



Report for:
ACTION

Item Number:

8

Contains Confidential or Exempt Information	No
Title	Final Report of Scrutiny Review Panel 3 – 2014/2015: Ealing's Customers
Responsible Officer(s)	Helen Harris, Director of Legal and Democratic Services harrish@ealing.gov.uk Tel: 020-8825 8159
Author(s)	CLlr Daniel Crawford (Panel Chair) CLlr Gary Malcolm (Panel Vice Chair) Harjeet Bains, Scrutiny Review Officer Email: bainsh@ealing.gov.uk Tel: 020-8825 7120
Portfolio(s)	Councillor Julian Bell (Leader of the Council, Policy Overview Portfolio) Councillor Yvonne Johnson (Finance Performance and Customer Services) Councillor Ranjit Dheer (Deputy Leader, Safety, Culture and Community Services)
For Consideration By	Cabinet
Date to be Considered	15 September 2015
Implementation Date if Not Called In	28 September 2015
Affected Wards	All
Keywords/Index	Scrutiny; review, customers, marketing, communications, publicity, welfare, reform, planning, libraries, recommendations

Purpose of Report:

The purpose of this report is to refer to Cabinet the final report and recommendations of Scrutiny Review Panel 3 – 2014/2015: Ealing's Customers.

1. Recommendations

1.1 It is recommended that Cabinet:

- notes the final report of the Panel, as endorsed by the Chair and Vice Chair of Overview and Scrutiny Committee (OSC), which is attached as **Appendix 1**;
- accepts the Panel's recommendations in Section 6.0 of the final report;
- identifies whether further information or advice is required from service officers on any of the recommendations before Cabinet can take a decision about accepting or rejecting these on 15 September 2015;
- directs service officers to produce/or finalise an action plan on those recommendations that are agreed by Cabinet; and
- reports its decisions to OSC on 8 October 2015.

2. Reason for Decision and Options Considered

- 2.1 Scrutiny has a role in improving decision-making and service delivery through effective scrutiny. Recommendations from Scrutiny need to be taken forward in a timely manner and in accordance with the Council's Constitution if the Scrutiny function is to be effective. The Scrutiny and Executive Protocol identifies the timescale for Cabinet to respond to Scrutiny recommendations. This decision will mean that the response is made in a timely manner and that services can implement the accepted recommendations.

3. Key Implications

- 3.1 The recommendations of Scrutiny Review Panel 3 – 2014/2015: Ealing's Customers are provided in a table format in Section 6.0 of the full report of the Panel in Appendix 1.
- 3.2 The Council Constitution (Part 2 Article 6.03) gives the OSC power to 'set up individual specialist panels to investigate and report back to Overview and Scrutiny Committee ...' Part 4 of the Constitution, Scrutiny Procedure Rules (par.10) identifies that OSC prepares a formal report on its recommendations and submits it to Cabinet.
- 3.3 Where appropriate, service officers have identified the financial, legal and any other pertinent implications against each recommendation to enable Cabinet to reach a decision.
- 3.4 OSC will, twice a year, monitor the progress on the implementation of each recommendation agreed by Cabinet. OSC will first look at how implementation is proceeding at their meeting in July 2016.

4. Financial Implications

- 4.1 The service officer response, including suggested actions which may have potential financial implications, to each recommendation is provided in Section 7.0 of Appendix 1.
- 4.2 The majority of the recommendations have no financial implications or those that have can be contained within existing service budgets. Where a recommendation involves additional funds then these will have to be contained at present and any further allocation of funds would need to be obtained through the normal budget setting process.

5. Legal

- 5.1 The constitution requires that Scrutiny Review Panel recommendations be submitted to OSC for approval prior to submission to Cabinet. These were considered and agreed by the OSC Chair and Vice Chair on 27 July 2015.
- 5.2 The legal implications are outlined against the recommendations in Appendix A, as appropriate. Where additional legal support is required to implement recommendations, this will be met by the service concerned.

6. Value for Money

- 6.1 The effectiveness of Scrutiny is measured by the quality of its recommendations to Cabinet and the extent to which it has contributed to both democratic renewal and Members' community development role. The Panel held open public meetings, solicited views through expert witnesses and media channels to ensure a regular and sustained input to the work of the Panel.
- 6.2 With respect to Panel recommendations, value for money implications are outlined in the officer response to each recommendation in the schedule, as appropriate.
- 6.3 If recommendations arising from Scrutiny are not taken forward and implemented in a timely manner then improvements to service delivery are not being made in an efficient and effective manner.

7. Sustainability Impact Appraisal

- 7.1 There is none arising directly from this report.

8. Risk Management

- 8.1 There are no direct risk management implications arising from this report but the failure to act on agreed recommendations or action plans arising could give rise to risk issues in service delivery.

9. Community Safety

- 9.1 There are no direct implications arising from this report but the failure to act on agreed recommendations or action plans arising could give rise to risk issues in service delivery and community safety.

10. Links Applicable to the Six Priorities for the Borough

10.1 *A Prosperous Borough*

- Providing affordable, high quality and decent housing.

A Healthier Borough

N/A

A Safer Borough

- Improving the quality of private rented housing.

A Cleaner Borough

N/A

A Fairer Borough

- Cost effective use of resources to delivery maximum benefits for residents and business.
- Delivering world class customer services.

An Accessible Borough

N/A

- 11. Equalities, Human Rights and Community Cohesion**
 11.1 No Equality Impact Assessment has been undertaken on these recommendations. Any equalities or community cohesion issues have been addressed by the service officers' response as appropriate.
- 12. Staffing/Workforce and Accommodation Implications**
 12.1 Any staffing/workforce and accommodation implications have been addressed by the service officers' response as appropriate.
- 13. Property and Assets**
 13.1 None.
- 14. Any Other Implications**
 14.1 None.
- 15. Consultation**
 15.1 The Chair and Vice Chair of Overview and Scrutiny Committee approved the final report of the Panel on 28 July 2015.
 15.2 The recommendations take into consideration the views of local organisations and residents as expressed at the open meetings held by the Panel.
- 16. Timetable for Implementation**
 16.1 The Overview and Scrutiny Committee will monitor, twice yearly, the implementation of the recommendations accepted by Cabinet with the first examination of progress in July 2016.

Cabinet Action		Date	Service Implementation
1.	Cabinet accepts some or all recommendations.	15 September 2015	28 September 2015 in line with Call-in requirements.
2.	Cabinet requests further information.	15 September 2015	Service provides additional information for Cabinet on 20 October 2015.
3.	As a result of further information, Cabinet accepts or rejects remaining recommendations.	20 October 2015	2 November 2015 – in line with Call-in requirements.
4.	Cabinet responds to Overview and Scrutiny Committee	8 October 2015 <i>(if no additional information is requested)</i> <i>or</i> 12 November 2015 <i>(if additional information is requested)</i>	

17. Appendices

- 17.1 **Appendix A:** Final Report of Scrutiny Review Panel 3 – 2014/2015: Ealing’s Customers.

18. Background Information

- 18.1 Ealing Council’s Constitution, available at [Council Constitution](#)
- 18.2 Overview and Scrutiny Committee – Agendas, Minutes and Reports, available at [Overview and Scrutiny Committee](#)
- 18.3 Scrutiny Review Panel 3 – 2014/2015: Ealing’s Customers – Agendas, Minutes and Reports, available at [Scrutiny Review Panel 3 - 2014/2015: Ealing's Customers](#)
- 18.4 For information about Scrutiny in Ealing, including meeting dates and work programmes, go to [Scrutiny in Ealing](#)
Current agendas and reports are available at <http://ealing.cmis.uk.com/ealing/Home.aspx>

Report Consultation

<i>Name of Consultee</i>	<i>Department</i>	<i>Date Sent to Consultee</i>	<i>Date Response Received from Consultee</i>	<i>Comments Appear in Report Para</i>
Internal				
Keith Fraser	Head of Scrutiny and Committees	11.06.15/ 29/06/15/ 01/09/15		
Helen Harris	Director of Legal and Democratic Services	11.06.15/ 29/06/15		
Mike Stringer	Head of Finance Transformation	11.06.15/ 29/06/15/ 01/09/15		
Corporate Board	Chief Executive and All Executive Directors	11.06.15		
Maria Christofi	Director of Finance	11.06.15		
Keith Lewis	Head of Marketing	11.06.15		
Moira Mercer	Head of Communications	11.06.15		
Alison Reynolds	Director of Customer Services	11.06.15		
Tony Walker	Assistant Director of Benefits and Local Welfare Assistance	11.06.15		
Mark Meehan	Assistant Director of Housing Demand	11.06.15		
Noel Rutherford	Director of Built Environment	11.06.15		
Aileen Jones	Head of Planning Services	11.06.15		
Alex Jackson	Area Teams Manager, Planning Services	11.06.15		
Carole Stewart	Assistant Director – Arts, Heritage and Libraries	11.06.15		
Manny Manoharan	Arts, Heritage and Libraries Officer	11.06.15		
Matthew Booth	Director of Policy and Performance	11.06.15		
Jarvis Garrett	Head of Improvement and Efficiency	11.06.15		
Rajiv Ahlawat	Research and Performance Manager	11.06.15		
Anita Hamilton	Executive Support Manager	18.06.15		
Dennis Frost	Neighbourhood Co-ordinator	18.06.15		
Cllr Daniel Crawford	Panel Chair	10.06.15		
Cllr Gary Malcolm	Panel Vice Chair	10.06.15		
Overview and Scrutiny Committee		09.07.15		
External				
None				

Report History

Decision Type:		Urgency item?	
Non-key Decision		No	
Authorised by Cabinet Member:	Date Report Drafted:	Report Deadline:	Date Report Sent:
N/A	27.07.15	03.09.15	02.09.15
Report No.:	Report Author and Contact for Queries:		
	Harjeet Bains Scrutiny Review Officer Email: bainsh@ealing.gov.uk Tel: 020-8825 7120		