

## Overview and Scrutiny Committee

## 2018 / 19 Programme of Work

Scrutiny topic	Member Sponsor	Lead Officer	Scope of Scrutiny
<b>Provision of Healthcare Services including the recruitment and retention of GPs</b>	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>
<b>Section 106</b>	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 October 2018 meeting.</p> <p>An update report will be provided in six months. <b>(April 2019).</b></p>

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<b>Internal and External Communication</b>	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"> <li>• the email system;</li> <li>• telephone communication via the Council's contact centre;</li> <li>• how the Council can improve the website;</li> <li>• some examples of other authorities' approach to communication;</li> <li>• the Council's Digital strategy.</li> </ul> <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>A further meeting is to be arranged between the Monitoring Officer and Councillors Savage and Heard to discuss email communication.</p> <p>Issues raised within this area of scrutiny are within the scope of the Future Model (FM) and significant investment is included within the project.</p> <p>It is not proposed to progress this area of scrutiny because the issues raised will be dealt with within the FM. Members have also agreed to monitor the FM throughout the delivery phase which will give an opportunity for scrutiny if required.</p>
<b>Monitoring of the Organisational Change Programme</b>	Councillor P G L Elliott  Councillor R P F Dewick	Director of Resources	<p>Following the decision by Council on 7<sup>th</sup> June to progress with Ignite's Future Council model, the Committee will monitor the implementation of this organisational change programme.</p> <p>An update on the implementation was provided to the Committee for its October 2018 meeting when it was agreed that Members will receive regular updates on the progress of the Council Transformation and that minutes of the Transformation Board will be shared at future meetings of the Committee.</p>

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<b>Review of Fire and Rescue Service provision in the Dengie</b>	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 31<sup>st</sup> August 2018.</p> <p>Mr Holmes is speaking to Essex Fire and Rescue and requesting the Chief Fire Officer to attend a future meeting of the Committee.</p> <p>A provisional date is being arranged for a separate Member briefing in January to meet with the Chief Fire Officer, the date is to be confirmed..</p>
<b>Dealing with Waste Water</b>	Councillor Miss S White	Director of Strategy, Performance and Governance	<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 Authority (AWA). 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>Following on from the Committee's request, a meeting was held with Cllr. Miss S White which identified two issues and two work streams.</p> <ol style="list-style-type: none"> <li>1. The first is the consistency between Anglian Water Authority's consultation responses to planning applications and comments that have been made in meetings about capacity constraints; and</li> <li>2. the wider issue of the long term adequacy of the sewerage and surface water drainage systems (combined in many areas) to cope with growth and storms.</li> </ol> <p>Officers are setting out the approach to both of these matters, including requesting a position statement from AWA on the current capacity position and any issues or constraints. Arranging a meeting with AWA, the Environment Agency and Essex County Council (as the lead local flood authority) to draw a consensus on the overall position and a scope for a Water Cycle Study.</p>

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<b>Provision of Tourist Information Centres in the District</b>	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 31 August 2018 which gave a helpful insight into other models of service delivery including the use of volunteers and working with key commercial sector partners.</p> <p>Members are advised the TIC function has been included within the scope of the Future Model Strategic Review as approved by Council so a separate scrutiny topic was no longer required.</p> <p>Officers are preparing options on future service delivery as part of the transformation process. The Council must decide upon services offered from the Burnham TIC before the end of March as this coincides with the expiry of the current lease. The Strategic Review timetable will allow any necessary decisions to be taken by Members within this timescale.</p>
<b>Office accommodation and leases within the Maldon DC Offices</b>	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 (<b>November 2018</b>)</p>

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<b>Jobcentre Plus</b>	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"> <li>• The benefits to the service users of relocating;</li> <li>• numbers accessing the service;</li> <li>• plans to provide a service to Burnham;</li> <li>• confirmation of ages being seen;</li> <li>• impact of Universal Credit.</li> </ul> <p>See the report on the agenda (<b>January 2019</b>)</p>
<b>Waste Contract – reliability of the contractor vehicles</b>	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 were also seeking clarification/confirmation of where the District's recycling is sent to following processing.</p> <p>A detailed report was provided to the Committee for its October meeting which updated Members on the collection of waste within the District and addressed concerns surrounding contractor vehicles and the end destination of recycling. The Recycling and Recovery UK Regional Manager from Suez also attended the meeting.</p> <p>Following discussions at the meeting, the content of the report and actions being undertaken were noted. No further action on this scrutiny topic required.</p>