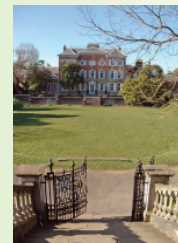


Featured in this report:

- Overview and Scrutiny in Richmond upon Thames
- Overview and Scrutiny Committees
- Scrutiny Task Groups
- Get Involved in Scrutiny
- Key Dates



1 Introduction by Gillian Norton, Chief Executive

It is with great pleasure that I introduce this report into Overview and Scrutiny in Richmond upon Thames for the year 2011-2012. 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; special educational needs (SEN) were scrutinised as well as housing and the final reports of these Task Groups included a series of recommendations, many of which were subsequently adopted by the administration. Additionally a number of our Overview and Scrutiny Committees have collaborated to develop a tobacco control Task Group allowing for the relevant expertise of each committee to be utilised.

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. Whilst the Council responds to the pressures of a challenging economic climate, Overview and Scrutiny has shown adaptability and innovation through the creation of a procurement working party to ensure that Overview and Scrutiny is involved in the process of commissioning services.

I would also like to take this opportunity to thank everyone who has participated in Task Groups this year. Without your support and willingness to share your views, ideas and concerns it would not be possible for the Task Groups 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 in the next year is to secure greater involvement of young people in scrutiny, making the process more inclusive and representative of the residents of Richmond upon Thames.

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 7158 or email scrutiny@richmond.gov.uk

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 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

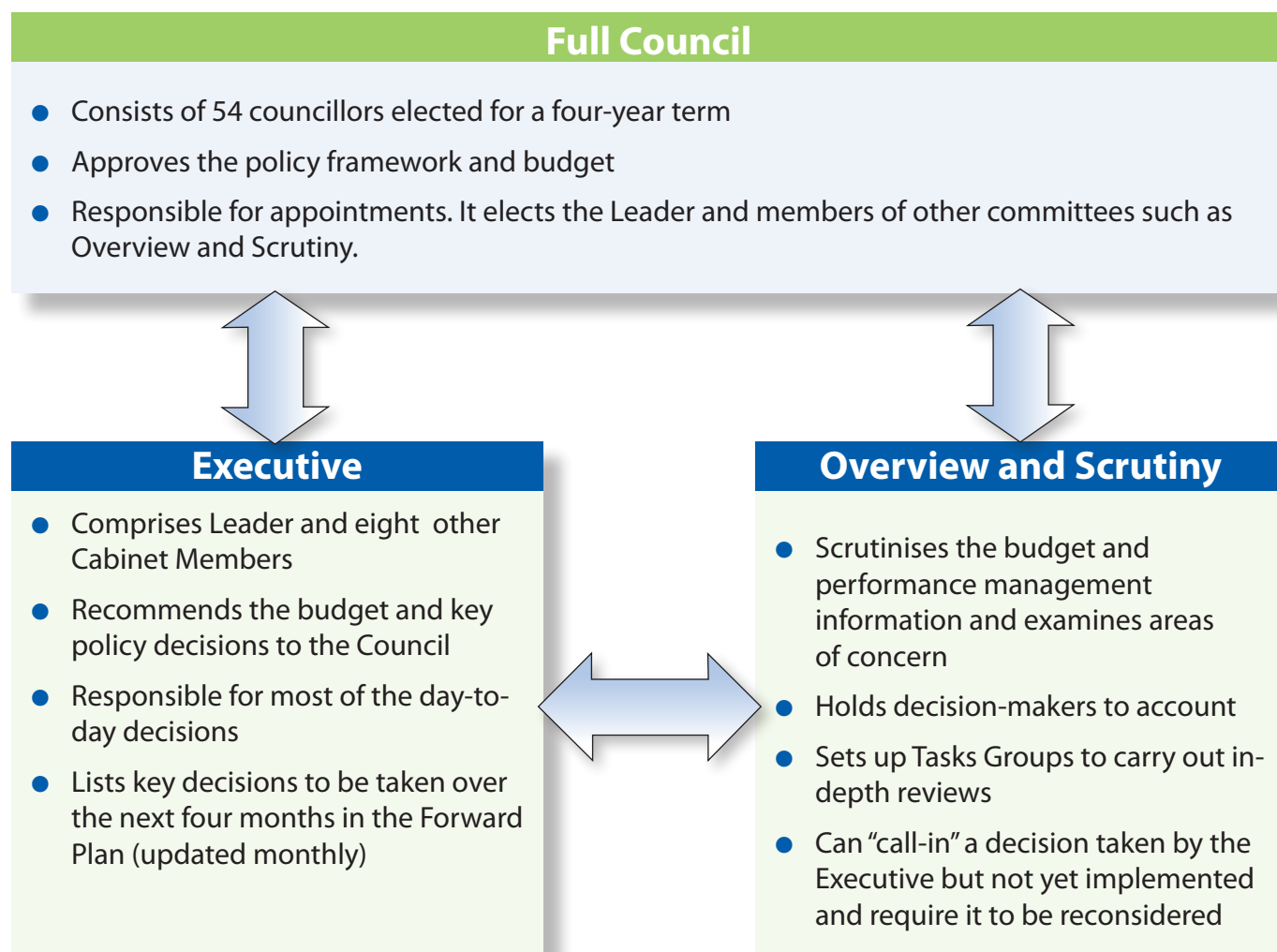
- Scrutiny should operate with political impartiality
- Scrutiny should have ownership of its own work programme
- Scrutiny members should have a worthwhile and fulfilling role

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 on page 4.

¹ www.richmond.gov.uk/scrutiny



N.B. There are also non-Executive decision-making Committees (e.g. Planning, Regulatory)
(As of September 2012)

3 Overview and Scrutiny Committees (OSC)

Education and Children's Services OSC

The Committee has, this year, dedicated the majority of its time to various aspects of Education; in particular, examining trends that have occurred over the past few years. The areas that have been scrutinised this year include:

- Primary School Places and Community Boards
- Secondary School Places
- Linked Schools Policy for Mixed Community Secondary School
- Exam Results
- Transformational Academies
- Sixth Form Proposals
- Statutory Proposals to Establish a Voluntary Aided Catholic Primary and Secondary School
- Proposed Use of the Clifden Road Site
- SEN Task Group – a Scrutiny Task Group was established to investigate and make recommendations on Richmond's SEN provision in light of the Green Paper Support and Aspiration: A new approach to special educational needs and disability - A consultation. The task group's report was comprehensive in scope looking at SEN provision in the borough for children and young people up to the age of 25. The Committee would like to congratulate the Chairman, Cllr Blakemore, for this outstanding review.

The Committee has also looked at progress on the planned shared service with the Royal Borough of Kingston upon Thames especially given the current turn of events within the Royal Borough of Kingston upon Thames, the Children and Young People's Plan, safeguarding and risk-taking behaviour and primary mental health worker strategies. One of the priorities for the coming year will be looking at ways to effectively engage young people in the scrutiny process. The Committee is

pleased to highlight Richmond Youth Council's outstanding work in the cross-cutting Scrutiny Tobacco Control Task Group. Following on from the Committee's involvement in this, the Committee will be considering the Youth Manifesto which was launched earlier in the year and Richmond Youth Council's subsequent work in engaging young people.

Another major priority for the Committee will be to focus on safeguarding and child social care issues. This marks a shift in the Committee's work of the last two years in line with a number of central government policies and proposals.

Areas the Committee will be looking at include: Safeguarding including progress on the action plan from the Ofsted inspection of safeguarding and looked after children services, school improvement, play-therapy, the Children and Young People Plan, troubled families and procurement.

Councillor Evans, Chairman of the Committee said:

"This has been a year when the committee has particularly focused on scrutinising the Council's ambitious plans for education. I've been encouraged by the high levels of public participation in this



process, especially on the use of the Clifden Road site and the establishment of sixth-forms. To me, it demonstrates how committed and involved our residents are to improving the education of children in our borough.

We've also had a task group looking at Special Educational Needs, I'd like to congratulate the members involved for both the scope of their investigations and the quality of their recommendations. Finally, I'd like to thank the support the committee receives from officers, who appreciate the vital role that scrutiny has to play in this administration".

Environment, Sustainability and Community OSC

The Environment, Sustainability and Community OSC held seven meetings during the 2011/12 municipal year. This allowed a variety of high profile issues to be scrutinised including:

- The All In One, Village Plans and Community Involvement
- The Thames Tunnel Project
- Olympic Planning
- Climate Change
- Proposals for a Cultural Trust
- Twickenham Area Action Plan
- The Highways Maintenance Programme
- Planning Application Processes

Throughout the year, the Committee reviewed progress relating to the All in One and the development of Village Plans. The Committee was also provided with a continuing overview of the work of the Environment Directorate, Cultural Services and Community Safety via the consideration of quarterly performance reports. This has allowed Members to ask for additional information on certain performance issues. For example, the Committee considered a report in March which set out details of the Council's performance and processes for handling planning applications, planning appeals and enforcement investigations.

In November, to help with planning for the 2012 Olympics the Committee received a briefing and had an opportunity to ask council officers and representatives from the London Organising Committee of the Olympic Games (LOCOG) and Transport for London (TfL) questions relating to the test events which had taken place in August 2011.

In its capacity as the designated Crime and Disorder Overview and Scrutiny Committee, Members assessed key findings from the Community Safety Partnership Strategic Assessment by gathering evidence from Richmond Borough Police, NHS South West London, the Strategic Cabinet Member for Community, Business and Culture and council officers. These sessions enabled the



Committee to provide input into the Community Safety Partnership Plan and assess progress in implementing recommendations made by the Drug Misuse Task Group (March 2011).

Following on from its work in 2010/11 the Committee has continued to embrace its new role in scrutinising cultural and community services by keeping abreast of proposals to establish a not-for-profit organisation for the management of the council's cultural services. A business case is expected to be presented to Cabinet in late autumn 2012 and with this in mind a special committee meeting is scheduled for October to enable input from scrutiny.

This year the Committee has also taken a keen interest in the development of the Twickenham Area Action Plan, the Highways Maintenance Programme, the development of the council's climate change strategy and the Thames Tunnel project.

Cllr. Porter, Chairman of the Committee, said:



"The residents of our borough have high expectations with respect to the delivery of council services. It is our duty to act as a "critical friend" to ensure that these expectations are met. I would like to thank both the elected and appointed members

of our OSC and our officers for their diligence in carrying out this important task."

Finance and Performance OSC

2011/12 was a busy year for the Finance and Performance Overview and Scrutiny Committee. A common theme throughout the year was scrutiny of the authority's budget, performance and strategic direction. The Committee has considered a range of cross cutting briefs including:

- The council's efficiency and transformation programme
- Future commissioning and procurement arrangements
- The budget setting process including options for budget consultation
- The development of a local council tax support scheme
- Learning points arising from the implementation of shared services
- Findings from the 2011 staff survey
- Partnership arrangements
- Future arrangements for ICT services
- The development of key strategic documents such as the Corporate and Community Plans

Throughout the year, the Committee has reviewed the council's efficiency and transformation programme. This independent view point has enabled members of the Committee to review policy options to ensure that they fit with the Councils priorities and commissioning arrangements.

Scrutiny of the budget setting process has again been a priority. The Committee has been proactive, asking for information as soon as it becomes available. For example, the Committee considered a timetable relating to financial reports and decision making to ensure scrutiny can influence the 2013/14 budget.

In June 2012, the Committee discussed the development of a local council tax support scheme to replace council tax benefit. Council tax benefit is currently administered by local authorities on behalf of central government and is funded through grant at a rate of 100% for properly calculated claims. The Spending Review 2010 stated the Government's intention to localise support for council tax from April 2013 accompanied by a 10% reduction in grant paid to Councils.



A question and answer session, with the Deputy Leader and Cabinet Member for Finance and Resources and senior officers, allowed concerns held by councillors to be addressed. Following discussion, the Committee noted their support for the approach being taken by the Deputy Leader and Cabinet Member for Finance and Resources. The Committee made a number of recommendations and were keen to ensure that the impact of proposals affecting the most vulnerable residents were mitigated as far as possible and that the Authority paid particular attention to the Equality Impact of proposals.

The Committee has also taken a keen interest in the implementation of shared services, ICT services, and findings from the 2011 staff survey. These issues will be kept under review during 2012/13.

Cllr Miller, Chairman of the Committee, said:



"The Committee has shown great diligence in addressing one of its primary purposes of holding the executive to account by making constructive suggestions. These have centred upon budget management issues

and scrutinising significant strategic changes to service delivery. The issues raised by localising support for council tax have been, and will continue to be, closely studied and the Committee will continue to offer constructive suggestions to facilitate service delivery. The manner in which the Committee has scrutinised the Council polices shows the positive contribution that the Overview and Scrutiny function are give."

Health, Housing and Adult Services Overview and Scrutiny Committee

The local level implementation and implications of the Health & Social Care Act 2012 and the Welfare Reforms have continued to be a driving force for the Committee's priorities this year. Whilst the majority of these changes are due to come into full effect by April 2013, with the exception of Healthwatch England which will be launched in October 2012, shadow structures have formed and are being refined in line with government guidance to help the transition process. Local authorities have an increased role and responsibility in health improvement through the creation of Health & Wellbeing Boards and with the transfer of Public Health to the council.

In addition, the government has proposed changes to update the arrangements and regulations for local authority health scrutiny to ensure the interests of patients and the public are at the heart of the planning, delivery and reconfiguration of health services. The aim of the proposed changes are to bring health scrutiny in line with the substantial changes to NHS organisations, health services and local authorities, the provisions contained in the Health and Social Care Act 2012 and the Localism Bill. The Committee is continuing to keep a watchful eye on these changes and will begin to build relationships with the range of emerging health partners.

A review of health services in SW London is currently taking place and Richmond is part of the South West London Joint Health Overview and Scrutiny Committee examining these proposals. NHS South West London will also be coming to



talk to the Committee about the specific impact to Richmond residents. A similar review is taking place in North West London. Richmond is represented at their Joint Health Overview and Scrutiny Committee as the outcomes will have an impact on Richmond residents and NHS NW London will also be speaking to the Committee about the potential impact. In addition to the 2 Joint Health Overview and Scrutiny Committees, Richmond is also involved in Joint Committee to look at recommendations arising from the report into the Finance and Corporate Governance of NHS Croydon in the 2010/11 Financial Year.





This year, the Committee has also worked on a wide range of issues including: in-patient provision for mental health services, the effects of adult social care funding changes, Homelessness Strategy & Housing Allocations Policy, Joint Strategic Needs Assessment, ongoing changes to local health and adult social care (newly implemented), HRCH Foundation Trust Application, Mental Health Strategy; the priorities for Safeguarding Vulnerable Adults; and Tobacco Control - a Scrutiny Task Group was established to investigate and make recommendations on tobacco control within Richmond and deterrents for young people.

One of the priorities for the coming year will be Procurement Scrutiny. By looking at future procurement activity, scrutiny has the opportunity to drive improvement in public services and ensure the best possible outcomes for Richmond's residents. The Committee will be focusing on Reablement, Home Support Services and Personalisation.

Other priorities include Child Health, Dementia Service provision, Health and Adult Social Care Integration, Health and Well Being Strategy, ongoing changes to local health, NHS Richmond and SW London Commissioning Strategy.

Cllr Jones, Chairman of the Committee, said:



"This has been another very important year for scrutiny work within Health, Housing and Adult Social Care. The amount of new and proposed legislation being thrown at local authorities is immense. It is, therefore, not surprising

that scrutiny carried out by this Committee has increased significantly. It is only with the support of all Committee Members, Co-opted Members, Officer, Partners and Stakeholders that the Committee can continue to function at the high level that it does.

Due to the number of changes to legislation on Health and Adult Social Care, whilst the agenda items have been concentrating on all three disciplines within our remit, there has been an additional focus on health this year. In addition, the Committee has been involved in 2 Joint Health Overview and Scrutiny Committees focusing on the major reconfiguration of healthcare provision in both North West and South West London.

While it has been an extremely busy year with new responsibilities and participation in issues affecting Richmond residents and south west London as a whole, there has not been and there will continue to be no slackening in the pace, level or calibre of scrutiny."



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:

- **Housing / Homelessness**
- published in November 2011
- **Special Educational Needs (SEN)**
- published in February 2012
- **Procurement**
- published in April 2012
- **Tobacco Control**
- a report is due to go before Health, Housing and Adult Services Overview and Scrutiny Committee in November 2012.

Further information about each review can be found below and full task group reports are available via:

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

SEN Task Group

The SEN Scrutiny Task Group was established by Education and Children's Services Overview & Scrutiny Committee at their meeting on the 7th April 2011. The committee was keen to address various aspects of Special Educational Needs (SEN) that fell outside the scope of the Special Educational Needs Statements Scrutiny Task Group and following on from the government's proposals on Special Educational Needs in their Green Paper 'Support and Aspiration: A new approach to special educational needs and disability - A consultation'. The task group comprised of Cllr Lisa Blakemore (Chairman), Cllr Susan Chappell, Cllr Ellen Day and Nicholas Lait (Co-opted Member). The task group was given extra specialist support by Keith Tysoe Lead Inspector for SEN & Inclusion and Collin Herrick, SEN Project Manager.

The task group considered the following areas:

- Issues that impact on meeting the needs of young people with SEN up to the age of 25.
- The views of young people, parents, carers, education and health professionals on the development of services for children with special educational needs in the borough.
- The emotional and developmental impact travel has on the SEN child; the financial / budgetary implications for the council; and making suggestions for future savings.
- Current SEN Service provision in the London Borough of Richmond upon Thames compared to other London Local Authorities

The Task Group was fortunate to have had input from Young People with SEN, Parents, Health and Social Care professionals as well as a number of in-borough and out-of-borough schools, which allowed the task group to produce a wide-ranging and in-depth report.

Throughout the course of the review, the task group found provision in Richmond to be good. It also found that it would be impossible to match the provisions available at some independent placements. The task group also found that there was room for further refinement, development and enhancement of the already existing provisions. That notwithstanding, the Members were impressed by the quality and range of SEN provision.

The report was agreed by committee in February 2012 and the Executive Response is going to Cabinet in September 2012.



Cllr Blakemore, Chairman of the SEN Task Group: said:

"The overarching focus of this review was to identify issues that impact on meeting the needs of young people up to the age of 25 with SEN. The review's recommendations

are intended to bring about a positive and effective change to existing provision"

Housing Task Group

Back in November 2010, the Health, Housing and Adult Services Overview and Scrutiny Committee were concerned at the range of far reaching changes in housing and welfare policy. As a result, the Committee set up a Task Group to look into the effects on homelessness in Richmond upon Thames.

The perilous state of public finances and national policy changes have led to a number of changes that will affect the housing situation in Richmond upon Thames. These include cuts in the maximum rates of local Housing Allowance (LHA) payable, reductions in the funding of new affordable housing and the development of a new stream of lettings with higher rents and the Localism Act, with its freedoms such as to discharge the homelessness duty to households into the private rented sector.

The Task Group was comprised of:

- Cllr Blakemore (Chairman)
- Cllr Coombs
- Cllr Elengorn
- Cllr Naylor
- Mr Kingsford TD FRICS FCIH (Co-opted Member)
- Mr Sangster (Co-opted Member)

The group met nine times, considering written evidence and interviewing witnesses from the Council's Housing Service, Children's Service, and from Local Housing Associations and the Department for Work and Pensions.

Published in November 2011, the Task Group's final report and recommendations have proved very useful in developing policy to inform both the new Housing Allocations policy and Homelessness Strategy.

Cllr Blakemore, Chairman of the Task Group, says:

"This scrutiny review was very timely and gave scrutiny members an opportunity to be involved in the policy making process. We received valuable updates from officers, learnt from the experience of other local authorities and gathered evidence from civil servants from the Department for Work and Pensions to gain a better understanding of housing benefit reform."

Procurement Task Group

Procurement is at the heart of delivering value for money and covers everything from ordering stationery through to outsourcing a major service.

Each year the authority spends some £160 million on procuring external providers to deliver goods, services or works for customers, residents and internal stakeholders.

In 2010 Cabinet agreed a new strategic direction to become a Commissioning Council. The vision is for a Council that provides fewer services directly with more services being delivered by the voluntary sector, private sector and community groups.

Therefore, significant parts of the Council's efficiency savings need to be delivered through this external spend, as well as with directly managed services. The "commissioning model" is a new way of working and moving forward scrutiny of procurement will become even more important.

In December, the Chairmen and Vice-Chairmen of each Overview and Scrutiny Committee agreed that they should meet to look at where scrutiny could add value. By using the Community Meals Service as a pilot exercise it was agreed that scrutiny should focus on the following to ensure value is added to the procurement process:

- Policy Development
- The Procurement Strategy / The Business Case
- Performance Review

During the March / April round of meetings each Overview and Scrutiny Committee considered reports which provided details of the Council's forward procurement activity for the next three years.

Each Committee identified a number of specific procurements for scrutiny over the course of the period and the Chairmen and Vice Chairmen agreed a cross cutting work programme which will be taken forward, as appropriate, by each Committee.

In addition, a guide has been produced to assist members (and officers) with the scrutiny of procurement activity. This has been circulated to Members already and is available on RIO:

<http://moderngov.richmond.gov.uk/ecSDDisplay.aspx?NAME=SD4953&ID=4953&sch=doc>

The guide builds on lessons learnt from the Community Meals Procurement Pilot and provides information on how to scrutinise procurement activity, where scrutiny can add value and the criteria for selecting topics for review.

Tobacco Control Task Group

On the 9th March 2011 the government published Healthy Lives, Healthy People -A Tobacco Control Plan for England which set out how tobacco control will be delivered in the context of the new public health system. The plan cited Local Authorities as being central to this work.

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-scrutiny task group, with Members from Education and Children's Services and Environment, Sustainability and Community Overview and Scrutiny Committees was established to investigate and make recommendations on tobacco control and deterrents for young people.

The Task Group's terms of reference is outlined below:

- Reviewing the Tobacco Alliance's Tobacco Control Strategy in relation to the Government's Healthy Lives, Healthy People: A Tobacco Control plan for England.
- Review the effectiveness of controls and actions for tobacco control currently used in Richmond upon Thames.
- Investigate other things that could be used to help minimise up-take, prevalence, health and other tobacco-related harms.
- Commission the Youth Council to conduct research and write a report on the reasons why Children and Young People smoke.
- Make recommendations to aid in the development of an effective, efficient and joined up Tobacco Control Strategy; and
- Produce a final report for the Health, Housing and Adult Services Care and Overview and Scrutiny Committee

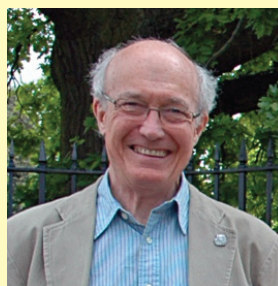
The Task Group would like to make specific mention of Richmond Youth Council's outstanding work for the Task Group. This was done in conjunction



with NHS Richmond. Not only is it feeding into the Task Groups' final report but is being used in the Joint Strategic Needs Assessment and to inform the development of the Stop Smoking Service Specification.

The Task Group's final report is currently being written and is due to go before the Health, Housing and Adult Services Overview & Scrutiny Committee in November 2012.

Cllr Williams, Chairman of the Task Group, says -



"With public health transferring in April 2013 to the Council and the Health and Wellbeing Board, we need to be ready to make the maximum impact we can in reducing smoking.

This will improve people's lives; help the two-thirds of smokers who want to give up and save money across all the local public services."

5 Joint Overview and Scrutiny Committees

North West London Joint Health Overview and Scrutiny Committee: Shaping a Healthier Future

'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

These London Boroughs formed a JHOSC that is currently scrutinising the process and outcomes of Shaping a Healthier Future.

The process to date has identified other Boroughs that might be affected by service reconfiguration and the London Borough of Richmond upon Thames was identified as one of them.

In light of this, The London Borough of Richmond upon Thames was offered a place on the North West London Joint Health Overview and Scrutiny Committee.



On 19 June 2012 The Health, Housing and Adult Social Services Overview and Scrutiny Committee appointed Councillor Jones to the North West London Joint Health Overview and Scrutiny Committee as a voting member and Maureen Chatterley (Co-opted member) as a non voting member.

Cllr Jones and Maureen Chatterley have attended a half day information session on the Pre-Consultation Business Case (Financial Modelling and Estates Assessment) and the first formal meeting of the North West London Joint Health Overview and Scrutiny Committee which was held on 12 July 2012. The review is due to come to an end in late autumn of this year.

South West London Joint Health Overview and Scrutiny Committee: Better Services Better Value

Better Services, Better value is a programme that has been set up to review and improve health services in South West London. It is being lead by six clinical working groups who have been set up to look at

- Planned care;
- Urgent, unscheduled and emergency care;
- Maternity and newborn care;
- Children's services;
- Long-term conditions; and
- End of life care.

The Better Services Better Value review is recommending that there be three rather than the current four emergency departments in South West London. Each of the three emergency departments would have an integrated urgent care centre. A fourth stand-alone urgent care centre which could treat up to 70% of patients currently seen at A&E, is also proposed. Three obstetric units in south west London rather than the current four, though clinicians do not rule out the possibility of a stand-alone midwife-led unit. The three units would be co-located with emergency departments; a world class, state-of-the-art planned care centre for elective surgery - separate from emergency care and more services delivered in GP surgeries, community settings and people's homes, including support for people with long term conditions.

The following South West London Boroughs affected by the proposals set out in the review are:

- London Borough of Richmond upon Thames
- London Borough of Sutton
- London Borough of Croydon
- London Borough of Merton
- London Borough of Wandsworth
- Royal Borough of Kingston upon Thames



As a result, these boroughs decided to establish a South West London Joint Health Overview and Scrutiny Committee. The Committee has been set up to:

- Review and comment on the proposed consultation arrangements for the better Services better Value proposals prior to the start of the consultation.
- Review and respond to the Better Service Better Value proposals
- Exercise the power of referral to the Secretary of State for Health if the Committee is of the opinion that the consultation has been inadequate or the proposals are not 'in the interests' of the NHS; and
- Review the formal response of the NHS to the Committees consultation response.

The South West London Joint Health Overview and Scrutiny Committee held its first formal meeting in February 2012.

6 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.

- Service Users
- Carers, including the Richmond Parent Carers Action Group
- Local Schools
- West Thames College
- Local pharmacists
- Local GPs
- Kingston and Richmond Tobacco Control Alliance
- NHS Richmond
- NHS South West London
- Hounslow and Richmond Community Healthcare
- South West London & St George's Mental Health Trust
- Richmond upon Thames LINK
- West Middlesex University Hospital
- Kingston Hospital
- Richmond Drug and Alcohol Team
- Richmond upon Thames Borough Police
- London Fire Brigade, Richmond upon Thames
- The Centre for Public Scrutiny
- LG Futures
- The Department for Work and Pensions (DWP)
- Richmond Housing Partnership
- L&Q Housing Trust
- Richmond upon Thames Churches Housing Trust
- Price Waterhouse Coopers (PwC)
- Transport for London (TfL)
- The London Organising Committee of the Olympic Games (LOCOG)
- London Councils
- The Communities and Local Government Committee
- Other Local Authorities

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:

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.

7 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

8 Overview and Scrutiny Committee Dates for 2012/13

| Finance & Performance OSC | Education & Children's Services OSC | Environment, Sustainability & Community OSC | Health, Housing & Adult Services OSC |
|---------------------------|-------------------------------------|---|--------------------------------------|
| 15 October 2012 | 16 October 2012 | 19 September 2012 | 27 September 2012 |
| 5 December 2012 | 4 December 2012 | 29 October 2012 | 21 November 2012 |
| 24 January 2013 | 15 January 2013 | 23 January 2012 | 14 January 2013 |
| 5 February 2013 | | | 4 February 2013 |
| 16 April 2013 | 15 April 2013 | 27 March 2013 | 26 March 2013 |
| 8 July 2013 | 26 June 2013 | 24 June 2013 | 25 June 2013 |

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 7158.

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

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

Albanian

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

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۔