

SCRUTINY MANAGEMENT BOARD

Minutes of a Meeting of the Scrutiny Management Board held on Monday, 16 September 2019 at 2.00 pm at Council Chamber - County Offices, Kendal, LA9 4RQ

PRESENT:

Mr WJ Wearing (Chairman)

Mr J Airey
Ms C Driver
Mr J Lister

Mrs V Tarbitt
Mr M Wilson (Vice-Chair)

Also in Attendance:-

Ms H Blake	- Senior Manager - Customer, Policy and Scrutiny
Mrs L Davis	- Democratic Services Officer
Ms A Graham	- Service Centre Operations Manager
Mr S Higgins	- Assistant Director - Customer and Community Services
Ms Hurr	- Digital and Innovation Manager
Dr D Roberts	- Executive Director - Corporate, Customer and Community Services

PART 1 – ITEMS CONSIDERED IN THE PRESENCE OF THE PUBLIC AND PRESS

13 APOLOGIES FOR ABSENCE

Apologies for absence were received from Mr S Collins, Mrs S Evans, Mr K Hamilton, Dr S Haraldsen, Mr C Hogg, Mr M Hawkins, Mr W McEwan and Mr B Shirley.

14 MEMBERSHIP

There were no changes to membership to note.

15 DISCLOSURES OF INTEREST

There were no disclosures of interest on this occasion.

16 EXCLUSION OF PRESS AND PUBLIC

RESOLVED, that the press and public be not excluded from the meeting during any item of business.

17 MINUTES

RESOLVED, that the minutes of the meeting held on 28 June 2019 be agreed as a correct record and signed by the Chair.

18 CALL-IN ITEMS

The Chair advised that there were no call-in items for the Board to consider.

19 CUSTOMER PROGRAMME UPDATE

Members received a presentation from the Executive Director – Corporate, Customer and Community Services that provided an update on delivery of the Customer Programme.

The Assistant Director - Customer & Community Services informed members that the Customer Programme was one of the key transformation programmes across the organisation and the deliberate focus over the past year had been to deliver improvements to the customer experience in key service areas through use of digital technology and the service centre. The presentation focussed on the seven elements of the customer and digital programme, future delivery, intelligent automation, savings generated and governance and reporting. The two year delivery plan was appended to the report for members' information.

In discussion, a member suggested a revisit to North Yorkshire County Council to benchmark progression of the service centre. Officers suggested, in order to draw comparisons, a visit by the Board's members to the service centre at Parkhouse be arranged, followed by a revisit to North Yorkshire for the original Task and Finish Group members.

A discussion took place around reporting processes and "end to end" systems. The Chair raised concerns about twice reporting a highways problem and it not being communicated to the local area team. Officers acknowledged that a cultural change was needed and assured members work was being done within service areas to resolve communication issues. Members were informed that the HIMs contract was up for renewal next year and options were being investigated. The Digital and Innovation Manager informed members that adaption of tailor made systems could be difficult, costly and a problem experienced nationally.

The discussion led on to engagement of front line staff in the development of the programme and encouraging use of the automated services available. The Digital and Innovation Manager assured members of staff involvement and engagement in the transition of services and systems. In answer to a question on the use of the machines in the reception area of Cumbria House, the Assistant Director – Customer and Community Services acknowledged little use but this may be rectified by staff training.

The Assistant Director - Customer & Community Services outlined the next steps which included the automation of services such as Purchase to Pay, using electronic signatures in place of paper processes ensuring systems were as fraud proof as possible. The inclusion of part of the registration service, the development of an 18 month 2 year plan and development of a delivery plan for MTFP savings were the next priority projects.

In answer to a question on staffing, the Executive Director – Corporate, Customer and Community Services explained that the service centre was not centralised in Carlisle, IT systems made it possible to work in different locations around the county and existing staff had been transferred to the service in order to retain expertise.

The Assistant Director – Customer and Community Services informed members that joint working was taking place with the ICT team to ensure best practice and the Communication team for the promotion of priority projects. The Executive Director – Corporate, Customer and Community Services suggested promotional videos be prepared on the programme and circulated to members for information. A member stressed the importance of having IT systems in place, not only for internal use, but to deliver pathways to outside organisations such as the NHS. Officers confirmed joint working on this was currently taking place to enable safe and seamless data sharing.

The discussion centred around the People directorate, and ensuring the right level of stratification was put in place to ensure an efficient and effective service. The Assistant Director – Customer and Community Services informed members that work was taking place with the Assistant Directors in the People directorate on the best way forward.

The officers were thanked for their presentation.

RESOLVED, that

- (1) progress made in relation to the customer programme and future plans for delivery be noted;
- (2) the work done in relation to strategic planning was noted;
- (3) the change in focus and pace across the programme was noted;
- (4) a visit for Board members to the service centre be arranged, with a follow up revisit to North Yorkshire County Council for the original members of the Task and Finish Group;
- (5) an update report, focussing on progression made with the People directorate, be provided to the Board in six months' time.

20 UPDATE FROM CHAIRS OF BOARDS

The Board received an update on the work of the Scrutiny Advisory Boards, Panels and Committees from each of the Chairs.

(1) Scrutiny Advisory Board – Adults

The Board received a written update from Mr M Wilson. At the last meeting of the Board members had considered the Promoting Independence Programme and Safeguarding Adults at risk from abuse and neglect.

The next meeting would consider Shared Lives, Learning Disabilities and Autism Board Action Plan and Safeguarding Adults.

A number of additional activities undertaken and planned by the Board was noted.

(2) Cumbria Health Scrutiny Committee

Members noted that since the last meeting of the Board, the Health Scrutiny Committee had met and considered the following:-

- HealthCare for the Future in West North and East Cumbria
- Future Mental Health Service Provision in North and South Cumbria
- Orthodontics in South Cumbria
- University Hospitals of Morecambe Bay NHS Foundation Trust Improvement Plan following the Care Quality Commission inspection report

A number of items would be considered at their meeting in October.

(3) Scrutiny Advisory Board – Children and Young People

Members noted the work of the Advisory Board – Children and Young People. At their last meeting in May, the Board had carried out a “deep dive” on the SEND local area inspection report.

The following items would be considered at their September meeting:-

- OFSTED – Hub Focused Visit
- SEND Written Statement of Action
- New Children’s Safeguarding Arrangements

(4) Cumbria Police and Crime Panel

The Board received a written update on the work of the Police and Crime Panel. The Panel had received the first Chairman’s Annual report setting out the achievements over the past year and in July, the Police and Crime Commissioner’s Annual report. The next meeting of the Panel will focus on

budgetary updates as well as updates on key objectives of the police and crime plan.

(5) Cumbria LEP Scrutiny

Mr W Wearing advised members on the LEP Scrutiny Board. The Board had met for a development session consisting of an update from Lord Inglewood, Chair of Cumbria LEP and an update from Jo Lappin, Chief Executive of Cumbria LEP.

A meeting of the Cumbria LEP Scrutiny met on 16 September and the following areas had been discussed:-

- LEP Delivery Plan;
- Process for identifying future schemes;
- Consideration of Strategic Objective 1 of the LIS: Skills and Workforce;
- Update on mid-year review

(6) Scrutiny Advisory Board – Communities and Place

Members noted that the Advisory Board – Communities and Place had met in September and considered progress on implementation of the recommendations made by the Waste and Third Sector Task and Finish Group, the digital redesign of highways services and improvements to the customer experience, an update report on the development and implementation of the Highways Permit Scheme and Highways Condition and Inspection Team arrangements and the Council's contribution to the Local Industrial Strategy.

21 SCRUTINY PERFORMANCE WORKING GROUP UPDATE

Members received a report from the Executive Director – Corporate, Customer and Community Services providing an update from the Scrutiny Performance Working Group. The draft minutes from the Working Group's meeting in July were appended to the report.

RESOLVED, that the report be noted.

22 SCRUTINY MANAGEMENT BOARD BRIEFING

The Board considered a report which provided an update on any issues and developments that had occurred since the meeting of the Board in June 2019.

The Senior Manager Customer, Policy and Scrutiny advised members that a date for the Absence Task and Finish Group had been circulated and asked members to confirm attendance before extending the invitation to the groups/independent members. A member advised the potential date for the strategic planning session date clashed with the Eden Local Committee meeting. The officer agreed to investigate this.

RESOLVED, that

- (1) the range of activity be noted;
- (2) the draft Management of Absence Task and Finish Group scope, attached at Appendix 1 to the report, be agreed;
- (3) the Chair and Vice Chair of SMB agree the final report to Cabinet from the Management of Absence Task and Finish Group;
- (4) the Joint Advisory Group for Adults and Health Scrutiny continue to meet for a further period of 12 months be agreed;
- (5) the work programme presented in Appendix 2 of the report be noted;
- (6) the draft Scrutiny Development Plan presented in Appendix 3 of the report be agreed.

23 DATE OF NEXT MEETING

It was noted that the next meeting of the Board was scheduled for 27 November at 10.00 am at County Offices, Kendal.

The meeting ended at 3.10 pm