

OVERVIEW PANEL

23 November 2020

Commenced: 14:00

Terminated: 14:20

Present: Councillors Ricci (Chair), Cartey, Cooper, Fairfoull, J Fitzpatrick, Glover, Kitchen, Ryan and Warrington

In Attendance:

Steven Pleasant	Chief Executive
Sandra Stewart	Director of Governance and Pensions
Kathy Roe	Director of Finance
Julie Speakman	Head of Executive Support
Simon Brunet	Head of Policy and Intelligence

Apologies for Absence: Councillors J Homer, T Smith and R Welsh

30. DECLARATIONS OF INTEREST

There were no declarations of interest.

31. MINUTES

The minutes of the meeting of the Overview Panel on the 7 September 2020 were approved as a correct record.

32. SCRUTINY UPDATE

Consideration was given to a report of the Head of Policy and Intelligence, which provided a summary of the work undertaken by the Council's two Scrutiny Panels for September to November 2020.

It was reported that the Place and External Relations had on 15 September 2020 met the Executive Member for Strategic Development and Transport and the Head of Engineering Services to receive information on consultation and project developments for the walking and cycling schemes in Tameside. Further, the Panel received the Local Government and Social Care Ombudsman Annual Report as tabled at the meeting of Overview Panel on 7 September 2020.

It was stated that on 10 November 2020 the Place and External Relations Panel had met with the Executive Member (Neighbourhoods, Community Safety and Environment) and Head of Community Safety and Homelessness to receive an update on service developments and strategy consultation. The Panel also received a letter of the Scrutiny Chairs to the Executive Member for Finance and Economic Growth in response to the mid-year budget update meetings held on 22 September 2020.

The Integrated Care and Wellbeing Panel met with the Executive Member (Adult Social Care and Health) and Director of Commissioning to receive a service response to findings from Tameside and Glossop GP Patient Survey 2020. The Panel also met with the Executive Member (Adult Social Care and Health) and the Director of Population Health to receive an overview of the local public health response the transition from crisis management to recover and the implementation, management and effectiveness of Test and Trace in Tameside.

It was reported that on the 5 November 2020 the Integrated Care and Wellbeing Panel had met with the Deputy Executive Leader and Director of Children's Services to receive an update on services specific to Children's Social Care improvements. The Panel also received a letter of the Scrutiny

Chairs to the Executive Member for Finance and Economic Growth, in response to the mid-year budget update meetings held on 22 September 2020.

With regards to the Children's Working Group a meeting had taken place on 12 November 2020 where Members had met with the Assistant Director of Children's Services to receive a progress update on past activity and recommendations specific to the Recruitment and Retention of Fosters Carers in Tameside.

All members of the Council's Scrutiny Panels had received an invitation to attend one of two sessions held on 22 September 2020, on the mid-year budget update. A response letter of the Scrutiny Chairs had been sent to the Executive Member (Finance and Economic Growth), with a summary of discussion points. A future budget session with scrutiny members would take place on 18 January 2021, forming part of the formal budget procedures for 2021/22.

RESOLVED

That the report be noted.

33. SCRUTINY MID-YEAR BUDGET UPDATE

Consideration was given to a report of the Director of Governance and Pensions / Assistant Director of Policy, Performance and Communications, which provided a summary of the feedback based on recent scrutiny engagement on 2020/21 budget and impacts of Covid-19.

All Scrutiny Panel members had been provided with an opportunity to attend one of two mid-year budget update sessions held on 22 September 2020. The update had enabled members to seek assurances on the Strategic Commission's approach to managing and mitigating both the direct and indirect impacts that Covid-19 would continue to have on residents, communities and the local economy.

The Head of Policy, Performance and Intelligence summarised the response letter from the Scrutiny Chairs to the Executive Member for Finance and Economic Growth attached at Appendix 1 to the report. Panel Members noted the impact of Covid-19, the collection of Council Tax and Business rates, which were below expected levels and on demand pressures for services. It was recognised that partnerships between public bodies within Tameside and Glossop were essential to help manage the effect of the virus. Members had concerns over the long-term impact of Covid-19 specifically the viability of local businesses and future employment levels in the borough. Imminent changes to the furlough scheme were likely to present a number of risks and uncertainties. Further, the budget monitoring information continued to inform future work priorities for the Scrutiny Panels. Members raised concern about the sustainability of the increased allocation of financial resource to Children's Services.

RESOVLED

That the report be noted.

34. LGSCO COMPLAINTS ANALYSIS

Consideration was given to a report of the Director of Governance and Pensions, which provided a summary and comparison of complaints made to the Local Government and Social Care Ombudsman (LGSCO) Complaints Analysis.

The Head of Executive Support explained that the reportable period for the annual report and the comparative data contained in this report was 1 April 2019 – 31 March 2020. For the reportable period, the LGSCO received a total of 70 complaints for Tameside across the service themes. This was compared to Manchester at the higher end with 157 and Rochdale at the lower end with 51 complaints.

The highest service theme of complaints for Tameside was in the Education and Children's Services with 20 complaints and 19 for Adult Social Care.

It was reported the number of detailed investigations carried out by the LGSCO in Tameside was 15 with 7 being upheld. Manchester received the highest number of investigations with 29 of which 17 were upheld, compared to Bolton with 7 investigations and 3 upheld. All local authorities achieved 100% compliance with the LGSCO recommendations.

It was further explained that where the LGSCO found fault they carefully looked at the root cause and proposed recommendations to the local authority for improvements to systems and processes so that the issues would not reoccur. For the 7 received by Tameside, these covered areas relating to Adult Social Care 4, Education 2 and 1 Children's Social Care. For other local authorities, the areas of service improvements were not too dissimilar and including other areas such as Planning, Benefits and Highway matters.

RESOVLED

That the report be noted.

36. URGENT ITEMS

There were no urgent items.

CHAIR