

OVERVIEW PANEL

18 November 2019

Commenced:
14:00

Terminated: 14:45

Present: Councillors Ricci (Chair), Cartey (Vice-Chair), Fairfoull, Glover, Homer, Ryan and Warrington

In Attendance: Steven Pleasant Chief Executive
Sandra Stewart Director of Governance and Pensions
Simon Brunet Policy Manager

Apologies for Absence: Councillors Cooper, Fitzpatrick, Welsh

11. DECLARATIONS OF INTEREST

There were no declarations of interest.

12. MINUTES

REOLVED

That the minutes of the Overview Panel held on 9 September 2019 be approved as a correct record with the removal of Mike Pavasovic from the list of those in attendance.

13. SCRUTINY UPDATE

Consideration was given to a report of the Head of Policy, Performance and Intelligence, which updated the panel on the work undertaken by the Council's two Scrutiny Panels for the period September to November 2019.

It was reported that both the Integrated Care and Wellbeing Scrutiny Panel and the Place and External Relations Scrutiny Panel had two formal meetings in September and November. Members of the Overview Panel were given an outline of the work undertaken by the Panels.

On the 12 September 2019, the Integrated Care and Wellbeing Panel met the Chief Operating Officer of Tameside and Glossop Integrated Care NHS Foundation Trust to receive an update on the Urgent Treatment Centre in relation to patient journey outcomes. The Panel met with the Assistant Director of Policy Performance and Communications to discuss the Corporate Plan, Performance Scorecard and Co-operative Council's. The Assistant Director of Finance delivered an update on the position of the 2019/20 budget and the Panel submitted a response to the consultation on Domestic Abuse Services.

On 7 November 2019, the Integrated Care and Wellbeing Panel met with the Consultant for Public Health who delivered feedback on the Domestic Abuse Peer review. The Panel gave a response to the consultation on VCSE in Greater Manchester. Members of the Panel received an update on the Corporate Performance Scorecard quarterly review and the Greater Manchester Scrutiny from the members that attended the meetings.

The Place and External Relations Panel on the 10 September 2019 met with the Executive Member for Finance and Economic Growth and the Assistant Director of Finance for an updated position on the 2019/20 budget and met the Assistant director for Policy Performance and Communications for an update on the Corporate Plan, Performance Scorecard and Co-operative Council. The Panel responded to the consultation on a New Rent Standard that was submitted on 30 July 2019.

On the 5 November the Place and External Relations Panel received feedback on the Healthy Spaces peer review from the Consultant for Public Health. The Panel submitted a response to the consultation on a New deal for Renting Submitted on 12 October 2019. The Panel received an update on the Corporate Performance Scorecard and on Greater Manchester Scrutiny from Members that attend the meetings. The Panel received a report from the Local Government and social Care ombudsman on the reporting methods and scrutiny oversight going forward.

The Scrutiny Panels had recently submitted formal responses to the following regional and national consultations. Efforts were made to ensure input and insight was sought from relevant services and partners to inform the submissions. These responses were appended to the report VCSE in Greater Manchester **Appendix 1** and A New Deal for renting **Appendix 2**.

Each Panel was mid-way through a review, for which a working group had been established to plan and deliver all activity, with findings and recommendations to be signed off by the main panel. The Integrated Care and Wellbeing Panel were reviewing Foster carer Recruitment and Retention, the Place and External Relations Panel were reviewing the Quality and Standards in the Private Rented Sector.

RESOLVED

That the Overview Panel note the content of the report and summary of scrutiny activity.

14. SCRUTINY INTERIM REPORT - IMPROVING QUALITY AND STANDARDS IN THE PRIVATE RENTED SECTOR

Consideration was given to a report of the Chair of the Place and External Relations Scrutiny Panel / Executive Member for Housing Planning and Employment / Executive Member for Neighbourhoods, Community Safety and Environment, which commented on the Executive Response and the interim report on Improving Quality and Standards in the Private Rented Sector (PRS).

The Chair of Place and External Relations Scrutiny Panel in introducing the report outlined the local picture of Tameside's housing stock. It was explained that the PRS in Tameside had grown with 14.2% being privately rented. St Peters ward was reported to have the highest proportion of privately rented properties and was significantly above the borough average. The reason for the increase in size of the PRS was not known, nor was the quality of the rented accommodation, there was no requirement for tenants to notify the council that they were renting making it difficult to measure and collate data on the size of the rented sector.

With regards to complaints, Tenants could ask their local authority to inspect a property under the Housing Health and safety Rating system and Environmental Health could take action if a home was judged to be unsafe. Between 2012 and 2017 the Council received 1,073 complaints, with an inspection conducted for each and a total of 6 Improvements Notices issued. Improvement Notices were issued in 1.4% of the cases with was below the national average of 4%. Members highlighted that many tenants were nervous of making complaints as they do not want to be evicted from the property.

A discussion ensued on the map which highlighted the areas with the higher levels of privately rented property than the Tameside average. Members asked if work could be undertaken which would focus on Ashton and Stalybridge whilst taking into account the relative number of housing. Discussion ensued on Government policies which could have led to an increase in the PRS and expressed concern on the impacts of single occupiers living in the PRS.

The Policy Manager that there was a growing need for the Council to review standards within the PRS and to determine the long-term impacts for residents housed in poor quality or substandard accommodation. The PRS had grown in Tameside over recent years, with high levels of privately

rented properties across multiple locations of the borough. There was a high likelihood that recent growth in the PRS had resulted in more areas being above the borough average, when compared with the data from the Census 2011. It would become increasingly important to ensure more recent information and data is captured on the PRS in Tameside. Further, closer consideration was required to understand and assess future impacts on older residents and single occupiers living in the PRS. The Policy Manager explained that due to this the interim report on Improving Quality and Standards in the Private Rented Sector recommended that:

1. the Council could benefit from targeted work undertaken across areas with the highest proportion of privately rented properties, to gain views and insight from tenants and landlords to inform scale and size of presenting issues on quality of accommodation in the PRS.
2. the Council should seek to review the range and utilisation of enforcement and non-statutory measures to improve quality in the PRS, as part of the considerations being given to the development of a selective licensing scheme.
3. should circumstances arise, based on a need to review evidence (recommendations 1 & 2), the Executive consider options and benefits of the Council introducing a selective licensing scheme in designated areas of the borough. To reflect on the 'Independent Review of the Use and Effectiveness of Selective Licensing', and possible need for a comprehensive evidence appraisal, feasibility study and impact assessment to be undertaken.
4. the Executive fully involve Scrutiny in development stages and consultation to inform a future approach to improving quality and standards in the PRS. Scrutiny would undertake further detailed work in this area.

RESOLVED

That the Overview Panel note the recommendations detailed in Section 7 of Appendix 2

15. LGSCO – INFORMING THE WORK OF SCRUTINY

Consideration was given to a report of the Director of Governance and Pensions / Assistant Director of Policy, Performance and Communications, which gave Members a summary of proposals for LGSCO reports and recommendations to be reviewed on a regular basis to inform the work of scrutiny.

It was stated that the LGSCO was the final stage for complaints about councils and other organisations responsible for the provision of public services. The LGSCO also investigate complaints about adult social care providers including care homes and home care agencies. A complaint about an organisation or partner acting on behalf of a council or authority should also be signposted to the ombudsman. When considering the number of outsourced and commissioned services it was becoming increasingly important to ensure contracts fully incorporate how complaints about a service would be dealt with and that the service provider was aware that a complainant could be directed to the Ombudsman.

Members were advised that the main statutory functions for the ombudsman were:

- to investigate complaints against councils and some other authorities
- to investigate complaints about adult social care providers from people who arrange or fund their adult social care (Health Act 2009)
- to provide advice and guidance on good administrative practice

The LGSCO issue a decision for every complaint received. Prior to a final decision being made, a draft decision could be sent for fact checking to the authority in question and the complainant. The reporting method for a decision would depend on the individual circumstance of the complaint. The LGSCO would determine the scale and impact of a complaint and whether there was a need to ensure key learning points were made available for other authorities to review and take action. The

LGSO could issue a decision as either a Statement of reasons, Focus report or a Public report, the majority of complaints received the LGSO would report outcomes from an investigation in the form of a statement of reasons.

It was explained that complaints raised by the public and service users could be an important source of information to help councillors identify issues that were affecting local people. Complaints could therefore play a key part in supporting the scrutiny of public services

The LGSCO direct a range of questions and approaches to inform the future work programme of scrutiny panels. In addition to current methods used to inform scrutiny work priorities, it was both reasonable and practical to suggest that a consistent and responsive approach was needed to review LGCSO reports and recommendations. Scrutiny would now review decisions made by the LGSCO on a monthly basis, to inform in-year work priorities. This would also contribute to the evidence gathered throughout the municipal year when developing annual work programmes.

Upon reviewing the LGSCO reporting methods, it was clear that the statement of reasons was specific to each individual complaint and outcome. The attention of scrutiny will concentrate primarily on the shared learning detailed within the focus reports and key questions for good practice.

It was report that as at the date of Overview Panel (18 November 2019) scrutiny had now identified shared learning from the following focus report. The review of local government and adult social care complaints for 2018-19 have also been shared with service leads, which provided detail on a number of landmark cases and draw attention to good practice:

- Focus report - Not going to plan? Education, Health and Care Plans two years on,
- Review of Local Government Complaints 2018-19
- Review of Adult Social Care Complaints 2018-19

The focus report “Not going to plan? Education, Health and Care Plans” had now been shared with the appropriate service to review and respond. It was planned for the response to be tabled at the next meeting of the Integrated Care and Wellbeing Scrutiny Panel on 7 November 2019. Going forward, a section would be added to the Scrutiny Update report ensuring that Overview Panel were kept informed of Scrutiny activity relating to LGSO reports.

RESOLVED

That the Overview Panel note the content of the report and approve the future role of Scrutiny to review LGSCO decisions to inform and improve local service delivery.

16. LEARNING FROM PEER REVIEWS

Consideration was given to a report of the Director of Governance and Pensions / Assistant Director for Policy, Performance and Communications, which provided Members a summary of learning from the recent peer reviews of Domestic Abuse and Healthy Spaces in Tameside and to provide details on the role of scrutiny to monitor recommendations and outcomes.

Tameside Council had recently commissioned two peer reviews, domestic abuse and health spaces. This work had been led by the Population Health Service. Scrutiny had taken an active role in the two peer reviews.

Members were advised that the Integrated Care and Wellbeing Panel had looked at the domestic abuse review with the findings discussed at their meeting on 7 November 2019. Domestic abuse was an area the panel had also addressed this municipal year through the submission of a formal response in August to a national consultation undertaken by the Ministry for Housing, Communities and Local Government (MHCLG) – ‘Future Delivery of Support to Victims and their Children in Accommodation-Based Domestic Abuse Services’. It was stated that the key next steps following the domestic abuse review were:

- A Strategic Task & Finish Group
- A new strategy with longer term vision.
- To make a case for investment.
- Address current gaps, prevention and perpetrators
- Move to coordinated community response, co-production and workshops.

It was reported that the Place and External Relations Panel had looked at the healthy spaces review with the findings discussed at their meeting on 5 November 2019. The chair of the panel – Cllr Glover – was interviewed by the peer reviewer as part of the process. The panel had undertaken other work regarding air quality this year which included a detailed discussion at their meeting on 11 June 2019 regarding the Greater Manchester Clean Air Plan (GMCAP). Subsequently the panel submitted a formal response later that month to the GMCAP consultation. The key next steps following the domestic abuse review are summarised below:

- Increased collaboration between teams
- To agree a system narrative and vision, with clear goals, a system level plan and strengthened governance and leadership
- Build on existing system-wide strategies and opportunities
- Learn from and build on good practice in other areas
- Strengthen data and intelligence, research and innovation
- Engage the community
- Focus on high-impact areas and quick win

RESOLVED

That Overview Panel are asked to note the content of the report and future involvement of the Scrutiny Panels to monitoring outcomes.

17. CORPORATE PLAN PERFORMANCE SCORECARD

Consideration was given to a report of the Director of Governance and Pensions / Assistant Director for Policy, Performance and Communications, which provided an update on progress to implement and embed the Corporate Plan Performance Scorecard across Tameside & Glossop Commission.

A total of 56 indicators measured the overall performance and impact of the Corporate Plan. A new column had been included in the spreadsheet to show national performance against each indicator where applicable. The RAG rating demonstrated the performance of Tameside & Glossop Strategic Commission compared to the national average. Of the 56 indicators being measured in the Corporate Plan; 45 could be measured against the national average. From the 45 indicators; 12 were performing better than the national average, 26 were performing below the national average and 7 are in line with it.

It was stated that the key changes in performance were:

- Reduction in the proportion of the population being inactive (31.4% to 28%).
- An increase in the percentage of children's services audits rated good or outstanding (20% to 50%).
- Increase in the maximum mean download speed for internet services (34.1 Mbps to 38.2 Mbps), which exceeded the national average (37.1Mbps).
- Reduction in the percentage of 2 year olds benefiting from funded early education (85% to 77%).
- Provisional KS2 results showed a reduction in the percentage of children achieving the expected standard in reading, writing and maths (64% to 63%).
- Provisional KS2 results show a reduction in the percentage of children achieving the expected standard in reading (73% to 71%).

As a joint scorecard that sat across the Council and CCG, a quarterly reporting timetable was now in place to ensure members of Executive Cabinet and the Strategic Commissioning Board were provided with the opportunity to review progress and outcomes in order to consider overall delivery and impact of Corporate Plan.

Both Scrutiny Panels would receive a quarterly update on the scorecard. Scrutiny Panels would receive the scorecard at the next available meeting once it had been received by Executive Cabinet and the Strategic Commissioning Board. Scrutiny Panels would continue to use performance data to inform current activity and when developing the annual work programme.

RESOLVED

That the Overview Panel note the content of the report and scorecard at Appendix 1.

18. URGENT ITEMS

There were no urgent items.

CHAIR

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