

Overview and Scrutiny

Annual Report 2015/16

1. Scrutiny in Hertfordshire

Welcome to the Annual Report of the Overview and Scrutiny committees of Hertfordshire County Council. The report provides details of the scrutinies undertaken from April 2015 through to March 2016. Key members of the scrutiny process include:

Terry Hone Chairman Overview and Scrutiny

Seamus Quilty Chairman Health Scrutiny

Malcolm Cowan Vice Chairman Overview and Scrutiny

Anne Joynes Vice Chairman Overview and Scrutiny

Chris White Vice Chairman Health Scrutiny

Sherma Batson Labour Spokesperson Health Scrutiny

1.1 What is Scrutiny?

Local government scrutiny is about reviewing decisions made by the **Executive (Cabinet)** and acting in the capacity of a critical friend. In other words, scrutiny holds the authority to account. To achieve this **elected members** conduct investigations, take evidence and talk to witnesses before making recommendations.

Hertfordshire has two scrutiny committees, **Overview and Scrutiny Committee (OSC)** and **Health Scrutiny Committee (HSC)**. Both set annual work programmes for the areas they wish to scrutinise, whilst retaining flexibility to deal with emerging issues quickly. The majority of scrutinies run for one day. Occasionally, it may be necessary for a two day session for a complex scrutiny.

The overlap between Health and Social Care means that some scrutinies

involve joint committee membership and work, for example Care Pathways. The scrutinies that fall into this category are still identified in the report. They are listed under the committee that took the lead on that scrutiny.

Scrutinies are focussed with a clear objective; the questions to be addressed; desired outcomes; and identified constraints i.e. areas that are not being covered. A detailed timetable is produced with a thorough Member briefing in advance of the formal meeting. '**Topic Groups**' are then formed to look in depth at the subject and to produce a report with recommendations.

When the report is published the relevant **Executive Member/Trust Chief Executive** has two months in which to respond to the recommendations and the report. They can decline to accept and/or implement a recommendation.

In 2015/16 across HSC and OSC, 97% of recommendations were implemented by Trust Boards or the County Council Executive, 3% partially implemented and none rejected.

2. Health Scrutiny Committee (HSC)

The Health and Social Care Act (2011) requires one of the County Council's scrutiny committees to have the power to scrutinise public health services. In doing so, it can establish joint arrangements with and/or delegate some responsibility to the county's district and borough councils.

A Health Scrutiny Committee considers strategic countywide health issues. It consists of ten county councillors and a representative from each of the county's ten district and borough councils.

2.1 – For ease of reference, Topic Groups are listed in alphabetical order

Budget and Francis Scrutiny Café – 17 & 31 March 2016

The scrutiny was held over two days to look at the budgets and finances of the NHS organisations in Hertfordshire and following up on the **Francis Report**. Members heard from NHS England, the two Clinical Commissioning Groups (CCGs) that cover the majority of Hertfordshire, the two acute trusts, the mental health trust, community trust, the Ambulance Service and Herts Urgent Care. Four non-executive member groups each asked questions related to quality of care (including key issues identified in the Francis report) and organisational finances of the bodies under scrutiny. A report was produced providing recommendations to the participants, requests for additional information and suggestions for future scrutinies.

Monitoring of the implementation of the Care Quality Commission (CQC) findings by West Herts Health Trust (WHHT) – 15 Dec 2015, 15 Feb 2016 (ongoing)

The topic group is scheduled to meet bi-monthly to examine how effective WHHT has been in implementing the changes required by the CQC following the Trust being placed in special measures. The first meeting considered the action plan as a whole to establish the main organisational priorities and gain an understanding of what work has been completed already. The second meeting concentrated on the people in the Trust, what is being done to hear their opinions and what is being done to make the organisation a safe place for staff and patients. At this meeting members explored what is being done to introduce necessary cultural change, tackle bullying and develop whistleblowing procedures. The next topics to be discussed are governance, maternity, estates and ICT. The Topic Group will not conclude its business until the Trust exits special measures, at the earliest.

2.2 Committee meetings

Healthwatch General Practitioner (GP) access update – 18 June 2015

Healthwatch shared the outcomes of a survey it conducted in the Bishop's Stortford area. Following ongoing concerns around GP access and appointment systems in Hertfordshire, Hertfordshire Healthwatch is working with GP surgeries in the Stort area to discuss and implement new ways of working to improve access to GP surgeries. The work resulting from the survey was much greater than initially planned and so Healthwatch is continuing to work on this project. Healthwatch was asked to return to the Committee once their final review had been completed.

Consultation on a future model for NHS 111 and GP out of hours services for Cambridgeshire and Peterborough Clinical Commissioning Group (C&PCCG) patients registered at Royston practices – 18 June 2015

C&PCCG presented a report on the plans for engagement with patients registered at the three Royston GP practices with regard to 111 and GP out of hours services. This was brought to the attention of the committee following a change in how the 111 and GP out of hours service in Royston will now be provided by C&PCCG. The wider engagement had not initially included Royston practices and as a result an engagement plan has been drafted by C&PCCG. To include views from Royston practices, the timetable for procurement was been extended to allow input from the Royston practices. The Committee was content with the proposed plans for engagement and requested to be kept informed by briefing note on progress being made..

West Hertfordshire Strategic Review update – 18 June & 12 November 2015

The Committee received an update from Herts Valleys Clinical Commissioning Group (HVCCG) regarding the West Hertfordshire Strategic Review. The review was set up ensure the delivery of high quality health and

care services and to make sure that these services are sustainable and fit for purpose. Following engagement with the west Hertfordshire community on 'Your Care, Your Future', the West Hertfordshire Strategic Review is now at a stage where further discussions will take place on how to proceed. This first meeting discussed what has been heard in response to the engagement and what this means for the rest of the review process. The Committee commented on what had been heard and on the next steps. In November the Committee heard of the next steps proposed as a result of the engagement process. Whilst the Committee was satisfied with the level of engagement with all the districts it highlighted concern over the length of time that the review is taking. The Committee were informed of the nine agreed options under investigation as to viability for action once the review has been completed. HVCCG were asked to return to the Committee prior to a final decision to enable members to question the CCG.

The Health and Social Care Landscape – 12 November 2015

The Committee heard from the Director of Health and Community Services (HCS) on how the health and social care landscape has changed and what this means for Hertfordshire. The Committee requested that this item returns in the future after the Better Care Fund has been embedded for two years to see the progress made and benefits that have arisen from it.

Princess Alexandra Hospital Trust (PAH) – 12 November 2015

Trust representatives highlighted to the Committee recent changes to the healthcare landscape and the services provided to the residents of Hertfordshire. PAH responded to questions on the key challenges the Trust faces and what is planned to address these as well as the current budgetary pressures. The Committee was pleased to hear the plans in place and requested that the Trust meet with members again to discuss the recent Care Quality Commission (CQC) inspection, either at the Committee or in a one off topic group, to be held jointly with the Essex County Council Health Scrutiny Committee.

Procurement of 111 and General Practitioner Out Of Hours (GPOOH) service in Hertfordshire – 16 December 2015

The Committee received a combined report from East and North Hertfordshire CCG (ENHCCG) and Herts Valleys CCG (HVCCG) on the proposed procurement plan for the 111 and GPOOH service. NHS England has published the Commissioning Standards for Integrated Urgent Care and ENCCG and HVCCG will be working together for the procurement of these services. The Committee requested that they return once the procurement process is completed and, in the meantime, for members to be provided with briefing notes detailing progress being made.

Healthwatch working with young people 16 December 2015

The discussion covered the annual review, produced by Healthwatch, detailing work with young people over the last year. This included views and experiences young people provided and outcomes in response to these views. There was also an update showing further developments this financial year. Members were pleased with the approach and outcomes and encouraged Healthwatch to continue this work. They also recommended that local health and social care organisations reflect on the approach taken and evidence identified. Members requested briefing notes to be circulated as developments occur.

Feedback from Hertfordshire Community Trust (HCT) regarding the Care Quality Commission (CQC) investigation 16 December 2015

The Committee was given a summary of the improvements and changes that have been made by HCT following the inspection by the CQC, as well as details of future plans. The action plan created following the CQC inspection was shared with the Committee. The Committee requested that HCT provide updates by way of briefing notes and return to the committee after the next inspection.

East of England Ambulance Service (EEAST) update 21 January 2016

The report presented to the Committee provided information on the performance of the East of England Ambulance Service, highlighting improvements and challenges and outlining the planned approach and potential implications of the new strategy. The Trust was questioned on its recent performance against national targets. The Committee accepted that additional data was needed to understand why these targets were perceived to have been missed. There was also some concern over whether these targets were the right way to assess the performance of the service. Members requested that the data behind these figures be shared with the Committee in a briefing note.

Health & Community Transport in East & North Hertfordshire 21 January 2016

The report presented to the Committee outlined the current provision of health related transport in East & North Hertfordshire. Members heard of the changes in health provision and the impact of this on transport to acute services as well as the current levels of demand and future work plans. The Committee was advised that a joint review is being undertaken by ENCCG and HCC on these services and it was requested that the results of the review should come to the Committee.

2.3 Site Visits

University of Hertfordshire

The Dean of Health and Social Care outlined the courses provided and work undertaken with Hertfordshire NHS organisations. In addition, members viewed University departments and live classes.

Kingfisher Court, HPFT

To view the facilities of the recently developed and refurbished mental

centre outside St Albans. To see what is in place to make patients feel safe and cared for.

3. Overview and Scrutiny Committee (OSC)

The role of the Overview and Scrutiny Committee is to hold the Executive to account by scrutinising:

- Decisions made by, or on behalf of, the Council or Cabinet
- Any operational or policy aspect of the Council's business

OSC membership consists of ten county councillors, four parent governors and two church representatives. The latter two groups can only take part in education related scrutinies and vote on education related issues

3.1 – For ease of reference, Topic Groups are listed in alphabetical order:

Asset Management and Rural Estates – 26 & 28 October 2016

This scrutiny examined:

- How and why land, properties and houses owned by HCC are managed, leased, acquired, disposed of, maintained and secured.
- The potential for rationalisation of the Council's land and properties.

Members recommended that Property pro-actively work with districts/boroughs and other partners to identify what land each public body owns and where a joint approach to marketing land could maximise value. They also asked to be kept informed of progress in developing an HCC property company.

Care Pathways 14 & 15 January 2016

The topic group reviewed how patients with long term conditions move through the care pathway. It looked at how well health and social care work

together to support patients with long term conditions. It also considered the impact of prevention on current care pathways. Good work is underway and partners are working together to support the physical and mental needs of patients; however, members recommended that more preventive work is undertaken and support for mental wellbeing is enhanced.

Hertfordshire Safeguarding Children's Board (HSCB) - 18 January 2016

This is an annual scrutiny that enables Members to monitor the progress and performance of HSCB. It focussed on:

- An update of the previous scrutiny recommendations covering the: District Council Safeguarding Group; Graded Care Profile; Board structure; End of Life template; children who go missing; CSE team; progress on implementing planned developments; step up/down audit outcomes
- An update on Serious Case Reviews, Child Death Overview and Partnership Case Reviews.
- Consideration of the Local Government Association's Guidance for Councillors with regard to Child Sexual Exploitation

Members were content with the progress made by the board during 2014/15 and asked that at the 2015/16 scrutiny they that be updated on the:

- Outcomes of the March 2016 district/borough Housing Workshop
- Impact of the uncertainties arising from central government decisions
- Return Interview pilot
- National Society for the Prevention of Cruelty to Children (NSPCC) Graded Care Profile (GCP) template
- Impact of the Prevent / radicalisation work

Home Start Service - 10 August 2015

Four members of OSC Called In the Cabinet decision reached on 13 July 2015 in respect of the commissioning of the Home Visiting Service and for the

Committee to *'discuss and scrutinise the effect on the provision of 'Home Start' services caused by the change in policy made by the Administration.'*

A one day scrutiny of the decision was undertaken the outcomes of which were

- a) no further action be taken; and
- b) agreed that the Children's Centre scrutiny currently on the Committee's work programme for Spring 2017 be brought forward to Autumn / Winter 2016 and the scope to be expanded to include 'the effect on the provision of the Home Visiting Service caused by the change in policy'.

Integrated Plan Proposals (Budget Scrutiny) - 17 December 2014, 28 January & 4 February 2015

The annual budget scrutiny covers three days. The first day advised Members of emerging issues arising from the budget settlement, the second was a 'scrutiny café' approach involving the majority of Members of the County Council (both Executive and Non-Executive), all Chief Officers and a further 20 senior County Council officers, whilst the third day was a debate by the committee on the outcomes of the 'scrutiny café'. Suggestions to Cabinet were made for consideration by the Executive and Full Council in reaching decisions on the County Council's Integrated Plan for 2016/17– 2018/19.

Ringway Highways Service Term Contract – 2 October 2015

Members reviewed the effectiveness of the contract with Ringway and whether:

- i. it was providing what was agreed at time of tender
- ii. it was achieving the required service levels
- iii. monitoring of adherence to the contract standards was in place
- iv. actions were being taken to address any shortfalls in service delivery

Members concluded that:

- improvements needed to be made to the communications from Ringway to members and customers
- they be kept informed of the implementation of the triage service of CAT 1 jobs and to examine the possibility of extending this to other work categories
- the budgets for the next financial year take into consideration the high volume and high estimated cost of CAT 2 high priority jobs
- statutory processes are monitored and upheld at all times
- they be kept informed of the progress of Ringway in introducing service improvement and developments agreed at the start of the contract
- HCC review this area of the contract to see if it is possible to give Ringway more flexibility when undertaking multiple repairs
- consideration be given to introducing a speedy process for members to use some of their HLB spend on CAT 2 items.

Traffic Regulation Orders (TROs) – 15 July 2015

Members of OSC examined the effectiveness of the TRO process. They concluded there was a need to speed up the process by:

- The removal of the additional seven days allowed for postal delays.
- Setting a time of two months for engineers to review and negotiate the objections for TROs.
- Setting an advisory guideline for one month beyond the two month period given to the engineer, for the reviewing officer to negotiate with an objector.
- Making sealing more readily available than once a week.

Herts Welfare Assistance Scheme – May 28 2015

The scrutiny looked at how effective the Hertfordshire Welfare Assistance Scheme (HWAS) has been after its first two years in operation. Members were pleased with progress to date and the proposals for future development of the service.

3.2 - Written updates

For a range of reasons it may not always be appropriate to scrutinise a topic on which Members have expressed an interest. In these instances all Members are provided with a short written update on the particular topic. This method has been used to provide updates on:

- The number of pupils with English as an additional language (EAL) in Hertfordshire, as well as the potential implications for schools catering for their needs

3.3 - Lunchtime seminars

Scrutiny organises two-hour long seminars, with a speaker on topics of general interest to members and officers. Recent examples have included:

Child Sexual Exploitation - 15 July 2015

The seminar covered:

- *arrangements that are in place in Hertfordshire to tackle CSE*
- *work with partners*
- *the responsibilities of HCC members and officers.*

97 attended

Education - 24 February 2016

This provided:

- *An update on the partnership working between Hertfordshire County Council and Herts for learning (HfL).*

- *Identification of the current key issues for education in Hertfordshire, including information on the allocation of funding between academies and maintained schools.*
- *Information on how Members can actively support schools and academies.*

36 attended

Flooding - 24th March 2016

The focus of the seminar was the implementation of the Flood and Water Management Act (2011). The opportunities and limitations that have been identified arising from the flood risk management responsibilities falling to the County Council. It also addressed what remaining flood risk management responsibilities are carried out by other organisations and how well they link with those falling to the County Council.

40 attended

HSCB and the Care Act - 17 June 2015

This covered:

- *the requirement to establish a Safeguarding Adults Board and the responsibilities placed on members and officers by the act.*

52 attended

NHS England and the CCGs on the 5 Year Forward View - 20th October 2015.

This covered

- *The Five Year Forward View which starts the move towards a different NHS, recognising the challenges and outlining potential solutions to the big questions facing health and care services in England. It defines the*

framework for further detailed planning about how the NHS needs to evolve over the next five years.

- *The work Hertfordshire CCGs are undertaking with NHS England to deliver the on areas such as disease prevention; new, flexible models of service delivery tailored to local populations and needs; integration between services; and consistent leadership across the health and care system.*

51 attended

Pharmacy - 11 November 2015

This covered

- *What is community pharmacy?*
 - *How do pharmacists qualify?*
 - *Contractual activities of community pharmacy*
 - *How Community Pharmacies work with NHS111/Herts Urgent Care (HUC)/GP surgeries*
- *Community Pharmacy and Public Health*
 - *The role of the Pharmacy Consultant in Public Health*
 - *Current services*
 - *Self-management & Prevention projects*

27 attended

Ringway Contract - 29 September 2015

This covered:

- *what Ringway does for HCC under its current contract.*
- *what has changed from the previous highway contract*

47 attended

Volunteering Strategy - 13 October 2015

This covered:

- *Recognition of volunteering in its widest sense;*
- *Volunteering for HCC or as an employee of HCC*
- *Volunteering in the community to build capacity*
- *A changing approach to working with the voluntary sector*

35 attended

4 - Having your say on the issues being scrutinised

Members of the public are able to attend any scrutiny and/or topic group. Although the public have no right to speak at the meeting, they may be invited to do so by the Chairman. Members of the public can also make their views known to their local County Councillor or any Member of a scrutiny committee

5 - Suggest items for future scrutiny work programmes

Members of the public may write to the Head of Scrutiny to request that a relevant subject or issue be investigated.

He can be contacted at:

tom.hawkyard@hertfordshire.gov.uk

or at

CH0317

Hertfordshire County Council

County Hall

Pegs Lane

Hertford

SG13 8DE.

All suggestions will be considered by the chair and vice chairs of the appropriate committees at the next agenda setting meeting. The member of the public will then be informed by the Head of Scrutiny of the outcome.

Glossary of terms

Cabinet – A group of elected councillors who each look after a particular portfolio

Call in - the right to delay the implementation of a decision which has been made (but has not yet been implemented) by allowing a committee to consider the decision.

CCG – Clinical Commissioning Group, responsible for commissioning, or purchasing, most health services for a particular area.

CQC – Care Quality Commission, a statutory body responsible for analysing the quality and performance of health trusts.

Elected member – Locally elected, sometimes known as councillor

ENHCCG – East & North Herts Clinical Commissioning Group

Executive member – An elected member who holds responsibility for a particular portfolio

Francis Report – A report written in response to the Mid-Staffordshire NHS review, creating a series of recommended changes for the NHS across the country

Full Council – Meets throughout the year it is a meeting of all elected members, to agree and debate suggested policies and strategies of the council.

HCC - Hertfordshire County Council

HCT - Herts Community Trust

HSAB - Hertfordshire Safeguarding Adult Board

HSC - Health Scrutiny Committee

HSCB - Hertfordshire Safeguarding Children's Board

HVCCG – Herts Valleys Clinical Commissioning Group

OSC - Overview and Scrutiny Committee

PCC - Police and Crime Commissioner – An elected individual who offers direction for the police service.

Senior Management Board – These are the chief officers of the Authority led by the Chief Executive.

The Executive – in Hertfordshire County Council this is Cabinet model with a Leader and cabinet members who are responsible for policies, plans and strategies

Trust Chief Executive – The senior official in charge of a health trust