



Overview & Scrutiny Committee (Internal)

18 March 2021

TASK GROUP UPDATE AND WORK PROGRAMME 2020-2021

Report of Democratic Services Manager

All Wards
Key Decision = N

1.0 Purpose of Report

- 1.1 To update on Task Groups held since the committee's last meeting, present for consideration an up to date Overview & Scrutiny (Internal) Work Programme for the Civic Year 2020-2021 and seek approval of the draft Overview & Scrutiny Committee (Internal) Work Programme for 2021-2022.

2.0 Decisions Sought

- 2.1 To note the up to date Overview & Scrutiny Committee (Internal) Work Programme 2020-2021 and the work undertaken by Task Groups since the last meeting.
- 2.2 To approve the draft Overview & Scrutiny Committee (Internal) Work Programme 2021-2022.

3.0 Link to Corporate Priorities

- 3.1 The scrutiny work programme helps to contribute towards the corporate priorities of the Council.

4.0 Introduction & Background

- 4.1 The Scrutiny Work Programme helps the scrutiny committees plan and balance their work programme for the year. The work programme is a fluid document which evolves throughout the year to take account of requests from Corporate Board or Council, Members, the public, partners, local groups etc. and unforeseen issues.
- 4.2 The work programme needs to be flexible to allow for an Overview and Scrutiny Committee to be proactive as well as reactive to issues that may occur at some point throughout the year.
- 4.3 Overview and Scrutiny Committee (Internal) is the internally focussed committee which reviews and contributes to developing Council Policies, Council delivered services and monitoring performance indicators for those targets which are either set nationally or locally for council services.

5.0 Task Group Updates

- 5.1 Community Office Review – On 12 December 2020 a Task Group meeting was held to begin a review of the Council's Community Officers. The review is being undertaken as the Council Plan 2019-23 priority Providing a Fit for Purpose Council states 'that to ensure the delivery of effective business processes a review of the operation of the Council's network of community offices will be undertaken'.

The last review of Community Offices was undertaken in 2016, which resulted in a reduction in the opening hours of some of the community offices.

We discussed how the Community Offices serve a valuable purpose in each of the locations, with a number of other services also provided at the same place. When they first opened, they were very innovative and very well used, but things have moved on considerably.

We requested information in relation to footfall figures, the cost of offices, what the offices are used for and what other services are also incorporated within each. It was also agreed that when possible a visit to see how the community offices operate should take place. Another meeting to consider further information will take place shortly.

- 5.2 Lifeline and Telecare Service – A Task Group meeting was held on 10 February 2021 to consider a report on an internal review of the Lifeline Service undertaken by the Supported Housing and Improvements Team. The last review was undertaken in 2015 with this review prompted by a reduction in customer levels.

We were given an overview of the Lifeline Service including staffing levels and the role of the Mobile Wardens and how they linked into the wider Supported Housing service.

The Supported Housing and Improvements Manager outlined the findings of the review together with details of the proposed action plan which aimed to make efficiencies across the service while maintaining the excellent levels of service provided to existing customers and generate new customers to mitigate the current operational deficit. Currently a very limited telecare service is provided and there is scope to expand this offering to provide additional services to make it suitable for more customers.

Scrutiny agreed that a robust marketing strategy was an essential part of the way forward to showcase what the service has to offer, emphasising its value for money and the peace of mind the service offers to customers and their relatives.

A number of suggestions were made including the feasibility of reducing monthly house visits and whether different packages could be made available. Information was also requested on the costs associated with the vehicles used by the wardens and whether Officers had ever investigated if there is any grant funding available to support the service.

Officers will report back to Scrutiny following implementation of the Action Plan to assess its progress.

6.0 Recommendations

- 6.1 That Members note the Task Group updates and the 2020-2021 Work Programme.
- 6.2 That the draft 2021-2022 Work Programme, be approved, subject to the inclusion of any further Member suggestions.
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7.0 Corporate Implications

Scrutiny Consultation	N/A.
Community Engagement	Scrutiny welcomes suggestions from the community for inclusion in the workplan and a form is available on the website.
Environment & Sustainability	None.
Financial Implications	None.
Legal Implications	None.
Risk Implications	None.
Human Resource Implications	None.
Equalities Implications	Scrutiny aims to consider equality and diversity issues within all work that it carries out.
Health & Safety Implications	None.

8.0 Further Information

- 8.1 Background Papers – None.
- 8.2 File Reference – None.
- 8.3 Appendices – **Appendix 1** – Overview & Scrutiny Committee (Internal)
Workplan 2020/21
Appendix 2 – Draft Overview & Scrutiny Committee (Internal)
Workplan 2021/22

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