#### For General Release

REPORT TO:	FULL COUNCIL
	19 OCTOBER 2015
AGENDA ITEM NO:	13
SUBJECT:	BUSINESS REPORT OF THE SCRUTINY AND OVERVIEW COMMITTEE
LEAD OFFICER:	Council Solicitor and Monitoring Officer, Director of Legal and Democratic Services
LEAD MEMBER:	Councillor Sean Fitzsimons Chair, Scrutiny and Overview Committee
WARDS:	All
CORPORATE PRIORITY/POLICY CONTEXT:	The constitutional requirement that Council receive a Scrutiny Business Report.

#### 1. RECOMMENDATIONS

- 1.1 Council is asked to note the Scrutiny work programme for 2015-16 (attached) and scrutiny activity since the 30 June 2015.
- 1.2 All Members are asked to consider the opportunities offered by Local Action Mini Reviews and what contribution they or their constituents can make to these or to the topics selected for Scrutiny as part of the 2015-16 scrutiny work programme.
- 1.3 Members are asked to note the Lines of Enquiry for each review and consider whether they or their constituents may be able to contribute comments or questions for consideration and to tweet/facebook the topics to their followers

# 2. EXECUTIVE SUMMARY

This is the report of Scrutiny and Overview Committee covering the period from 30 June to 9 October 2015 as required by the Constitution. The Constitution allows 10 minutes for this item, which includes up to 2 minutes for announcements

#### 3. DETAILS

This report provides an account of Scrutiny activity carried out between 30 June and 9 October 2015.

#### 4. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

Not relevant for the purposes of this report.

#### 5. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

The Council's Constitution (Part 4a Council Procedure Rules 3.05) states that the purpose of the Scrutiny Business Report is "To update the Council on Scrutiny activity since the previous Council meeting. Also to advise on any major issues that needs to be considered by Scrutiny. Incorporating (1) written questions and (2) oral questions on the items contained in the Business Report".

The Constitution allows 10 minutes for this item, which includes up to 2 minutes for announcements.

#### 6. HUMAN RESOURCES IMPACT

Not relevant for the purposes of this report.

#### 7. EQUALITIES IMPACT

Not relevant for the purposes of this report.

#### 8. ENVIRONMENTAL IMPACT

Not relevant for the purposes of this report.

#### 9. CRIME AND DISORDER REDUCTION IMPACT

Not relevant for the purposes of this report.

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BACKGROUND DOCUMENTS: None

#### ATTACHMENTS:

- Report from the Chairman of the Scrutiny and Overview Committee
- Scrutiny Work Programme 2015-16

# REPORT FROM THE CHAIR OF THE Scrutiny and OVERVIEW COMMITTEE

#### **30 June to 9 October 2015**



Councillor Sean Fitzsimons
Chair, Scrutiny and Overview Committee

#### 1. YOUR ATTENTION PLEASE!

If there is a theme for this edition of the Scrutiny report it is about drawing attention to a number of key issues for your action, reflection and information.

For **action** it is that the NHS (CCG and NHS England) and the council has embarked on a programme of significant variation in the health services in Croydon. The Health Scrutiny sub-committee has expressed concern on a number of occasions to the CCG that such variations require formal consultation with Scrutiny. The CCG has now belatedly in our view notified Scrutiny that a number of variations will be coming to the Health Scrutiny sub-committee. Also for action is the dramatic cut to the support for Unaccompanied Asylum Seeking Children by the Home Office, which calls for Members to lobby the government on a cross party basis.

For **information**, Members should be aware that when Scrutiny was notified of a closure of the railway line between East Croydon and Redhill for 10 days over Christmas and new year, the Streets Committee called the train operator to the Streets and Environment Sub-Committee and sought clarification about how the closure of the line will be handled to minimise the impact on the travelling public, businesses and shoppers over this key trading /shopping/travelling period.

For **reflection and action** Members should note how complex is the relationship between the Department for Transport (DfT), Network Rail, TfL, Tramlink, and the Rail operators. To them the Croydon Area does not exist as an area, but only as part of a larger planning region. Thus the potential benefits to Croydon of upgrading the Brighton Mainline by Network Rail (Streets and Environment subcommittee), is to remove what, to Network Rail, is a bottleneck on their plans for the Southeast. More importantly those Members concerned about improving access to their local stations should know which of these bodies to lobby in order to be heard. The work to East Croydon station remains unfunded and would

benefit from Member lobbying. The papers for these meetings and the Briefings prepared by officers will repay some reading. Planning Committee Members should also note that Planning Committee decisions made about individual sites in the East Croydon area may impinge negatively on the broader plans to improve East Croydon station.

#### **Mini Reviews**

Two mini reviews are underway under the auspices of Councillors Matthew Kyeremeh and Andrew Rendle. Scrutiny looks forward to hearing the results of their reviews later in the year. Resources permitting, a third mini Review will be submitted to the main Committee for scoping.

#### Recommendations

Recommendations the committees have made to Cabinet over the past year are now beginning to come back to scrutiny. We have been disappointed at the time it has taken for this to take effect and have asked that the process be revised so that our recommendations are considered and responded to in a timely fashion.

# **Involving Young People**

All the Scrutiny Committees are constantly looking at ways of engaging all parts of our community. In this respect the Children and Young People Scrutiny Sub-Committee will be handing over the reins to a group of young Croydon residents when they review housing for young people on 17 November. The young people came to the last meeting of the Sub-Committee to be formally co-opted for the next meeting. We are all keen to see the results of this exciting opportunity of giving young people a voice through scrutiny. We are looking forward to developing other innovative ways of involving the community.

#### **Contribution to Member Learning**

Scrutiny meetings are informed by background research carried out by Scrutiny Officers. These briefings are usually published as "Topic" Reports and posted in the Members Portal. They are a valuable contribution to member learning.

#### Web-casting

Consideration is being given to web-casting all Cabinet Member question time sessions that take place in the Town Hall as a way of further increasing transparency.

#### 2. SCRUTINY COMMITTEE AND SUB-COMMITTEE REPORTS

#### 2.1 Scrutiny and Overview Committee

Meetings of the Scrutiny and Overview Committee are webcast and can be seen at: http://www.croydon.public-i.tv/core/portal/home

The Scrutiny and Overview Committee meeting on 8 September included a question time session with **Councillor Simon Hall**, Cabinet Member for Treasury and Finance.



Councillor Simon Hall made a short presentation which covered his vision for the portfolio, its successes, delivery of services and the impact of central government actions on the borough, then answered wide-ranging questions from Members.

Councillor Hall provided information about reductions in the grant and increasing demand, recent Government policy changes, the implications of population increases and demographic shift shifts in the borough which have impacted on homelessness, adult social care and SEN transport. He also provided information about the impact of cuts in other public services including on the NHS and Police.

Members were particularly concerned about in year cuts in budgets which affect delivery of services including **Unaccompanied Asylum Seeking Children** (UASC), Welfare benefits, Public Health, CALAT, Parking and Housing rent levels all of which make the already challenging 2015/16 budget more difficult to deliver. The Committee resolved that it would write to the Home Office outlining the concerns of the Committee about the unfair withdrawal of funding for Unaccompanied Asylum Seeking Children (UASC); the potential impact on resources in the borough should large numbers of UASC come here in the future as a result of the current migrant crisis in Europe and the need for a dispersal process to be put in place.

The Committee also considered an item on the Facilities Management Contract Procurement following its pre-decision scrutiny of the contract in September 2014. This report provided an update on the process including on the construction of the 'bundles' and provided confirmation that the process was on track to deliver the procurement to timetable.

Members noted a report which presented an **Overview of Council Contracts** and following a number of questions to Councillor Simon Hall and officers of the council, resolved to review the effectiveness of the commercial contract management hub in approximately one year, subject to the constraints of the 2016/17 scrutiny work programme.

#### 2.2 Streets and Environment Scrutiny Sub-Committee

The **Experimental Road Closure of Norbury Avenue** was referred to Scrutiny by the Cabinet Member for Transport and Environment and was considered by the Streets and Environment Scrutiny Sub-Committee on 7 September.

The Sub-Committee heard from the Cabinet Member and from a range of speakers including Sustrans, Croydon Cyclists Campaign and representatives from Waltham Forest and Lambeth Councils – both of which had recent experience of road closures in their boroughs. The Sub-Committee heard representations both for and against the closure from members of the public and local Ward Members in the affected areas.

Quietways was a manifesto commitment of this administration and so it is proper that Scrutiny should scrutinise how this commitment is being implemented. However the Sub-Committee acknowledged that there was significant

dissatisfaction amongst many local residents and some local Councillors regarding both the experimental closure itself and the consultation process. Committee members agreed that residents' concerns should be heavily weighted in all such decisions.

It was noted that many residents do not cycle currently as they believe Croydon roads, especially major roads such as London Road, are unsafe and that Quietways are a key policy in encouraging less confident cyclists.

The Sub-Committee noted that Experimental Traffic Orders are used by Councils across London and that temporary road closures are likely to cause public concern if residents are not fully engaged in the process and believe that their community as a whole is unlikely to benefit from the proposals.

After hearing from the different stakeholders, the Sub-Committee made recommendations to Cabinet and to Transport for London including that the consultation for the experimental closure was neither wide enough in geographical scope, nor long enough in timescale. The impact of the decision to suspend the consultation during the politically restricted period was also noted.

On 29 September the Streets and Environment Scrutiny Sub-Committee considered items relating to the rail network in Croydon and held a question time session with Councillor Kathy Bee, Cabinet Member for Transport and Environment.

Members heard from a representative from Network Rail about the proposed Brighton Mainline upgrade and that the rail infrastructure 'bottleneck' at East Croydon offers an opportunity for Croydon to benefit from a world class station, significant improvements to capacity and train performance and reductions in overcrowding for passengers. Members were also made aware that the infrastructure upgrades proposed are not funded and that further work needs to be done to secure the necessary funding although announcements in the 2015 summer budget had provided some support for the BML upgrade. They were also informed that there would be significant problems ahead for Croydon, its residents, businesses and rail passengers if the BML upgrade does not go ahead as train performance has already declined in recent years and that the council needs to ensure that the right processes are in place to support the scheme including that ensuring that reference to BML upgrade plans are considered as material considerations in future planning applications in the East Croydon area... The Sub-Committee recognised that there would be disruption to passengers and those who live and work in Croydon during work to upgrade the BML, that this needs to be managed and that lessons from the disruption at London Bridge station in early 2015 needed to be taken into consideration when timetabling and planning is taking place

The Sub-Committee recognised that improving accessibility at Norwood Junction was not a key element of the BML upgrade but this was a significant concern to them and they resolved to consider accessibility at Croydon stations at a future meeting of the Sub-Committee.

The Sub-Committee also received information from representatives from Southern GTR about the **10-day line closure between East Croydon and Redhill over Christmas and New Year.** 

Members noted that this will cause considerable disruption over the Christmas and New Year period and although Network Rail is delivering the rail improvement works, Southern GTR is making the arrangements for train diversions and bus replacement services throughout the area affected. Members'

local knowledge of East Croydon Station and the particular limitations of Dingwall Road resulted in concerns that the arrangements being made for rail replacement buses, their pick-up and drop-off points and the potential for conflict with existing bus services were not adequate and the Members resolved to ask Southern GTR to provide the Sub-Committee with further information about its contingency plans in the event that the engineering works over-run. The

# The work and impact From 2200 Christmas Eve to 0400 Monday 4 January Network Rail will undertake major work on the main line This includes renewal of a junction at the north of Purley station, plus track & bridge renewals No trains South Croydon to Redhill - train diversions & rail replacement bus services instead The revised service will be across our network including: - no Gatwick Express services - Thameslink services terminating at East Croydon - Southern services running to East Croydon / East Grinstead with connecting rail replacement buses; alternative train service from Victoria to Gatwick Airport via Horsham; trains Gatwick Airport & Three Bridges, south

Sub-Committee also asked the train operator to use all means of communicating information about the blockade as early as possible as they felt that the impact on rail passengers, particularly to and from Gatwick airport was crucial as journey times to and from the airport will be lengthened considerably as a result of the blockade. Members also asked Southern GTR to ensure that its arrangements for ticket acceptance on buses are extended to all bus routes in the area affected by the blockade.

The meeting included a Cabinet Member Question time session with **Councillor Kathy Bee** who gave a comprehensive presentation about the successes of the past 12 months, priorities for the future, challenges facing her portfolio and pressures affecting it. She answered wide ranging questions including those affecting consultation and implementation of the first 20mph area in the north of the borough, parking issues including lessons learned from the closure of Lime Green car park, the use of speed recorders, Quietways, rail services in the borough, flood prevention, pavement and road repairs, cycle parking and countdown displays at bus stops.

# 2.3 Health, Social Care and Housing Scrutiny Sub-Committee

On 15 September the Health, Social Care and Housing Scrutiny Sub-Committee held the first in a series of meetings in the community in a bid to encourage greater resident participation and to promote the openness and transparency agenda.



These external meetings aim to raise the profile of scrutiny within the council, the community and it is hoped that through discussions with multiple agencies that they provide a good demonstration of the level of joint working with key stakeholders across the health and social care economy of Croydon.

The **London Ambulance Services (LAS)** was in attendance at the meeting on took place in Purley. The officers gave a very honest account of the strengths and weaknesses in the ambulance service across London and specifically in Croydon. LAS continue to work with other health and social care providers and commissioners to deliver a cohesive service which puts the patient in the centre of the delivery of care. Accounts were made taken from several voices in the room which included a statement from the Chair of the Patient's Forum LAS, Healthwatch giving a local perspective, SLaM, CCG and written statements from the safeguarding team.

The Clinical Commissioning Group walked Members through the muscular skeletal care pathway by way of demonstrating how the quality of life for **people living with chronic conditions** is commissioned and delivered. The CCG was in a position report that by reviewing a remodelling the services that waiting time have been reduced from 26 weeks.

The CCG introduced a high level document of scenarios which during a range of workshops would be worked up into several options which could then be put out for public consultation in relation to the **re-procurement of urgent care services**. During the course of this discussion Scrutiny committee members reminded the CCG of the statutory requirement to consult scrutiny committee meaningfully on significant variations.

Following a reminder at a previous meeting, the CCG has now provided Scrutiny with a list of proposed variations in services covering the following issues:

- Re-procurement of urgent care services
- Outcome based commissioning
- Review of mental health services
- Prevention, self-care, shared decision-making
- Primary care

Hot off the press: CUH has offered the Committee the opportunity to discuss the outcome of the CQC inspection of the Trust's services.

#### 2.4 Children and Young People Scrutiny Sub-Committee

At the **14 July meeting** of the sub-committee, Members scrutinised fostering and adoption services in Croydon. Also in attendance were three members of the Foster Carers' Association, who were invited to contribute to discussions.

Officers stated that considerable improvements had been made to fostering and adoption services over the past 3-4 years, leading to an increase in the number of foster carers and adopters. 200 children were now in foster care and 29 children had been adopted in the last year.

Members noted the considerable difference in the cost of in-house and independent foster placements and asked whether there was any pressure to use in-house services to keep costs down. Officers gave assurances that financial considerations were not central to deciding where a child was to be placed and that the courts decided on placements purely in the child's best interests. Members asked whether foster carers' views were taken into account in service improvements and were informed that this was not happening as much as they would like, although it had to be recognised that the high retention of foster carers (96.7%) was an indicator of satisfaction on their part.

Foster carers commented that they felt that basic "day to day" needs were the main issue for them and that this was not being addressed. In addition, foster carers reported an inconsistency of support and messages from social workers as a result of a high turnover of staff. However, it was acknowledged that foster carers' allowances had been kept in line with those of other local authorities, which was appreciated by foster carers.

Asked what support foster carers would like to have that they were not currently receiving, they replied that they would appreciate having good policies and accessing them online. They observed that many social workers' knowledge of these was patchy. They felt that social workers were good but significantly overstretched.

The next scrutiny business report (to Council on 7 December 2015) will include a report on the Children and Young People Scrutiny Sub-Committee meeting held on **Tuesday 13<sup>th</sup> October**, which will focus on the annual report of the Croydon Safeguarding Children Board.

Preparations for the **17 November meeting** at which Croydon College students will take the lead in questioning decision-makers, are progressing apace. The group was formally co-opted at the 22 September Scrutiny meeting and a communications strategy is being implemented to keep the public informed of progress.

The topic chosen by the group is housing for young people and areas to be scrutinised will include the availability of genuinely affordable housing for young people, the availability of housing advice for young people and the impact of homelessness on the future prospects of young people.



The group are meeting with CAYSH and aim to attend events such as a young people's careers fair and the forthcoming landlord fair to network and gain a deeper understanding of housing issues affecting young people in Croydon.

# 2.5 Joint meeting of the Health, Social Care and Housing Scrutiny Sub-Committee and Children and Young People Scrutiny Sub-Committee

The Children and Young People Sub-Committee and the Health, Social Care and Housing sub-committee met together on 22 September to scrutinise two cross-cutting topics:

- Children and young people affected by domestic violence (DV)
- Child and adolescent mental health services.

The Council has adopted a DV Strategy. The CYP Scrutiny subcommittee was not clear what provision was being made within the strategy for children affected by domestic violence as witnesses/onlookers, and asked for a special meeting on it.

A number of voluntary sector organisations such as Mighty Men of Valour, Drop in and Off the Record were represented at the meeting as they provide a range of services to children and young people affected by domestic violence or suffering from mental health issues.

Officers explained that the strategy sought to protect the parents in order to protect the children, and pointed to the borough's Multi-Agency Risk Assessment Conferences (MARAC) and the Troubled Families programmes as key tools to tackle cases of abuse. However, officers accepted that the Scrutiny focus on children living within households affected by Domestic Violence was not directly addressed by the Strategy and should be seen as work in progress to which officers will now address.

Members heard that council officers had initiated domestic violence awareness Raising programme in Croydon College, the "Croydon College Ambassadors" Programme. A student from the college spoke briefly about her participation in this initiative, which aims to reach a large number of people at no additional cost. All Ambassadors will be trained to understand service pathways to tackle domestic violence cases. Members asked about young people's readiness to tackle confidentiality issues. Officers explained that the Ambassadors' training programme had been developed with young people, and that it aimed to address challenging issues such as confidentiality and to provide support through effective supervision.

Possibly as a result of the above initiatives, officers were able to confirm that footfall at the FJC was high, and that reporting rates to the police had risen. While the domestic violence strategy was having an impact, members stressed that it should clearly address the impact of domestic violence on children and young people and services being provided to address it.

Members then turned their attention to child and adolescent mental health services and were advised that Croydon's Clinical Commissioning Group was due to receive an additional £450,000 of funding this year to deliver a transformation plan for these services. The new approach would allow South London and Maudsley NHS Trust and the voluntary sector to work much more closely together and would shift the balance to more early prevention of mental health issues.

Members stressed the need to achieve parity of esteem for mental health services. They questioned officers on the waiting list for children's and young people's mental health services, which had hitherto been very long for acute services. They were advised that the additional funding should significantly reduce the waiting list by April 2017.

The borough's autism champion, Councillor Rendle, was invited to highlight issues relating to this condition. He highlighted the need for better awareness of the condition by GPs, the BME community. Members were advised that, as a result of the increased awareness of issues relating to autism, there was to be an agenda item on this condition at a forthcoming meeting of the Health and Wellbeing Board.

Members welcomed the additional funding for children's mental health services, recognised the way the voluntary sector had tackled the significant demand for mental health services and agreed to monitor the progress of the transformation plan and its outcomes.

# 2.6 Forthcoming scrutiny meetings:

Committee	Date & venue	Topics				
Scrutiny and Overview Committee	3 <sup>rd</sup> November Town Hall	<ul><li>Question time: Councillor Timothy Godfrey</li><li>Capital Budgets</li></ul>				
Health, Social Care and Housing Scrutiny Sub- Committee	10 <sup>th</sup> November New Addington Community Centre	<ul> <li>Question time:         Councillor Alison Butler</li> <li>Adult Safeguarding</li> <li>Housing Repairs</li> <li>CCG outcome based commissioning for the over 65s</li> <li>CCG mental health review</li> </ul>				
Children and Young People Scrutiny Sub-Committee	17 <sup>th</sup> November Town Hall	Young People's     Takeover meeting –     Housing topic				
Streets and Environment Scrutiny Sub-Committee	24 <sup>th</sup> November Town Hall	Croydon Local Plan     Cabinet response to scrutiny recommendations				

# 3. SCRUTINY WORK PROGRAMME 2015/16

The 2015-16 scrutiny work programme continues to be developed and an "at a glance" summary is attached. Scrutiny Chairs discuss and agree the lines of enquiry for topics in the 2015-16 programme with their Committee Members and would welcome suggestions from all Members for existing or potential topics for scrutiny to cover.

Attached: At a glance scrutiny work programme 2015/16

# SCRUTINY WORK PROGRAMME 2015/16<sup>1</sup> - as at 9 October 2015

	SCRU	TINY WOR	K PROG	KAMIN	IE 201	5/16 -	as at	t 9 Octo	oper	2015		
SCRUTINY OVERVIEW COMMITTEE (SOC)	9 June 15  - QT: Leader & CX (post-election impact)  - Work programme  - Terms of reference	8 September 15     QT: Finance at Treasury     Overview of Council Contract     FM procurement contract update	e QT: Cult Leisure Sport Capital b Cabinet to scrutir	3 November 15 QT: Culture, Leisure and Sport Capital budgets Cabinet response to scrutiny recommendations  15 December 15 QT: Leader and CX Budget 2016/17 and performance Performance  19 January Revitalising evening economy in Croydon (in policing and licensing)		conomy bbs lising the g my in on (inc. g and	22 March 16  QT: Communities, Safety & Justice  Safer Croydon Partnership (repeat offending & criminal justice system)  Stronger Communities Partnership (update)  Scrutiny Annual report (draft)			12 April 16 Topics for 2016/17 Digital inclusion Financial inclusion		
HEALTH, SOCIAL CARE AND HOUSING SUB-COMMITTEE (HSCH)	- Work - programme - Terms of reference	15 September Support for People Living with Chronic conditions London Ambulance service Reprocurement of Urgent Care (CCG)	22 September JOINT MEETING WITH CYP SUB CAMHS Children affected by domestic violence	- QT: Ho Regen Planni - Outcon Commi (CCG) - Mental	eration & ng ne Based ssioning health (CCG) arding	8 Decem - GP - Perform includin (instance Immunistance - Profess allied to medicin	nance g es of sation) ions	26 Janua - QT: Fam Health 8 Social C - Better C Fund - Croydon Services Trust - PH Annu Report (1 2016)	ary 16 nilies, care are Health NHS	8 March 16 - SLAM (and CAMHS) - HWBB (includ sexual health) - Review of the Work Program		10 May 16 - Topics for 2016/17 - Quality Accounts
CHILDREN AND YOUNG PEOPLE SUB-COMMITTEE (CYP)	16 June 15 - School places - Estates strategy - Work programme - Terms of reference	14 July 15 - Fostering Services and Adoption Services - Cabinet respons report & action plan re. children safeguarding recommendation	's violence	ALTH SUB a affected estic	(extra r - Safegua Council - The wor Children	social care k of the 's rding Board	PE TA M	OVEMBER 15 OUNG OPLE 'S KEOVER EETING = Housing	- QT: You Lear - Schd and - The I - Revi Prog - Cabi	2 January 16 Children, ng People & rning col standards inclusion Budget 2016/17 iew of the Work gramme inet response to	- Hor - Tra chil to a	15 March 16 me schooling nsition from dren's social care dult social care sics for 2016/17
STREETS AND ENVIRONMENT SUB-COMMITTEE (S&E)	30 June 15  - Work programme  - Terms of reference  - Scene setting from stakeholders re. Croydon Transport Vision	7 September 15 (extra meeting)  Norbury Avenue Experimental Road Closure	- QT: Trai	nsport & ment	- Croydo - Cabine to scrut	ember 15 n Local Plar response iny nendations	- QT: and - Villa stre and coll-	ebruary 16 Green I Clean age style et cleaning I waste ection eet lighting contract	- Metr co-o deliv Real - Plus Man & So Plan - Revi	1 March 16 ropolitan centre ordination and very inc. Public Im Design Guide : Construction agement Plans chool Travel is iew of the Work	Per Acc Sou Ser - Sus	5 April 16 I services inc. formance, tessibility and th London Metro vices stainability update vics for 2016/17

<sup>&</sup>lt;sup>1</sup> This is an at a glance programme. For full details consult the full work programme. Some lines of enquiry have still to be developed by Members