

Report To:	OVERVIEW PANEL
Date:	27 September 2021
Reporting Officer:	Sandra Stewart, Director – Governance and Pensions Sarah Threlfall, Assistant Director – Policy, Performance and Communications
Subject:	SCRUTINY UPDATE
Report Summary:	To receive for information, a summary of the work undertaken by the Council’s two Scrutiny Panels for July to September 2021.
Recommendations:	That Overview Panel is asked to note the content of the report and summary of scrutiny activity. All related documents can be viewed within the appendices.
Links to Corporate Plan:	Scrutiny work programmes are linked to the Council’s corporate priorities. Scrutiny activity seeks to support effective decision making and priorities across Tameside.
Policy Implications:	The work programmes comprise activity that seeks to check the effective implementation of the Strategic Commission’s policies and if appropriate make recommendations to the Executive with regards to development, performance monitoring, outcomes and value for money.
Financial Implications: (Authorised by the Section 151 Officer)	There are no direct financial implications arising from the contents of this report. The training planned for October 2021 will be funded from existing revenue budgets.
Legal Implications: (Authorised by the Borough Solicitor)	<p>The role that overview and scrutiny can play in holding an authority’s decision-makers to account makes it fundamentally important to the successful functioning of local democracy.</p> <p>Effective scrutiny helps secure the efficient delivery of public services and drives improvements within the authority itself.</p> <p>Overview and scrutiny committees have statutory powers to scrutinise decisions the executive is planning to take, those it plans to implement, and those that have already been taken/implemented.</p> <p>Recommendations following scrutiny enable improvements to be made to policies and how they are implemented. Overview and scrutiny committees can also play a valuable role in developing policy. Effective overview and scrutiny should:</p> <ul style="list-style-type: none"> • Provide constructive ‘critical friend’ challenge; • Amplify the voices and concerns of the public; • Be led by those independent of the decision makers who take responsibility for their role; and • Drive improvement in public services.
Risk Management:	Regular updates to Overview Panel provide assurance that scrutiny is progressing with an effective work programme, supporting good decision making and service improvement.

Access to Information:

The background papers relating to this report can be inspected by contacting Paul Radcliffe, Policy and Strategy Lead by:



Telephone:0161 342 2199



e-mail: paul.radcliffe@tameside.gov.uk

1. INTRODUCTION

- 1.1 The Scrutiny Update provides a platform for appropriate insight, activity, outcomes and proposals to be relayed. This method of reporting supports the improved responsiveness of scrutiny work and also prevents any delay in the communication of key messages.
- 1.2 The report, by nature, aims to provide members with a general summary of scrutiny activity and proposals. It remains that all reports produced by scrutiny panels as a result of in-depth review will be tabled separately at the earliest opportunity.

2. SCRUTINY ACTIVITY

- 2.1 Scrutiny in practice remains mindful of the suitability and appropriateness of timings with regards to the impact and value of planned activity. This includes the selection and order of topics and updates to be received during the year. The annual work programmes and priorities were agreed at the June meetings and this coincides with consultation activity for which a valued response and input can be achieved. The tables below provide a summary and chronology of scrutiny activity.

Figure 1: Breakdown of activity at the formal Scrutiny Panel meetings

PLACE AND EXTERNAL RELATIONS	
27 July 2021	7 September 2021
<ul style="list-style-type: none">• The Panel met Councillor Oliver Ryan, Executive Member, Finance and Economic Growth; Jayne Traverse, Director of Growth; and Damien Cutting, Economic Growth Lead, to receive an update and overview of the economic impact of Covid-19, the response, recovery and future priorities.• The Chair advised members of future activity. It was agreed that a working group will be established to review the Council's Asset Management Framework and Policy.• The Scrutiny Panel will continue to monitor some of the key issues and impacts that Covid-19 has had on services for homelessness, housing and accommodation. The Chair advised of initial research and a desktop review to be undertaken.	<ul style="list-style-type: none">• The Panel met Councillor Leanne Feeley, Executive Member, Lifelong Learning, Equalities, Culture and Heritage; Emma Varnam, Assistant Director, Operations and Neighbourhoods; and Mandy Kinder, Head of Cultural and Customer Services, to receive an update regarding the Council's cultural offer and strategy.• The Panel met Councillor Oliver Ryan, Executive Member, Finance and Economic Growth; and Caroline Barlow, Assistant Director of Finance, to receive an update on the 2021/22 budget and looking ahead.• Received for information the Corporate Plan Scorecard.

INTEGRATED CARE AND WELLBEING	
29 July 2021	9 September 2021
<ul style="list-style-type: none"> • The Panel met Councillor Bill Fairfoull, Deputy Executive Leader (Children’s and Families); and Richard Hancock, Director of Children’s Services, to receive an update on outcomes from the recent Ofsted Focused Visit • The Chair advised members of future activity. It was agreed that a working group will be established to review mental health provision and impacts of Covid-19. To receive an update and overview of the topic at the next panel meeting on 9 September 2021. 	<ul style="list-style-type: none"> • The Panel met Councillor Eleanor Wills, Adult Social Care and Health; Jessica Williams, Director of Commissioning; Lynzi Shepherd, Head of Mental Health; and Emma Richardson, Pennine Care, to receive an update regarding the accessibility of local mental health services and responding to impacts of Covid-19 with regard to demand pressures and ongoing support for residents. • The Panel met Caroline Barlow, Assistant Director of Finance, to receive an update on the 2021/22 budget and looking ahead. • Received for information the Corporate Plan Scorecard.

Mid-year Budget Update

- 2.2 The independence of scrutiny enables members to seek assurances on the Council’s financial position during 2021/22 and looking forward to budget planning, process and priorities for 2022/23. Added attention will continue to be placed on budget impacts and recovery related to Covid-19. Where appropriate, priorities will continue to inform future scrutiny activity and work programmes.
- 2.3 As detailed in figure 1 the Scrutiny Panels received a mid-year budget update at meetings held on 7 and 9 September 2021. As is customary, the Executive will receive a formal response as a letter of Scrutiny Chairs to Councillor Ryan and the Deputy Section 151 Officer. The letter aims to capture discussion points from the meetings, highlight any concerns and specific areas for consideration in supporting the Council’s ongoing work in this area.

Future Activity and Working Groups

- 2.4 A working group of the Place and External Relations Scrutiny Panel will consider the Council’s asset management framework and policy. The initial meeting will take place on 29 September 2021.
- 2.5 A working group of the Integrated Care and Wellbeing Scrutiny Panel will consider mental health provision. Detail from the Scrutiny Panel meeting held on 9 September will inform lines of inquiry for the review and future meetings of the working group.
- 2.6 A meeting of the fixed Children’s Working Group took place on 20 September 2021. The group received an overview of foster carer marketing and recruitment.

Training and Development

- 2.7 There is an ongoing commitment to ensure all scrutiny members receive a suitable level of training and guidance. In addition to resources identified within the monthly update emails it is important that new and existing members have access to external provision based on scrutiny principles, national guidance and expectations.
- 2.8 A training session for all Scrutiny members last took place in September 2018. Dr Stephanie Snape in partnership with North West Employers delivered a session in person with content focused on fundamentals, process and shaping successful Scrutiny.

- 2.9 In order to account for the time that has passed, panel members that are new to the Council and/or Scrutiny since 2018 have received an invitation to attend a training session on 4 October 2021.
- 2.10 The Centre for Governance and Scrutiny (CfGS) will deliver a one-off session to cover the following:
- The role and potential impact of Scrutiny
 - Scrutiny adding value to policy shaping and performance
 - Support members to gain specific skills in essential aspects of Scrutiny
 - How Scrutiny works collaboratively and constructively with the Executive and officers

Keeping Scrutiny Members Informed

- 2.11 All Scrutiny Panel members receive a monthly update email, with the purpose of raising awareness to a variety of materials to support their role, provide access to scrutiny resources and the ongoing opportunity for councillors to contribute and share any open consultations and engagement exercises. This will continue to include a wide variety of topic areas for consideration.
- 2.12 The update email also includes links to Greater Manchester Priorities and the work of the Combined Authority Scrutiny Panels. This email provides a further opportunity to inform members how the work of scrutiny is shared and reported within the Council. The most recent update was sent in August 2021, **APPENDIX 1**.

3. RECOMMENDATIONS

- 3.1 As set out on the front of the report.

August 2021

Welcome to the August 2021 Scrutiny Update.

The regular updates aim to keep you informed of upcoming activity, including engagement and consultation with regards to local, regional and national decision making. All of the open consultations listed below are available for you to access and complete, with the opportunity to raise greater community awareness and participation where possible. For further information and to have your say please follow the relevant links below.

I hope this is something you will continue to find useful and please let me know if you require any further information.

(Please note, the Covid-19 information section is now at the end of this update)

Things to be aware of:

Healthwatch Tameside Coronavirus (Covid-19) Report – [COVID-19 report 2021.pdf](#) (healthwatchtameside.co.uk)

Healthwatch Tameside wanted to find out how the many changes were affecting people. The survey covered a wide range of topics and originally opened in May 2020. Periodic updates helped take account of changes to lockdowns and restrictions, with the survey closing in January 2021.

The Council's Integrated Care and Wellbeing Scrutiny Panel made a formal submission to the survey in July 2020. Scrutiny's response is included within appendices of the report.

NHS 111 First posters for delivery in the community – Tameside Hospital (T&G ICFT) have stock of [NHS 111 First](#) campaign marketing posters which they are keen to get out into the community. They would like as much help as possible from organisations displaying/sharing these posters. If you are able to do so, please contact Paul.thorpe@tgh.nhs.uk to arrange.

NHS 111 First reminds people who think they need the emergency department due to an urgent but not life-threatening medical need, to make sure they contact NHS 111 first rather than going straight to the emergency department. NHS 111 can now book people in to be seen quickly and safely in the emergency department. As well as this, NHS 111 is also able to direct, or book an appointment at Urgent Treatment Centres, GP practices, pharmacies, emergency dental services and other key services. To contact NHS 111 visit their website 111.nhs.uk or call 111. It is available 24 hours a day, 7 days a week.

Local Engagement and Consultations

Daytime Services Consultation - Over the last twelve months, Tameside Council has reviewed its provision of daytime activities across Adults Social Care. This work has produced a high level strategy which aims to provide a clear set of principles and actions to support the continued development of daytime opportunities in the borough. The Council is keen to hear the views of service users and members of the public on the draft strategy. Closing Date: **24 August 2021**.

[Daytime Services Consultation \(tameside.gov.uk\)](http://tameside.gov.uk)

Customer Services Review - Tameside Council is seeking views on proposed changes to its face-to-face Customer Services. The way that customers access services has changed over recent years, due to changes in technological advancements and increasing access as well as the Covid-19 pandemic. Since March 2020, due to the Covid-19 pandemic no face-to-face Customer Service function has been offered. Residents wishing to contact the Council have had to make contact via other channels, including telephone, email or Webchat via the Council website.

These circumstances of accelerated change combined with decreasing budgets have presented an opportunity to review the way we deliver services. Changes to the way that face-to-face Customer Service is provided are being proposed. The proposed service model for the future would be based on providing the most appropriate access channel according to customers' requirements. It would be very similar to the current offer but with the addition of face-to-face contact where necessary and only for those where other channels would not be suitable. The Council is seeking your views on these proposals. Closing date: **19 September 2021**.

[Customer Services Review Consultation \(tameside.gov.uk\)](https://www.tameside.gov.uk/customer-services-review-consultation)

Survey for Users of Mental Health Services - This new survey is for people who are using (or trying to use) mental health services and their carers.

Healthwatch Tameside want to hear about your experiences of mental health services at the moment. This anonymous feedback will be used to influence the care provided by local services in the future. Closing date: **24 September 2021**.

[Survey for people who are mental health service users and their carers \(smartsurvey.co.uk\)](https://smartsurvey.co.uk/survey-for-people-who-are-mental-health-service-users-and-their-carers)

Foster Care Offer Consultation - Tameside Council is proposing a new Foster Care Offer. The main aim of this is to support and retain existing foster carers and attract more foster carers so that Tameside can build its proportion of in-house local placements for cared for children. Following a review of the offer in 2020, it found possible improvements that could be made to help Tameside's ambition to deliver a good fostering offer, including bringing fees in line with competitive rates, improving the level of support to foster carers and improving the training and development model. Closing date: **27 September 2021**.

[Foster Care Offer Consultation \(tameside.gov.uk\)](https://www.tameside.gov.uk/foster-care-offer-consultation)

Waste Policy Consultation - Tameside Council are consulting with residents on proposed amendments to our Waste Policy, which highlights the responsibilities of ourselves and the public in regards to waste collection and recycling across the borough. Closing date: **20 October 2021**.

[Waste Policy Consultation 2021 \(tameside.gov.uk\)](https://www.tameside.gov.uk/waste-policy-consultation-2021)

Tameside Community Cohesion Questionnaire – A cohesive community is a diverse society where people from all backgrounds feel that they belong and are valued, enjoy similar life opportunities, and interact with other groups. A cohesive community is one that has moved beyond an “us” and “them” narrative to one where there is trust and interaction between different groups.

Tameside Council would like to hear about your thoughts and experiences of community cohesion in the borough. This will help us to better understand the topic in Tameside. Closing date: **Ongoing**.

<https://www.surveymonkey.co.uk/r/TMBCCoheionsurvey>

Barriers to Accessing Information and Services - Diversity Matters North West are conducting a survey on the “Barriers to Accessing Information” that people face across Tameside and Glossop. This is particularly in relation to language barriers, and in the context of Covid-19, but barriers could also include digital access, gate-keeping, “red-tape”, difficulties identifying the correct service, slow response times by services etc.

The Tameside and Glossop Inequalities Reference Group have invited Diversity Matters North West to conduct this survey as part of a wider research and engagement process into these barriers across the locality. The responses, analysis and recommendations will inform an action report which will be

delivered through the governance processes of the Tameside and Glossop Strategic Commission. Closing date: **Ongoing**.

[Barriers to Accessing Information Questionnaire \(office.com\)](#)

Self-isolation survey – Tameside Council are conducting a survey to better understand the barriers and challenges that people may face when asked to self-isolate due to coronavirus. Self-isolation is when you do not leave your home because you have or might have coronavirus (COVID-19). You are typically asked to self-isolate for at least 10 days. This helps stop the virus spreading to other people. The reasons people are asked to self-isolate are because they have tested positive for coronavirus and been asked to self-isolate, a member of your household has tested positive for coronavirus, or you have been identified by the NHS Track and Trace as a contact of someone who tested positive. A better understanding of the barriers and challenges people face to self-isolation can help us to better support local people to self-isolate. Closing date: **Ongoing**. <https://www.surveymonkey.co.uk/r/tmbcselfisolation>

General Feedback About Health and Care Services - This new survey is about general use of health and care services. Please help Healthwatch Tameside by telling them about any services you have used recently, that you haven't included in a survey response before. What went well? What could be improved? Closing date: **Ongoing**

[Health and care feedback survey 2021 \(surveymonkey.co.uk\)](#)

Regional Engagement and Consultations

Let's talk about wildfires – Greater Manchester Fire & Rescue Service would like to find out what the public think about wildfire. They would like to find out what people think is the cause of wildfires, what should be the consequence of negative actions around wildfires, your concerns and what should be done to prevent them from happening. Closing date: **31 August 2021**. <https://www.gmconsult.org/strategy-team/public-perception-of-wildfire/>

Dementia Call for Evidence – Black African and Caribbean People In Greater Manchester – The African Caribbean Care Group (ACCG) want to understand the dementia support and information provision to Black African and Caribbean people in Greater Manchester. Questions can be answered by either carers or people living with dementia. The Dementia Call for Evidence Survey covers 4 areas of a person's Dementia journey: Diagnosing well, living well, supporting well and end of life. This consultation is **ongoing**. <https://www.accg.org.uk/dementia-surveys/>

National Engagement and Consultations

There are currently a number of pieces of work being led by government departments and agencies that you may wish to take part in. For further information and to have your say please follow the relevant links below:

Census 2021 Outputs: content, design and release phase proposals - The census is a survey that happens every 10 years and gives a picture of all the people and households in England and Wales. All kinds of organisations, from local authorities to charities, use the information to help provide the services we all need, including transport, education, and healthcare.

The census has always changed with the times to better meet users' needs, make better use of technology, introduce new questions, and change or replace existing questions. To enable us at the Office for National Statistics (ONS) to meet these changing needs, we engage with data users throughout the development cycle of the census.

This consultation is part of that engagement process. The UK Statistics Authority would like to hear your feedback on the proposals outlined throughout the questionnaire.

These proposals cover the release of census data and a proposed programme of analysis, to draw insights from that data. They welcome contributions from all census users, from those who are

experienced users of census data to those who are looking to use census data for the first time. Closing date: **5 October 2021**.

<https://consultations.ons.gov.uk/external-affairs/census-2021-outputs-consultation/>

All live and past consultations are available for viewing at the [Big Conversation](#) pages on the Council's website.

Regional Scrutiny

The links below provide you with access to the most recent meeting papers for each of the GMCA Scrutiny Panels.

[Corporate Issues & Reform Overview & Scrutiny](#)

[Economy, Business Growth & Skills Overview & Scrutiny](#)

[Housing, Planning & Environment Overview & Scrutiny](#)

Scrutiny Resources

I will look to share any available material to support you in your role during the course of the year.

Publications:

- [2020-21 Annual Survey of Overview and Scrutiny in Local Government \(CfGS\)](#)
- [Scoping the role of local authorities in the provision of electric vehicle charging infrastructure](#)
- [Must know: Treatment and recovery for people with drug and alcohol problems](#)
- [Council's role supporting the digital skills pipeline](#)

COVID-19 (Coronavirus) Update

The following are some critical sources of information from the government which are updated regularly:

- Updated figures on the number of Coronavirus cases and numbers vaccinated here: <https://coronavirus.data.gov.uk/>
- Guidance on restrictions and how to protect yourself or check if you need medical help: <https://www.gov.uk/coronavirus>
- Information on self-isolation here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- Covid-19 advice for employees, employers and businesses here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

There is also guidance available on our own local websites as detailed below:

Tameside Council - www.tameside.gov.uk/coronavirus - includes links to service change information, how to volunteer, support for businesses, council tax recovery, mental health support, wellbeing, how to contact the Council for support and more.

NHS Tameside & Glossop CCG - www.tamesideandglossopccg.org/ link on homepage

Tameside & Glossop Integrated Care NHS Foundation Trust - www.tamesidehospital.nhs.uk/ information on homepage

Covid-19 opinion and behaviour insight:

The following are some key statistics taken from different pieces of national and regional research indicating what the impact of covid-19 has been for people including businesses. Understanding the impact of Covid-19 will be crucial to our recovery locally and how we plan to build back better.

- Those aged 18-24 are less likely to continue to follow measures to prevent the spread of Covid-19 once restrictions are lifted, compared to the older age groups
- 93% of those aged 16 to 29 years reported positive vaccine sentiment this week (89% last week)

Grant Funding for VCSE organisations

There are a number of ways VCSE organisations in Greater Manchester and Derbyshire can apply for funding during the Covid-19 outbreak. 10GM, a partnership of local support and development agencies in Greater Manchester, have come together to produce a bulletin providing all the information on funding opportunities available for VCF organisations in Greater Manchester, including how to apply. You can find the latest bulletin here: <https://www.gmcvo.org.uk/news/gm-funding-ebulletin-june-2021> .

Action Together Funding Bulletin – Action Together have a wealth of experience that could help you find and secure funding. The latest funding bulletin, which is produced monthly with 10GM colleagues can be found here:

https://www.actiontogether.org.uk/sites/actiontogether.org.uk/files/10GM%20Funding%20Bulletin%20June%202021_0.pdf

Developing Trauma Responsive Communities VCSE Grants – GMCVO, with funding from GMCA, have launched a grants programme to fund work that will be part of the development of a Greater Manchester Trauma Responsive and Adverse Childhood Experience Framework. The aim being to create a coordinated approach to reduce individual and community exposure to adverse childhood experiences (ACEs) and trauma. <https://www.gmcvo.org.uk/news/developing-trauma-responsive-communities-vcse-grants>