Strategy; and Health. There was also an Overview and Scrutiny Co-ordinating Group which acted as a forum for Chairs and Vice-Chairs to look at the operation and effectiveness of scrutiny.

Co-opted members (non-elected members) served on all five Overview & Scrutiny Committees and a number of task groups. Their hard work and contributions have been invaluable in assisting Councillors to hold decision-makers to account and in reviewing policies.

In November 2007, the Overview and Scrutiny Co-ordinating Group commissioned Professor Steve Leach, from De Montfort University, to carry out a review of the Council's overview and scrutiny function. This review highlighted a number of areas, in relation to structure and process that needed to be improved. These issues are discussed later in the report under - '**The Leach Review – priorities for 2008/09**'.

### **Adult Social Care and Housing OSC**

The Adult Social Care and Housing OSC commented on a number of important issues during the past year, including:

- The Draft Carers Strategy 2007 – 2010
- Self Directed Support
- Community Meals Service
- Older People's Commissioning Needs Analysis
- Housing and Homelessness Strategies 2008 – 2012
- Adult and Community Services Fees and Charges 2008/09
- Choice Based Letting of Social Housing

On the 23 July 2007, the Overview and Scrutiny Co-ordinating Group agreed to set up the Community Meals Task Group to help develop and promote alternatives to the current service. The Task Group presented its findings to Committee on 29 April 2008. Further information on the findings of this task group can be found under section 5 of the report.

### **Education and Children's Services OSC**

As well as completing its review on Special Educational Needs Statements this Committee received and commented on a number of reports on a range of topics, including:

- The findings of the Secondary Attendance Scrutiny Task Group

- Cultural Services Strategic Plan 2007-12
- Review of the Children's and Young People's Plan 2007
- Play Strategy
- Contact Point
- Youth Parliament Update
- Childcare Sufficiency Assessment
- The Academy Programme

The Committee also convened a special meeting to hear the call-in on the redesign of the services at the Contact Centres managed by Specialist Children's Services.

### **Environment and Sustainability OSC**

The Committee has had a busy year, the highlight of which was the successful cross-party call-in of a decision to modify the Kew Road bus lane. The decision was discussed at a public meeting, with evidence presented by a number of local traders. The majority of businesses were concerned about the scheme; principally, that it would lead to a loss of evening parking, safety issues for cyclists, and congestion problems. The Committee asked the Cabinet Member for Traffic, Transport and Parking to reconsider his decision, and on the Committee's recommendation, the scheme was cancelled.

The Committee also held a lively public meeting at Teddington Baptist Church to discuss the call-in of Teddington Controlled Parking Zone. There was a very large attendance at the meeting and a wide range of views were expressed by over 30 speakers. The Committee endorsed the decision to introduce the new zone, but recommended the reconsultation of three roads and that the planned review of the CPZ scheme take place after 3 months, rather than 6 months. The Cabinet Member for Traffic, Transport and Parking accepted these recommendations.

The Committee received regular updates on the implementation of the differential charging scheme for parking permits, which is based on CO<sub>2</sub> emissions. This involved questioning senior officers and the Cabinet Member for Traffic, Transport and Parking on the success of the scheme.

The Committee also carefully examined arrangements for the new waste and recycling service. It held a meeting in September 2007 to discuss a call-in of the decision to proceed with the new scheme and has since held several question and answer sessions with the Cabinet Member for Environment regarding the scheme's implementation.

The Committee has had considerable input into the submission of new Local Development Framework policies, and increasing the number of new buildings built to sustainable standards. It has also examined the Council's proposals for developing Twickenham Riverside, ensuring that provision of affordable housing and open space is maximised.

Most recently, the Committee discussed the findings of the Buckingham Field Member Review report, set up in 2006 after the Committee successfully urged Cabinet to remove an unpopular fence enclosing a public park. This made a number of recommendations, particularly regarding the way in which the Council

consults with residents and the way in which it keeps records. Cabinet generally endorsed the report on 2 June 2008.

### **Finance and Strategy OSC**

The Committee's principal responsibility was to scrutinise the Council's finances and to this end it debated the Council's Budget for 2008/09 and received a number of reports detailing the financial position of the authority.

The Committee took the lead on scrutinising the results of the Council's Corporate Performance Assessment (CPA). It questioned officers on the areas for development highlighted by the CPA, notably performance management. As a result, the Committee established a Task Group to examine how performance management could be improved.

However, three issues attracted wide public interest which resulted in large attendances and a full list of speakers.

This Committee had the lead role for scrutinising the proposals for development at the Twickenham Riverside site. The Committee held two public meetings during the year, one in September and one in April. At the September meeting, the design consultants presented the plans for the development to members. Following some members' concerns over the financial viability of the proposals, the meeting in April focused on the scheme's business plan. During this meeting, the Committee asked probing questions of both Council officers and the Environment Trust (which is responsible for the River Centre aspect of the scheme).

The Committee also scrutinised the Council's Linked Site Strategy, which proposed that the affordable housing required for the Twickenham Riverside scheme be provided on separate sites, with no affordable housing at the Riverside site itself. This decision was called-in and discussed at a meeting in September. However, at the end of the debate, the Committee decided to endorse the decision. The whole Linked Site Strategy was considered again in November and once again led to a hard-hitting debate to which local residents made a full contribution.

The future of Barn Elms also led to a lively meeting where local residents put forward their views. Following these submissions, members questioned the Cabinet Member for Youth, Culture and Leisure on his plans for the site.

### **Health OSC**

The key areas for the Health Overview & Scrutiny Committee during 2007/08 were mental health services and Healthcare for London. The Committee continued its work on reviewing local mental health services and overseeing progress on implementation. Changes and modernisation of community mental health services were agreed but given the continuing concern of users and carers they would be monitoring their implementation and reporting back.

The Primary Care Trust proposed decommissioning continuing care beds at St John's and wished to seek an alternative provider, which they subsequently identified as Caring Homes. This has caused great concern and the Overview & Scrutiny Committee have worked with carers' representatives to elicit more detailed

information from the PCT, be involved in the tendering process and improve the consultation process. Reports were expected back in April 2008 and the consultation process will start in June 2008.

The Chair of the Health O&S Committee joined Councillors from across London and the south east in a groundbreaking initiative, working together to offer their views on proposed changes to the NHS in London, including controversial plans for 'Polyclinics'. This was in response to NHS London's report 'Healthcare for London: Consulting the Capital' based on a review by Lord Ara Darzi. This was the first time a joint local authority overview and scrutiny committee (JOSC) had worked together on such a scale

If implemented, the plans would have a dramatic impact on the way health services are provided for Londoners. This could include the transfer of some hospital services into local communities but may also lead to more patients having to travel to a select number of specialist hospitals for more complex conditions.

The JOSC, commented: "Health services must change to meet the future needs of Londoners. The NHS in London must deliver world class care to all our residents. Services designed for the first 60 years of the NHS will not meet the needs of Londoners in the next 60 years. Many areas still need much further work before they can become a reality. Professionals working in the NHS and people using our health services must be involved in the planning of the necessary changes. Please don't let London down. Working together, we can deliver Health Care to our residents of which everyone in this great city can be proud."

The Committee participated in the Healthcare Commission's Annual Healthcheck for the PCT and the West London Mental Health Trust and submitted comments.

There have been presentations on Tackling Inequalities through Choosing Health, a process for developing a participatory approach to the 'Joint Consultation for a Choosing Health Strategy for 2008/12'. It involves the Local Authority, Voluntary Sector, NHS and Partnership agencies and will be proactive in focusing on the needs of local people who experience health disadvantage. The budget allocation will be finalised in June and the Needs Assessment Reports will be brought to the July meeting.

# 5.

## Scrutiny Task Groups

### Alcohol Task Group

The Alcohol Task Group was set up to consider the options for a borough-wide Alcohol Strategy. Their report was published, in February 2008, amid widespread concerns nationally about the problems of binge drinking and alcohol-fuelled crime and disorder.

The review had a wide remit encompassing issues such as licensed premises, health education of young people and support for those with long-term alcohol problems.

Chair of the Task Group, Cllr Liz Jaeger, says:

“The misuse of alcohol continues to be a problem locally and around the country and the Task Group was an excellent opportunity to look at the issues in-depth and suggest ways of dealing with them. Our recommendations aim to help reduce the health harms and antisocial behaviour associated with excess alcohol consumption.”

The Task Group’s report has been circulated to a wide range of organisations and received positive feedback from the Government Office for London. The new Health, Housing and Social Care Overview and Scrutiny Committee will re-visit the borough-wide Alcohol Strategy over the coming months to monitor its success.

### Community Meals Service Task Group

Chaired by Cllr Anna Davies, this Task Group was set up to look at the current service and to develop and promote alternatives for the future.

The Group received a wide range of information over the course of its review and considered a number of options in relation to (a) Meals delivered to individual homes – hot and frozen and (b) Meals served in Day Centres.

The Group held seven sessions spread over nine months and received evidence from Council officers, representatives from other local authorities, voluntary organisations, meal contractors and industry experts. A number of meal tasting sessions were organised to ensure the food on offer was examined in detail.

The Task Group’s final report was presented to Cabinet in May 2008, where the majority of the Task Group’s 17 recommendations were agreed.

Chair of the Task Group, Cllr Anna Davies, says:

‘Every effort should be made to improve the quality and choice of meals available so I’m delighted that most of our recommendations are being taken forward, including the use of fresh vegetables for meals served at Intensive Day Centres.’

## **Surface Water Flooding Task Group**

This Task Group was set up to examine what the Borough can do to mitigate the risk posed by Surface Water Flooding. The Task Group interviewed Council officers and representatives from the Environment Agency and Thames Water as part of its investigations. Members also considered options for the Local Development Framework on all types of flooding.

Whilst it is clear that drainage and sewage infrastructure is struggling to cope with the demands placed on it, the Task Group found that information about specific areas of high flood risk is limited and spread across different organisations. This lack of information makes it hard to prioritise improvement work or understand the scale of the problem. The Task Group found that this was made worse by a poor working relationship between Thames Water and the Council, with information not being shared between the two bodies. The Task Group also gathered information on good practice in preventing surface water flooding.

The Group reported in June 2008, making over 30 recommendations for the attention of Thames Water, the Council and the Environment Agency, aimed at maximising water storage, re-use and conservation measures to reduce flood risk, together with a significant programme of public education. It also secured undertakings from Thames Water that it would meet regularly with Council Officers and that it would share some of its historical surface water flooding records with the Council.

## **Special Educational Needs Statements Task Group**

The Task Group's remit was to look at parental satisfaction, therapy provision, multi-agency working and the advice available to parents. The Task Group interviewed Council Officers, Clarendon and Strathmore Special Schools, the Parent Partnership Worker, representatives from Richmond and Twickenham Primary Care Trust (RTPCT) and representatives from SOS!SEN. It also sent questionnaires to all parents of a child with an SEN Statement who lived in the Borough, and it reviewed relevant documentation.

The Task Group found that the service provided in Richmond upon Thames during the SEN Statements process was "comprehensive". Although it was clear that some parents thought the Council based its assessment decisions on funding grounds, rather than on the basis of a child's needs, the Task Group found no specific evidence of this. It was therefore satisfied that LBRuT provided a fair, honest service.

The Task Group found that administrative procedures needed tightening, increased speech and language therapy provision was needed and that communication between all relevant agencies could be better. However, the Task Group felt that the service was greatly improved and found that the vast majority of parents were satisfied with it.

## **Child and Adolescent Mental Health Services**

The Committee continued to consider Children and Adolescent Mental Health Services (CAMHS) establishing a task group to review the service. The focus of the group was:

- How do children and young people and their families find out about what's available to help them with issues to do with mental health and well being?
- Is there sufficient emphasis on promoting mental health and well being for children and young people, and do issues get picked up at an early stage?
- Is there effective and efficient working across agencies at all levels?

The Task Group's work was largely overtaken by the development of a new Joint Commissioning Strategy to promote and develop Services for the Emotional Wellbeing and Mental Health of Children and Young People (by the Council, Richmond & Twickenham PCT and South West London & St George's Mental Health NHS Trust). The Task Group had not been formally involved in the production of the Strategy but was pleased by the efforts made to undertake a comprehensive review.

The Task Group met with members of the Borough Youth Forum who were supported by a member of the Youth Service. They discussed the services available to young people in need of support on issues to do with mental health and wellbeing, confidentiality, accessibility of services and their views and ideas on what might make a difference. They were keen to be involved further with the development of the Strategy.

The Task Group met, in June, to consider the CAHMS Commissioning Strategy and its Action Plan and will be reporting back in July 2008. They were pleased to see a shift away from a focus solely on CAHMS services to the needs of children and young people, who often require more generic services rather than specialist mental health ones. The Strategy is a useful step forward but a good deal of progress is still required. There are a significant number of concerns and queries relating to the Strategy including: access to services; early intervention; overcoming stigma; available resources; funding; patchy performance and improving partnership working. They have decided to review progress on the Action Plan in November 2008 and will invite some local young people to join in this work.

# 6.

## The Leach Review – priorities for 2008/09

In November 2007, the Overview and Scrutiny Co-ordinating Group commissioned Professor Steve Leach, from De Montfort University, to carry out a review of the Council's overview and scrutiny function.

Professor Leach met with members of the five committees, Cabinet members and Council officers, attended Committee meetings, and studied minutes, agendas and reports to investigate whether scrutiny was operating effectively, contributing to improved service delivery and successfully engaging with external agencies and the public.

Overall, Professor Leach's findings were positive. For example, he particularly praised the work of task groups. He described many of their final reports as impressive and commended the imaginative approach to the recruitment of co-opted members and the enthusiasm and commitment of elected and co-opted members.

However, the review highlighted a number of areas, in relation to structure and process, which need to be improved.

### Structural Changes to the Committee Structure

In terms of structure, changes have already been made. The number of committees has been reduced to four:

- The role of the Overview and Scrutiny Co-ordinating Group (re-titled the **Co-ordination, Finance and Performance Commission**) has been strengthened to:
  - encompass the functions of the Finance and Strategy OSC;
  - have lead responsibility for performance review (including the performance of partnership working, such as the Local Area Agreement);
  - have responsibility for the scrutiny of partnerships and the voluntary sector;
  - have a more explicit link with the Council's Cabinet;
  - have a strengthened capacity to commission external scrutiny reviews;
  - have a more explicit responsibility to ensure overview and scrutiny in Richmond upon Thames operates consistently and effectively.
- The **Co-ordination, Finance and Performance Commission** will work with three committees which have specific briefs detailed below:
- **Children's Services OSC** retains the same responsibilities as the Education and Children's Services OSC and will have responsibility for children's health.
- **Health, Housing and Social Care OSC** will in effect merge the roles of Health and Adult Social Care and Housing OSCs. This merger is congruent

with the increasing trend towards a joint approach to Health and Adult Social Care Services. In view of the workload of this amalgamated Committee, it will retain responsibility for adult health only, children's health being transferred to Children's Services (as stated above).

- **Environment and Sustainability OSC** will have similar responsibilities to its predecessor of the same name, but will have a strengthened profile in relation to Crime and Disorder issues, in light of the provisions of the 2007 Local Government Act.
- **The Commission** will have responsibility for performance management issues.

## Process Changes

In his final report Professor Leach explains that an alternative committee structure would help Richmond improve its overview and scrutiny function. However, he also makes clear that 'structural change is not the panacea which its proponents sometimes claim' (Leach: 2008).

Therefore, in the transformation of overview and scrutiny in Richmond, it is much more important that the key processes are improved.

An action plan has been drawn up and the scrutiny team are working closely with Members and officers to ensure the necessary improvements are made. The changes required in terms of process include:

### A. **Ideally no more than three substantive items at any meeting**

The most important criteria to be used to select the three substantive items are:

- Is there evidence that a current policy is having adverse consequences?
- Are there any impending cabinet decisions that overview and scrutiny wishes to influence?
- Is a task group ready to share its report with the Committee?

### B. **Summary to all reports**

All reports to have a 1-2 page commentary drafted by Democratic Services, identifying areas where the Committee can add value.

### C. **Briefing Notes / General Information**

Professor Leach recommends that items for 'noting' should be directed elsewhere or considered later in the meeting when the priority items have been discussed. In summary a more selective approach is needed if overview and scrutiny is to make a difference.

**D. Key witnesses being summoned to give evidence**

It is recommended that a pre-meeting is convened so committee members can develop an agreed approach to the sequence of questions to be raised. Each Committee is encouraged to identify key witnesses for future meetings.

**E. Task Groups**

- Each OSC should have the power to undertake one major (six month) study at any point in time;
- The Scrutiny Commission should have the power to initiate up to three major studies on topics which transcend the responsibilities of any one individual committee (or if the matter is urgent, on a committee-specific topic if the relevant committee is already in the middle of a major study);
- All Committees (including the Scrutiny Commission) should have the power to initiate 'short-term' in depth studies lasting 2-3 meetings.

Professor Leach put forward 20 recommendations in total. His report can be viewed via [www.richmond.gov.uk/scrutiny](http://www.richmond.gov.uk/scrutiny). Introducing the requisite changes will be a priority for scrutiny in 2008/09.

# 7.

## **Local Government and Public Involvement in Health Act**

As well as the suggestions put forward by Professor Leach there are several provisions in the *Local Government and Public Involvement in Health Act (2007)* which will strengthen the role of overview and scrutiny. These include:

### **Councillor Call for Action**

This will enable any Member of the Council to refer to an overview and scrutiny committee a 'local government matter' which falls within the committee's remit. A referral made in this way ensures that the matter is included on the agenda. If the committee decides not to take up the matter, it must explain the reasons why.

### **Requiring the Attendance of Decision-Makers**

Overview and Scrutiny Committees already have the power to require relevant Cabinet Members and Officers to attend meetings to answer questions. Because the Act also enables councils to devolve some powers to Councillors to exercise within their wards, O&S Committees will also be able to require the attendance of any Councillor who has been given such powers.

### **Information from Partner Authorities**

There will be a requirement placed on 20+ public sector agencies to co-operate with overview and scrutiny reviews which are examining their policies or decisions (so long as such policies / decisions are made within the framework of local partnership arrangements, including Local Area Agreements).

### **Reports, Recommendations and Responses**

The Act places a duty on the Council and its Executive to respond to the Committee's reports and recommendations. The Act also places a duty on certain partner authorities to have regard to a report or recommendations.

### **Summary**

In summary the legislation encourages (and in some cases requires) a new emphasis on the scrutiny of partnership working and the operation of scrutiny at a local level. Guidance is expected from the Centre for Public Scrutiny later this year. The extent to which the council wishes to respond to this part of the Government's agenda will be a matter for it to decide.

# 8.

## Overview and Scrutiny Committee Dates for 2008/09

<b>Co-ordination, Finance &amp; Performance Commission</b>	<b>Children's Services OSC</b>	<b>Environment &amp; Sustainability OSC</b>	<b>Health, Housing &amp; Social Care OSC</b>
10 June 2008	19 June 2008	9 June & 17 July 2008	1 July 2008
9 September 2008	10 September 2008	11 September 2008	10 September 2008
4 November 2008	23 September 2008	10 November 2008	24 November 2008
15 January 2009	27 November 2008	12 January 2009	28 January 2009
10 February 2009	22 January 2009	16 March 2009	17 March 2009
10 March 2009	31 March 2009	14 April 2009	29 April 2009
8 April 2009	28 April 2009		

Please note: O&S Committee meetings will be held at 7.00pm in York House and residents 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.

# 9.

## 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. 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:

- Thames Water
- The Environment Agency
- Local Schools
- Representatives from SOS!SEN - a support group for parents of children with special educational needs
- Richmond and Twickenham PCT
- Alcohol Concern
- Addiction Support and Care Agency
- The Institute of Alcohol Studies
- The Anti-Social Behaviour and Alcohol Unit, Home Office
- Richmond upon Thames Borough Police
- Licensed Taxi Drivers Association
- Public Carriage Office
- Richmond PubWatch
- Twickenham PubWatch
- Representatives from Sodexho, FlowFood Ltd and Apetito
- Users of Services
- The Voluntary Sector
- Other Local Authorities
- The Centre for Public Scrutiny

Members involved in scrutiny would like to thank everyone, including Cabinet Members and senior officers, for their support in 2007/08. We look forward to working together in 2008/09 to ensure the recommendations made by Professor Steve Leach are implemented and that scrutiny in Richmond upon Thames makes a positive difference to all.

**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

Fax: 020 8891 7701

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

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

# APPENDICES

- **Appendix A** – Committee Chairs and Officer Support
- **Appendix B** – Facts and Figures

## **Appendix A – Committee Chairs and Officer Support**

(As of July 2008)

### **CO-ORDINATION, FINANCE AND PERFORMANCE COMMISSION**

Chair	<b>Cllr Jones</b>
Vice-Chair	<b>Cllr Samuel</b>
No. of Councillors	<b>10</b>
No. of Co-opted Members	<b>1</b>
Committee Manager	<b>Alastair Round</b> t: 020 8891 7813 or e: <a href="mailto:a.round@richmond.gov.uk">a.round@richmond.gov.uk</a>

### **CHILDREN'S SERVICES O&S COMMITTEE**

Chair	<b>Cllr Nicholson</b>
Vice-Chair	<b>Cllr Marlow</b>
No. of Councillors	<b>9</b>
No. of Co-opted Members	<b>6</b>
Committee Manager	<b>Thayyiba Shaah</b> t: 020 8891 7191 e: <a href="mailto:thayyiba.shaah@richmond.gov.uk">thayyiba.shaah@richmond.gov.uk</a>

### **ENVIRONMENT AND SUSTAINABILITY O&S COMMITTEE**

Chair	<b>Cllr Mumford</b>
Vice-Chair	<b>Cllr Seymour</b>
No. of Councillors	<b>9</b>
No. of Co-opted Members	<b>4</b>
Committee Manager	<b>Alastair Round</b> t: 020 8891 7813 or e: <a href="mailto:a.round@richmond.gov.uk">a.round@richmond.gov.uk</a>

### **HEALTH, HOUSING AND SOCIAL CARE O&S COMMITTEE**

Chair	<b>Cllr Urquhart</b>
Vice-Chair	<b>Cllr Stratton</b>
No. of Councillors	<b>9</b>
No. of Co-opted Members	<b>6</b>
Committee Manager	<b>Thayyiba Shaah</b> t: 020 8891 7191 e: <a href="mailto:thayyiba.shaah@richmond.gov.uk">thayyiba.shaah@richmond.gov.uk</a>

Support to the Overview and Scrutiny function is provided by: Christian Scade (Senior Scrutiny Officer), Glenna McCulloch (Scrutiny Officer) and Bernadette Lee (Health Scrutiny Advisor)

t: 020 8891 7158 or email: [scrutiny@richmond.gov.uk](mailto:scrutiny@richmond.gov.uk)

## **Appendix B – Facts and Figures**

### **Budget spends on Scrutiny (excluding staffing costs):**

Municipal Year 2007 - 2008	£17,524
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### **No. of call-ins:**

<b>Committee</b>	<b>Municipal Year 2007 – 2008</b>
Adult Social Care & Housing	0
Education & Children's Services	1
Environment & Sustainability	2
Finance & Strategy	2
Health	0

### **Number of meetings:**

<b>Committee</b>	<b>Municipal Year 2007 - 2008</b>
Adult Social Care & Housing	5
Education & Children's Services	8
Environment & Sustainability	9
Finance & Strategy	6
Health	8

# Scrutiny in Richmond upon Thames

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

Tel: 020 8891 7158

Fax: 020 8891 7701

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

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

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.

## Albanian

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।

## Bengali

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

## Gujarati

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.

## Farsi

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

## Arabic

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

## Urdu

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

## Punjabi