

SCRUTINY COMMITTEE

AGENDA

Extraordinary Meeting to be held in the Civic Centre (Committee Room No. 1) on Tuesday, 16th April, 2013 at 5.30 p.m.

Membership

Cllrs, Bonallie, Errington, Francis, Howe, T. Martin, Shattock, Tate and N. Wright

Co-opted Members - Ms A. Blakey, Ms R. Elliott and Ms. H. Harper

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	Report of the Chief Executive (copy attached).	
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	Report of the Northumberland, Tyne and Wear NHS Trust (copy attached).	
	Quality Account (copy to follow).	

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Information contained in this agenda can be made available in other languages and formats on request

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Part C – Scrutiny Lead Member Update

No Items

Part D – Health Substantial Variations to Service

No items

Part E –CCFA/Members Items/Petitions

No items

E. WAUGH,
Head of Law and Governance.

Civic Centre,
SUNDERLAND.

8th April, 2013.

SCRUTINY COMMITTEE

16 APRIL 2013

SCRUTINY POLICY REVIEWS 2012/13: RESPONSE FROM CABINET – 13 MARCH 2013

REPORT OF THE CHIEF EXECUTIVE

1. PURPOSE OF THE REPORT

- 1.1 The purpose of this report is to provide feedback from the Cabinet meetings held on 13 March 2013, regarding one of six of the first round of scrutiny policy reviews undertaken by scrutiny in 2012/13. The remaining policy reviews will be considered by the Scrutiny Committee at its meeting of 25 April 2013.

2. BACKGROUND INFORMATION

- 2.1 Within the revised scrutiny arrangements, it is now the responsibility of the Committee to consider feedback from relevant portfolio holders on Cabinet's consideration of the policy reviews undertaken by the scrutiny panels and how it intends to deliver the recommendations of each panel.
- 2.2 Cabinet considered the Policy Review; Accessing Mental Health Services in Sunderland undertaken by the Health, Housing and Adult Scrutiny Panel at its meeting of 13 March 2013.
- 2.3 This report provides feedback from the Portfolio Holder for Health, Housing and Adult Services following Cabinet's consideration of, and decisions in relation to, the Scrutiny Panel's recommendations.
- 2.4 Following the Scrutiny Committee's consideration of feedback from Cabinet on each of the Policy Reviews of 2012/13, progress towards completion of the actions contained within each Action Plan will be monitored on an annual basis by the Committee.

3. RESPONSE FROM CABINET TO THE POLICY REVIEW

- 3.1 Following consideration of the Final Reports, Cabinet approved the recommendations in their entirety. Details of the Policy Review recommendations and proposed actions to be taken are provided in the Action Plan attached at **appendix one**.
- 3.2 Cabinet thanked the Scrutiny Lead Members, Scrutiny Panels and its officers for their hard work in undertaking the policy review and additional work.

4. RECOMMENDATIONS

- 4.1 That the Committee:-

- (a) Notes the proposed actions detailed within the Action Plan appended to this report (**Appendix 1**) and seeks clarification on content where felt appropriate; and
- (b) Refers the action plan to the Health Housing and Adult Services Scrutiny Panel for further consideration.

5. BACKGROUND PAPERS

5.1 The following background papers were used in the preparation of this report:-

- (i) Cabinet Agenda, 13 March 2013.

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Appendix 1

Health, Housing and Adult Services Scrutiny Panel

Accessing Mental Health Services in Sunderland: Policy Review recommendations 2012/13

Ref	Recommendation	Action	Owner	Due Date	Progress Commentary
(a)	To develop the frontline councillor role to enable elected members to identify the signs associated with mental illness within their own communities and enhance their understanding of the mental health pathway and services available for people with mental health problems in their own wards.	<p>Arrange members briefing sessions using 'No Health without Mental Health' material, including Mental Health first aid information, to be delivered by MH Team Managers and partner agencies.</p> <p>Link named MH social workers to each ward for locality working, inform members of nominated worker in their area.</p>	Pippa Corner, Head of Personalisation (HHAS)	July 13	
(b)	To develop and implement an awareness-raising strategy to ensure that all stakeholders across the city understand the services available to people with mental health problems, including health practitioners, voluntary and community sector organisations and the Local Strategic Partnership.	<p>Work with the Model of Care Programme Board (this board is changing in line with Sunderland CCG) to develop the strategy.</p> <p>The strategy would sit under the Health and Well-being Board as part of the HWBB strategy for Sunderland</p>	Neil Revely (Executive Director of HHAS) on behalf of HWBB	October 13	
(c)	To look at raising the awareness of the signs and symptoms of mental illness among local authority employees through mental health awareness sessions, held in partnership with VCS organisations, and promoting the benefits of awareness raising to the wider audience of employers in Sunderland.	Develop as part of the Wellness initiative for employees for the council; materials could then be extended for use in the economic forum	Julie Gray (Head of Community Services) working with Economic Forum	March 14	.

(d)	To investigate an approach that ensures that all directorates operate in a way that is complementary to the access pathways to mental health services or support for potentially any individual coming into contact with local authority services, including the council website.	<p>Ensure the council operating model for accessing the Council through the CSN has information relating to pathways for mental health services or support.</p> <p>Good information and advice should be part of that as standard</p> <p>Work with NTW to ensure the Council access routes are complementary to the recently developed Initial Response Team</p>	Pippa Corner (Head of Personalisation)	September 2013	
(e)	That the Health, Housing and Adult Services Directorate looks at how it can actively involve frontline staff and service users in future service design and delivery of mental health services.	We have recently developed a plan with partners to develop a MH strategy for Sunderland. Engaging staff and service users and carers in that work will be central to it.	Pippa Corner (Head of Personalisation) Working with CCG and other partners	March 14	
(f)	That the Health, Housing and Adult Services Directorate monitor the appropriate use of the Government's additional funding prescribed for the expansion of the Improved Access to Psychological Therapies programme through the Council/CCG Joint Commissioning Group	The Joint Commissioning Group will include the recommendation within its work programme and monitor the use of funding reporting to the Scrutiny Committee as required	Graham King (Head of Strategic Commissioning) on behalf of JCG	September 2013	

SCRUTINY COMMITTEE

16 APRIL 2013

QUALITY ACCOUNT

REPORT OF THE NORTHUMBERLAND, TYNE AND WEAR NHS TRUST

1.0 PURPOSE OF THE REPORT

1.1 The Scrutiny Committee has been invited to comment on the Quality Account for Northumberland Tyne and Wear NHS Foundation Trust. This report gives the necessary background in advance of the Quality Account being made available.

2.0 BACKGROUND

2.1 High Quality Care for All, published in June 2008, proposed that all providers of NHS Care should produce Quality Accounts to provide the public with information on the quality of care they provide with a view to enhancing public accountability and ensuring a focus on improving quality.

2.2 Subsequently, the Department of Health introduced legislation which places a legal duty on providers of NHS Services to publish Quality Accounts as part of a new Quality Framework which was brought into force in April 2010.

2.3 The accounts are published annually in June and they cover healthcare services for the previous financial year. The accounts outline:-

- What an organisation is doing well;
- Where improvements in service quality are required;
- What an organisation's priorities for improvement are for the coming year;
- What actions an organisation intends to take to secure these improvements; and
- How the organisation has involved people who use their services, staff and others with an interest in their organisation in determining their priorities for improvement

3.0 CURRENT POSITION

3.1 As part of the Quality Accounts process, providers are required through regulations to send a draft of their Quality Account to the appropriate Overview and Scrutiny Committee. Regulations currently specify that the "appropriate" Overview and Scrutiny Committee means the Overview and Scrutiny Committee of the local authority in whose area the provider has its registered or principle office located, however NTW have chosen to widen its consultation to include the other local authority scrutiny functions in areas that receive its services.

- 3.2 Overview and Scrutiny Committees are invited, on a voluntary basis, to review the Quality Accounts of relevant providers and supply a statement commenting on the Account– based on the knowledge they have of the provider. Providers are required to include any statement supplied in their published Quality Account and any narrative provided should be published verbatim (up to a maximum of 500 words).
- 3.3 Due to the timescales involved the Quality Account was not available at the time this report was published. This will follow under separate cover in advance of the actual Scrutiny Committee meeting.
- 3.4 Jennifer Illingworth, Deputy Director, Performance and Assurance will attend the Scrutiny Committee to present the Quality Account and answer questions from the Scrutiny Committee. Following this meeting, the Scrutiny Committee will be given 30 working days to prepare its comments and send back to the provider, prior to publication of the Quality Account.

4.0 RECOMMENDATIONS

- 4.1 The Committee is recommended to:-
- (a) Receive the Quality Account and the supporting presentation and provide comment where appropriate; and
 - (b) Agree that comments made at the Scrutiny Committee inform a formal response to be submitted on behalf of the scrutiny function by the Chair and Vice Chair of the Scrutiny Committee.

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SCRUTINY COMMITTEE**16 APRIL 2013****LOCAL ACCOUNT FOR SUNDERLAND****Report of the Executive Director of Health, Housing and Adult Services and Head of Strategy, Policy and Performance****1. Purpose of the Report**

To provide the Scrutiny Committee with the final version of the first Adult Social Care Local Account for Sunderland, which has been developed in consultation with the Adults Partnership Board.

2. Background

Since it came into power the Coalition Government has been committed to replacing the burden of Whitehall oversight and inspection with greater local public transparency and accountability so that councils and other local public bodies can focus on frontline services. This resulted in a discontinuation of the Care Quality Commission's (CQC's) Annual Performance Assessment for Adult Social Care and its inspections of adult social care departments.

The Towards Excellence in Adult Social Care (TEASC) Board is leading on the roll out of a national programme of sector led improvement within adult social care. One of the requirements within this programme being that each local authority will produce an annual self assessment setting out progress against priorities for quality and outcomes (the 'local account').

3. Local Account for Sunderland

The first local account for Sunderland (covering the period 2011/12), has been developed in consultation with the Adults Partnership Board, and was formally approved in January 2013. A copy is attached at **appendix 1**.

The local account has been published on the council's website, in order that it can be accessed by the residents of Sunderland. It is planned that over time the local account will be developed to become an interactive document with which service users can engage and provide feedback about their experiences of adult social care in Sunderland. Much of this work will be aligned to the development and launch of the council's new website.

4. Recommendations

The Scrutiny Committee is recommended to note the first Local Account for Sunderland.

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Local Account

for adult social care



Foreword



**Neil Revely, Executive Director of Health,
Housing & Adult Services**

I am pleased to present our first ever Local Account, which sets out our priorities for adult social care, our achievements over the last 18 months and how we plan to improve services in the future.

We welcome the changes in Government policy that means we are now much more directly accountable to the residents of Sunderland, and so for the first time through the Local Account we are reporting to the public, rather than regulators, about what we have achieved.

We are working at a time of significant change for both health and adult social care nationally and locally, and in a challenging financial climate in Sunderland. It is therefore important we continue to work together with you and our partners to help people make a difference to their lives and transform our services. The Local Account shows how much progress we've made and how much more we've still got to do; and how we provide good value for public money.

We are also keen to ensure that the Local Account tells the real story about people's experiences of adult social care in Sunderland, and over the next few months, we will be working to improve the ways customers, residents and our staff can tell us their views and stories, and contribute to future evaluations.



**Councillor Graeme Miller, Portfolio Holder for Health,
Housing & Adult Services**

I welcome the Local Account as an important part of the Council's commitment to being transparent with local residents about what we are delivering on your behalf. Over the coming years I will be particularly interested to see how the Local Account process can be developed so that it becomes a document which is owned by, and reflects the views of, our customers, residents and partners.

Since taking over the portfolio for Health, Housing & Adult Services, I have been pleased to see the positive work that is taking place to make sure we and our partners are able to help many people to live their lives as independently as possible. I hope this Local Account will help us understand how successful we have been in doing so.

We cannot be complacent and I want to make sure we continue to improve. The Local Account therefore includes our priorities for what more needs to be done, as well as our achievements. We hope to use Local Accounts in the future to report back to you on how we are delivering against these priorities.

Information, Advice & Guidance

Many people have, or will develop, a health condition or illness during their lives. This might mean they aren't as able to do everyday tasks, such as being able to get around the house, or things important to them. People tell us they want to decide for themselves, or with help from their families, how best to meet their needs rather than rely on the Council to make decisions. The majority of people the Council talk to tell us they appreciate the information and advice they receive, but tell us they don't always know who to turn to for help in the first place or feel this information is meaningful for them.

What people tell us

The Council talked to residents, customers and carers about adult social care. In terms of information and advice they told us:

- Many people weren't always aware of what help might be available and who to contact. For example, 43% of customers with physical disabilities didn't feel there was enough information about how to contact someone, a view shared by many people with learning disabilities or mental illness.
- Older residents or those with disabilities said they would prefer messages about what might help them from a trusted source, e.g. a General Practitioner (GP) or a local paper, rather than through the internet.
- Many people told us they wanted to make their own choices about the help that might be right for them but would like advice from someone more knowledgeable about what help was available.
- The national regulator, the Care Quality Commission, told us there was good signposting of older people and carers through voluntary and community sector, but people weren't always coming forward for help.
- Access to information has improved via the Customer Service Network (CSN) (see below), but there's a need to make sure everyone contacting the CSN has the same experience and don't feel passed "from pillar to post"

In response, the Council developed a first point of contact for residents through the Customer Service Network (CSN). The CSN receives over 1,200,000 contacts each year, including those needing help with daily living. Some people will simply contact the CSN for information and advice, but others may want help more directly. For those that do need extra help, the Council has a number of social workers based in the CSN, able to provide more specialist advice and support. This could include information about loans of equipment that might be vital in helping someone live at home for themselves (Box 2). Last year, the Council received 11,500 new customer contacts about adult social care, and the Council was able to resolve nearly half of these queries straightaway, without the need to escalate the issue.

The Council invested in improving the information on its website to make sure people have a clearer understanding of the help available, together with a publicity campaign called Your Care, Your Say, Your Way.

The Council is working with its partners, such as the National Health Service (NHS), to make sure people get joined-up advice and information. This is particularly important at a time of crisis, such as following an emergency admission to hospital, when information is vital to help people make choices. It also includes joint work with GPs to make sure we work together to understand how we can help people with health conditions live as independently as possible at home. The Council and Primary Care Trust (PCT), and the voluntary sector, provide advice and information about helping people make positive lifestyle choices such as quitting smoking.

The voluntary and community sector (VCS) plays a vital role in providing advice, information and support for people and families who need help in their lives, such as listening to people and offering support, in seeing friends, practical things like shopping or helping people avoid a crisis in their lives. The VCS also helps represent the views of people who, for one reason or another (e.g. a severe disability), can't express their views easily for themselves – called advocacy. Our regulators, the Care Quality Commission, praised the joined-up approach the city takes to helping people and carers find the help that's right for them.

Helping people to do things for themselves is only part of the picture. The Council and its partners invested in local welfare rights and advice services, such as Sunderland Advice Services. Some 8,477 people accessed free advice and information about debt and welfare benefits, housing and employment in local services in 2011/12. Similarly, the Council's Access to Housing Service provides advice and practical help to 3,400 households each year who are concerned about their tenancy or losing their house. Of such households, 85% are provided with advice, information or practical help without the need for a formal assessment of their risk of homelessness.

The Community Equipment Service

This service provides loans of items of equipment on the advice of health/social workers, with the Council also signposting people to small items of equipment they can buy for themselves. Such equipment, such as bath and chair lifters, can make life easier for many people and significantly improve their quality of life by helping them get around their homes. Last year the Equipment Service supplied over 41,000 items to just over 10,000 customers, of which 86% were delivered in seven working days.

What still needs to be done?

To have real choice, people need information and advice that suits them to live well. In 2012/13, the Council will:

- With others, such as the hospital, GPs, Gentoo and the VCS, develop ways of getting in touch earlier with people who have problems in their lives to make sure they know the help available.
- Continue to work with others to improve advice and information about the options available to residents. For some people, this might mean improving information on a website; for others, this means a family member or friend, someone they trust, providing face-to-face or word-of-mouth suggestions about the help available or accessing it on their behalf.
- Work with the VCS to better understand local communities and identify what support exists or might be needed to help people. This could include how people might be able to help - many already help families, friends or neighbours in their communities.



Being able to help yourself, your families & friends

People who have, or develop, a health condition or illness should expect to be as free as they can to fulfil their lives and maintain their quality of life. For example, 46% of people with life-limiting illness or conditions who replied to the Council's 2010 Residents' Survey told us they didn't get help from anyone in doing things for them, such as shopping and washing. Of the half that did get help, three-quarters received this from family or friends.

People tell us they want to continue to live as active and full life as they can as independently as they can, and, if they do need help, they often rely on family or friends living in their local communities. We want to encourage more people – including providing better information, advice and signposting – to find their solutions themselves that fit them best in their local communities, and support local residents to help out in these communities.

People who provide care

Family, neighbours and friends ('carers') play the most important role in providing support to people with life-limiting conditions. In Sunderland, there are 35,000 carers of adults. Helping people in caring roles, and listening to them as experts in those they support is vital. Often, carers have heavy responsibilities: 38% of carers told us they provide 20+ hours each week (28% providing 50+ hours). Vulnerable groups include the 1,000 young (under 18) and older (65+) carers who themselves often need help with daily living.

What people tell us

- The Care Quality Commission praised the city's joint work to help carers, but they and carers told us we needed to make sure carers knew where to turn for help.
- Many carers told us they felt they often got the advice, information and help they needed both in their caring roles and to make sure they could have a life of their own.
- However, some felt this wasn't the case, telling us they didn't feel they had a say in decisions (particularly those caring for people with learning disabilities).
- Some carers had concerns about the Council "taking over their responsibilities" rather than working with them to help continue caring.
- Carers of people with complex needs, e.g. those with dementia, often tell us they believe it is the family's responsibility to provide care. However, this can mean carers can leave a situation until a crisis, rather than earlier, to find help.
- Many older carers, particularly parents of people with disabilities, express concern about the future and how those they care for are supported longer-term.

We and our partners, such as the VCS, are working together to better support carers. Many of these organisations are represented on Voice for Carers, a network with an interest in carers, including the MS Society, Age UK Sunderland, Parkinson's Society and Sunderland Carers' Centre – the city's dedicated organisation providing information, advice and practical and emotional support for carers. Examples include:

- The Carers' Centre has made sure there is a Carers' Development Worker in each local area to support carers;
- Emergency Plans and associated Carers' Card, describing how and by who the person should be cared for if the carer has an emergency;
- The Centre's short-break and holiday opportunities scheme to help carers take a break from their responsibilities in a way of their choosing - a scheme which has proved popular with those who've accessed it.

Mr Dawson is a gentleman with MS who lives with his mother (his main carer) and his daughter. Mr Dawson received a daily visit from a home care provider to support Mr Dawson with his personal care, and, although this was of great help to the family, his mother's health problems meant she was beginning to struggle to cope with caring. The family got in touch with the Carers' Centre and further work with the Centre's Carer Development Worker helped the family to identify a more flexible approach to supporting Mr Dawson might be possible. Mr Dawson's Care Manager then became involved and worked with the family and the Carer Development Worker to access a personal budget through a direct payment to employ a Personal Assistant. This has helped to reduce the care provided by Mr Dawson's mother and helped her identify her own health needs.

Preventative help for people to live at home & in their communities

The VCS are vital in supporting individuals, and services can be found in the city's VCS database of services. A range of schemes exists in the city to support people:

- Drop-in schemes for advice, information or signposting;
- Face-to-face and telephone Counselling, Companionship and Befriending Services for older people and those with mental health needs;
- Community activities, luncheon clubs and social opportunities. Some are provided through formal VCS organisations and others simply through individuals getting together to form friendship groups using local facilities;
- Cafes and restaurants such as the Dementia Café, cafes in Barnes Park and Extra Care facilities, open to the local community, and offer training and work opportunities for those with disabilities and mental illness.

We give grants of £1.3 million per year to VCS organisations to support vulnerable adults and carers – supporting 3,475 people on an ongoing basis through such schemes, which are highly valued by those who use them.

We also fund the largest Telecare Service in the North East. This service provides support to over 16,000 residents in the city through electronic alarms/sensors such as property exit sensors, fall detectors and key safes for people to improve their independence and feeling of security at home. We respond to the majority of the triggered alarms within 30 minutes. Customers using the service tell us the service provides great reassurance to them and their family, help is available “at the touch of button” should they need it.

We and our partners, such as Gentoo, provide housing-related services for people to make it easier to live at home. For example, our Home Improvement Agency (HIA) provides small repairs or home improvements to make homes safer for vulnerable people to live in. With our partners, the HIA provides larger adaptations to peoples' homes through a grant process. There were 464 households with a major adaptation funded by us in 2011/12.

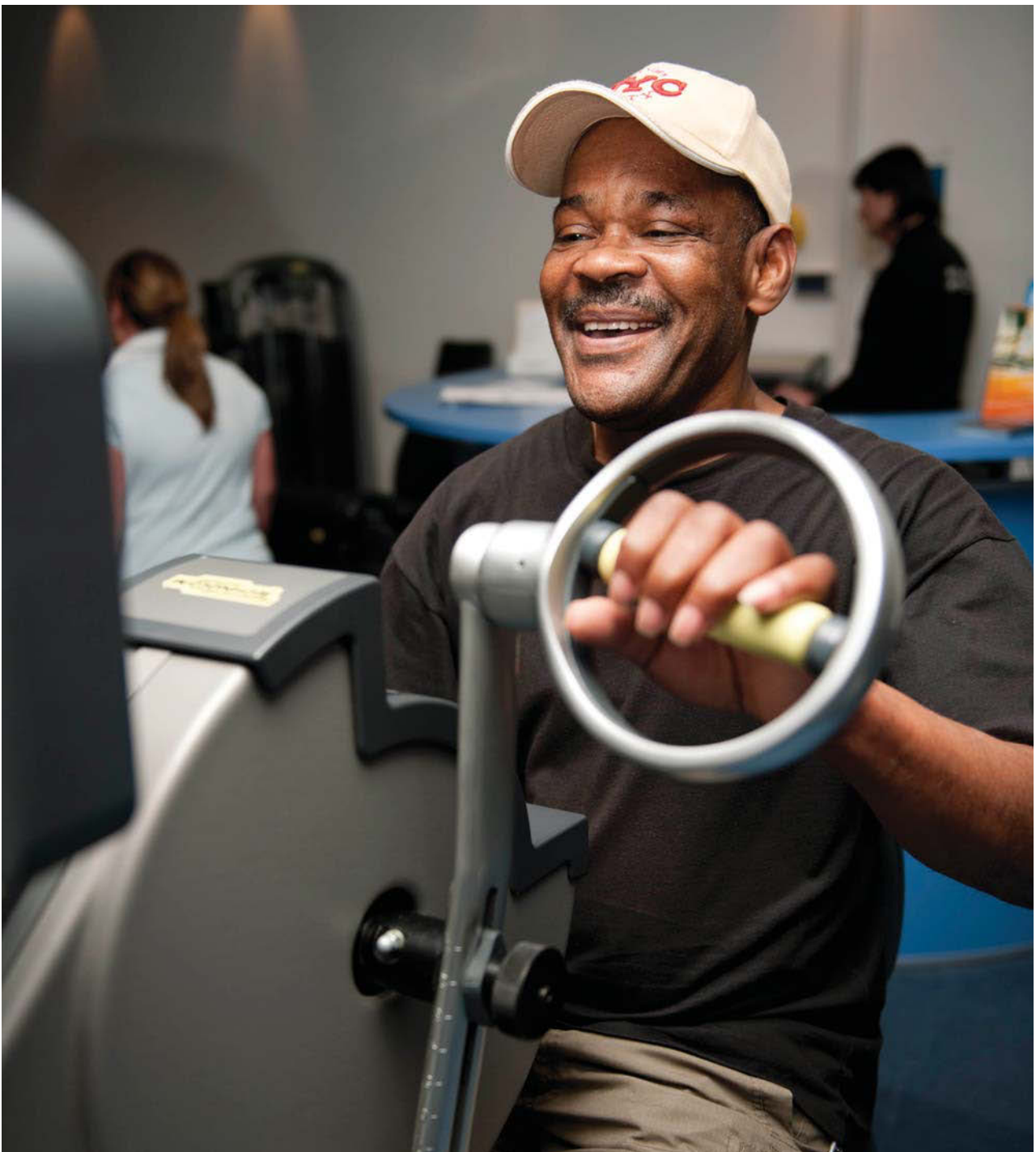
We can also make a big difference to the place in which people live. Over the years, we have worked to make public access much easier for those with disabilities or illness. Community centres and leisure centres in the city have disabled access, including specially designed Changing Places for those with severe disabilities. Views about public transport amongst those with disabilities or illness are mixed. People aged 65+ years have the same level of overall satisfaction with public transport as all residents (60%), but dissatisfaction with public transport is lower for those with disabilities (21% dissatisfied). Furthermore, older people and those with disabilities told us they felt better able to get around the city centre than they had done, but told us about their difficulties in accessing shops. Developments such as the extension to the Bridges planned in 2012 should help improve access.

The Council recognises the importance of helping people maintain their health and well-being throughout their lives and a range of services exist; like leisure and wellness services within a Community Wellness Programme, including things like park walks. For people with a higher risk, more specialist interventions include the Exercise Referral and Weight Management Programme delivered from these centres on referral by GPs.

What still needs to be done?

To have real choice about how people will find the help that suits them, they need information and advice that suits them – and access to these solutions:

- We are working with the Carers' Centre and other partners to develop and implement a revised Carers' Strategy to help make sure carers can continue in their vital role, are always seen as partners in helping those they care for, and they are able to get the help they need in their own life;
- We will work with local communities, the VCS and partners, such as GPs, to make sure people know about the support outside the Council that's available to them and their families, and improve information, advice and signposting about this support.



Getting help from the Council and others

If people do need help, for example, because of a time in hospital due to an illness, or a change in circumstances, the Council and the NHS can work alongside people in the short-term to help them regain their abilities or confidence to perform tasks such as washing and bathing – an approach called “reablement”.

We know most people want to return to home as quickly as possible, and to continue to live in their own home as long as they can, living as independently as they can wherever possible, rather than rely on others to do things for them. 1016 and 398 people have been helped through the Council’s Reablement at Home Service or the short-term rehabilitation unit for people with complex needs in 2011/12. The majority said they thought the scheme helped them regain their skills, with 60% of people who completed their period of support from the Reablement at Home service needing no further support from the Council because they had regained their confidence and skills.

What people tell us

- The vast majority of people who used Reablement at Home thought the service they received was ‘good’ or ‘excellent’ - 82% felt more confident to live at home.
- People told us about the need for good plans and the need to coordinated care after hospital discharge. Carers told us sometimes this isn’t what they and the person they care for experienced.
- People told us they would prefer care to be provided at home if possible but, if not, the opportunity to recover outside of hospital.
- People with complex needs told us they wanted to help themselves or get help from their family rather than have others coming into their home.

Reablement forms part of a range of solutions the NHS and Council has in place to help prevent people’s admission to hospital or, if people are in hospital, make sure their discharge is co-ordinated as quickly as possible and they are supported to live in their own home. The help provided isn’t just from GPs, community and specialist nurses, social workers, Occupational Therapists (OTs), physiotherapists and reablement workers, but includes help from the VCS, such as Age UK Sunderland, which helps older patients in hospital to return home should they need it.

Mrs Forsyth had a fall in which she hurt her arm and shoulder. This knocked her confidence and she spent most of her time in bed, relying on help from her family. From being someone who was able to do her own shopping and cleaning, she found it increasingly difficult to dress and wash. She found it hard to eat and drink, and lost weight, which affected her well-being. The Reablement at Home Team worked with Mrs. Forsyth to re-build her skills and confidence over several weeks. At the end of their involvement, Mrs. Forsyth was able to wash herself, doing her own cleaning and laundry and go out with her friends, and needed no further help from the Council.

In response to what people told us, the NHS and Council worked closely to develop a more joined-up approach to hospital discharge and support. For example, the Council and NHS recently invested in “Time to Think” beds for people with complex needs to recover their health and think about their

options outside hospital rather than feeling rushed into major decisions about their lives in a hospital bed. This initiative has been welcomed by many people using this service and their families.

The Council worked with partners to develop “person-centred planning” arrangements, notably for individuals with learning disabilities, where individuals are encouraged and supported to develop goals for their future. People with Person-Centred Plans are much more likely to feel satisfied with the services and support they receive as they feel in control. These Person-Centred Plans sit alongside Health Action Plans for people with learning disabilities, developed with a Health Facilitator.

Mr Collingson is a young man with a learning disability and communication problems. He had little independence and no friends he saw on a regular basis, but wanted to work in horticulture. Mr Collingson decided to accept a place at Bishopwearmouth Nursery (a Council project). Whilst there, he completed a range of courses to improve his social and work skills. He volunteered for community projects and shows, undertaking horticultural demonstrations and talks - something he wouldn't have had the confidence to do previously. As a result of his success at Bishopwearmouth, Mr Collingson works one day a week for Bishopwearmouth Landscapes and two days a week at a local garden centre. Mr. Collingson has also developed his social skills - he now has many friends.

What still needs to be done?

The Council and NHS are committed to make sure people always have a positive experience of the short-term support that they are provided with.

- Work with the city's GPs to provide a local, responsive service (building on the success of pilots in the city) to provide better and joined-up options to support people with health problems live independently at home.
- Fully roll-out a new, joint NHS and Council model of support for people to prevent them going to hospital or to help them leave hospital, making it easier for people to know what help they might receive.



Getting the right solutions for you in the longer-term

The Council and its partners know many people and their carers may need ongoing support from someone other than friends and family, for example, as they became older. People need choices about which services will best meet their needs both in the long-term and day-to-day basis and to feel in control of how services are delivered.

What people tell us

- Most people receiving support said they were satisfied with services, but 1 in 6 felt there was a lack of choice. In some cases the support is reported to have little impact on the quality of life.
- Customer feedback suggests satisfaction with support received is likely to be higher amongst those who felt they had more choice over their care, particularly amongst those who have disabilities.
- In particular, there are higher levels of customer satisfaction amongst people using Direct Payments to purchase their support. However, older people, in particular, tell us they think managing a Direct Payment is complex and this often puts them off taking one up.
- The vast majority of people and carers tell us they want to tell their story to as few people as possible and want to feel that they are fully involved in the care planning process with their views listened to.

Once you have contacted us (or someone has done this for you), you may receive intensive, short-term support to help your independence. Following this and if you still need help, we will work with you to understand and assess your needs and to help you describe the goals you want to achieve in a support plan. These goals might be about your personal care or mobility needs; help to improve your skills (for example, job skills as part of recovery from mental illness); and help to maintain or improve contact with family or friends. A range of professionals can work with you and your carer to develop this plan, including social workers and occupational therapists.

If you are eligible for support within this national framework, called the Fair Access to Care Services, and have savings of less than £23,500¹, then the Council will explain up front how much money you will have from the Council to buy the care and support you need to meet your goals. This is called a Personal Budget for people who are supported to live at home.

There are different ways of using the money from your Personal Budget – the choice is yours:

- A Direct Payment – funds are paid directly into your bank account and you can decide to purchase care through an agency (e.g. a home care provider) or employ your own care worker. A Direct Payment can be used to pay for a friend, family or others (called “Personal Assistants”) to provide you with care and support in line with the goals you have agreed. A voluntary sector provider, Go Direct, helps people make these arrangements.

¹ National guidance means people who have savings of more than £23,500 are expected to fund the cost of their care. However, we can still help you develop a support plan to help identify what goals you would like to achieve.

- A Council Managed Budget – If you do not wish to take your personal budget as a Direct Payment we can work with you to manage your Personal Budget and make your care arrangements (i.e. what services you choose) on your behalf.

One of our objectives is to make sure all of its customers are able to benefit from Personal Budgets to improve choice and control over their care and support. Personal Budgets were provided to 65% of people (4,024) receiving services within the community between April 2011 and March 2012.

People can therefore work with us to find the type of services to best meet their needs. Examples of the support people and their carers have chosen to use their Personal Budget on include:

- Care Assistants in their own homes to help them with their personal care needs, such as washing, bathing and getting in and out of bed.
- Help with access to day opportunities in the local community to maintain individuals' well-being and contact with others. This can include support in specialist services for those with more complex needs.
- Help improving job readiness including through training opportunities for those with disabilities or those recovering from severe mental illness.
- Short-break or respite services, in peoples' home or in residential care, for those individuals who need a break (both for those who are cared for and for their carers).
- Personal Assistants, often taken through a Direct Payment, to fulfil a range of the above functions, e.g. personal and day opportunities, or to find other types of support.

“Before I was assessed I was provided with no support and was stuck in a one bedroom flat with a bad spine and couldn't get out. I was given an electric wheel chair but this was too big for my flat. This is what motivated me to take a Direct Payment so that I would have more choice and control over how my care is provided. Once I had been assessed, I decided I wanted to employ a Personal Assistant with the money I was going to receive. I received support from Go Direct with all aspects of being an employer - this help has been invaluable and a really positive aspect to receiving a Direct Payment. It has given me much more flexibility and means I am now able to get out of the house to do things like going to the cinema, hairdressers and shopping. This has dramatically improved my quality of life and lifted my spirits”.

Customers reported a high level of satisfaction with most adult social care services provided, either through a Personal Budget or some other means. Those who tell us they feel they have enough choice and control over their care and support are more likely to be those satisfied with these services (particularly for those with learning disabilities). It is also clear we need to do more to be responsive to our customers' needs: There's a need to make sure:

- Everyone can benefit from the opportunities that Personal Budgets provide, particularly promoting Direct Payments. This includes making sure people are more easily able to use Direct Payments and/or are able to get help to decide on what solutions they want (called “brokerage”).
- There is a more consistent approach to working with people and their carers to develop their plans in a person-centred way.

- We always recognise the role of carers as experts in the care of their family member. Carers should be involved, as appropriate, in the planning process, and fully involved in the assessing of their own needs to help them continue with caring.
- A choice of sufficiently flexible solutions exists to meet the needs of people in Sunderland.

What still needs to be done?

- We aim to provide all new and existing long-term customers living at home with the opportunity to have a Personal Budget by the end of March 2013.
- We will work with private and voluntary sector providers to make sure a greater range of more flexible solutions to better meet people's needs is available across the city. This includes a greater number of Personal Assistants but also people benefiting from day and training opportunities.
- Make sure people and carers have a more consistent experience of their assessment and planning process.

Help for people with more complex needs



We hope the Council can help people to live as independently as possible in the way they want. However, some people have particularly complex needs often because of a serious physical or mental health condition. This section summarises some of the solutions available to these individuals – we hope most people can be supported in the home they want for as long as possible.

Support for young people with disabilities

The multi-agency Futures Team helps young people with complex health needs or disabilities as they become adults, starting when they are at school to help them decide what their future goals might be. The team has been recognised as good practise nationally.

Helping adults with complex needs

A number of specialist Council teams provide support to people with complex needs. This includes support to help people make sure they have the help they need to live at home, such as with washing and bathing (personal care), but also to help to recover from a long-term mental illness, including help building their confidence and skills. This includes:

- Long-term specialist teams to support: older people, including those with dementia; people with learning and physical disabilities; with severe mental illness; with drug and alcohol problems. The teams provide ongoing professional support and coordinate care to help people achieve their aspirations and goals.

- Many of these individuals are provided with a range of support through our care management process and assessment of need. One aim is to make sure people are able to live at home in the way they want, helping prevent people from entering residential care or being admitted to hospital unnecessarily.
- Support, Time and Recovery workers provide extended one to one support to help people with mental illness (alongside other professionals) recover and improve their skills.
- Working in partnership, providing people with learning disabilities and mental illness with training and development opportunities to become “job ready” and helping with finding them paid work.

What people tell us

Consultation in 2011 with a range of people with severe mental illness and carers told us:

- Individuals wanted a greater level of choice and control over care and support.
- The vast majority of people known to services reported they would know where to turn for help if they needed it in a crisis.
- A minority of individuals said they were unhappy with their support and choices.

Accommodation solutions

Working in partnership, our Housing-Related Support Programme provides help for individuals at risk of social exclusion. This includes short-term specialist accommodation options, but also support in people’s homes, to help people live independently, for example, home management skills such as cooking and cleaning.

What people who are socially excluded groups tell us

Consultation with people with complex needs in short-term accommodation told us:

- Current services were often felt to meet people’s needs but there was a need for more good quality longer-term accommodation to help people move on from these short term options.
- There was also a need for better signposting and advice to help people move on to longer term accommodation.
- Customers wanted more choice around the type of housing and location of longer term accommodation.

In partnership with the NHS, we fund a range of supported tenancies or adapted small living schemes. Individuals with learning disabilities or mental health needs are provided with 24 hour support to help them independently within these schemes.

The Council and its housing partners also provide a number of Extra Care facilities, a form of sheltered accommodation, with people having their own front door, but with 24-hour care for older people or those with dementia. There are currently four schemes with 174 housing units, including a specific facility to support people with dementia.

Mr Adams had complex needs due to learning and physical disabilities and had never lived long-term on his own successfully. After gaining a place at Vilette Lodge, a care and support unit short-listed for a Northern Region Social Care Award, he was helped to improve his skills in cooking, self-medication, shopping, and managing money he also made new friends. The service got him back in touch with his family. Mr Adams was able to move into his own flat and is enjoying greater independence and improved self confidence

The Council also funds people in private-sector residential and nursing care across the city if their needs cannot be met at home. Despite the ageing population, the Council was able to reduce the number of older people admitted to care from 388 to 353 between 2008/09 and 2011/12, because it invested in alternatives to care – the vast majority of people say they want to live in their own homes as long as possible rather than entering care.

What still needs to be done?

- We will ensure that all people with continuing eligible social care needs have a Personal Budget, with the aspiration that the majority, even those with complex needs, take it as a Direct Payment.
- The proposed development of the re-developed Care and Support service will better focus on the needs of helping people with disabilities and those with mental illness get the help and training they need to live independently through Day Opportunities, but also help them develop the skills they need to find work.
- The proposed development of the Access to Housing service will provide better access to the advice, guidance and support people need to reduce their risk of homelessness in the short- and long-term and to help identify accommodation solutions where this is needed.



Balancing choice, risk and safeguarding

People needing help to live as independently as possible expect their support to be suited to their own needs and to take their own decisions and manage their own risks. However, people and their families also expect individuals to be protected from harm, abuse and/or neglect. It's important to work with people and their families, particularly those most vulnerable, to make sure they are able to manage any risks in their lives.

The Sunderland Safeguarding Adults Board aims to work with local people and partners to make sure adults at risk are:

- Able to know that services they might use are safe and high quality services.
- Safe and able to protect themselves from abuse and neglect.
- Treated fairly and with dignity and respect.

How does the city make sure vulnerable people feel as safe as possible?

The Safer Sunderland Partnership (SSP) Board, which includes the police, fire service, health services and Council, is responsible for creating safer neighbourhoods, reducing crime and fear of crime. These partners work together to solve individual incidents and wider community problems in Local Multi-Agency Problem Solving (LMAPS) across eight areas in the city. The work of these partnerships includes making sure people with health conditions or illness, who may be particularly vulnerable, are safe and feel safe in their local communities, including targeted support. For example, ARCH, the partnership's 24/7 hate incident reporting system, recorded there were 18 incidences of disability related harassment in 2011, with Victim Support providing emotional support to the victims of crime.

A range of services are in place to support vulnerable people to manage the risks of living independently including Sunderland Telecare Service, providing personal alarms and sensors, and the Safer Homes Initiative, which provides home security for victims, and those at risk, of crime.

What people tell us

- The MORI Survey found that 13% of people aged 65+ felt unsafe in Sunderland. This was the lowest percentage across all age ranges. The percentage amongst those who were disabled was slightly higher at 20%.
- 97% of people supported through the Safer Homes Initiative (the majority of who were vulnerable/older people) stated that they felt safer.
- Consultation with a range of vulnerable individuals and their carers over a number of years show that individuals want a greater level of choice and control over care.
- Individuals who have been through the Safeguarding Adults process report that the process was successful in making them feel safer. However, some carers felt that there could be greater promotion of information letting people know what Safeguarding Adults is and who to contact if people have concerns about the safety of themselves or someone they care for.

The Council's Safeguarding Adults team acts as a single point of contact for all safeguarding alerts and ensures they are tracked, investigated and monitored through a process many public, private and voluntary sector agencies have signed up to, regardless of whether or not they provide services on our behalf. The Team offers guidance and advice across the city, including a website (www.alertabuse.org.uk) which provides information and advice about abuse. Citywide safeguarding training is delivered to all of these sectors by the Tyne & Wear Care Alliance. Over 1,000 people from 72 agencies were provided with training in 2011/12 through a mixture of face to face training and e-learning courses. The Council, PCT and many other partners explicitly set out the expectations of their staff in protecting people from harm as part of staff recruitment, training and development.

The city developed a number of policies and procedures to make sure people comply with the agreed safeguarding process. For example:

- Organisations receiving grants or delivering services on our behalf have safeguarding expectations built into their agreements, which are then monitored.
- The care regulator, the Care Quality Commission, monitors whether registered services are meeting its safeguarding standards. Its results suggest that the city enjoys very good levels of protection for all customers across all sectors.
- 96% of younger adults' residential homes met these Protection Standards in 2010 compared to 87% in England.
- There were improved levels of compliance for private homecare, with high satisfaction and good performance against outcomes that matter to customers.
- Older People's Care Homes are assessed against our own Sunderland Quality Standards, which informs fee levels. 25% of homes were rated as "Excellent" against Safeguarding standards in 2011 compared to 9% in 2009, as a result of additional safeguarding training.
- Sunderland People First, an independent group of people with learning disabilities, provides quality assurance of services through its "Quality Checkers" scheme monitoring against standards.
- A range of specialist support is available through VCS partners to make sure that the views of people who aren't able, for one reason or another (e.g. those with severe mental illness), to provide their views in the safeguarding process are represented – called "advocacy".

What still needs to be done?

- We will safeguard our vulnerable adult residents, applying the principles of personalisation (empowerment, autonomy and independence). We will also work with our partners through the Sunderland Safeguarding Adults Board and Sunderland Safeguarding Children's Board to promote excellent practice in safeguarding and ensure learning is shared and prevention is maximised. We will adopt revised safeguarding arrangements in line with national best practice.
- We will implement a revised multi-agency approach to adult safeguarding.

Working together

It's important we work together: in Sunderland, we value partnership working across the public, private, voluntary and community sectors to improve things in the city, including through Sunderland's Partnership and its supporting network, through which city-level outcomes are delivered. By working together we know we can connect with more people and achieve more in the meeting of local needs.

Our focus is on making sure people are able to make choices about their lives, helping people (if only with advice) as early as they need and making sure people are able to live as independently as possible, including through helping their families so that they feel able to support the individual. This involves us working with others to develop and deliver localised support (where appropriate) and better understand local communities and people's needs. We believe this partnership approach will improve families' lives, from young children to older people.

It is good that Sunderland residents are living longer, but as more people get older, and need help, there will be a need to adapt our services to meet these needs at a time of financial pressures. We are in the process of reviewing all Council services to make sure they are delivered as effectively and efficiently as possible, including developing new forms of services (e.g. through the VCS or private sector).

Delivering services with others is nothing new. The Council has a good record of getting the right services at the right time to the right people whether providing services itself, through the private-sector or delivering them in partnership with others. Increasingly people are choosing their own services with the money we give them (through Direct Payments). However these services are provided, we work with others to ensure the outcomes people value are delivered in the most cost-effective way.

Examples of services delivered in partnership with others include:

- The NHS and housing partners for the Sunderland Telecare Service which supports 16,000 vulnerable households, providing house and personal alarms/sensors to which the Council can respond to incidents.
- Working with the NHS to fund and provide a joint Community Equipment Service and short-term intensive Intermediate Care Service.
- Beckwith Community Interest Company for the Social Enterprise Scheme, including Bishopwearmouth Horticultural Nursery providing horticultural training opportunities.
- A range of voluntary schemes (grant-funded by the Council and PCT) which support vulnerable children and adults. This includes, for example, working with the PCT and Sunderland Carers' Centre to provide breaks and opportunities for carers.

We also work closely with our partners. For example, Community Matrons act as the key worker to ensure care plans for patients with very complex needs reflect their needs, whilst the (NHS) Urgent Care Team provides care to patients with acute illness, injury or exacerbation of a long term condition to prevent admissions to hospital.

What people tell us

Engagement with residents in local area-based user forums and customers found:

- Little understanding from residents of what “adult social care” meant, with people telling us they don’t know where to go for information and support if they needed it.
- Some people wanted better help to navigate the “health/social care system”, preferring advice and information from a trusted source, and often wanted more traditional means of doing so, e.g. face-to-face contact or through newspapers.
- Customers told us they wanted to tell “their story” to as few people as possible and to improve communication between professionals. People with severe disabilities or mental illness told us they would prefer a nominated key worker they could contact.

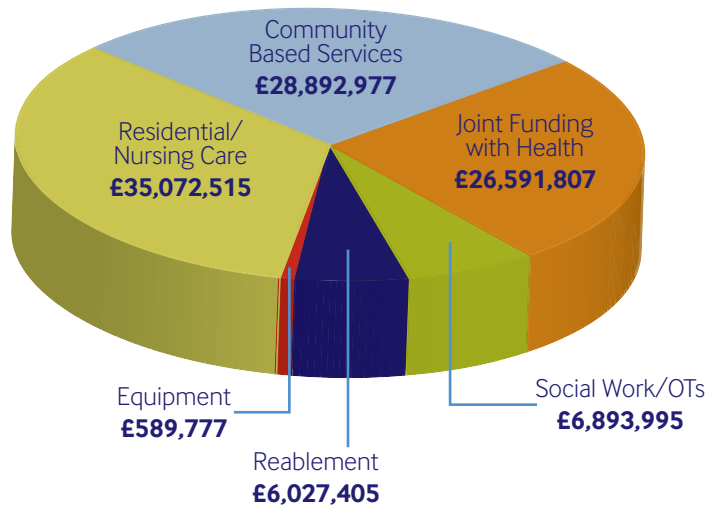
What still needs to be done

- Develop the Council’s Leadership Role through the new Health and Wellbeing Board to provide health and wellbeing leadership in the city. We will develop our partnership with the GPs Clinical Commissioning Group (CCG) to deliver health and social care priorities for the city in the most effective, integrated way.
- We will work with our partners in the Sunderland Safeguarding Adults Board and Sunderland Safeguarding Children’s Board to make sure people are and feel protected from harm, abuse and neglect, learning from best practice across partners. We will implement a revised multi-agency approach to adult safeguarding.
- We will develop different approaches to delivering in-house services by March 2015.
- Where possible, we will focus our services in local communities to be more responsive to local people and promote community building.
- We will improve the experience of young people in transition between Children’s and Adult Services – a partnership issue.

Where do we spend our money?

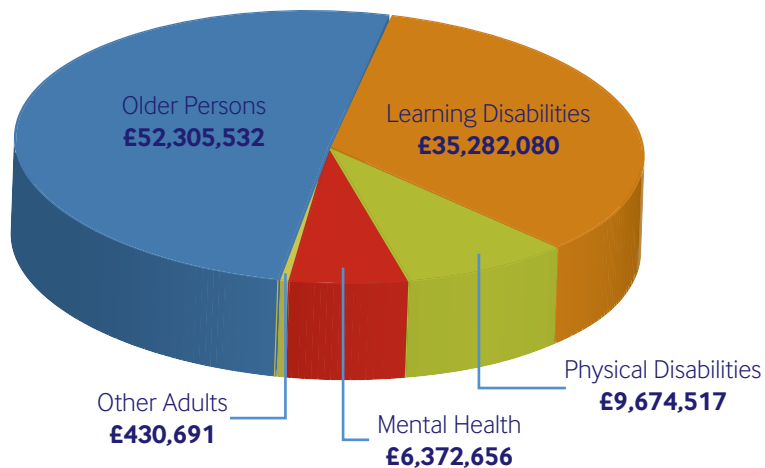
The Council will spend a total of £104m (gross) on adult social care in 2012/13 (Figure 1). This includes spending on joint services, e.g. supported living for people with severe disabilities or providing joint (“Intermediate”) care to help people recover after they have left hospital, with health colleagues (£26m). Figure 2 shows the customers on which this £104m is spent.

Figure 1: Adult Social Care gross budget 2012-13 by service type



The main spend is on Council-funded residential or nursing care placements mostly for older people (see Inset). As part of the Council’s preventative strategy, we are committed to reduce this figure as fewer people are admitted to care, because they and their families can increasingly get the help they need in their home. This means reducing spend on residential care and re-investing more in community-based services. The Council and its partners will continue with their improvement plans listed in the above sections. Continued investment within these plans will help deliver value for money and ensure efficiency savings are realised. This includes implementation of service review recommendations arising through the Council’s efficiency initiatives. Efficiencies of £7.5m were agreed for 2012/2013.

Figure 2: Adult Social Care gross budget 2012-13 by client group



Some Facts & Figures

Did You Know?

During April 2011 – March 2012:

- 5,053 new customers received an adult social care assessment, and of these 58% were offered a service.
- 1,085 people were referred for Reablement to help them gain or re-learn daily living skills, 60% of whom then required no ongoing service.
- 7,074 people were supported with adult social care.
- 5,673 people were supported to live at home, with 65% receiving a Personal Budget.
- 1,010 people supported to live at home received a Direct Payment.

At the end of March 2012:

- 3,680 people were supported to live at home.
- 93% of people who completed our Adult Social Care Survey were satisfied with the care and support received. Some 71 % were extremely or very satisfied.
- 92% of respondents to our Adult Social Care Survey felt positive about the quality of their life.
- There are approximately 13,000 connections to the Sunderland Telecare service, helping 19,000 people.

Glossary of Terms

CSN	Customer Services Network
GP	General Practitioner
NHS	National Health Service
PCT	Primary Care Trust
VCS	Voluntary and Community Sector
SSP	Safet Sunderland Partnership
LMAPS	Local Multi Agency Problem Solving
CCG	Clinical Commissioning Group
OT	Occupational Therapist
HIA	Home Improvement Agency

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SCRUTINY COMMITTEE

16 APRIL 2013

MONITORING THE DELIVERY OF AGREED SCRUTINY RECOMMENDATIONS

REPORT OF THE CHIEF EXECUTIVE

1. Purpose of the Report

- 1.1 To provide the Scrutiny Committee with progress in relation to the implementation of agreed scrutiny recommendations from previous policy reviews conducted by the relevant scrutiny committees during 2010/11 and 2011/12 respectively. This is the first of two reports to be considered by the Scrutiny Committee.

2. Background

- 2.1 Following the reorganisation of the scrutiny function in 2012, it is now the responsibility of the Scrutiny Committee to monitor progress against the recommendations in relation to all previous policy reviews the scrutiny function has undertaken.
- 2.2 This report outlines progress on 6 out of a total of 14 policy reviews undertaken in 2010/11 and 2011/12. The remaining 8 will be considered by the Scrutiny Committee at its meeting of 25 April 2013.
- 2.3 At its meeting of 14 June 2012, the Scrutiny Committee revised the monitoring arrangements in relation to policy reviews whereby only the previous two years worth of recommendations are monitored. It was also agreed that monitoring is done by exception, which in practice means that those recommendations that fall into the blue (not deliverable), amber (on schedule) or red (not on schedule) categories are the only issues considered by the Committee. This is to ensure that the Scrutiny Committee does not become over burdened in its capacity to monitor recommendations.

3. Current Position

- 3.1 The recommendations, formerly agreed by Cabinet and partner organisations as part of the various policy reviews, will deliver a range of improvement activity. A full overview of progress is attached at **Appendices A-F**. The table overleaf provides a summary of the number and percentage of actions that have been achieved, are on schedule to be achieved, are not now deliverable, or are not on schedule to be achieved.

Policy Review	Rag Key			
	● Green (achieved)	● Blue (not deliverable)	● Amber (On schedule)	● Red (Not on schedule)
2010/11				
Alcohol, Violence and the Night Time Economy	38	0	2	0
2011/12				
University City	5	0	5	0
Building a Sustainable and Lasting Legacy in Sport and Physical Activity	24	0	3	4
Community Cohesion	8	0	0	1
The Effects of High Cost Credit and Illegal Loan Sharks on Communities	27	0	1	3
Early Intervention and Locality Services in Sunderland	12	0	3	4

3.2 The Scrutiny Committee may ask the scrutiny lead member with the relevant remit to undertake further work on behalf of the Committee where any issues of concern are highlighted for those recommendations that are in the red, amber, blue categories.

4. Recommendations

4.1 It is recommended that the Scrutiny Committee:-

- (a) Notes the progress towards completion of the actions detailed within the Action Plans appended to this report (**Appendices A-F**) and seeks clarification on content where felt appropriate; and
- (b) Where issues of concern are highlighted, agrees to commission the relevant scrutiny lead member to undertake further work and report back to the Scrutiny Committee





5. Background Papers





5.1 Scrutiny Committee agenda 14 June 2012, scrutiny committee papers 2010/11 and 2011/12

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Appendix A

Community and Safer City Scrutiny Committee: Alcohol, Violence and the Night time Economy: Policy Review recommendations 2010/11

Review Progress Summary –Alcohol Violence and the Night Time Economy				
 not on schedule	 on schedule	 undeliverable	 achieved	Total
0	2	0	38	40

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	That the Council continues to support applications for Drinking Banning Orders where resources allow and monitor opportunities for Drinking Banning Orders on conviction, as piloted by other local justice areas	The Council's Legal Team to continue to work with Northumbria Police to support, where appropriate, applications for Drinking Banning Orders	Jim Wotherspoon	March 2012		Systems in place to support applications
		The Policy and Strategy (People and Neighbourhoods) Team to continue to monitor the effectiveness of the pilot Drinking Banning Orders on conviction scheme.	Leanne Davis	July 2011		Regular monitoring in place to Monitor the effectiveness of existing and completed Drinking Banning Orders. There is no national research available as yet regarding the effectiveness on DBOs on conviction.
		The Policy and Strategy (People and Neighbourhoods) Team to consider applying for Drinking Banning Orders on Conviction as and when they are nationally rolled out.	Leanne Davis	June 2013		Awaiting Government legislation
B	That further promotion is undertaken with regard to the Best Bar None Scheme to enhance participation in the scheme	The 2011/12 Best Bar None Scheme to include a new category of 'Best Community Pub' for each of the Area Regeneration Framework Areas	Leanne Davis	May 2011		The 2011-12 Best Bar None Scheme included Best Community Pub awards for the five regeneration areas. There was also a best 'local night out' category which was sponsored by Sun FM and the Sunderland

Appendix A

Community and Safer City Scrutiny Committee: Alcohol, Violence and the Night time Economy: Policy Review recommendations 2010/11

		<p>To launch Best Bar None via each of Sunderland's Pubwatch schemes to ensure greater promotion of the scheme throughout the City</p>	<p>Chief Inspector Sean McKenna</p>	<p>November 2011</p>	<p>●</p>	<p>Echo.</p> <p>The Award Ceremony was held on the 8th January and 20 premises were awarded Best Bar None status</p>
		<p>To update the Best Bar None Website to ensure that it accurately reflects the 2010/11 winners and promotes the 2011/12 scheme</p>	<p>Leanne Davis</p>	<p>November 2011</p>	<p>●</p>	<p>A variety of marketing initiatives continue to be rolled out with the scheme including the inclusion of BBN winners on ticket information for the City's Concert's, stories in the Sunderland Echo and on Sun FM.</p>
C	<p>That information collected by the Council's Neighbourhood Helpline is shared with the Police and other appropriate partner agencies</p>	<p>Daily reports from the safer communities survey to be shared with relevant council services for action</p>	<p>Customer Services Staff</p>	<p>Ongoing</p>	<p>●</p>	<p>Completed</p>
		<p>To explore further capabilities of the Izuka system and find a way to obtain and extract socio demographic information which can be used for strategic planning of services to meet customer needs</p>	<p>Janet Collins</p>	<p>December 2012</p>	<p>●</p>	<p>Completed</p>

Appendix A

Community and Safer City Scrutiny Committee: Alcohol, Violence and the Night time Economy: Policy Review recommendations 2010/11

		Officers from the Environmental Health and Trading Standards Sections will report the details of information received via the Council's Neighbourhood Helpline at the fortnightly meetings of the Council's Licensing Act Responsible Authorities Group (LARAG) which are attended by the Police and other relevant agencies	Tom Terrett	Ongoing	●	101 reports are shared at the fortnightly meetings of the Council's Licensing Act Responsible Authorities Group (green)
D	That the Council consider continuing supporting the Taxi Marshall Scheme	The Safer Sunderland Partnership to agree a budget for the Taxi Marshall Scheme for 2011/12	Stuart Douglass	April 2011	●	The Council has maintained its budget for Taxi Marshall Scheme for 2011/12
		The Security and Emergency Services and Policy and Strategy (People and Neighbourhoods) Team to review the necessity of three nights cover (Friday / Saturday / Monday) for the Taxi Marshall Scheme	Steve Eagland/Stuart Douglass	July 2011	●	It was decided that as of the 29 th May Friday night cover was no longer be required the Park Lane rank. Cover at the Green Terrace rank remains the same for Friday, Saturday and Monday.
		The Security and Emergency Services pilot new hours for the Taxi Marshall Scheme	Steve England	July 2011	●	Completed
		The Safer Sunderland Partnership to consider its budget to see if it can continue to support additional Taxi Marshall coverage for special occasions where there is expected additional visitors to the city (i.e. concerts at the Stadium of Light, bank holidays, etc)	Stuart Douglass	July 2011	●	The Safer Sunderland Partnership retain a problem solving budget and can continue to support additional cover as and when required for 2011/12

Appendix A

Community and Safer City Scrutiny Committee: Alcohol, Violence and the Night time Economy: Policy Review recommendations 2010/11

		To consider where, and how, funding for the Scheme beyond March 12 can be secured	Steve England	December 2011	●	Funding for scheme identified.
E	That changes in legislation regarding the Security Industry Authority are carefully monitored to ensure that the City of Sunderland responds effectively to these government proposals	Licensing Officers will monitor any Government announcements about the Security Industry Authority and report upon the responses planned to the Licensing Committee	Tom Terrett	Ongoing	●	No announcements yet made on date of new legislative regime
F	That the Safer Sunderland Partnership (SSP) continues to prioritise work to tackle alcohol related violence across the city and in the city centre particularly	To consider relevant alcohol and violence data as part of the Partnership Strategic Intelligence Assessment and set priorities according to greatest need	Usha Jacob	October 2011	●	Tackling Alcohol and Domestic violence are two of the Safer Sunderland Partnership's priorities for 2012/13. .
		The Safer Sunderland Partnership's Alcohol Delivery and Violent Crime Delivery Groups to continue to work together to tackle alcohol related violence	Leanne Davis	March 2012	●	Systems in place to ensure joint working together to tackle problem
		To conduct a time limited task and finish group to coordinate activity to increase the joint working between Sunderland City Council and Northumbria Police to tackle on and off licensed premises who inappropriately sell alcohol	Leanne Davis	June 2011	●	A Task and Finish Group has been established and there have been a number of joint operations targeting the most problematic premises. Information has also been shared with HMRC.
		To undertake further analysis of alcohol related domestic violence and develop a SMART action plan	Leanne Davis	October 2012	●	An alcohol related domestic violence task and finish group established and short, medium

Appendix A

Community and Safer City Scrutiny Committee: Alcohol, Violence and the Night time Economy: Policy Review recommendations 2010/11

		depending upon the outcomes from the analysis				and long term actions have been developed from this group.
G	That the minimum dataset for the Cardiff Model, currently used by City Hospitals Sunderland for violence prevention, is reviewed to consider the inclusion of data in relation to pre loading and that the use of the model is expanded to utilise data from Walk In Centres	To work with Balance (the North East of England's Alcohol Office) to consider the agreed common minimum dataset to potentially include additional data	Leanne Davis	October 2012	●	completed
		To work with the Cardiff Coordinator at City Hospitals Sunderland to agree and then introduce changes to the minimum dataset	Usha Jacob	December 2012	●	completed
		To work with Balance and NHS SoTW to introduce the use of the Cardiff Model within the Walk-In Centres through the training of reception staff and inclusion within the Walk-In Centres I.T. systems	Leanne Davis	December 2012	●	One Walk In Centre is now piloting an initiative to collect data on alcohol related assaults and sharing this with the Cardiff Coordinator at Sunderland Royal Hospital.
H	To monitor the work of other local authorities with regard to introducing a minimum unit price for the sale of alcohol and to work with Balance, the North East Alcohol Office, who lobby / undertake campaigns on behalf of the North East authorities	To maintain links with Balance who are monitoring the effectiveness of introduction of minimum unit price trials and to present findings and recommendations to the Safer Sunderland Partnership, Licensing Committee and /or the Community and Safer City Scrutiny Committee	Leanne Davis	July 2013	●	The Government's Alcohol Strategy which was published in March 2012 identified the Government's commitment to introduce a minimum unit price for alcohol. The SSP continue to support Balance with this work and have responded to the consultation.
I	That the introduction of a voluntary agreement with licensed premises for a suitable closing hour be further explored	To discuss the potential introduction of a voluntary agreement regarding opening hours with members of PubWatch	Chief Inspector Stuart McKenna	June 2011	●	As part of the review of the Licensing Act 2003 there are new measures available to each Local Authority area to

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		<p>To support licensed premises to reduce their trading hours, where appropriate</p>	Tom Terrett	September 2011	●	<p>implement an Early Morning Restriction Order which will allow localities to restrict opening hours should evidence demonstrate the need for such action. This power can be considered by the Licensing Committee.</p> <p>Measures in place to support licensed premises. There have been no applications to reduce hours. This issue is dependent upon Police requesting such action (see above).</p>
		<p>To continue to monitor the progress of the Police Reform and Social Responsibility Bill, which includes a review of the Licensing Act 2003, through Parliament and to highlight opportunities the Bill allows to the Licensing Committee, such as the introduction of Early Morning Restriction Orders as they become available</p>	Tom Terrett	October 2012	●	<p>The Police Reform and Social Responsibility Act has now been enacted and made some changes to the Licensing Act in April 2012. Details of these have been reported to the Licensing Committee.</p>
J	<p>That the Partnership continues to raise awareness regarding the services of voluntary and community sector organisations that support victims of violent crime, in particular alcohol</p>	<p>To confirm the budget available for marketing and communications work across the Safer Sunderland Partnership priority areas</p>	Stuart Douglass	June 2011	●	<p>£40,000 allocated for delivery of SSP marketing plan 2011-12</p>

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	related crimes	<p>To ensure that the Safer Sunderland Partnership's Marketing and Communications Delivery Plan includes the promotion of services available to victims of crime</p> <p>To continue to promote the support available for victims of alcohol related crime in hot spot areas across the city, including Sunderland Royal Hospital</p>	<p>Julie Smith</p> <p>Accident and Emergency Consultant Lead (Dr Kate Lambert)</p>	<p>June 2011</p> <p>Ongoing</p>	<p>●</p> <p>●</p>	<p>The SSP marketing plan included messages to raise awareness of, and signpost victims and witnesses (and their friends, family and carers) to a wide range of support services available.</p> <p>Messages on the support available to victims were delivered covering Victim Support; domestic violence (e.g. WWIN, IDVAs); abuse in teenage relationships; forced marriage; hate crime (e.g. ARCH); drugs and alcohol misuse (e.g. carers support; Hiwecanhelp, FRANK, Your health); ASB victim support caseworkers etc. (Green)</p>
K	That the Partnership provides support to the Street Pastors Scheme	<p>To confirm the level of financial support to be given to the Sunderland Street Pastor Scheme in 2011-12</p> <p>To provide marketing and communications support to help the Street Pastors promote the community safety outcomes of the scheme</p>	<p>Julie Smith</p> <p>Julie Smith</p>	<p>July 2011</p> <p>Throughout 2011-12</p>	<p>●</p> <p>●</p>	<p>The SSP provided support during 2011/12 and the PCT confirmed continuation funding for the Street Pastor Co-ordinator, on behalf of the SSP, for 2012/13</p> <p>In July 2011, the SSP signed off the SSP marketing plan which included a commitment to deliver messages to promote local schemes to make the city centre safer. The schemes promoted included the Taxi Marshall scheme, Best Bar</p>

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						<p>None, Street Pastors, and Operation Barracuda (including messages on the outcomes of these). Also, a Street Pastors case study was written and included in the LSP Forum delegate packs and was submitted for the LSP annual report. Completed Provision was also made for a Street Pastors stand at the annual State of the City Event. The Sunderland Echo did an article on the scheme in January 2012</p>
		To provide data on changes in violent crime in the city centre to help the Street Pastor scheme monitor its impact	Northumbria Police	Quarterly throughout 2011-12	●	<p>In May 2011, Northumbria police provided quarterly data on levels of violent crime and alcohol related violent crime for Friday and Saturday nights in the city centre covering the period 10pm till 4am. Due to the loss of analytical support at an area command level, provision of this data would need to be re-negotiated in 2012/13.</p>
		To assist the Street Pastor Scheme in accessing relevant training and support for new volunteers	Julie Smith	Throughout 2011-12	●	<p>In 2011/12, additional training was offered to the Street Pastors covering domestic violence and brief interventions around alcohol</p>
		To assist the Street Pastor Co-	Julie Smith	Throughout		<p>In June 2011, support was</p>

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		ordination in identifying and accessing other revenue streams e.g. by providing guidance and co-writing funding applications		2011-12	●	provided to the Street Pastor co-ordinator for an SIB application. Support was also provided for a funding application to the Northumbria Police Authority Grant Pool and the national Community Action Against Crime Innovation Fund in October 2011.
L	That partnership working between the Police and the Council is further strengthened through a co-ordinated approach to tackle violent crime in the city centre	To continue to undertake a partnership strategic intelligence assessment to identify priority issues requiring partners involvement to resolve	Usha Jacobs	October 11	●	The SSP Board ratified the Partnership Strategic Intelligence Assessment and strategic priorities in April 2012.
		Representatives from Sunderland City Council and Northumbria Police to continue to support the Safer Sunderland Partnership's Violent Crime Delivery Group	Stuart Douglass / Chief Inspector Stuart McKenna	Ongoing	●	Meetings are scheduled on a bi-monthly basis.
		The Safer Sunderland Partnership's Task and Finish Group on Alcohol and Licensing to develop and implement a comprehensive action plan to address alcohol related violence	Leanne Davis	July 2011	●	An action plan is now being implemented.
		The Council and Police to agree a joint operations plan to tackle the most problematic premises in the city centre	Chief Inspector Sean McKenna / Tom Terrett	July 2011	●	Joint operations are undertaken to target problematic premises where necessary.





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M	That referral pathways for alcohol treatment services are developed further to allow more people to access these services	To undertake a review of the current alcohol treatment provision to ensure it is fit for purpose, recommendations for improvement to be offered to the Safer Sunderland Partnership and the Prevention and Staying Healthy Board in Sunderland TPCT	Nicola Grainger	July 2011	●	A review of the current alcohol treatment system has been undertaken and an initial report with recommendations has been presented to the SSP's Joint Commissioning Group.
		To re-commission the alcohol (and drug) treatment system to ensure it is fit for purpose, easily accessible and embeds a recovery based model of treatment	Ben Seale	April 2013	●	Recommissioning complete, new contacts and providers from July 2013

Appendix B

Prosperity and Economic Development Scrutiny Committee: University City: Policy Review recommendations 2011/12

Review Progress Summary				
 not on schedule	 on schedule	 undeliverable	 achieved	Total
2	0	0	5	7

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	The Council and University continue to investigate means of developing partnership working around Aim 1 of the Economic Masterplan in order to coordinate work on business growth and economic development and to make the most of available resources	Through the Aim 1 Group, the University, Council and other Partners will explore opportunities for co-ordinating activities aimed at stimulating business growth through the efficient use of resources. This will be instigated by the production of a detailed Aim 1 Delivery Plan. This will be supplemented by the actions identified in the emerging Enterprise & Innovation Strategy	Andrew Perkin, Lead Policy Officer, Economy & Sustainability	Dec 2012		Update: Mar'13: Working through the ELB Aim 1 Group, the Council, University and other partners have established strong partnership working mechanisms to develop the Enterprise & Innovation Strategy (Jan'13), the Creative Industries Strategy (Dec'12), and to work together to identify future challenges in relation to economic and business growth (on-going)
B	That the University, Council and other delivery partners continue to work together to ensure that business advice and guidance is provided in a coordinated and complementary manner along the lines of a one stop shop approach	Through the Aim 1 Group, key partners and stakeholders (including the University and Council) will actively work together to provide co-ordinated business advice and guidance. The first step will be to understand the range of provision across all partners/delivery agents. Business support services will be mapped as part of the Enterprise & Innovation Strategy, and the intelligence shared with partners to review and update on a frequent basis – via the Aim 1 group. This information will be used to	Andrew Perkin, Lead Policy Officer, Economy & Sustainability	Oct 2012		Update: Mar'13: A number of activities and measures have been implemented, including joint team meetings to share service activity and current workloads, identification of key contacts to promote to customers, and regular information sharing sessions between customer-facing staff. In addition the ELB have agreed the new Enterprise & Innovation Strategy, which advocates further co-ordination of business advice and support between partners, including local



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		produce an Enterprise and business growth scoping document, to influence the emerging Enterprise & Innovation Strategy				and national providers.
C	That the University looks to further develop its links with the City's business community and increase its understanding of the needs of local businesses and the ways in which it can respond with appropriate expertise, support and guidance including through a large scale networking event or a high profile trade fair	The University will review its links with the business community, and its business offer, and where appropriate, respond with services and support, including collaborative efforts, that develop closer business links Opportunities for networking events or trade fairs will be explored. This will include developing relationships with bodies such as the Sunderland Business Network, the NECC, etc.	David Donkin, University of Sunderland	Mar 2013		<p>Update: Mar'13: A number of activities have been embedded into ways of working to support the University in developing links with the business community, including working with and supporting the Sunderland Business Group and the Sunderland Business Network, hosting a range of business networking activities and events . In addition, the University, working with partners, submitted a bid to the Regional Growth Fund to develop the "Business Hub". Although unsuccessful, the partners have agreed to work together to develop some of the bid components to support improved collaboration and co-operation.</p> <p>The Intern Factory is up and running and enables employers to recruit graduates into short and longer term roles. It is currently (Mar'13) advertising 20 available opportunities. (http://sunderlandinternfactory.co.uk/)</p>

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D	That the University should work to promote its profile in the city and better publicise and market its considerable strengths and successes including through the development of a promotional document summarising its contribution to the local economy and economic regeneration in the city and the region	The University will work with partners to maximise opportunities for improving profile and raising awareness of the University in the City, Through the Enterprise and Innovation Strategy, opportunities to showcase the significant contribution the University brings to the local economy will be highlighted.	David Donkin, University of Sunderland	On-going		Update: Mar'13: Working with a range of partners, the University have promoted and publicised the activities they undertake for business, and have attended and hosted a number of business networking events to showcase the services of the University to business. Through the Enterprise & Innovation Strategy, the contribution the University makes to the local economy and business development is summarised. Additionally, further work is to commence through the Aim 2 Group (Low Carbon Economy) to highlight some of the economic sector strengths the City has, including the University's contribution to its development. This will be particularly useful in promoting the role of the University's business support role to a wider audience, regional, national and global.
E	That the University conduct further research into the factors surrounding the levels of retention of students; including the influence of the local jobs market and job opportunities	Graduate retention remains a significant challenge for the city. The University, working with other partners, will examine and investigate the barriers and opportunities to Sunderland	David Donkin, University of Sunderland	Dec 2012		The University are currently investigating the graduate retention issue and the associated issues, in particular the balance between graduate retention and the supply of

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Prosperity and Economic Development Scrutiny Committee: University City: Policy Review recommendations 2011/12

		achieving improved levels of graduate retention. This work will be supported by the Aim 1 Group				graduate level jobs in the local economy
F	That in order to further the economic growth and prosperity of the city, the University continue to work with partners in order to monitor and react quickly to help meet local skills requirements and to continue to develop links with local Further Education Colleges and schools	The University will work with the City Council to contribute to the development of the Sunderland Skills Strategy Working with partners and stakeholders, skills needs and requirements will be monitored, and where appropriate, the University will respond, engaging others and developing links with FE Colleges and schools	David Donkin, University of Sunderland	Dec 2012		<p>●</p> <p>The University and other partners are currently working on developing the Skills Strategy. However, understanding and addressing the skills needs of the local economy is a complex task. The purpose of the Skills strategy is to analyse the key skills challenges within the local economy, and provide strategic vision, direction, and priority actions to deliver a flexible and responsive workforce that adapts to economic change and enables the City to achieve its full economic potential. The final strategy is due for completion in June '13.</p>
G	That the Council and the University work closely together to develop ways of linking and integrating the city campus to the rest of the city centre, improve access to the University around Chester Road and St Michael's Way and continue to improve the quality of the public realm.	Working through the Aim 3 group, opportunities for improved integration between the city centre and the city campus will be explored. Opportunities for improved investments in the public realm will also be explored.	Lee Cranston	On-going		<p>●</p> <p>A £75m City Campus Investment Framework has been agreed to facilitate further integration of the city campus within the City Centre. Recent activities to support this include the £6.5m redevelopment of the Priestman building, the completion of the Quad events space, designed to create civic links between the community and the university, and £5m investment in library facilities to provide sector leading</p>





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Prosperity and Economic Development Scrutiny Committee: University City: Policy Review recommendations 2011/12

						learning environments.
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Appendix C

Sustainable Communities Scrutiny Committee: Building a Sustainable and Lasting Legacy in Sport and Physical Activity: Policy Review recommendations 2011/12

Review Progress Summary				
 not on schedule	 on schedule	 undeliverable	 achieved	Total
4	3	0	24	31

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	That the Active Sunderland Board, led by the Council:-					
	(i) Revises its membership and invites VCS representatives;	Identify appropriate VCS representatives to attend Active Sunderland Board and invitation sent as appropriate.		Sept 2012		Following consultation with the Portfolio Holder and Cabinet Secretary formal board arrangements have been disbanded due to sporadic meeting attendance. However, work with stakeholders continues as part of the service delivery 'day to day' arrangements and the continuation of the Active Sunderland Website to reach VCS representatives.
		Agree information sharing process from VCS representative through to VCS networks		Sept 2012		The Active Sunderland Newsletter is being shared on a monthly basis
		Agree information sharing process from VCS representative through to organisations not part of the VCS network.		Sept 2012		The Active Sunderland Newsletter is being shared with Area Officers for dissemination with those organisations not part of the Network.
	(ii) Identifies the priority sport and physical activities using the pre determined criteria;	Further develop and agree criteria to be utilised to identify priority sports and activities.		Sept 2012		Criteria has been developed

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		Undertake a prioritisation process taking into account the previous consultation and ward audit linked to the Scrutiny Committee.		Nov 2012	●	Work is progressing quickly to identify those sports / activities that will either Grow Sustain or Excel. The work will be completed by April 2013 and shared with Members via the Ward Bulletins
(iii) Increases and develops the development Networks aligned to the agreed sport and physical activities and continues to develop delivery action plans to include improvements to the links with local and regional bodies, clubs and groups;		Identify key stakeholders for each priority sport, activity and area of work, for example volunteering.		Nov 2012	●	8 Networks have been developed. Officers are continuing to engage with local clubs to understand development needs. Further stakeholders will be identified by April 2013.
		Invite key stakeholders to priority Sport and Physical Activity Development Networks.		Jan 2013	●	As above
		Develop priority action plan for each Development Networks to ensure links with local and regional groups.		Jan 2013	●	Through the development of Networks and
(iv) Invite Elected Members to champion and/or attend the development Networks;		Develop and agree the role of the Elected Members as a champion of the Development Networks.		Nov 2012	●	From April 2013 a full list of Networks will be available. A list will be sent to Members inviting them take a role as a sporting/activity champion.
		Following agreement of priority sports and activities, identify process to invite elected members to be champions of the Development Networks.		Nov 2012	●	As above
		Invite all Elected members to take a champion role		Nov 2012	●	As above – this will happen from April 2013.

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	(v) Engages with Elected Members to contribute to local intelligence and engagement around sport and physical activity provision; and	Continue to engage with members through: <ul style="list-style-type: none"> • Portfolio Holder • The Chair of the Active Sunderland Board • the Elected Member Champion role for priority sports and activities • the Area Committee Structure • the VCS Networks • the Active Sunderland E newsletter • Future ward audits and ongoing consultations 		Ongoing	●	The wards audits are now complete and are continually being updated. Further will include <ul style="list-style-type: none"> • Officers engaging with sports clubs • Members to play a role on management boards of sports clubs ie. supporting Members in their Community Leadership role • Ward Bulletins sent to update Members on sport issues • Regular contact with Portfolio Holder to support decision making in the service area • Communication via the ActiveSunderland Newsletter
	(vi) Ensures that opportunities to access sport and physical activity within the city continue to be accessible to all, and particularly to minority groups.	Continue to work with priority groups to ensure opportunities are available		Ongoing	●	The Adventure Week targeted a number of minority groups including those with disabilities and those hard to engage in traditional sporting opportunities.
		Through the VCS network ensure sport and leisure opportunities are promoted to all groups		Ongoing	●	As above and see A (i)
B	That the Council's Sport, Leisure and Wellness Service:-					
	(i) Utilises the intelligence gathered from the mapping exercise and consultation to determine gaps in provision and explores effective ways of identifying and addressing through future service	From the 2011 ward audit data and consultation intelligence identify areas of latent demand with communities		Nov 12	●	Completed – November 2012
		Incorporate the 2011 ward audit data and consultation intelligence		Nov 12	●	As above

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	planning;	into the criteria to be utilised to identify priority sports and activities Refresh the data gathered from the 2011 ward audit and consultation exercise as part of an annual exercise to understand current gaps in provision and any changes in customer needs		Sept 13	●	Data has been refreshed through local clubs to ensure timely and relevant information is in place. This will be an ongoing process.
	(ii) Provides the Committee with an evaluation of the success of the Sunderland in 2012 programme;	Provide an evaluation report which includes the outcomes of the Sunderland in 2012 programme and the ongoing legacy associated with the programme		Nov 12	●	Completed and an Olympic and Paralympic Legacy Delivery Plan has been established for 2012-2015.
	(iii) Works together to ensure those providers not part of the area VCS Networks are engaged;	Agree information sharing process from VCS representative through to organisations not part of the VCS network		Sept 12	●	See a (i)
	(iv) Considers bringing sport and physical activity providers together by way of a celebration event; and	Undertake feasibility work with a view too understanding the nature of existing 'celebration events' across the city and the logistics, benefits and resources required to stage a celebration event Produce recommendations. Develop and launch Sunderland Sports Hall of Fame as part of the Sunderland in 2012 legacy		Dec 12 Sept 12	● ●	Completed and an action point has been included in the Olympic and Paralympic Legacy Delivery Plan to support this This was completed in October 2012 and is on display at Silksworth. The Hall of Fame will be updated in November 2013, as part of the celebration event and the Sunderland Sports Fund's 'wall of achievement'.

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	(v) Further collaborates with Sport England and other funders to ensure all opportunities for funding are explored; and	<p>Establish a formal process with Sport England representatives to understand the funding opportunities available to Sunderland</p> <p>Continue to work with other funders and ensure that we have horizon scanning process in place to maximise all funding opportunities</p> <p>Work more closely with others in identifying funding and disseminate opportunities to community sports clubs through Active Sunderland newsletter</p>		<p>Sept 12</p> <p>Ongoing</p> <p>Ongoing</p>	<p>●</p> <p>●</p> <p>●</p>	<p>Quarterly meetings are now programmed with respective Elected Members</p> <p>A process has been establish to ensure all funding opportunities are explored</p> <p>Through the ActiveSunderland Newsletter and established partnerships, officers are working to assist local sports clubs with funding applications.</p>
	(vi) Develops a sport and physical activity plan that reflects a sustainable and lasting legacy aligned to the Health and Wellbeing Strategy.	Having regard to the timing and development of the Health and Wellbeing Strategy produce a 3 year sport and physical activity delivery plan with scrutiny and key stake holders		Mar 13	●	The Olympic and Paralympic Legacy Delivery Plan has been established for 2012-2015. This was approved by the respective Portfolio Holder on 18.03.13
C	That the Council ensures all promotional material for sport and leisure reflects the demographics of the city.	Continue to work with colleagues within marketing and Communications to ensure all promotional material is reflective of demographics		Ongoing	●	Continued communication has been undertaken with Corporate Communications, both from both a 'printed' and digital perspective.
D	That within existing Council resources consideration is given to;					
	(i) Undertaking a comprehensive audit of the	Explore the opportunity of additional resource being available to work		Sept 12	●	No additional resources were identified. However the service area has managed





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Sustainable Communities Scrutiny Committee: Building a Sustainable and Lasting Legacy in Sport and Physical Activity: Policy Review recommendations 2011/12

	existing community access to schools in the city;	between City Services and Children's Services. Carry a time limited audit of existing community access to schools Ensure the above work links to existing audits carried out by other directorates With additional resource in place carry out audit		Dec 12 Dec 12	● ●	to undertake the audit work. Headlines will be communicated via the Ward Bulletins. Completed. Communication of the schools audit was shared with Area Regeneration Officers. As above - audit complete
	(ii) Utilising existing communication channels with schools to identify and overcome barriers and encourage targeted schools to provide the community with access where there is a need; and	Utilising the resource identified in (i) above with schools and children's services to further understand the barriers to access and how these can be overcome		Jan 13	●	From the intelligence gathered officers have been working with those schools who are willing to open their doors for access (exploring funding potential). Continued working to ensure that barriers to access are overcome. Headlines will be communicated via the Ward Bulletins.
	(iii) Working between City Services, Children's Services, Sport England and schools to maximise the opportunities for funding based on local need.	Utilising the above audit identify funding opportunities available		Mar 13 and ongoing	●	Funding streams have been identified (Sport England) and will be available for schools to access from April 2013. Through the above work we are in a better place to access funding.

Appendix D

Community and Safer City Scrutiny Committee: Community Cohesion: Policy Review recommendations 2011/12

Review Progress Summary – Development of Community Cohesion				
 not on schedule	 on schedule	 undeliverable	 achieved	Total
1	0	0	8	9

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	that community cohesion should be seen in its broadest context - not simply as an issue of race – hence it is important that action is taken to undertake a sophisticated analysis of local and area needs and align and integrate cohesion with other Council strategies and plans including the emerging Community Resilience Strategy, Equality Scheme, Area Plans and wider partnership documents	Development of area needs assessments	Mike Lowe	September 2012		Area needs assessments (area profiles) developed in 2011/12, with cohesion issues included in the Strengthening Communities sections of the Area Profiles. Further updating of the profiles due in 2013/14.
		Ensure issues of cohesion are reflected within wider policy and strategy development	Jane Hibberd	December 2012		Issues of cohesion are reflected in the draft Community Resilience Plan. Objective 8 of the plan is: ‘Support a strong and inclusive sense of community, belonging and local pride. Sunderland’s emerging Health and Wellbeing Strategy Objective 1 is: Promoting understanding between communities and organisations.
		Agreement from Sunderland Partnership organisations to include	Jessica May	September 2012		A partnership workshop was held in September 2012 to

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Community and Safer City Scrutiny Committee: Community Cohesion: Policy Review recommendations 2011/12

		their equality information into needs analysis			●	explore and agree how partner organisations could share equality information and potentially develop a partnership needs analysis approach to equality characteristics. This work should gather pace now a University Intern has joined the Sunderland Partnership team for the next year.
B	carry out a review of Council activities and structures that support the involvement of communities and VCOSs in identifying, shaping and delivering local priorities	End to end review of community development	Jane Hibberd	March 2013	●	The Community Development function has been incorporated into the Scrutiny and Area Arrangements Service. End to end review of community development is no longer required.
C	that the Council should consider the ways in which we measure community cohesion at a more localised level in order to improve on the existing national indicators and to better reflect the fact that different areas of the city face different community cohesion challenges	Develop city and local, qualitative and quantitative cohesion measures, and develop data into intelligence to inform local services	Mike Lowe/ Jessica May	March 2013	●	Action delayed due to staffing resource leaving the authority and milestone will slip. However, measures will be incorporated into the area profiles and needs analysis work in 2013/14 - See (a)
D	that the Council ensures its staff and Members have an awareness of the equalities legislation, including the challenges faced by people who may be discriminated against and enhance their understanding	Elected member development sessions Equalities e-learning roll out	Kirsty McNally	October 2012 March 2013	● ●	There have been two Elected Member sessions arranged but the second was cancelled due to low attendance. The e-learning module has been revised and re-launched.





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Community and Safer City Scrutiny Committee: Community Cohesion: Policy Review recommendations 2011/12

	of issues that effect cohesion					Tool-box talks have been developed for staff with no internet access. Additional e-learning for managers is being developed to ensure they understand their obligations to Equality Analyse services and decisions. This training can be accessed by Members.
E	that the Committee continue to monitor the implications of the Government's Welfare Reforms in order to understand and mitigate the potential effects on community cohesion in the city;	Bi-monthly briefings issued by the Welfare Reform Project Board	Fiona Brown	Bi-monthly	●	Bi-monthly briefings are produced as a mechanism to update various committees and boards of the Welfare Reform changes and the planned activity from the council and other partners.
F	that the Committee continue to monitor and assess the implications to the city of the Government's recently launched Integration Strategy	Members to be kept updated on any implications	Jane Hibberd	March 2013	●	No further information has been released from Government to provide updates on.

Appendix E

Management Scrutiny Committee: At what cost: The Effects of High-cost Credit and Illegal Loan Sharks on Local Communities Policy Review recommendations 2011/12

Review Progress Summary				
 not on schedule	 on schedule	 undeliverable	 achieved	Total
3	1	0	27	31

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	That Trading Standards explore the potential for developing a relationship or agreement with local credit providers to signpost rejected credit applicants to appropriate sources of guidance or support either in the Council or local community	<ul style="list-style-type: none"> Identify credit providers Identify advice providers and remits Develop signpost material promoting the Advice and benefits pages as an accurate source of information Distribute material 	City Services	End 6/12 End 6/12 End 9/12 End 12/12		Providers have now been identified Advice providers and remits also identified Signposting materials distributed to the high street loan providers in Sunderland
B	That the local report being undertaken, by Trading Standards, into high cost lending in Sunderland is submitted to the Office of Fair Trading (OFT) review into payday loans as evidence, as well as presenting the findings to the Management Scrutiny Committee	<ul style="list-style-type: none"> Complete report Submit to OFT Report for Management Scrutiny Committee 	City Services	End 6/12 End 6/12 End 12/12		Report completed and submitted to the OFT with a holding reply received from OFT Newcastle has adopted Sunderland's work with local lenders as best practice.
C	That the Management Scrutiny Committee receives updated reports on the progress and achievements in relation to the action plan that is to be developed following on from the initial month of action around	<ul style="list-style-type: none"> Reports provided at regular intervals until the action plan is completed 	Health Housing and Adult Services	End 3/13		Regular updates have been provided . Final report going to Scrutiny March 13

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Management Scrutiny Committee: At what cost: The Effects of High-cost Credit and Illegal Loan Sharks on Local Communities Policy Review recommendations 2011/12

	illegal money lending					
D	That the Illegal Money Lending Team (IMLT) in partnership with Trading Standards, Welfare Rights and key partner organisations look to promote the benefits and build trust relating to their work around loan sharks through a variety of media including area committees and LMAPS	<ul style="list-style-type: none"> • Liaise with IMLT • Present at LMAPS meetings • Report to each Area Committee 	Health Housing and Adult Services	End 6/12 End 3/13 End 3/13	●	Information provided to LMAPS & area committees. Richard Reading to report on first successful conviction
E	That Trading Standards and Welfare Rights look to explore possibilities with community and voluntary sector organisations in providing training sessions on financial management and debt related issues in local community settings	<ul style="list-style-type: none"> • Identify current provision /availability of training sessions on financial management and debt related issues in local community settings • Identify gaps • Work with training providers to promote and roll out training 	Health Housing and Adult Services	End 9/12 End 9/12 Ongoing	● ● ●	<p>Liased with first tier providers of advice to raise awareness</p> <p>Information and training materials sent on to organisations</p> <p>IMLT co-ordinator delivered training to over 59 community locations</p> <p>Fiscus & Citizens Advice Sunderland continue to offer debt and money management to customers</p> <p>First tier providers offer Money MOT to customers in localities</p>
F	That an initial publicity strategy is developed to ensure that the first conviction/arrest in Sunderland of a loan shark has positive	<ul style="list-style-type: none"> • Liaise with IMLT • Liaise Communications Section 	City Services	End 6/12 End 6/12 End 9/12	●	Trading Standards officers have spoken with IML Team and Communications Section

Appendix E

Management Scrutiny Committee: At what cost: The Effects of High-cost Credit and Illegal Loan Sharks on Local Communities Policy Review recommendations 2011/12

	media coverage with an aim to enhance confidence and assurance in communities and individuals who are in similar situations	<ul style="list-style-type: none"> Develop key messages 				A framework for key messages has been developed.
G	That work is undertaken to promote the local authority website as an important resource for information around debt management, financial information and local advice services	<ul style="list-style-type: none"> Review current content Identify advice providers and remits Liaise Communications Section Develop key messages Update website 	Health Housing and Adult Services	End 9/12 End 9/12 End 9/12 End 9/12 End 12/12	●	Debt and money pages uploaded Benefit calculators rolled out to partner organisations to allow customers to check their own benefit entitlements
H	That the council looks at how it can encourage schools to explore the potential for school savings clubs that can help young people and families in promoting the value of saving	<ul style="list-style-type: none"> Support pilot of savings club (managed by Bridges community Bank) at Southwick Primary School Liaise with Communication section about positive press coverage – follow up to loan shark actions Support Bridges roll out school based savings clubs 	Health Housing and Adult Services	3/13	● ● ●	Bridges Community Bank attended Southwick School events Applied for a good practice award to the IMLT covering work done on schools Planned work with the futures team in 3 key schools – expected roll out Spring 13 320 children attended awareness session in an assembly The new Bridges Community Bank has yet to have its official launch.- but these issues will be picked up
I	That new media outlets including the app and android market, twitter, other social media and	<ul style="list-style-type: none"> Liaise with IMLT Liaise Communications Section Look to use new media outlets 	Comms	End 12/12	●	Trading Standards have outlined proposals Jeremy Wicking regarding linking video





Appendix E



Management Scrutiny Committee: At what cost: The Effects of High-cost Credit and Illegal Loan Sharks on Local Communities Policy Review recommendations 2011/12

	text messaging be explored and evaluated for promoting and targeting messages about high-cost credit and illegal money lending to young people who are potentially most at risk	in relation to recommendations at a, f and h				to new media outlets, who accepted in principal. Information will be drip fed on to these sites to keep content fresh. Information for Twitter and Facebook identified & to be rolled out on a scheduled basis
J	That the Council looks at ways to promote and support the newly re-launched credit union, Bridges Community Bank, as a viable alternative to high-cost credit and illegal money lending	<ul style="list-style-type: none"> • Liaise Communications Section /Bridges Community bank identify council role in re-launch event • Explore opportunities to promote the BCB on council internet/intranet sites • Explore opportunities to place promotional materials in council buildings/ staff payslips 	Health Housing and Adult Services	6/12 3/13 3/13	<p>●</p> <p>●</p> <p>●</p>	<p>The new Bridges Community Bank has yet to have its official launch</p> <p>Web pages uploaded that explain function of credit unions with links to BCB</p> <p>Until BCB has official launch no marketing activities can take place</p>

Appendix

Children, Young People and Learning Scrutiny Committee: As Soon as Possible: Early Intervention and Locality Services in Sunderland, Policy Review recommendations 2011/12

Review Progress Summary				
 not on schedule	 on schedule	 undeliverable	 achieved	Total
4	3	0	12	19

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	That the CAF assessment form is reviewed with particular consideration given to a shorter streamlined form which is less onerous to complete	<ul style="list-style-type: none"> A shorter CAF form is developed that can be jointly used with social care teams to assess risk Re-designed CAF form to be put out for consultation with key stakeholders 	<p>Marie Roberts</p> <p>Lynne Goldsmith</p>	September 2012		<p>Draft CAF form developed (June 2012)</p> <p>Newly designed CAF form out for consultation with stakeholders (D/L Aug 2012)</p> <p>Implementation of new CAF Form (September 2012)</p>
B	That the option of a dedicated single point of contact for any CAF assessor to contact for support and advice around thresholds prior to completing a full CAF assessment is explored	<ul style="list-style-type: none"> Service redesign with social care to develop a single point of contact Interface between Early Intervention and Child in Need cases 	<p>Simone Common</p> <p>Hilary Bagley</p>	December 2012		<p>Proposals for service redesign are being prepared with an estimated implementation date December 2012. This date to be reviewed on an ongoing basis.</p> <p>Integration with Family Focus is also being developed</p> <p>This action is consistently linked with other changes to be implemented. The proposed changes to first point of contact for both Social Care and CAF linked to the CSN review have not yet been implemented. This action may also be affected by the current</p>





Appendix

Children, Young People and Learning Scrutiny Committee: As Soon as Possible: Early Intervention and Locality Services in Sunderland, Policy Review recommendations 2011/12

						developments regarding a multi-agency safeguarding hub (MASH) Integration with Family Focus is complete
C	That the CAF assessment process and threshold are considered for a comprehensive re-launch within Sunderland, following any CAF form redesign, and this is communicated to all stakeholders	<ul style="list-style-type: none"> Re-designed form out for consultation with stakeholders Introduction and implementation to follow in September 2012 including publicity and promotion 	Simone Common	End September 2012	●	Action Complete
D	That an effective communication strategy is put in place to ensure that future changes to the early intervention offer, CAF assessment process or CAF thresholds can be effectively communicated to all stakeholders including elected Members	<ul style="list-style-type: none"> Strategy to be developed to coincide with the introduction of the new CAF form The Strategy's main purpose will be to ensure that everyone is clear about the role of the CAF and how it is to be implemented 	Tim Hakim	End September 2012	●	Meeting has taken place with corporate communications to progress this Work is ongoing to deliver web based information to stakeholders. Information and Forms are available on line
E	That further comprehensive training is made available to key stakeholders to provide a clear understanding of the differentials in thresholds between early intervention support and safeguarding;	<ul style="list-style-type: none"> Launch Event to be undertaken including workshops around thresholds Ensure that key stakeholders and partners are invited to launch event and workshops 	Simone Common	June 2012	●	Action Complete
F	That the initial CAF assessor is routinely invited to attend the relevant CAF panel meeting in	<ul style="list-style-type: none"> To ensure that where appropriate and practicable an opportunity is offered for 	Simone Common	June 2012	●	Action Complete

Appendix

Children, Young People and Learning Scrutiny Committee: As Soon as Possible: Early Intervention and Locality Services in Sunderland, Policy Review recommendations 2011/12

	relation to their initial assessment	assessors to attend TAF/C meetings				
G	That locality based teams look to increase their engagement with local partners through the development of more integrated working practices and approaches that promote locality services and the early intervention core offer with local partners and the community	<ul style="list-style-type: none"> To develop closer links with Adult Services That locality team members look to attend locality based events That all head teachers within a locality are visited to promote the core intervention offer 	Sandra Mitchell	December 2012		<p>Action Complete and further enhanced by the move from CAF Panels to Strengthening Families Panels which has increased the range of partners attending and being informed of the service offer</p> <p>Visits to Head teachers have been made by Locality managers and CAF/CC leads</p>
H	That the development of a specific data set of outcome measures for locality based working and early intervention be undertaken by the Directorate with a particular focus on measuring outcomes	<ul style="list-style-type: none"> That a draft data set is developed and shared with locality managers That data sets are populated on a monthly basis Data sets are used to inform service delivery 	Sandra Mitchell	July 2012		Action complete in terms of CAF dataset and measuring outcomes from TAF however there is a wider piece of work to look at broader measurement of impact
I	That the Children, Young People and Learning Scrutiny Committee write to the DfE requesting that they look to undertake research into the CAF process across the country	The Scrutiny Committee will draft a letter to the Department for Education. The letter will be afforded final approval at a formal meeting of the Committee. Any correspondence and subsequent actions will be communicated through the Committee.	N Cummings	October 2012		Action Complete
J	That the actions arising from the recent independent reviews and Ofsted inspections relating to	The Scrutiny Committee will receive appropriate reports relating to the independent reviews and Ofsted	N Cummings	September 2012		Action Complete

Appendix

Children, Young People and Learning Scrutiny Committee: As Soon as Possible: Early Intervention and Locality Services in Sunderland, Policy Review recommendations 2011/12

	this agenda are combined into a single Action Plan which is monitored by the Children, Young People and Learning Scrutiny Committee	inspection to facilitate a monitoring role in relation to identified actions.				
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SCRUTINY COMMITTEE

16 April 2013

ANNUAL REPORT 2012/13**REPORT OF THE CHIEF EXECUTIVE****1. Purpose of Report**

- 1.1 To provide the Scrutiny Committee with the opportunity to consider the draft Overview and Scrutiny Annual Report for the municipal year 2012/13.

2. Background

- 2.1 As outlined in the Council's Constitution, it is required of the Overview and Scrutiny Function to produce an Annual Report detailing the work of the Scrutiny Committee and supporting Panels during the preceding year. The report also contains proposed developments and improvements for the forthcoming year.

3. Draft Report

- 3.1 The draft report is attached as Appendix 1 for consultation and endorsement by the Scrutiny Committee.
- 3.2 Each Lead Scrutiny Member has contributed a short summary of their work over the year, including highlights from Panel meetings and the outcomes of major pieces of work commissioned by the Scrutiny Committee.
- 3.3 Following the endorsement of the report by members of the Scrutiny Committee at the meeting, the Annual Report will be presented to the first meeting of Council in the new Municipal Year and thereafter will be included on the Scrutiny web pages and circulated to key stakeholders for information.

4. Conclusion & Recommendations

- 4.1 It is recommended that the Scrutiny Committee:-
- (a) Considers the content of the draft Annual Report for 2012/13, and
 - (b) Endorses the report for submission to the first meeting of Council in the Municipal Year 2013/14 and for subsequent circulation to key stakeholders.

5. Background Papers

No background papers were used in the preparation of this report.

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Scrutiny Matters

Scrutiny Annual Report

2012/2013



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Foreword

I take great pleasure in being able to introduce Sunderland City Council's Overview and Scrutiny Annual Report for 2012/13.

It has been an exciting and challenging year for our Scrutiny Function following significant changes to the Council's governance arrangements in May 2012. As part of such changes, we are now operating within a new scrutiny structure, to reflect the role of scrutiny in the undertaking of our key statutory functions and to provide the opportunity to be more focused, flexible and responsive in our efforts with regard to the ever changing landscape of public services.



The new scrutiny 'commissioning model' brings together all of the core scrutiny activities into the one Scrutiny Committee, supported by six Lead Scrutiny Members each with specific remits. The Lead Scrutiny Members have a key role in assisting the Scrutiny Committee in carrying out detailed investigations through the work of their supporting Scrutiny Panels into key issues, ensuring that scrutiny is constructive and adds a real value to the work of the Council and its partners on behalf of the communities we serve.

In this first year of the operation the new scrutiny model has been a learning process for all Members involved along with officers, partners and members of the public. Everyone involved has continued to show a real commitment to undertaking effective and robust scrutiny, with smaller groups of members addressing issues quickly and flexibly on a relatively informal basis, as illustrated later on in this report.

Building upon previous years' successes, we held our Annual Scrutiny Debate in May. This event continues to be a key date in our council diary in supporting members of the Scrutiny Committee and its Panels in selecting the priority areas for review in the year ahead. The event continues to be very well supported by my colleagues, senior officers, partners and voluntary and community sector representatives. As part of this high profile event, we continue to promote the importance of scrutiny and showcase our achievements through the delivery of a short film – 'Scrutiny in Action'. To me the film coverage always re-emphasises the difference effective scrutiny can make on how well public services are being delivered and how they could be improved, from the point of view of those receiving and using those services

Another memorable occasion worthy of mention is the Parliamentary Select Committees Event held here in Sunderland back in March for the North East local authorities. The event highlighted the comparisons and learning opportunities between the Parliamentary Select Committees in Westminster and the work of local government scrutiny as well as the strength of such arrangements in bringing Members together to tackle key issues. Overall this event was a huge success and provided a good opportunity to network with other scrutiny colleagues.

Finally, I would like to thank everybody who has contributed to delivering a successful scrutiny work programme this year and I strongly believe that the building blocks are in place to ensure the work of scrutiny supports our transformation journey to becoming a Community Leadership Council.

Councillor David Tate
Chair of the Scrutiny Committee

Scrutiny Arrangements in Sunderland

The democratic governance arrangements in Sunderland consists of the Leader of the Council, a Deputy, a Cabinet Secretary, five portfolio holders and five cabinet policy members. The decisions of the Cabinet are held to account by the Scrutiny Committee, supported by six Scrutiny Panels. In addition there are five local Area Committees and Place and People Boards in each area.

What is Scrutiny?

Scrutiny aims to make sure that public services and policies best meet the needs of the residents of the city. It does this through:

- Policy review and development;
- Holding the Council's Executive and its partners to account;
- Investigating issues of local concern; and
- Working with partners to improve services to the local area.

The Scrutiny Model

The Scrutiny Committee acts as the overarching Committee with responsibility for all matters in relation to the improvement, delivery and performance of public services. It considers all matters which impact on the economic, social and environmental well-being of those who live, work and visit the city and is the designated scrutiny committee for statutory health and crime and disorder scrutiny.

If the Scrutiny Committee thinks that more in-depth investigation of a particular issue is needed it will commission work to the most relevant of the six Scrutiny Panels, which are chaired by a Lead Scrutiny Member. The Panels will contribute to and inform the overview or scrutiny process significantly through focused policy review work and one-off investigations.

A Scrutiny Panel is a small, informal group of scrutiny councillors who carry out specific work as requested by the Scrutiny Committee. A Panel will investigate specific issues and make suggestions on how things can be improved. The detailed work a panel undertakes allows panel members to gain a wider understanding of the issue and arrive at informed findings and recommendations.

Although the Panels are informal, they take a structured approach to the examination of a particular issue with the aim of identifying the key issues and seeking to suggest solutions. Panels will carry out a scoping exercise to identify a detailed remit and terms of reference, resource implications, the need for additional expertise, and existing research and supporting documentation.

Shorter "spotlight" reviews are appropriate for specific topics in a shorter space of time. The approach may include an evidence gathering day, via "interviews" and discussion groups with officers, members and other stakeholders.

When the Panel has finished its investigation, the Lead Scrutiny Member will present the work to the Scrutiny Committee. If the Scrutiny Committee formally supports its findings and subsequent recommendations, it will be considered by the Cabinet and, where relevant, partners thereafter.

How does scrutiny make a difference?

On a regular basis the Scrutiny Committee will enhance the work of the Council and partners by holding officers and partners to account on key issues, areas and policies being developed. The impact of the work of scrutiny is also be evidenced over time by the implementation of its recommendations by the Cabinet and partners. The monitoring of delivery of scrutiny's recommendations over a period of time builds up a portfolio of evidence of scrutiny's role in service improvement.

The Scrutiny Committee

As a Scrutiny Committee we have been working together to adopt and embed the new scrutiny arrangements with Members, officers and partners.

Much of our work has been around commissioning policy reviews and one off issues of concern to the six Lead Scrutiny Members and their supporting Panels, monitoring progress and considering the outcomes of their policy reviews and investigations.

We have also undertaken a significant amount of health scrutiny and enhanced our understanding of the health reform agenda. To that end, the Committee met with key representatives of the Clinical Commissioning Group (CCG) and considered the city's Joint Health and Wellbeing Strategy which sets out the Health and Wellbeing Board's priorities over the coming years. In addition we have looked at three changes to healthcare provision in the city, one of which we considered to be so significant it was commissioned to the Public Health, Wellness and Culture Lead Member and Panel who undertook a comprehensive piece of work which resulted in us being able to provide detailed feedback on the proposals to the Sunderland Clinical Commissioning Group.

The Scrutiny Committee continues to be consulted on a number of key budget and policy framework documents which we have discussed and debated and provided comments to Cabinet and Full Council. We have also been consulted on other key issues for the city such as the Future of Libraries and the Community Resilience Plan. It is through the reporting to Committee that Members can provide challenge to help directorates and service areas to further develop such plans.

Building on existing good practice, the Scrutiny Committee met with the Leader, Deputy Leader and Cabinet Secretary as part of the budget consultation process for 2013/14. The meeting allowed for some thought provoking discussion with Cabinet and Scrutiny Members about the financial challenges the Council and the city faces over the next year and beyond.

Cabinet members have continued to show their commitment to scrutiny, having attended both the Scrutiny Committee and individual Scrutiny Panels over the year to feedback on the proposals to implement our recommendations and give evidence to policy reviews.

I also take the opportunity to attend meetings of the Scrutiny Panels throughout the year and am impressed by how quickly everybody has adapted to the new way of working and the level of commitment that continues to be shown by each individual Panel in the work they have undertaken on behalf of the Scrutiny Committee.

Finally I would like to thank my fellow Scrutiny Committee members for their hard work, dedication and commitment to scrutiny, officers of the Council and the residents of Sunderland.

Insert library picture

Cllr David Tate
Chair of the Scrutiny Committee

Scrutiny Panels – Reports from Lead Scrutiny Members

Health, Housing and Adult Services Scrutiny Panel

Lead Scrutiny Member: Councillor Christine Shattock

Panel Members: Councillors Jill Fletcher, Ronny Davison, Alan Emmerson, Rosalind Copeland, Darryl Dixon, Lisa Smiles

I am very pleased to be able to report on the work of the Health, Housing and Adult Services Scrutiny Panel in this, its first year of operation. The Scrutiny Panel has had a very active year completing two spotlight reviews dealing with themes and issues important to both the Council and the people of Sunderland.

The first spotlight review undertaken by the Panel was around how mental health services are signposted and accessed by people in Sunderland. The Panel held focus groups with key stakeholders, visited organisations and resources across the city and held discussions with relevant Council officers to gather evidence and form the recommendations. The Panel was able to focus on how people access mental health services in the city from a range of perspectives and have made recommendations that aim to strengthen the awareness and access to mental health services in Sunderland for those who need them.

Our second review focused on the difficult issue of empty properties in Sunderland and we gathered evidence from a range of sources. One aspect of this review was the opportunity to experience first-hand the work of the Empty Homes Team and garner a true insight into the work that the team undertakes. This is one of the real assets of the scrutiny function, that ability to explore issues in a variety of ways, taking Members out of the Civic Centre and into the city. The Empty Homes Team were also able to highlight the extensive nature of their work in getting empty homes back into circulation. The review has developed a number of conclusions and drawn on the evidence to develop recommendations that will help the city develop and move forward in a proactive way in dealing with empty properties across the city.

The Health, Housing and Adult Services Scrutiny Panel has delivered on a very demanding and important series of issues and that has only been possible through the contribution and dedication of Panel members, officers and key stakeholders. The Panel has achieved a great deal in this first year of operation. I look forward to the coming year and the challenges this will bring and I feel sure that the Panel will build on these early successes.

Insert CS signature

Cllr Christine Shattock



Public Health, Wellness and Culture Panel

Lead Scrutiny Member: Councillor George Howe

Panel Members: Councillors Dianne Snowdon, Debra Waller, Louise Farthing, Fiona Miller, Julia Jackson, Rebecca Atkinson, Paul Maddison

The Panel was commissioned to review the transition of public health into the local authority. The review looked at the development of a local public health system designed to have the greatest potential for improving health, not just within the Council but with all local partners. Our focus was on transformation, looking at how strategies are going beyond the practical steps of transition to develop a local vision for

public health. It is hoped that our final report will contribute towards the debate about what effective local government leadership of public health looks like.

The Panel was also commissioned to prepare a response to a significant public consultation on improving urgent and emergency care services in Sunderland. Members of the Panel participated in a number of consultation events and we accounted for all of the views expressed by stakeholders during the consultation in compiling our final report. We concluded that the proposals present an ideal opportunity to develop a consistent urgent care strategy that benefits everyone in the city. It is vital that the delivery of the integrated model is kept under constant review and measures to counter negative impacts are taken to ensure this new arrangement is better for everyone.

During this health transition year we were also commissioned to develop a partnership protocol. The health reforms provide an opportunity to redefine relationships between clinicians, other professionals, people who use services and communities. Local structures and ways of working will be different. With a focus on the fundamental principle of improving outcomes for local people, there are opportunities for bodies to work together in a way that adds value to each other's work. Through the use of a jointly agreed health protocol we can hopefully build strong, effective and accountable relationships.



I would like to take the opportunity to give my thanks to colleagues, officers and partners for their contribution to our work

A handwritten signature in blue ink that reads "G. Howe".

Cllr George Howe

Children's Services Scrutiny Panel

Lead Scrutiny Member: Councillor Bob Francis

Panel Members: Councillors Amy Wilson, Mary Turton, Linda Williams, Doris MacKnight, Anthony Farr, Philip Tye, Robert Oliver

The Children's Services Scrutiny Panel has had a busy year and Members have been involved in a number of key pieces of work. The new model of working resulted in the Panel being asked to undertake two spotlight reviews – one on the implementation of the Education Act 2011 and another on the involvement of children and young people in service design and delivery.

The spotlight reviews have allowed the Panel to look at two key issues in a focused and measured way. Members have, through these spotlight reviews, been able to visit schools, discuss themes with young people and explore ideas with Council officers and key stakeholders. The aim, at all times, has been to look at how we can help to improve or develop our services for the people of Sunderland in these challenging times.

We have found that one of the strengths of the new scrutiny model is the ability for the Scrutiny Committee to commission work to the Panels in a timely way. Our Panel was commissioned to look at the waiting times for accessing the Child and Adolescent Mental Health Services (CAMHS) following the outcomes of the announced inspection of Safeguarding and Looked After Children's Services in Sunderland. The Panel has held meetings with new service provider, Northumberland Tyne and Wear Trust, and continues to closely monitor the progress of service waiting times, with the Trust welcoming the opportunity to have a continuing dialogue with the Panel around this important issue. The Panel acknowledges the real commitment of the Trust to a reduction in these waiting times and will continue to monitor the situation keeping the Scrutiny Committee informed of the Panel's progress and outcomes through my own Lead Member briefings to the Committee.

I have had the great pleasure of being the Children's Services Scrutiny Lead Member during this first year and would like to thank all the Panel members and officers who contributed to our busy work programme. I am sure that 2013/14 will be another challenging, but rewarding, year for the Children's Services Scrutiny Panel.

Insert BF signature

Cllr Bob Francis



Skills, Economy and Regeneration Scrutiny Panel

Lead Scrutiny Member: Councillor Tom Martin

Panel Members: Councillors Bob Price, Chris Marshall, David Snowdon, Denny Wilson, Len Lauchlan, Tom Wright

At the start of the year, the Scrutiny Committee asked the Panel to undertake two policy reviews into key Government initiatives impacting on the economic well being of the people of Sunderland; namely the Operation of the Work Programme and the development of the Apprenticeship Scheme.

With regard to the Work Programme, the Panel took the opportunity to visit the offices of the two Work Programme providers operating in the city – Avanta UK and Igneus UK. This allowed us to ask questions of senior staff from both firms and also speak to a number of their clients to get their views on the training and support on offer. We also met with representatives from the Department of Work and Pensions and Job Centre Plus.

Underpinning our recommendations is the importance of the Work Programme providers working with and cooperating with the Council and its partners at a strategic level. We have also stressed the importance of them providing detailed and transparent performance data on a regular basis and also of the Council keeping them as informed as possible of potential investment and employment opportunities in the city.

In terms of our review into the operation of the Apprenticeship Scheme in Sunderland, the Panel again met with key organisations involved in delivery; namely representatives from the National Apprenticeship Service, the business sector, training providers and local schools and colleges. The Panel also took the opportunity to meet with young people taking part in the Apprenticeship Scheme in order to discuss their first hand experiences.

Our recommendations have focused on the need and difficulty of providing sufficient high quality apprenticeships for young people at a time of economic recession and also the importance of raising awareness and promoting the benefits of apprenticeships among business, schools and the general public.

All in all, it has been a busy and productive year for the Panel. I would like to take this opportunity of thanking my colleagues for all their hard work and enthusiasm and I feel sure that the progress we have made can be built upon in the year ahead.

Insert TM signature

Cllr Tom Martin



City Services Scrutiny Panel

Lead Scrutiny Member: Councillor Stephen Bonallie

Panel Members: Councillors Neville Padgett, Michael Essl, Stuart Porthouse, Lynda Scanlan
Cllr Steven Foster, Peter Wood

It has proved to be a busy year for the Panel.

For our policy reviews, the Panel was asked to look into the operation of the Tell Us Once for Bereavement Service in Sunderland and secondly, issues associated with the Council's successful bid for funding to retain weekly refuse collection services in the city.

For our review into the Tell Us Once for Bereavement Service, we spoke with the officers involved in introducing and operating the service and also gathered information on the views of those people using the service. This also involved speaking to staff at the Moorside Call Centre who are responsible for taking client calls. I myself sat in with staff answering calls and I was most impressed with their professional approach. In fact, all the members on the Panel were most impressed by the way the new service is operating and the enthusiasm and commitment shown by our staff.

Our final recommendations have focused on ways of developing the profile and marketing of the service and also the potential for the lessons learned to be adopted by other services we provide.

In terms of our review into waste and recycling, the Panel has focused on the design and delivery of a Resident Engagement and Education Programme intended to raise awareness of refuse and recycling issues and increase recycling performance. The Panel has examined the challenges faced by the Council in communicating with residents its aim to continually reinforce and improve positive attitudes to waste and recycling collection. As part of its review, the Panel has undertaken a visit to a neighbouring authority in order to compare the approaches adopted to communicating and encouraging positive behaviour by residents.

In terms of recommendations, the Panel has stressed the importance of developing a clear and focused communications plan to ensure that the considerable progress made on recycling is maintained against the backdrop of the city retaining a weekly refuse collection service.

In conclusion, I would like to thank my colleagues on the Panel for all their support and assistance during the year and also to thank those officers and partners who have assisted us in our work. I feel that a great deal has been achieved during the year and that this will place us in a strong position to face the challenges of the year ahead.



Insert SB signature

Cllr Stephen Bonallie

Responsive Services and Customer Care Scrutiny Panel

Lead Scrutiny Member: Councillor David Errington

Panel Members: Councillors Bob Heron, Betty Gibson, Barry Curran, Anne Lawson, John Scott, George Thompson, John Wiper

The Scrutiny Panel was commissioned to undertake two spotlight policy reviews this year into Reducing Re-offending and Domestic Violence respectively. Both reviews have proved to be significant pieces of work and the Panel has therefore met on a regular basis and at a variety of locations.

There is little doubt that the drive to reduce reoffending in our city is critical; crime blights our communities and has significant social and economic costs. To assist us in undertaking this review we took evidence from officers of the Council, housing providers, HMP Northumberland, the Integrated Offender Management Unit, Northumbria Probation and Sunderland Armed Forces Network. We made recommendations to improve and embed links with the Health and Wellbeing Board, Police and Crime Commissioner and North East prisons; work differently to improve the accommodation offer for offenders; and gain a better understanding of the complex needs of veteran offenders.

Our second review into domestic violence was also very pertinent. Despite tremendous progress in tackling domestic violence, it remains largely hidden from view and is thought to affect one in four women and one in six men. We took evidence from a number of key stakeholders including the Chair of the Safer Sunderland Partnership, Northumbria Police, the Crown Prosecution Service, Gentoo, Impact Family Services and Victim Support. We were also very fortunate to gain the views of the Northumbria Police and Crime Commissioner and visited one of the city's refuges, run by Wearside Women in Need. Our recommendations for this review are mainly focused on ensuring the progress already made on this issue does not halt or take a backwards step, given the very difficult time of austerity we are in.

As a Scrutiny Panel we have worked together to embrace the new scrutiny arrangements, and I would like to take this opportunity to give my thanks to my colleagues, as well as officers and partners for the ongoing enthusiasm and commitment they have shown whilst looking at issues that are important to the future of our city.



Cllr David Errington



The Year Ahead

This year has seen significant change to the way in which scrutiny operates and during the year ahead we will build on the foundations of a new way of working to ensure that scrutiny continues to add value to the work being undertaken by the Council and its partners by looking at the right issues at the right time.

There is a developing opportunity for scrutiny to provide checks and balances to ensure that valuable resources are deployed in the most effective way, allowing scrutiny to build on its previous successes whilst taking account of the current climate the public sector operates within.

The scrutiny 'commissioning model' has been demonstrated as a successful route for issues to be reviewed and has allowed for a value-added approach to be taken. Building on the strong start made this year, Panel arrangements will be developed to take even more advantage of their flexibility with different ways of working and new methods adopted as necessary. Smaller working groups looking at specific issues have proved to be a real success story for scrutiny in recent years and we will explore opportunities to adopt new approaches when undertaking reviews with different approaches applied to evidence-gathering to make recommendations based on robust findings.

The year ahead will also see scrutiny finding its place within new models of governance for both crime and policing and health. The newly established Police and Crime Panel is a statutory body and will take on the scrutiny of the Police and Crime Plan and holding the Police and Crime Commissioner to account. Scrutiny will retain a role in holding to account the Safer Sunderland Partnership and will be looking with interest at the developing relationships between the Safer Sunderland Partnership and the Police and Crime Commissioner.

Within the health arena scrutiny will play a vital role in shaping new relationships between the Health and Well-Being Board, Clinical Commissioning Group and local HealthWatch. Scrutiny is leading on developing an effective partnership protocol which will help scrutiny to understand its role in the new arrangements, as well as assisting officers and partners in working with scrutiny.

The year ahead will also see public health responsibilities come into the local authority and we look forward to working with new health colleagues delivering public health services in the year ahead.

Also on the horizon during the next year will be a continuation of raising the profile of scrutiny within Sunderland and beyond, by networking with other local authorities, the Centre for Public Scrutiny and the local and regional media. Sunderland's Scrutiny Chair will take on the chair of the Regional Scrutiny Network in September, ensuring we are at the forefront of regional developments as they happen.

The scrutiny function will continue to introduce further innovative ideas, revised working practices and procedures to ensure Scrutiny in Sunderland continues to be a positive and constructive experience and ultimately plays a vital role in improving the lives of the residents within the city.

The Scrutiny Team

The Scrutiny Team provides independent and professional support and advice to the City Council's Scrutiny service and consists of:

If you would like to get in touch with the Scrutiny Team, our contact details are:

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