CHAIR’S FOREWORD
Following local elections and a new Council in May, many new councillors joined the Overview and Scrutiny Committee (OSC) and the three scrutiny panels. I have been delighted to serve as the Chair for 2018/19. This report provides an overview of the work of the OSC and Panels for 2018/19. Further detail, minutes and summaries of the meetings are available online.

BACKGROUND TO SCRUTINY IN HOUNSLOW
The scrutiny function acts on behalf of the community to improve services and decision-making inside and outside of the Council. It does this through in-depth reviews, evidence sessions on a topic or questions to service providers, Cabinet members or partners.

MEASURING IMPACT
The scrutiny year started with some excellent training by the Centre for Public Scrutiny which emphasised the key principles of scrutiny and how we might show impact to deliver:
- Better outcomes: ensuring democratic accountability drives improvement;
- Better decisions: ensuring democratic decision making is accountable, inclusive and robust; and
- Better engagement: ensuring the public is meaningfully engaged with democratic debate about the current and future delivery of public services.

OVERVIEW AND SCRUTINY 2018/19
There have been 20 formal scrutiny meetings which have dealt with a wide range of topics. These include contributing to the Corporate Plan, health integration and other strategies as well as reviewing performance, service and activities of the Council and our partners in the police, CCG and housing associations.

The four Task and Finish groups have worked hard over a short period of time to make findings and recommendations on contract management, knife carrying, fly-tipping and supporting the VCSE sector for health prevention and early intervention.

MEMBERSHIP AND THANKS
Twenty three members served on a scrutiny committee or panel this year. Over half of these members sit on more than one group and 65% sit on a Task and Finish Group too. Altogether, there have been 39 meetings attended by members.

I would like to thank members for their hard work and dedication. Special thanks go to my vice chair, Cllr John Chatt, the chairs of the Panels, Cllrs Komal Chaudri, John Chatt and Vickram Grewal and chair of the JHOSC, Cllr Melvin Collins, for their leadership and support. I am also very grateful to the Lead Members and officers who have attended, presented and supported scrutiny this year.

Cllr Puneet Grewal

WHAT’S NEXT FOR SCRUTINY?
- OSC is keen to continue work to monitor the budget, complaints, contract management and performance as well as look at ways to act as ‘One Council’ and ensure integrated services and responses to our residents.
- The Housing and Environment (H&E) Panel plans to continue monitoring waste and recycling and consider our approach to climate change.
- The Health and Adult Care (HAC) Panel will scrutinise the Hounslow CCG’s move towards more local integration of services for residents.
- The Children and Young People (CYP) Panel will continue to monitor the apprenticeship strategy look at early help for children.
- The NWL JHOSC will be focussing on the work to develop an Integrated Care System in North West London.
## WHAT HAS SCRUTINY CHANGED?

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<tr>
<th>TOPIC OF SCRUTINY</th>
<th>ACTION</th>
<th>IMPACT</th>
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<td>Following the Local Government elections, the Council developed a new Corporate Plan 2019-2022 which focussed on outcomes for residents in Hounslow.</td>
<td>The OSC engaged in pre-decision scrutiny, workshopping the outcomes and also discussed how the Council and communities work together.</td>
<td>The feedback from members and broader engagement with members and officers resulted in the Council’s agreed Corporate Plan 2019-2024.</td>
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<td>Having identified the difficulties in engaging with Housing Associations in the Borough, the H&amp;E Scrutiny Panel was keen to look at better partnership working in ensuring good quality social housing for residents.</td>
<td>Hounslow Housing was asked to present how they work with Housing Associations. A representative from a Housing Association also set out their views on partnership working.</td>
<td>The Panel suggested a process flow for dealing with Housing Association complaints be sent to councillors. This discussion also prompted further work by senior officers and lead members with Housing Associations.</td>
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<td>Hounslow’s Advanced Practitioner Social Workers work within the community focussing on valuing the assets that already exist.</td>
<td>Four Advanced Practitioner Social Workers described for the HAC Panel their work on a daily basis with the residents of Hounslow. The Panel also heard about the broader work to focus on an asset based approach.</td>
<td>The Panel welcomed the work of the Advanced Practitioners and encouraged further development of the Asset Based Community Development approach.</td>
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<td>The Council made a Corporate Pledge to create 4,000 new apprenticeships and training opportunities over the next four years for young people.</td>
<td>The CYP Panel called for data on apprenticeships and an overview of the key tenants of the draft Apprenticeship Strategy.</td>
<td>The Panel suggested the use of procurement process to encourage businesses to provide apprenticeships. They encouraged the Council to work closely with technology companies to increase the variety of apprenticeships.</td>
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## HOW DO WE MEASURE IMPACT AND EFFECTIVENESS?

While the effectiveness of scrutiny may be measured by how many of its suggestions and recommendations are implemented, it also has a broader and ongoing impact. By bringing items to a scrutiny meeting, they are subject to democratic oversight outside of traditional silos and this may act as a catalyst for change both within the Council and its partner organisations. Furthermore, ideas suggested in scrutiny might prompt further policy developments down the line. This is more difficult to show but is a valuable in itself and ensures accountability and transparency.
**TOPIC OF SCRUTINY**

Data on complaints handling and decisions referred to the local government ombudsman are of key interest to the organisation and members.

A new policing model was introduced so that a single Basic Command Unit (BCU) is responsible for Hounslow, Ealing and Hillingdon. H&E members were concerned about its impact on local policing and residents’ safety.

West Middlesex delivers acute health cares services to residents across Hounslow. The Trust works with the Hounslow Joint Commissioners realise A&E targets and ensure timely discharges.

Across the country reduced funding and ever increasing demand have left children’s services at breaking point. Yet, supporting vulnerable children is one of the most of our most important duties.

**ACTION**

Following a call-in of the Complaints Policy in 2017, the OSC to provide broader oversight of complaints performance and referrals to the Ombudsman.

The Met Police Chief Superintendent set out the BCU’s implementation and impact. The Council’s Community Safety Officers provided comment on the new model and joint working.

The HAC Panel called for data and information on joint working to reduce discharge delays, improve discharge planning in mental health and avoid A&E attendance.

The CYP considered information and analysis on the financial challenges facing children’s social care in Hounslow, with the focus on increasing demand and costs.

**IMPACT**

The OSC changed the format of the bi-annual presentation, encouraging services to set out the lessons learnt from decisions upheld by the Ombudsman in an effort to ensure improvements across the organisation.

The Panel questioned the Police about key aspects of the new model including its impact on visible policing in the Borough and ways to ensure joint partnership working.

They Panel suggested further investigation of good practice and work to seek alternative funding sources. The Panel provide also formal feedback on the Trust’s Quality Accounts.

The Panel encouraged greater engagement with the community in addressing the challenges facing young people and providing support.

**IN-DEPTH REVIEWS: 2018/19 TASK AND FINISH GROUPS**

**CONTRACT MANAGEMENT**
The OSC Task & Finish Group (7 members) made 9 recommendations which centred on the following:
- Implement a strategic approach to contract management supported by policy and procedures;
- Implement centralised contract management software to enable better oversight of contracts;
- Create a register of contract managers, conduct a skills audit and provide training and support;
- Using resident and members’ feedback to review performance of contractors; and
- Support social value outcomes.

**PREVENTING FLY-TIPPING**
The H&E Task & Finish Group (7 members) made 8 recommendations centred on the following:
- Implement education and awareness raising;
- In hotspots, engage proactively with the community as partners;
- Involve councillors in preventing fly-tipping;
- Implement a cross partner system to record data on fly-tipping and help identify action areas;
- Develop an app so residents can report fly-tipping;
- Review the bulky waste removal pricing structure;
- Name and shame fly-tippers; and
- Increase the number of prosecutions.

**THE VCSE SECTOR, EARLY INTERVENTION & PREVENTION**
The HAC Task & Finish Group (4 members) made 5 recommendations to Cabinet centred on the following:
- Ensure smaller VCSE organisations can access support and training;
- Develop a robust social prescribing model to facilitate Council, CCG and VCSE collaboration;
- Create a new ‘Joint Prevention and Early Intervention Fund’ for small scale VCSE activity;
- Develop our commissioning approach to enable smaller VCSE organisations to bid for tenders; and
- Develop a strategy for VCSE use of LBH premises.

**YOUNG PEOPLE AND KNIFE CARRYING**
The CYP Task & Finish Group (4 members) made 4 recommendations centred on the following:
- Develop a Borough-wide education focused campaign on the consequences of knife carrying;
- Focus on early intervention and a public health approach to tackle knife carrying;
- Encourage and support intelligence led ‘Stop and Search’; and
- Work in partnership with businesses to reduce accessibility of knives to young people.
SCRUTINY REFERENCES
We implemented a new scrutiny referral e-form to guide residents in making a referral or, where it is not appropriate for scrutiny, to direct those residents to the appropriate channel.
This year, scrutiny received 42 referrals and 96 communications, the majority of which related to waste and recycling. Of these, 19 were referred to scrutiny for consideration and action.

SOCIAL MEDIA ENGAGEMENT
Although meetings are open to the public, not everyone is able to attend a scrutiny meeting.
We’ve used Facebook and Twitter to get our work out to a wider audience - our posts reached almost 40,000 people and produced nearly 700 active engagements. Responses vary depending on the topics. Waste and recycling prompt the most responses.

CO-OPTEES
Co-optees chosen from various backgrounds add to the diversity of thought on scrutiny panels and contribute to their overall transparency. There are seven co-optees on the CYP and two on the HAC Panel.

PUBLIC PRESENTATIONS
Through the scrutiny meetings presentations were received on:
- Asset based community development
- Apprenticeship strategy
- CCG joint working
- Chelsea and Westminster Quality Accounts 2018-19
- Childcare inspection reports
- Children safeguarding report
- Cleaner greener initiatives
- Continuing healthcare
- Complaints performance
- Corporate Plan
- Cost and demand
- Dementia strategy
- Developing community hubs
- Finance and budget
- Health based places of safety
- Homelessness reduction
- Housing associations
- HR and the People Strategy
- Inspection recommendations
- Integrated care systems
- Joint working to address A&E targets and timely discharge
- Library service
- Looked after children and housing
- North West London CCG health strategies
- Patient transport
- PREVENT & community cohesion
- Police BCU model
- Waste and recycling
- Winter plans
- Youth social action

The OSC and Panel Chairs express their thanks to all Scrutiny members, recognising in particular, the valuable contribution made by members through Task and Finish Group investigations.

The support of the Policy and Scrutiny Officers is also highly valued by the Scrutiny Committees.

For any background information on the work of scrutiny in Hounslow, OSC or individual scrutiny panels and membership, please visit

www.hounslow.gov.uk/scrutiny

Have you got an issue which you think the scrutiny committee should hear about? Let us know.
Facebook: 2,252 people reached, with 8 reactions, comments or shares

Health & Adult Care Scrutiny Panel will discuss A&E targets and timely discharge from care. How can LBH and CCG work together to better realise the A&E 4 hour target?
Facebook: 1,533 people reached, with 39 reactions, comments or shares

The Housing & Environment Scrutiny Panel will hear an update on waste and recycling at Mondays Meeting- Tell us what you think
Facebook: 47 comments, 8 shares, 11 reactions, and 10 emails

Share with Scrutiny your experience with Children and Adolescent Mental Health Services in Hounslow.
Facebook: 2,022 people reached, with 27 reactions, comments or shares