

Overview and Scrutiny Committee

2018 / 19 Programme of Work

Scrutiny topic	Member Sponsor	Lead Officer	Scope of Scrutiny
Provision of Healthcare Services including the recruitment and retention of GPs	Councillor N R Pudney	Director of Service Delivery	<p><u>Primary Care Provision</u> The Clinical Commissioning Group (CCG) recently updated on progress in primary care provision in the Maldon District.</p> <p>Plans are progressing well for a new primary care facility in Southminster and the Blackwater Surgery in Maldon is wedded to relocation into the new integrated health hub, the strategic outline case for which is due for submission in the Autumn. Assurances have been given that the North Heybridge development will include a new primary care facility.</p> <p><u>GP Recruitment</u> There is a national agenda supporting the expansion of the primary care workforce and approaches to increasing capacity through streamlining clinical systems. Virtually all of our surgeries now have their books open and some have benefited from funding to support the investment required to develop their resilience.</p> <p>Representatives from the CCG and practices have offered to attend the Committee, or a separate meeting outside of the Committee to provide an update on this agenda. An invite will be extended to attend the January 2019 meeting of this Committee.</p>
Section 106	Councillor I E Dobson	Director of Strategy	<p>It was agreed that the Committee would receive an update on Section 106 Agreements on a six monthly basis.</p> <p>A detailed report was submitted to the Committee for its February 2018 meeting.</p> <p>See the report on the agenda for this meeting (October 2018).</p>

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Internal and External Communication	Councillor S J Savage Councillor M S Heard	Corporate Leadership Team	<p>The Committee requested a review of the Council's approach to internal and external communications to include:</p> <ul style="list-style-type: none"> • the email system; • telephone communication via the Council's contact centre*; • how the Council can improve the website*; • some examples of other authorities' approach to communication; • the Council's Digital strategy*. <p>A presentation was provided to the February 2018 meeting and a further report received by the Committee in March 2018.</p> <p>Staff have been reminded of the Council's standards regarding timescales for responding to customer communications through team meetings.</p> <p>The areas above marked * will be included in the Future Council work being undertaken.</p> <p>A further meeting is to be arranged between the Monitoring Officer and Councillors Savage and Heard to discuss email communication.</p>
Monitoring of the Organisational Change Programme	Councillor P G L Elliott Councillor R P F Dewick	Director of Resources	<p>Following the decision by Council on 7th June to progress with Ignite's Future Council model, the Committee will monitor the implementation of this organisational change programme.</p> <p>See APPENDIX 2 on to this report (October 2018).</p>
Review of Fire and Rescue Service provision in the Dengie	Councillor P G L Elliott	Director of Service Delivery	<p>Concern was raised that the Fire Authority was looking into closing fire stations within the Maldon District, i.e. Tillingham and Burnham-on-Crouch. It was noted that were this to happen the closest Fire Service to the Dengie would be located at South Woodham Ferrers.</p> <p>A scoping meeting took place between Officers and Members on Friday 31st August 2018.</p> <p>Mr Holmes is speaking to Essex Fire and Rescue and requesting the Chief Executive to attend a future meeting of the Committee.</p>

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Dealing with Waste Water	Councillor Miss S White	Director of Strategy	<p>The Committee raised concerns over the use of an experimental pumping system for foul water removal at new developments within the district, the lack of capacity at pumping stations, and the liability for any failure of foul water drainage which may occur.</p> <p>Members discussed the responsibility of foul water removal at new developments within the District, and voiced frustration over conflicting reports from Anglian Water. It was requested that Anglian Water attend a future meeting of the Committee and provide a report on the removal of foul water.</p> <p>A further meeting has been arranged to discuss this.</p>
Provision of Tourist Information Centres in the District	Councillor P G L Elliott Councillor Miss S White	Director of Service Delivery	<p>Following a query on the pending closure of the Burnham Tourist Information Centre (TIC), it was requested that the delivery of tourism within the Maldon District was added as an item for scrutiny and the best strategic and operational delivery looked into.</p> <p>The Director of Resources to confirm this would not be a duplication of work undertaken by other Committees before adding this as an item for scrutiny.</p> <p>A scoping meeting took place between Officers and Members on Friday 31st August 2018.</p> <p>There are a number of workstreams that Mr Holmes is currently researching and will report back to this Committee before Christmas.</p>
Office accommodation and leases within the Maldon DC Offices	Councillor S J Savage	Director of Resources	<p>It was requested that following the recent report, leases held by external companies working from the Council offices would be looked at and reported back to a future meeting of the Committee. It was noted that this would include previous lease holders, Moat Housing, and organisations that use the facilities for meetings.</p> <p>See the report on the agenda for November 2018 meeting.</p>

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Job Centre Plus	Councillor M S Heard	Director of Resources	<p>Members were pleased to see the Jobcentre Plus had located to the Council Offices and requested confirmation on their success at the site. Members asked whether they were still only accepting appointments for claimants aged twenty five and under, and whether there was any plans to extend this to Burnham as an Outreach Project.</p> <p>The scope of this scrutiny topic to include:</p> <ul style="list-style-type: none"> • The benefits to the service users of relocating; • numbers accessing the service; • plans to provide a service to Burnham; • confirmation of ages being seen; • impact of Universal Credit. <p>See the report on the agenda for November 2018 meeting.</p>
Waste Contract – reliability of the contractor vehicles	Councillor R P F Dewick Councillor M S Heard	Director of Service Delivery	<p>In response to questions raised, Members were advised that the waste contractor was being scrutinised following issues surrounding the reliability of vehicles and the impact on the delivery of service. A report would be provided for a future meeting of the Committee, and include feedback on the size and reliability of vehicles.</p> <p>Members are also seeking clarification/confirmation of where the District's recycling is sent to following processing.</p> <p>See the report on the agenda for this meeting (October 2018).</p>