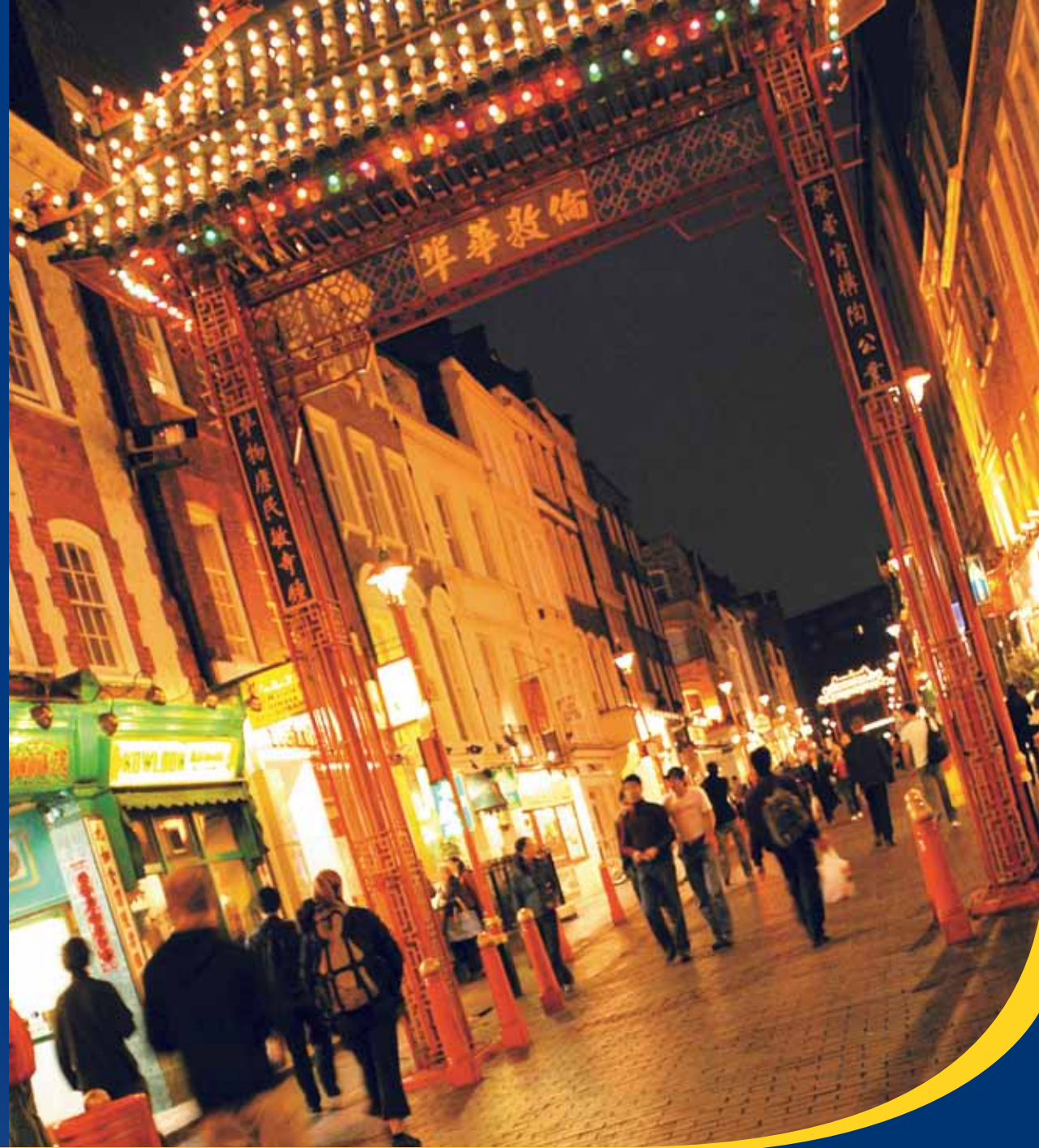


POLICY AND SCRUTINY IN WESTMINSTER

Annual Report 2009/10

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Westminster's Scrutiny Committees

Introduction

I'd like to take this opportunity to introduce this report and hope you find the topics the committees have looked at both informative and relevant to you.

Regards

Judith Warner

Chairman of the Scrutiny Commission

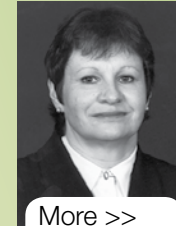


Children and young people

Chairman: Ian Adams

- Schools
- Education
- Play facilities
- Youth clubs

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Health and community service

Chairman: Judith Warner

- Public health
- Housing
- Care for vulnerable people
- Adult education

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Citizens and business

Chairman: Alan Bradley

- Families
- Tourism
- Supporting business
- Biodiversity
- Parks and open spaces

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Health Sub-committee

Chairman: Frixos Tombolis

- NHS services
- Dentistry
- Air quality
- Treating addictions

[More >> Information](#)



Built Environment

Chairman: Angela Harvey

- Planning
- Design
- Parking
- Cycling
- Road maintenance

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Community Safety

Chairman: Audrey Lewis

- Policing
- Anti-social behaviour
- Managing estates

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Finance and Resources

Chairman: Andrew Havery

- Ensuring value for money
- High level service

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Angela Harvey
Chairman of Built Environment

Built Environment

Review /Topic	Findings	Follow up	Outcome
Meeting of 2nd June 2009			
EDF Energy	<p>EdF asked to:</p> <ul style="list-style-type: none"> outline the causes of the power outages experienced during 2009 and particularly the incident which left 500 pensioners on a council organised theatre trip stranded; how they intend to prevent future occurrences what efforts they are making to improve communication with customers during critical incidents. 	Committee wrote to EdF requesting a response and inviting them to attend the June 2010 meeting	<ul style="list-style-type: none"> EdF submitted a written response to the Committee apologising for the disruption caused by the power outages. EdF to attend the June 2010 meeting of the Committee for a Q&A session.
Exhibition Road Scheme	<ul style="list-style-type: none"> Supported single surface scheme, on the condition that guidance devices be provided for blind and partially sighted users, that some delineation between pavement and carriageway was used In light of lower skid resistance of granite surface recommended that a speed limit of 20mph be introduced on Exhibition Road Communications strategy developed to inform and educate pedestrians/motorists about shared surfaces. Supplemented by careful monitoring and assessment of how vehicles/pedestrians have reacted to single shared 	Recommendations presented to Cabinet Member	<ul style="list-style-type: none"> The charity, Guide Dogs for the Blind, have been granted permission to apply for a Judicial Review into the scheme. <p>Revisions made to scheme:</p> <ul style="list-style-type: none"> 20mph speed limit introduced on Exhibition Road and drivers alerted to pedestrian priority as they enter the single surface area. Design modified by RBKC to include visual/tactile delineation between 'pedestrian' zones on either side of the street and 'transition' and 'vehicle' zones using a black cast iron gully cover and tactile strip on 'pedestrian' side running length of Exhibition Road. The charity, Guide Dogs for the Blind, have been granted permission to apply for a Judicial Review into the scheme.

Built Environment

Review /Topic	Findings	Follow up	Outcome
Scrutiny Review of Roads and Pavements	<p>Committee endorsed the review and its recommendations. These were:</p> <ul style="list-style-type: none"> • That the process currently used by the Council to measure performance, determine programmed maintenance and allocate resources be widened to take account of other factors, in addition to the ACS. • That the Council investigate further ways to mitigate the impact of others on our carriageways and footways including: TfL, utility companies and private builders. • That the Council make more information available to the public and increase proactive communications about the management of carriageways and footways in Westminster. 	<p>Report submitted to Cabinet Member for City Management.</p> <p>Response received from Cabinet Member.</p> <p>Further report received in March 2010 on 'Streets for a Living City'.</p>	<ul style="list-style-type: none"> • Council adopted a new value management (VM) approach taking into consideration factors such as visual appearance, customer reports and maintenance history, in addition to the ACS, when deciding how to spend budget. • Consultation with Area Forums occurred from Sept 2009 to inform the 2010-11 work programme. • VM process to be further extended to include junctions. This may lead to dedicated programme to address condition of junctions. • Discussions held at officer level with TfL over concerns with current maintenance performance. • Utilities permit scheme introduced in January 2010. • Web based information system, which will provide information to public on council policies and work programmes, currently under development. Dates for carriageway resurfacing are available on the Council website. • Committee received a report, 'Streets for a Living City' on 17th March. This responded to Committee concerns about accessibility and suitability of Westminster's streets, and particularly focal points for the community such as district shopping centres, for people with mobility or sensory problems.

Review /Topic	Findings	Follow up	Outcome
Meeting of 15th September 2009			
Parking consultation – Carer’s Parking pilot, Visitor’s Parking Pilot, Disabled Badge Scheme	<p>Carer’s Parking Pilot:</p> <ul style="list-style-type: none"> Recommended retention of this scheme on a permanent basis Extend eligibility to this scheme to voluntary or informal carers who administer unpaid care to Westminster residents who receive any rate of either the mobility or care component of the Disability Living Allowance. Increase the hourly parking contribution from 6 hours to 10 hour per week per applicant. Continue to operate the scheme under the current set-up until such time as a decision is made as to how this scheme should progress forward. <p>Visitor’s parking pilot:</p> <ul style="list-style-type: none"> Supported the scheme but recommended that improvements should be made for those who are genuinely visiting Westminster residents. <p>Disabled Badge Scheme</p> <ul style="list-style-type: none"> Officers agreed to keep the policy on number of vehicles which can be registered with a white badge under review. 		<ul style="list-style-type: none"> The Carer’s parking pilot has been retained on a permanent basis A report is currently being prepared to go to the Cabinet Member outlining the way forward for the visitor’s parking pilot. A comprehensive review of the Council’s Parking policies will be carried out by the Committee during 2010–11.

Built Environment

Review /Topic	Findings	Follow up	Outcome
Scrutiny review of Integrated Street Management (ISM) (revisited 1st December 2009)	<p>Committee endorsed the findings of the ISM review and asked for further information on:</p> <ul style="list-style-type: none"> Costs of the service in the new model (as understood on 15th Sept 2009) Capacity of the Street Management Centre IT issues such as the lack of suitable handheld technology or GPS tracking of on-street staff. <p>1st Dec 2009</p> <ul style="list-style-type: none"> Requested a further update on the Unit's structures and staffing be provided to the Committee at the conclusion of the current round of budget reviews. An update be provided on the failure of the trial of hand held technology for street based staff. 	<p>Report submitted to Cabinet Member for City Management</p> <p>Further update provided to Committee on 1st December 2009</p>	<ul style="list-style-type: none"> Council have reviewed and now in the process of re-structuring of the Street Management Service. This will look to provide an improved on street presence. Committee were provided with a briefing note outlining some of the issues that had occurred during the trial of the hand-held pilot. Some operatives had found it very useful whilst others had found it slow to use. Council are continuing to trial use of handheld technology for street based staff.
Meeting of 3rd November 2009			
Waste Contract re-let	<ul style="list-style-type: none"> Committee noted that the contract re-let process had been carried out correctly and the use of a competitive dialogue process had been successful. 	Scrutiny of the process noted by the Cabinet Member	<ul style="list-style-type: none"> Waste contract successfully re-let by Westminster City Council to Veolia.
Meeting of 1st of December 2009			
Thames Water	<p>Asked Thames Water to respond formally to questions raised in the discussion on:</p> <ul style="list-style-type: none"> Maida Vale sewer flooding quality of reinstatement works burst water mains and prioritisation of replacements and infrastructure works 	Committee asked Thames Water for written response to their concerns.	<ul style="list-style-type: none"> Meeting held between residents affected by Maida Vale flooding, Council officers, Councillors and Thames Water following the Committee. Written response from Thames Water received concerning Maida Vales floods.

Review /Topic	Findings	Follow up	Outcome
<p>Cyclists' Conduct – a review of cyclist behaviour in Westminster (information report received on 2nd June, followed up on 15 Sept)</p>	<p>The Committee made seven recommendations:</p> <ol style="list-style-type: none"> 1. Requested that the Police undertake increased enforcement action against illegal cycling across Westminster; 2. TfL be requested to undertake a wide reaching public awareness campaign of the need to cycle safely and in accordance with the Highway Code (including the use bells and the dangers of cycling while wearing headphones); 3. Police requested to support the accreditation of the Council's community safety teams and CEO's (if applicable) to have the power to undertake enforcement action when cyclists break the law; 4. TfL be requested to dedicate resources from the crime reduction unit to tackling poor cyclist conduct; 5. TfL be requested to improve bus driver safety performance; 6. TfL be requested to examine opportunities to develop a voluntary registration scheme for all professional cyclists such as couriers which includes insurance which requires training in safe cycling; 7. That the Freight Transport Association and Road Haulage Association be thanked for their written submissions and be urged to continue their work with their members to improve the safety culture in their sector. 	<p>Committee wrote to Transport for London (TfL), Westminster Metropolitan Police Service outlining the recommendations and presented findings to Cabinet Member.</p> <p>Attended joint Police and TfL enforcement days held in Central London.</p> <p>Continued to raise profile of issue through media campaign – appearance on Inside Out programme, Daily Politics Show and BBC London News.</p> <p>Responded to a wealth of correspondence on the issue.</p> <p>Chairman wrote to TfL responding to their Cycle Safety Action Plan, querying how this would address concerns over cyclist conduct raised by the Committee.</p>	<ul style="list-style-type: none"> • Committee received a written responses from the Police in which they accepted that the issue of cyclist conduct had not been given appropriate priority previously. In conjunction with TfL launched a 3 day enforcement campaign in central London which the Chairmen of the Built Environment attended. • Police formed a special working (delete xxxx) group building on recommendation to dedicate more resource to the issue. • TfL Cycle Safety Action Plan launched – agreed that consideration of all aspects of cyclist behaviour to form part of this and HGV bus driver performance being addressed. • Following profile raising of resident concerns on the issue and encouragement to attend Safer Neighbourhood Ward Panel meetings, Tachbrook have included addressing cyclists' behaviour as a ward priority.

Built Environment

Review /Topic	Findings	Follow up	Outcome
Meeting of 17th of March 2010			
Olympics	<ul style="list-style-type: none"> Representatives from the London Organising Committee of the Olympic Games (LOCOG), the GLA and the Cultural Olympiad invited to attend a dedicated scrutiny meeting on London 2012. 		<ul style="list-style-type: none"> Dedicated meeting to be held during 2010–11 WCC Olympics Boards (operational and strategic) noted comments Committee made on following issues: Corporate matters – funding, staffing and contingency planning Core services – the possibility of Council offering all entry level jobs as apprenticeships; enforcing against illegal trading; impact of Olympics on Council’s parking service Other – air quality issues, operation of the Olympic Route Network, ticketing, accessibility issues
Crossrail 1) Compulsory Purchase Orders (CPOs) at Tottenham Court Road Station 2) Bus diversions and lorry loading at Newman Street	<p>CPOs:</p> <ul style="list-style-type: none"> more resources to be applied to the CPO process to ensure that in future claims are settled promptly. More understanding approach be used for residential premises Terms of the Compensation Code relating to both businesses and residents being “no worse off” be applied to ensure that all costs are repaid promptly and in full. Simplification of payments of sums and Crossrail and their advisers to work with those affected to ensure this is done without unnecessary delay. That the complexity of the Compulsory Purchase Order Process is recognised and Crossrail ensure that its information and notifications are tailored to individual groups. 	Crossrail requested to respond to the Committee in advance of their next meeting	<ul style="list-style-type: none"> Awaiting response from Crossrail Ltd.

Built Environment

Review /Topic	Findings	Follow up	Outcome
Streets for a Living City	<ul style="list-style-type: none"> • Welcomed the report which dealt with issues identified by the Scrutiny Review of Roads and Pavements • Committee supported the conclusions on how improvements could be made for people accessing district centres and other destinations in the City. • Councillors be invited to recommend street clutter including guard rails that would benefit from removal from their ward. • City Council to make more use of appropriately trained access groups to advise on design matters. 	The session followed up the Committee's review of streets and pavements in the 2009–10 municipal year.	Officers agreed to invite Councillors to recommend street clutter which would benefit from removal.



Ian Adams

Chairman of Children and young people

Children and Young People

Review /Topic	Findings	Follow up	Outcome
Meeting of 2nd June 2009			
Safeguarding Children	<ul style="list-style-type: none"> The council should consider innovative ways in which good quality social workers can be attracted and retained in Westminster. The council should work towards expanding the system of Senior Practitioners across all social work teams, to support staff development and retention. 		<ul style="list-style-type: none"> The council has had success in recruiting Senior Practitioners in order to provide opportunities for staff development and to help support recruitment and staff retention of qualified and experienced social workers. The council is working towards consolidating this approach across all its social work teams.
	<ul style="list-style-type: none"> The council should ensure that the Integrated Children's System is developed to allow flexibility to meet local needs and effectively supports and assists social workers. The IT system should provide the best possible value and staff should be effectively trained in using the system. Priority should be given to engaging with Westminster's GPs and other health services to promote awareness of the importance of considering the risks to children in relation to all people under their care. Emphasis to be placed on good training and guidance on safeguarding children is provided to all relevant staff. 	<ul style="list-style-type: none"> The council to work with its social workers and lobby the Department for Children, Schools and Families. The council, NHS Westminster and partners to continue engaging with GPs and developing appropriate staff training. 	<ul style="list-style-type: none"> The council has continued to run workshops for managers aimed at improving the ability of staff to work effectively within the ICS framework. The Council will also soon have the opportunity to look at a new software system that may result in some improvements. The council has been attempting to persuade the Department of Children, Schools and Families to adopt a more flexible approach to the implementation of the ICS by local councils. Following Lord Laming's report, the government has undertaken to make improvements to ICS and adopt a more flexible approach to national requirements for using the system. Two Westminster GPs have been appointed to engage with and promote awareness among other GPs on these issues. NHS Westminster is working with other bodies to improve access to up-to-date training materials on safeguarding children, including through e-learning.

Children and Young People

Review /Topic	Findings	Follow up	Outcome
Safeguarding Children (continued)	<ul style="list-style-type: none"> The council should give full consideration to extending as far as possible the integration of social workers into schools, to support early identification and intervention. The council and its partners should progress the co-location of services with a focus on developing connections and sharing information between professions so as to effectively safeguard children in Westminster. 	<ul style="list-style-type: none"> Council and partners to work on co-location of services. 	<ul style="list-style-type: none"> The Council has been restructuring its children's services around a locality structure, providing a variety of services in three Westminster localities. These include Integrated Children's Locality Teams, which co-ordinate a range of services around a core of Social Workers and Education Welfare Officers.
Meeting of 8th September 2009			
Parenting	<ul style="list-style-type: none"> Parental interventions are and must be focused on the best possible outcomes for children. All interventions must be evidenced and evaluated for their effectiveness. Parenting interventions must reflect the needs of parents but also be sure not to create potential dependency by the local authority being too involved with parents. Parenting practice needs to be mainstreamed. The council needs to work closely with primary health care, children's centres, the voluntary sector and schools in order to achieve this. 	<p>Key findings were put in a separate report and presented to the relevant department.</p> <p>For a copy of the report follow this link: MAKE LINK A BUTTON</p>	<ul style="list-style-type: none"> The Peer Early Education Partnership (PEEP) is a voluntary, preventative model which promotes the role of parents as their child's first educators. Help is delivered informally through coffee mornings, drop-ins and family learning sessions. St Paul's Newpin Centre runs a PEEP for children of ages 0–4 which focuses on active tasks such as pop-up books and treasure baskets for babies. Parent Support Advisers (PSAs) are deployed to promote the involvement of parents in their children's education with the intention of removing barriers to learning, raising attainment and improving attitudes and behaviour. Children's Centres offer universal parenting activities and are able to sign-post people on to other services in the borough. Mellow Parenting is a targeted parenting programme offered within Children's Centres to parents of children 0–4 years of age with whom they have relationship difficulties. Triple P is a flexible and evidence-based programme for parental intervention offered widely in Westminster. The focus is on prevention and early intervention with sustainable support offered to parents with children between 2 and 16 years of age.



Children and Young People

Review /Topic	Findings	Follow up	Outcome
Parenting (continued)	<ul style="list-style-type: none"> • Programmes must be delivered sensitively, with due regard for different cultural norms. Support materials for the programmes should be translated and amended to maximise their impact among different communities. • Peer support has been integral to success and empowerment. The Council needs to focus parenting strategies on confidence building measures with parents and create an environment in which parent-to-parent support can flourish. • The council has a role in assisting but parents themselves must take a larger responsibility in the majority of cases. • The council needs to re-examine its role in supporting the delivery of the school curriculum, and if possible emphasis should be put on the inclusion of parenting skills in early education. This view was felt strongly, especially by those representing education professionals. 		<ul style="list-style-type: none"> • A number of services including the Triple P programme have shown they are translating and adapting their material for a range of cultural groups. • Parent-to-parent support has been crucial to the success of programmes. Work has been ongoing on recruiting champions of the parenting programme. Parents have been encouraged to form networks with each other outside formal sessions which help to create an ethos of not creating dependency upon practitioners. Parents have also been encouraged to come back and volunteer within the children's centres as parent mentors for subsequent group members.

Children and Young People

Review /Topic	Findings	Follow up	Outcome
Meeting of 8th December 2009			
Westminster Education Commission Report	<ul style="list-style-type: none"> The Committee agreed with the proposal for annual visits but urged for greater transparency and openness in terms of their purpose. The Committee agreed with the concept of School Report Cards as long as they incorporated the forthcoming national criteria for Report Cards and offered a chance to celebrate the successes of Westminster schools. The Committee agreed that it was a duty of members to engage with their local schools. The Committee was interested to hear how Westminster's schools made the most of their inner London locations and the community outreach programmes run by organisations and institutions in the borough. Such opportunities were seen as important to raising the aspirations of children and young people. The Committee agreed that attention needed to be given to key subject areas in order to increase basic standards. However, concern was also expressed as to whether too many targets were helpful. The Committee noted the potential of supplementary schools, pro-bono work by Council staff, summer schools and schemes such as homework clubs. 	<p>The findings of the Committee fed into the consultation on the Education Commission Action Plan which was then taken forward by the Committee of the Cabinet, chaired by the Leader of the Council.</p>	<ul style="list-style-type: none"> The Education Action Plan has since been reviewed and recommendation by recommendation, the Department's response improved and actions made clearer to ensure understanding of the benefits to schools, children and young people and their parents and whole community. The Committee of the Cabinet, chaired by the Leader has since met monthly to scrutinise the department's progress in responding to the Commissioners' report. The Leader of the Council made improving educational outcomes a priority in his Living City speech to Full Council on March 3rd. The Council will be aiming to raise attainment in Westminster by 2012 by setting the following ambitions of increasing Key Stage 2 Level 4 including English and Maths from 73% to 80%; and raising 5 A*-C including English and Maths from 51% to 75%. The Committee is to establish a schools working group to look at issues affecting schools in Westminster and celebrate their successes.

Children and Young People

Review /Topic	Findings	Follow up	Outcome
Meeting of 23rd March 2010			
Integrated Children's Services	<p>The Committee looked at a number of case studies and came to the following conclusions:</p> <ul style="list-style-type: none"> • More evidence-based research is needed to determine future degrees of integrated working. • Further developing links with housing services was vital. • Schools have a key role to play. • Better sign-posting is required to tackle gaps in capacity. • Records need to be accessible across different agencies. • Clear success measures should be in place. 	<p>The findings were presented to the Cabinet Member and Children's Services Department</p>	<ul style="list-style-type: none"> • Children's Services will be looking to act on the Committee's recommendations, where appropriate and where action has not already been taken, over the coming year.



Alan Bradley,
Chairman of Citizens and business

Citizens and Buisness

Review /Topic	Findings	Follow up	Outcome
Meeting of 1st July 2009			
Biodiversity Action Plan	The Committee endorsed the Action Plan produced by the Westminster Biodiversity Partnership.		
Meeting of 14th October 2010			
City Recovery Programme	<ul style="list-style-type: none"> • Data sharing between agencies must be improved. • The council should look carefully at the resilience of the Westminster Economy. • Perceptions of employment must be improved amongst young people. • Affordable childcare must be made available. 	Findings were presented to the Cabinet Member.	<p>City Recovery is entering its second year, and is expected to be the subject of further scrutiny in 2011/2012.</p> <p>Reflecting the Committee's recommendations the council is working on the following projects:</p> <ol style="list-style-type: none"> 1) A thorough assessment is being carried out to provide a robust assessment of the of the local economy and a strategic plan to address future challenges 2) The Future Jobs Fund has been used to provide 95 young people with jobs and Westminster Works for Young People is providing 126 young people with a six-month job placement. 3) Westminster Works for Families is a programme that addresses childcare issues which act as a barrier to mothers returning to work.

Citizens and business

Review /Topic	Findings	Follow up	Outcome
Meeting of 14th January 2010			
Family Recovery Programme	<ul style="list-style-type: none"> The Committee endorsed the Family Recovery Programme and emphasised the need for funding to be secured to continue it into the future. 	Findings were presented to the Cabinet Member.	<ul style="list-style-type: none"> Cllr Barrow has given a commitment to continuing the Family Recovery Programme. Evaluation of FRP cost effectiveness will be conducted in September 2010. At this point the Council, NHS Westminster, The Met police, the DCSF and other key funders and partners will consider the future funding of FRP. The Citizens and Business Committee will continue to monitor FRP.
Tourism in Westminster	<ul style="list-style-type: none"> That the Cabinet Member should consider taking action to address the problem of small, low quality hotels in areas like Pimlico and Bayswater. 	The Committee's views were conveyed to officers and the Cabinet Member	<ul style="list-style-type: none"> The views of the committee will be reflected in the City Management Plan. The importance of tourism to the Westminster Economy is recognised by the Council, and the need to tackle low quality hotels is seen as a priority.
Volunteering – the Olympics and the Duke of Edinburgh Award	<ul style="list-style-type: none"> A Task Group lead by Cllr Flight looked into volunteering for young people around the time of the Olympics. 	Lead Member to take forward the project	<ul style="list-style-type: none"> Cllr Flight is acting as a volunteering lead, to help develop the volunteering capacity for 2012. The council's volunteering service is operating volunteering projects in the run up to 2012.
Meeting of 19th April 2010			
The Management of Parks and Open Spaces			
The Westminster Standard and How the Councils Interacts with the Public			



Audrey Lewis
Chairman of Community Safety

Community Safety

Review /Topic	Findings	Follow up	Outcome
Meeting of 15th June 2009			
Safer Westminster Partnership performance report	<ul style="list-style-type: none"> That the report be improved by officers to make it easier to understand for members of the public and the Committee 	Informal working group established	<ul style="list-style-type: none"> A new style and layout, including more background detail, for the performance report is now being trialled.
Meeting of 14th October 2009			
Community Engagement	<ul style="list-style-type: none"> CivicWatch Citizens should be amalgamated with Neighbourhood Watch to create a single neighbourhood level engagement structure, which doesn't require meeting attendance. Support for Neighbourhood Watch should be bolstered Creation of a single overarching Community and Police Consultative Group (CPCG) Safer Neighbourhoods Panels – improving the membership of and supporting networks as the key priority for community engagement in the coming year. The partnership should agree and have a clear vision about who is responsible for which issues and who is leading on which engagement and supporting activities. Clear offer of support for WCC for formal structures and this should not duplicate the work of other partners The WCC offer should also reflect feedback from those involved and be supportive of WCC Police agenda – building on existing work with panels. Co-option of Chairman of single Community and Police Consultative Group onto Council's Community Safety Policy & Scrutiny Committee. 	Report presented to Cabinet Member for Community Safety, Westminster MPS Borough Commander, the Safer Westminster Partnership and to the Chairs of the Community and Police Consultative Groups.	<ul style="list-style-type: none"> The Cabinet Member for Community Safety supported the findings of the report. The ways in which people can contact the Council on Community Engagement issues has been simplified with the removal of the underused Community Intelligence Line. Findings helped inform the restructure of the Council's Street Management Services. Westminster MPS supported the report and are reconsidering the structure of the CPCGs in Westminster, looking to move to the single group proposed by the report. Safer Neighbourhoods Teams working to improve membership of their Panels and involvement with local people.



Community Safety

Review /Topic	Findings	Follow up	Outcome
Meeting of 19th January 2010			
Youth disorder in Westminster (revisited on 14th April 2010)	<ul style="list-style-type: none"> • That further scrutiny of the Gang Exit project be conducted • That an investigation into the tools and approaches used to tackle anti-social behaviour (ASB) in Westminster be undertaken • A review of youth provision in Westminster, including looking at perception issues be undertaken. • That concerns about holiday activities programmes in Westminster are addressed by Youth Services 		<ul style="list-style-type: none"> • Gang Exit project to be fully scrutinised during 2010–11 and views of the Committee were incorporated into the performance monitoring and evaluation approach to the programme. • Committee to carry out in-depth scrutiny on tools to tackle ASB and youth provision in Westminster this year. • Youth Services agreed to look at the problems with the holiday activities programme and make sure they do not recur in future schemes.
Soho Vision (ongoing)	<ul style="list-style-type: none"> • Committee had concerns over: <ul style="list-style-type: none"> • streetscape and standard of public realm • engagement with private developers/residents • pressures in the run up to the Olympics • how street urination was being tackled • tackling the drug market in Soho <p>Requested a full report responding to concerns raised at the January 2010 meeting.</p>		<ul style="list-style-type: none"> • Committee received full report on 19 January 2010. • Agreed to continue to receive verbal updates on the work of the Soho Vision project. • The Committee's views and concerns taken into consideration by WCC and the Police in their work in Soho.

Community Safety

Review /Topic	Findings	Follow up	Outcome
Meeting of 14th April 2010			
Surveillance Task Group (14th April 2010) (jointly established with Built Environment P&S)	Recommendations included suggesting: <ul style="list-style-type: none"> • Introduction of an independent assessment process be to govern roll-out of CCTV, to include an ‘appropriateness test’ for each camera • Review of existing CCTV assets for appropriateness • Automatic imposition of CCTV conditions in large developments be scrapped under the new Local Development Framework (LDF) • That the new LDF moves away from viewing CCTV uncritically as a ‘good thing’ • Consideration be given to amending licensing processes so applicants do not feel compelled to accede to potentially excessive demands for CCTV installation • That there should be a moratorium on roll-out of additional Council CCTV cameras whilst ‘appropriateness test’ and strategy are developed • Ward Member views sought before a camera is installed • Westminster CCTV Observers Panel remit expanded to include Lisson Grove CCTV centre • Consideration be given to establishing Senior Officer Group, including MPS, to regularly report to Cabinet Members 	The Built Environment P&S Committee accepted the findings of the report. The Community Safety P&S Committee accepted the report but noted the formal response of the Licensing Committee to recommendation 5 which referred to demands for CCTV in Licensed Premises. Report submitted to the Cabinet Member for Community Safety.	The Council is looking at developing an explicit policy for the deployment of CCTV cameras, building on the ‘appropriateness test’ as developed by Parking Services and the former Community Safety department. The Licensing Committee could not agree to a moratorium but with the Police have agreed to a model condition with a lower level of requirement for certain premises like small restaurants with no crime and disorder record. References to the imposition of CCTV will be part of the review of the Statement of Licensing Policy.

Community Safety

Review /Topic	Findings	Follow up	Outcome
Anti-Social Behaviour on Estates Task Group (jointly established with Health and Community Services P&S)	<p>Recommendations included:</p> <ul style="list-style-type: none"> • Clarifying and simplifying lines of communication for reporting anti-social behaviour to provide continuity and avoid situations in which residents are given conflicting advice. • that the Council may wish to create an over-arching standard procedure for dealing with anti-social behaviour for all landlords, including CityWest Homes and RSLs. • that the Council engage more with RSLs to promote best practice • that consideration be given to sub-contracting anti-social behaviour support services to RSLs in order to help align practices and procedures. 	<p>Both Committees accepted the findings of the Task Group and noted intended future work of the Community Safety Committee on youth anti-social behaviour and youth provision.</p> <p>Report submitted to Cabinet Member for Community Safety.</p>	<p>In 2010-2011 the Community Safety P&S Committee will receive a report on tools used to tackle ASB in Westminster.</p> <p>The Committee has also established a Task Group to look at youth provision, for the majority of young people who are not involved with ASB, in Westminster. The Task Group will report back later this year.</p>
Domestic Violence	<p>Members asked about the re-let of the domestic violence advocacy contract, under-reporting, how sexual violence was identified and about the work being done on honour based violence and forced marriage.</p> <p>Members noted the work of the MARAC (Multi-agency risk assessment conference) in Westminster.</p> <p>Requested a further report to the Committee on the 26th October 2010.</p>	<p>Further report to be provided to Committee on 26th October 2010.</p>	

Community Safety

Review /Topic	Findings	Follow up	Outcome
Street Management Services re-organisation	<p>Members supported the concept of ‘a single point of contact’ for each area of the City, however concerns included:</p> <ul style="list-style-type: none"> • How low level anti-social behaviour would be dealt with in the absence of City Guardians • Allocation of officers – some areas of the city would require more resources than others • Whether a ward based allocation was appropriate and if it would be better to align with the Safer Neighbourhood Teams • The capacity of the service to deal with a potentially increased workload <p>A further report was addressing the concerns raised by Members and updating on the progress of the re-organisation was requested for the next meeting.</p>	<p>Officers to provide a follow up report for the next meeting on Wed 7th July</p>	



Judith Warner
Chairman of Health and Community Services

Health and Community Services

Review /Topic	Findings	Follow up	Outcome
Meeting of 30th June 2009			
CityWest Homes Review of Proposed Management Arrangements and Current Performance	<ul style="list-style-type: none"> • Support and encourage restructuring of CityWest Homes. • Would like a recognition of the need for estate offices and an improvement in the way they are run. • Would like to see further work on improved communications with lessees and an improvement to the project management of contracting and billing of major works. • A better communication flow throughout CityWest Homes should be developed. 	<p>CityWest Homes to produce a new management structure within a year.</p>	<ul style="list-style-type: none"> • Following the arrival of a new Chief Executive in 2009 a major operational review was launched which resulted in the Major Works and IT teams being restructured. A culture change programme to help drive higher customer satisfaction is also well underway. • The feedback from the Committee has been built into a new model for the provision of housing and repairs management services. The model is due to take effect from April 2011 once CityWest Homes have received approval from the Council. The model retains all existing Council-owned estate offices and seeks to improve both access to the service and the quality of service delivery in line with the Committee's views. • Lessee Communication has been reviewed and changes include a Lessee Newsletter, increased visibility of the Key Lessees group and an electronic survey email link at the bottom of every e-mail sent externally from the Lessee Services Team. • As part of the new culture change programme to drive customer satisfaction, a better flow of communication throughout the organisation has been encouraged. In March 2010 CityWest Homes introduced local village newsletters to ensure effective communication with residents on local issues as well as councillor newsletters sent monthly from the Chief Executive.



Health and Community Services

Review /Topic	Findings	Follow up	Outcome
Arts and Culture Strategy	<ul style="list-style-type: none"> • Need to identify all current and potential arts organisations in Westminster to establish the wards in which they operate. • Also a need to increase engagement with arts to groups who would benefit. • An audit of provision in each locality was required. 	A workshop was held on 12 Aug 2009 to identify arts organisations and local user groups.	<ul style="list-style-type: none"> • As a result an information leaflet was developed that conveyed the activities of arts groups. • The efficiency of commissioning was identified as in need of evaluation, as was further improvement in communication.
Active Westminster	<ul style="list-style-type: none"> • Summer activities should be available and publicised within neighbourhoods in time for parents to make choices about children's interests. • More integration between the sports unit, youth service and other partners should be pursued. • An audit of what is provided in each locality by whom, with contact details should be undertaken to avoid duplicity. • Public spaces should be used to encourage young people who are reluctant to participate. 	Recommendations were directed toward the sports and leisure department.	<ul style="list-style-type: none"> • Approximately 20,000 copies of the publication will be distributed to a variety of outlets including sports & leisure facilities, City Hall and Council House reception, One Stop Shops, Libraries, Housing Offices, GP Surgeries and School Libraries and will also be circulated at key events including Area Forums and PCT Health Events. The publication is also available on the Council's website- see http://cde.cerosmedia.com/1E4bb22443deb13773.cde • The Youth Service are a key partner within the ActiveWestminster partnership which consists of over 30 public, private and voluntary organisations with an influence and interest in the delivery and development of sport and physical activity across the City. • In addition, officers from both service areas are now meeting regularly to plan and coordinate regular holiday programmes and new opportunities (eg a joint submission to the Children and Young People's LAA programme fund).

Health and Community Services

Review /Topic	Findings	Follow up	Outcome
Active Westminster (Continued)			<ul style="list-style-type: none"> The new ActiveWestminster publication (see http://cde.cerosmedia.com/1E4bb22443deb13773.cde) details the range of City wide provision to better coordinate and inform the community of opportunities across Westminster. The area based audits undertaken as part of the 2008/9 and 2009/10 H&CS P&S Committee have also helped to inform future planning and service delivery. Seeking greater use for active recreation within parks and open spaces is a key action within the Sport & Leisure Delivery Unit Activity Plan for 2010/11. Parks offering particular opportunities for active recreation also feature in the new 'ActiveWestminster' publication (see http://cde.cerosmedia.com/1E4bb22443deb13773.cde -pages 10- 13) and officers also deliver specific activities in parks through the Neighbourhood sports programme (see http://cde.cerosmedia.com/1E4bb22443deb13773.cde pages 18-19).
Meeting of 23rd September 2009			
Draft Housing Renewal Strategy and update on community build	<ul style="list-style-type: none"> Flats should be designed with flexible use of internal space. Communal use of roof spaces for gardens and to provide outdoor space. Efficient waste management facilities should be designed into every building. Use of heat from waste should be encouraged. Concierges should be introduced to help the elderly and assist security. Flexibility of tenure is to be welcomed. 	Recommendations were discussed at Cabinet in Oct 2009	<p>The Committee's findings fed into the official consultation on the draft Housing Renewal Strategy which finished on 14 December 2010. As a result of consultation responses the strategy was amended so that:</p> <ul style="list-style-type: none"> The renewal objectives ensured there was sufficient focus on health and well being and environmental sustainability. The four initial renewal neighbourhoods were expanded to five with the addition of the Westbourne Green area.

Health and Community Services

Review /Topic	Findings	Follow up	Outcome
<p>Draft Housing Renewal Strategy and update on community build (Continued)</p>	<ul style="list-style-type: none"> Current residents who have to move for works should be offered accommodation in the same area with the same tenancy rights. 		<ul style="list-style-type: none"> Other renewal areas proposed during consultation and options be assessed for wider renewal across the council's housing land. Wider investment and regeneration plans across housing tenures were incorporated. A commitment was given to develop clear policy statements on the right of return to renewal estates, local preference arrangements for new homes, tenancy conditions and options for leaseholders. A clear statement was made that where the council could not achieve broad consensus from the majority of residents for specific renewal proposals the council would not pursue them. A commitment was given to hold a renewal conference for stakeholders in winter 2010/11 to discuss the emerging findings from neighbourhood feasibility studies and preferred options for inclusion in renewal master plans. <p>The final strategy, incorporating these amendments, was signed off by Cabinet on 22 February. In terms of progress in the five identified areas, the baselining report for Church Street has now been completed by the masterplanners for the area (Urban Initiatives) and a high profile "Big Ideas" event held to generate workable solutions, and a masterplanner has been selected for Tollgate (JM Architects). Further consultation on the appointment of masterplanners and development of options will also start at Brunel, Ebury and Westbourne Green shortly.</p>

Health and Community Services

Review /Topic	Findings	Follow up	Outcome
Consultation Green Paper: Shaping the Future of Care Together	<ul style="list-style-type: none"> Grant would need to consider local variations and cost. More involvement was needed to support state. In order to target support levels of care could be categorised as: <ol style="list-style-type: none"> The well to whom we give preventative messages; The temporary unwell; The permanently unwell with chronic disabilities; The elderly. More attention should be given to the training and recognition of carers. More alternatives to the range of care options needed to be explored. 	A task group of members and officers met to prepare a wider response to the government consultation.	<ul style="list-style-type: none"> The response helped inform the Council's official response to the government consultation.
Meeting of 9th December 2009			
CityWest Homes Service Changes: Hearing with Tenants and Lessees	<ul style="list-style-type: none"> All contracts should be monitored in a systematic way at all levels to reduce cost and waste. Sub-contracting of contracts should be identified as part of the council's procurement process to avoid low standards and increase financial accountability. Block contracts should be avoided if possible as residents should only pay for services they receive. Smaller more flexible suppliers should be encouraged. Responsiveness to concerns raised by residents should be evaluated as part of contract performance. 	The key points were presented to CityWest Homes for action.	<ul style="list-style-type: none"> Contracts (such as cleaning) are monitored by estate service officers and the cleaning contractors have monitoring systems in place. Contracts such as these are tendered and will continue to be competitively tendered in the future to achieve value for money. Any rises in contract costs yearly are solely dependent in the retail pricing index. CityWest Homes have also introduced resident estate inspection regimes where residents inspect other Westminster estates. CityWest Homes operates by the new Westminster Procurement Code which has been designed to provide value for money; taking on board lessons learned from previous schemes and increased transparency.

Health and Community Services

Review /Topic	Findings	Follow up	Outcome
CityWest Homes Service Changes: Hearing with Tenants and Lessees (Continued)			<ul style="list-style-type: none"> • All contracted costs are charged at either block or estate level depending on the areas of work so that lessees pay for the services they receive in accordance with the terms of the leases. • CityWest Homes uses the Council's CompeteFor procurement process which encourages the use of smaller suppliers and local businesses. • Resident feedback is monitored and discussed with contract managers. Contract managers have been reminded of the importance of responsiveness to resident concerns. Provider contracts are also monitored through the resident community compacts which are linked to provider incentive payments.
Annual Review of People's Services Contract	<ul style="list-style-type: none"> • All care homes used by Westminster should conform to the national standard or higher and CSCI reports made available to members. • A large number of contracts could be reduced. • Monitoring should be part of the contract process to drive up performance levels. • Realistic appraisal of services to the vulnerable needs to be considered through spot inspections. • All underperforming contracts should be terminated and not extended. 	<p>Strengths and weaknesses of letting contracts were presented to the procurement team.</p>	

Health and Community Services

Review /Topic	Findings	Follow up	Outcome
<p>School Participation in Sport</p>	<ul style="list-style-type: none"> Recognised that although there had been an increase in young people engaging in sport, there was still a need to increase participation in some primary schools and amongst those who did not participate. More provision for those with disabilities. Improvement in communicating at a ward level what is available to parents was needed. 	<p>Recommendations were directed to the Council's Sport and Leisure Department.</p>	<ul style="list-style-type: none"> A number of new actions are being progressed as part of the work plan for the School Sports Partnership which includes: Working closely with those schools currently not achieving the target rates of participation. These identified schools will be a key target group for the development of programmes and improvement of facilities. An increased focus to extend opportunities in out-of-hours school sport and physical activity. Multi-skill clubs and festivals are planned for this academic year and priority will be given to enhance partnership work with the play service to promote alternative provision beyond the school day. Encouraging schools to engage in non traditional activities and promote a greater range of activities through curricular and extended schools delivery. Officers are working with a range of partners to increase provision for those with limiting disabilities as detailed in the current ActiveWestminster brochure (see http://cde.cerosmedia.com/1E4bb22443deb13773.cde see pages 28 and 29). Officers are also working with community sports clubs and sports and leisure facilities to increase their inclusivity through two specific accreditation programmes ('ActiveWestminster Mark' and the 'Inclusive Fitness Initiative'). The ActiveWestminster publication is widely distributed to a range of neighbourhood outlets. Sports & Leisure will also have a presence in 2010/11 at a variety of community events and the School Sports Partnership Team is also promoting opportunities through school publications (eg termly newsletters) to better promote the

Health and Community Services

Review /Topic	Findings	Follow up	Outcome
Meeting of 23rd March 2010			
Westminster Adult Education Service	<ul style="list-style-type: none"> • WAES undertakes excellent work in Westminster's communities and needs to work more strategically with other council departments to establish whether there is duplication or gaps in provision. • WAES should develop more short masterclasses for different users, as funding is limited. 	For a copy of the minutes to the meet please click here.	<ul style="list-style-type: none"> • As part of Westminster Works the council are producing a Work and Skills Plan, which amongst other things, will map the range of provision and providers currently being offered in Westminster.
Q&A with the Cabinet Member for Housing	<ul style="list-style-type: none"> • Anti-social behaviour by some young people still continues on some estates and more youth provision should be developed in these localities. • Behaviour and management of some hostels in the south of the city needs to be reviewed. 	Additional information was requested from the cabinet member.	<ul style="list-style-type: none"> • Anti-social and intimidating was recognised as an ongoing issue and is to be looked at further. • Regarding poor hostels in the south, issues such as poor management and a lack of open space were contributing factors. The cabinet member agreed to look at the matter further.
Q&A with the Cabinet Member for Adult Services	<ul style="list-style-type: none"> • Leisure centres need to review staffing levels and facilities for families with babies. • Libraries need to review facilities and lavatories for families with young children and for the elderly. • Assessments for adaptations in private housing needs to be reviewed as there is continuous underperformance. Consideration should be given to alternative providers/ assessors to meet growing demand. 	Officers were requested to look into the issues raised.	<ul style="list-style-type: none"> • Sports and Leisure agreed to look into issues relating to closures and baby changing facilities. • A number of libraries were being redeveloped to improve facilities but any outstanding issues would be investigated.



Frivos Tombolis
Chairman of Health Sub-committee

Health Sub-committee

Review /Topic	Findings	Follow up	Outcome
Meeting of 10th June 2009			
Draft Alcohol Strategy 2009-12	<ul style="list-style-type: none"> The proposals were welcomed. Licensing controls could play a bigger role in the strategy. Health issues exist where alcohol problems are compounded by other pre-existing conditions such as mental health issues. 	<p>Views were presented to the Cabinet Member.</p> <p>The Committee revisited the strategy in March 2010.</p>	<ul style="list-style-type: none"> The Committee's views fed into the formulation of the draft strategy.
Health Inequalities Strategy	<ul style="list-style-type: none"> The strategy was very comprehensive. Monitoring and implementation of the strategy should be bottom-up and community based. The Committee should be involved in the scrutiny of its implementation. That a member of the Local Involvement Network be involved in the implementation. 	<p>Views presented to the Cabinet Member and NHS Westminster.</p> <p>Health inequalities to be regarded in looking at future scrutiny items.</p>	<ul style="list-style-type: none"> The perspective and views of the Committee influenced the development of the Health Inequalities Strategy. The Strategic Implementation Group was established to oversee delivery of the strategy. The evaluation framework is being integrated across the voluntary and community sector to improve effectiveness. The LINK has been kept updated of developments and is looking to monitor the Strategy over the coming year.
Meeting of 21st September 2009			
Urgent Care at St Mary's Hospital	<ul style="list-style-type: none"> Supported proposals for an urgent care centre at St Mary's Hospital. Asked for more information on patient experience in response to issues raised by local residents. 	<p>A representative of St Mary's to attend future Committee meetings.</p>	<ul style="list-style-type: none"> Representatives from St Mary's attended the meetings in December and March to provide updates on measures to improve patient care and experience; and take further comments on board.

Health Sub-committee

Review /Topic	Findings	Follow up	Outcome
Maida Vale site visit	<ul style="list-style-type: none"> • With regard to CityWest Homes residents felt services were good but that the response to repair requests was slow and customer service could be improved. • Residents expressed concerns that the GP appointments system was too complex. 	The site visit report was sent to the Cabinet Member for response.	<ul style="list-style-type: none"> • The Cabinet Member looked into the issues raised by the site visit. • NHS Westminster informed the Committee that a GP led health centre was due to open on a temporary basis in Woodchester Road before being permanently sited in the Harrow Road.
Meeting of 15th December 2009			
Dementia Services in Westminster	<ul style="list-style-type: none"> • People with dementia must be involved in their own care. • Steps should be taken to support family carers. • A strong publicity campaign is required to raise awareness of service provision and raise the profile of dementia to reduce stigma. • The council should support the new Memory Service. • Diagnoses needs to be made much earlier to avoid crisis care delivery. • There is a need to further examine any gaps in the delivery of services. 	<p>Recommendations were taken on in developing the council's policy on dementia services.</p> <p>The Committee's full report can be found here: www.</p>	<ul style="list-style-type: none"> • Westminster's new Memory Service was officially launched in February 2010. • The council has introduced Safer Walking Technology with the use of GPS trackers to support dementia sufferers when out and about. • Funding has been secured from NHS Westminster to fund a dementia advocate.

Health Sub-committee

Review /Topic	Findings	Follow up	Outcome
Tackling Obesity in Westminster	<ul style="list-style-type: none"> The Committee were interested in seeing how tackling the issue could be taken forward. That more information be supplied on providing gym membership to obese residents. 	NHS Westminster set up a task group to look into the issue.	<ul style="list-style-type: none"> Obesity is a key strand within NHS Westminster's three-year major health campaign. The Major Health Campaign is designed to tackle and address the biggest contributors to preventable death among residents in Westminster – smoking, overweight and obesity and hazardous and harmful drinking. The Major Health Campaign supports a number of existing PCT programmes focused on improving healthy lifestyles including the 'Kickstart' programme for overweight children aged 7-12 and their families; 'Fit for Life' programme; 'Drop in to Weigh In' - exercise referral scheme; 'Smoke-free homes' initiative; and the shisha insight and social marketing campaign. The Chief Executive of NHS Westminster chairs an Obesity Task Force, a multi-agency group which will lead the development of a new multi-agency strategy for preventing and tackling obesity in Westminster.

Health Sub-committee

Review /Topic	Findings	Follow up	Outcome
Services Provided by Soho Housing Association	<ul style="list-style-type: none"> Customer service had been slow but was showing signs of improvement. 		<p>Since the meeting Soho Housing Association have:</p> <ul style="list-style-type: none"> Agreed to separately investigate the individual cases raised at the meeting. Appointed a new Chief Executive in March 2010 who will be continuing plans to improve service levels. Changed their operating hours (for a trial period) to stay open until 7pm one day per week to enable broader access Introduced a new estates improvement budget where residents decide how the money is spent Started to collect updated information about out customers including preferred methods of accessing our services and identifying individual needs Undertaken a 100% stock condition survey (internal and external conditions) to feed into a revised planned and cyclical maintenance plan Undertaken a review of resident Involvement and how we can improve and increase involvement Undertaken a refresher induction training programme for all staff Reviewed the use of our IT systems, amended some automated processes and undertaken refresher training Incorporated the West End Community Trust to help support the work of the Soho Caring Agencies Forum and the West End Timebank

Health Sub-committee

Review /Topic	Findings	Follow up	Outcome
The Allocation of Local Area Agreement Funding	<ul style="list-style-type: none"> The fund was used to deliver various partnership initiatives including Area Renewal, Westminster Works, Family Recovery and Tackling Health Inequalities. Members requested more information on objectives, how money is allocated, consultation procedures and how transparency is ensured. 	Council officers to provide additional information to the Committee.	<ul style="list-style-type: none"> A detailed report was received outlining the key priorities for the allocation of LAA funding for 2009–11, the assessment of bids and a thorough breakdown of the projects and sums of money received.
Dentistry and Fluoridation	<ul style="list-style-type: none"> Water fluoridation was identified as having the potential to significantly improve the health of children and young people. Across the UK the water supply was fluoridated in about 10% of areas. The Committee recommended that the Cabinet Member raise the issue in the appropriate London Councils committee as action would require pan-London support. The Committee were updated of plans to open two new dentist practices in an effort to counter the widespread belief that it was virtually impossible to access NHS dentistry. 	Cabinet Member to raise the issue with London Councils	<ul style="list-style-type: none"> Issue raised in London Councils. Two new dentists opened at Marylebone Road, near Baker Street tube, and Horseferry Road.
Meeting of 18th March 2010			
Air Quality and the airTEXT service	<ul style="list-style-type: none"> Communication and publicity of the available services should be enhanced across departments. The council had a number of publications which could be used to promote the airTEXT service. 	A task group is being established to take forward the wider issue of air quality	<ul style="list-style-type: none"> A task group is in the process of being established to look at air quality over the summer of 2010.
Alcohol Strategy	<ul style="list-style-type: none"> Expressed concern regarding the promotional sale of alcohol in off licenses and supermarkets. 	The Committee's views were conveyed to the Cabinet Member and Licensing Committee	<ul style="list-style-type: none"> The views of the Committee on drinks promotions were expressed to the Chair of the Licensing Committee and more information was requested from the Cabinet Member.

Health Sub-committee

Review /Topic	Findings	Follow up	Outcome
Quality Accounts	<ul style="list-style-type: none"> As part of the new Quality Account regime of NHS service providers the Committee responded to the public consultation in April 2010. 	The Committee's response was included in full in the Quality Account reports.	<ul style="list-style-type: none"> The Quality Accounts set the priorities for mental health care provision over the next year with a focus on service user experience.
St Mary's Hospital Response to Patient Issues	<ul style="list-style-type: none"> Issues were raised regarding using appointment text alerts, phone calls, staff morale, access and response to patient buzzers and the current state of the Samaritans Hospital which is vacant and in some disrepair. 	St Mary's Hospital took up the recommendations.	<ul style="list-style-type: none"> St Mary's subsequently recruited a full complement of staff and made more use of volunteers; set up a monitoring group and an audit of care was ordered; spot checks were carried out and a patient tracking device is now being rolled out; single sex wards were fully in place by March 2010 and a new customer care programme is being introduced.
Visits to St John's Wood and temporary accommodation	<ul style="list-style-type: none"> Issues were raised regarding the negative effects of anti-social behaviour. That more information be provided to those living in council provided temporary accommodation. Ensure that residents Westminster residents living in temporary accommodation outside of the borough have access to a GP. 	Reports for action were sent to the Cabinet Members for Housing and Health and Social Care Services.	<ul style="list-style-type: none"> An action plan was received which provided more detail on what was being done, and outlined how the Committee's recommendations would be implemented. More information is to be provided in hotels providing temporary accommodation and over the forthcoming year housing options will increase their support to those placed in temporary accommodation outside Westminster. Housing options will continue to make sure every applicant is able to register with a GP.



Andrew Havery
Chairman of Finance and Resources

Finance and Resources

Review /Topic	Findings	Follow up	Outcome
Meeting of 22nd September 2009			
Senior Officer Remuneration (revisited 31st pf March)	<ul style="list-style-type: none"> • Full scrutiny of pension issues • Request a review of the car lease scheme • Director of HR review annually cash and non cash benefits to ensure an overall competitive package 		<ul style="list-style-type: none"> • Following the annual re-valuation of the pension scheme, the Committee will consider the financial aspects of the Council's Pension strategy at their meeting in on 22nd June 2010.
Meeting of 2nd December 2009			
Members Allowances	<ul style="list-style-type: none"> • Recommended that the budget for Members' Allowances should not increase • That particular regard be given to Special Responsibility Allowances • That consideration be given to providing descriptions of duties for Members • The Independent Panel be advised of the views of the committee 	Recommendations considered by the Cabinet Member and the General Purposes Committee	<ul style="list-style-type: none"> • Members Allowances for the 2010–2011 were set by the General Purposes Committee and did not increase.

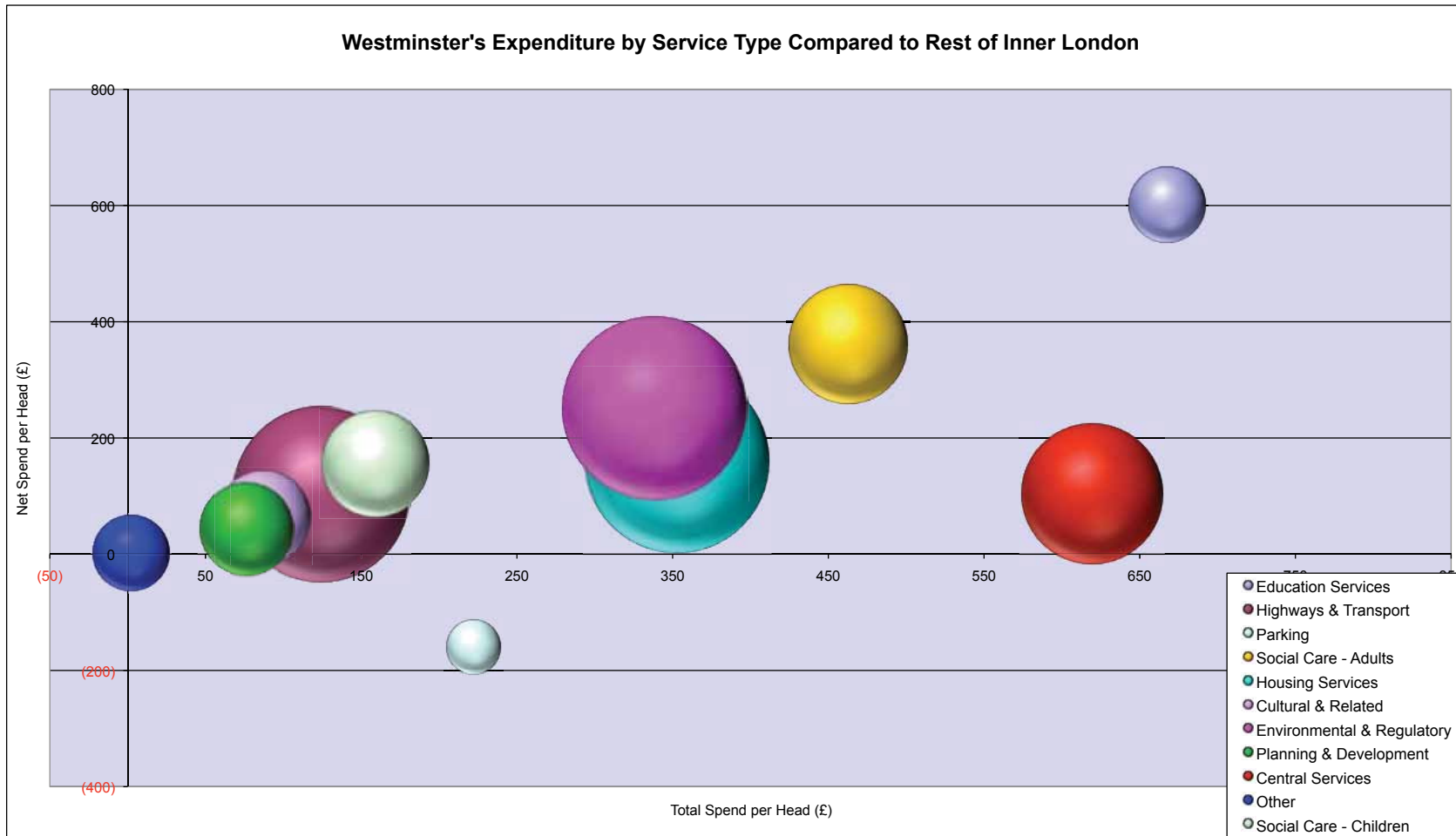
Finance and Resources

Review /Topic	Findings	Follow up	Outcome
Cost of LEA functions	<ul style="list-style-type: none"> Analysis be undertaken to assess if Westminster was actually better than other boroughs at obtaining grants CM consider the usage of grants to establish if the Council is getting the most out of them in terms of overheads and what would the impact be of grants falling That consideration be given to reducing the cost of Special Educational Needs Transport That a breakdown of salaries for LEA Staff (centrally located) be produced A breakdown of the usage of school buildings over seven days and in and out of the holiday periods, be produced 		<ul style="list-style-type: none"> Cost of transport provision including the cost of Special Educational Needs Transport scrutinised by the Budget and Performance Task Group 2010/11. A full review of the Council's transport contracts is now being carried out. All grants that support Schools and Learning budget mapped to identify whether overheads could reasonably be charged against them. Cost of special needs transport provision provided and areas where possible savings could be made identified. Breakdowns of salary budget for LEA posts and extended schools provision provided.
Meeting of 31st March 2010			
Budget and Performance Task Group	<ul style="list-style-type: none"> A prudent approach to the setting of Parking budget figures. The council review all transport contracts with a view to reducing costs associated with these, in particular those relating to Special Educational Needs (SEN) transport Introduce 'Red Team Reviews' to help drive improvement. Council to continue to look for further opportunities for sustainable income generation opportunities The council look for possible joint working opportunities with other authorities to reduce costs, particularly on transport. That the ability of the Council to deliver savings through transformational projects be monitored and reported back to the Budget and Performance Task Group The council monitor the ability of Vertex to demonstrate that they will be able to deliver transformation through the Customer Services contract. 	Chairman of the Task Group presented the findings of the Scrutiny Committee to Cabinet on Mon 22nd Feb	<ul style="list-style-type: none"> Budget for 2010-11 was approved. Council is looking to implement 'red team reviews'. Review of all transport contracts used by the Council being considered. Progress on delivering transformation projects will be scrutinised later this year to check whether the Council has succeeded in finding cost savings.

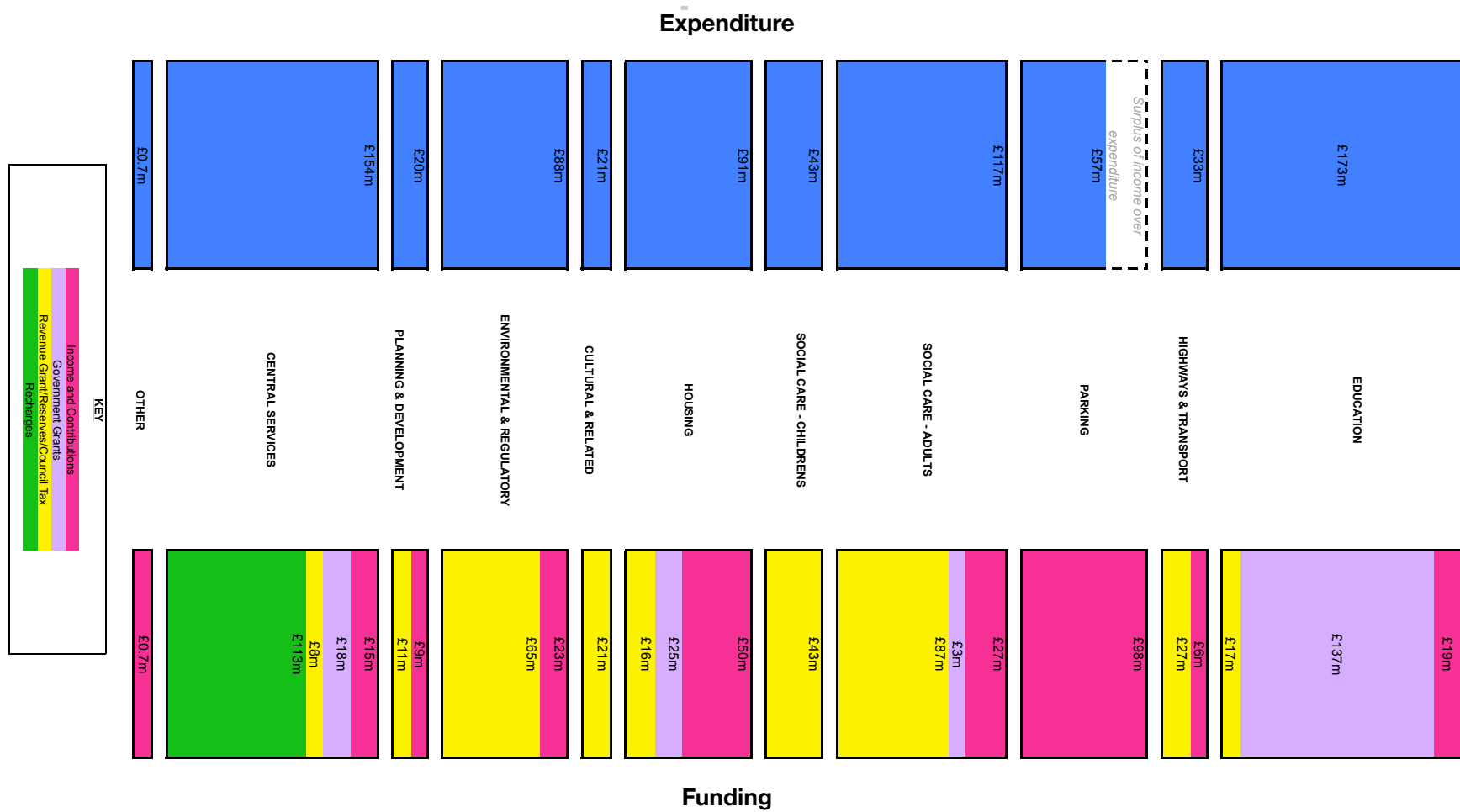
Finance and Resources

Review /Topic	Findings	Follow up	Outcome
Census and population issues	<ul style="list-style-type: none"> • Committee supported the current lobbying position around the 2011 Census and Population estimates • Recommend that Council reinforces to residents the need to complete the census form and that a communication campaign on the Census is started as soon as possible • That the ONS consider recruiting using schemes such as Westminster Works • Expressed serious concerns over the low response rate in the ONS pilot in Newham and failure to count hard to reach areas. • That work be carried out to look at alternative methods for both the census and resources allocation 	<p>Letter sent to ONS outlining recommendations and requesting a response.</p>	<ul style="list-style-type: none"> • Scrutiny research team to undertake work on alternative methods for census and resources allocation.

Finance and Resources



How is Westminster's General Fund Revenue Expenditure Funded?



Thanks

The Policy and Scrutiny chairman would like to express their thanks to the following individuals and organisations for their insights and participation:

All those Westminster residents who have kindly given evidence and expressed their views.

NHS Westminster	Government Office for London
Edf Energy	Thames Water
Transport for London	The airTEXT service
Abbey Road Community Mental Healthcare Team	Wharnecliffe Gardens Residents
CityWest Homes	Soho Housing Association
St Mary's Hospital	Westminster's Memory Service
Young Onset Dementia Service	Carers Network Westminster
Tresham Dementia Services	Voluntary Action Westminster
Westminster Advocacy Service for Senior Residents	Westminster Local Involvement Network
Department for Children, Schools and Families	Education Management Information Exchange at NFER

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