

Notice of Meeting

SCRUTINY MANAGEMENT BOARD

Wednesday, 21 January 2009 - 6:00 pm
Meeting Room 2, Civic Centre, Dagenham

Members: Councillor Mrs P A Twomey (Chair); Councillor G M Vincent (Deputy Chair); Councillor R W Bailey, Councillor R J Buckley, Councillor J R Denyer, Councillor P T Waker, Councillor Mrs M M West and Councillor J R White

Education Co-opted Members: Church Representatives: Reverend R Gayler (Church of England) and Mrs G Spencer (Roman Catholic Church); Parent Governor Representatives: Mrs L Rice (Primary) and Mrs T Woodhouse (Secondary)

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R. A. Whiteman
Chief Executive

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AGENDA

1. Apologies for Absence

2. Declaration of Members' Interests

In accordance with the Council's Constitution, Members are asked to declare any personal or prejudicial interest they may have in any matter which is to be considered at this meeting.

3. Minutes - 17 December 2008 (Pages 1 - 4)

4. Executive challenge session (Pages 5 - 6)

Councillor Shaun Carroll, Executive Portfolio Holder for Customer Services, will attend the meeting to discuss this service area.

5. Achieving Excellence (Pages 7 - 24)

6. GP Services Scrutiny Panel Final Report (Pages 25 - 42)

7. Health Scrutiny Panel update (Pages 43 - 49)

8. Forward Plan (Pages 51 - 72)

9. **Scrutiny budget update (Pages 73 - 75)**
10. **Scrutiny Panels (Pages 77 - 80)**
11. **Future and Outstanding Reports (Pages 81 - 83)**
12. **Any other public items which the Chair decides are urgent**
13. **To consider whether it would be appropriate to pass a resolution to exclude the public and press from the remainder of the meeting due to the nature of the business to be transacted.**

Private Business

The public and press have a legal right to attend Council meetings such as the Scrutiny Management Board, except where business is confidential or certain other sensitive information is to be discussed. The list below shows why items are in the private part of the agenda, with reference to the relevant legislation (the relevant paragraph of Part 1 of Schedule 12A of the Local Government Act 1972 as amended). ***There are no such items at the time of preparing this agenda.***

14. **Any other confidential or exempt items which the Chair decides are urgent**

SCRUTINY MANAGEMENT BOARD

Wednesday, 17 December 2008
(6:00 - 8:50 pm)

Present: Councillor Mrs P A Twomey (Chair), Councillor G M Vincent (Deputy Chair), Councillor J R Denyer, Councillor P T Waker and Councillor Mrs M M West

Also Present: Councillor E Carpenter

Apologies: Councillor J R White and Mrs T Woodhouse

48. Declaration of Members' Interests

None.

49. Minutes - 19 November 2008

Agreed.

50. Tuberculosis Incident Report

Received a comprehensive verbal presentation from the Director of Health Improvement regarding a recent active case of tuberculosis identified in Queen's Hospital concerning an individual at one of the borough's schools and the measures taken by NHS Barking and Dagenham to address this. This included wide-ranging screening.

Expressed some concerns regarding concerns regarding the Member briefing process and requested that officers liaise with health partners to establish a mechanism that ensures any such incidents that may arise in the future are well communicated to all Members.

Agreed that the Director of Health Improvement be asked to provide all Members with a copy of the final incident report in due course.

51. Safeguarding and Child Protection

Received a comprehensive verbal presentation from the Divisional Director of Safeguarding and Rights regarding the quality and assessment of safeguarding and child protection services within the borough.

Noted that steps were being taken to reduce social worker vacancies and the burden on current social workers through innovative recruitment strategies, such as recruiting from the United States of America. Also noted that referral numbers had significantly increased since the recent Baby P case in the London Borough of Haringey, leading to a need to manage workloads carefully.

Following a lengthy question and answer session, the Board was reassured by the overall arrangements in place at Barking and Dagenham, including the

work undertaken by the Local Safeguarding Children's Board. In relation to the latter, the Divisional Director agreed to refer queries to the Corporate Director of Children's Services relating to the independent role of the chair.

52. Briefing on the Learning and Skills Council

Received and noted a report on the Learning and Skills Council as presented by the Head of Skills, Learning and Enterprise.

53. Random Corporate 'Health Checks'

Received a report setting out the results of random corporate 'health checks' as presented by the Legal Partner for Corporate Law and Employment.

Noted that the report was divided into two key areas; Member decisions and decisions delegated to officers. The random sample indicated that all decisions were being implemented consistently and that the organisation was in good health.

Councillor Denyer reported that a report proposing changes to delegated authority in relation to planning applications was due to be submitted to the Executive.

Expressed concerns that Members no longer receive a hard copy list of planning applications in their ward. Requested that Members receive an email notification of publication, as this information is now provided online.

Agreed that officers be asked:

- (i) To provide email notification of the availability of the lists with an appropriate link to the Intranet site; and
- (ii) To include Members in the planning and development of Sharepoint, an electronic facility where information can be more readily shared.

54. Scrutiny Workshop Update

Received an update on the 'Scrutiny: A Critical Friend' workshop held on 25 November 2008.

Agreed the following actions as a result of suggestions generated by discussions during the session:

- (i) That site visits be made to observe other best-practice scrutiny functions in action. Specifically requested that officers circulate possible dates to visit a Select Committee hearing.
- (ii) That The Citizen or other relevant publication should feature a regular Scrutiny update.
- (iii) To reinstate the publication of an annual Scrutiny report.

55. Monthly Health Scrutiny Panel Update

Received a progress report from the Health Scrutiny Panel.

Noted that from the end of January 2009 it was likely that each borough represented on the pan-London Joint Overview and Scrutiny Committee (JOSC) would be asked to make a small financial contribution to the administrative and running costs of the JOSC.

Agreed that, should a formal request be made, this money would be provided through the Scrutiny budget.

56. Forward Plan

Received a verbal update on additions made to the Forward Plan since the publication of the Board agenda:

- i) 20 January 2009 Executive meeting: Demographic Change Influences on School Places.
- ii) 20 January 2009 Executive meeting: Trewern Centre – Additional Accommodation and DDA Compliance
- iii) 20 January 2009 Executive meeting: Annual Performance Assessment of Social Care Services for Adults, 2007-08

Agreed the following actions, after consideration of the Forward Plan:

- (i) **Dagenham Washlands.** Expressed concerns that Members had still not been consulted on this proposal.
- (ii) **Eastminster Riding School.** Requested further information on the proposal disposal of this property.
- (iii) **Professional Services Contract.** Requested further information about the nature of these services.
- (iv) **Annual Treasury Management Statement 2008/09.** Requested sight of an early copy of this report before it goes to the Executive.
- (v) **Estate Management Contract.** Requested further information.

57. Scrutiny Panels

Received and noted the report.

Received an update that the final report of the Bailiff Services Informal Scrutiny was likely to be ready for presentation at the 25 March 2009 Board meeting.

Noted feedback from Members of the GP Services Scrutiny Panel that the time period allotted to the review had been too short and had led to pressure on

Members.

58. Future and Outstanding Reports

Received and noted the report.

SMB/EXECUTIVE MEMBER MEETINGS

WEDNESDAY 21 JANUARY - 6PM

Councillor Shaun Carroll – Customer Services Portfolio

Councillor Carroll's responsibilities include:

- Customer Strategy
- Call Centre, One Stop Shop and Registrar
- Complaints
- Information, Communication and Technology (ICT)
- One B&D Programme
- Civic Buildings

Councillor Carroll will be supported by Bill Murphy, Corporate Director of Resources, and David Woods, Corporate Director of Customer Services.

General Questions

Questions may be raised at the meeting at the appropriate stage, subject to the discretion of the Chair who will ensure that questions are appropriate and relevant. Questioning by Board Members should cover:

- Key activities and priorities within the portfolio
- Actions being taken to make savings, achieve value for money and drive through efficiencies
- Outcomes being achieved for the community and engagement activities taking place
- The vision for the portfolio and any future plans
- Any problems, pressure points or concerns

Procedure for Detailed and Complex Questions.

Board Members will each have the opportunity to raise one detailed or complex question in addition to general questions in advance of the meeting if they wish, and this must have regard to the line of questioning detailed above.

Any detailed or complex question must be received by Nina Clark, Divisional Director of Democratic and Legal Services (cc Clair Bantin, Scrutiny Team Manager) by no later than **12 noon on Friday 16 January**. All questions must indicate the name of the Member asking the question.

The Divisional Director will disallow any questions which she considers improper. These will include those of a vexatious, frivolous or derogatory nature, or those that are considered personal or inflammatory in nature, or could expose the council to reputational or other damage, or are contrary to the Council's legal duties and obligations.

Copies of accepted detailed/complex questions will be forwarded to the Executive Member and his support Corporate Director at the earliest opportunity.

Whilst questioning will be directed towards the Executive Member, the Executive Member may ask his officers to assist.

Where answers cannot be given at the meeting, they will be followed up in writing, with copies to all Members as soon as possible.

SCRUTINY MANAGEMENT BOARD

21st JANUARY 2009

REPORT OF THE CORPORATE DIRECTOR OF RESOURCES

Title: Performance update and reporting	For Information
<p>Summary:</p> <p>The Achieving Excellence Performance Report (October) was presented to the Scrutiny Management Board on the 19th November 2008. This report outlined a wide range of performance information from across the Council.</p> <p>The Director of Resources informed Scrutiny Board members that the focus of the Achieving Excellence reports was being re-defined. In future they will bring together only the key performance issues which align closely with the requirements of the new performance assessment regime Comprehensive Area Assessment (CAA). The Scrutiny Management Board requested that the Achieving Excellence report is presented to the board every 6 months in this new format.</p> <p>In the interim period a summary report of performance, based on the October Achieving Excellence report and historic performance, is presented at the boards request.</p> <p>This report outlines:</p> <ul style="list-style-type: none"> ▪ the key issues and actions arising from each Departmental Chief Executive's Performance Challenges held in October and November 2008; ▪ that future performance reports will be presented to the Scrutiny Management Board in July and December. Reports will be more succinct and focused on Comprehensive Area Assessment (CAA) issues; and ▪ the governments change in how performance is measured. New National Indicators (NNIs) have replaced Best Value Performance Indicators (BVPIs). This report sets out performance against BVPIs (as requested by Scrutiny Board members). Future reports will present against NNIs. <p>Wards Affected: None</p>	
<p>Recommendation(s)</p> <p>The Scrutiny Management Board:</p> <ol style="list-style-type: none"> 1. Note the performance information from the Performance Challenges and BVPIs 2. Note the future performance reporting process to the Scrutiny Management Board 	
<p>Reason(s)</p> <p>The purpose of this report is to provide a summary of the October's Achieving Excellence report and historic performance. The report also set out the new performance reporting arrangements.</p>	

<p>Implications:</p> <p>Financial: Financial decisions are considered through other channels. Performance information may inform future decisions.</p> <p>Legal: No specific implications</p> <p>Risk Management: Reporting performance enables and promotes the challenge, hence ability to rectify poor performance.</p> <p>Social Inclusion and Diversity: Performance reporting monitors service delivery across the council to all citizens of the borough.</p> <p>Crime and Disorder: No specific implications</p> <p>Options Appraisal: Not applicable</p>		
<p>Contact Officer: Amir Rashid</p>	<p>Title: Group Manager Performance and Innovation</p>	<p>Contact Details: Tel: 020 8227 2317 E-mail: amir.rashid@lbbd.gov.uk</p>

The following were consulted in the preparation of this report:

Head of Finance - Joe Chesterton

Performance Report

1. Key issues and actions arising from the Chief Executive's Performance Challenges held in October and November 2008

Customer Services				
	Issue	Action	Responsibility	Deadline
CS1	The national economic situation impact locally	Develop an anti-poverty/credit union strategy setting out the steps the council can take for the community in the recession. Present to Informal Cabinet.	Bola Odunsi (in consultation with Joe Chesterton)	End December 2008
CS3	Risk to achieving the year 2 target on temporary accommodation numbers.	Set out innovative proposals for intervention proposals for Youth offenders (vulnerable group with complex needs and challenging behaviours) such as suitable accommodation or complex needs.	Stephen Clarke (in consultation with Guy Swindle)	End December 2008
CS4	Impact of national economic situation on temporary accommodation and homelessness.	Develop a paper on the practical steps options and costs to ameliorate the impact of recession on homelessness, specifically rent deposit schemes. Develop a paper on right to buy properties being re-possessed and the feasibility of the council buying them .	Stephen Clarke Stephen Clarke and Ken Jones	January 2009

Children's Services				
	Issue	Action	Responsibility	Deadline
CH1	Success at Level 2 and 3 (LAA NI79 and NI80) remains significantly below national average	Develop a holistic strategy for improving 'A level' results - set out clear milestones. Report to Executive.	Jane Hargreaves	tbc
CH2	Progress in developing Youth Provision	Set out how capacity can be further develop in Youth Provision and timescales for delivery reduced	Meena Kishinani	December 2008
CH3	The Council's future commissioning role	Develop a view on what the Council's future commissioning roles should be and what the capacity is to deliver this.	Jane Hargreaves	tbc

CH4	Progress on directors priority – Mentoring for individuals and families	Report how the capacity of mentoring for children in need and within safeguarding can be developed	Justin Varney and Bill Murphy	tbc
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Regeneration				
	Issue	Action	Responsibility	Deadline
RG1	Delay in corporate asset strategy due to obtaining appropriate skills and resource	Corporate Asset Management Plan to be developed and agreed with Members	Jennifer Dearing and Sue Lees	End March 2009
RG2	Unlikely to meet LAA Reward Target on NEETs	Host a NEETs (Not in Employment, Education and Training) summit with departments and key partners, followed by a clear plan of action.	Alan Lazell Mark Tyson	tbc
RG3	The review of Leisure found that comparatively LBBD Leisure Centres are in the upper quartiles for quality and the lower quartile for cost effectiveness	Leisure Review Savings agreed £650k, this should inform members' decisions on potential options. To be completed by Christmas.	Rob Hardy	December 2008
RG4	Community engagement identified as an issue to look at in the forthcoming ZBB review.	Barking Town Centre stakeholder group to be re-established by December 2008 to consult stakeholders and manage expectations	Jeremy Grint	Mid-December 2008

Adult and Community Services				
	Issue	Action	Responsibility	Deadline
A&C1	The Area based Grant allocation has highlighted the level of dependence on grant funding. A number are coming to an end e.g. Children's fund	Develop a risk assessment of the Community Safety budget to identify the main areas of risk with regard to sustainability of grant funds and potential impacts of loss of grant.	Glynis Rogers	End November 2008
A&C2	Cross-departmental working in the transition of clients from	CMT paper to be developed on how the Council ensures it meets the statutory duty for adult safeguarding.	BM	Mid January 2009

A&C3	Children's and Adult Care To meet NI targets (149 and 150) better partnership working and full engagement is required.	CMT report to be developed on the progress towards a commissioning model for mental health. This should take a whole systems approach to service users that provide integrated services, including a breakdown by services users group.	Jim Mack	Mid December 2008
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Resources				
	Issue	Action	Responsibility	Deadline
RE1	HR budget under pressure due to extra costs relating to Single Status work.	Deliver an improved customer service and efficiencies from the HR review by March 2009	Jeff Self	End March 2009
RE2	Progress on contract monitoring. (CMT agreed a cross-council review of Procurement and Commissioning.)	The review of procurement to be completed by March 2008. This should set out cross-council strategic commissioning functions and areas for savings.	Joe Chesterton	End March 2009
RE3	Facilities management and cleaning services are a large part of the Resources staffing and budget	Complete the centralisation facilities management, identify cost efficiencies in the specification and delivery and consider how this can be better co-ordinated with asset/property responsibilities across the council.	Nina Clark	Jan/Feb 2009

1.1 The next Chief Executive's Performance Challenge sessions are in February 2009 and will challenge Divisional Service Plans.

2. Future of Performance Reporting to the Scrutiny Management

2.1 Achieving Excellence Performance Reports will be presented to Scrutiny Management Board in July and December.

2.2 The report will set out:

- The key actions (and progress against these) from the Chief Executive's Performance Challenge
- New National Indicators (Exception reports will identify areas of poor performance)

- 2.3 Members will be able to use the reports to discuss areas of under performance. Specific questions or requests for additional information can be called for as appropriate.
- 3. Performance Indicators**
- 3.1 Best Value Performance Indicators (BVPIs)
BVPIs are a wide range of performance indicators which enable central and local government to compare progress and monitor performance. Indicators are allocated targets or top quartile performance levels and performance against these influenced the Council's Comprehensive Performance Assessment (CPA) rating. The last year of BVPI statutory collection and reporting was 2007/08 and BVPIs were replaced by New National Indicators.
- 3.2 New National Indicators
A single set of 198 New National Indicators from which central government will performance manage local government were introduced from 1st April 2008. The new set replaces all other indicators e.g. BVPIs, Performance Assessment Framework (PAF). The set contains 20 indicators that are to be determined by measuring citizens' views and perspectives collected through a single Place Survey, administered by all local authorities. NNIs will influence Comprehensive Area Assessment (CAA) judgements and ratings. CAA is the Joint Inspectorates new performance assessment framework which comes into force from 1st April 2009.
- 3.3 Appendix 1 sets out BVPI performance in its last year of collection.
- 3.4 A range of performance information for the borough and across London can be sought at:
<http://www.go-london.gov.uk/Tools/indicatorprofiler.xls>

Appendix 1

Adult and Community Services

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
Corporate Health						
BV 2a	Level of the Equality Standard for Local Government to which the Authority conforms in respect of gender, race and disability	Level 3	Level 4	Level 3	no change	n/a
BV 2b	The duty to promote race equality – The quality of an Authority's Race Equality Scheme (RES) and the improvements resulting from its application	84.21%	84.21%	84.21%	no change	
Health and Social Care - Adults						
BV 54	Older people helped to live at home per 1,000 population aged 65 or over (PAF AO/C32)	119.85	121	120.79	better	●●●●●
BV 56	Percentage of items of equipment delivered and adaptations made within 7 working days (PAF AO/D54)	99%	99%	99.90%	better	●●●●●
BV 195	Acceptable waiting time for assessments (PAF AO/D55)	92.03%	93.5%	93.13%	better	●●●●●
BV 196	Acceptable waiting time for care packages (PAF AO/D56)	82.47%	85%	86.81%	better	●●●●●
BV 201	Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (PAF AO/C51)	212.24	212	224.48	better	●●●●●
Culture and Related Services						
BV 170	Visits to and Use of Museums					
(a)	Number of visits to / usages of local authority funded, or part-funded museums in the Local Authority area per 1,000 population	470.24	470	424.29	worse	
(b)	Number of those visits to Local Authority funded, or part-funded museums that were in person, per 1,000 population	219.25	197	145.37	worse	
(c)	Number of pupils visiting museums and galleries in organised school groups	2146	2200	3465	better	
Community Safety and Wellbeing						
BV 126	Domestic burglaries per year, per 1,000 households in the Local Authority area	17.5	16.29	12.50	better	

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
BV 127a	Violent crime per year, per 1,000 population in the Local Authority area	37.97	30.85	35.36	better	
BV 127b	Robberies per year, per 1,000 population in the Local Authority area	4.89	4.32	3.74	better	
BV 128	Vehicle crimes per year, per 1,000 population in the Local Authority area	18.22	15.25	18.34	worse	
BV 174	Number of racial incidents reported to the Local Authority and subsequently recorded, per 100,000 population	111.23	n/a	108.04	n/a	n/a
BV 175	Percentage of racial incidents reported to the Local Authority that resulted in further action	100%	100%	100%	no change	
BV 225	The percentage of the following questions to which a Local Authority can answer "yes" [<i>to answer "yes" the Local Authority must have fully achieved the goal described; it is not enough that the Authority is working towards the goal</i>]	90.91%	100%	90.91%	no change	n/a
BV 226	Advice and Guidance					
(a)	Total amount spent by the Local Authority on Advice and Guidance services provided by external organisations	£321,789	not set	£393,908.33	n/a	n/a
(b)	Percentage of monies spend on Advice and Guidance services provision which was given to organisations holding the CLS Quality Mark at "General Help" level and above	94.34%	not set	91.31%	n/a	n/a
(c)	Total amount spent on Advice and Guidance in the areas of housing, welfare benefits and consumer matters which is provided directly by the Authority to the public	£3,317,920.77		£6,028,472.15	n/a	n/a

Children's Services

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
Education						
BV 38	Percentage of 15 year old pupils achieving five or more GCSEs at grades A* - C or equivalent	55.69%	55%	58.67%	better	

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
BV 39	Percentage of 15 year old pupils achieving 5 or more GCSEs or equivalent at grades A*-G incl. English and Maths	88.36%	95%	89.80%	better	
BV 40	Percentage of pupils achieving Level 4 or above in the Key Stage 2 Mathematics test	73.32%	79%	75.72%	better	
BV 41	Percentage of pupils achieving Level 4 or above in the Key Stage 2 English Test	74.53%	79%	76.75%	better	
BV 43	Percentage of proposed statements of special educational need issued by the authority in a financial year and prepared within 18 weeks:					
(a)	excluding exception cases	98.33%	100%	100%	better	
(b)	including exception cases	85.51%	91%	89.47%	better	
BV 181	Percentage of 14 year old pupils achieving Level 5 or above in the Key Stage test in:					
(a)	English	66.96%	75%	69.93%	better	
(b)	Mathematics	69.97%	75%	70.13%	better	
(c)	Science	63.37%	71%	68.04%	better	
(d)	ICT	58.72%	75%	74.37%	better	
BV 194	Percentage of 11 year old pupils achieving Level 5 or above in Key Stage 2:					
(a)	English	23.55%	29%	25.54%	better	
(b)	Mathematics	25.74%	31%	27.21%	better	
BV45	Percentage of half days missed due to total absence in secondary schools	8.12%	8%	7.62%	better	
BV46	Percentage of half days missed due to total absence in primary schools	6.73%	5%	5.94%	better	
BV 221	Participation in and outcomes form Youth Work					
(a)	Percentage of young people aged 13-19 gaining a recorded outcome compared to the percentage of young people in the local authority area	77.34%	72%	74.34%	worse	
(b)	Percentage of young people aged 13-19 gaining an accredited outcome compared to the percentage of young people in the local authority area	12.29%	20%	22.15%	better	

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
BV 222	Quality of Early Years and Childcare Leadership					
(a)	Percentage of leaders of integrated early education and childcare settings funded or part-funded by the local authority with a qualification at Level 4 or above	44.44%	55%	65.22%	better	
(b)	Percentage of integrated early education and childcare settings funded or part-funded by the local authority which have input from staff with graduate or postgraduate qualifications in teaching or child development	61.11%	45%	39.13%	worse	
Health and Social Care - Children						
BV 49	Percentage of looked after children at 31 March with three or more placements during the last financial year (PAF CF/A1)	15.90%	14%	15.88%	better	●●●●●
BV 50	Percentage of young people leaving care aged 16 or over with at least one GCSE at Grade A* - G or a GNVQ (PAF CF/A2)	44.44%	55%	60.42%	better	●●●●●
BV 161	Percentage of those young people who were looked after on 1 April in their 17th year (aged 16), who were engaged in education, training or employment at the aged of 19 to the percentage of young people in the population who were engaged in education, training or employment at the age of 19 (PAF CF/A4)	0.69	0.77	0.79	better	●●●●●
BV 162	Percentage of child protection cases which were reviewed regularly, out of those cases which should have been reviewed during the year (PAF CF/C20)	100%	100%	100%	no change	●●●●●
BV 163	Number of children who ceased to be looked after during the year as a result of the granting of an adoption or special guardianship order, as a percentage of the number of children looked after at 31 March (excluding unaccompanied asylum seekers) who had been looked after for 6 months or more on that day (PAF CF/C23)	8.55%	9%	12.55%	better	●●●●●

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
BV 197 Info	Local under 18 conception rate (per 1,000 population of females aged 15-17)	64	39	59.6	n/a	n/a
BV 197	Percentage change in the number of conceptions amongst 15-17 year olds compared with the baseline year of 1998 - 54.6	17.23%	-17%	9.20%	better	

Customer Services

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
Housing Benefit and Council Tax Benefit						
BV 9	Percentage of council tax collected by the Authority in the year	92.21%	95%	92.55%	better	
BV 10	Percentage of non-domestic rates collected by the Authority in year	99.70%	99.5%	99.16%	worse	
BV 76	Housing Benefit Security					
(b)	Number of fraud investigators employed by the Local Authority, per 1,000 caseload	0.21	0.30	0.32	n/a	n/a
(c)	Number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload	9.24	25	10.65	n/a	n/a
(d)	Number of Housing Benefit and Council Tax Benefit (HB/CTB) prosecutions and sanctions, per year, per 1,000 caseload, in the Local Authority Area	2.25	3	0.99	n/a	n/a
BV 78	Speed of processing					
(a)	Average processing time taken for all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	29.7	29	23.27	better	2006/07 Quartiles
(b)	Average processing time taken for all written notifications to the Local Authority of changes to a claimant's circumstances that require a new decision on behalf of the Authority	16.08	8	15.10	better	2006/07 Quartiles

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
BV 79	Accuracy of processing					
(a)	Percentage of cases within a random sample for which the Authority's calculation of Housing Benefit and Council Tax Benefit (HB/CTB) to found to be correct	98.2%	99%	98.80%	better	
b(i)	Amount of Housing Benefit overpayments (HB) recovered during the period being reported on as a percentage of HB deemed recoverable overpayments during that period	42.08%	65%	47.71%	better	
b(ii)	Percentage of recoverable overpayments (excluding Council Tax Benefit) that were recovered in this year	21.49%	30%	26.93%	better	
b(iii)	Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	2.90%	3%	4.01%	n/a	n/a
Housing						
BV 63	Average SAP rating (Standard Assessment Procedure) rating of Local Authority-owned dwellings	68	70	69	better	
BV 64	Number of non-local authority dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	317	255	111	worse	
BV 66	Rent Collection and Arrears Recovery					
(a)	Rent collected by the Local Authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	96.95%	97.6%	97.19%	better	
(b)	Number of Local Authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants	8.52%	8%	6.26%	better	
(c)	Percentage of Local Authority tenants in arrears who have had Notices Seeking Possession served	32.55%	20.5%	37.80%	worse	
(d)	Percentage of Local Authority tenants evicted as a result of rent arrears	0.6%	0.7%	0.64%	worse	

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
BV 184	Decent Homes					
(a)	Proportion of local authority dwellings which were non-decent at the start of the financial year	45%	39%	38.94%	better	
(b)	Percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	14.5%	18%	6.01%	worse	
BV 212	Average time taken to re-let local authority housing (calendar days)	35.31	39	34.20	better	
Homelessness						
BV 183	Length of stay in Temporary Accommodation					
(b)	Hostel (weeks)	0	0	0	no change	
BV 202	Number of people sleeping rough on a single night within the area of the authority	0	0	0	no change	
BV 213	Number of households who considered themselves as homeless, who approached the local authority's housing advice service(s) and for whom housing advice casework intervention resolved their situation (per 1,000 households)	8.63	9	10.54	better	
Environment – Waste and Cleanliness						
BV 82a	Recycling					
(i)	Percentage of household waste arisings which have been sent by the Authority for recycling	15.18%	25.9%	14.83%	worse	
(ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling	13,082.64	16,108	12,942.42	worse	
BV 82b	Composting					
(i)	Percentage of household waste sent by the Authority for composting or treatment by anaerobic digestion	5.79%	See 82a(i) and note	5.58%	worse	
(ii)	Total tonnage of household waste sent by the Authority for composting or treatment by anaerobic digestion	5,123.25	6,141	4872.03	worse	
BV 84a	Number of kilograms of household waste collected per head of the population	524.18	519	526.8	worse	

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
BV 84b	Percentage change from the previous financial year in the number of kilograms of household waste collected per head of population	0.12%	-1%	0.38%	worse	
BV 86	Cost of household waste collection per household	£56.30	£57.80	£62.60	worse	
BV 91b	Percentage of households resident in the authority's area served by kerbside collection of at least two recyclables	100%	100%	100%	no change	
BV199	Local Street and Environmental Cleanliness					
(a)	Proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	37.74%	20%	22.95%	better	
(b)	Proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	27.18%	10%	20.26%	better	
(c)	Proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	1.65%	2%	1.66%	worse	
Environment and Environmental Health						
BV 166	Score against a checklist of best practice for:					
(a)	Environmental Health	100%	100%	100%	no change	
(b)	Trading Standards	100%	100%	100%	no change	
BV 216(a)	Number of "sites of potential concern" (within the local authority area), with respect to land contamination	557	not set	447	n/a	n/a
BV 216(b)	Number of sites for which sufficient detailed information is available to decide whether remediation of the land is necessary, as a percentage of all "sites of potential concern"	19.39%	65%	6.04%	worse	
BV 217	Percentage of pollution control improvements to existing installations completed on time	100%	100%	96.15%	worse	
BV 218	Abandoned Vehicles					
(a)	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	91.68%	95%	98.51%	better	

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
(b)	Percentage of abandoned vehicles removed within 24 hours from the point at which the Authority is legally entitled to remove the vehicle	93.56%	95%	92.31%	worse	
Transport						
BV 100	Number of days of temporary traffic controls or road closure, on traffic sensitive roads, caused by road works, per km of traffic sensitive roads	2.74	3	1.39	better	
BV 165	Percentage of pedestrian crossings with facilities for disabled people, as a proportion of all crossings in the Local Authority area	100%	100%	48%	worse	
BV 178	Percentage of the total length of rights of way in the Local authority area, that are easy to use by the general public	100%	100%	100%	better	
BV 187	Percentage of the category 1, 1a and 2 footway network where structural maintenance should be considered	35.59%	38%	29.15%	better	
BV 215	Average number of days taken to repair a street lighting fault					
(a)	Which is under the control of the Local authority	2.23	1.8	2.41	worse	
(b)	Where response time is under the control of a DNO (Distribution Network Operator)	14.92	14	37.32	worse	

Regeneration

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
Corporate Health						
BV156	Percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	84.13%	100%	90.00%	better	n/a
Planning						
BV 106	Percentage of new homes built on previously developed land	100%	85%	78.88%	worse	
BV 109	Planning Applications					
(a)	Percentage of major planning applications determined within 13 weeks	84%	60%	86.67%	better	

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
(b)	Percentage of minor planning applications determined within 8 weeks	85.1%	65%	91.48%	better	
(c)	Percentage of "other" planning applications determined within 8 weeks	96.26%	80%	96.53%	better	
BV 200	Plan Making – Development Plan					
(a)	Did the local planning authority submit the Local Development Scheme (LDS) by 28th March 2005 and thereafter maintain a 3-year rolling programme?	Yes	Yes	Yes	no change	n/a
(b)	Has the local planning authority met the milestones which the current Local Development Scheme (LDS) sets out?	Yes	Yes	Yes	no change	n/a
BV 204	The number of planning appeal decisions allowed against the authority's decision to refuse planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	40.54%	33%	21.43%	better	
BV 205	The Local Authority's score against a "quality of planning services" checklist	77.78%	77.78%	77.78%	no change	
Transport						
BV99	Road Safety					
	Calendar Year	2005		2006		
(a)	All killed or seriously injured (KSI) in road traffic collisions					
(i)	Number of people killed or seriously injured	52	100.4	67	worse	
(ii)	Percentage change since the previous year	-42.22%	-5.88%	28.85%	worse	
(iii)	Percentage change since the 1994-1998 average - 150.6	-65.47%	-33.33%	-55.45%	worse	
(b)	Children killed or seriously injured (KSI) in road traffic collisions					
(i)	Number of children killed or seriously injured	10	18	12	worse	
(ii)	Percentage change since the previous year	-33.33%	-7.69%	20.00%	worse	
(iii)	Percentage change since the 1994 - 1998 average - 30	-66.67%	-40%	-60.00%	worse	
(c)	All slight injuries in road traffic collisions					
(i)	Number of people slightly injured in road traffic collisions	630	651.67	556	better	

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
(ii)	Percentage change since the previous year	-5.26%	-2.44%	-11.75%	better	
(iii)	Percentage change since the 1994 - 1998 average - 782	-19.44%	-16.67%	-28.83%	better	
Culture and Related Services						
BV 219b	Percentage of conservation areas in the Local Authority area with an up-to-date character appraisal	25%	75%	100%	better	

Resources

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
Corporate Health						
BV 8	Percentage of invoices for commercial goods and services paid by the Authority within 30 days of receipt of by the agreed payment terms	96.62%	96.75%	95.42%	worse	
BV 14	Percentage of Local Authority employees retiring early (excluding ill-health retirements) as a percentage of the total workforce	0.20%	0.14%	0.34%	worse	
BV 15	Percentage of Local Authority employees retiring on grounds of ill-health as a percentage of the total workforce	0.13%	0.12%	0.28%	worse	
BV 11	Percentage of top-paid 5% of Local Authority Staff (excluding staff in schools) who:					
(a)	are women	45.51%	46%	44.81%	worse	
(b)	from and ethnic minority	10.11%	11%	8.20%	worse	
(c)	have a disability	2.72%	3%	1.28%	worse	
BV 12	Number of working days / shifts lost to the Local Authority due to sickness absence	10.98	9.5	10.62	better	
BV 16a	Percentage of Local Authority employees with a disability	4.08%	4%	3.93%	worse	
BV 16b	Percentage of the economically active (persons aged 18-65) population in the Local Authority area who have a disability	17.13%	17.13%	17.13%	n/a	n/a

PI Ref.	Description	Actual 2006/07	Target 2007/08	Actual 2007/08	06/07 to 07/08	2007/08 Banding
BV 16a / 16b	Ratio of Local Authority employees declaring that they meet the Disability Discrimination Act disability definition compared to the working-age population declaring that they are disabled	23.82%	23.35%	22.94%	n/a	n/a
BV 17a	Percentage of Local Authority employees from ethnic minority communities	14.78%	14.97%	18.03%	better	

SCRUTINY MANAGEMENT BOARD

21 JANUARY 2009

REPORT OF THE GP SERVICES SCRUTINY PANEL

Title: GP Services Scrutiny Panel – Final Report		For Decision
<p>Summary: On the 17 September 2008, the Scrutiny Management Board commissioned an in-depth scrutiny of General Practitioner (GP) services and established a time-limited scrutiny panel to consider a number of wide-ranging issues.</p> <p>The Panel met between 22 September 2008 and 5 January 2009 to receive evidence, reports and presentations from a number of health professionals.</p> <p>In accordance with the Council's Constitution, Article 5B, paragraph 11, the draft final report setting out the Panel's findings and recommendations is submitted to the Scrutiny Management Board to consider and give any advice or suggestions prior to finalisation and formal presentation to the Assembly. The Executive will be given a copy of the final report to consider in order for it to respond, if it wishes, at the Assembly meeting.</p> <p>A copy of the draft final report is attached as Appendix A.</p>		
<p>Recommendation: The Scrutiny Management Board is asked to consider the findings and recommendations of the draft final report.</p>		
<p>Contact Officer for further details: Pat Brown</p> <p>Lead Member: Councillor Mrs M West</p>	<p>Title: Senior Scrutiny Officer, London Borough of Barking and Dagenham</p>	<p>Contact Details: Tel: 020 8227 3271 Fax: 020 8227 2162 E-mail: pat.brown@lbbd.gov.uk</p>

1 LEAD MEMBER'S FOREWORD

General medical services in Barking and Dagenham have been changing and will continue to develop in response to a combination of factors – significant projected housing and population growth coupled with a 'vision' for future health services in London based on care outside hospitals from multi-disciplinary staff teams with new roles. The Thames Gateway and the 2012 Olympic and Paralympic games developments provide both a catalyst and opportunity to make this vision a reality by accelerating modernisation of health services.

Over the last two years and for the next three years NHS Barking and Dagenham are investing significant resources to address the big challenges faced by general practice in meeting public expectations around access to and quality of general medical services. New health service policies, focusing on public health, better management of long term conditions and a modernised workforce and infrastructure, provide an additional stimulus for and means of enabling change in general practice and wider primary care services.

This review has attempted to identify some areas where further improvements could be made. As the topic of GP Services encompasses so many wide-ranging issues, and given the relatively short time-span allotted to this review, it was not possible to give thorough consideration to all aspects. Instead, we decided to focus on the key areas that would most benefit from scrutiny input, and to highlight other issues for possible future review as necessary.

I am grateful to all those who contributed and I trust that the recommendations put forward will assist those responsible for delivering GP services within the borough and benefit local residents.

Councillor Marie West, Lead Member of the GP Services Scrutiny Review Panel

2. INTRODUCTION

2.1 On the 17 September 2008, the Scrutiny Management Board commissioned an in-depth scrutiny of General Practitioner (GP) services and established a time-limited scrutiny panel to undertake this work. Terms of reference for the Panel can be viewed in Appendix One.

2.2 The review was prompted by a number of considerations, as follows:

- In 2007, the Health Scrutiny Panel consulted with the local community to determine which health topic residents felt would benefit from a scrutiny review. The community identified primary care services, which are predominately delivered through GP practices, as a priority.
- The provision of GP services is strategically linked to the Council's Community Priority 'Improving health, housing and social care by providing the right care for vulnerable people, creating a better environment for healthy living, building

homes that suit people's needs and educating people on how to improve their own health.

- The choice of review topic also provided an opportunity to follow up work undertaken during the 2004 scrutiny review of access to primary care.

2.3 The GP Services Review Panel consisted of six Councillors and two lay members:

- Councillor Marie West (Lead Member)
- Councillor Bob Bailey
- Councillor John Denyer
- Councillor Mohammed Fani
- Councillor Kay Flint
- Councillor Terry Justice
- Mr. Jim Campe, Local Involvement Network (LINK) Member
- Ms. Sharon Moorton, GP Practice Manager

The Lead Services Officer for the review was Matthew Cole, Joint Director of Health Improvement. The Senior Scrutiny Officer was Pat Brown.

2.4 The Panel held five formal panel meetings between 22 September 2008 and 17 November 2008 to hear evidence from a number of health professionals. Members also undertook five site visits to small GP surgeries and the Broad Street Medical Centre to hear views from GPs, Practice Nurses, Practice Managers, Administration and Reception Staff and Patients.

Additional background information, listed in paragraph 6 of this report, was also made available to the Panel Full details of witnesses and site visits are given in Appendix Two.

3 FINDINGS AND RECOMMENDATIONS

3.1 In compiling the findings, the evidence gathered by the Panel has been grouped into key themes, and recommendations are presented with the relevant themes to provide context. For ease of reference the recommendations can be reviewed as a list in Appendix 3.

3.2 Quality and Outcomes Framework

Since the scrutiny review of access to primary care services in 2004, a new GP contract, Quality and Outcomes Framework (QOF), has been agreed nationally and GPs in the Borough have all signed the new contract.

QOF was an innovatory model of care introduced in the 2004 contract that, for the first time, emphasised the importance of chronic disease management and the standards of care that patients should expect. Indeed, the NHS now provides a unique worldwide model concentrating on these diseases.

Although not mandatory for GPs to sign up to QOF, NHS Barking and Dagenham would take a negative view of any practice that chose not to provide such services to patients.

The framework provides additional measurable clinical outcomes that now form part of the General Medical Services balanced scorecard, along with standards such as access times and the ratio of one GP to seventeen hundred patients, now achieved in Barking and Dagenham.

QOF now targets significant resource investment into general practice and those that score within the desired range.

The process of revalidation of the GP's licence will be introduced in 2009 and involve two strands:

- Re-licensing (confirming that doctors practise in accordance with the General Medical Council's generic standards); and
- Recertification (confirming that doctors on the specialist and GP registers conform with standards appropriate for their specialty of medicine).

The Panel received reports setting out how GPs meet the required standards and the procedures NHS Barking and Dagenham have in place to assist GPs who do not meet the standards.

Across the borough GP practices undertake essential services, but can select the additional and enhanced services that they provide for their patients. The following services that are part of the QOF contract that was introduced in 2004:

Essential services - these are services expected of any general practice, such as the availability of appointments, diagnostic and treatment services, the management of patients who believe themselves to be ill, appropriate referral to other agencies, the management of long term illnesses and conducting appropriate home visits.

Additional services – these include cervical screening, immunisations, contraceptive services, child health surveillance and maternity services, but exclude confinement care, minor surgery procedures including cautery (to seal a wound or to destroy damaged or infected tissue by burning), curettage (a surgical procedure to remove unwanted growths or other tissue) and cryocautery (a procedure that destroys tissue by freezing).

Enhanced services – these are services delivered to a higher standard and specification than essential services. They are commissioned by NHS Barking and Dagenham and will reflect local health priorities. Enhanced Services are divided into:

- **National Enhanced Services** – national specifications determined centrally to meet local needs, such as monitoring of anticoagulant treatment (to prevent blood from clotting) or intrapartum care (such as post natal depression).
- **Direct Enhanced Services** - such as services for violent patients.
- **Local Enhanced Services** - enhanced services that specifically reflect local health needs, such as alcohol and substance misuse services.

3.3 Infrastructure development programme

In addition to the requirements of the new GP contract, an ambitious infrastructure development programme is in progress in Barking and Dagenham, including eighteen multipurpose, community-based health facilities funded by the Local Improvement Finance Trust (LIFT) process and GP third party developments.

One example is a '24 hour hub' on the Barking Hospital site, which is planned to include a walk-in centre, an urgent care service and a birthing unit, alongside numerous other services. Others include the planned Porter's Avenue Chronic Disease Management Centre and the Barking Town Centre Children and Young People Health Promotion Centre. Barking and Dagenham has a good record of working with other organisations to improve health.

Other innovative models that Barking and Dagenham has introduced are the virtual young people's service and alternative providers of medical services, such as Broad Street, which is a combined practice and walk-in centre.

3.4 Healthcare for London

The Panel has noted the outcomes from 'Healthcare for London: Consulting the Capital'. The consultation was intended to explore and develop new ways to improve the healthcare of Londoners over the next ten years. The outcome of the consultation will have significant implications on how local GP services are delivered and new models of service.

The key driver is the pressure to address performance in general practice, centralise hospital-based care and the requirement to unpack those parts of current hospital care that can be provided locally or in networks of care from those that must be based in a specialist institution, i.e. specialist unit or local hospital.

NHS Barking and Dagenham is required to produce commissioning strategy plans for 2009/10 that set out the changes being made to services commissioned to deliver the 'Healthcare for London' vision for general medical services. NHS Barking and Dagenham will be expected to communicate their plans to the public, patients and key stakeholders.

Despite year on year improvements in general practice, significant variation in performance exists against a range of standards and targets, between practices and against comparators within London and nationally.

Based on standards and best practice, NHS Barking and Dagenham operates a Balanced Scorecard to assess practices.

3.5 Extended hours

NHS Barking and Dagenham piloted the GP extended hours scheme, which has proved very popular with patients. The pilot has now finished and the Panel strongly supports NHS Barking and Dagenham's decision to continue funding the scheme and plans to ensure that new surgeries will be required to adopt extended hours.

In general, GPs operating under the current extended hours scheme do not open on a Saturday morning. The Panel recognises that asking every practice to offer a Saturday morning surgery may not be necessary, and could potentially lead to a waste of resources in areas where there are several GP surgeries operating in very close proximity.

Recommendation 1: The Panel recommends that NHS Barking and Dagenham investigate ways to encourage GPs to provide Saturday morning surgeries, on an appointment only basis. To avoid wasting resources and in order to promote a healthy work life balance, the Panel suggests that NHS Barking and Dagenham look at a range of models including a rotation system. The Panel notes that, under such a system, patients requiring a Saturday morning appointments would be required to give permission for their records to be shared with the GP on duty.

3.6 Polyclinics and the Hub and Spoke model for delivery of GP services

As part of the Government's review of the NHS, Lord Darzi, Parliamentary Under Secretary of State at the Department of Health, has presented his vision for the delivery of future healthcare in London. The polyclinic model proposed was of a large GP practice covering 50,000 patients, with a range of other health professionals and services under the same roof, to improve a more locally based and integrated health service. There has been widespread media coverage, often with a negative focus reporting the demise of the local GP and replacement with super-sized practices. However, many of the other services proposed for polyclinics are currently only offered at hospitals out of the Borough for Barking and Dagenham residents.

One of London's first examples of a polyclinic is being commissioned by NHS Redbridge on the border with Barking and Dagenham. The Loxford Centre is the first purpose built polyclinic centre and is scheduled to open in the spring of 2009. It will be situated in the most deprived area of Redbridge and will provide the full range of polyclinic services with extended access hours. Eleven GP practices will form part of the network.

It is now widely accepted that the small single GP practice model can no longer meet the diverse needs of our large urban communities. The Department of Health has stated that health centres with more than one doctor and some specialists can deliver integrated, extended and more convenient services for patients, and this has already been put in place in some areas. However, the Department has also stated that local people and clinicians will decide what is most appropriate for their community.

NHS Barking and Dagenham has reviewed the various options for polyclinics and how they fit the needs of residents in the borough, and is proposing to deliver the full range of polyclinic services through a 'Hub and Spoke model'. The 'Hub' is a large medical centre, such as the Broad Street Medical Centre, but houses a much smaller general practice (list size 6,000 to 10,000 patients) and greater population coverage for primary care services is achieved through links with existing general practices. Primary care hub services will have referral pathways to current GP services so that patients choosing to be registered elsewhere will still be able to access the specialist services a primary care hub can offer.

NHS Barking and Dagenham has stated that all service providers in these facilities will be commissioned to take advantage of their co-location to deliver a joined-up approach to care and a seamless service for the patient.

The Panel endorses NHS Barking and Dagenham's view that the Hub and Spoke model will create a more flexible service and will be better able to meet the needs of local residents, GPs and health staff, and will be interested to hear the results of public consultation on these proposals.

Recommendation 2: The Panel recommends that NHS Barking and Dagenham actively and widely consult patients and health professionals regarding the Hub and Spoke model proposed for the delivery of GP services. If the consultation response is favourable, it is recommended that the model be implemented at the earliest possible time, and that regular updates be provided to local residents informing them of progress and services available throughout the Borough.

3.7 The ageing GP community and recruitment proposals

There are a high number of GPs in the Borough nearing the state retirement age and it is recognised that some new GPs must be recruited to the Borough. NHS Barking and Dagenham has been working hard with some success in recruitment of additional GPs.

Other steps being taken include the setting up of GPs with special interest and the new grade of general practitioner, namely, the salaried general practitioner¹. Now that the Borough is being funded at a higher and more appropriate level, NHS Barking and Dagenham is investing in premises, resources and improved doctor / patient ratios, which is assisting in attracting new GPs.

Recommendation 3: The Panel supports the proactive approach currently being taken to recruiting health professionals, and notes the importance of achieving the target of one hundred and one full time equivalent GPs by March 2009. The Panel recommends that NHS Barking and Dagenham be mindful of the importance of prioritising specialist services and achieving gender balance when recruiting new GPs, in order to meet the needs of our local multicultural community.

3.8 Premises

A number of GP surgeries are run from adapted residential properties, which have small access doors and corridors. Many of these do not meet full accessibility requirements and are currently submitting bids to NHS Barking and Dagenham for a grant to upgrade premises.

Recommendation 4: The Panel recommends that NHS Barking and Dagenham ensure that all GP premises meet the requirements of the Disability Discrimination Act 2005 and provide reasonable access for patients of all disabilities, including adequate access for patients who require aids for mobility problems.

Recommendation 5: The Panel recommends that NHS Barking and Dagenham encourage sufficient car parking and access for ambulance transport at new medical

¹ The salaried general practitioner can be employed by either a GP practice or NHS Barking and Dagenham, working to a job description, funded by the innovative resourcing structure introduced by the QOF contract.

centres and, where possible, ensure that existing GP surgery parking facilities are upgraded.

3.9 Training

The Panel was concerned to hear some of reports relating to the training of Practice Nurses and administration staff, including Practice Managers. Although GP funding includes provision for training of staff, it appears this has not always been encouraged or made available.

General training, such as customer care, health and safety, and equal opportunities, is provided free of charge by NHS Barking and Dagenham. Practice Nurse training, including refresher courses, is also available. With regard to training of Practice Managers, this is available out-of-borough and has to be fifty percent (currently £600 to £700) funded by GPs. None of the above training is mandatory.

Recommendation 6: The Panel recommends that NHS Barking and Dagenham pursue the ring-fencing of GP funding for ongoing staff training.

Recommendation 7: The Panel recommends that NHS Barking and Dagenham develop and distribute guidance on the following training standards for practice staff, and promote and monitor the implementation of these standards:

- 1) That mandatory accredited induction training, including customer care, should be identified for all new reception and administrative staff and included as part of their terms and conditions of employment and job descriptions.
- 2) That new Practice Managers should be required to undertake accredited training, funded from the GP training budget, as part of the terms and conditions of employment and job description.
- 3) That all Practice Nurses attend refresher courses and development training.

3.10 Phlebotomy Services (blood testing)

Health professionals in GP practices are willing and able to take blood samples from patients for testing. A courier service collects the samples from GP surgeries and medical centres to transport them to the hospital for testing.

The courier service collects samples in the morning only, as some blood tests need to be carried out within a short timeframe. However, in order for the courier service to pick up samples from individual GP surgeries around the borough, the courier would have to collect either prior to, or soon after, surgery opening times. This makes it very difficult for those patients who require assistance to attend the surgery in the early morning.

Recommendation 8: The Panel recommends that GP surgeries within the same local area should provide the blood testing service on a rota basis, to achieve less and later pick-ups for the courier service.

3.11 Cross-boundary billing

To further enable local services for local people, the Government has recently announced that cross-boundary billing will be considered for implementation.

Currently, the responsibility for primary care services lies with the borough in which the patient is resident. However, a number of people live on the edge of neighbouring boroughs and have to travel across their home borough to receive appropriate medical services, when they are delivered in very close proximity to their home across the borough boundary.

The Panel understands that a reciprocal system is currently in place with a neighbouring borough, but unfortunately not with others.

Recommendation 9: The Panel recommends that NHS Barking and Dagenham take the lead in negotiating with all neighbouring boroughs to implement cross-boundary billing as soon as possible, as is already in place for acute services and Hospital Trusts and community services through the 'Choose and Book' system.

3.12 Improving access for young people

The Panel received some preliminary results from a consultation with young people entitled "Designing Accessible General Practice Services for Children and Young People: Mapping Service Provision". Forty per cent of BAD (Barking and Dagenham) Youth Forum representatives that responded to the consultation indicated that there had been times when they wanted to see a GP without their parents, and forty four percent said they did not have access to a same sex GP. Responses from some young women indicated that they often perceived hostility from practice staff and GPs, and that they felt the age and gender of GPs was a significant contributory factor to the level of comfort when using GP services.

The Panel believes there is a need for GPs and health professionals to engage more effectively with young people and to provide confidential access in schools and/or youth clubs. Such an approach would also assist in educating young people on a one-to-one basis about a variety of health issues, such as smoking, teenage pregnancy, drugs and the best use of any prescription medication.

Recommendation 10: The Panel recommends that NHS Barking and Dagenham work with GP services to put in place the following measures to improve access for young people:

- 1) On reaching 16 years of age, all young people should be invited by their GPs to a confidential consultation without their parents to discuss any health related issues.
- 2) GP sessions (a mixture of drop-in and appointment-based) should be offered at a central location in Dagenham and in schools at the end of the school day (for example, between 3.30pm and 5.00pm).
- 3) A website for young people to ask questions on line about health related issues should be developed in consultation with young people.

3.13 Pharmacy Services

The Panel received a presentation from Mr. Sunrinder Kalsi, an independent pharmacist who has worked in the local community for over twenty years. The Panel was interested to note the level of skills and training required, and the number of services that pharmacists could offer patients without having to make an appointment (for example, blood pressure screening).

There are specialist pharmacists in the borough that are qualified to monitor patients following a stroke or heart attack. This can benefit the patient by reducing the time involved, for example half an hour at the pharmacy instead of potentially spending half a day at a hospital located some way from their home. The Panel also heard that pharmacies are often open longer hours than GP surgeries, at weekends, sometimes late at night and/or on bank holidays.

The Panel was pleased to note that GPs in the borough work closely with pharmacists, recognising the benefit to their patients.

Recommendation 11: The Panel recommends that NHS Barking and Dagenham continue to work with local pharmacists to further publicise the services they provide and the availability of confidential consultation facilities.

Recommendation 12: The Panel recommends that NHS Barking and Dagenham encourage the use by GPs and Patients of the process by which GPs can issue six prescriptions of one month's supply of medication to be held by a local pharmacist, nominated by the patient. The Panel suggests that the pharmacy should assume responsibility to monitor the correct use of the medication.

Recommendation 13: The Panel recommends that NHS Barking and Dagenham should attempt, where possible, to ensure that a pharmacist is located within medical centres or in very close proximity to GP services when planning services at new surgeries and medical centres.

Recommendation 14: The Panel recommends that NHS Barking and Dagenham develop and put in place procedures for the safe disposal of unused end of life medication by agencies in partnership with the patient's relatives.

3.14 Public information

The Panel heard that many residents are not aware of the full range of primary care services available, who to contact or where non-emergency treatment can be accessed. If their GP is not available, patients, especially children and young people with asthma, gastrointestinal disturbances and Ears, Nose and Throat conditions, present themselves to the Accident and Emergency Department at their local hospital. This inappropriate use of services by patients can lead to a delay in those requiring emergency treatment.

The Panel felt this could be a result of the right information not being presented to users in an effective and clear way. This issue was highlighted when the Panel heard that some patients did not attend the Broad Street Medical Centre because they thought it was a facility for private patients only.

Recommendation 15: The Panel recommends that NHS Barking and Dagenham work with the Public Health Network to develop a joint protocol to publicise health messages, changes of policy and consultations.

Recommendation 16: The Panel recommends that NHS Barking and Dagenham develop a customer access strategy and improve the marketing of services to all residents, including, once the new medical centres are constructed and operational, the distribution to all properties in the Borough a concise health directory booklet, outlining specialist services available, opening times and locations. The publication should be vibrant and headline text carefully worded to encourage its use and retention by residents. The Panel believes this will greatly assist residents to locate the most appropriate health service to meet their needs.

3.15 Staff issues

In general, the Panel was very impressed with the health professionals and staff they met during the course of the review and recognised that the delivery of services is at times carried out in very challenging and emotional circumstances.

The Panel was informed that recruitment of practice nurses and nurse practitioners to the privately owned medical centres, such as the Broad Street Medical Centre, was particularly difficult because the current rules of the NHS Pension Scheme do not allow staff to continue their membership, even though they are delivering health services solely under the NHS.

The Locum service used by local GPs was discussed and concern was raised with regard to the communication skills of some locum and salaried GPs with patients. The Panel recognised that NHS Barking and Dagenham recruitment process adhered to the absolute requirement of oral and written communication skills of all new primary care staff, including GPs.

Recommendation 17: The Panel recommends that NHS Barking Dagenham investigate and / or lobby to ensure that staff working in privately built clinics (such as the Broad Street Medical Centre) that are specifically employed to deliver NHS services are able to continue their membership of the NHS pension scheme.

Recommendation 18: The Panel recommends that, in line with the GP's Code of Conduct and their professional duty, NHS Barking and Dagenham should strongly advise local GPs to assess and engage locums and salaried GPs with appropriate communication skills for all segments of the community.

4 CONCLUSIONS

- 4.1 Given the large topic area encompassed by GP services, it was not possible for the Panel to thoroughly investigate all issues that potentially could have been included in the review. Members specifically identified the appointment system and multi-agency receptions as issues worthy of further investigation.

Scrutiny Management Board may wish to establish panels to undertake further scrutiny of these issues at a future stage.

5 BACKGROUND PAPERS

- Minutes and papers of GP Services Review Scrutiny Panel meetings
- Your Health, Your Care, Your Say Consultation Survey results
- Enhanced services available through individual GP Practices
- Healthcare for London consultation summary
- Prescriptions dispensed in the community 1997-2007
- Healthcare Commission survey 2008 – Better Access to GPs

GP Services Scrutiny Panel Terms of Reference

- 1) To review the progress made so far in implementing the recommendations arising from the 2004 scrutiny review of GP services provision. This will involve focusing on the following areas:
 - Appointments
 - Opening times
 - The use of primary care premises and physical access
 - Training for receptionists
 - Access to services for different groups
 - Resources for primary care
- 2) To understand and assess public perceptions of the availability and quality of GP services in the borough, specifically in the light of the public consultation exercise undertaken last year (as reported to the Health Scrutiny Panel on 9 July 08), and input from Barking and Dagenham Local Involvement Network (LINK).
- 3) To consider the impact of the 'Healthcare for London' plan on local GP services.
- 4) To understand the latest position on the planned development of polyclinics.
- 5) To review best practice nationally and in other local authorities, including the London Borough of Barking and Dagenham (LBBD)'s statistical neighbours.
- 6) To consider any related equalities and diversity implications, and to encourage members of the public to engage with this important issue.
- 7) To report back to the Health Scrutiny Panel and Scrutiny Management Board with findings and recommendations for future policy and/or practice.

Contributors to the review

The following people submitted reports or presented evidence at formal Panel meetings:

22 September 2008	Pat Brown – Senior Scrutiny Officer, London Borough of Barking and Dagenham
	Matthew Cole – Joint Director of Health Improvement, NHS Barking and Dagenham and London Borough of Barking and Dagenham
6 October 2008	Dr. Eric Saunderson - Medical Director, NHS Barking and Dagenham
20 October 2008	Colin Alderman – Head of Contracting, General Practice and Marketing, NHS Barking and Dagenham
	Jemma Gilbert - Assistant Director of Primary Care Contracting, NHS Barking and Dagenham
3 November 2008	Jemma Gilbert - Assistant Director of Primary Care Contracting, NHS Barking and Dagenham
	Matthew Cole – Joint Director of Health Improvement, NHS Barking and Dagenham and London Borough of Barking and Dagenham
17 November 2008	Sunrinder Kalsi - Pharmacist
	Alison Holloway – Nurse Practitioner
1 December 2008	Pat Brown – Senior Scrutiny Officer, London Borough of Barking and Dagenham

The following people assisted the Panel by making contributions at one or more of the following site visits undertaken:

GP Surgery Dagenham	<p>Dr. Assadullah</p> <p>Dr. Pervez</p> <p>Susan Gibbins - Practice Manager</p> <p>Various staff members and patients</p>
GP Surgery Dagenham	<p>Dr. Fateh</p> <p>Daphne Brown - Practice Manager</p> <p>Various staff members and patients</p>
Broad Street Medical Centre	<p>Ms. T. Mayer - Practice Manager</p> <p>Various staff members and patients</p>

The Panel is very grateful to all those who took part in this review.

List of Recommendations

The following recommendations are set out here as a list, for ease of reference.

Recommendation 1: The Panel recommends that NHS Barking and Dagenham investigate ways to encourage GPs to provide Saturday morning surgeries, on an appointment only basis. To avoid wasting resources and in order to promote a healthy work life balance, the Panel suggests that NHS Barking and Dagenham look at a range of models, including a rotation system. The Panel notes that, under such a system, patients requiring a Saturday morning appointments would be required to give permission for their records to be shared with the GP on duty.

Recommendation 2: The Panel recommends that NHS Barking and Dagenham actively and widely consult patients and health professionals regarding the hub and spoke model proposed for the delivery of GP services. If the consultation response is favourable, it is recommended that the model be implemented at the earliest possible time, and that regular updates be provided to local residents informing them of progress and services available throughout the Borough.

Recommendation 3: The Panel supports the proactive approach currently being taken to recruiting health professionals, and notes the importance of achieving the target of one hundred and one full time equivalent GPs by March 2009. The Panel recommends that NHS Barking and Dagenham be mindful of the importance of prioritising specialist services and achieving gender balance when recruiting new GPs, in order to meet the needs of our local multicultural community.

Recommendation 4: The Panel recommends that NHS Barking and Dagenham ensure that all GP premises meet the requirements of the Disability Discrimination Act 2005 and provide reasonable access for patients of all disabilities, including adequate access for patients who require aids for mobility problems.

Recommendation 5: The Panel recommends that NHS Barking and Dagenham encourage sufficient car parking and access for ambulance transport at new medical centres and, where possible, ensure that existing GP surgery parking facilities are upgraded.

Recommendation 6: The Panel strongly recommends that NHS Barking and Dagenham pursue the ring-fencing of GP funding for ongoing staff training.

Recommendation 7: The Panel recommends that NHS Barking and Dagenham develops and distributes guidance on the following training standards for practice staff, and promotes and monitors the implementation of these standards:

- 1) That mandatory accredited induction training, including customer care, should be identified for all new reception and administrative staff and included as part of their terms and conditions of employment and job descriptions.
- 2) That new Practice Managers should be required to undertake accredited training, funded from the GP training budget, as part of the terms and conditions of employment and job description.

- 3) That all Practice Nurses should attend refresher courses and development training.

Recommendation 8: The Panel recommends that GP surgeries within the same local area should provide the blood testing service on a rota basis, to achieve less and later pick-ups for the courier service.

Recommendation 9: The Panel recommends that NHS Barking and Dagenham take the lead in negotiating with all neighbouring boroughs to implement cross-boundary billing as soon as possible, as is already in place for acute services and Hospital Trusts.

Recommendation 10: The Panel recommends that NHS Barking and Dagenham work with GP services to put in place the following measures to improve access for young people:

- 1) On reaching 16 years of age, all young people should be invited by their GPs to a confidential consultation without their parents to discuss any health related issues.
- 2) GP sessions (a mixture of drop-in and appointment-based) should be offered at a central location in Dagenham and in schools at the end of the school day (for example, between 3.30pm and 5.00pm).
- 3) A website for young people to ask questions on line about health related issues should be developed in consultation with young people.

Recommendation 11: The Panel recommends that NHS Barking and Dagenham continue to work with local pharmacists to further publicise the services they provide and the availability of confidential consultation facilities.

Recommendation 12: The Panel recommends that NHS Barking and Dagenham encourage the use by GPs and Patients of the process by which GPs can issue six prescriptions of one month's supply of medication to be held by a local pharmacist, nominated by the patient. The Panel suggests that the pharmacy should assume responsibility to monitor the correct use of the medication.

Recommendation 13: The Panel recommends that NHS Barking and Dagenham should attempt, where possible, to ensure that a pharmacist is located within medical centres or in very close proximity to GP services when planning services at new surgeries and medical centres.

Recommendation 14: The Panel recommends that NHS Barking and Dagenham develop and put in place procedures for the safe disposal of unused end of life medication by agencies in partnership with the patient's relatives.

Recommendation 15: The Panel recommends that NHS Barking and Dagenham work with the Public Health Network to develop a joint protocol to publicise health messages, changes of policy and consultations.

Recommendation 16: The Panel recommends that NHS Barking and Dagenham develop a customer access strategy and improve the marketing of services to all residents, including, once the new medical centres are constructed and operational, the distribution to all properties in the Borough a concise health directory booklet, outlining specialist

services available, opening times and locations. The publication should be vibrant and headline text carefully worded to encourage its use and retention by residents. The Panel believes this will greatly assist residents to locate the most appropriate health service to meet their needs.

Recommendation 17: The Panel recommends that NHS Barking Dagenham investigate and / or lobby to ensure that staff working in privately built clinics (such as the Broad Street Medical Centre) that are specifically employed to deliver NHS services are able to continue their membership of the NHS pension scheme.

Recommendation 18: The Panel recommends that, in line with the GP's Code of Conduct and their professional duty, NHS Barking and Dagenham should strongly advise local GPs to assess and engage locums and salaried GPs with appropriate communication skills for all segments of the community.

NHS Barking and Dagenham are asked to report back on all recommendations regarding their implementation or progress in March 2009.

SCRUTINY MANAGEMENT BOARD

21 JANUARY 2009

REPORT OF THE BARKING AND DAGENHAM HEALTH SCRUTINY PANEL

Title: Monthly Progress Report of the Barking and Dagenham Health Scrutiny Panel		For Information
<p>Summary: This report sets out the work of the Barking and Dagenham Health Scrutiny Panel since the last meeting of the Scrutiny Management Board on 17 December 2008. The main aspects covered are:</p> <ul style="list-style-type: none"> • The 2008-09 Health Scrutiny Panel work programme. • Key issues discussed at the last Health Scrutiny Panel meeting. • The two Joint Overview and Scrutiny Committees (JOSCs) that include representation from Barking and Dagenham: <ul style="list-style-type: none"> ○ The Pan-London JOSC ○ The Four-Borough JOSC <p>Wards Affected: None.</p>		
<p>Implications:</p> <p>Financial: There are no financial implications associated with this report.</p> <p>Legal: The Health and Social Care Act 2001 places responsibilities on local authorities with responsibilities for social services to review and scrutinise local health service matters.</p> <p>Risk Management: None.</p> <p>Social Inclusion and Diversity: A key element of the Panel's remit is to ensure that health provision is equally good and accessible for all sections of the community.</p> <p>Crime and Disorder: None.</p>		
Options Appraisal: None.		
<p>Contacts: Pat Brown</p> <p>Cllr Marie West</p>	<p>Title: Senior Scrutiny Officer</p> <p>Lead Member of the Health Scrutiny Panel</p>	<p>Contact Details: Tel: 020 8227 3271 E-mail: pat.brown@lbbd.gov.uk Fax: 020 8227 2164 Textphone: 020 8227 2594</p> <p>Tel: 020 8227 2116</p>

1. The HSP work programme

- 1.1 The Health Scrutiny Panel work programme for the remainder of the 2008-09 municipal year is attached for information (please see **Appendix 1**).

2. Key issues due to be discussed at the next Health Scrutiny Panel meeting

At the time of writing this report the Health Scrutiny Panel has not met since the last meeting of the Scrutiny Management Board. The next meeting of the Health Scrutiny Panel will take place on Wednesday, 14 January 2009.

- 2.1 The Panel will receive the following presentations for consideration:

- **Sickle Cell Anemia and Thalassaemia Services.** NHS Barking and Dagenham will lead on the presentation, which was commissioned by the Health Scrutiny Panel at their meeting on 12 November 2008 following reports on the local implementation of National Institute for Health and Clinical Excellence (NICE) Guidelines from the three Health Trusts;
- **Healthcare for London.** NHS Barking and Dagenham will present a report on the future delivery of local health services following the conclusion of the Healthcare for London consultation;
- **Barking and Dagenham Local Involvement Network.** Tim Baggs, Manager of Barking and Dagenham Local Involvement Network will update the Panel on the progress of membership and organisation

Panel Members will also receive an update on arrangements of the Annual Health Check Public Event to be held on 10 March 2009.

- 2.2 The next Health Scrutiny Panel meeting will take place 11 February 2009.

3. Joint Overview and Scrutiny Committees (JOSCs) with representation from Barking and Dagenham

3.1 The Pan-London JOSC

The Pan-London JOSC met on 17 December 2008 to consider the terms of reference for the Stage Two consultation; scrutiny of acute stroke and major trauma services.

Members also received a draft paper from Healthcare for London providing an update on the proposed consultation.

The date of the next meeting is to be advised.

3.2 The Four-Borough JOSC

Delegates considered the need for a standing scrutiny committee and draft terms of reference were circulated. These are attached as **Appendix 2**.

The next meeting of the JOSC will take place on 27 January 2009 at Redbridge Town Hall to receive a report from Deborah Bent, London Field Officer for the National Institute for Clinical Excellence (NICE).

A further meeting will take place on 3 February 2009 at Waltham Forest Town Hall. The Committee will consider the Out of Region Patient Transport procedures in place for patients and receive reports from representatives of Barking, Havering and Redbridge Hospitals Trust (BHRT) and Whipps Cross Hospital Trust.

Background Papers Used in the Preparation of the Report:

- Agendas and minutes of the Barking and Dagenham Health Scrutiny Panel

APPENDIX 1

HEALTH SCRUTINY PANEL - WORK PROGRAMME FOR 2008-09

Meeting	Responsibility to commission report	Responsibility for delivery	Theme	Item	Description
2.30pm, 14 January 2009	Scrutiny Officer	Chief Executive Barking and Dagenham Primary Care Trust (PCT)	Healthy life expectancy at 65	Report & Presentation	How is the PCT contributing to improving healthy life expectancy for people aged 65?
	Scrutiny Officer	Chief Executive NHS Barking and Dagenham	Healthcare for London	Presentation	Update on local issues relating to Healthcare for London
	Scrutiny Officer	Tim Baggs, Local Involvement Networks (LINKs) Manager	Quarterly Update	LINKs update – format to be discussed	Update as to the operation of the LINKs organisation
	N/A	Scrutiny Officer	Standing item	Report	Work programme for the year
2.30pm, 11 February 2009	Scrutiny Officer	Chief Executive Barking and Dagenham Primary Care Trust, Corporate Director Children's Services and Christine Pryor	Teenage pregnancy	Joint presentation	Teenage pregnancy in Barking and Dagenham - is the partnership working?
	N/A	Scrutiny Officer	Standing item	Report	Work programme for the year
	Scrutiny Officer	CE of Barking & Dagenham Primary Care Trust	Palliative care	Report & presentation	Palliative care pathways – dying with dignity
	N/A	Scrutiny Officer	Standing item	Report	Work programme for the year
2.30pm, 18 March 2009	Scrutiny Officer	Barking and Dagenham Primary Care Trust	Annual Health Check	Report, presentation & questions	In accordance with guidelines
	Scrutiny Officer	Barking and Dagenham Primary Care Trust	Annual Health Check	Report, presentation & questions	In accordance with guidelines

Meeting	Responsibility to commission report	Responsibility for delivery	Theme	Item	Description
	Scrutiny Officer	Barking, Havering and Redbridge Hospitals NHS Trust	Annual Health Check	Report, presentation & questions	In accordance with guidelines
	Scrutiny Officer	North East London Foundation Trust	Annual Health Check	Report, presentation & questions	In accordance with guidelines
	N/A	Scrutiny Officer	Standing item	Report	Work programme for the year
June 2009 Date and location tbc	Scrutiny Officer	Tim Baggs (Local Involvement Networks (LINKs) Manager)	Quarterly Update	LINKs update – format to be discussed	Update as to the operation of the LINKs organisation
	N/A	Scrutiny Officer	Standing item	Report	Work programme for the year

TERMS OF REFERENCE

OUTER NORTH EAST LONDON JOINT HEALTH
OVERVIEW AND SCRUTINY COMMITTEE

1. The Outer North East London Joint Health Overview and Scrutiny Committee (the JOSC) will consist of three Members appointed from each of the London Boroughs of Barking & Dagenham, Havering, Redbridge and Waltham Forest. One Member from each of Epping Forest District Council and Essex County Council will have observer status. The Committee may, at its discretion, invite representatives of further Councils to have full or observer status or invite non-Councillors to join the Committee as co-opted Members.
2. The JOSC will be a Standing Committee operating under the Health and Social Care Act 2012 s. 7-10 and the Local Authority (Overview and Scrutiny Committees Healthy Scrutiny Functions) Regulations 2012.
3. The JOSC will have the remit to scrutinise all matters it perceives to be substantial variations in health services that affect two or more boroughs in Outer North East London. The Committee will have the right to respond in its own right to all consultations on such matters, both formal and informal.
4. Using the powers stated in paragraph 2, the JOSC will have the right to request information or to hold direct discussions with appropriate officers from each of the following organisations or their successor bodies:

NHS Barking and Dagenham
 NHS Havering
 NHS Redbridge
 NHS Waltham Forest
 Barking, Havering and Redbridge Hospitals NHS Trust
 Whipps Cross University Hospital NHS Trust
 North East London Foundation NHS Foundation Trust
 London Ambulance Service NHS Trust

as well as any other NHS Trust or other body whose actions impact on the residents of two or more outer North East London boroughs.

5. Using the powers referred to in paragraph 2, the JOSC will be able to make reports and recommendations to any of the NHS bodies listed above and expect full, written responses to these.
6. A meeting schedule for the JOSC will be agreed by the Committee with the assistance of officers. Meeting venues will normally rotate between the four Outer North East London boroughs. Each meeting will be chaired by a Member from the host borough on that occasion.

7. Although efforts will be made to avoid duplication, any work undertaken by the JOSC does not preclude any individual constituent borough Overview and Scrutiny Committee from undertaking work on the same or similar subjects.
8. The London Borough of Havering will be the Lead Authority for clerking and administering the JOSC. The Chief Clerk will be Ian Buckmaster, Manager of Committee and Overview & Scrutiny Support, London Borough of Havering. Costs of supporting the Committee will be shared equally by the London Boroughs of Barking & Dagenham, Havering, Redbridge and Waltham Forest, in cash or in kind.
9. These terms of reference incorporate and supersede all previous terms of reference and Constitutions pertaining to the JOSC.

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SCRUTINY MANAGEMENT BOARD

21 JANUARY 2009

REPORT OF THE CORPORATE DIRECTOR OF RESOURCES

The Forward Plan	For Information	
<p>Summary:</p> <p>This report presents the February 2009 edition of the Council's Forward Plan. The Plan provides information on future Council decisions and its main purpose is to give the community an opportunity to comment on these decisions before they are taken.</p> <p>Councils are required to publish a monthly Forward Plan containing available details of all "Key Decisions" they are aware will be taken during the forthcoming four month period. The term "Key Decision" is explained in the Forward Plan. Barking and Dagenham's Forward Plan lists all known decisions that will be required, not just "Key Decisions".</p> <p>The Board receives the Plan at its monthly meeting as part of its role in ensuring that Key Decisions are taken in accordance with the Constitution.</p>		
<p>Contact Officer: Clair Bantin</p>	<p>Title: Team Manager, Scrutiny and Civic</p>	<p>Contact Details: Tel: 020 8227 2995 E-mail: clair.bantin@lbbd.gov.uk</p>

Background papers:

The Forward Plan

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FORWARD PLAN

February 2009 Edition

Commencement Date: 2 February 2009

THE FORWARD PLAN

Introduction

The Forward Plan sets out information about future Council decisions. It also gives the public the opportunity to have their say on these decisions before they are taken.

Publication and inspection of the Plan

The Plan is published monthly. It is available for inspection, free of charge, at the reception desk at the Civic Centre, Dagenham. It is also available on the Council's website (www.lbbd.gov.uk) and directly via the link: <http://www.barking-dagenham.gov.uk/9-democracy/forward-plan/forward-plan-main.html>.

The Plan will be published on the following dates during the 2008 / 2009 Council year:

Edition	Publication date
February 2009 edition	17 January 2009
March 2009 edition	15 February 2009
April 2009 edition	17 March 2009
May 2009 edition	16 April 2009

Contents of the Plan

By law, councils have to publish a monthly Forward Plan. This has to contain available details of all “Key Decisions” the Council is aware will be taken by councillors or staff during the forthcoming four-month period. The term “Key Decision” is explained below.

Barking and Dagenham Council is committed to open government. It is encouraging local people to have their say on the decisions that affect them, their families and the community as a whole. It recognises that it is therefore important to provide as much information about these decisions as possible. As a result, Barking and Dagenham’s Forward Plan lists all decisions, not just “Key Decisions”, and looks as far ahead as possible, not just at the coming few months.

Key Decisions

A “Key Decision” is a decision that is likely to:

- (a) involve significant spending or savings and/or
- (b) have a significant effect on the community

Page 51

In relation to (a), councils have to define which financial decisions are “significant” and, therefore, “Key.” Barking and Dagenham’s definition is spending or savings of £200,000 or more that is not in the Council’s Budget (the setting of the Budget is itself a Key Decision).

In relation to (b), a decision is, by law, “Key” if it is likely to have a significant impact on the community in two or more wards. However, in line with Government guidance, this Council treats a decision as “Key” if it is likely to have a significant impact on one or more ward.

Information included in the Plan

In relation to each decision, the Plan includes as much of the following information as is available when it is published:

- the subject matter
- the Member meeting/employee taking the decision
- the estimated date when a decision will be taken
- any groups/persons to be consulted before the decision is taken
- how any such consultation will be carried out
- a list of relevant documents to be submitted to the decision-taker in connection with the decision

How you can have your say

If you would like to comment on any matter included in the Plan please let me know as soon as you can. I will then ensure your comments are considered by those taking the decision.

Sola Odusina
Democratic Services
Room 191
Civic Centre
Dagenham
RM10 7BN

Tel: 020 8227 3103
Fax: 020 8227 2171
Minicom: 020 8227 2685
E-mail: sola.odusina@lbbd.gov.uk

THE FORWARD PLAN

Key to the table

Column 1 shows the **estimated date** when the decision will be taken and who will be taking the decision. However, an item shown on the Forward Plan may, for a variety of reasons, be deferred or delayed. It is suggested, therefore, that anyone with an interest in a particular item, especially if he/she wishes to attend the meeting at which the item is scheduled to be considered, should check within 7 days of the meeting that the item is included on the agenda for that meeting, either by clicking on <http://moderngov.barking-dagenham.gov.uk/ieListMeetings.asp?PageNo=2&Year=2008&CommitteeId=180&J=2> (for items to be considered by the Executive) and <http://moderngov.barking-dagenham.gov.uk/ieListMeetings.asp?XXR=0&Year=2008&CId=179> (for items to be considered by the Assembly), or by telephoning Alan Dawson, Democratic Services Team Manager, on 020 8227 2348.

Key Decisions are listed in **bold type**. Other decisions are listed in normal type.

Column 2 sets out the title of the report or subject matter, the nature of the decision being sought and a list of supporting papers (if any) to be presented with the report. Column 2 also shows, in brackets, the initials of the Officer proposing the decision as follows:

CE = Chief Executive
CDACS = Corporate Director of Adult and Community Services
CDChS = Corporate Director of Children's Services
CDCuS = Corporate Director of Customer Services
CDRes = Corporate Director of Resources
CDReg = Corporate Director of Regeneration
DDCorpFin = Divisional Director of Corporate Finance
PrDir-LHC = Programme Director - Local Housing Company
HofR&ED = Head of Regeneration and Economic Development

Columns 3 and 4 provide information available at the time the Plan was published. This information includes, respectively, any groups to be consulted by the Council before the decision is taken and how any such consultation will be carried out.

Column 5 specifies which Wards (if any) will be affected by the proposal.

The Plan also lists the Members involved in taking Key Decisions (see Appendix A)

MEETING DATES 2008 / 2009

Executive (commencing at 5.00pm at the Civic Centre, Dagenham)
17 February 2009
10 March 2009
21 April 2009
19 May 2009
16 June 2009

Assembly (commencing at 7.00pm at the Town Hall, Barking)
25 February 2009
1 April 2009
13 May 2009
24 June 2009

Decision taker/ Estimated date	Subject Matter (relevant Chief Officer) Nature of Decision <i>Additional documents to be submitted</i>	Consultees	Consultation Process	Wards Directly Affected by the Proposals
Executive: 17.2.09	<p>Barking and Dagenham Community Strategy : Community (CDRes)</p> <p>The Barking and Dagenham Community Strategy has been drawn up by the Local Strategic Partnership, which brings together organisations from the public, private, community and voluntary sector. The Community Strategy is the document which demonstrates the partnership's long-term vision and the priorities and actions that will deliver improved outcomes for the borough's residents</p> <p>The Executive will be asked to recommend the Community Strategy to the Assembly</p> <p><i>None.</i></p>	<p>Internal: Lead Member: Leader's Portfolio All Councillors Corporate Management Team</p> <p>External: Residents; Community Groups; Local Businesses; Service Providers and Partners</p>	<p>Internal: Circulation of draft Community Strategy</p> <p>External: Surveys; Seminars / presentations; Focus groups</p>	All Wards
Executive: 17.2.09	<p>Fees and Charges 2009/10 : Framework [<i>Annual Item</i>] (DDCorpFin)</p> <p>The Executive will be asked to consider and approve the proposed fees and charges for 2009/10 for all Council services</p> <p><i>None.</i></p>	<p>Internal: Lead Member: Resources Corporate Management Team</p>	Circulation of draft report and meetings	All Wards

<p>Executive: 17.2.09</p>	<p>The Capital Programme 2009/10 - 2012/13 : Framework [Annual Item] (DDCorpFin)</p> <p>On an annual basis the Council is required to approve a revised capital programme for a period of four years. This is to enable the appropriate long term planning of investment for the Council</p> <p>The Executive will be asked to propose a Capital Programme for 2009/10 to 2012/13 for approval by the Assembly</p> <p>None.</p>	<p>Internal:</p> <p>Lead Member: Resources</p> <p>Corporate Management Team</p>	<p>Circulation of draft report and meetings</p>	<p>All Wards</p>
<p>Executive: 17.2.09</p>	<p>Housing Revenue Account Estimates and Review of Rents and Other Charges 2009/10 : Financial [Annual Item] (CDCuS)</p> <p>The Executive will be asked to consider the Housing Revenue Account (HRA) estimates and rent levels for Council properties for 2009/10, together with charges for garages, heating, supported accommodation and implementation of phase 3 of the depooled service charge</p> <p>None.</p>	<p>Internal:</p> <p>Lead Member(s): Deputy Leader Portfolio Resources</p> <p>Community Housing Partnerships</p>	<p>Circulation of draft report</p>	<p>All Wards</p>

<p>Executive: 17.2.09</p>	<p>Treasury Management Annual Strategy and Prudential Indicators : Framework [Annual Item] (DDCorpFin)</p> <p>Each year the Council has to set a strategy in respect of its Treasury Management activities and a range of Prudential Indicators to enable performance to be measured</p> <p>The Executive will be asked to recommend the Assembly approve the Council's Annual Treasury Management Strategy and the Prudential Indicators <i>Relevant Government and CIPFA Guidance</i></p>	<p>Internal: Lead Member: Resources Corporate Management Team</p>	<p>Circulation of draft report and meetings</p>	<p>All Wards</p>
<p>Executive: 17.2.09</p>	<p>Budget Monitoring 2008/09 : Financial (DDCorpFin)</p> <p>The Executive will be presented with the current position of the Council's revenue and capital budgets for 2008/09 and, if necessary, be asked to consider in-year adjustments to the budgets and other proposals to achieve a balanced budget at the year end</p> <p><i>None.</i></p>	<p>Internal: Lead Member: Resources Corporate Management Team</p>	<p>Circulation of draft report and meetings</p>	<p>Not Applicable</p>
<p>Executive: 17.2.09</p>	<p>Council Debt Write-Offs : Framework (CDCuS)</p> <p>In line with the Council's financial rules, the Executive will be presented with a quarterly report on Council debt write-offs</p> <p><i>None.</i></p>	<p>Internal: Lead Member: Resources</p>	<p>Circulation of draft report</p>	<p>All Wards</p>

<p>Executive: 17.2.09</p>	<p>Disposal of Leasehold - Eastminster Riding School : Financial (CDRes) The Executive will be asked to consider proposals to dispose of this asset <i>None.</i></p>	<p>Internal Lead Members: Resources; Culture</p>	<p>Circulation of draft report</p>	<p>Eastbrook</p>
<p>Executive: 17.2.09</p>	<p>Retendering of Rating, Asset Valuation and Estate Management Contracts (CDRes) The Executive will be asked to consider proposals for the re-tendering of contracts for the rating advice, asset valuation and estate management services to the Council <i>None.</i></p>	<p>Internal Lead Member: Resources</p>	<p>Circulation of draft report</p>	<p>Not Applicable</p>
<p>Executive: 17.2.09</p>	<p>Borough-wide 20mph Zone Strategy : Community (HofR&ED) The Executive will be asked to consider proposals that the whole borough, except the main roads, becomes a series of 20 mph zones <i>None.</i></p>	<p>Internal Lead Member: Regeneration Street Scene and Sustainability</p>	<p>Circulation of draft report</p>	<p>All Wards</p>
<p>Executive: 17.2.09</p>	<p>Gascoigne Estate Regeneration : Community (HofR&ED) The Executive will be asked to consider the Community Consultation and Engagement Strategy, Phasing Strategy, Serving Initial Demolition Notice, Redevelopment of Kingsbridge Site and next steps of the programme <i>None.</i></p>	<p>Internal Lead Member: Regeneration Deputy Leader Ward Members Gascoigne External English Partnerships</p>	<p>Circulation of draft report and collaboration with the Gascoigne Neighbourhood Management Team</p>	<p>Gascoigne</p>

<p>Executive: 17.2.09</p>	<p>Professional Services Contract - Term Contract 2008/2011 (CDRes) The Executive will be asked to consider re letting of the contract for Professional Property Services following completion of the tendering exercise <i>None.</i></p>	<p>Internal Lead Member: Resources</p>	<p>Circulation of draft report</p>	<p>All Wards</p>
<p>Executive: 17.2.09</p>	<p>Dagenham Heathway Public Realm - Greening Measures and Highway Modifications : Community (HofR&ED) The Executive will be asked to consider a number of additional elements to the Heathway Public Realm works and proposals for the specific measures and capital funding to implement them <i>None.</i></p>	<p>Internal: Lead Member: Regeneration Ward Members: Alibon, River and Village</p>	<p>Circulation of draft report</p>	<p>Alibon; River; Village;</p>
<p>Executive: 17.2.09</p>	<p>Contract for the Supply of Wheelie Bins : Financial (CDCuS) The Executive will be asked to consider proposals for the procurement of wheelie bins which are to be rolled out across the Borough <i>None.</i></p>	<p>Internal: Lead Members: Safer Neighbourhoods and Communities; Resources</p>	<p>Circulation of draft report</p>	<p>Not Applicable</p>

<p>Executive: 17.2.09</p>	<p>Replacement of Customer Relations Management (CRM) System : Financial (CDCuS)</p> <p>The Executive will be asked to consider proposals relating to the implementation of a new CRM system which will be the main IT system for, amongst other things, the logging and monitoring of services to and enquiries from customers, and be instrumental in delivering excellent customer services as part of the Council's 'One B&D' programme</p> <p><i>None.</i></p>	<p>Internal: Lead Member: Customer Services Portfolio</p>	<p>Briefings and circulation of draft report</p>	<p>All Wards</p>
<p>Executive: 17.2.09</p>	<p>Ripple Community Hall: Long-Term Lease Arrangement (CDACS)</p> <p>The Executive will be asked to consider proposals for the granting of a 25-year lease in respect of the management of Ripple Community Hall</p> <p><i>None.</i></p>	<p>Internal: Lead Members: Safer Neighbourhood and Communities; Leader's Portfolio</p> <p>Ward Members: Abbey and Gascoigne</p>	<p>Meetings and circulation of draft report</p>	<p>Abbey; Gascoigne;</p>
<p>Executive: 17.2.09</p>	<p>Council Tax 2009/10 and Medium Term Financial Strategy for 2009/10 to 2011/12 : Framework [Annual Item] (DDCorpFin)</p> <p>The Council has a statutory duty to approve a level of Council Tax each year. In addition, the Council has agreed to adopt a three-year rolling Medium Term Financial Strategy</p> <p>The Executive will be asked to propose to the Assembly a Council Tax for 2009/10 and a Medium Term Financial Strategy for 2009/10 to 2011/12</p> <p><i>None.</i></p>	<p>Internal: Lead Members: Leader's Portfolio; Resources CMT</p> <p>External: Local businesses, the community and other stakeholders</p>	<p>Circulation of draft report and meetings</p>	<p>All Wards</p>

<p>Executive: 17.2.09</p>	<p>Regeneration of Tanner Street Triangle : Community (HofR&ED)</p> <p>The Executive will be asked to consider proposals relating to the regeneration and redevelopment of Tanner Street Triangle, which will include the preferred disposal route, terms of disposal and compulsory purchase order mechanism to facilitate land assembly of the development site</p> <p>None.</p>	<p>Internal:</p> <p>Lead Members: Deputy Leader's Portfolio; Regeneration</p> <p>Ward Members: Abbey</p> <p>External:</p> <p>Barking Riverside Limited</p>	<p>Meetings and circulation of draft report</p>	<p>Abbey</p>
<p>Assembly: 25.2.09</p>	<p>Treasury Management Annual Strategy and Prudential Indicators : Framework [Annual Item] (DDCorpFin)</p> <p>The Assembly will be recommended to approve the Council's Treasury Management Annual Strategy and the Prudential Indicators</p> <p><i>Relevant Government and CIPFA Guidance</i></p>	<p>Internal:</p> <p>Lead Member: Resources</p> <p>Corporate Management Team</p>	<p>Circulation of draft report and meetings</p>	<p>All Wards</p>
<p>Assembly: 25.2.09</p>	<p>The Council's Budget 2009/10 to 2011/12 : Framework [Annual Item] (DDCorpFin)</p> <p>The Assembly will be asked to approve the proposals of the Executive in respect of the Council's revenue estimates for 2008/09 and 2009/10, the Capital Programme 2009/10 to 2012/13, the level of Council Tax for 2009/10 and a Medium Term Financial Strategy for 2009/10 to 2011/12</p> <p>None.</p>	<p>Internal:</p> <p>Lead Member: Resources</p> <p>Corporate Management Team</p> <p>External:</p> <p>Stakeholders Local businesses and the public</p>	<p>Circulation of draft report and meetings</p>	<p>All Wards</p>

<p>Assembly: 25.2.09</p>	<p>Barking and Dagenham Community Strategy : Community (CDRes)</p> <p>The Assembly will be asked to consider the Barking and Dagenham Community Strategy which sets out the Local Strategic Partnership's long-term vision and the priorities and actions that will deliver improved outcomes for the borough's residents</p> <p><i>None.</i></p>	<p>Internal: Lead Member: Leader's Portfolio</p> <p>All Councillors</p> <p>Corporate Management Team</p> <p>External: Residents; Community Groups; Local Businesses; Service Providers and Partners</p>	<p>Internal: Circulation of draft Community Strategy</p> <p>External: Surveys; Seminars / presentations; Focus groups</p>	<p>All Wards</p>
<p>Executive: 10.3.09</p>	<p>Local Development Framework - Approval of Minor Changes to Core Strategy and Borough Wide Development Policies (HofR&ED)</p> <p>The Executive will be asked to consider any minor changes as a result of the six week consultation in November and December 2008 before submitting the Strategy to the Secretary of State for an Independent Examination</p> <p><i>None.</i></p>	<p>Internal</p> <p>Lead Member: Regeneration</p> <p>Local Development Framework Steering Group</p>	<p>Circulation of Draft report</p>	<p>Not Applicable</p>
<p>Executive: 10.3.09</p>	<p>Barking & Dagenham Local Housing Company : Community (PrDir-LHC)</p> <p>The Executive will be asked to consider the proposals to establish Barking and Dagenham Local Housing Company</p> <p><i>None.</i></p>	<p>Internal</p> <p>Lead Member: Regeneration</p> <p>External English Partnerships First Base Limited</p>	<p>Circulation of draft report</p>	<p>All Wards</p>

<p>Executive: 10.3.09</p>	<p>Local Development Framework - Approval of Pre-Submission Site Specific Allocations Development Plan : Community (HofR&ED)</p> <p>The Executive will be asked to consider proposals in the Pre-Submission Site Specific Allocations document for consultation prior to being submitted to the Secretary of State for an Independent Examination</p> <p><i>None.</i></p>	<p>Internal</p> <p>Lead Member: Regeneration</p> <p>Local Development Framework Steering Group</p>	<p>Circulation of draft report.</p>	<p>All Wards</p>
<p>Executive: 10.3.09</p>	<p>Building for Life Standard : Community (HofR&ED)</p> <p>The Executive will be asked to consider proposals to endorse the Building for Life Standard in order for it to be used systematically to assess the quality of and drive improvements in the design and layout of new housing schemes</p> <p><i>None.</i></p>	<p>Internal</p> <p>Lead Members: Regeneration Street Scene and Sustainability</p> <p>Development Control Board Local Development Framework Steering Group</p>	<p>Circulation of draft report and presentations to the Development Control Board and LDF Steering Group</p>	<p>All Wards</p>
<p>Executive: 10.3.09</p>	<p>Procurement of Electricity and Gas Supplies : Financial (CDRes)</p> <p>The Executive will be asked to consider proposals for a new approach to the procurement of gas and electricity supplies that will enable the Council to better manage risks and potentially increase value for money, based upon the recommendations of the recent London Centre of Excellence / capital Ambition Energy Project</p> <p><i>None.</i></p>	<p>Internal:</p> <p>Lead Member: Resources Portfolio</p>	<p>Circulation of draft report</p>	<p>Not Applicable</p>
<p>Executive: 10.3.09</p>	<p>Disposal of 61 Naseby Road, Dagenham (CDRes)</p> <p>The Executive will be asked to consider proposals for the disposal of the former doctor's surgery</p> <p><i>None.</i></p>	<p>Internal:</p> <p>Lead Members: Deputy Leader's Portfolio; Regeneration</p>	<p>Circulation of draft report</p>	<p>Heath</p>

<p>Executive: 10.3.09</p>	<p>GP Services Scrutiny Panel Final Report : Community (CDRes)</p> <p>The GP Services Scrutiny Panel final report will set out the recommendations of the review</p> <p>The Executive will be asked to note the Panel's recommendations and, if appropriate, submit its views to the Assembly</p> <p><i>None.</i></p>	<p>Internal: Scrutiny Management Board; Corporate Management Team</p>	<p>Circulation of draft final report</p>	<p>All Wards</p>
<p>Assembly: 1.4.09</p>	<p>GP Services Scrutiny Panel Final Report : Community (CDRes)</p> <p>The Assembly will be asked to adopt the Panel's final report and recommendations</p> <p><i>None.</i></p>	<p>Internal: Scrutiny Management Board; Corporate Management Team</p>	<p>Circulation of draft final report</p>	<p>All Wards</p>
<p>Executive: 21.4.09</p>	<p>Budget Monitoring 2008/09 : Financial (DDCorpFin)</p> <p>The Executive will be presented with the current position of the Council's revenue and capital budgets for 2008/09 and, if necessary, be asked to consider in-year adjustments to the budgets and other proposals to achieve a balanced budget at the year end</p> <p><i>None.</i></p>	<p>Internal: Lead Member: Resources Corporate Management Team</p>	<p>Circulation of draft report and meetings</p>	<p>Not Applicable</p>
<p>Executive: 21.4.09</p>	<p>Working Families Shortfall Policy : Community (CDCuS)</p> <p>The Executive will be asked to consider proposals for an affordable Shortfall Families Policy for working families</p> <p><i>None.</i></p>	<p>Internal: Lead Member: Deputy Leader's Portfolio</p>	<p>Meetings and Circulation of Draft report</p>	<p>All Wards</p>

<p>Executive: 21.4.09</p>	<p>Eastern End of Thames View Redevelopment : Community (HofR&ED)</p> <p>The Executive will be asked to consider the masterplan for the redevelopment of the eastern end of Thames View</p> <p><i>None.</i></p>	<p>Internal</p> <p>Lead Member: Regeneration</p> <p>Ward Members: Thames</p> <p>External</p> <p>English Partnerships Design for London</p>	<p>Circulation of Draft report</p>	<p>Thames</p>
<p>Executive: 19.5.09</p>	<p>Rights of Way Improvement Plan : Community (CDCuS)</p> <p>The Council is required to publish a Rights of Way Improvement Plan, setting out an assessment of the needs of the public with regard to the rights of way in the borough, and a statement of action containing the Council's proposals for maintenance and improvements</p> <p>The Executive will be asked to consider the borough's Rights of Way Improvement Plan for the purpose of consultation</p> <p><i>None.</i></p>	<p>Internal:</p> <p>Lead Member: Regeneration</p> <p>External:</p> <p>Natural England; Neighbouring Highway Authorities</p>	<p>Circulation of draft report</p>	<p>All Wards</p>
<p>Executive: 19.5.09</p>	<p>Council Debt Write-Offs (CDCuS)</p> <p>In line with the Council's financial rules, the Executive will be presented with a quarterly report on Council debt write-offs</p> <p><i>None.</i></p>	<p>Internal:</p> <p>Lead Member: Resources</p>	<p>Circulation of draft report</p>	<p>All Wards</p>

<p>Executive: 16.6.09</p>	<p>Annual Treasury Management Statement 2008/09 : Framework [Annual Item] (DDCorpFin)</p> <p>The Executive will be presented with a report on the Council's outturn position in respect of its treasury management activities for 2008/09 which will concentrate on the interest received on investments and the performance of its fund managers along with current debt status</p> <p>The report is required to be presented to the Executive for information in accordance with the CIPFA Code of Practice for Treasury management in the Public Services</p> <p>None.</p>	<p>Internal: Lead Member: Resources CMT</p>	<p>Circulation of draft report and meetings</p>	<p>All Wards</p>
<p>Executive: 16.6.09</p>	<p>Council's Revenue and Capital Outturn 2008/09 : Framework [Annual Item] (DDCorpFin)</p> <p>The report outlines the financial performance of the Council in regard to its 2008/2009 Revenue and Capital Budgets</p> <p>The Executive will be asked to consider the position of the Council's Revenue and Capital Outturn, and any subsequent amendments to 2008/09 budgets arising from the outturn position</p> <p>None.</p>	<p>Internal: Lead Member: Resources CMT</p>	<p>Circulation of draft reports and meetings</p>	<p>All Wards</p>

<p>Assembly: 24.6.09</p>	<p>Statement of Accounts - 2008/09 : Framework [Annual Item] (DDCorpFin)</p> <p>The Assembly will be asked to approve the Authority's Statement of Accounts for 2008/09</p> <p>Each year approval is needed for the statutory accounts of the authority</p> <p>None.</p>	<p>Internal: Lead Member: Resources</p> <p>External: PWC Council's External Auditors</p>	<p>Circulation of draft report and meetings</p>	<p>All Wards</p>
<p>Assembly: 22.7.09</p>	<p>Joint Audit and Inspection Letter 2007/08 : Framework (DDCorpFin)</p> <p>Each year the Audit Commission provide a key summary of the important issues arising from the audit of the Council's activities and recommendations for improvement identified from various inspections</p> <p>The Assembly will be asked to approve the Council's Joint Audit and Inspection Letter 2007/08</p> <p>None.</p>	<p>Internal: Lead Member Resources CMT</p>	<p>Circulation of draft reports and meetings</p>	<p>All Wards</p>

MEMBERS OF THE COUNCIL

All 51 Councillors are Members of the Assembly. Councillors marked with an asterisk (*) are also Members of the Executive.

Councillor Agrawal
 Councillor Alexander *
 Councillor Bailey
 Councillor Barnbrook
 Councillor Barns
 Councillor Bramley *
 Councillor Buckley
 Councillor Ms Carpenter
 Councillor Carroll*
 Councillor H. Collins *
 Councillor Connelly
 Councillor Davis
 Councillor Denyer
 Councillor Miss C. Doncaster
 Councillor R. Doncaster
 Councillor Mrs S. Doncaster
 Councillor Fairbrass *
 Councillor Fani
 Councillor Mrs Flint
 Councillor N. Gill
 Councillor S. Gill
 Councillor Hemmett
 Councillor Mrs Hunt
 Councillor Jamu
 Councillor Jarvis
 Councillor Justice

Councillor Kallar
 Councillor Mrs Knight
 Councillor Ms Lansdown
 Councillor Little *
 Councillor McCarthy *
 Councillor McDermott
 Councillor McKenzie *
 Councillor Mrs. P. Northover
 Councillor W. Northover
 Councillor Obasohan
 Councillor Poulton
 Councillor Mrs Rawlinson
 Councillor Mrs Reason
 Councillor Mrs Rush *
 Councillor Rustem
 Councillor L Smith *
 Councillor Miss N E Smith
 Councillor Steed
 Councillor Tufts
 Councillor Mrs Twomey
 Councillor Vincent
 Councillor L. Waker
 Councillor P. Waker
 Councillor Mrs West
 Councillor White

SCRUTINY MANAGEMENT BOARD

21 January 2009

REPORT OF CORPORATE DIRECTOR OF RESOURCES

Scrutiny Budget Update	For information	
<p>Summary:</p> <p>Each year the Council allocates the sum of £20,000 in support of Scrutiny. This money is principally intended to meet the costs of external representatives (attendance payments and so on), commissioning focused areas of consultation as necessary and funding Scrutiny events. In addition, the budget can be allocated to external consultancy support, as necessary, and a number of one-off costs linked to transport, printing, booking venues, refreshments and other consultancy costs.</p> <p>This report provides an update on spend so far in 2008-09.</p>		
<p>Recommendation(s)</p> <p>The Board are asked to note that current financial position against the allocated budget and the forecast for 2009-10, and to consider any additional areas for spend in the current year beyond those reported.</p>		
<p>Financial: There are no financial implications associated with this report.</p> <p>Legal: There are no legal implications associated with this report.</p> <p>Risk Management: None</p> <p>Social Inclusion and Diversity: None</p> <p>Crime and Disorder: None</p>		
<p>Contact Officer: Clair Bantin</p>	<p>Team Manager (Scrutiny and Civic)</p>	<p>Tel: 020 8227 2995 Email: clair.bantin@lbbd.gov.uk</p>

It was reported in February 2008 that, due to delays in completing the restructure of the service, the extent of Scrutiny activity over the previous period had not reached full capacity. This meant that (taking into account money rolled forward from previous years) a sum of £50k remained unspent by the end of the last financial year.

This money was rolled forward, resulting in a total budget of £70k for the current financial year. It was suggested that these funds could be used to carry out an in-depth health-related review with external consultancy support, as well as being used to fund activities related to the other time-limited Scrutiny Panels established at that time.

However, the health-related review (GP Services) was undertaken in an extremely short space of time to ensure it could report its findings this municipal year. The timescales meant that it was not possible to commission any consultancy work that would report back within the evidence-gathering period. The other two Scrutiny Panels had concluded their work before key vacancies within the Scrutiny Team were filled, and the funding was not accessed.

The majority of the Scrutiny Team is now in place, and the sum of money allocated to Scrutiny is now being used to drive the service forward. Although the full £70k is unlikely to be used, we are confident of achieving a considerable spend against the allocated annual £20K budget and more. This will be based on the following areas:

- **Health Scrutiny Consultation and Information Event (10th March)** – likely to be in the region of £10 000, most of which is confirmed, and some of which remains to be confirmed.
- **Enhancing Scrutiny’s online presence** - likely to cost in the region of £5000.
- **Consultation work commissioned by the Facilities and Activities Scrutiny Panel** - £5000.
- **Member development:**
 - Training Event “Scrutiny: A Critical Friend” - £1000
 - Further events as requested, including additional training and a trip to see a select committee – costs to be determined.
- **Development and training for new Scrutiny staff members** – to be determined over the coming few months.
- **Overview and Scrutiny Annual Report** – design, print and publicity costs - £1000
- **Borough-wide consultation work to be undertaken prior to selecting Scrutiny review topics for the 2009-10 municipal year:** costs to be determined, likely to be in the region of £3000.
- **Publicity surrounding completed GP Services review (for example, leaflets promoting the outcomes to be displayed in GP surgeries):** costs to be determined, likely to be in the region of £1000.

- **Cost of hiring external expertise related to Energy Savings Informal Scrutiny:** Councillor P Waker to provide verbal update on this issue at the meeting.

This will still leave a significant sum available in the current year (up to 31 March 2009).

Looking ahead to next year it is anticipated that with the whole Scrutiny Team in post and a full programme of Scrutiny taking place, we will easily have need to use the entire yearly allocated budget. It is also worth noting that from 1 April 2009 we will also be expected to make a significant financial contribution to support the running of both the four-borough and pan-London Joint Overview and Scrutiny Committees.

Consultees:

Nina Clark – Divisional Director of Legal and Democratic Services
Winston Brown – Legal Partner

Background Papers:

None

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SCRUTINY MANAGEMENT BOARD

21 JANUARY 2009

REPORT OF THE CORPORATE DIRECTOR OF RESOURCES

<p>TITLE: SCRUTINY PANELS UPDATE</p> <p>The Scrutiny Management Board (SMB) appoints scrutiny panels having regard to resources.</p> <p>Members of the Executive, Chair of the Assembly and Chair of the Scrutiny Management Board are excluded from membership of Scrutiny Panels. The Constitution lays down the membership limits for panels as six Councillors. In addition, Scrutiny Panels can co-opt non-councillors to join a Panel but such co-optees cannot have voting rights unless they are a statutory co-opted member for education related matters.</p> <p>Set out below is the position regarding current and completed and / or ongoing scrutiny panels.</p>	<p style="text-align: center;">FOR DECISION / INFORMATION</p>
<p>Contact: Clair Bantlin</p>	<p>Title: Team Manager (Scrutiny and Civic)</p> <p>Contact Details: Telephone: 020 8227 2995 E-mail: clair.bantlin@lbbd.gov.uk</p>

CURRENT

Scrutiny Panel	Councillors, including former Councillors where appropriate	Lead Services Officer	Current Position	Expected Date to Report
Barking and Dagenham Health	Cllrs West (Lead Member), Carpenter, Denyer, Fani, Flint, Hunt External Representatives: none	Matthew Cole, Director of Health Improvement Tudur Williams, Interim Head of Adult Commissioning, Adult and Community Services	Standing Panel	Monthly update to SMB

GP Services	Cllrs West (Lead Member), Bailey, Denyer, Flint, Fani and Justice. External Representatives: Sharon Moorton, GP Surgery Manager, and Jim Campe, member of Forum for the Elderly / LINKs	Lead Services Officer: Matthew Cole, Director of Health Improvement	Draft report and recommendations agreed by Panel	Final report expected March 2009
Facilities and Activities for Children and Young People	Cllrs White (Lead Member), Hemmett, Hunt, P Waker, W Northover and Poulton. External Representatives: Sharon Benson, Maggie Mitchell, Tina Woodhouse, and Dave Cross.	Lead Services Officer: Christine Pryor, Head of Shared Services and Engagement	Ongoing	Next progress report due March 2009

SUGGESTED FUTURE SCRUTINY PANELS (as and when current scrutiny panels complete their tasks and subject to any other more pressing scrutinies required in the meantime)

Voluntary and Community Sector (Scrutiny Management Board 14 December 2005 – to be considered after completion of Compact Action Plan and consideration of funding issues)

Equalities and Diversity (Scrutiny Management Board - 8 February 2006)

- (a) the Council's corporate policy, practice and service delivery with respect to travellers and gypsies (agreed to wait until after implementation 2007/08)
- (b) the Council's progress on improving accessibility, implementing the Social Model and promoting disability rights – scoping report submitted to the Board by the Head of Community Services, Libraries and Heritage on 26 September 2007 – establishment of a Scrutiny Panel deferred until a future date

- (c) the corporate and departmental implementation of the 12 key areas in the Lesbian, Gay, Bi-sexual and Transgender (LGBT) Statement of Intent – scoping report submitted to the Board by the Group Manager – Equalities and Diversity on 17 October 2007 – establishment of a Scrutiny Panel deferred until a future date.

School Admissions (Scrutiny Management Board – 1 August 2007) – issues raised by Members about the operation of this section. Initial informal discussion to be undertaken by the Deputy Chair of the Board to clarify issues and the matter then brought back to a future SMB meeting.

The Work of the Thames Gateway Development Corporation (UDC) - Suggested by the Corporate Director of Regeneration as a possible review topic. Initial report – April 2009.

Housing Supply (Councillor Phil Waker – Scrutiny Management Board – 17 October 2007) – Terms of Reference to be developed.

Support for External Funding Bids for Parks (Cllr Rush raised this issue as an area SMB may wish to consider at her challenge session on 20 Feb 2008).

Problems or underachieving areas within Children’s Trust that may arise in the future. Suggestion arising from Children Trust Scrutiny Panel Report, completed October 2008.

COMPLETED SCRUTINY PANELS	Status	Date	Progress report due (six months after completion date)
Mayor, Members' and Fleet Transport	Completed	Nov 2001	
Flood Defence	Completed	Apr 2002	
Stour Road Accommodation (Finance)	Completed	Aug 2002	
Traffic Calming	Completed	Mar 2003	
Scheme of Delegation	Completed	May 2003	
Housing Associations	Completed	Nov 2003	
Health and Social Care Partnership Arrangements	Completed	Jan 2004	
Education of Looked After Children	Completed	Mar 2004	
Erkenwald Centre Development Scrutiny Panel	Completed	Mar 2004	
School Inspection Reports	Completed	Mar2004	
Leisure Facilities	Completed	Apr 2004	
Equal Opportunities in Employment	Completed	Sep 2004	
Marketing of Shops	Completed	Nov 2004	

Tenancy Succession and Benefits Issues	Completed	Jan 2005	
Anti-Social Behaviour Scrutiny Report	Completed	May 2005	
Budget Process	Completed	May 2005	
Community Consultation	Completed	Feb 2006	
Leasehold Management Scrutiny Panel	Completed	Dec 2006	
The Adult Education 60+ Scrutiny Panel	Completed	May 2007	
Children's Trust Scrutiny Panel	Completed	Oct 2008	22 April 2009
Places of Religious Worship and Associated Community Space Policy Scrutiny Panel	Completed	Dec 2008	10 June 2009

INFORMAL SCRUTINIES

Current	Status	Date Completed	Members
Bailiff Services	Ongoing		Cllrs Denyer (Lead Member), Buckley, Waker and White.
Delivery of Decent Homes (formerly Kitchen and Electrical Installation Programme)	Ongoing		Cllrs Barns, Denyer, Twomey and West.
Energy Savings	Ongoing		Cllrs P Waker (Lead Member), Buckley, Denyer and White.

Background papers:

- Minutes of the Board.
- Political Structure – Scrutiny and final reports can be viewed at: <http://www.lbbd.gov.uk/9-council/political-structure/political-structure-scrutiny.html>

SCRUTINY MANAGEMENT BOARD

21 JANUARY 2009

REPORT OF THE CORPORATE DIRECTOR OF RESOURCES

Title: Future and Outstanding Reports		For Information
<p>Summary:</p> <p>This report provides details of possible future and outstanding reports for submission to the Scrutiny Management Board (SMB) and the anticipated date of submission.</p> <p>This Board is also asked to note the other pending reports / matters for the SMB.</p>		
Contact Officer:	Title:	Contact Details:
Clair Bantin	Team Manager, Scrutiny and Civic	Tel: 020 8227 2995 E-mail: clair.bantin@lbbd.gov.uk

(i) Timetable

Report	Interested Member(s)/ Comments	Submission Date	Comments / other information	Officer
Executive Challenge Sessions	Scrutiny Board Members / Executive	Clr McKenzie – 4 March 09 Clr Collins – 10 June 09		Clair Bantin
New duties placed on Scrutiny: Councillor Call for Action, Scrutiny of LAA and Crime and Disorder	Scrutiny Board Members		Officers will report at the meeting on this.	Clair Bantin
Scrutiny of the budget	Scrutiny Board Members	11 February 2009 (meeting date TBC)		Joe Chesterton
Annual Treasury Management Statement 2008-09	Scrutiny Board Members	11 February 2009 (meeting date TBC)		Joe Chesterton / John Hooton
Update on progress in implementing recommendations arising from the Children's Trust Scrutiny Review	Scrutiny Board Members	22 April 2009	Standard six monthly update / As requested at 22 October Board meeting	Meena Kishinani
Update on progress in implementing recommendations arising from the Places of Religious Worship and Associated Community Space Policy Scrutiny Review	Scrutiny Board Members	10 June 2009	Standard six monthly update	Heather Wills
Bailiff Services Informal Scrutiny	Cllr P Waker (Lead Member)	25 March 2009	Final Report	Jackie Adams

Background Papers:

- Minutes of the Board

Standing Items

Forward Plan (Executive and Assembly)	Scrutiny Board Members	Every meeting		Clair Bantin
Health Scrutiny Panel Update	Scrutiny Board Members	Every meeting		Pat Brown
Random Corporate 'Health Checks'	Scrutiny Board Members	10 June 2009	Six monthly cycle	Legal Partners
'Achieving Excellence' Report	Scrutiny Board Members	July 2009 December 2009	Six monthly cycle	Guy Swindle
Scrutiny Annual Report and Update 2009/10	Scrutiny Board Members	10 June 2009		Clair Bantin
Health Scrutiny Panel Annual Report 2008/09	Scrutiny Board Members	10 June 2009		Pat Brown
Update from Chief Executive and CMT	Scrutiny Board Members	22 April 2009	Six monthly cycle	CMT
Appointment of Members to Panels	Scrutiny Board Members	10 June 2009 – and as required		Clair Bantin

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