



in NORTH EAST LINCOLNSHIRE
2018-19

Annual Report

Introduction

Welcome to the annual scrutiny report, which highlights the key scrutiny activities and developments in North East Lincolnshire Council during the 2018/19 Municipal Year. The report provides a summary of the work undertaken by scrutiny in 2018-19 and outlines future work programmes.

In addition to our scheduled scrutiny meetings a number of themed meetings, select committees, working groups and workshops have been held. Residents, partners and stakeholders have been involved in topics such as mental health, skills, highways, housing crime and the impact of key regeneration schemes on tourism. The Overview and Scrutiny Committee was formed by resolution of full Council in May, 2018 and has commissioned two key reviews of adult social care and the Borough's street scene. These detailed investigations were conducted through a select committee process involving public meetings whereby members were able to hear from residents and partner organisations directly involved in both matters. While examples of good practice were found, the select committees made recommendations for further improvement and these were accepted by Cabinet in both cases. A further example of task and finish work undertaken by scrutiny was the Rough Sleeping Working Group which was commissioned by the Communities Scrutiny Panel. This again uncovered examples of positive partnership work and made further recommendations, which are currently being considered by Cabinet.

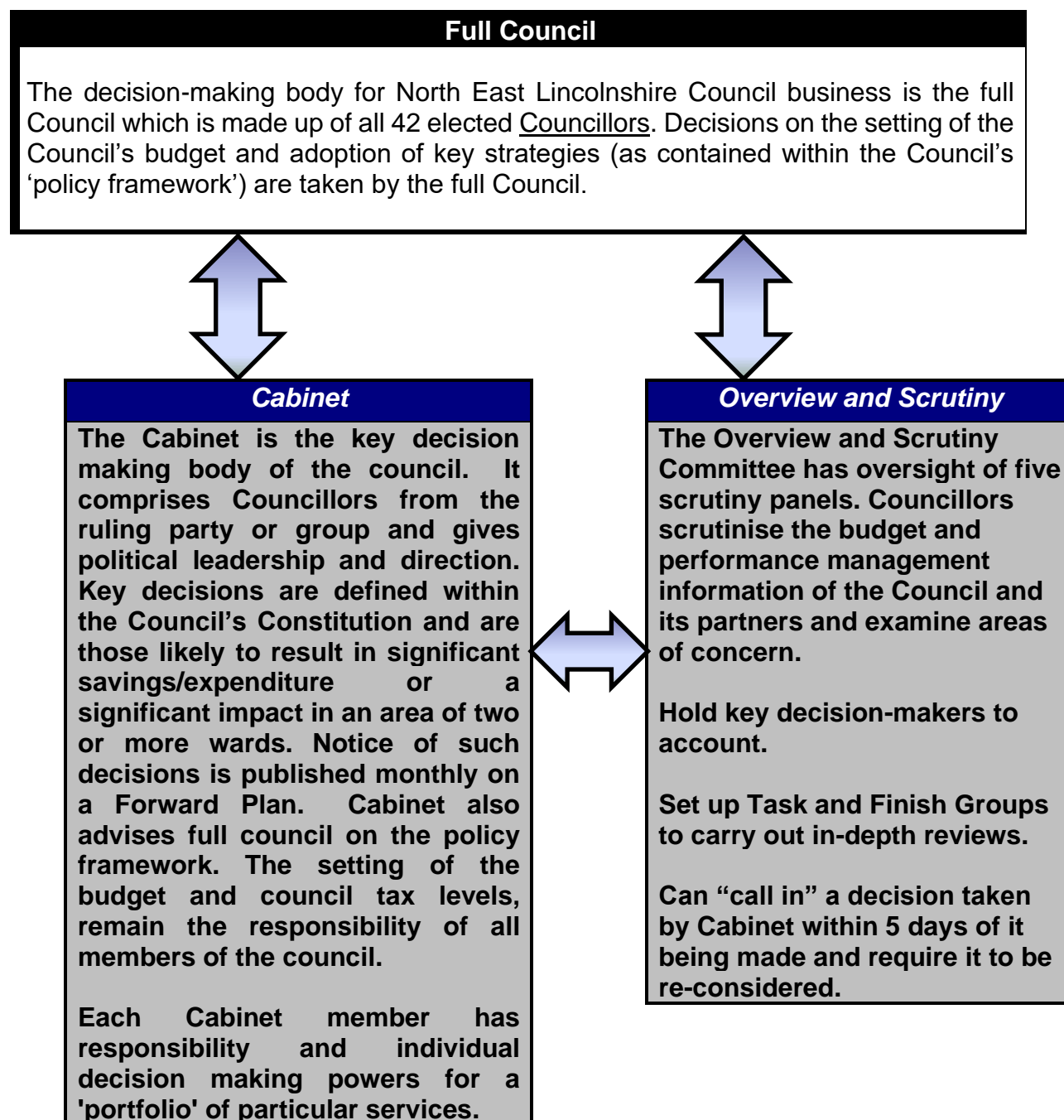
Members have again been keen to 'see things for themselves' and have undertaken a number of site visits and information gathering visits to partners and community groups to inform their debates. The panels have continued to inform Cabinet decision-making, through both pre-decision scrutiny and the call in mechanism; further details of which can be found within this report.

There has been a continued focus on scrutiny of the Council's outcomes framework and the associated commissioning proposals. Scrutiny has a key role within the Council's governance arrangements to support effective delivery of the outcome framework and provide challenge, as appropriate, to make sure that the basis for decisions being taken by the Council are robust and this work will continue during the next Municipal Year.

***Helen Isaacs, Statutory Scrutiny Officer
Director for Communities***

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2 Scrutiny in North East Lincolnshire



Please note that decisions regarding certain functions are determined by 'regulatory' committees of the council such as the Planning Committee and the Licensing and Community Protection Committee. Such decisions do not fall under the remit of Scrutiny. There is co-ordination between Scrutiny and the Audit and Governance Committee on matters of mutual concern.

Overview

Scrutiny is a process that enables Councillors who are not Members of the Council's decision-making process to review and scrutinise matters affecting local people.

The role of Elected Members performing the overview and scrutiny function is to:

- Review and report on issues that affect the economic, environmental and social well-being of local people;
- Act as a check and balance to the Council's decision makers, examining and reviewing decisions;
- Consider the work of public bodies operating outside the Council but which affect local residents, for example, local health services;
- Contribute to the development of future policies and strategies that will help improve services for local people;
- Involve local people in council decision making.
- Scrutiny is carried out using a number of methods, including panel meetings, working groups and select committees, but in all cases the process is non-political and Members from all groups participate.

Our Panels

Our panels and chairs this year were:

Overview and Scrutiny Committee – Councillor Steve Beasant

Children and Lifelong Learning Scrutiny Panel – Councillor Ian Lindley

Health and Adult Social Care Scrutiny Panel – Councillor Stan Shreeve

Economy Scrutiny Panel – Councillor Phillip Jackson

Communities Scrutiny Panel – Councillor Ron Shepherd

Tourism and the Visitor Economy Scrutiny Panel – Councillor Keith Brookes

3 Scrutiny

Overview and Scrutiny Committee

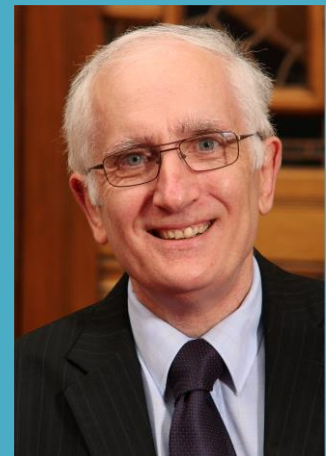
The Overview and Scrutiny Committee was established by Council at its Annual Meeting in May, 2018 to have oversight of the five scrutiny panels and to have responsibility for providing the strategic direction and management of the scrutiny function.

The committee has responsibility for the commissioning of select committees and working groups through the panels and this year has commissioned two significant select committee reviews - the Street Scene and Adult Social Care. Further details of this work can be found in the Select Committee section of this report.

A key area of work for the committee has been scrutiny of the council's budget, both in terms of regular in-year monitoring of budget pressures and scrutinising proposals as part of the council's financial planning process. The latter included oversight of a two stage engagement workshop process to which all Councillors were invited to comment; firstly on initial draft budget proposals and then as part of the formal consultation on the the council's finance and commissioning plans.

The committee met with the Chair and Deputy Chair of the Audit and Governance Committee to discuss matters of mutual interest and agreed to continue to share work programmes and outcomes from their work.

“Following concerns by elected members, the Overview and Scrutiny Committee carried out two Select Committees (looking into Adult Social Care and the Street Scene), and also co-ordinated the work of other panels and monitoring of the Council's Budget”



*Councillor Steve Beasant
Chair*

Children and Lifelong Learning Scrutiny Panel

Following on from the Autism Spectrum Conditions working group and its recommendations made in 2017, the panel was keen to monitor the progress of the access pathway for supporting children and young people with additional needs in North East Lincolnshire. Concerns had been raised by parents and the panel wanted to continue monitoring progress throughout the next municipal year.

The lifelong learning element of the panel focused on the refreshed skills action plan and the work of the Careers and Enterprise Company. The panel was part of the consultation process, giving feedback and challenge, whilst understanding the plan reflected the national context around the skills agenda from the recommendations made in the Department for Education's skills plan and what that meant for North East Lincolnshire. The panel were pleased to hear of the good work that was ongoing around the skills agenda especially for school age children who were being given more guidance about careers, skills and qualifications to set them up for the future.

As part of the work programme, the panel heard about the plan for pupil school places within North East Lincolnshire and requested an annual update on the impact of any new housing developments in terms of pupil place provision especially in light of proposals in the local area plan.

The Local Safeguarding Children's Board Annual (LSCB) Report 2017/18 was

presented to the panel. They welcomed the report and the good work going on with young people and families within North East Lincolnshire. Whilst the panel appreciated that the increasing numbers of looked after children and out of area placements was a national issue, they were concerned by this and as a result requested further information to understand and monitor any increases throughout the next municipal year.

The Children's Health Provision report was welcomed and reassured the panel about work that was being undertaken around the healthy child programme for 0-19 year olds, which included promoting health and wellbeing, screening and immunisations.

The panel was updated on work that was taking place within North East Lincolnshire to reduce the number of children at risk of criminal exploitation (CCE). Officers were praised for their excellent work in raising the profile of CCE and dealing with it, through effect partnership working, before it got out of hand. The panel was keen to monitor the link between CCE and school exclusions.

Other areas that had been scrutinised this year included:

- Children's Social Care Statutory Complaints.
- Local Safeguarding Children Board – outcome scorecards.
- Virtual Heads Annual Report
- Independent Reviewing Officers Annual Report.
- Standards in schools for 2018/19.
- School exclusion data 2018/19.

The panel requested that the following work be carried forward into next year's scrutiny work programme:

- School exclusions
- New safeguarding arrangements
- Autism Spectrum Conditions access pathway

"I am delighted with the commitment that this panel has shown over the past year in scrutinising key areas of children and young people's services. The Autism Spectrum Conditions Diagnosis Pathway has required regular and detailed scrutiny following its introduction. This level of Scrutiny across all of our Childrens Services is vital if we are to continue to deliver improved outcomes for children and young people in NEL"





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Health and Adult Social Care

The Health and Adult Social Care scrutiny panel work programme focused on mental health as a result of members' concern about the increasing number of people with complex mental health conditions and the effectiveness of support services that were available. Officers from NAViGO gave a presentation which gave the panel insight into what the NHS long-term plan said about mental health and explained about the local insight into improving access to psychological therapies (IAPT).

To understand the mental health provision, members visited the Konar Suite at Diana Princess of Wales Hospital in Grimsby, which specialised in acute mental health and memory services. They also visited Harrison House to understand the acute inpatient mental health services and how the service worked for adults experiencing more severe or long-term mental illnesses in a safe environment.

The panel received regular updates as part of the consultation process on the review of adult services within North East Lincolnshire. They appreciated the key challenges around finance and population pressures. The panel welcomed the review's findings.

Concerns were raised by the panel about a range of services that general practitioners (GP's) provided which were classed as non-NHS and could be charged for. After a discussion at the panel meeting, they made a number of recommendations to the CCG and the Council to review the charges for GP letters and blue badges which currently

placed particular emphasis upon residents with disabilities and could mean their ability to pay was significantly compromised.

The panel scrutinised Northern Lincolnshire and Goole NHS Foundation Trust when they attended the panel meetings on two occasions following the latest CQC inspection. The panel welcomed the Trust's rating which improved from "Inadequate" to "Requires Improvement". However, the panel felt there was a long way to go and agreed to continue to monitor the progress of the improvement plan at future meetings.

A public health bench marking data report was requested by the panel so they could scrutinise North East Lincolnshire local area's health profile benchmarked with the Yorkshire and Humber local authorities and CIPFA nearest statistical neighbours. The panels particular focus was population demographics, deprivation and other economic characteristics. The panel saw the benefit of the public health data and how it could influence which services were procured in the future and how services could be integrated with other providers. A recommendation was made to the Communities Scrutiny panel, as it was felt that some of the data around drugs and alcohol may be of interest.

The panel welcomed the findings report from the Adult Social Care Select Committee. Members were keen to follow the progress of the recommendations at future panel meetings. Following on from the Select Committee an invitation was taken up by

panel members to visit Ladysmith Care home, which provided residential care, dementia care, as well as respite care.

The panel continued to work closely with Healthwatch, identifying areas where their work overlapped as well as the potential for joint working.

"The panel has continued its work in holding our health organisations to account from our GP community, mental health services and our local hospital provider. We extended our scrutiny of Adult Social Care both within the panel work programme and by participation in a Select Committee. My thanks go to all panel members and officers for their diligence and contribution."



*Councillor Stan Shreeve
Chair*

In addition, the panel considered reports on:

- Adult Social Care Performance quarterly reports
- Adult Social Services Statutory Complaints report.
- Outcome Progress report
- Adult Safeguarding Annual Report
- NHS 10 year plan
- CCG Commissioning Priorities 2019/29

Throughout the year, the panel received briefing notes to keep them updated on progress around:

- Humber Acute Services Review.
- East Midlands Ambulance service performance.
- Extra care housing provision.

The following work will be carried forward into next year's scrutiny work programme:

- Sustainable Transformation Plan
- Humber Acute Services Review
- Cancer – early diagnosis, waiting times and screening programmes
- Health inequalities across the borough
- Care homes use of A&E

Economy Scrutiny Panel

It has been another hectic year for the Economy Scrutiny Panel. For those who like numbers; that's eight meetings, two call-ins, six questions to portfolio holders, and 88 resolutions, including thirteen recommendations to Cabinet or portfolio holders.

Key decisions around the Greater Grimsby Town Deal, civil penalty notices and multi-million pound regeneration schemes to the public realm in Grimsby and Cleethorpes' town centres have required the panel's attention and influential recommendations were made to Cabinet as a result.

The panel strengthened its scrutiny on partnership performance information via its regular monitoring report with in-depth challenge on job creation, gross weekly pay for full-time workers, planning applications and business units.

Major highways schemes have been examined via routine monitoring reports with scrutiny of the following being worthy of special mention:

- Toll Bar junction improvements
- Littlefield Lane, Grimsby – final design approved
- 20 mph speed limits (Sidney Sussex ward)
- Brereton Avenue safety scheme
- South Humber link road - Cycle way

A review of highways inspection and maintenance policy resulted in recommendations to Cabinet regarding cyclists' safety and value for money when

considering defects on the highways.

The Council's Local Transport Plan (LTP) Delivery Plan was received by the panel prior to Cabinet consideration. A number of issues were raised including unadopted rights of way, junction improvements, flexibility in determining the planned works, coordination of signal controlled junctions and the Littlecoates Road Road/Cambridge Road junction. The panel's comments were referred to Cabinet.

"The Economy Scrutiny Panel was very active during 2017/18 with meetings held most months. Following robust examination and debate around key issues, many recommendations were made to Cabinet which significantly influenced the direction and implementation of policy."



*Councillor Philip Jackson
Chair*

Following an update on the council's housing programme, the panel called a special meeting to focus on delivery of the council's housing strategy action plan. The Chief Executive and Director of Operations of Lincolnshire Housing Partnership attended to talk about how they were working together, with others, to build resilient communities and provide social housing in Grimsby, Cleethorpes and Immingham. The panel heard about a number of initiatives to bring small numbers of empty homes back into use. Members were keen to keep up to date with new housing zone sites and links to the new playing pitch strategy, placing this issue in the forward work programme.

The panel considered two Cabinet decisions which were called in, both decisions were eventually released for implementation:

- Bolingbroke Road parking conditions
- Car parking strategy – tariffs and charges

Members of the Economy Scrutiny Panel and the Tourism and Visitor Economy Scrutiny Panel held a formal joint meeting to begin their contribution to and challenge on the review of the Council's Economic Strategy. The panels were able to evaluate

and comment on the findings in the Local Economic Assessment and suggest how this may influence the emerging strategy. This work will continue into the new municipal year 2019/20.

The panel has requested additional information and challenged on the following:

- Gypsy and traveller temporary stopover sites
- Cashless access to public conveniences
- Victoria Mill
- South Humber Industrial Investment Programme
- Border Inspection Post

The following work remains of interest to the panel and will be carried forward into next year's scrutiny work programme:

- South Humber Inward Investment Programme
- Economic Strategy (refresh 2019)
- Energy Programme
- Housing Zone Action Sites / Playing Pitch Strategy

Communities Scrutiny Panel

This year the panel have been focused on the community and the impacts it faces from a number of sources; such as crime, anti-social behaviour, youth crime, and support for community groups, substance misuse, rough sleeping and various performance and intelligence figures. The panel welcomed the Police and Crime Commissioner and Chief Constable to their December meeting and were given the opportunity to provide challenge on areas of concern.

The panel have scrutinised performance statistics from the Community Safety Partnership at the majority of meetings and sought the relevant assurances where required. Overall, the panel was content that the Partnership was performing well and that crime was being dealt with appropriately.

Members and substitutes of the panel have been offered a number of visits over the past year, to increase their knowledge and see first-hand how services work. These include:

- Night Time Economy with Humberside Police; panel members accompanied Police Officers on their



patrol of the night time economy in Cleethorpes. This provided members

with the opportunity to see first-hand what the police have to face and deal with, including how resources had to be managed when incidents were reported away from the night time economy.

- NELC/Engie CCTV Control Room – members wanted to see first-hand how effective the CCTV was in keeping our residents safe. Members were advised that parts of the system were out of date and in need of urgent replacement. An independent review of the full system has since been commissioned and the panel was keen to be involved in the next stages.
- Addaction – panel members were invited to meet with and tour the premises of Addaction, who provided substance and alcohol misuse rehabilitation services on behalf of the Council. Members welcomed the tour and were pleased with the services provided.

In addition to the priority outcomes in the panels terms of reference, the panel have also considered and debated the following:

- Killed and seriously injured statistics, including data comparison with benchmarking neighbours and reviewing breakdowns by ward
- Joint Strategic Intelligence Assessment
- Proposed improvements to bereavement services
- Modern slavery
- Regulatory services and the work they perform in the borough.
- CCTV commissioned review

The panel considered two Cabinet decisions which were called in, both decisions were released for implementation:

- Green waste charges
- Proposed improvements to bereavement services

- To invite the Police and Crime Commissioner back to a future meeting.
- Review of public facing closed circuit television (CCTV) systems.
- Waste management strategy and recycling

Crime and Disorder Committee

This panel is the council's designated Crime and Disorder Committee and has used this platform to continue its challenge on domestic abuse. The committee met on 14th March 2019 and heard about the 'one system' approach that was being taken, with partners, to tackle domestic abuse. The committee welcomed the update and were reassured by the new programmes in place and efforts being made to tackle domestic abuse. The committee welcomed that further updates on the new pilot would be provided to the Communities Scrutiny Panel in the following municipal year.

Work programme 2019/20

The following work will be carried forward into next year's scrutiny work programme:

- Community Safety Partnership – the new arrangements and review plan.
- East and West Marsh Early Intervention Team review report – This review is being undertaken by the NSPCC in April 2019.
- Local Cycling and Walking Infrastructure Plan and any revision of the Cycling and Walking Strategy.
- Findings of the Rough Sleeping working group.
- Alcohol abstinence monitoring review findings report

"The panel has been very active in the community this year, carrying out a number of visits to see first hand how partner organisations are protecting our residents. The Rough Sleeping Working Group was a notable example of good scrutiny work, resulting in positive recommendations being made to Cabinet. I would like to offer my thanks to members of the panel and officers who have supported our work throughout the year"



*Councillor Ron Shepherd
Chair*

Tourism and the Visitor Economy Scrutiny Panel

Multi-million pound regeneration schemes to highways and the public realm in Cleethorpes' town centre and Seaview Street Plaza plus major changes to the management and operation of key visitor sites in Grimsby and Cleethorpes have required the panel's attention. The panel's comments have informed and influenced decisions made by Cabinet.



An exciting and diverse programme of summer events was applauded by the panel.

The panel continues to press for appointments to two posts supporting Grimsby and Cleethorpes town centres; Cleethorpes Resort and Town Centre Manager and Grimsby Town Centre Manager. The panel's enthusiasm was echoed by the portfolio holder who, despite financial constraints, continues to seek funding to support the posts.

The panel has welcomed contributions from outside the council this year, namely from Hodson Architects, Sea View Street Traders, Ekosgen and the Maritime and Coastguard Agency.

Beach safety came to the agenda following concerns around mud and also following an incident involving a dangerous dog. Officers were able to reassure the panel and the public that public safety was the prime objective. Relationships with employees and partners alike were working well and proper risk assessments were in place. The service continues to work closely with other agencies such as RNLI and the Coastguard ensuring beach and water safety all year round.

Members are passionate about securing future capital funding to support the long-term conservation of our historic vessels.

The panel will persist with this work in the next municipal year. External funding from the Ministry for Housing, Communities and Local Government will support a more detailed conservation report for each vessel. This report, plus a subsequent funding feasibility study, would be available for the panel's comment and influence prior to Cabinet consideration.



Libraries have remained a regular feature on agendas this year with the ongoing review of library services. Members received the results of the consultation survey and await options appraisals before decisions are made by Cabinet. The panel also gained firm assurances that an extended closure to libraries and other council offices over the 2018 Christmas holiday period would not adversely affect public access to emergency/crisis services. The panel has also sought to support Immingham Town Council and Lincs Inspire Limited to identify solutions enabling access to Immingham Library and Community Hub.

The panel have worked with officers and partners to find a way to provide a low cost monthly artisan Sunday market. Exciting recommendations have been made to relevant Portfolio Holders and a decision is awaited.

The panel is keen to secure public access to suitably robust artefacts and collections. Members are looking to develop a protocol to support this.

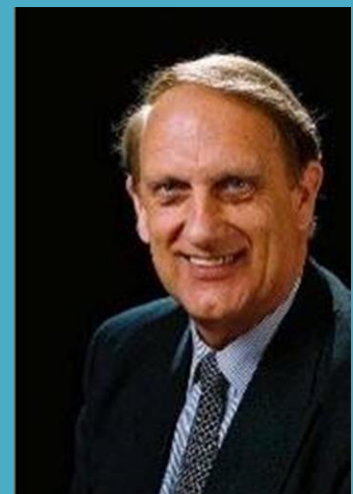
The panel continues to develop the quality of data it considers to determine whether outcomes for citizens and visitors to the area are improving. To this end members have worked with officers to identify budgets, create a scorecard and performance measures that indicate (quantify / measure) the success of tourism and the visitor economy in North East Lincolnshire.

In addition to priority outcomes within the panel's terms of reference, the following topics will be considered for next year's

scrutiny work programme:

- Libraries
- Archives
- Delivery of the culture and heritage framework
- Strategic approach to tourism
- Lincs Inspire Limited

"As chairman of the panel for the passed year, I hope you enjoy reading this report and the work the panel has undertaken. Now in its second year looking at the issues we have been a critical friend and also had the pleasure of celebrating many actions. I hope that in the next year we work more closely with the portfolio holders and the officers to delve into the work of this area."



*Councillor Keith Brookes
Chair*

4 Scrutiny Select Committees

Adult Social Care Select committee

The Adult Social Care Select Committee was formed after members raised a concern at the Full Council budget meeting in 2018 about the need to ensure sufficient money was available to meet the council's statutory duties as a social services authority.

The select committee agreed a set of key objectives, focused on (a) understanding how the Council's budget for adult social care would meet the forecast local population need and (b) Identifying the opportunities for the council and CCG to invest in adult social services and reduce the burden of costs to the health system.

Over the course of the select committee, Members heard the issues raised by the providers and representatives of service

users that needed addressing, but they also heard a lot of detail and evidence from officers of the hard work already being done to address these issues. The select committee were reassured that work was already under way to pilot new initiatives and develop current service models, for example improving the quality of residential care.

Nevertheless, the select committee made a series of recommendations to Cabinet around capacity and quality of care; integration and efficiency; transparency; and member development to increase their knowledge of adult social care. Cabinet subsequently approved the select committee's recommendations.

Street Scene Select committee

This select committee was established to look at the quality of the local street scene in North East Lincolnshire, including the extent of littering, fly tipping and anti-social behaviour in order to give it more significance and direct attention. The review looked at the extent of the Council's investment in its Smarter Neighbourhoods programme, related enforcement activities and how the Council work with communities to enhance civic pride and change behaviours.

The remit of the select committee could have expanded far and wide so key objectives

were agreed as follows:

- Understand the impact of service changes upon the "Street Scene" in North East Lincolnshire.
- Identify areas of potential improvement focusing on building community resilience and increasing civic pride and make recommendations to Cabinet.
- Review the implementation of the Litter Bin Review referred by Cabinet.

Over the course of the select committee the Members heard a lot of issues raised by residents and ward councillors that needed addressing, but they also heard a lot of detail

and evidence from officers of hard work already being done to combat these issues. There was further work required around the future provision of alleyway clearances, and the select committee wanted to be kept inform on how this was progressing. The select committee made a number of recommendations and these were subsequently approved in full by Cabinet.

One of the recommendations is that the Select Committee reconvene in 12 months time (September/October 2019) to receive an update on all of the recommendations and consider if any further input is required by members on this matter.

Findings Reports

Copies of the findings reports for both select committees can be found on the Council's website -

<https://www.nelincs.gov.uk/councillors-and-democracy/decision-making/scrutiny/>

5 Scrutiny working groups

Working groups, like select committees are appointed to investigate issues in more detail and report their findings and recommendations back to the panel. Working groups are still required to scope the piece of work and identify clear objectives and benefits of the review. However, unlike select committees, there is no requirement to hold formal, public meetings. The investigation may be on a

‘task and finish’ basis where the review is time-limited, or carried out over a longer period.

Over the last twelve months, the only issue to have been reviewed via a working group was Rough Sleeping which came from the Communities Scrutiny Panel. Further information the review can be found below.

Rough Sleeping Working Group

This working group was commissioned in response to issues being caused by begging but was subsequently broadened out to focus on what was felt to be a growing number of rough sleepers in North East Lincolnshire.

Over the course of its deliberations, the working group heard about issues service users and providers face when working with or being a rough sleeper. The working group was generally content with the services that officers were providing and received reassurance from service users. Nevertheless, the working group did identify areas for improvement and made a number of recommendations which were subsequently referred to Cabinet. Cabinet received the recommendations but felt that further work was required and requested an update from officers in July 2019.

6 Get involved in scrutiny

One of the key roles of scrutiny is to work on behalf of residents to address the issues that are causing concern to people who live and work in the borough. We are using this report to tell you what we have done and we want you to tell us what you think we should be doing next. Please use the contact details at the end of this report if you would like us to focus on a particular issue in future.

All agendas and minutes of scrutiny panels as well as reports from scrutiny working groups are available by following the links on our website – nelincs.gov.uk

This report is also an opportunity to say thank you to everyone who has contributed to the scrutiny process over the past twelve months. To be able to function effectively, scrutiny relies on the invaluable knowledge and expertise of witnesses. Last year a wide range of individuals and organisations assisted us in our work, including:

- Service users
- ENGIE
- Police and Crime Commissioner
- East Midland Ambulance Service
- NHS Foundation Trust

But we are not content to leave it there... Members of the public are:

- Welcome to attend scheduled scrutiny panel meetings to observe local scrutiny in action. To find out what is being discussed and what to expect please have a look at the website or contact the scrutiny team.
- Encouraged to make suggestions for future scrutiny reviews by contacting your local councillor or the scrutiny team. You can do this by email, post or telephone.
- Able to approach councillors with your views on specific issues so that these can be added into the debate on the scrutiny panels
- Able to speak on specific issues, with the prior permission of the panel chair.

Scrutiny cannot promise to form the same conclusions as you do but your comments will be acknowledged and considered.

Sometimes we receive correspondence that raise issues outside of scrutiny or the council's remit – should this happen we will forward your comments to the relevant service or partner organisation and ask them to provide you with a response.

If you would like further information about scrutiny, please use the contact details below:

Scrutiny and Democratic Services
North East Lincolnshire Council
Municipal Offices
Town Hall Square
GRIMSBY
DN31 1HU

Tel: 01472 324121

Email: democracy@nelincs.gov.uk

Website: <https://www.nelincs.gov.uk/councillors-and-democracy/decision-making/scrutiny/>