

APPENDIX 1



SCRUTINY ANNUAL REPORT 2008/09



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SCRUTINY ANNUAL REPORT 2008/09

The aim of scrutiny is to improve decision-making and service delivery. It does this in a variety of ways but key to effective scrutiny is gathering evidence and involving local people. Evidence is obtained from reports, visits, special meetings and expert witnesses enabling the Panels to take a balanced view and to reach considered judgements before making recommendations to cabinet and other bodies.

Visits enable members to see conditions 'on the ground'. Visits this year have included:

- Ambulance Service- trips in a "Fast Response" car
- BIOGEN in Bedfordshire- Ealing's Anaerobic Digestion Plant
- Canoeing at Brentford Boating Arch
- CCTV Control Room
- Central Printing and Post room facilities at Greenford Business Centre
- Ealing Hospital –several key areas
- Ealing "Summer Uni" and other Summer Activities
- Harrow Council to see a scrutiny Panel in Action (check name)
- John Connolly Wing, West London Mental Health Trust – four wards
- Showcase Streets – accompanied visit
- Stanhope Park Allotment site

Scrutiny members also make arrangements to hear the views of local people, including service users and providers. Panel members can go out to meet with people and/or can invite interested people to come and contribute at a panel meeting. Examples this year have included:

- Action Acton
- Acton Market
- Allotments
- Brent River Valley
- Catalyst Community Housing
- Camden Council (Services for BME Older People)
- Heathrow City Partnership
- Limetrees Children's Centre
- Location of Police stations throughout the Borough
- Meetings with over 350 BME older people and also staff and committee members at Southall Day Centre (Milap Branch), Neighbourly Care Southall, United Anglo-Caribbean Society Lunch Club, Polish Club at Age Concern Day Centre, Courtfield Social and Welfare Club, the Centre for Armenian Information and Advice, Clayponds Hospital and Ealing Hospital
- Northolt Children's Centre
- Northolt Children's Centres Worklessness Group.
- Northolt Sure Start drop-in centre

- Park Royal Partnership
- Provision for pupils with Special Learning Disabilities
- Southwark Council (Worklessness and Skills)
- Traffic Calming
- Transitions Special needs to adulthood
- West London Academy (WLA)

Most of the panels also co-opt nominees from local voluntary organisations and businesses. Co-optees in 2008/9 have come from:

- Action Acton
- Catalyst Housing Association
- Chambers of Commerce
- CoE and RC nominations (education matters)
- Ealing Connexions
- Ealing Civic Society
- Ealing Community Network
- Ealing Local Involvement Network (LINK)
- Ealing Older People's Consultative Forum and Network
- Ealing Passengers and Transport Users Group
- Parent Governors
- Residents Associations
- Southall Community Alliance
- Youth Representatives

Overall, several 100 individuals have contributed to scrutiny's work in 2008/09, from suggesting topics for scrutiny, actively participating as co-opted members, attending specific panel meetings and/or by meeting with panel members. This level of involvement is crucial to scrutiny's ongoing commitment to involve local people in decision making and to contribute to democratic renewal.

The scrutiny conference 2009 launched the Councillor Call for Action (CCFA) and all members of the Council have been issued with a pack to both help them understand the CCfA and how it will operate in Ealing. The conference also put forward initial ideas for scoping the new Specialist Panels for 2009/2010 and looked at the topics submitted from a wide range of sources to help shape the work programmes of the Standing Panels.

In 2009/2010 there will be a new Standing Panel – Housing & Regeneration and a group of members put forward a number of ideas for the Panel to consider.

This annual report presents a summary and key outcomes for scrutiny during the year. The detail of the work of all of the panels can be found at www.ealing/services/council/committees

SCRUTINY PANELS 2008 / 2009

Overview and Scrutiny Committee has an overall management role for the scrutiny function and commissions the specialist panels (see below).

There are four other standing panels - **Transport and Environment; Education Leisure and Children's Social Services; Health, Housing and Adult Social Services and Council, Business and Community Partnerships**. These five panels examine the performance of the council, health providers and other partners, hold the executive and others to account for their performance and make recommendations for improvement. During 2008/2009 the standing panels made over 30 recommendations covering a wide range of issues, for example:

Endorsing the proposal for expanding Primary School places
Suggested a re-writing of the Staff Travel Plan
Proposing a rent freeze for businesses renting premises from the council on estates.

The annual statements of the standing panels can be found on the following pages with full details of the reports and discussions being available on the website.

Specialist Panels examine and develop policy proposals and make recommendations to cabinet on completion of their work. This year there were four specialist panels:

The Services for Black & Ethnic Minority Older People was set up to examine whether council funded and provided services are meeting their needs.

The Panel found that services provided to BME older people are now generally part of the mainstream of provision and that there is not a huge gulf between the experience of White British and BME older people. But the Panel was also told of issues that were of particular and significant concern to BME older people for reasons of ethnicity, religion, culture and/or language. So it recommended several measures to a range of council departments to tackle these issues.

The Traffic Calming & 20 mph zones Panel was set up to consider the benefits and issues with current provision of traffic calming measures.

The Panel experienced the divergent range of views on this topic and proposed a number of ways by which to improve both the process of developing schemes and their implementation.

The Worklessness & Skills Panel was set up to look at how this area was dealt with in Ealing and how it could be improved in the future.

There were a large number of external witnesses and the Panel came up with a number of recommendations for ways in which the service could be enhanced. year olds and how it might be enhanced.

The Youth Provision Panel was set up to review non – vocational provision for 11-16 The Panel made recommendations covering a large number of services.

There was also a fifth Panel **The Local Development Specialist Scrutiny Panel**. This was set up to assist members in considering various aspects of the LDF as it went through various stages of consultation. It has commented regularly on aspects of the LDF and will continue its work in the forthcoming year

JOINT OVERVIEW AND SCRUTINY COMMITTEE FOR LONDON

Ealing participated fully in the pan London Joint OSC to respond to the London PCTs' consultation on "Stroke and Major Trauma" .

SCRUTINY IMPACT

The specialist panels from 2007/2008 have had a great impact on the executive in 2008/2009.

The Bus Lanes Specialist Scrutiny Panel, having had all their recommendations accepted by Cabinet, saw their recommendations incorporated in full in to the "Ealing Borough Transport Strategy 2009"

The Ealing Homes Repairs Works Specialist Scrutiny Panel made a large number of recommendations that have been implemented either by Ealing Homes or the Council.

The Parking Services Specialist Scrutiny Panel found their work largely incorporated into the Parking Services Improvement Plan, much of which has already been implemented.

The Pest Control Specialist Scrutiny Panel recommendations have contributed to the development of the service

The Borough Apprenticeship Scheme Specialist Scrutiny Panel from 2006/2007 was selected of one of 6 case studies of scrutiny making a real difference to people "Capital Improvement- Stories from the London Scrutiny Network" .The Book was published on May 21st 2009 and is available <http://www.londoncouncils.gov.uk/capitalambition/networks/scrutiny/documentlibrary/default.htm> on the Capital Ambition Website.

SCRUTINY IN 2009/010

With the CCfA now in force OSC is equipped to consider any “Calls for Action” that might arise and Scrutiny are looking forward to enhancing their relationship with the Ward Forums.

There are also further statutory powers for Scrutiny relating to Crime and Disorder which will help enhance our already good relationships with the local Police Service. The Duties around partners will enable OSC to increase their dialogue with the LSP while formalising our relationships with other partners.

The year also sees the advent of the Comprehensive Area Assessment (CAA) where Scrutiny will further enhance its influence through examining “flagged” issues.

Another area where Scrutiny **can** further improve lies in the “Mini review” concept.

This is for the Standing Panels where they examine different aspects of a topic over several meetings and bring together the evidence, conclusions and recommendations into a report that goes to the appropriate decision making body.

Scrutiny Panels for 2009/2010

Standing Panels	Specialist Panels
Overview and Scrutiny Committee	
Council, Business and Community Partnerships	Local Development Framework
Education, Leisure and Children’s Social Services	Parks as Community Assets
Health and Adult Social Services	GP Services
Housing and Regeneration	Cross Rail
Transport and Environment	

OVERVIEW AND SCRUTINY COMMITTEE 2008/09



Cllr Anthony Young
Chairman Overview and
Scrutiny Committee

The year has seen the committee covering a wide range of topics as well as strengthening our relationship with the LSP. There have been a number of Call-ins many well attended by the public. With the Councillor Calls for Action now on the statute book we are looking forward to seeing how this develops. The new powers will also serve to further enhance our relationships with all our partners and I anticipate a fascinating year ahead as this unfolds.

OSC has overall management responsibility for the scrutiny function, ensuring that each panel has relevance to the corporate priorities. OSC itself concentrated on the corporate priority of **organisational improvement**: to be a consistently top performing organisation focused on the needs of its communities and the community strategy theme of **success through partnerships** – to develop an effective and high performing Local Strategic Partnership (LSP). To these ends, OSC:

- reviewed performance management information
- scrutinised decisions made by cabinet
- scrutinised the budget
- considered high level strategies and proposals
- contributed to developing new objectives for the Voluntary and Community Sector
- reviewed the LSP improvement plan; and
- interrogated members of the LSP Executive on accountability, communication and performance
- took the lead in considering how to implement the Councillor Call for Action

Full details of these discussions can be found in the reports and minutes of the meetings at

http://www.ealing.gov.uk/services/council/committees/agendas_minutes_reports/scrutiny/overview_and_scrutiny/20may2008-15may2009.html

Key outcomes for OSC demonstrating how scrutiny makes a difference include

- holding debate in public on (10) executive decisions and referring one item back for reconsideration;
- enabling the public to be involved in the democratic process by speaking at Call-ins
- Were commended by the Government Office for London who described our collaboration with the LSP as “innovative good practice.”
-

- Made suggestions on the allocation of Area Based Grant including suggesting themes and projects to the LSP executive.
- contributed to the Council's Climate Change Strategy
- scrutiny of the budget to ensure those proposed savings would not impact adversely on service provision.
- scrutiny of the budget of a new directorate (Business Services) and proposing scrutiny of aspects of performance in various panels
- scrutiny of the Cultural Services directorate budget and identified a number of issues for further scrutiny
- continuing to host the only public presentation of the results of the Residents Survey
- consolidated an annual review of the internal Value for Money (VFM) reviews and ensured circulation of all reviews to members of the Scrutiny Executive for consideration of potential scrutiny follow ups.
- looked in detail at the pre-qualification questionnaire process with emphasis on enabling local organisations to tender for council contracts more easily.

COUNCIL, BUSINESS AND COMMUNITY PARTNERSHIPS SCRUTINY PANEL – 2008/2009

ANNUAL SUMMARY REPORT



Cllr John Cowing

(Chairman)

INTRODUCTION

The Council, Business and Community Partnerships Scrutiny Panel consists of ten councillors and three non-voting advisory members from the local business and voluntary sectors. It had five scheduled meetings in the year and the Panel's terms of reference, work programme, agendas, minutes and reports considered at these meetings are available at www.ealing.gov.uk/services/council/scrutiny.

The Panel's work relates primarily to the following Community Strategy themes and goals:

- *Organisational Improvement* (to be a consistently top performing organisation focused on the needs of its communities);
- *Economy* (to ensure that there are opportunities for all people and businesses to prosper);
- *Safety* (to make Ealing one of the safest places in London); and
- *Success Through Partnerships* (to work with the Council's non-Health external partners particularly on safety and regeneration issues).

The Panel also conducted the following additional visits as part of their reviews:

- Ealing Town Hall Mock Up and Photo Shoot
- Central Printing and Post Room Facilities at Greenford Depot
- CCTV Control Room in Ealing Town Hall

KEY OUTCOMES

The key outcomes for the Panel include:

COMMUNITY PARTICIPATION

- Co-optees providing community based and informed advice to the Panel.
- Representatives of Ealing Police and the Local Strategic Partnership.

Hospitality and Events Operations Review – Business Plan

- Encouraged with the efforts in arresting the decline of the service, and for developing proposals that will acquire a sustainable long-term hospitality business.
- Impressed with the images of the three venues, however the entrance areas and toilets to the three venues were in need of significant overhaul.
- Some reservations concerning the costs of the proposed refurbishment and regeneration.
- Concerned that some local community groups currently using the three venues may be adversely affected by the changes to the pricing structure.
- Vital that local community groups are consulted on proposed pricing structures at the earliest possible opportunity.
- Welcomed the progress in developing the Hospitality and Events strategy and business plan.



Cllrs John Cowing and Seema Kumar admiring the spruced up Victoria Hall in the Town Hall

- Concerned that further progress will be impacted by the current inadequacy of the entrances, toilets and kitchens in the Town Hall, which are in urgent need of development and refurbishment.
- Recommended that all venues let by the Council should have the marketing strategy applied consistently.
- Expressed concern and requested investigation into why the marketing of Pitzhanger Manor and other Council venues had not been included within the Hospitality and Events Strategy.

Security Review including the Effectiveness of CCTV

Public Safety Review – CCTV Strategy and Action Plan

- Identified Central Control Room operated 24 hours, 7 days a week monitoring CCTV camera images across the borough.
- Recognised that Ealing's service costs were generally lower than those of other boroughs and the London CCTV Group was looking to use Ealing's service delivery and performance as a benchmark for other authorities.
- The draft CCTV strategy seeks to maximise impact of the improved CCTV system through further training, improved monitoring and use of performance indicators and close partnership working with the Police.

- Welcomed the contribution of CCTV cameras in addressing and reducing the problem of crime and anti-social behaviour in 'hot spot' areas.
- Approved of the improvements in the Public Safety CCTV Service and the closer co-operation with the Police.



Panel members in the CCTV Control Room during the first visit there

- Commended the impressive work of the control room staff in monitoring crime and anti-social activity in the borough, the resulting increase in arrests and reduction in incidents of criminal activity.
- Sought clarification of the protocol and funding arrangements for CCTV camera deployment by Ward Forums designed to increase public safety in local neighbourhood areas.



Cllr Seema Kumar with other Scrutiny Councillors in the CCTV Control during the second visit there

- Welcomed the draft Public Safety CCTV Strategy and Value for Money Action Plan.
- Encouraged that residents expressed the view that CCTV made them feel safer and was an effective way of fighting crime.

INFLUENCING THE EXECUTIVE

Strategic Procurement and Major Contracts

- Acknowledged that the value of the contracts included in the list had increased.
- Identified value growth due to the ongoing work, in both the Strategic Procurement and within service areas, to further improve monitoring and management of major contracts.
- Encouraged that 89% of contracts were rated as either good or acceptable.
- Performance fallen from December 2007 information, a consequence of more robust contract management rather than a decline in the actual performance of contracts.
- Further examined six service areas where contract performance had been assessed as poor and acknowledged the efforts of officers from those service areas to secure improvements in contract performance or to seek alternative contract arrangements.
- Recommended regular examination of contracts rated as “Adequate (Inconsistent)”.
- Evaluated why the gas and electricity contracts were rated “Good” when adversely affected by the continually increasing costs of these utilities.

ORGANISATIONAL IMPROVEMENT

Performance Indicator – Percentage of Invoices Paid Within 30 Days

- Expressed concern that the Council’s performance on this indicator remained significantly below the 80% target level but acknowledged improvements had been achieved.
- Concerned that there was not a sufficiently high priority to ensuring invoices were paid on time and that a profound cultural change supported robustly by Corporate Board would be needed to ensure that payment targets were met.
- Acknowledged the Business Services’ review had highlighted problems with the operation of the Agresso financial system, organisational alignment of the structure of the service and communications with service departments.
- Welcomed the action plan developed to address current deficiencies and proposed that service officers visit the better performing authorities to identify best practice.
- Expressed further concern on the continuing poor performance of the Council in paying suppliers’ invoices, particularly given the problems this caused for smaller and medium sized local businesses in the current difficult economic climate.
- Welcomed the aim to attain a 10-day payment of invoices to small and medium sized enterprises and local suppliers.

Council-Wide Consolidation of Print, Post, Reprographics and Scanning Functions – New Business Support Centre, Greenford

- Expressed satisfaction on the implementation and effectiveness of the arrangements to move the Council’s central printing and post room facilities to Greenford.



Chander Puri (Co-optee) and Cllr John Cowing with service officers in the staffroom at the new Greenford Business Centre

- Impressed with the new facilities at the new Support Centre and the staff seemed to have settled in well and liked the new arrangements.



Cllr Seema Kumar talking to the Postroom staff at the new Greenford Business Centre

Implementation of the Agresso System for Social Services Income Collection

- Concerned at the continuing delay in establishing a suitable test environment for the new income collection system.
- Satisfied with the progress being made in the implementation of the new Agresso test system and recommended a review to ensure the new system had been fully implemented.
- Asked for a further update in due course on the impact of the implementation of the new system.

Local Land Charges and Proposed Legislation to Fix Charges

- Advised that the Council's Local Land Charges section is due to produce a Value for Money report following a review by the Business Effectiveness Programme Management Group.

- Learnt that the Council's search costs were currently significantly more than comparative local authorities and recommended that the service draft an action plan for reducing charges.
- Approved the proposed scale of fees and charges for land searches and recommended that these be implemented with effect from 22 April 2009.
- Agreed to review in six months' time the impact of the revised charges in order to determine whether any further changes in fees and charges were necessary.

Responsiveness of Customer Services

- Established that Customer Services provided the first point of contact for all customers needing to contact the Council, resolving over 90% at first point of contact.
- Noted that problems in responsiveness and the handling of enquiries and complaints varied across service areas with the most significant problems being found in planning and parking services.
- Ascertained that accessibility was being improved through signposting, sign language and disability awareness training for staff; additional phones and self-service points; and engaging staff with appropriate language skills.
- Learnt that actions being taken to reduce waiting times included improved staff training, reviewing and streamlining processes and document validation procedures.
- Acknowledged the regular monitoring customer satisfaction levels through the use of customer satisfaction surveys, reviewing complaints, benchmarking exercises with other authorities and operational reviews.
- Raised concern at their personal experience of using Customer Services and the contact centre. Staff were generally found to be very polite but there were delays in dealing with callers and in processing enquiries remained excessive.

Asked to receive:

- comparative information and data on the responsiveness of the customer service links to services within the Council, in particular to parking and planning services;
- an explanation on the issue of the variability in the quality of the service according to the time of day;
- the progress on the implementation of the recommendations of the Parking Enforcement Specialist Scrutiny Panel (as agreed by Cabinet) relating to responsiveness; and
- invite the Head of Parking Services to explain the measures being undertaken and proposed to address the identified operational concerns.

Planning Services including Enforcement

- Identified that all phone calls for planning officers were channelled through the Customer Services contact centre.
- Concerned that despite the agreed 24-hour target response time for planning enquiries the unavailability of Planning Services staff prevented this being achieved.
- Expressed concern at the continuing high proportion of temporary staff in post. (Currently 58% permanent staff and 42% temporary agency staff).

Provision of ICT Services to Councillors

- Recommended that officers remind elected Members of the procedure and contact arrangements for logging and progressing ICT related problems and complaints.
- Proposed that consideration be given to holding ICT training and housekeeping workshops with Members.
- Suggested that officers look at ways of improving the updating of GroupWise and service user accounts to ensure that officer related information was kept up-to-date with old accounts deleted promptly.
- Asked for consideration of how additional service improvements to meet the concerns and problems raised could be implemented within the existing ICT budget.
- Recognised the progress being made in addressing Members' concerns regarding the existing ICT systems and requested that officers keep Councillors informed of future ICT Service developments and improvements.



Panel members in a scrutiny meeting

WORKING WITH PARTNERS

Local Area Agreements

- Reviewed indicators identified as high risk within the Local Area Agreements.
- Concerned at a number of the stretch targets particularly in the area of health service provision, many of which were seen to be unrealistic or based on inadequate or out-of-date data.
- Recommended to the Local Strategic Partnership that for Executive Neighbourhood Renewal Fund monies (£200,000 to tackle underperformance against stretch targets) that the following three projects be commissioned:
 - - Climate Change Youth Champions Project;
 - - Basic Skills for Parents on Benefits Project; and
 - - Increasing Immunisation Rates Project.
- Recommended that the Council's performance on recycling be monitored and reviewed by the Overview and Scrutiny Committee (OSC).

- Recommended to the OSC that it questions the Portfolio Holder for Environment and Street Services on the measures that were being proposed to improve the Council's performance against recycling targets.
- Recommended review the progress in implementing the current Ealing Local Area Agreement and in achieving the government determined 'stretched' performance targets and indicators.
- Asked officers to urgently review the stretched target for the average SAP rating of private sector (non-RSL) dwellings to determine the outstanding issues for the under-performance especially as a potential performance reward grant of £500,000 was at stake.
- Requested that the Minutes of the Local Strategic Partnership meeting on 6 April 2009 at which the 'red risk' LAA targets for Environment and Climate Change were to be reviewed be circulated to the Panel.
- Recommended that, where appropriate, officers seek an urgent review of set targets with Government Office for London including LAA health targets related to reductions in the number of smokers and emergency hospital admissions in order to address outstanding data collection, measurement and management issues to ensure that these targets were set at appropriate, realistic and achievable levels.
- Asked for a further update in June 2009 on all outstanding 'red risk' indicators. The report to differentiate between those targets where the problems related to service delivery issues and those that related more to data gathering or measurement difficulties including remedial action to achieve these targets.

Policing-Related Issues in Ealing including the Location of Police Stations, Hours of Operation and the Role of Police Community Support Officers

Community Support Initiative:

- Police Community Support Officers (PCSOs) initiative currently funded by a contract ending in March 2009.
- An average of 48 PCSOs in the team over the course of the initiative.
- Provided a visible presence on the streets of Ealing and had visited a large number of vulnerable premises to advise on security and enhancing public safety.

Police Stations and Opening Hours:

- Identified Norwood Green and Perivale to be replaced whilst existing facilities in Ealing and Greenford would be retained.
- Welcomed the Safer Neighbourhoods base opened in Hanger Hill and the one planned for South Ealing.
- Appreciated the deployment of Safer Transport Teams on buses and major transport nodes after 6.00pm when the PCSOs went off duty.
- Learnt that the Safer Neighbourhood Team and Police Response Team would provide the necessary community protection and policing.
- Police contact point in Perceval House agreed but currently problems in securing funding for the supporting IT infrastructure and equipment.
- Recommended that Ealing Police provide further statistics on the incidence of shoplifting in Ealing Town Centre.

Implementation of the Safer Ealing Partnership Crime Reduction Strategy

- Identified aims of the strategy to reduce the incidence of crime and anti-social behaviour in the Ealing area, including an emphasis on young people both as victims and offenders; tackling serious violence; addressing concerns about anti-social behaviour; and improving levels of public reassurance and residents' perception of public safety.
- Welcomed co-ordination with community partners including the Police to the strategy forward.
- Recognised the contribution of the strategy and the work of the Community Safety team in reducing crime levels, anti-social behaviour and the prevalence of graffiti in the borough.
- Concerned that the perception and fear of crime remained a serious worry for many residents of the borough.
- Expressed concern whether the Council received sufficient management information from the Police on crime levels across the borough to accurately identify crime 'hot spots' for further action including street lighting upgrades.

Publicity Strategy – Safety Around the Borough's Stations

- Welcomed the development of a publicity strategy to help reduce the fear of crime in and around the Borough's Stations.
- Reviewed the Safer Ealing Partnership Plan and were encouraged by the visible partnership operations targeted around the borough's stations, including a 'Weapons Arch' at Ealing Broadway station; PCSOs patrolling and handing out safety leaflets at key transport hubs; and joint patrols on key bus routes.

EDUCATION, LEISURE AND CHILDREN'S SOCIAL SERVICES SCRUTINY PANEL – 2008/2009

ANNUAL SUMMARY REPORT



Cllr Phil Greenhead

(Chairman)

INTRODUCTION

The Education, Leisure and Children's Social Services Scrutiny Panel consists of nine councillors, five statutory and three non-statutory (including two young people) co-opted members. It had five scheduled meetings in the year and the Panel's terms of reference, work programme, agendas, minutes and reports considered at these meetings are available at www.ealing.gov.uk/services/council/scrutiny.

The Panel's work relates primarily to the following Community Strategy themes and goals:

- *Children and Young People* (creating a great place for every child and young person to grow up);
- *Environment, Housing and Culture* (making Ealing a better place to live); and
- *Organisational Improvement* (to be a consistently top performing organisation focused on the needs of its communities).

The Panel also conducted the following additional visits:

- Launch of Insights and Presentation of Achievement Awards at Intuition PPIMS (Parent Partnership Inclusion and Mediation Services)
- Ealing Apprenticeships - Friends & Family Event and Ealing Jazz Festival
- Ealing Summer Uni and Other Summer Activities
- Ealing Central Library
- Hanwell School of Boxing
- Canoeing at Brentford Boating Arch
- Extended School – West Twyford Primary School, Acton
- Supplementary Schools – Brentside High School and Education & Social Group Homework Club at Gurnell Grove Community Centre
- Stanhope Park Allotment site

KEY OUTCOMES

The key outcomes for the Panel include:

COMMUNITY PARTICIPATION

- Co-optees providing community based and informed advice to the Panel.
- Representatives of Ealing Education Business Partnership and Co-ordinated Ealing Apprenticeship Scheme.



Cllr John Ross admiring the new arrival at the Horizon Centre during the Summer Uni

Ealing and the Olympics 2012

Schools Programme and the 2012 Olympics

- Approved the 'Get Set' programme for schools to encourage young people to get involved in the Olympics.
- Encouraged that the 'On Your Marks' programme for the 9-13 year age group will raise awareness of the Olympics as well as of healthy living, citizenship and culture.
- Commended the engagement progress of the schools programme and the benefit for young people taking part in school sports.
- Expressed concern at the decrease in PE at Key Stage 4 and the need to address this.



Abdi-Aziz Abdullah (Young Co-optee) in the Green Canoe at Brentford Boating Arch

Libraries Refurbishment Update including Early Years Provision

- Impressed with the transformation at the newly refurbished Ealing Central Library and anticipated a greater use of this facility.
- Encouraged at the progress of the overall refurbishment programme to bring libraries up to customer expectations.
- Acknowledged the improvements in the service with events such as reading, parenting classes and children's events.
- Learnt that the design of the refurbished libraries will be multi-purpose to incorporate Early Years provision and the needs of local primary schools.
- Commended the proactive approach of the library staff in attracting new members and encouraging existing users to utilise the new systems.



Panel Members seeking the views of a young reader at the Central Library

Building Schools for the Future – Statutory Proposals

- Welcomed the projected expansion in the number of places available in schools.
- Emphasised the need to address a wide range of special educational needs in mainstream schools.
- Identified hearing impairment as an area of need in Southall that was being addressed by the new provision at Dormers Wells.
- Requested information on provision for pupils with learning disabilities.



Cllr Phil Greenhead talking to a student at a Saturday Supplementary School, Education & Social Group Homework Club - Gurnell Grove Community Centre

Expansion of Places in Primary Schools

- Identified Ealing's increased capacity needs and the current low vacancy rate (3.5%) in reception classes.
- Recognised consultation carried out mainly in foundation and community schools.
- Encouraged that a primary school is proposed at the Southall Gasworks site development.
- Reiterated the need to identify ways to improve consultation response rates from residents to ensure a range of views.
- Requested views and concerns of consultation responses be taken into account in decision-making.
- Acknowledged the rationale behind the proposals and the consultation undertaken by the Local authority.
- Supported the proposals and recognised the importance of a timely decision by Cabinet on this matter.



Panel members finding out more about supplementary schools

Hanwell School of Boxing

- Recommended via the Youth Provision Specialist Scrutiny Panel (as part of their overall recommendations) that Cabinet support the Hanwell School of Boxing with the refurbishment of the facilities and general maintenance.



Panel Members at the Hanwell School of Boxing

- On 18 March 2009, the Youth Provision Specialist Scrutiny Panel referred back for further investigation this Panel's earlier recommendation on Hanwell Boxing Club. The Youth Provision Specialist Scrutiny Panel had been unable to review this in the short timescale.

Allotment Provision

- Established that in the east of the borough there was 100% allotment occupancy whilst Greenford and Southall had spare capacity.
- Recommended the need to review the methods currently employed to fill vacant plots. Churches and other groups could be approached on possibility of communal allotment plots.
- Recognised that some sites have better facilities than others.
- Acknowledged that allotments budget was limited and it was expensive to constantly clear flytipping. Officers should explore corporate sponsorship as a means of maintaining the allotment sites.
- Proposed the need to raise awareness to individuals/groups of the benefits of having an allotment.



A Saturday visit to the Stanhope Park Allotments in Greenford

Not in Education, Employment or Training (NEET) Reduction Programme

- Learnt that the provision included statutory and targeted services and performance was measured by the reduction of NEETs among young people.

- Identified that Year 11 was the key stage for measuring NEETs and outcomes for young people.
- Encouraged by the increase in young people going into education or training.
- Accepted that the Local Area Agreement sets the targets and Ealing was achieving these well.
- Stressed the need to continue outreach work with other agencies particularly as availability of courses was not a problem.
- Asked to receive more information about how young people fall through the usual reporting process.
- Requested more information on methods to increase and promote motivation and stability of young people.

Anti-Social Behaviour, Drug Abuse and Crime amongst Youth of Ealing

- Acknowledged that the Youth Offending Service was performing well against performance targets and the aims of Ealing Criminal Justice Board in conjunction with partners.
- Expressed concern that there were a lot more black young people receiving custodial sentences compared with other ethnic groups.
- Impressed with the aims of V Programme pilot scheme delivering work experience and agreed to review the V Programme after six months.

Public Conveniences – Community Toilet Scheme

- Approved of the scheme to be trialled in Hanwell as part of the regeneration programme.
- Recommended to review halfway through the pilot scheme to consider if suitable for wider application.

Transitions Special Needs to Adulthood; and Provision for Children with Special Education Needs and Disabilities

- Recognised from the input by the various groups and service officers that these were vast and complex areas.
- Recommended that a Specialist Scrutiny Panel be set up to look at the requirements for the effective implementation of this provision from birth to adulthood.



The Panel Meeting on 31 March 2009

INFLUENCING THE EXECUTIVE

Initial Review of the Council's Approach to Subsidised Rental of Council-owned Properties

- Established that although there was a positive impact, there was a need for consultation to ensure groups understood the Council's criteria for subsidising rent.
- Recognised that Hanwell Community Centre was a good example of groups sharing premises when capacity permitted this but felt that a culture shift was required for it to be commonplace.
- Highlighted that it was essential to advise and inform groups well in advance of any rent increases and the level of subsidy received.
- Asked to receive details on the tenants receiving subsidies from the Council and a copy of the standard application form for review.

Current Gymnastics Provision in the Borough and Planned Developments in the Future

- Recommended that gymnastics be looked at with a view to being a facility within a sporting hub and that external sources of funding be investigated.

ORGANISATIONAL IMPROVEMENT

Ealing Apprenticeship Scheme

- Commended the success and progress of the Apprenticeship Scheme.
- Appreciated the level of retention assisted by a good support network being in place as only one out of the 23 Council apprentices had left the scheme to date.
- Identified the need to build stronger links with the leaving care scheme to ensure these young people were more supported.
- Encouraged that the Council was taking on another 11 apprentices and expressed a further need for clarity in roles and responsibilities, HR expertise and promotion of the programme within the Council.
- Recommended that participants promote apprenticeships to other young people.
- Congratulated officers for the interest that the scheme has generated from other local authorities as a model of delivery of public sector apprentices.
- Requested that the next update provide more detailed information about how people with disabilities were placed within the scheme and supported during their placement.

Children's Services Performance Update - 2007/2008

- Welcomed the operational improvement at all key stages but recognised that Ealing had some challenges in delivering services as 77% of the students in Ealing were of ethnic origin and 54% had English as a second language.
- Approved the improvements in the levels of the unauthorised absence in both primary and secondary schools as this reflected the support and commitment that Ealing schools gave this issue.



*Panel Members at West Twyford Primary School
to review Extended School activities*

Children's Services Performance Update September 2008

- Recognised that the performance against five national indicators for looked after children was good and that 71% of the schools had achieved a healthy schools status.
- Recommended the development of a profile map to locate schools in relation to areas of ill health and deprivation and ascertain any correlation with a healthy school status.
- Asked to receive the results and analysis of the health related behaviour survey 2008.

Re-organisation of the Children's Services – Effect of Closure of 376 Unit

- Established that the unit was designed to provide short-term residential care and there was little demand for this sort of accommodation as most children were placed in foster care.
- Satisfied that there were no adverse effects of the closure to date and all young people who were in residential care had been suitably placed.

Car Park Charges at Gurnell Leisure Centre

- Welcomed the provision to pay in 30-minute intervals and the reasonable rates charged.
- Emphasised the need for the Council and operator to work with neighbourhood support officers to reduce anti-social behaviour and crime in the car park.
- Recommended the purchase of robust ticket machines.

PERFORMANCE MANAGEMENT

Annual Report on Social Care Services (Children's Services) Complaints

- Commended the reduction in the overall number of complaints and complaint escalations.
- Concerned at the high level of complaints received about staff conduct.
- Expressed concern that compensation had to be paid in two cases.
- Recommended staff development be addressed in respect of complaints about poor customer service.
- Recommended that procedures for making compensation payments remain robust.



Cllr Bagha striving to improve his performance at the Southall Sports Centre

Annual Truancy Statistics

- Approved the year on year improvements in attendance despite the substantial poverty and free school meals take-up in Ealing compared to the national position.
- Requested that the next annual report to include the reasons for authorised absence.

Supporting the Progress and Attainment of Vulnerable Groups (including black pupils and those on low incomes)

- Approved the progress that had been made in this area.
- Asked for a further update with a more detailed breakdown of the performance for vulnerable groups.

HEALTH, HOUSING AND ADULT SOCIAL SERVICES STANDING SCRUTINY PANEL

Annual Summary Report 2008/09



*Councillor Gregory Stafford
Chairman*

There are 9 councillors on the Health, Housing and Adult Social Services Standing Scrutiny Panel. At the end of the year, there were also five non-voting advisory members on the Panel – 3 nominated by Ealing LINK and 2 nominated by Ealing Community Network.

The Panel met nine times during the year with two of the meetings being held on NHS premises in the Postgraduate Lecture Theatre at Ealing Hospital and in the Board Room of West London Mental Health in St Bernard's Hospital. One meeting was chaired by the Panel Vice-Chairman, Councillor Zahida Abbas Noori. Full details of the Panel's agendas, minutes, reports and work programmes are available via www.ealing.gov.uk/services/council/scrutiny.

In addition to attending Panel meetings, Panel members also:

- visited several areas in Ealing Hospital
- visited four wards in the John Connolly Wing, West London Mental Health NHS Trust
- attended a workshop on World Class Commissioning led by NHS Ealing
- attended a workshop on defining what is a "substantial development or variation in service" facilitated by an Expert Advisor from the Centre for Public Scrutiny



Panel members
at the workshop
on World Class
Commissioning

The Panel's work relates primarily to the following Community Strategy themes:

- *Making Ealing a better place to live*
- *Reduce health inequalities and promote well being and independence for adult and older people*

Outcomes

Key outcomes for the panel, which demonstrate how scrutiny can make a difference, included the following:

NHS and Healthcare

- Ensured that NHS Ealing provided details of its proposal to move services at Mattock Lane Health Centre to the former Daniels' Store Building to create the 'West London Integrated Care Centre'
- Persuaded NHS Ealing to formally consult the Panel, patients & the public on its proposal to relocate 3 GPs and Community Services to Peel House in Northolt
- Secured written confirmation that, contrary to rumour, neither NHS Ealing nor Ealing Hospital had any plans to move the Cardiac Rehabilitation Unit from Ealing Hospital
- Secured plans for improvements to the level of service user involvement in local Wheelchair Services
- Endorsed the selection criteria for, and shortlist of, local health priorities developed by NHS Ealing for its World Class Commissioning assessment
- Ensured that information was provided, in public, on the continued difficulties experienced by the NHS in resolving the future of services that were provided at (the now closed) Nuffield Speech and Language Unit and made representations to the London Specialist Commissioning (SCG) on the future commissioning arrangements
- Ensured that Ealing was represented at the final meeting of the Healthcare for London Joint Overview & Scrutiny Committee by recommending that Council appoint an alternate
- Secured Council's approval for Ealing's participation in the pan-London Joint OSC on the future of stroke and major trauma services in London
- Obtained re-assurance that Ealing Hospital provides, and publicizes the availability of, halal menus
- Secured information on Ealing Hospital's action on, and progress towards, tackling the poor results contained in the National Inpatient Survey 2007
- Recommended that officers from 'Ealing Homes,' and the Council's Housing and Social Services be encouraged to work more closely together to (a) develop their strategic links and operational relationship in order to promote information gathering, (b) share information in order to identify and locate TB sufferers and to track their movements and (c) work closely with carers' representatives to improve their support to the carers of TB sufferers
- Welcomed the progress made by WLMHT in implementing the Acute Inpatient Services improvement plan, the Trust's recognition of the need for more activities and the work being done to examine good practice in other Trusts
- Voted in favour of angioplasty services being provided at Ealing Hospital and asked to kept apprised of a forthcoming review of cardiology services

- Agreed detailed commentaries for inclusion in the performance self-assessment declarations of the three local NHS Trusts
- Made representations via the pan-London Joint OSC and the Leader of the Council for the retention of the stroke unit at Ealing Hospital following extensive public consideration of local views about the proposals for the future of stroke services



Panel meeting
in WLMHT
Board Room

Adult Social Care and Housing

- Secured an assurance Ealing Homes' officers that the service will be judged as a "good" at the next Audit Commission re-inspection and an assurance from the Portfolio Holder that tensions between the council and Ealing Homes had been largely resolved.
- Commended LINK members and Hestia Housing & Support for their progress in developing Ealing LINK and agreed some methods for future collaborative working
- Obtained a ward breakdown of adult social care services complaints
- Obtained a mapping of the locations of vulnerable adults abuse cases around the borough
- Requested a training day for both officers and councillors – to which the Police would be invited – on the Council's use of enforcement powers for tackling overcrowding in the private rented sector.
- Secured Cabinet's support for the discretionary HMO additional licensing scheme to be extended beyond April 2009 and then secured improvements to the plans for public consultation on this proposed extension.
- Recommended to Cabinet that Cabinet (a) notes the concerns of this Panel with regard to the loss of social contact for many elderly and vulnerable people that is perceived to have arisen from the reduced take-up of mobile meals service (b) informs the Panel of action being taken to address this concern and (c) inform the Panel on its plans for the longer term future of the mobile meals service.

Attendance

Panel Member	Maximum possible	Attendance	Apologies
Cllr Gregory Stafford (Chairman)	9	8	1 - Substitute Cllr Anthony Young
Cllr Jasbir Anand	1	1	0
Cllr Zahida Abbas Noori (Vice-Chairman)	9	8	0
Cllr Kate Crawford	9	8	0
Cllr Maureen Crosby	9	8	1
Cllr Jagdish Gupta	9	6	3 - Substitutes Cllrs Eileen Harris, John Ross and Colm Costello
Cllr Swarn Singh Kang	6	6	1 - Substitute Cllr Mohamed Aslam
Cllr Rosa Popham	9	7	2 - Substitute (once) Cllr Anthony Young
Cllr Elizabeth Reilly	9	3	3 - Substitute (once) Cllr Barbara Yerolemou
Cllr Hazel Ware	9	4	4 - Substitutes Cllrs Edmond Yeo, Ashok Kapoor, Eileen Harris and Joanna Dabrowska
Non-voting advisory members			
D S Bhasin	9	8	0
Francesco Fruzza	9	6	3
Steve Lunniss	9	4	4
Adrian March	6	5	1
Wendy Myerson	3	2	1
Doris Robson	3	2	1

Looking forward

At the penultimate meeting, Panel members made the following observations:

- the Panel should explore cross-agency departmental working more frequently
- the Panel should consider focusing on a particular health issue from the perspective of social services or housing
- much of the work had been focused on health issues which, on occasions, had been to the possible detriment of social services issues

- it might be more productive to consider smaller issues, examining them more rigorously
- officer presentations of reports should be kept brief
- the visits to the Ealing Hospital and the Mental Health Trust had provided valuable insights

Transport and Environment Scrutiny Panel Annual Statement 2008/09



Councillor Diana Pagan
Chairman of the Transport and Environment Panel

Introduction

Ask any resident in Ealing what they think the Council's job is and the most likely response would be that it collects the rubbish, maintains the roads and cleans the streets. Of course it does these and much more but this response highlights just how important transport and the environment are to local people. It gives me a great deal of satisfaction knowing that the work of the Transport and Environment Panel critically appraises the work of the Council on behalf of the Ealing Council-tax payer and particular pleasure to be able to chair a Panel that can, and does, make recommendations for change so that our lives in Ealing can be made more pleasant and, perhaps, less onerous.

The work of the Panel has supported all three of the council's top priorities, in particular that of cleaner streets, which is as important to me as it is to all Panel members and residents. It is also relevant to a number of Council commitments and priorities beneath the Corporate Plan's strategic goal of making Ealing a better place to live. Improving the cleanliness and appearance of local environments, improving the collection of rubbish; and ensuring local traffic management do not run roughshod over residents' concerns.

Background documents, including the Panel's Terms of Reference and Work Programme, reports and minutes of the meetings can be found at:

www.ealing.gov.uk/services/council/scrutiny/.

External engagement

The scrutiny process aims to encourage public debate and greater involvement of local people and organisations in council policy and decision-making. To this end, the Panel:

- developed the work programme out of a long list of topics put forward in response to general invitation;
- retained its co-opted two representatives of external organisations (Ealing Civic Society and Ealing Passengers and Transport Users Group);
- distributed papers to local residents' groups and other stakeholders;
- encouraged public attendance and contributions at meetings; and

- undertook two accompanied visits – one to assess the effectiveness of the Council's Showcase Streets programme and one to Ealing's Anaerobic Digestion Plant, BIOGEN, to review the Council's anaerobic recycling arrangements.

Outcomes

Key outcomes for the Panel, demonstrating how scrutiny made a difference in 2008/09, included:

- kick-starting a dialogue between Council officers and voluntary groups concerned with the stewardship and maintenance of the River Brent. This dialogue has recently started and is exploring ways in which the voluntary sector can play a more active role in the river and how the Council might lead the discussions on developing the issues and options for a River Brent Trust (Ealing).
- assessing the outcomes of the Showcase Streets Programme, debating the efficacy and principles of the scheme and making recommendations to Cabinet about its reinstatement.
- considering the issue of nuisance Estate Agents' boards in the borough and ensuring the issue was highlighted in Around Ealing.
- considering and debating the sometime conflicting principles behind the Council's embryonic Sustainable Travel Plan and
- considering changes to policy with regards to skips permits in the borough
- monitoring progress on highways maintenance
- increasing the amount of leaves collected for recycling through adopted recommendations
- and reviewing the operation of box junctions in the borough.

Learning points

- The accompanied visit scheduled to take place with Envirocrime Officers was cancelled due to the logistics of a date only being able to be agreed with 2 weeks notice (officers do not schedule in advance of this timescale). The Panel will have to seek ways to accommodate this for future visits.
- In a reference to Cabinet on the issue of motorcycles using bus lanes in the borough, the Panel's comments were given short shrift by Cabinet. That might be attributed to a lack of clarity on what the Panel were saying to Cabinet, in which case there may be an argument – at least where the issue is of sufficient gravity – for either the Chairman or Vice-Chairman to attend the relevant Cabinet meeting to explain clearly the Panel's concerns.
- Our Work Programme has been congested and as we sign off this municipal year continues to be so. We must be more strategic in scheduling in items and be more robust with report authors about sticking to timescales and meeting deadlines.

Looking forward

Possible topics for the Panel's 2009/10 Work Programme:

- Footpaths and Rights of Way Strategy;
- The impact of Westfield Shopping Centre on Ealing Borough shops;
- Street Cleansing (periodic monitoring reports);
- Review of the performance of preventing environmental crime (with a focus on dog fouling) – report to cover the duties undertaken by Envirocrime Officers (recruitment, funding and vacancy levels);
- London Bus Operators – to consider a presentation on London Bus Services;
- Further reports on the Great Western Route Utilisation Strategy;
- Pedestrian Crossings (full report);
- Review alternative to landfill policy (carried over from 2008/09);
- Recycling for flats (carried over from 2008/09);
- Street trading policy update (carried over from 2008/09);
- Provision for Lorry Deliveries (December 2009)
- Review of progress on the stewardship and management of River Brent (September 2009);
- Accessible Transport in Ealing (mini-scrutiny review);
- Parking restrictions and enforcements;
- Tree planting in the borough;
- Review Progress on Car Clubs; and
- Heathrow's Third Runway – a mini-scrutiny review on maximising the transport and environmental opportunities afforded to Ealing and minimising the negative impacts.

The list of items this Panel can realistically do justice to in only one year is cause for celebration and alarm; celebration on the one hand that this Panel's business is at the cutting edge of residents' concerns, but alarm in that many of the above issues require difficult decisions to be taken and arguments to be presented on quality of life issues that affect all of us here in Ealing. There is a very important balancing act this Panel has to find in terms of minimising environmental damage to our borough yet at the same time embracing change which helps Ealing's economic and social progress. It is on this basis that this Panel will scrutinise the forthcoming issues and that I recommend this Annual Statement to you.

I should like to thank my Vice-Chairman and all the Members, not forgetting our 2 co-opted members who continue to bring an alternative perspective to our discussions and deliberations, for their diligent attendance and robust participation. I should also like to express my appreciation to the Officers for all their support during what has again been a very busy year.