

**HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL**

**Day:** Thursday  
**Date:** 7 March 2024  
**Time:** 6.00 pm  
**Place:** Committee Room 1 - Tameside One

Item No.	AGENDA	Page No
1.	<b>APOLOGIES FOR ABSENCE</b>	
2.	<b>DECLARATIONS OF INTEREST</b> To receive any declarations of interest from members of the Scrutiny Panel.	
3.	<b>MINUTES</b> To approve as a correct record, the Minutes of the proceedings of the Health and Adult Social Care Scrutiny Panel meeting held on 11 January 2024.	1-2
4.	<b>HEALTH AND CARE UPDATE</b> The Panel to meet Jonathan O'Brien, Chief Operating Officer, Tameside and Glossop Integrated Care NHS Foundation Trust; and Stephanie Butterworth, Director of Adult Services, to receive an update on recovery, performance, ongoing pressures and future plans.	3-18
5.	<b>SCRUTINY ANNUAL BUDGET LETTER</b> The Chair to update members on the annual budget letter presented at the joint meeting of Executive Cabinet and Overview Panel on 14 February 2024.	19-22
6.	<b>SCRUTINY ACTIVITY 2023/24</b> The Chair to present a summary of activity undertaken during the 2023/24 municipal year.	23-26
7.	<b>CHAIR'S UPDATE</b> The Chair to provide a verbal update on activity and future priorities for the Panel.	
8.	<b>DATE OF NEXT MEETING</b> To note that this is the last formal meeting of the Scrutiny Panel for the 2023/24 municipal year.	
9.	<b>URGENT ITEMS</b> To consider any additional items the Chair is of the opinion shall be dealt with as a matter of urgency.	

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From: Democratic Services Unit – any further information may be obtained from the reporting officer or from Paul Radcliffe, Policy and Strategy Lead, to whom any apologies for absence should be notified.

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## Health and Adult Social Care Scrutiny Panel 11 January 2024

**Commenced:** 6.00pm

**Terminated:** 7.10pm

**Present:** Councillors N Sharif (Chair), Owen (Deputy), Axford, Beardmore, Bowden, Drennan, B Holland, Patel, Warrington

**Apologies:** Councillor Tilbrook

### 26. DECLARATIONS OF INTEREST

There were no declarations of interest submitted by members of the Scrutiny Panel.

### 27. MINUTES

The minutes of the meeting of the Health and Adult Social Care Scrutiny Panel held on 9 November 2023 were approved as a correct record.

### 28. ANNUAL REPORT – TAMESIDE ADULT SAFEGUARDING PARTNERSHIP BOARD

The Panel welcomed Jane Timson, Independent Chair, Tameside Adult Safeguarding Partnership Board; and Anna Jenkins, Head of Safeguarding, Quality and Practice, to receive the annual report.

Panel members reviewed the Tameside Adult Safeguarding Partnership Board (TASPB) Annual Report for 2022/23; and received priorities of the TASPB Strategy 2022-25. Information was provided on membership of the board, with a need for the partnership to reflect and take account of the breadth of contributing factors, residents experiencing domestic abuse, self-neglect and multiple disadvantages.

Data was provided on the total number of safeguarding concerns between 2021 and 2023. It was reported that the number of concerns has increased bringing Tameside in line with regional averages, which followed changes made to the safeguarding policy and procedures in February 2022. The results also reflect national trends following a drop in referrals during the pandemic. More work is needed to explore a relatively low conversion rate.

It was reported that three safeguarding adult reviews (SARS) were published during 2022/23. It is important to ensure there is an effective multiagency approach to risk that reflects on how information is reviewed and sharing arrangements. Reference was made to the Team Around the Adult Policy and key aspects to 'think family' and to promote professional curiosity.

Examples were provided on the work undertaken to raise awareness, such the World Elder Abuse Day on 15 June and the national safeguarding week in November with an online conference for professionals. The TASPB newsletter is also circulated to all partner organisations and promotes the work undertaken.

A summary of achievements was provided for 2022/23, with detail of joint learning sessions, improved pathways for accessing Police support in safeguarding enquires and the training for multiagency partners. The plans for 2023/24 included further strategy review and development,

the creation of an integrated dashboard and to implement tiered risk assessment, to coordinate information better and a redesign of the TASP Team that supports the board.

Ms Timson and Ms Jenkins responded to a number of questions from the Panel on:

- The referral process, thresholds and community awareness.
- The effectiveness of the partnership and input from key stakeholders and agencies.
- The monitoring that is undertaken to track and measure safeguarding incidents and prevalence at a local level.
- Supporting residents with multiple disadvantages and delivering targeting training and support e.g hoarding.
- Better understanding of vulnerabilities and issues affecting residents.
- Working together with families and an earlier connection with support and services.

## **29. HEALTHWATCH TAMESIDE**

The Panel welcomed Alex Leach, Manager of Healthwatch Tameside, to receive the annual report and to discuss opportunities regarding insight and information sharing, forward plans and the learning available by effectively capturing the voice and experience of patients and service users.

**Actions:** The points for action include:

- The Scrutiny Chair to meet with the Chair of Healthwatch Tameside to discuss suitable opportunities for joint working and work programme planning and development for 2024/25.

## **30. CHAIR'S UPDATE**

The Chair updated members on:

- Scrutiny annual budget meetings arranged for 15 January 2024.
- The Scrutiny mid-year budget letter
- The conclusion of activity on Domestic Abuse services

## **31. DATE OF NEXT MEETING**

To note that the next meeting of the Health and Adult Social Care Scrutiny Panel will take place on Thursday 7 March 2024.

## **32. URGENT ITEMS**

The Chair reported that there were no urgent items for consideration at this meeting.

**CHAIR**

# TAMESIDE HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

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## Health and Care Update – March 2024

Agenda Item 4

# Agenda

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- Recovery & Performance - Access
  - Ongoing Challenges / Pressures
  - Future Plans
-

# Recovery & Performance – Elective Care / Access

National Requirements	Status
1. Eliminate all <b>104 week</b> waits by July 2022	Delivered
2. Eliminate all <b>78 week</b> waits by March 2023	Delivered
3. Eliminate all <b>65 week</b> waits by March 2024 - At 29 <sup>th</sup> February 2024 there were <b>29 patients</b> waiting above 65 weeks.	On Track
4. Eliminate all <b>52 week</b> waits by March 2025 - At 29 <sup>th</sup> February 2024 there were <b>386 patients</b> waiting above 52 weeks for treatment.	On Track

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The Trust is on track to deliver all national improvements in elective access on or ahead of schedule and currently has the lowest number of patients waiting over 52 weeks for treatment of any Trust in Greater Manchester.

# Recovery & Performance – Diagnostic Access

National Requirements	Status
1. That 95% of patients requiring a diagnostic test do so within six weeks by March 2025. - c.82% of diagnostic tests delivered within six weeks in November 2023.	<p style="color: green; text-align: center;">On Track</p>

The Trust is now delivering significantly higher levels of diagnostic activity than was undertaken pre-pandemic.

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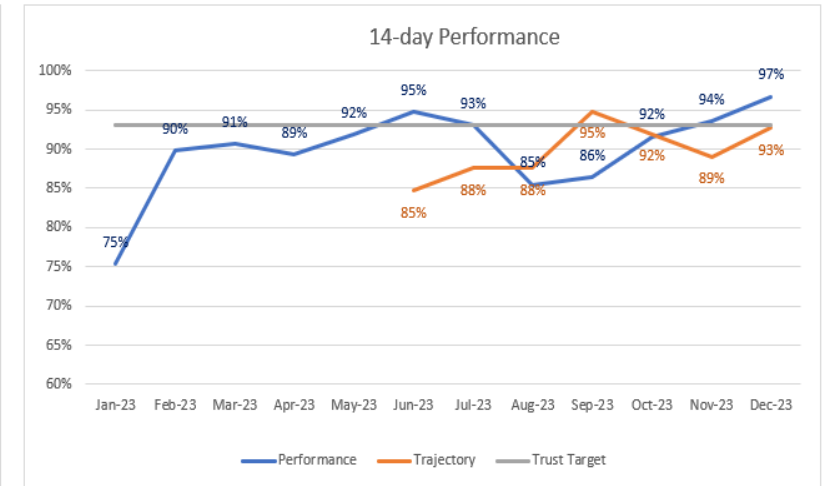
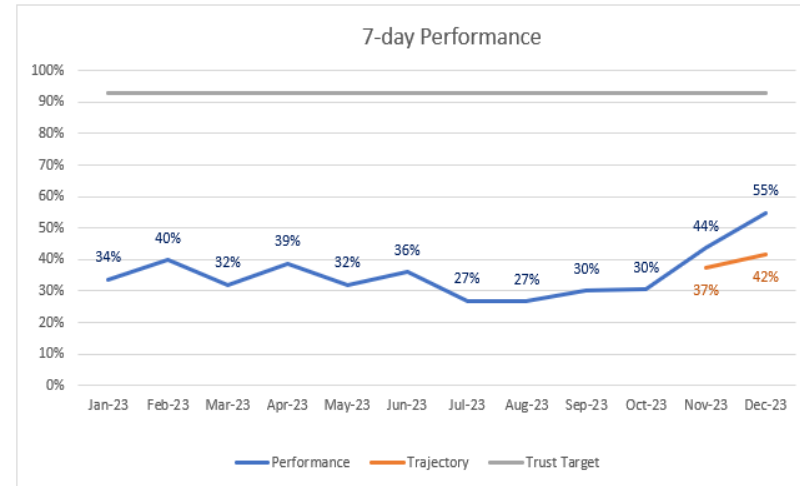
During the financial year 2023-24 the Trust has invested in an additional MRI scanner (to two) and an additional CT scanner (to three). The Trust also has the ability to bring two mobile scanners onto site at any single time to increase diagnostic capacity.

Diagnostic modalities such as endoscopy, neurophysiology and audiology consistently deliver the six week standard.



# Recovery & Performance - Cancer

- The Trust has focused on improving timeliness of access to first appointment following referral on suspected cancer pathway with improvements against the internally set seven and fourteen day standards.

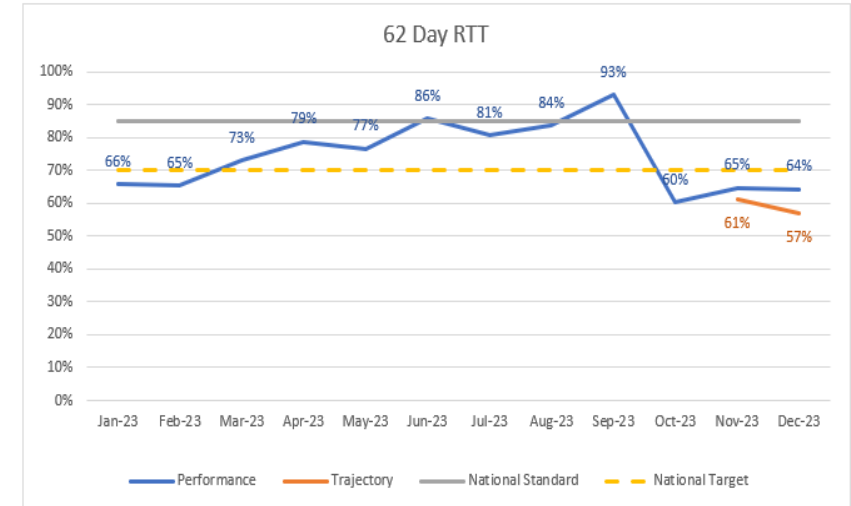
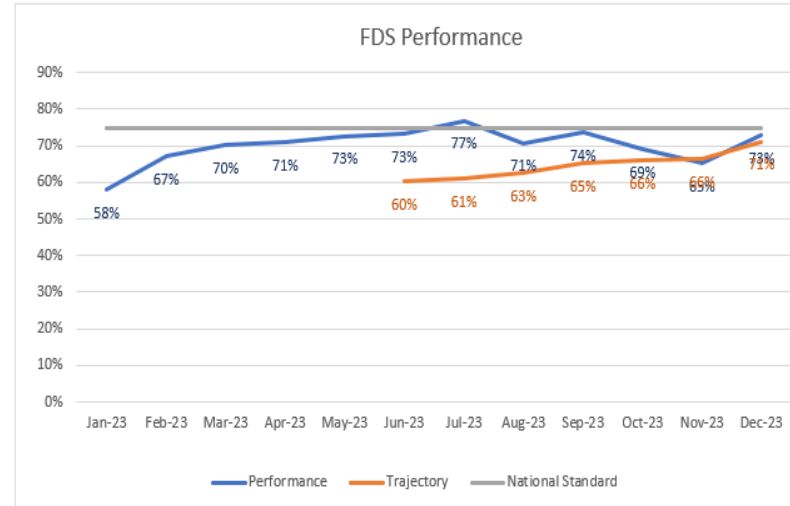


1st Event	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
14 Day %	75.4%	89.8%	90.6%	89.2%	91.8%	94.7%	93.0%	85.4%	86.4%	91.5%	93.5%	96.7%
7 Day %	33.7%	39.9%	31.9%	38.8%	32.1%	36.0%	26.9%	26.6%	30.2%	30.5%	43.6%	54.9%

# Recovery & Performance – Cancer 2

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- The Trust is on track to deliver the faster diagnostic standard which requires 77% of patients referred on a suspected cancer pathway to receive a diagnosis within 28 days.
- The 62 day standard has been affected by the temporary closure of the Dermatology service to cancer referrals. The service is re-opening on 4<sup>th</sup> March 2024.



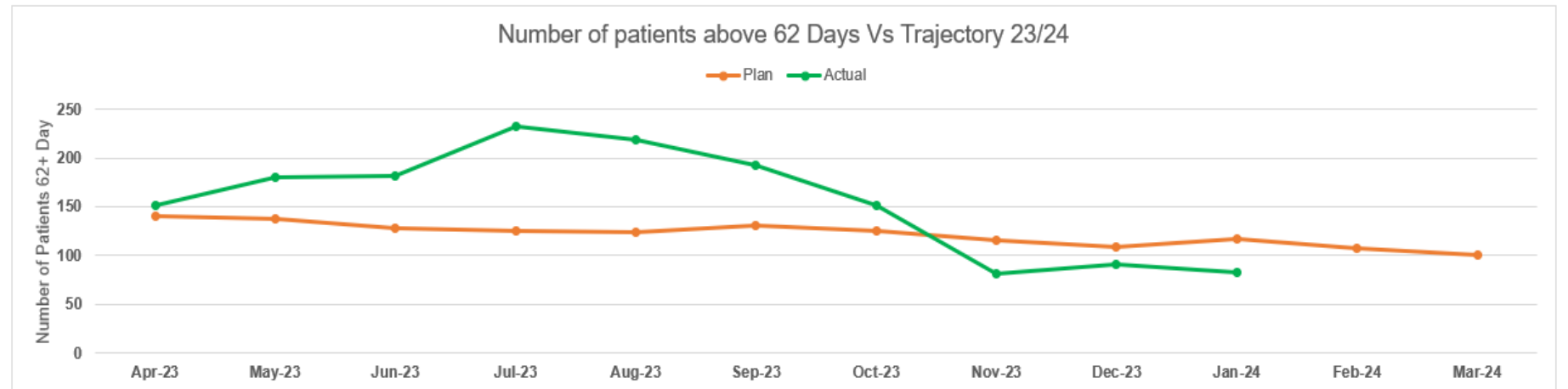
	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
FDS	57.9%	67.0%	70.1%	71.0%	72.7%	73.3%	76.9%	70.8%	73.5%	69.0%	65.2%	72.9%
62 Day	65.9%	65.4%	73.1%	78.8%	76.6%	85.9%	80.8%	83.7%	93.0%	60.3%	64.7%	64.3%

# Recovery & Performance – Cancer 3

- The Trust is now ahead of target in terms of reducing the number of patients on a cancer pathway beyond 62 days.

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Number of patients waiting 63 or more days after referral from cancer PTL	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
The number of cancer 62-day pathways (patients with and without a decision to treat, but yet to be treated or removed from the PTL) waiting 63 days or more after an urgent suspected cancer referral excluding non-site specific symptoms												
<b>Plan</b>	140	137	128	125	124	131	125	115	109	117	108	101
<b>Actual</b>	151	180	181	232	219	192	152	81	91	83		
<b>Variance</b>	11	43	53	107	95	61	27	-34	-18	-34		
<b>% Variance</b>	7.9%	31.4%	41.4%	85.6%	76.6%	46.6%	21.6%	-29.6%	-16.5%	-29.1%		



# Recovery & Performance – Urgent & Emergency Care

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## Performance Headlines

- Performance is currently below trajectory and the Trust is not predicting to meet 76% target in March 2024. The Trust is predicting it will achieve 67-68% against the four-hour standard in March 2024.
  - Emergency Department attendances in January 2024 were significantly above plan (24%) with Type 1 (Emergency Department) being 19.4% above plan and Type 3 (GP-led Urgent Treatment Centre) being 37.7% above plan. This is contrary to the usual seasonal variation and significantly above planned for levels of attendance.
  - There were significant increases in January 2024 emergency admissions of both zero-day Length of Stay (33.1%) and >1 day LoS (16.8%) against January 2023.
  - No Criteria to Reside (NCTR) has been maintained at between 8% and 10% of G&A bed base which is one of top levels of performance in Greater Manchester and Regionally.
-

# Recovery & Performance – Urgent & Emergency Care 2

## Ambulance Handover Standards

- The Trust recognises the importance of swift ambulance handover both for patients and the wider community, in order to ensure timely response to those awaiting an ambulance response.
- The Trust continues to be one of the top performing Trusts regionally for swift ambulance handover of patients attending the Emergency Department, as shown opposite.

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Date Range Between 12/02/2024 18/02/2024		
Hospital Destination	Hospital Attends	Patient Handover
Salford Royal	477	00:17:09
North Manchester General	348	00:17:58
<b>Tameside General</b>	<b>385</b>	<b>00:18:49</b>
West Cumberland	210	00:19:59
Wythenshawe	458	00:21:15
Manchester Royal Infirmary	519	00:21:53
Fairfield General	405	00:28:45
Royal Blackburn	673	00:30:14
Leighton	374	00:31:07
Macclesfield General	171	00:32:05
Countess of Chester	268	00:32:06
Furness General	188	00:32:52
Royal Oldham	476	00:36:26
Stepping Hill	416	00:37:57
Royal Bolton	477	00:40:52
Cumberland Infirmary	297	00:44:37
Royal Liverpool University	473	00:45:55
Royal Preston	434	00:46:17
Royal Albert Edward Infirma...	394	00:48:22
Aintree University	476	00:49:06
Royal Lancaster Infirmary	371	00:52:35
Blackpool Victoria	522	01:00:50
Warrington	362	01:03:37
Southport District General	269	01:26:00
Whiston	505	01:36:46
Arrowe Park	408	02:11:35
<b>NWAS Overall</b>	<b>10356</b>	<b>00:43:18</b>

# Recovery & Performance – Urgent & Emergency Care 3

- IUCT is a multi-disciplinary, multi-agency service which aims to:
- Provide crisis response within 2 hours of referral.
- Provide re-ablement to people in their own home within 2 days.
- Reduce demand on acute services.
- Reduce length of stay for people by supporting faster discharge using the Home First model.
- Support the reduction of delayed transfers of care by providing the initial wrap-around care for people in their own homes.

## The integrated team includes:

- Nurses
- Physiotherapists
- Social workers / assessors
- Assistant practitioners
- Occupational therapists
- Customer care officers / coordinator

### Vehicle for delivering two key NHS Long Term Plan Commitments:

- ✓ Provide crisis response within 2 hours of referral.
- ✓ Provide re-ablement to people in their own home within 2 days.

***Both standards currently being achieved by IUCT***

# Challenges / Pressures

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## Elective

- Specialties of Oral Surgery & Gynaecology particularly challenged.
- Dermatology workforce and sustainability.

## Diagnostics

- 10-15% increase in demand year on year for key diagnostics (e.g. MRI/CT)

## Cancer

- External specialist diagnostics.

## Urgent & Emergency Care

- Significant increases in attendances and admissions.
  - Limitations on acute bed capacity availability – all available acute beds are open and staffed.
-

# Future Plans – 2024/25 Planning

National Requirements	Status
1. Eliminate all <b>65 week</b> waits by September 2024	Delivered
2. Eliminate all <b>52 week</b> waits by March 2025	Agreed
3. 95% of diagnostic tests to be delivered within <b>six weeks</b> by March 2025	Agreed
4. 77% achievement of <b>4 hour emergency care standard</b> in March 2025.	Agreed
5. Cancer - <b>77% Faster Diagnosis Standard</b> achievement within 28 days.	Agreed
6. Cancer – <b>70% treatment 62 day</b> standard achievement.	Agreed
7. Cancer – no increase in <b>62 day patient backlog</b> from 2023/24.	Agreed
8. <b>Agency spend</b> – less than 3.2% of total pay costs.	Agreed

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# Future Plans – Community Diagnostic Centre, Denton

- Work began on the new Community Diagnostic Centre, based in Denton, in January and will be completed in early August.
- When operational, the centre will diagnose and treat a range of conditions including cancer and heart disease.
- The facility is a collaboration between Tameside and Glossop Integrated Care NHS Foundation Trust, Stockport NHS Foundation Trust and InHealth, the UK’s largest specialist provider of diagnostic solutions.
- One-stop pathways with multiple diagnostics are being designed, especially for patients with suspected cancer.
- Subgroups are also being convened, which include representation from Healthwatch and clinical safety and patient experience representatives.

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# Future Plans – Emergency Department Rebuild

- This year will see the completion of the Trust’s £20m Emergency Department.
- 2023 saw the opening of the department’s new waiting area, which in time will house all Adult and Children’s Emergency Department patients along with those who access our Urgent Treatment Centre.
- December also saw the opening of the first part of the new Resuscitation Department. The second phase of the area will be opened early this year with full completion of the department in June 2024.



# QUESTIONS



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## Chair of Overview Panel

## Chairs of Scrutiny Panels

**Councillor Jacqueline North**  
**First Deputy**  
**Finance, Resources and Transformation**

**Mr Ashley Hughes**  
**Director of Resources**  
**Section 151 Officer**

Tameside One  
Market Place  
Ashton-under-Lyne  
OL6 6BH

email:	paul.radcliffe@tameside.gov.uk
Ask for	Paul Radcliffe
Direct Line	0161 342 2199
Date	24 January 2024

Dear Councillor North and Mr Hughes,

### **Consultation with Scrutiny Panels regarding the 2024/25 Budget**

We write in response to the budget consultation meetings held on 15 January 2024, at which Scrutiny members received an overview of the 2023/24 financial outturn and budget planning for 2024/25. In addition to the mid-year budget monitoring information presented to Scrutiny Panels in November 2023, the sessions enable members to seek assurances on the Council's approach to managing and mitigating financial risk and uncertainty.

Thank you for responding directly to the Scrutiny mid-year budget letter and providing a detailed reply to the questions and comments shared in November 2023. We would also like to thank the Chief Executive and Directors for attending the budget meetings; the ongoing work of officers and the Council's Executive during such challenging financial times.

From your response, it is pleasing to hear that the Council will work towards a unified accommodation sufficiency strategy, with the Director of Place leading a partnership approach. This is an area that Scrutiny activity has picked up on regarding significant pressures across accommodation for care leavers, homelessness and victims of domestic abuse. We therefore fully support any steps that will aim to address both current pressures and long-term planning for accommodation and housing options in the borough. Scrutiny would like to remain updated throughout planning, development and delivery phases.

With significant savings to be achieved prior to the close of the 2023/24 financial year, a level of detail and assurance was provided on targeted recovery planning and monthly financial reporting to Executive Cabinet for both revenue and capital. This is further supported with greater detail and monitoring undertaken by Star Chamber on a bi-monthly basis.

The Period 7 forecast outturn showed a revenue overspend of £13.007m, with the most sizeable variance across the Children's, Adults and Place directorates. It was reported that recovery plans have been submitted, with mitigating actions to the effect of £8.734m, resulting in a residual overspend of £4.274m. The concern of members rests upon the ongoing pressures, risks and fragility of current budgets, given that directorates and services are expected to find compensatory ongoing efficiencies to offset any shortfalls.

The Council continues to face challenging and unavoidable decisions year on year, with a statutory responsibility for budget reductions and revenue expenditure to align. It was explained that since 2018/19 a total of £41m in reserves have been used to support the Council's revenue budget, with a further £2m committed as part of the MTFS in 2024/25.

It was noted that there is no planned use of reserves for 2025/26 onwards, however the level of uncertainty and risk remains high and it feels as though this could present a 'no alternative' approach to ensure future agreed financial outturns can be delivered.

While it pays testament to the Council's past financial management, it also presents a significant worry and concern should further budget reductions and external economic pressures continue past 2024/25. This highlights the wider financial challenges faced when taking account of funding streams and ability of the Council to generate income growth above that already achieved.

A single year financial settlement creates added complexity and limits foresight in the Council's ability to budget and plan accordingly. The overall sustainability of future budgets presents as a genuine concern for members. The efforts made to incorporate a total of £12.69m in budget reduction proposals has enabled the Council to put forward a balanced budget for 2024/25 and the collective efforts to achieve this are commended.

This letter provides an account of discussions captured from the meetings and subsequent feedback received, with a request for consideration to the points raised prior to the budget report being finalised.

The local context provided was extremely useful in allowing members to clearly understand the cumulative impacts that sustained budgetary reductions and economic pressures have placed on residents and communities. Over time the Council has had no reasonable options but to proportionately increase the reliance on Council Tax to generate income growth. Members are particularly concerned of a growing financial burden being placed on households at such a challenging time.

It is asked that the Executive remain vigilant and mindful to how difficult decisions can be perceived by the public and it is important to promote and encourage transparent information and communication between the Council, businesses and residents. Not only to highlight the difficult decisions taken locally, but also the impacts and implications should the decisions not be made.

Members recognise that persistent budget reductions have impacted and impeded the Council's ability and ambitions to invest and innovate. The Council has remained prudent and mindful of the financial decisions it makes and the impression this has on service delivery. This has shaped a prolonged period of the Council taking actions to survive rather than thrive. Members appreciate the avoidance and inability to invest in new technology and IT systems, albeit with decisions upcoming to future-proof services and the Council's fleet moving to electric vehicles, as an example.

Discussion touched on in-year monitoring and the deliverability of savings put forward, separate to the unforeseen and unbudgeted pressures placed on statutory services. It is felt that reducing delay and ensuring issues are flagged at the earliest opportunity is key to the success of recovery plans and options relating to shortfalls in delivery.

Improving outcomes for children and vulnerable residents remains a budget pressure. Costly demand is continuing to outstretch resources and consideration is needed as to how services can respond to demand differently, how we support people earlier, achieve better outcomes in permanence planning and develop appropriate pathways of support across all services and sectors. Questions were asked about the financial contribution of partners such as Health, particularly for eligible cases in which the Council faces the full financial burden of commissioning and facilitating specialist care.

Members are mindful that Tameside Children's Services is awaiting a judgement from the recent Ofsted inspection. There is a concern of additional budgetary and workforce pressures should the outcome be unfavourable, with strategic and operational improvement actions that may follow.

Members asked questions on part of the budget that will support and enable investment and regeneration across the borough, including capital projects. This touched upon the Levelling Up programmes, the Council's current position, skills, expertise and capacity within existing teams to deliver this within set timeframes.

Scrutiny priorities remain aligned with the Council's Corporate Plan and members have continued to keep abreast of more strategic measures for the borough in relation to social and economic issues. Future activity will continue to review and support work of the Executive to improve outcomes for residents while at the same time consider the range of efficiency requirements and delivering value for money.

Going forward Scrutiny will look to incorporate the views and lived experiences of residents, service users and patients within future work programming. We will look to monitor and test the ongoing resilience of communities and partnership with the third sector.

Yours sincerely

**Councillor Jim Fitzpatrick - Chair of Overview Panel**

**Councillor Claire Reid - Chair of Place and External Relations Scrutiny Panel**

**Councillor Hugh Roderick - Chair of Children's Services Scrutiny Panel**

**Councillor Naila Sharif - Chair of Health and Adult Social Care Scrutiny Panel**

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## Scrutiny Activity 2023/24

The table below provides a summary of Scrutiny activity and oversight carried out during 2023/24. This includes updates to seek assurances on service provision and outcomes.

**Table 1: Summary of Scrutiny activity and oversight (March 2023 to March 2024)**

Place and External Relations Scrutiny Panel	Children's Services Scrutiny Panel	Health and Adult Social Care Scrutiny Panel
<ul style="list-style-type: none"> <li>• Inclusive Growth – strategy and delivery</li> <li>• Response to LGSCO focus report - More home truths: learning lessons from complaints about the Homelessness Reduction Act, published March 2023</li> <li>• Neighbourhood Enforcement</li> <li>• Crime and Disorder - GMP Neighbourhood Model and Community Safety Partnership – (Working group established).</li> <li>• Response to LGSCO focus report - Out of Order: learning lessons from complaints about anti-social behaviour, published August 2023</li> <li>• Response to LGSCO focus report - Not in my back yard – Local people and the planning process, published August 2023</li> <li>• Scrutiny response to the Draft ASB Policy</li> <li>• Economy, Employment and Skills</li> <li>• Local Plan</li> <li>• Major projects</li> <li>• Budget consultation</li> </ul>	<ul style="list-style-type: none"> <li>• Ofsted inspection of Children's Services</li> <li>• SEND Improvement (March 2023 and January 2024)</li> <li>• Tameside Safeguarding Children Partnership</li> <li>• Scrutiny summary report – review and monitoring of Children's Services 2021 to 2023</li> <li>• Support and services for Care Leavers</li> <li>• Children's Social Care Performance and Quality Assurance</li> <li>• Children's Social Care Improvement Plan</li> <li>• Response to LGSCO focus report - Parent Power: learning from complaints about personal budgets, published November 2023.</li> <li>• Children's Services Performance and Quality Assurance Scorecard</li> <li>• Budget consultation</li> </ul>	<ul style="list-style-type: none"> <li>• GMICS Update</li> <li>• Primary Care Access</li> <li>• Domestic Abuse - (working group established).</li> <li>• Adult Social Care</li> <li>• Tameside Mental Health Provision (Pennine Care)</li> <li>• Tameside Adult Safeguarding Partnership Board</li> <li>• Elective waiting lists (follow up activity)</li> <li>• Healthwatch Tameside</li> <li>• Budget consultation</li> </ul>

## **Budget Consultation**

Scrutiny mid-year budget update received on 6 November 2023. The First Deputy (Finance, Resources and Transformation) and Director of Resources received a formal response of the Scrutiny Chairs, capturing a range of points for consideration in supporting the Council's ongoing work in this area. The letter was tabled in a report to the meeting of Overview Panel on 21 November 2023.

Scrutiny Annual Budget meetings held on 15 January 2024. The First Deputy (Finance, Resources and Transformation) and Director of Resources received a formal response of the Scrutiny Chairs, capturing a range of points for consideration in supporting the Council's ongoing work in this area. A summary of the activity and letters is tabled in a separate report to the joint meeting of Executive Cabinet and Overview Panel on 14 February 2024.

## **Consultation and Engagement**

Scrutiny will remain suitably informed of open consultations at a local, regional and national level. Each panel will also undertake engagement outside of the formal meetings with Council services and external partners, where necessary.

Following a meeting on 12 September 2023, members of the Place and External Relations Scrutiny Panel received a draft version of the Council's Anti-social Behaviour (ASB) Policy, for review and comment. A formal and collective response of the Scrutiny Panel was submitted to Councillor Vimal Choksi, Executive Member (Towns & Communities), on 10 October 2023.

At a meeting of the Community Safety working group on 1 November 2023, members received an updated version of the draft ASB Policy where the comments of Scrutiny had been given full consideration and informed the document.

## **Local Government and Social Care Ombudsman (LGSCO)**

Scrutiny Panels continue to review decisions and focus reports published by the ombudsman. The aim is to ensure learning opportunities are shared with services in a timely manner and for a formal response and/or position statement to be returned to the appropriate Scrutiny Panel within agreed timescales.

Scrutiny activity informed by recently published LGSCO focus reports include:

- Focus report – More Home Truths: Learning lessons from complaints about the Homelessness Reduction Act (published March 2023).
  - Report shared with the Executive Member for Adult Social Care, Homelessness & Inclusivity. The report and response was tabled at a meeting of the Place and External Relations Scrutiny Panel on 6 June 2023.
- Focus report – Out of Order: Learning lessons from complaints about anti-social behaviour (published August 2023).
  - Report shared with the Executive Member for Towns & Communities. The report and response was tabled at a meeting of the Place and External Relations Scrutiny Panel on 12 September 2023.
- Focus report – Not in my back yard: Local people and the planning process (published August 2023).
  - Report shared with the Executive Member for Planning, Transport & Connectivity. The report and response was tabled at a meeting of the Place and External Relations Scrutiny Panel on 12 September 2023.
- Focus report – Parent power: Learning from complaints about personal budgets (published November 2023).
  - Report shared with the Executive Member for Education & Achievement. The report and response was tabled at a meeting of the Children's Services Scrutiny Panel on 10 January 2024.

## **Training and Development**

There is an ongoing commitment to ensure all scrutiny members receive a suitable level of training and guidance. In addition to online resources, it is important that new and existing members have access to external provision based on scrutiny principles, national guidance and expectations.

Detail below on training and development sessions delivered during the 2023/24 municipal year.

- **28 November 2023** – Members of the Children’s Services Scrutiny Panel invited to attend a training session delivered by the LGA and Councillor Paul Watling (Political Peer). The session was on the Effective Scrutiny of Children’s Services. A further two sessions to be held on **6 February 2024** and **11 March 2024**.
- **19 January 2024** - Scrutiny members invited to access an online session delivered by the LGA, titled an Introduction to Scrutiny for Councillors.

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