

SHEFFIELD CITY COUNCIL

Overview and Scrutiny Management Committee

Meeting held 19 July 2018

PRESENT: Councillors Denise Fox (Chair), Ian Auckland, John Booker, Ben Curran, George Lindars-Hammond, Pat Midgley, Mick Rooney, Ian Saunders, Alison Teal (Substitute Member) and Cliff Woodcraft

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1. APOLOGIES FOR ABSENCE

1.1 Apologies for absence were received from Councillor Penny Baker and Councillor Douglas Johnson (with Councillor Alison Teal attending as his substitute).

2. EXCLUSION OF PUBLIC AND PRESS

2.1 No items were identified where resolutions may be moved to exclude the public and press.

3. DECLARATIONS OF INTEREST

3.1 There were no declarations of interest.

4. MINUTES OF PREVIOUS MEETINGS

4.1 The minutes of the meetings of the Committee held on 19th April and 16th May 2018 were approved as a correct record.

4.2 Arising from the minutes, a Member enquired about the written response to a public question and the Policy and Improvement Officer reported that she had spoken to the questioner and confirmed that the Ethical Procurement Policy was on the work programme for October.

5. PUBLIC QUESTIONS AND PETITIONS

5.1 The Committee received the following questions from members of the public:-

5.2 Alan Kewley

Is webcasting still planned and will we see it soon?

5.3 Councillor Olivia Blake, Cabinet Member for Finance and Deputy Leader of the Council, responded that a new system was being procured for the Chamber with quotes setting out options for just replacing the current kit (including e-voting) as well as for recording elements. Once these had been reviewed and the costs compared, a decision could be made.

5.4 In response to Members' questions, Councillor Olivia Blake confirmed that there was no policy regarding webcasting, but it was hoped that all meetings would be able to be webcast, either through a procured system or an in-house solution.

6. SCC 2020

6.1 The Committee received a presentation from Eugene Walker, Executive Director, Resources, and James Henderson, Director, Policy, Performance and Communications (PPC) which gave an overview of the SCC2020 Programme and highlighted the Customer Experience Programme, Digital & Technology Strategy and the Children's and Adults' Improvement & Recovery Plans. Also present for this item was Councillor Olivia Blake, Cabinet Member for Finance and Deputy Leader of the Council.

6.2 Members made various comments and asked a number of questions, to which responses were provided as follows:

- Councillor Blake confirmed that an additional £15m had been spent last year to address the pressures in Children's and Adults' Services and, although there was still an overspend forecasted for this year, the investment would enable changes to get on top of the demand pressures rather than just addressing the overspend.
- She advised that the improvement plans were multi-year to ensure resilience and these were being supported by ongoing conversations with health colleagues to ensure changes were being made holistically across healthcare services and that cuts to one part would not cause pressures elsewhere. Eugene Walker added that the National Audit office had highlighted the unsustainability of the Government's plans and advised that all Councils would fail if this current trajectory continued; it was just a matter of when.
- In response to a question about the website, James Henderson agreed that this was not a finished project and had not yet made the progress aspired to. Part of this was the complexity of moving from a 1990's legacy system to a site that that was fit for 2018 and the future. In addition, customer expectation had changed and significant work was underway to get the Council to a position where it could meet those expectations, with digital capabilities only a part of that. A forward plan was in place and from there the Council would be able to build and design customer-centric services.
- With regard to measuring impact, Eugene Walker confirmed this was being considered and suggested this was something that could come back to this Committee for comment.
- Councillor Blake advised that multiple discussions were ongoing with various NHS and health colleagues to enact service revisions that addressed healthcare across the City whilst still being mindful of each partner's financial pressures. Eugene Walker added that investing into efficiencies was needed and that this was a problem being faced nationally.
- In response to a Member's question regarding payment by results, Eugene Walker confirmed this was an issue being faced by all Local Authorities and advised that although Sheffield had made some headway in moving away from

this approach, further steps were needed.

- With regards to the use of the word 'customer' to describe Sheffield citizens and users of Council services, James Henderson advised that it was an internally-focussed word to highlight the type of relationship officers should encourage with Sheffield residents. Councillor Blake clarified that, of the Customer Experience Programme, the focus was on the 'Experience', reflecting the move away from designing services based on the needs of officers and instead focussing on the needs of the user.
- Councillor Blake thanked Members for raising issues regarding the telephony service, online blue badge applications and the issues with Council Tax payments, advising that it was difficult to stay on top of such a wide range of services. She asked that all issues like this be reported via James Henderson's team to ensure they were fixed.
- With regards to webcasting, Councillor Saunders shared the relatively low viewing figures for the webcasting recordings for South Yorkshire Fire & Rescue Authority, South Yorkshire Police & Crime Panel, Pensions Authority and SCR Combined Authority meetings, highlighting that it wasn't necessarily a panacea for democracy and suggested web conferencing should be considered.
- Eugene Walker advised that the digital and technology strategy had highlighted a need to have more direct control over the Council's IT, which had led to moving away from the current Capita contract. He reported that some services would be provided in-house and others recommissioned, and although a shorter negotiation period would result in some disruption, this would be less than a longer protracted transitory period.
- In response to a question regarding governance, Eugene Walker advised that he believed the arrangements as set out were suitable for the size and complexity of the Council. He added that trying to unite all aspects of the Council to pull in the same direction was a huge undertaking and would inevitably look complicated on paper, but that numerous discussions were already taking place 'on the ground' to enable more joined-up working.

6.3 The Chair thanked Councillor Olivia Blake and officers for their presentation.

6.4 RESOLVED: That the Committee notes the presentation, and agrees that a future report regarding measuring impact come to a future meeting.

7. EFFECTIVENESS OF LOCAL AUTHORITY OVERVIEW AND SCRUTINY COMMITTEES; REPORT OF THE COMMUNITIES AND LOCAL GOVERNMENT COMMITTEE, PUBLISHED 15 DECEMBER 2017

7.1 The Committee received a report of the Head of Elections, Equalities and Involvement which provided an overview of the report published by the Communities and Local Government Committee in December 2017 and set out potential improvements to the way Sheffield City Council implements its scrutiny

function. Present for the item was James Henderson, Director Policy, Performance and Communication.

7.2 Members made various comments and asked a number of questions, to which responses were provided as follows:

- In response to a question regarding the proposal for Scrutiny Committees to report to Council, James Henderson confirmed that Scrutiny Committees would still determine their own work programmes and would not be directed by Council. The Policy and Improvement Officer advised that the Select Committee would have been directing this recommendation at those Local Authorities which struggled to get scrutiny recognised by the Executive, which was not a problem faced in Sheffield.
- With regards to 'following the pound' (where scrutiny would have the power and responsibilities to oversee taxpayer funded services where the services are funded, wholly or in part, by local authorities), James Henderson advised that he was not aware of any instances of Sheffield not being able to get outside organisations to attend meetings and provide evidence, but that more could be done to raise awareness of the existence and role of scrutiny with partners. It was also suggested that transparency and the expectations of scrutiny could be included as part of contract negotiation.
- Officers undertook to take back Members' comments regarding the Sheffield City Region's scrutiny function, and it was noted that the SCR Mayor could be invited to attend Sheffield City Council scrutiny meetings where appropriate.

7.3 The Chair advised that she had been speaking with the Equalities Board about involving their members and using their expertise in scrutiny, and confirmed that a report would be brought to a future meeting of this Committee.

7.4 RESOLVED: That the Committee notes the summary of the Communities and Local Government Committee's report and areas identified for potential improvement in Sheffield Scrutiny function.

8. COMBINED SCRUTINY WORK PROGRAMME 2018/19 (DRAFT) AND UPDATE FROM COMMITTEE CHAIRS

8.1 The Policy and Improvement Officer submitted the Draft Combined Scrutiny Work Programme for 2018-19.

8.2 Scrutiny Chairs provided updates from their first meetings and it was noted that the Children's Social Care Task Group Report had been received at Cabinet yesterday, the first meeting of the Economic and Environmental Wellbeing Scrutiny and Policy Development Committee had been postponed, and the Safer and Stronger Communities Scrutiny and Policy Development Committee would be holding a summit on gun and knife crime to replace either the September or October meeting.

9. DRAFT WORK PROGRAMME 2018/19

- 9.1 The Policy and Improvement Officer submitted a report outlining the draft Overview and Scrutiny Management Committee Work programme for 2018/19.
- 9.2 Members discussed additional issues including the Bus Services Bill, the plans to grow Sheffield's income base, improving citizen engagement, and analysing the performance of the Streets Ahead contract (though it was noted some of these fell under the remits of other Scrutiny Committees).
- 9.3 RESOLVED: That the Committee approves the work programme for 2018/19.

10. DATE OF NEXT MEETING

- 10.1 It was noted that the next meeting of the Committee would be held on 18 October 2018 at 1.30pm.