



21 February 2022

SCRUTINY COMMITTEE – 2 MARCH 2022

A meeting of the Scrutiny Committee will be held at 6pm on Wednesday 2 March 2022 in the Council Chamber at the Town Hall, Rugby.

Members of the public may view the meeting via the livestream on the Council's website.

Mannie Ketley
Executive Director

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Minutes

To approve the minutes of the meeting held on 22 November 2021.

2. Apologies

To receive apologies for absence from the meeting.

3. Declarations of Interest

To receive declarations of:

(a) non-pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(b) pecuniary interests as defined by the Council's Code of Conduct for Councillors;

(c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

Note: Members are reminded that they should declare the existence and nature of their non-pecuniary interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a pecuniary interest, the Member must withdraw from the room unless one of the exceptions applies.

Membership of Warwickshire County Council or any Parish Council is classed as a non-pecuniary interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.

4. Review of Member and Officer Working.
5. Review of Access to Emergency Health Care Provision.
6. Overview and Scrutiny Work Programme.

Membership of the Committee:

Councillors Eccleson (Chair), Gillias, Mrs Hassell, Mahoney, Mrs New, Mrs O'Rourke, Mrs Parker, Roodhouse and Dr Williams

If you have any general queries with regard to this agenda please contact Linn Ashmore, Democratic Services Officer on 01788 533522 or email linn.ashmore@rugby.gov.uk. Any specific queries concerning reports should be directed to the listed contact officer.

AGENDA MANAGEMENT SHEET

Report Title:	Review of Member and Officer Working
Name of Committee:	Scrutiny Committee
Date of Meeting:	2 March 2022
Contact Officer:	Aftab Razzaq, Chief Officer – Legal and Governance
Summary:	On 6 December 2021, Council referred the matter of a review of the member and officer working relationship to Scrutiny Committee.
Financial Implications:	There are no direct financial implications arising from this report.
Risk Management Implications:	There are no risk management/health and safety implications arising from this report.
Environmental Implications:	There are no direct environmental implications arising from this report
Legal Implications:	There are no direct legal implications arising from this report.
Equality and Diversity:	There are no direct equality and diversity considerations arising from this report.

Scrutiny Committee - 2 March 2022

Review of Member and Officer Working

Public Report of the Chief Officer - Legal and Governance

Summary

On 6 December 2021, Council referred the matter of a review of the member and officer working relationship to Scrutiny Committee.

1. BACKGROUND

- 1.1 Council on 6 December 2021 considered a report on the subject of a member and officer working update. The report detailed the present officer and member working relationship that is largely governed by the protocol contained within the council constitution. This forms part of a basic framework that is also based on the overall culture and long-standing relationships between officers and members. The report highlighted that this arrangement did not adequately address concerns raised by both members and officers.
- 1.2 Taking a more holistic approach would enable the council to move forward in reviewing the present arrangements and developing these further to support members, officers and the Council as a whole.
- 1.3 Council resolved that the matter be referred to the Scrutiny Committee for further consideration to put forward a future recommendation to Full Council.
- 1.4 Separate workshops were held with officers and members on 18 and 26 January respectively to collate feedback from both on the present working relationship, key areas of focus and what proposals should be considered as part of future arrangements. The outcomes of the workshops will be used to form part of the evidence gathering stage of the review process by the task group.

2. SCOPE OF THE REVIEW

- 2.1 A draft scope and terms of reference for the review is set out in Appendix 1 for consideration and approval by the Committee. It is intended that the review will be carried out by a cross party task group consisting of between four and six members in line with guidance from the Centre for Governance and Scrutiny

3 CONCLUSION

- 3.1 To fulfil the requirement for a review of the current working arrangements, and in seeking recommendations that will result in a new approach, the Committee is recommended to:
- a) consider the focus for the review and approve the attached one-page strategy;
 - b) agree that a task group be formed and commence work; and
 - c) the task group's review report and recommendations will be presented to the Committee for approval and submission to Cabinet and Council for adoption.

Name of Meeting: Scrutiny Committee
Date of Meeting: 2 March 2022
Subject Matter: Review of Member and Officer Working
Originating Department: Legal and Governance

DO ANY BACKGROUND PAPERS APPLY YES NO

LIST OF BACKGROUND PAPERS

Doc No	Title of Document and Hyperlink

REVIEW OF MEMBER AND OFFICER WORKING

ONE-PAGE STRATEGY

What is the broad topic area?

To assess how well members and officers work together and identify areas for improvement

What is the specific topic area?

To understand the present officer and member working relationship and consider what changes could be made to encourage a positive, constructive and professional environment that will better support members, officers and the Council as a whole.

What should be considered?

- The council constitution including the chapters on the Councillors Code of Conduct, Standing Orders and Scheme of Delegation
- Clarifying the respective roles of members and officers and political leadership structures, including the role of statutory officers
- Development, strengthening skills and knowledge, for both members and officers
- Communication guidance, to include:
 - the handling of information shared with members
 - guidance on the use of social media
 - best practice for how information is communicated by officers to members and how members should communicate with officers
- Recognising and managing expectations
- The process for how complaints or concerns about conduct should be handled
- The outcomes of the member and officer workshops
- Whether a formal written protocol should be created as a tool for members and officers to achieve an enhanced working relationship.

Who shall we consult?

Members and officers.

Examples of best practice from other local authorities.

How long should it take?

The review will be completed by April 2022.

What will be the outcome?

Recommendations that will result in a proactive and positive approach to member-officer relations with clear benefits for the Council. Constructive relations between members and officers is key to achieving good governance and in meeting the Council's aims and objectives.

AGENDA MANAGEMENT SHEET

Report Title: Review of Access to Emergency Health Care Provision

Name of Committee: Scrutiny Committee

Date of Meeting: 2 March 2022

Contact Officer: Linn Ashmore, Democratic Services Officer

5Summary: The topic of access to emergency health care provision was included on the scrutiny work programme on 22 November 2021.

The Committee is asked to consider and approve the scope for the review and agree that a task group be established to carry out the review.

Financial Implications: There are no immediate financial implications.

Risk Management Implications: There are no risk management implications arising from this report.

Environmental Implications: There are no immediate environmental implications arising from this report.

Legal Implications: There are no immediate legal implications arising from this report.

Equality and Diversity: There are no equality and diversity implications arising from this report.

Scrutiny Committee – 2 March 2022

Review of Access to Emergency Health Care Provision

Public Report of the Chief Officer - Legal and Governance

Summary

The topic of access to emergency health care provision was included on the scrutiny work programme on 22 November 2021.

The Committee is asked to consider and approve the scope for the review and agree that a task group be established to carry out the review.

1. BACKGROUND

- 1.1 At its meeting held on 13 September 2021, in response to concerns about the closure of the Rugby Community Ambulance Station, it was decided that a meeting be held to discuss and understand the reasons for the closure. A suggestion was made by Members that the Committee should also look at how information was shared with residents on how and where to access emergency health care provision in the borough.
- 1.2 On 4 October 2021, a briefing was held with representatives from West Midlands Ambulance Service to discuss the closure of the Rugby Community Ambulance Station.
- 1.3 As part of those discussions, the Committee heard about the challenges faced by the ambulance service. One of the root causes of the pressures was the fact the nature of patients had changed. They are no longer self-triaging but use the 999 or 111 services as the first point of call.
- 1.4 At the meeting held on 13 November 2021 it was agreed that a scope of the review be included on the agenda of the next meeting.

2. SCOPE OF THE REVIEW

- 2.1 A draft scope and terms of reference for the review is set out in Appendix 1 for which approval is sought.

3. CONCLUSION

3.1 The Committee is asked to:

- a) consider the focus for the review and approve the attached one-page strategy; and
- b) agree that a task group be formed and commence work; and
- c) at the end of the process the task group's review report and recommendations will be presented to the Committee for approval and submission to Cabinet for adoption.

Name of Meeting: Scrutiny Committee

Date of Meeting: 2 March 2022

Subject Matter: Review of Access to Emergency Health Care Provision

Originating Department: Legal and Governance

DO ANY BACKGROUND PAPERS APPLY **YES** **NO**

LIST OF BACKGROUND PAPERS

Doc No	Title of Document and Hyperlink

ACCESS TO EMERGENCY HEALTH CARE PROVISION

ONE-PAGE STRATEGY

What is the broad topic area?

To understand what emergency health care options are available for residents, and how information on access to those services is shared.

What is the specific topic area?

What different points of access to emergency health care provision, including mental health needs, for residents and where are they located? The review will explore how information can be shared and how residents can be better encouraged and signposted towards choosing the most appropriate care option or access to support, and who should be responsible for carrying this out.

What should be considered?

- What information sources currently exist and understanding whether information about the appropriate place to go for healthcare needs is effectively distributed and communicated.
- What role can the Council play in making improvements on how residents better understand what appropriate healthcare for patients is available and where these are located.
- Improve our knowledge on access to local urgent health care for both within 'routine' hours and outside of normal hours. This should include mental health provision.
- Explore ways of encouraging the public to access care appropriately including redirection and signposting.
- The review would also include information on the provision of healthcare services to asylum seekers.

Who shall we consult?

UHCW
Coventry and Rugby Clinical Commissioning Group
Community pharmacies
Relevant council services

How long should it take?

No longer than six months

What will be the outcome?

Working with partnership bodies responsible for urgent health care, develop ways of increasing awareness of the urgent health care services available outside of hospital accident and emergency centres and how patients can access these.

AGENDA MANAGEMENT SHEET

Report Title:	Overview and Scrutiny Work Programme
Name of Committee:	Scrutiny Committee
Date of Meeting:	2 March 2022
Contact Officer:	Linn Ashmore, Democratic Services Officer, Tel: 01788 533522
Summary:	The report updates the Committee on the progress of task group reviews within its remit and details the overview and scrutiny forward work programme.
Financial Implications:	There are no financial implications arising from this report.
Risk Management Implications:	There are no risk management implications arising from this report.
Environmental Implications:	There are no environmental implications arising from this report.
Legal Implications:	There are no legal implications arising from this report.
Equality and Diversity:	No new or existing policy or procedure has been recommended.

Scrutiny Committee - 2 March 2022

Overview and Scrutiny Work Programme

Summary

The report updates the Committee on the progress of task group reviews within its remit and details the overview and scrutiny forward work programme.

1. REVIEWS

1.1 Managing Arrears of Council Tax

Work commenced in April but was delayed due to work on business rates and grants taking priority. The review is due to re-commence and a meeting is being arranged to include a discussion with external partners and the Council's enforcement agents.

1.2 Managing Housing Arrears

A decision was made by Audit and Ethics Committee to include an internal audit on housing tenant arrears in the internal audit plan. The audit will be conducted in the current quarter and will seek to provide assurance that the implementation of RentSense, has improved the efficiency and effectiveness of the Council's management of tenant arrears. The software identifies in advance tenants who may be potentially more vulnerable to falling into arrears, so their accounts can be managed proactively before they get into difficulty.

To avoid duplication, the Committee is asked to decide whether the topic should be removed from the work programme, or whether to defer the item until the audit has been completed and a copy of the audit report is available.

1.3 Graffiti

The Task Group commenced work with its first meeting on 3 February.

2. WORK PROGRAMME

2.1 Current Work Programme

A copy of the current work programme is attached at Appendix 1.

3. FORWARD PLAN

- 3.1** The topics currently listed in the Forward Plan for the period March – June 2022 are available to download [here](#)

4. CONCLUSION

The committee is asked to:

- a) note the progress in the task group reviews; and
- b) agree the future work programme for the committee.

Name of Meeting: Scrutiny Committee
Date of Meeting: 2 March 2022
Subject Matter: Overview and Scrutiny Work Programme

DO ANY BACKGROUND PAPERS APPLY **YES** **NO**

LIST OF BACKGROUND PAPERS

Doc No	Title of Document and Hyperlink

Overview and Scrutiny Work Programme

Date of meeting 2021/22	Item	Report Description
All meetings	Motions referred to scrutiny	
All meetings	Overview and Scrutiny Work Programme	Long-term rolling work programme.
28 March 2022	Crime and Disorder	Annual overview to scrutinise decisions made, and actions taken, by the responsible authorities that make up the Rugby Community Safety Partnership in connection with the discharge of their crime and disorder functions.
28 March 2022	Draft Overview and Scrutiny Annual Report	An overview of the work carried out by scrutiny during 2021/22.
28 March 2022	Discussion with Portfolio Holder/s and Chief Officer/s	The Regulation and Safety Portfolio Holder and the Chief Officer – Regulation and Safety to attend.
28 March 2022	Discussion with Portfolio Holder/s and Chief Officer/s	Operations and Traded Services Portfolio Holder and Deputy Chief Executive to attend. The item will cover the Street Cleansing topic included on the work programme at the meeting held on 22 November 2021.
18 July 2022	Discussion with Portfolio Holder/s and Chief Officer/s	Growth and Investment Portfolio Holder and the Chief Officer – Growth and Investment to attend.
3 October 2022	To be agreed	
28 November 2022	To be agreed	
30 January 2023	To be agreed	
27 March 2023	To be agreed	

Items to be scheduled

Item	Report Description/Notes
Review of Managing Arrears (Council Tax)	Progress or final review report.
Annual review of Member training and development	Annual overview.
Motions to Council	Progress of Motions submitted to Council.
Review of Graffiti	Final review report to be received on completion of the work of the Task Group.
Planning Enforcement	This will be covered during discussion with the Portfolio Holder and Chief Officer – Growth and Investment at the meeting on 18 July 2022.

Future work programme Items carried over from 2020/21 to be scheduled

Topic	Timescale	Notes
Corporate Strategy	To be agreed	
Health and Wellbeing	To be agreed	Linked to recovery of the Covid-19 pandemic. A place-based Health and Wellbeing Strategy has had initial conversations between Chief Officer for Leisure & Wellbeing and Chief Officer Communities & Homes to outline the development of the new strategy. External advice is currently being sought to support the development of the Health and Wellbeing Partnership arrangements and the creation of a Place-based Rugby strategy. An initial workshop has been coordinated and delivered by LGA colleagues including Public Health, County and RBC colleagues towards a Place based approach.

Topic	Timescale	Notes
Digital Inclusion	To be agreed	The Digital Strategy is currently in development and alongside the Corporate Strategy outcomes 3 and 4, supported by the developing IT & Digital Services Strategy, Communications Strategy and Customer Access Strategy there is particular reference and associated actions within service action plans to tackle the issue of Digital Exclusion. There are already considerations being applied during service reviews to reduce digital exclusion, such as access to services in an agile environment, and Town Hall reception.