

SCRUTINY POLICY REVIEWS 2015/16

REPORT OF THE HEAD OF SCRUTINY AND AREA ARRANGEMENTS

1. PURPOSE OF THE REPORT

- 1.1 To provide the Scrutiny Committee with the draft recommendations of the scrutiny policy reviews undertaken by the Lead Scrutiny Members and the shadow scrutiny committees.

2. BACKGROUND

- 2.1 The scrutiny commissioning model is in its fourth and final year. As part of these arrangements the Scrutiny Committee commissioned the Lead Scrutiny Members along with their respective scrutiny panels to undertake up to two policy reviews during 2015/16, the topics having been brought forward from discussions at the Annual Scrutiny Debate in May 2015. Following the review of scrutiny, and as part of the transition arrangements, the scrutiny panels were subsumed into the shadow scrutiny committees and the policy reviews were concluded in the various shadow scrutiny committees.
- 2.3 Detailed evidence gathering for the policy review has taken place since June 2015, with the shadow scrutiny committee's agreeing the content, conclusions and recommendations of the final reports at meetings in March and April 2016. The final reports are attached (**Appendix A-D**) and the recommendations from each review are as below:

Report	Shadow Committee	Policy Review Topic
A	Health and Wellbeing	Moving On: the transition from child to adult care services
B	Health and Wellbeing	Review of core sexual health services in Sunderland
C	Economic Prosperity	Approach to environmental enforcement
D	Economic Prosperity	The use of customer feedback

3. POLICY REVIEWS 2015/16 – PROPOSED RECOMMENDATIONS

Shadow Health and Wellbeing Scrutiny Committee

- 3.1 The recommendations of the ***Moving on: the transition from child to adult care services*** Policy Review 2015/16 are:-
- (a) That the development and implementation of any transition protocol enhances information sharing across services and organisations to improve transition planning and further promotes a seamless transition process;

- (b) That during the transition process greater opportunities are provided, where appropriate, to allow for GP involvement in health transition planning, as well as ensuring that young people in transition have a named GP;
- (c) That the local authority promotes and supports a dialogue between employers, local businesses and the specialist academies within Sunderland to further enhance the potential for work placement opportunities;
- (d) That the appropriate scrutiny committee receives regular updates from the leaving care service to develop a greater understanding and involvement in the transition process and arrangements of young people leaving the local authority's care.

3.2 The recommendations of the **Review of core sexual health services in Sunderland** Policy Review 2015/16 are:-

- (a) That Commissioners should consider earnestly the co-location of the GUM and CASH services by the current provider of the service and the possibility that co-location of the services should feature in any future plans to re-commission the service;
- (b) That service providers look to more widely publicise the GUM and CASH services including details of the services available and where, when and how they can be accessed;
- (c) Consideration be given to developing and disseminating information about the sexual health needs of older adults and services available from GUM, CASH and the Live Life Well Service.
- (d) Service Providers and key stakeholders should work together to break down the stigma attached to attending services, such as GUM and CASH;
- (e) Work to target new students in Fresher's week should be undertaken by the CASH and GUM and the Live Life Well Services.

Shadow Economic Prosperity Scrutiny Committee

3.3 The recommendations of the ***Approach to environmental enforcement*** Policy Review 2015/16 are:-

- (a) That the Council undertake a review of its existing environmental enforcement policy for streetscene and that this review involve full consultation with members and other interested parties;
- (b) That the Council should seek to focus its resources on areas of greatest impact with regard to environmental enforcement action;
- (c) That where such action is taken every effort be made to publicise it in the local media to ensure that residents are aware importance attached to a clean and well maintained local environment;

- (d) That the Council continues to monitor new developments and pilots in relation to litter enforcement and dog fouling;
- (e) That the Council looks to establish a procedure in relation to the approach taken to illegally tethered horses;
- (f) That the Council work with other local authorities in the region and other agencies such as Police, RSPCA and Gentoo in order to make the most of available resources.

3.4 The recommendations of the ***Use of customer feedback*** Policy Review 2015/16 are:-

- (a) That the Council continues to look at measures to improve current systems to ensure that the outcome of feedback and complaints are recorded and that any intelligence is used to improve services;
- (b) That the Council continues to work to realise the benefits of new technology in order to respond to the changing patterns of customer demand and behaviour;
- (c) That the Council continues to examine ways of encouraging users to go on line and engage in digital technology while maintaining a variety of access channels to prevent digital exclusion;
- (d) That Customer Services Network and the Complaints Team continue to work closely in order to share information and feedback being generated;
- (e) The Council consider ways of further sharing the learning from complaints across the Council.

4. RECOMMENDATION

4.1 It is recommended that the Scrutiny Committee considers and endorses the scrutiny policy reviews presented at **Appendix A-D**, and submits:

- (a) 4 Policy Review Reports to Cabinet at its meeting in June 2016; and
- (b) the remaining 4 Policy Review Reports to Cabinet at its meeting in July 2016.

5. BACKGROUND PAPERS

- Scrutiny Committee Agenda and reports: 25 June 2015

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