

WORK PROGRAMME - PEOPLE OVERVIEW AND SCRUTINY PANEL

EXECUTIVE DIRECTORS	<ul style="list-style-type: none"> • Stephen Evans (Chief Executive) • Kevin McDaniel (Executive Director of Adult Services and Health) • Lin Ferguson (Executive Director of Children’s Services and Education)
LINK OFFICERS & HEADS OF SERVICES	<ul style="list-style-type: none"> • Clive Haines (Deputy Director for Education) • Lynne Lidster (Head of Commissioning – Adults and Children)

MEETING: 4th SEPTEMBER 2023

ITEM	RESPONSIBLE OFFICER
Annual Complaints and Compliments Report	Nikki Craig , <i>Head of HR, Corporate Projects and IT</i>
Work Programme	Mark Beeley , <i>Principal Democratic Services Officer – Overview & Scrutiny</i>

MEETING: 31st JANUARY 2024

ITEM	RESPONSIBLE OFFICER
Work Programme	Mark Beeley , <i>Principal Democratic Services Officer – Overview & Scrutiny</i>

MEETING: 2nd APRIL 2024

ITEM	RESPONSIBLE OFFICER
Work Programme	Mark Beeley , <i>Principal Democratic Services Officer – Overview & Scrutiny</i>

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

ITEM	COMMENTS
Review of day service provision of Hubs following closures of Day Centres	
Edge of Care	
Impact of Home Office decisions in relation to the dispersed support for Asylum seekers (all ages)	
Task and Finish Group – Air Pollution	<i>Scoping document attached – do the Panel want to continue with this proposal?</i>
Task and Finish Group – Domestic Abuse	<i>Scoping document attached – do the Panel want to continue with this proposal?</i>

[Terms of Reference for the People Overview and Scrutiny Panel](#)

[Cabinet Forward Plan](#)

Royal Borough of Windsor and Maidenhead

Overview and Scrutiny Panels

Scrutiny Review – Scoping and Planning Document

Title of the Review	<i>Consider which method will be used (e.g. Challenge Session, Task and Finish Group)</i>
Panel Name	
Panel Members	
Support Officer(s)	
Lead Member(s)/Officer(s) Identify a nominated: - Elected Member - Lead Officer	<i>These individuals will perform the lead roles in the scrutiny review process. • They will provide active oversight and guidance to ensure coordination and delivery of the required outputs.</i>
Relevant Cabinet Member	<i>Which portfolios does this review relate to?</i>
Purpose of the Review <ul style="list-style-type: none"> • Specify exactly which Outcome(s) the review is examining? • Also being clear what the review is not looking at • What is the Scrutiny Review seeking to achieve? • Where possible refer to VFM issues of service cost, service performance and/or customer satisfaction. 	<p><i>Supporting Rationale – Include a brief narrative to set the background and content to justify the purpose of the review.</i></p> <p><i>What are we looking to achieve from the review and how does this relate to the Corporate Plan (when finalised)?</i></p> <p><i>Clearly identify the relevant Corporate Plan Outcome: (specify the relevant Outcome statement from the Corporate Plan).</i></p> <p><i>Outcome Goal and Measure(s) – List the supporting Goal and Measure for this topic.</i></p>
Criteria for Selection	<i>Four core principles have been established (by the Centre for Governance and Scrutiny) to help people understand the</i>

<ul style="list-style-type: none"> • Why has this particular topic been considered to be a priority issue for scrutiny? • Which of the criteria promoted by the Centre for Governance and Scrutiny does it satisfy? 	<p><i>most important qualities of scrutiny and accountability;</i></p> <ol style="list-style-type: none"> <i>1. Constructive ‘critical friend’ challenge</i> <i>2. Amplifies the voices and concerns of the public</i> <i>3. Led by independent people who take responsibility for their role.</i> <i>4. Drives improvement in public services</i> <p><i>Scrutiny review prioritisation assessment criteria;</i></p> <ol style="list-style-type: none"> <i>1. Is the topic/issue likely to have a significant impact on the delivery of council services?</i> <i>2. Is the issue included in the Corporate Plan (e.g. of strategic importance to the council or its partners/stakeholders), or have the potential to be if not addressed?</i> <i>3. Is a focused scrutiny review likely to add value to the performance of its services?</i> <i>4. Is a proactive scrutiny process likely to lead to efficiencies / savings?</i> <i>5. Has other review work been undertaken which is likely to result in duplication?</i> <i>6. Do sufficient scrutiny resources already exist, or are readily available, to ensure that the necessary work can be carried out in a timely manner?</i>
<p>Terms of Reference</p>	<p><i>Be clear about what is being included and excluded to avoid scope creep. What methods/format will be used e.g. task and finish group, challenge session</i></p>

<p>What are the anticipated outcomes of the review?</p> <p>Key Lines of Enquiry</p> <p>Sources of Information/Evidence</p> <p>What factors / outcomes will demonstrate that this Scrutiny Review has been a success?</p>	<p><i>Supporting Key Lines of Enquiry (KLOE) –</i></p> <p><i>What areas are to be examined and what evidence is required to examine these?</i></p> <p><i>If we do nothing where is the trend heading, is this OK? - What's helping and hindering the trend? - Are services making a difference? - Are they providing Value for Money? - What additional information / research do we need? - Who are the key partners we need to be working with (including local residents)? - What could work to turn the trend in the right direction? - What is the Council's and Members' role and specific contribution</i></p>
<p>Resource & budget requirements;</p> <ul style="list-style-type: none"> • specialist staff • any external support • site visits • consultation • research 	<p><i>Include an estimate of any specific support needs and /</i></p> <p><i>or budget requirements to help determine the cost vs</i></p> <p><i>benefit of the review process.</i></p> <p><i>- Consider how formal approval will be obtained for any</i></p> <p><i>specific resource requirement</i></p>
<p>Corporate Risks associated with this Review?</p> <p>Identify any weaknesses and barriers to success</p>	<p><i>Are there any associated risks already identified on the corporate risk register which will require direct consideration?</i></p>
<p>Who will receive the review conclusions and any resultant recommendations?</p>	<p><i>Cabinet or Full Council • Partners • Other?</i></p>
<p>What is the Review Timescale? • Identify key meeting dates and any deadlines for reports, recommendations or decisions.</p>	<p><i>Also consider the appropriate timing of a follow-up review to assess the any levels of improvement achieved as a direct result of the scrutiny review process. (A detailed plan for the review should also be developed to clearly set out the various stages, necessary actions and timescales)</i></p>
<p>How could a review be publicised?</p>	<p><i>Establish a proportionate communications plan (external and internal) to support the review process. • Will this review be subject to a press embargo? Yes / No • Who is the</i></p>

<p>Do we need to publicise the review to encourage community involvement? • What sort of media coverage do we want? (e.g. Flyers, leaflets, radio broadcast, press release, etc.)</p>	<p><i>lead communications contact? • Who is the designated spokesperson for the Scrutiny Review (Elected Member & Officer)?</i></p>
<p>Completed by/ Date:</p>	<p><i>Who has led in the compilation of this scoping document?</i></p>
<p>Approved by Scrutiny Panel / Date:</p>	<p><i>Which Panel has considered this review and when was it formally approved?</i></p>

Royal Borough of Windsor and Maidenhead

Overview and Scrutiny Panels

Scrutiny Review – Scoping and Planning Document

Title of the Review	Domestic Violence and the Domestic Abuse Strategy – Task and Finish Group
Panel Name	People Overview & Scrutiny Panel
Panel Members	Councillors Luxton (Chairman), Hunt (Vice Chairman), Baskerville, Del Campo, Clark, C Da Costa, Knowles, Muir, Sharpe, Story and Tisi
Support Officer(s)	<p>Emma Duncan – Director of Law & Governance and Monitoring Officer</p> <p>Rebecca Hatch – Head of Strategy</p> <p>Lin Ferguson – AfC Director of Children’s Services (Windsor & Maidenhead)</p> <p>Sophie Wing-King – Domestic Abuse Coordinator, RBWM</p> <p>Mark Beeley – Democratic Services & Scrutiny Officer</p> <p>Becky Oates – Democratic Services Officer</p>
Lead Member(s)/Officer(s)	Councillor Catherine Del Campo
Identify a nominated: - Elected Member - Lead Officer	Lin Ferguson – AfC Director of Children’s Services (Windsor & Maidenhead)
Relevant Cabinet Member	Councillor Stuart Carroll – Cabinet Member for Adult Social Care, Children’s Services, Health, Mental Health, and Transformation
Purpose of the Review	<p>The Domestic Abuse Strategy was considered by Cabinet in September 2022.</p> <p>The Corporate Plan contains goals and targets on how safe women feel, this would form part of the refresh of the Corporate Plan which is currently underway.</p>
<ul style="list-style-type: none"> • Specify exactly which Outcome(s) the review is examining? • Also being clear what the review is not looking at • What is the Scrutiny Review seeking to achieve? 	

<ul style="list-style-type: none"> Where possible refer to VFM issues of service cost, service performance and/or customer satisfaction. 	<p>There has been concern raised that the content of the strategy is good, but not all areas are connected.</p> <p>The EQIA should be linked back to the strategy and the issues raised should be addressed as part of the strategy.</p> <p>Link with undiagnosed issues, for example ADHD or Autism. What additional support can be provided on this?</p> <p>There is a lack of data on transgender people. Are they more likely to be victims of domestic abuse?</p> <p>The objectives outlined as part of Appendix C on the strategy are SMART – dates or timescales on these objectives would be useful to ensure that they are delivered.</p>
<p>Criteria for Selection</p> <ul style="list-style-type: none"> Why has this particular topic been considered to be a priority issue for scrutiny? Which of the criteria promoted by the Centre for Governance and Scrutiny does it satisfy? 	<p>This review meets the following core principles from the Centre for Governance and Scrutiny:</p> <ul style="list-style-type: none"> Amplifies the voices and concerns of the public. Drives improvement in public services. <p>Goals on women’s safety are included as part of the Corporate Plan and is likely to add value to the performance of the council in relation to dealing with and supporting victims of domestic abuse.</p> <p>This review would allow scrutiny to connect with the community which it serves and hear first-hand evidence and accounts.</p>
<p>Terms of Reference</p>	<p>Task and Finish Group to speak to victims of domestic abuse and understand the support they received from their perspective.</p> <p>Ideally the Group would be formed of 4/5 Members of interest or experience in this area, this does not have to be politically balanced. Members from other Panels could be co-opted into the Group as part of</p>

	<p>the review, along with other partner agencies, for example the Dash Charity and Thames Valley Police.</p> <p>It would be ideal, but not mandatory, for a Member from the Corporate Overview & Scrutiny Panel to be part of the Task and Finish Group.</p> <p>Example Task and Finish Group plan:</p> <p>Session to understand the background/context and set out the scope for the Group.</p> <p>Session to speak to victims of domestic abuse, ask questions, further understanding and gather evidence. Consider the areas which have been outlined under ‘Purpose of the Review’.</p> <p>Session to formulate outcomes of the review and make any recommendations for changes to the strategy.</p>
<p>What are the anticipated outcomes of the review?</p> <p>Key Lines of Enquiry</p> <p>Sources of Information/Evidence</p> <p>What factors / outcomes will demonstrate that this Scrutiny Review has been a success?</p>	<p>The main source of information will be the evidence given by representatives of domestic abuse groups and victims of domestic abuse. This will be used in conjunction with domestic abuse strategy.</p> <p>Outcomes will involve recommendations made to officers on the strategy and where improvements can be made.</p>
<p>Resource & budget requirements;</p> <ul style="list-style-type: none"> • specialist staff • any external support • site visits • consultation • research 	<p>Potential for a Task and Finish Group meeting to held at a Family Hub, if appropriate.</p> <p>Consideration of payment or compensation for victims time – for example a shopping voucher.</p>
<p>Corporate Risks associated with this Review?</p>	

Identify any weaknesses and barriers to success	
Who will receive the review conclusions and any resultant recommendations?	The outcomes and recommendations from the Task and Finish Group will be considered by the People Overview & Scrutiny Panel. This could link in with the Domestic Abuse Executive Group.
What is the Review Timescale? • Identify key meeting dates and any deadlines for reports, recommendations or decisions.	<p>Scoping document to be considered by People Overview & Scrutiny Panel in December 2022.</p> <p>Task and Finish Group meetings to be arranged after the scoping document has been agreed by the Panel – starting in 2023.</p> <p>Outcomes and recommendations would then be reported back to the Panel for consideration.</p>
<p>How could a review be publicised?</p> <p>Do we need to publicise the review to encourage community involvement? • What sort of media coverage do we want? (e.g. Flyers, leaflets, radio broadcast, press release, etc.)</p>	<p>Important to consider the victims of domestic abuse who would be speaking to the Group about their experiences, this could be individuals who are currently experiencing domestic abuse and those who are now free from abuse.</p> <p>Task and Finish Group means that the meeting will be private, could be virtual or in a location of comfort to those attending.</p> <p>Review would be listed on the Work Programme of the People Overview & Scrutiny Panel as a current Task and Finish Group – report on findings would then be added to the Work Programme and would be considered at an appropriate meeting of the Panel.</p>
Completed by/ Date:	30 th November 2022
Approved by Scrutiny Panel / Date:	People Overview & Scrutiny Panel – 8 th December 2022

Report Title:	Task and Finish Group Update - Domestic Abuse
Contains Confidential or Exempt Information	No - Part I
Meeting and Date:	People Overview and Scrutiny Panel – 17 April 2023
Responsible Officer(s):	Mark Beeley – Principle Democratic Services Officer – Overview and Scrutiny

REPORT SUMMARY

A Task and Finish Group on domestic abuse was agreed by the People Overview and Scrutiny Panel at the meeting held in December 2022, following consideration of the scoping document.

This briefing note provides an update on the progress made by the Group so far, exact details and figures have been kept generic.

RECOMMENDATION: That the People Overview and Scrutiny Panel notes the work of the Domestic Abuse Task and Finish Group.

1.1 Membership:

- Councillor Catherine Del Campo – Chair of the Group
- Councillor Amy Tisi
- Councillor Carole Da Costa
- Lin Ferguson – Executive Director of Children’s Services and Education
- Sophie Wing-King – Domestic Abuse Strategic Lead for RBWM
- Mark Beeley – Principle Democratic Services Officer – Overview and Scrutiny

1.2 The Group met on 8th February 2023 via Microsoft Teams to review the scoping document and decide the best course of action.

1.3 Lin Ferguson and Sophie Wing-King provided some initial context to the strategy and background information on domestic abuse in RBWM.

1.4 The new RBWM Domestic Abuse Strategy had been recently launched and the two year strategy had been aligned with the safe accommodation strategy until 2024.

1.5 The Group heard information on the number of domestic abuse cases, repeat rates, data gathered by the police, information on the Domestic Violence Disclosure Scheme and the role of the Dash Charity.

- 1.6 Areas of consideration for the Group to explore included the EQIA for the strategy, this needed to justify groups that were disadvantaged and make relevant links with the strategy. Neurodiversity also needed to be considered, particularly the amount of time it took to be diagnosed, which was sometimes not picked up as part of domestic abuse cases.
- 1.7 The Group discussed which witnesses and individuals they would like to speak to as part of its work. The suggestions included:
 - Survivors of domestic abuse
 - Perpetrators of domestic abuse
 - Dash Charity
 - Thames Valley Police
 - Housing
 - Health
 - Adult and Children's social care - Principle Social Worker
- 1.8 The Group agreed to work on the questions to be asked of witnesses. A dedicated Microsoft Teams channel was set up to allow the Group to collaborate together on a list of questions.
- 1.9 A draft set of questions was planned to be confirmed before the next meeting of the Group.
- 1.10 Key documents to help aide the Group were also circulated, including datasets from the police and Dash Charity and other previous case reviews.
- 1.11 It was agreed that the Group would look to meet again following the election in May 2023.

Royal Borough of Windsor and Maidenhead

Overview and Scrutiny Panels

Scrutiny Review – Scoping and Planning Document

Title of the Review	Corporate Plan 2021-26 Performance Report – Air Pollution
Panel Name	People Overview & Scrutiny Panel
Panel Members	Councillors Luxton, Hunt, Clark, Muir, Sharpe, Story, Baskerville, Del Campo, Tisi, Knowles and C Da Costa
Support Officer(s)	<p>Feliciano Cirimele – Environmental Protection Officer</p> <p>Obi Oranu – Environmental Health Service Manager</p> <p>Tracy Hendren – Head of Housing, Trading Standards and Environmental Health</p> <p>Mark Beeley – Scrutiny and Democratic Services Officer</p> <p>Becky Oates – Democratic Services Officer</p>
Lead Member(s)/Officer(s) Identify a nominated: - Elected Member - Lead Officer	Councillor Julian Sharpe and Councillor Karen Davies will help to provide the scope on the topic from the Corporate Overview & Scrutiny Panel.
Relevant Cabinet Member	Councillor David Cannon
Purpose of the Review <ul style="list-style-type: none"> • Specify exactly which Outcome(s) the review is examining? • Also being clear what the review is not looking at • What is the Scrutiny Review seeking to achieve? • Where possible refer to VFM issues of service cost, service performance and/or customer satisfaction. 	<p>The Corporate Overview and Scrutiny referred the council's performance on air pollution to be considered in greater detail by the People Overview & Scrutiny Panel.</p> <p>The in-depth review is proposed to consider:</p> <ul style="list-style-type: none"> • Progress towards achieving the Corporate Plan objective 'Achieve the National Air Quality Objective (AQO) across all Air Quality Management Areas (AQMAs) by

	<p>2025', specifically including trajectory of progress.</p> <ul style="list-style-type: none"> • Review of the Borough's air quality improvement action plan and fitness for purpose in the light of the revised WHO guidelines and of the emerging central government air quality strategy that prioritises PM2.5 standards.
<p>Criteria for Selection</p> <ul style="list-style-type: none"> • Why has this particular topic been considered to be a priority issue for scrutiny? • Which of the criteria promoted by the Centre for Governance and Scrutiny does it satisfy? 	<p>This topic is considered to be a valid area for scrutiny in light of the motion unanimously passed at Full Council on 23 November 2021 to review the air quality improvement action plan in light of the revised WHO guidelines and the emerging central government air quality strategy that prioritises PM2.5 standards.</p>
<p>Terms of Reference</p>	<p>Review of progress towards achieving Corporate Plan objective 'Achieve the National Air Quality Objective (AQO) across all areas of the borough by 2025'.</p> <p>Review of the Borough's air quality improvement action plan, level of ambition and fitness for purpose in light of the revised WHO guidelines and the emerging central government air quality strategy that prioritises PM2.5 standards.</p>
<p>What are the anticipated outcomes of the review?</p> <p>Key Lines of Enquiry</p> <p>Sources of Information/Evidence</p> <p>What factors / outcomes will demonstrate that this Scrutiny Review has been a success?</p>	<p>Key Lines of Enquiry –</p> <p>Ensure we have coverage of measuring stations, with the correct monitoring capability in place throughout all areas of the borough to ensure that measurement covers all areas.</p> <p>Officers should provide information on the factors which will impact the measurement results from the measuring stations so that appropriate action may be taken to ensure that the objectives are met. Data should be provided on a 6 monthly basis.</p>

	<p>Need to ensure and get confirmation that we engage with the correct monitoring authorities.</p> <p>The trend on some NO2 monitoring stations within the Borough's five AQMAs is upwards following a post-Covid dip. Should this continue, will the Borough meet its objective to 'Achieve the National Air Quality Objective (AQO) across all Air Quality Management Areas (AQMAs) by 2025'?</p> <p>Is this objective sufficiently ambitious given that three years remain to meet this objective? This is across the borough from Cookham to Sunningdale, so measurements must be relevant to all areas.</p> <p>Is this trajectory in line with the revised WHO guidelines on levels of air pollution and the emerging central government air quality strategy?</p> <p>Is the Air Quality Improvement Action Plan fit for purpose in light of the revised WHO guidelines?</p> <p>Sources of Information/Evidence –</p> <ul style="list-style-type: none"> • Air Quality Improvement Action Plan • Monitoring data and trajectories of data from monitoring stations across the borough • Revised WHO guidelines on air pollution limits, where adopted by central government. • Information on emerging central government air quality strategy
<p>Resource & budget requirements;</p> <ul style="list-style-type: none"> • specialist staff • any external support • site visits • consultation • research 	<p>N/A</p>

<p>Corporate Risks associated with this Review?</p> <p>Identify any weaknesses and barriers to success</p>	<p>Risk of health to residents of the borough in light of the Corporate Plan 2021-2026 underpinning principle ‘the council will promote health and wellbeing, and seek to reduce inequalities, within all of its decision-making’.</p> <p>Risk of not achieving the objective in the Corporate Plan 2021-2026 ‘Achieve the National Air Quality Objective (AQO) across the borough by 2025’.</p>
<p>Who will receive the review conclusions and any resultant recommendations?</p>	<p>Findings will be reported back to the Corporate Overview & Scrutiny Panel every 6 months. If appropriate, a Task and Finish Group can be arranged to monitor progress.</p>
<p>What is the Review Timescale? • Identify key meeting dates and any deadlines for reports, recommendations or decisions.</p>	<p>Air pollution identified as a topic which the Corporate Overview & Scrutiny Panel felt required further scrutiny – July 2022.</p> <p>Scoping document on air pollution to be considered by the People Overview & Scrutiny Panel – December 2023.</p> <p>Topic proposed to be considered by the People Overview & Scrutiny Panel – January 2023</p>
<p>How could a review be publicised?</p> <p>Do we need to publicise the review to encourage community involvement? • What sort of media coverage do we want? (e.g. Flyers, leaflets, radio broadcast, press release, etc.)</p>	<p>Scoping document added to the agenda for the December meeting, if agreed by the Panel it will be added to the work programme and would be due to be considered at the following meeting of the Panel, in January 2023.</p>
<p>Completed by/ Date:</p>	<p>30th November 2022</p>
<p>Approved by Scrutiny Panel / Date:</p>	<p>To be agreed by the People Overview and Scrutiny – 8th December 2022.</p>