

## Scrutiny Committee

Venue: Committee Room

Date: 25 September 2012

Present: Councillors I Chilvers, M Dyson, M Hobson, Mrs W Nichols (Chair), C Pearson, D Peart and R Price (Vice Chair)

Apologies for Absence: Councillors D Mackay and R Sweeting.

Also Present: Councillors M Crane, C Metcalfe, Joanne Crewe and Jo Evans – Harrogate and District NHS Foundation Trust, Dr Shaun O’Connell – North Yorkshire and York PCT.

Officers Present: Keith Dawson – Director of Community Services, Karen Iveson – Executive Director (s151), Dean Richardson – Business Manager, Wayne Palmer – Lead Officer, Environmental Health and Housing and Palbinder Mann - Democratic Services Officer.

Press: None

### **14. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **15. MINUTES**

In response to the queries raised at the last meeting, the Chair reported that this year’s painting programme on Council houses was taking place in the small surrounding villages and any not completed would be added to next year’s list. Next year the programme would take place in Monk Fryston, Sherburn, Burton Salmon, Hillam and South Milford and the surveys for this had commenced. Additionally the following two year’s programme would be in Selby.

In response to the queries regarding performance, the Chair reported that Help-Link are monitored on performance issues, monthly meetings take place and issues that come to light on a daily basis are dealt with as

soon as possible.

With regard to the query on the garages, the Chair reported that 16% of garages were currently used to store good belonging to tenants after eviction from council property.

Councillor Price queried how many garages there were and it was agreed this information would be emailed to him.

**RESOLVED:**

- i) That the minutes of the Scrutiny Committee held on 13 June 2012 be APPROVED and that they are signed by the Chair.**

**16. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE**

The Chair thanked everyone who participated in the report on developing scrutiny.

**17. CALL IN**

No items had been called in.

**18. REVIEW OF THE SCRUTINY FUNCTION – SC/12/07**

Councillor Metcalfe, Executive Member for Communities presented the report following the submission of a Notice of Motion to Council relating to the operation of the Scrutiny function.

Councillor Metcalfe explained that the report had been brought about following the submission of Notice of Motion to Council. He explained that this was a good opportunity to look at the scrutiny function, the relationships between scrutiny and the Executive and any issues which needed addressing. He expressed his thanks to everyone involved in the formulation of the report.

With regard to the named substitutes it was agreed to email the leaders of the Conservative and Labour groups to identify named substitutes from each group which could be used.

The Chair stated that one of the scheduled provisional meetings should be used for the Committee to discuss how they would take the issues raised in the report forward and to also identify training needs.

The Chair thanked Councillor Metcalfe for his attendance.

**RESOLVED:**

- i) That the Committee receive and note the report.**

- ii) **That the provisional meeting scheduled for 23 October be used to discuss this issue further.**

**19. ACCESS SELBY 1<sup>ST</sup> INTERIM KEY PERFORMANCE INDICATOR PROGRESS REPORT APRIL 2012 – JUNE 2012 AND SLA DEVELOPMENT PROGRESS REPORT – SC/12/08**

Councillor M Crane, Leader of the Council presented the report which provided details of Access Selby key performance indicators following the 1<sup>st</sup> quarter of reporting for the financial year 2012/13,. An update was also provided of progress of the development plan that was included within the Service Level Agreement between The Core and Access Selby.

Councillor Crane highlighted the figure of 97% for customer satisfaction as particularly positive and also stated that the performance indicators identified as red in the report were now at amber. Concern was raised at the average time taken to process disabled facilities grants applications and it was requested that this be looked into to improve the average time.

In response to a query regarding the percentage of Council Tax debt recovered, it was clarified that this was a cumulative figure and the Council actually collected 98.7% of Council Tax.

Clarification was sought with regard to how the targets were set. The Director of Community Services explained that when Access Selby was set up, targets were set based on what could be delivered with the reduced resources available. It was explained that although national targets had been officially removed, the Council had kept some targets and these were now designated as local targets with some national ones still remaining. It was agreed that those targets which were national and those which were local should be clearly identified.

A query was raised regarding the slippage that had occurred in some areas and whether this was down to a lack of staff. It was stated that as a result of staff covering other duties, a gap had been created in the Planning Department which had been covered by agency staff. In response to concerns raised regarding the cost of agency staff, it was stated that it was more economical to employ agency staff to cover peaks in workload rather than employing additional capacity on a permanent basis.

It was queried how the introduction of universal benefit, and in particular the changes to Council Tax benefit, would impact on claimants and the Council. The Committee were informed that the Government had made it quite clear that pensioners would not be affected. It was explained that the Council needed to decide on a local scheme and how they would deal with the 10% to 13% cut in Government grant.

**RESOLVED:**

- i) **That the Committee receive and note the report.**

- ii) **That the accountable officers take the necessary action to ensure that performance indicators and projects under development achieve the targets set at the beginning of the financial year, as defined in the Service Level Agreement (SLA).**
- iii) **The issue of the average time taken to process disabled facilities grant applications be looked into to see how it could be approved.**

**20. NEW SELBY WAR MEMORIAL HOSPITAL MINOR INJURIES UNIT  
– SC/12/09**

Joanne Crewe and Jo Evans, Harrogate and District NHS Foundation Trust and Dr Shaun O’Connell, Vale of York Clinical Commissioning Group were present to discuss issues relating to the Selby Community Hospital Minor Injuries Unit. Paper copies of the report and information relating to attendance statistics of the hospital which had been previously been emailed to Members of the Committee were distributed.

It was clarified that the hospital should be referred to as the New Selby War Memorial Hospital and not the Selby Community Hospital.

Dr Shaun O’Connell explained that the NHS locally was dealing with financial problems in North Yorkshire and the PCT had been meeting that morning to address these issues. The Committee were informed that Harrogate and District NHS Foundation Trust were the providers of the Minor Injuries Unit while the Clinical Commissioning Group were operating in shadow form until authorised and this was expected in April 2013.

Jo Evans explained that the Foundation Trust also provided an out of hours Service and work was also done with Yorkshire Ambulance Service. It was explained that Selby had a group of emergency care practitioners who could do fast home visits and if necessary cases can then be referred to their local GP, the Ambulance Service or MIU as appropriate. With regard to operating hours, the Committee were informed that the hospital had been received less than one patient at night. It was not ideal that staff were left in isolation overnight so it was stated that the hospital had to look at how to provide the best service and that was in hours currently commissioned.

The Committee queried the figure of 881 people where nothing ‘abnormal was detected’. It was explained that this may be down to people having a perception of injury however often no case is found.

Dr O’Connell informed the Committee that a proposal had been put before the PCT Board which was to temporarily close the Minor Injury Units at Selby, Ripon, Whitby and Malton. Joanne Crewe stated that conversations would need to be held with the Foundation Trust about these proposals and the impact of the proposals would need to be understood. Concern was raised by the Committee on the impact this would have on the residents of Selby as the

nearest hospitals would be in Pontefract and York. Dr O'Connell stated that if the Minor Injuries Unit was closed in Selby, it should be a temporary measure and the proposal was part of a package of other proposals and decisions would not be taken lightly. The NHS managers were aware of the impact on the local community however there was a difficult financial situation.

Dr O'Connell informed the Committee of the new ambulance pathway which was coming in on 1 October 2012 which was designed to take pressure off the 999 service. The new service would work with an accredited car service and the patient transport service taking patients to hospital where an ambulance was not needed.

Concern was raised that areas of deprivation in Selby and Scarborough did not receive more funding. Dr O'Connell explained that the average per head of population funding was around £1410 for North Yorkshire and York, considerably less than areas where there was more deprivation than there is in North Yorkshire.

The Committee were informed of some of the costs associated with providing treatments to patients. These included

- A cost for each visit to the Minor Injuries Unit was £54 each time.
- One callout for an ambulance costs £288.
- One visit into Accident and Emergency for a patient would cost between £54 and £210 per visit.

It was suggested that an article highlighting the costs of NHS services should be included in a future Citizenlink so that people are aware of the costs involved.

The Chair thanked everyone for their attendance.

#### **RESOLVED:**

- i) That the Committee receive and note the report and update.**

#### **21. THE WORK OF THE ENVIRONMENTAL HEALTH SERVICE DETAILING ACTIVITY, PERFORMANCE AND WORKLOAD – SC/12/10**

The Business Manager and Lead Officer, Environmental Health and Housing, presented the report which provided details of the work of the Environmental Health Service detailing activity, performance and workload.

The Lead Officer, Environmental Health and Housing explained that the work from the service included proactive and reactive work. Examples of proactive work included food hygiene inspections and examples of reactive work included infectious diseases and responding to complaints. It was explained that there were dedicated officers for proactive and reactive work.

With regard to performance information, the following were the average complaints received per year:

- 160 infectious disease complaints.
- 80 accident complaints.
- 15 health and safety complaints
- 30 food safety complaints

The Committee was informed of the new food hygiene ratings scheme. It was explained that the Food Standards Agency wished to have one scheme for everyone and funding was secured to implement a scheme in Selby. The scheme commenced in April 2012 and 300 businesses had been rated. It was explained that the ratings information could be accessed through the website. Concern was raised at the lack of ability to make business owners display their inspection results. It was explained that this was one of the concessions made by the Food Standards Agency in order to get the scheme in place as soon as possible.

With regard to nuisance complaints, it was explained that these were dealt with by Community Service Officers and referred to specialist Environmental Health teams if specialist work was required. It was queried whether the service had powers to enter properties. The Lead Officer, Environmental Health and Housing explained that it depended on whether a complaint had been received. If for example, the property was suspected of being filthy and access was not granted, then a warrant could be requested.

The Chair thanked the Business Manager and Lead Officer, Environmental Health and Housing for attending.

**RESOLVED:**

- i) **That the Committee receive and note the report.**

**22. LOCALISM ACT – DEVELOPMENT OF SCRUTINY COMMITTEE – SC/12/11**

The Executive Director (s151) presented the report which outlined how the Scrutiny Committee could provide more in depth scrutiny on items selected from its work programme. The item identified in the report was the Localism Act.

The Committee were of the view that the provisional meeting in October could be used to discuss possible options for scoping and how this could be taken forward. Members of the Committee were also encouraged to submit their own ideas at that meeting for possible consideration.

**RESOLVED:**

- i) **That the Committee receive and note the report and a further discussion take place at the next meeting on 23 October 2012/**

**23. ACCESS SELBY SERVICE PROVISION – WASTE COLLECTION AND RECYCLING 2<sup>ND</sup> YEAR REVIEW (INFORMATION ONLY) – SC/12/12**

The Committee considered an information only report relating to the provision of services within the remit of Access Selby – Waste Collection and Recycling.

The Committee while acknowledging that there had been an increase in recycling, wished to query what could the Council do to make people recycle more.

**RESOLVED:**

- i) That the Committee receive and note the report.**

**24. SCRUTINY COMMITTEE WORK PROGRAMME**

It was agreed that the provisional meeting on 23 October be used as a meeting date and this be added to the work programme.

**RESOLVED:**

- i) That the Committee receive and note the work programme and the above amendment be made.**

The Chair thanked all for attending the meeting.

The meeting closed at 7:21pm