

REPORT TO:	CABINET 19 NOVEMBER 2018
SUBJECT:	STAGE 1: RECOMMENDATIONS ARISING FROM SCRUTINY
LEAD OFFICERS:	RICHARD SIMPSON, EXECUTIVE DIRECTOR RESOURCES AND S151 OFFICER STEPHEN ROWAN – HEAD OF DEMOCRATIC SERVICES AND SCRUTINY
LEAD MEMBER:	COUNCILLOR SEAN FITZSIMONS CHAIR, SCRUTINY AND OVERVIEW COMMITTEE
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT:	THE CONSTITUTIONAL REQUIREMENT THAT CABINET RECEIVES RECOMMENDATIONS FROM SCRUTINY COMMITTEES AND TO RESPOND TO THE RECOMMENDATIONS WITHIN TWO MONTHS OF THE RECEIPT OF THE RECOMMENDATIONS.

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations contained within this report:

1. RECOMMENDATIONS

Cabinet is asked to:

- 1.1 Receive the recommendations arising from the Health & Social Care Scrutiny Sub-Committee (25 September 2018) and from the Streets, Environment & Homes Scrutiny Sub-Committee (9 October 2018) to provide a substantive response within two months (i.e. at the next available Cabinet meeting on **21 January 2019**)

2. EXECUTIVE SUMMARY

- 2.1 Recommendations that have been received from the Scrutiny and Overview Committee and its Sub-Committees since the last Cabinet meeting are provided in the body of this report. The constitution requires that an interim or full response is provided within 2 months of this Cabinet meeting.

3. 25 SEPTEMBER 2018 – HEALTH & SOCIAL CARE SCRUTINY SUB-COMMITTEE RECOMMENDATIONS

- 3.1 The Sub-Committee considered an item on the Croydon Safeguarding Annual Report 2017/18. The Sub-Committee came to the following conclusions:

- 1) The Sub-Committee commended the report, noting that it was very detailed and informative.
- 2) Croydon was to be congratulated for highlighting the serious issue of Hoarding and should be proud of championing exposure of this serious illness.
- 3) The report did not fully highlight the effectiveness of partnerships and further evidence of strong partnership would be useful in the report.

The Sub-Committee made the following recommendations:

- 1) Figures on safeguarding referrals made by internal and external organisations to be provided to the Sub-Committee.
- 2) Evidence of outcome of partnerships to be presented in 2018/19 report.

3.2 The Sub-Committee considered an item from the South London and Maudsley NHS Foundation Trust (SLaM) providing an update on their recent CQC Report. From this item the Sub-Committee came to the following conclusion:

- 1) The CQC ratings for SlaM were disappointing and concerning given that in recent years the performance of the Trust had been good. This rating was despite the fact that they were the most improved NHS Trust in the last year.
- 2) There was great concern that the Executive had lost line of sight and this lack of sight had contributed to the key issues highlighted by the CQC in areas of inadequacy by the Trust.
- 3) The Sub-Committee welcomes the new structure which means that Croydon will be geographically led. This way of working presents an opportunity to understand funding issues and implications. In particular, issues surrounding underfunding and its contribution to inequalities of health.

The Sub-Committee made the following recommendations to SlaM, which are presented for the Cabinet's information:

- 1) SLaM to return to a meeting of the Sub-Committee in December 2018 to provide an update on the actions that have been put in place in response to the CQC findings.
- 2) SLaM to provide explicit reference of line of sight of senior management in order for the Sub-Committee to appropriately hold the Executive to account about the visibility of their leadership.

3.3 The Sub-Committee considered an item from the Clinical Commissioning Group (CCG), who provided an update. Arising from the item, the Sub-Committee came to the following conclusions:

- 1) It was encouraging to learn that they were no longer in special measures and hope that they continue to work hard to drive through improvements.
- 2) The various partnerships and relationships built was positive and was improving outcomes for residents.
- 3) Inequality was mentioned throughout the report but this should have occurred at the forefront in order to promote transparency in all areas of service.

The Sub-Committee made the following recommendations to the CCG, which are presented for the Cabinet's information:

- 1) Explicit reference of inequalities to be provided in the revised report as accountability is more difficult if not referenced explicitly.
- 2) The CCG to work closely with partners on promoting access to services and intervention for young people with Mental Health issues.

4. 9 OCTOBER 2018 – STREETS, ENVIRONMENT & HOMES SCRUTINY SUB-COMMITTEE RECOMMENDATIONS

4.1 The Sub-Committee considered an item on the South London Waste Partnership along with a Question and Answer Session with the Cabinet Member for Clean, Green Croydon. Subsequent to questions to those present, the Sub-Committee came to the following conclusion:

- 1) The Cabinet Member and officers were thanked for their presentation and report
- 2) Although the roll out of the bins had been successful in most areas, there were notable issues in some areas by Jett the company used to deliver the bins.
- 3) It was encouraging that Croydon residents were recycling 38% of their household waste.
- 4) There were concerns regarding the size of bins and the Council's decision of a one size fits all policy.
- 5) The Members were not convinced with the Cabinet Members response that the choice to use the largest capacity bin was a means of future proofing the service.
- 6) There had been a lack of communication with Councillors on decisions made surrounding the roll out. Councillors has not been consulted on the potential impact within their individual wards.
- 7) Further work was needed to raise awareness of assisted collections for members of the Community who required this service.
- 8) It was acknowledged that Veolia recognised the sporadic and often poor performance by Jett throughout this project and that their performance should be monitored.
- 9) That the Free Bulky Waste collection service should continue to be monitored to ensure that it fulfilled its initial purpose and was reviewed against the occurrences of fly tipping in order to mitigate potential environmental implications.
- 10) That the Scrutiny and Overview Committee add to its work programme an item on the Council's Digital Roll Out Programme. In particular the areas of Software Integration that should have been implemented as advised.
- 11) There appeared to be a reduction in the presence of Electric Vacuums Cleaners in some Wards.
- 12) Occurrences of Graffiti appeared to be on the rise, in particular on shop fronts in some Wards and more needed to be done to tackle this issue.

The Sub-Committee made the following recommendations:

- 1) Recommend to the Cabinet that the Sub-Committee fully supported the retention of the free Bulky Waste Collection service

- 2) Recommend to the Cabinet that the Council review its 'one size fits all' policy that has been adopted in deciding the capacity of bins, in particular for households who consistently produced a small amount of waste.
- 3) Recommend that the Cabinet Member for Clean Green Croydon confirm that there would be no further changes to the waste and recycling collection service timetable.
- 4) Recommend that the Council actively engaged with residents to promote the importance of recycling. In order to promote behavioural change the Council should focus on encouraging residents to recycle and working with them in a positive manner.
- 5) Recommend that the Council provides information to residents on the recycling programme, such as producing information on anaerobic digestion so that they were aware that the food waste they recycled was used to generate energy or processed into renewable natural gas and fuel.
- 6) Recommend to the Cabinet that a review of the Councils Digital Programme be conducted, as there were concerns that the programme which was promised several years ago had not occurred as described or as anticipated.
- 7) Recommend to the Council that officers report back to the Sub-Committee on the findings from the review of difficult properties, such as those above commercial premises in the bin roll out programme.
- 8) Recommend to the Council that an update on performance relating to the removal of Graffiti be provided to the Sub-Committee.
- 9) Recommend to the Council that a update be provided on the roll out, performance and any changes in the use of Electric Vacuum Cleaners be provided to the Sub-Committee.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 There are no financial implications arising directly from the contents of this report.

6. COMMENTS OF THE BOROUGH SOLICITOR AND MONITORING OFFICER

- 6.1 The recommendations are presented to Cabinet in accordance with the Constitution.
- 6.2 This requires that the Scrutiny report is received and registered at this Cabinet Meeting and that a substantive response is provided within 2 months (i.e. **Cabinet, 21 January 2019** is the next available meeting).

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BACKGROUND DOCUMENTS:

Background document 1: Reports to the Health & Social Care Scrutiny

Sub-Committee on 25 September 2018.

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=168&MId=1508&Ver=4>

Background document 2: Reports to the Streets, Environment & Homes Scrutiny
Sub-Committee on 9 October 2018.

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=170&MId=1778&Ver=4>