








Appendix E

Management Scrutiny Committee: Demonstrating Local Accountability: Policy Review recommendations 2011/12

Review Progress Summary				
 not on schedule	 on schedule	 undeliverable	 achieved	Total
0	4	0	7	11

Ref	Recommendation	Action	Owner	Timescale	RAG	Progress
A	That the council takes up the LGA's offer of a free corporate peer challenge to support the council's improvement journey	<p>SPPM will</p> <ul style="list-style-type: none"> Coordinate with LGA to identify a suitable date for a corporate peer challenge in spring 2013 Coordinate a scoping meeting involving the LGA, Leader and Chief Executive to agree the scope and focus of the peer challenge Identify an approach which ensures that the peer challenge is integrated into the council's performance management framework and informs the corporate planning process for 2013/14 	Mike Lowe Head of Performance Improvement SPPM	<p>June 2012</p> <p>September 2012</p> <p>September 2012</p>	<p></p> <p></p> <p></p>	<p>The Leader and Chief Executive met with the LGA in January 2013 to discuss the timing and scope of the Corporate Peer Challenge.</p> <p>The scope of the peer challenge has been agreed in principle i.e. Forward looking and focusing upon the triumvirate of Community Leadership (defining the role and shape of the Council), Alternative Delivery Models (defining the future of service delivery) and Customer Relationship Management (defining the Council's relationship with its citizens).</p> <p>Although it was originally intended to hold the peer challenge in Spring 2013, the dates have been put back with agreement of the LGA to enable them to secure appropriate peers. The peer</p>


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						<p>challenge is now likely to take place in the Autumn.</p> <p>The council will produce a short self assessment to inform the peer challenge. This will be informed by the strategic planning process and the self assessment which is currently being developed as part of the North East approach to sector led improvement (see progress against action (f) below).</p>
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<p>B</p>	<p>That the council considers, where appropriate, peer challenges in those service areas where the use of peer challenge is seen as aiding improvement</p>	<p>SPPM will</p> <ul style="list-style-type: none"> • Work with Directorates to identify where appropriate the use of peer challenge to support service improvement 	<p>Mike Lowe</p>	<p>April 2013</p>		<p>Sector led approaches to peer challenge and peer review are being developed nationally and deployed as part of sector led approaches to self regulation. Specific services including Adults Social care and Safeguarding have or are already considering deploying peer challenges to support improvement. Examples of current or planned activity include:</p> <ul style="list-style-type: none"> • Community Leadership Peer Support: The Royal Society of Arts Public Service Hub continues to be engaged in a critical friend capacity in the development of the Community Leadership Programme. • Libraries Peer Review: Colleagues from Manchester City Council have undertaken a desktop review of our Cabinet report and future proposals for Libraries. An on-site review day is currently being planned for May 2013. • Adult Social Care Peer Review: We have signed up for a peer review for 2013/14 as part of the
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						<p>Towards Excellence in Adult Social Care (TEASC) sector led improvement work. The exact timings and areas of focus have yet to be agreed but should be firming up in April 2013.</p> <ul style="list-style-type: none"> • Youth Provision Peer Challenge: As part of the Children’s Improvement Board (CIB) sector led improvement work councils have undertaken an audit of their current youth offer. The information will be considered at a regional workshop in April 2013 which is designed to share findings, with particular emphasis on good and best practice. • Adoption Diagnostic: Due to persistent challenges around adoption timescales we have invited Outcomes UK (Core Assets) to apply the “adoption diagnostic” to identify any further improvements to permanence planning. This work is scheduled to take place in April 2013.
C	That the findings of peer challenges and inspections	<p>SPPM will</p> <ul style="list-style-type: none"> • Work with Director of Health 	Mike Lowe	June 2012		<p><u>Local Account</u> The Local Account which was</p>

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	and assessments, including the adult social care local account, are reported through the scrutiny process as part of the governance processes of the council	<p>Housing and Adult Services to report the Local Account through the scrutiny process</p> <ul style="list-style-type: none"> Work with the Director of Children's services to report the findings of the Ofsted inspection of safeguarding and looked after children through the scrutiny process 	<p>and Graham King Head of Strategic Commissioning HHA</p> <p>Mike Lowe and Meg Boustead Head of Safeguarding Children's Services</p>	September 2012	<p>●</p> <p>●</p>	<p>agreed by the Adults Partnership Board in January 2013 is to be reported to Scrutiny Committee in April 2013.</p> <p><u>Ofsted inspections</u> The report and action plan arising from the Ofsted inspection of safeguarding and looked after children was reported to the Scrutiny Committee in September 2012. This included a first update on progress.</p> <p>A further update is to be provided to the Scrutiny Committee in April 2013, alongside a copy of the report and action plan arising from the Ofsted inspection of the council's Adoption Service (which took place in February 2013 and was published on the Ofsted website in April 2013).</p>
D	That all elected members and relevant support officers including account managers and scrutiny officers are afforded the opportunity to gain an awareness, understanding and ability to utilise the	<p>SPPM will</p> <ul style="list-style-type: none"> Agree mechanism for dissemination of the details of the LG Knowledge Hub to all members, account managers and scrutiny officers Include details in the corporate training programme to raise 	Mike Lowe	September 2012	<p>●</p> <p>●</p>	<p>A general introduction to the Knowledge Hub and LG Inform was provided to the Account Managers at an Account Manager Workshop in September 2012. This was then cascaded to Elected Members.</p>

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	Local Government Knowledge Hub	awareness of the resource				The LGA are currently further developing the Knowledge Hub and LG Inform with enhanced functionality. The updated products will be available in May 2013. Account Managers will be briefed and consideration will then be given to how this is incorporated into the corporate training programme.
E	That scrutiny champions and scrutiny officers use the Knowledge Hub as a source of information and data in relation to policy review work	<p>SPPM will</p> <ul style="list-style-type: none"> Agree with scrutiny team how the LG knowledge Hub resource will be used to support future policy reviews 	<p>Mike Lowe</p> <p>Charlotte Burnham Head of Areas and Scrutiny</p>	September 2012	●	<p>The North East Scrutiny Officer Network has a group on the Knowledge Hub, which provides a forum for officers working in scrutiny in the 12 north east authorities to make useful contacts with other officers, and to share experiences. The group provides a mechanism to share information on, for example, annual work programmes; current scrutiny investigations; policy review outcomes; and scrutiny best practice. Officers can share ideas on improving scrutiny processes and enhancing effectiveness.</p> <p>Examples of how the</p>

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						<p>Knowledge Hub has been used to date include:</p> <ul style="list-style-type: none"> • Advertising major events across the region including the recent Parliamentary Seminar which took place in Sunderland. • Posing questions around key issues (i.e. Police and Crime Boards and Clinical Commissioning Groups) to stimulate and engage regional scrutineers. • Asking questions around policy reviews, sharing information and best practice, etc.
F	<p>That the council remains aware of the developments to sector led approaches, including the Knowledge Hub, as part of the self regulation agenda ensuring that such approaches are adapted and adopted, as appropriate, into the council's performance management framework</p>	<p>SPPM will</p> <ul style="list-style-type: none"> • Continue to monitor and review national and sector led approaches to self regulation as they are developed. • Ensure provision of high quality advice regarding the adoption of sector led approaches as they emerge with appropriate Directorates 	Mike Lowe	April 2013	<ul style="list-style-type: none"> ● ● 	<p>The council continues to be engaged in both the regional and national developments around sector led improvement, and there are a number of examples of how we are utilising the various tools to support continuous improvement (as described in the progress against each of the actions above). Briefings have been provided to EMT and the Trade Unions, on the emerging frameworks and how we are deploying them within the council.</p>

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						<p>The North East approach to sector led improvement has now been developed by the North East Assistant Chief Executive's Network, and following pilots in Gateshead and Redcar and Cleveland Councils is being rolled out across the region.</p> <p>Central to this is the development of an annual Council Improvement Assessment (CIA), which will provide an analysis of each council's strengths and areas for development (both corporately and at a service level). The purpose of the regional approach is to:</p> <ul style="list-style-type: none">• Identify common core organisational competencies• Provide an assurance mechanism, that will:<ul style="list-style-type: none">○ Generate a general direction of travel○ Identify areas of support individually or collectively which could be funded through some residual RIEP legacy resource○ Identify North East issues for lobbying
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						<ul style="list-style-type: none">• Share learning and support• Identify high level themes and priorities <p>The council is currently preparing its self assessment, which we will use to inform our self assessment for the Corporate Peer Challenge</p>
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