

Scrutiny in Richmond upon Thames

10th Annual Report

2012 – 2013

September 2013

Contents

1. Introduction by Gillian Norton, Chief Executive

2. Overview and Scrutiny in Richmond upon Thames

3. Overview and Scrutiny Committees

- Education and Children's Services
- Environment, Sustainability and Community
- Finance and Performance
- Health, Housing and Adult Services

4. Scrutiny Task Groups

- Recycling
- Tobacco Control

5. Joint Scrutiny Activity

6. Get Involved in Scrutiny

7. Youth Scrutiny

8. What Scrutiny Doesn't Do

9. Overview and Scrutiny Committee Dates for 2013/14

Introduction by the Chief Executive

I am delighted to welcome you to the 2012/13 annual report on the operation of Overview and Scrutiny in Richmond upon Thames. Overview and Scrutiny has continued to have a strong presence in the borough both through its Committees and in-depth Task Groups. This year two Task Groups published their final reports; the Tobacco Control Task Group and the Recycling Task Group. Both groups gave elected Members the opportunity to examine issues affecting our borough in detail and they provided many useful recommendations.

Overview and Scrutiny continues to evolve to reflect changes in the local authority; in particular it has responded proactively to the Council's commitment to become a commissioning Council and the transition of public health to the local authority. Overview and Scrutiny has shown adaptability and innovation through the creation of various procurement working parties to ensure appropriate involvement in the process of commissioning services. Working with new bodies such as the Richmond Clinical Commissioning Group and the Health and Wellbeing Board, we have sought to ensure that there is robust accountability across the Council and its partner organisations.

This year we extended our reach to the younger members of the community by establishing the Youth Scrutiny Panel which aims to get local young people involved in the democratic process. Further information on the Youth Scrutiny Panel can be found later on in this report.

I would like to take this opportunity to extend my thanks to all the residents, Council Officers and representatives of partner organisations who have contributed to the work of scrutiny this year. Without your support and willingness to share your expertise, ideas and concerns it would not be possible for Committee Members to develop such a good local understanding of the issues they explore. This understanding, enhanced by the input of local professionals, is crucial to ensuring that the recommendations of Overview and Scrutiny are both robust and reflect what is happening on the ground.

We are now looking forward to the programme for the year ahead. One of the ambitions for Overview and Scrutiny is to utilise social media to promote the scrutiny function whilst encouraging involvement from a wide range of residents.

If you would like to contribute to the scrutiny process, or have ideas for areas which you think should be scrutinised, we welcome your suggestions. You will find a suggestion form on the website www.richmond.gov.uk/scrutiny or you can contact the Scrutiny Team directly via phone 020 8891 7191 or email scrutiny@richmond.gov.uk

Gillian Norton, Chief Executive

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 website¹ 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.

¹ www.richmond.gov.uk/scrutiny

Full Council

- Consists of 54 councillors elected for a four-year term
- Approves the policy framework and budget
- Responsible for appointments. It elects the Leader and members of other committees such as Overview and Scrutiny.



Executive

- Comprises Leader and nine other Cabinet Members
- Recommends the budget and key policy decisions to the Council
- Responsible for most of the day-to-day decisions
- Lists key decisions to be taken over the next four months in the Forward Plan (updated monthly)



Overview and Scrutiny

- Scrutinises the budget and performance management information and examines areas of concern
- Holds decision-makers to account
- Sets up Tasks Groups to carry out in-depth reviews
- Can “call-in” a decision taken by the Executive but not yet implemented and require it to be reconsidered

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

(As of September 2013)

Overview and Scrutiny Committees (OSC)

Education and Children's Services OSC

This year, the Committee has dedicated its time to the most important developments in Education and Children's Services including the ongoing development of Achieving for Children (AfC) and the work of the Local Safeguarding Children's Board (LSCB). The Committee has also continued to monitor the measures that are in place to sustain and provide continued improvement in exam results across all key stages, ensuring that the attainment gap of Richmond's pupils continues to get smaller and that the quality of education in Richmond's schools is maintained. Other key areas scrutinised by the Committee this year are:

- Progress of Academies
- Sixth Form Proposals
- Budget Proposals for the Directorate
- Children and Young People's Plan (CYPP)
- Proposed development of Strathmore and Clarendon sites
- SEN Provision in Richmond
- Education Richmond Partnership
- Procurement Activity relating to the Directorate

The Committee has ensured it has remained up to date with the development of AfC through regular updates to the Committee and is keenly anticipating the final proposals in December 2013. Members of the Committee also scrutinised the actions taken in response to the SEN Scrutiny Task Group recommendations and is will request further updates in late 2013.

In February 2013 a special meeting was called to allow the Committee to focus on scrutinising the annual report of the LSCB. The Committee scrutinised the performance of the Board and considered the work of the LSCB's sub-groups on key issues such as Missing Children and Serious Case Reviews. The Committee agreed that strong partnership working between the LSCB and its partners would continue to be a priority. 2013/14 will see further scrutiny of the performance of the LSCB, and the Committee are keenly anticipating the next annual report of the Board.

A highlight for the Committee this year was the opportunity to hold April's meeting at the Stanley Children's Centre in Teddington. The Committee considered the work of the Children's Centre staff and in particular on the importance placed on early intervention and support provided through the Children's Centre's services for Richmond's most vulnerable children and their families.

The Committee also enjoyed receiving an informative presentation from the Youth Council and welcomed the Youth Council's proposals for the

development and implementation of a Youth Scrutiny Panel for Richmond Council. The Committee look forward to working closely with the Youth Scrutiny Panel on such issues as careers advice and the topic of sexual health among Richmond's young people. The Committee is confident that the skills developed by the Youth Council in last year's Tobacco Task Group project will prove to be invaluable to scrutiny in Richmond.

Major priorities for the coming year will continue to involve scrutiny of Richmond's SEN provision and the Committee will stay focused and involved in the development of AfC, ensuring that the proposed business plan is viable and that Richmond's children continue to receive a high level of service provision irrespective of challenges faced elsewhere. Child social care will also remain a priority for the Committee, ensuring that services reflect the priorities of the CYPP.

Cllr Evans, Chairman of the Committee, said:

'As a recognition of the level of scrutiny that takes place in Richmond, we have been asked to contribute to a best practice guide to scrutinising education and children's services. At the brainstorming event in London, I had the opportunity to talk with councillors and officers from across the country; these discussions highlighted the excellent and innovative work taking place in Richmond by everyone involved with committee and I thank them all for their dedicated effort.'

This capped a very positive year for the Committee, which has risen to the challenge of major changes in legislation and government direction together with our continuing push to be a commissioning Council. The Committee is looking forward to a very busy year ahead, where in addition to the issues mentioned above, we'll be looking at plans for a tenth secondary school, the progress of our new sixth forms and working closely with the Youth Scrutiny Panel to identify the concerns and needs of Richmond's young people.'

Environment, Sustainability and Community OSC

The Environment, Sustainability and Community OSC held seven meetings during the 2012/13 municipal year.

In its capacity as the designated Crime and Disorder Overview and Scrutiny Committee, Members invited the Borough Commander to their meeting in March. This enabled Members to gain a better understanding of local, pan-London and national changes and allowed the Committee to assess the impact of budget cuts on local policing. In addition, Members helped to inform priorities for the 2013/14 Community Partnership by scrutinising the latest Strategic Intelligence Assessment.

Throughout the year, the Committee reviewed proposals in relation to street scene and highways improvements for Twickenham. This allowed in-depth scrutiny of various concerns including bus movements, the location of bus

stops, cycling issues and the Equalities Impact and Needs Assessment (EINA) for the scheme.

The Committee was provided with a continuing overview of the work of the Environment Directorate, Cultural Services and Community Safety via the consideration of quarterly finance and performance reports. Scrutiny Members also had input into the fees and charges in relation to their terms of reference and inspected the proposed Environment budget in early 2013.

A number of other high profile issues were also scrutinised including:

- Highways Maintenance
- Street Cleaning
- The Thames Tideway Tunnel project
- The Richmond Account and Card
- The impact of the Localism Act on the local planning authority
- Updates on the Uplift Strategy
- The Council's preparations and arrangements for the 2012 Olympics

In addition, the Committee set up a task group to examine the Council's approach to recycling. This reported back to Committee in March and in 2013/14 the Committee will play an active role scrutinising the procurement of the new waste and recycling contract.

Cllr Porter, Chairman of the Committee, said:

"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 cost-effective and efficient services to all our residents."

Finance and Performance OSC

A common theme throughout the 2012/13 municipal year was scrutiny of the authority's budget, performance and strategic direction. The Committee considered a range of issues including:

- Budget consultation
- The development of a local council tax support scheme
- Sickness absence
- The staff survey
- The capital review programme
- The council's voluntary sector commissioning programme
- Shared services in relation to HR, Legal and Audit
- Web advertising
- The new ICT contract with Serco

Scrutiny of the budget was a priority and the Committee has again been proactive, asking for information as soon as it becomes available. In February, the Committee considered reports giving details of the budget strategy and the capital programme.

Last year the Committee discussed the development of a local council tax support scheme to replace council tax benefit. Changes in this area are significant and the Committee will have an opportunity to scrutinise the new scheme, the work being undertaken by the Welfare Reform Board, and the overall impact of changes in relation to welfare benefits at their October meeting.

The Committee has continued to take a keen interest in the implementation of shared services, ICT services, findings from the staff survey and action being taken in relation to sickness absence. These issues will be kept under review.

The Committee has also reviewed developments in relation to the Corporate and Community Plans. Taking these strategic documents to scrutiny enabled members of the Committee to ask challenging questions to ensure local priorities are being delivered.

Moving forward, the Committee has set up a working party to scrutinise the procurement of Total Facilities Management. This work is ongoing and will continue in 2013/14.

Cllr Miller, Chairman of the Committee, said:

“I would like to thank everyone who has assisted us in our scrutiny work over the last year. Despite significant challenges and reductions in funding, the work of this Committee has helped the Council to provide the best possible services for residents.”

Health, Housing and Adult Services OSC

The breadth of the Committee's remit and continued pace of legislative change requiring local interpretation and implementation has meant that it has been a busy year for the Health, Housing and Adult Services Overview and Scrutiny Committee. Members of the Committee have been building new relationships with emerging health partners in light of the implementation of the Health and Social Care Act 2012 including the recently established Richmond Healthwatch, the Richmond Health and Wellbeing Board and with the Public Health Team following the transfer of public health responsibilities to the local authority.

Welfare Reforms have continued to remain a high priority for the Committee's work, in particular ensuring that the most vulnerable remain protected and cared for within the Borough. Issues of national significance including Winterbourne View and the Francis Review of care provided at Mid Staffordshire NHS Foundation Trust have focused the work of the Committee locally to ensure, through reviewing the work of partners and NHS Hospital Trust Quality Accounts that the quality of care for Richmond residents remains the key priority for external organisations. This has also included scrutiny of the Safeguarding Adults at Risk Partnership Board and the Health and Wellbeing Strategy, focussing in particular on how the outcomes would be assessed to ensure delivery of the strategic objectives for the community.

During the course of the year the Committee has received regular updates on a number of key procurement activities which included amongst others Adult Care Provision: Priority Programme, Adult Services Commissioning: Transfer to voluntary sector grants and Home Support Services. Members have also closely scrutinised the provision of mental health services across the Borough, including the work of South West London and St George's Mental Health Trust and in particular, its application for Foundation Trust Status. In March 2013, the Committee held a themed meeting to which registered housing providers operating in Richmond were invited to share with Members how they worked jointly with the Council to achieve the strategic housing priorities of the Borough, how new housing was delivered in partnership and their role in supporting local communities.

Integrating Health and Social Care remained a priority area for scrutiny across this year and the Committee considered the results of the feasibility study for the creation of an Integrated Care Organisation (ICO) with the London Borough of Hounslow, Hounslow and Richmond Clinical Commissioning Groups and Hounslow and Richmond Community Health Trusts. To enable full scrutiny of the continued development of the ICO, preparations had been made for the Committee to combine on an informal basis in the early stages with scrutiny Colleagues from Hounslow to monitor the proposals jointly. The first meeting was scheduled to take place in late May 2013.

Ongoing priorities for the Committee's Work Programme in the coming year included procurement and commissioning scrutiny both in Committee meetings and through Working Parties, health and social care integration, embedding of the implications of the Health and Social Care Act 2012 and providing input and making recommendations to add value to the Council's range of health, housing and adult social care related strategies.

Cllr Jones, Chairman of the Committee said:

'The year to end of April 2013 was an extremely busy one, with an extra meeting fitted in this year and next year, so that the committee can cope with the ever increasing demands of scrutiny. But that only serves to make the committees work even more interesting. The variety of agenda items are both amazing and rewarding as the whole committee gains knowledge and expertise in the remit of the committee.'

'Thanks are very much due to all the members, officers and residents who attend our committee, for all the hard work and staying power they exercise in the furtherance of scrutiny.'

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 task group:

- Tobacco Control
- published in November 2012
- Recycling
- published in March 2013

Further information can be found via:

http://www.richmond.gov.uk/home/council_government_and_democracy/council/decision_making_council/scrutiny/scrutiny_task_groups/pastscrutiny_taskgroups.htm

Tobacco Control Task Group

Smoking represents one of the biggest public health challenges. As well as being the biggest single cause of preventative death, smoking costs the economy billions of pounds every year in NHS costs, reduced productivity, lost revenue and higher welfare payments. Tobacco control is an evidence-based approach to tackling harm caused by tobacco. It includes strategies that reduce the demand for, and supply of, tobacco in communities.

Concerns were expressed at the September 2011 Health, Housing and Adult Services Overview and Scrutiny Committee that despite a number of national and local initiatives to tackle tobacco control and smoking cessation, some elements had not been addressed fully by existing activity within the London Borough of Richmond upon Thames.

A cross-party task group, with Members from three of the four Overview and Scrutiny Committees, was established to investigate and make recommendations on tobacco control and deterrents for young people.

The task group observed Kingston and Richmond's Tobacco Control Alliance, interviewed Health, Fire Services, Education and Trading Standards professionals and took the innovative step to commission Richmond Youth Council to conduct Peer Research into the causes and potentially effective deterrents for young people and smoking.

Throughout the review, the task group found that on an individual basis a lot of good work was being done. However, the most effective way to deal with this issue is by taking a holistic approach.

Findings from the review, published in November 2012, include:

- The Tobacco Control Alliance tends to focus mainly on the smoking cessation service and not the other areas of tobacco control. There should be a more holistic approach with a wider programme than is currently the case and its focus should be more proactive in looking at local solutions not just legislation.
- It would be beneficial to have Councillors from both boroughs on the Tobacco Control Alliance as they give a differing local perspective and political clout to the alliance.
- There needs to be a consistent, sustainable and long term approach to smoking cessation for young people.

Cllr Williams, Chairman of the Task Group, said –

“Suggestions for change have been put forward in all areas and I hope that the task group’s recommendations are taken forward by all stakeholders.

I would also like to make specific mention of Richmond Youth Council's outstanding work. This was done in conjunction with NHS Richmond. Not only did this feed into the Task Group's final report but was used in the Joint Strategic Needs Assessment and to inform the development of the Stop Smoking Service Specification."

Recycling Task Group

In September 2012, the Environment, Sustainability and Community Overview and Scrutiny Committee decided additional scrutiny of the recycling service would be helpful. This was in response to concerns about the increasing cost to dispose of refuse in landfill and the fact the recycling rate for Richmond upon Thames appeared to be levelling off.

A cross-party task group, including co-opted members, was set up with a remit to examine the Council's approach to recycling. This included examination of the barriers to recycling, methods of encouraging people to recycle more and an analysis of options for both the short and longer term.

To ensure this piece of scrutiny was manageable and achievable the task group agreed to focus on the following key areas:

- Communication, Promotion and Education
- Recycling Options for Flats
- Food Waste

Input from two local housing associations, a comparable local authority, the Waste and Resources Action Programme (WRAP), the South West London Environment Network, Veolia Environmental Services and council officers enabled the task group to learn from experts with considerable experience in relation to their terms of reference.

Additional evidence was gathered from desk research, benchmarking and by the task group going out with the Council's recycling crews.

Cllr Porter, Chairman of the Task Group, said:

"This review was very timely and gave scrutiny members an opportunity to be involved in the policy making process. We felt it was important to speak first hand with the recycling team to ascertain from them what they find every morning on the streets of Richmond upon Thames. Those who went out with the crews were impressed with their strong work ethic and the pride they have in the borough."

The task group reported back to the Environment, Sustainability and Community OSC in March 2013. This ensured that their findings, including the need for more information to be communicated to residents on what can and cannot be recycled, could be considered as part of the waste and recycling procurement exercise.

Joint Scrutiny Activity

'Shaping a Healthier Future' is a programme that has been set up to review and improve healthcare in North West London and is being led by the eight clinical commissioning groups and other clinicians across North West London.

The clinicians identified a case for change which sets out objectives for a better, healthier future for North West London. These include localising routine medical care, centralising the most specialist services, integrating care between primary, secondary and social care providers and hospital reconfiguration. As part of the process, the following North West London boroughs affected by the review (London Borough of Westminster, London Borough of Brent, London Borough of Ealing, London Borough of Hounslow, London Borough of Harrow, London Borough of Hammersmith & Fulham; and Royal Borough of Kensington & Chelsea) formed a JHOSC to scrutinise the proposals. As a Borough where potential impact had been identified Richmond was asked to nominate a Member to sit on the Group. Councillor Sue Jones was nominated, with Maureen Chatterley, Co-optee as substitute.

Formal consultation took place between 2 July and 8 October 2012 and the JHOSC met on 5 occasions during that period to hear evidence from a range of witnesses. There was strong support for the Case for Change but some concerns identified by Members relating to arrangements for Out of Hospital Care and provision of Urgent Care had been focussed on by the JHOSC in its formal response.

On the 19 February 2013, the Joint Committee of Primary Care Trusts (JCPCT) agreed with the recommendations put forward by the 'Shaping a Healthier Future' programme following public consultation. This included 11 recommendations made in the Decision Making Business Case, as well as two further recommendations which refer to additional proposals for Ealing and Charing Cross hospitals. Following the approval, it was announced that the Independent Reconfiguration Panel, the independent expert on NHS service change, would undertake a review to consider whether the Shaping a Healthier Future proposal for North West London would enable the provision

of safe, sustainable and accessible services. At the end of the 2012-13 Municipal Year this review was underway.

'Better Services Better Value' is a review of NHS health services across south west London, Epsom and the surrounding area, led by local doctors, nurses and health professionals. The programme is owned and led by the seven local Clinical Commissioning Groups (CCGs): Croydon, Kingston, Merton, Richmond, Surrey Downs, Sutton and Wandsworth. The programme is focussing on responding to the challenges facing the health service in the area including financial pressures, more people living with long term conditions and not enough senior clinicians available round the clock in some of the most vital services. The two appointees to the JHOSC are Councillors Sue Jones and Frances Bouchier.

The JHOSC held its first formal meeting in February 2012. This meeting was followed by a number of meetings at which Members were able to scrutinise in detail the financial underpinnings of the programme, the options scoring appraisals, pre-consultation business case and the proposals for public consultation and engagement. At the point at which the JHOSC was preparing to move to the second phase and focus on evidence gathering from witnesses at the start of the formal consultation, the Programme was delayed to consider the impact of Surrey Downs CCG becoming part of the cluster and the addition of Epsom Hospital into the overall model.

The JHOSC reconvened its work scrutinising a revised set of options and the associated processes and pre-consultation business case from December 2012, meeting again in January 2013 and April 2013 to plan for the second phase of its work again. A further announcement was made regarding a further delay to the Programme and the work of the JHOSC was halted whilst the NHS England Assurance process commenced. The Committee is anticipated to recommence its work in Autumn

'South West London Joint Health Overview and Scrutiny Committee Review of NHS Croydon Finances' - was established and appointed by the London Borough's of Croydon, Richmond upon Thames, Merton, Sutton and

Wandsworth and the Royal Borough of Kingston upon Thames following the publication of a report by NHS London that identified a serious misstatement of accounts at NHS Croydon in the 2010/11 financial year. The purpose of its establishment was to ascertain whether the conclusions based on the independent review had been comprehensive and to ensure proper safeguards existed to ensure that an accounting issue of this significance would not occur again. The two members appointed from Richmond to serve on the Committee were Councillors Alan Butler and Jonathan Cardy.

The Joint Committee carried out its work between September and March 2013 with the aim of investigating how an overspend in excess of £28 million had remained undetected within the Trust's accounts , what management action had been taken to discipline those responsible and to avoid any recurrence and to monitor the impact this had on the provision of healthcare for the local communities across all six boroughs. The Joint Committee was supported in its work by Mr Bill Roots, an expert financial advisor.

During its investigations, the Joint Committee heard from a range of witnesses but felt dissatisfied that they were unable to hear from a range of individuals in place at NHS Croydon and NHS South West London during the 2011-12 financial year. A number of key individuals declined to attend and assist a public enquiry into matters within their responsibility. The Joint Committee also discovered that the report resulting from the independent investigation which had been commissioned by NHS London from Ernst and Young was an NHS London Report and not a report of Ernst and Young as had been previously stated.

All Members were unanimous in concluding that the NHS London Report did not appear to provide proper public accountability for what had happened and that as a result money which may have otherwise been invested in the local health economy across South West London had not been subsequently available. The recommendations of the Joint Committee were formally agreed at a meeting of the Committee held in private on 25 April 2013 The report was published prior to a press conference held on Monday 29 April 2013 which

was chaired by Councillor Cummings (Chairman, Croydon) and Councillor Butler (Vice-Chairman, Richmond.)

NHS South West London and NHS Croydon ceased to exist as at 31 March 2013 with the latter, being superseded by Croydon CCG. With this in mind, the Members of the Joint Committee were keen to ensure that assurances regarding financial and governance due diligence were provided at a key time in health service transformation and in the future. The report has been sent to all CCG's within the South West London area, to NHS England and to the Secretary of State for Health for a formal response to the recommendations within 6 months. Each Authority will take responsibility for considering the response provided by their CCG and monitoring implementation of the recommendations. The London Borough of Croydon will circulate the response from the Secretary of State in due course.

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. Hard copies of agendas and reports are also available from public libraries and on request from the Council's scrutiny team.

This report is also an opportunity to say thank you to everyone who has contributed to the scrutiny process over the last 12 months. In order to function effectively, scrutiny relies on the invaluable knowledge and expertise of witnesses. Last year a wide range of individuals and organisations assisted us in our work, including:

- Richmond Youth Council
- Local head teachers
- Local Safeguarding Children Board
- Richmond upon Thames Borough Police
- The National Cycling Charity
- Local residents
- Richmond Advice and Information on Disability (RAID)
- Bushy Park Allotment Association
- Old Palace Lane Allotment Society
- Ham United Group
- Transport for London (TfL)
- Ham and Petersham Street Champions
- South West London Environment Network (SWLEN)
- Other Local Authorities
- Veolia Environmental Services
- Richmond upon Thames Churches Housing Trust
- Richmond Housing Partnership
- Notting Hill Housing
- Metropolitan Housing Trust
- Thames Valley Housing.
- London and Quadrant Housing
- Waste and Resources Action Programme (WRAP)
- Richmond Drug and Alcohol Team
- Kingston and Richmond Tobacco Control Alliance
- London Fire Brigade, Richmond upon Thames
- Pharmacist Committee Kingston and Richmond
- Local hospitals
- Council officers

- Hounslow and Richmond Community Healthcare NHS Trust
- Richmond LINK
- Maddison Carers Group
- South West London and St George's Mental Health Trust
- Richmond Healthwatch
- Richmond Health Voices
- Richmond Clinical Commissioning Group

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.

Youth Scrutiny Panel

Following the successful commissioning the of the Richmond Youth Council to carry out a peer research project that fed into the Tobacco Control Task Group in 2012, a Youth Scrutiny Panel was formally established by Richmond Council in December 2012. Initially the Youth Scrutiny Panel consisted of members of the Richmond Youth Council, though participation and interest in the Panel has already started to increase.

This Panel will build its own work programme of proposed scrutiny reviews looking at issues that affect young people in the Borough. They will also be commissioned to carry out projects by their parent Committee, the Education and Children's Services Overview and Scrutiny Committee, and any other Overview and Scrutiny Committee that feels the Panel could add value to a piece of work.

Throughout the first few months the focus has been on providing training for young people on scrutiny, including:

-  General principles of scrutiny
-  Research and analysis skills
-  Questioning skills

The Youth Scrutiny Panel has received a request to carry out an in-depth task group review on careers guidance provided in secondary schools and academies in the Borough. This review will consider the views of young people and education professionals in the Borough within the context of the new duties for schools to secure their own careers guidance arrangements. A local filmmaker will shadow the piece of work and create a documentary on the youth scrutiny process.

The Youth Scrutiny Panel will continue to grow over the next year in terms of membership and experience, further embedding participation of young people in the democratic process.

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

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

Website: www.richmond.gov.uk/scrutiny

Overview and Scrutiny Committee Dates for 2013/14

Finance & Performance OSC	Education & Children's Services OSC	Environment, Sustainability & Community OSC	Health, Housing & Adult Services
2 September 2013			3 September 2013
9 October 2013	3 October 2013	7 October 2013	22 October 2013
2 December 2013	5 December 2013	9 December 2013	10 December 2013
13 January 2014	23 January 2014	27 January 2014	28 January 2014
3 February 2014			
24 March 2014	19 March 2014	12 March 2014	18 March 2014

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 or contact the Scrutiny Team via telephone 020 8891 7191.