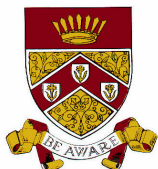


Revision History

Revision Date	Previous Revision Date	Version
Approved by Overview and Scrutiny Committee and Executive Cabinet	02/03/06 09/03/06	1
Strategy Group	1/8/06	2



OVERVIEW AND SCRUTINY IMPROVEMENT PLAN



OVERVIEW AND SCRUTINY IMPROVEMENT PLAN

This Overview and Scrutiny Improvement Plan forms part of the Council's Performance Management process. The document brings together areas of existing good practice and areas for improvement which have been identified, following the compilation of the Centre for Public Scrutiny self-evaluation framework at a workshop session held on 20 October 2005, attended by Members of the Council and the Senior Management Group. These areas are those which the Council will be focusing its attentions on to remove the barriers to the Council achieving its corporate vision of excellence.

This Overview and Scrutiny Improvement Plan will be kept up to date and will form the key control document for the Executive Cabinet and the Overview and Scrutiny Committee to ensure that improvement plans for Scrutiny are kept on track, to help deliver the Council's Performance Agreement and Corporate Strategy.

We want to share our progress with everyone and regular updates will be posted to the Council's website at www.chorley.gov.uk. In addition, we will provide regular information on how we are doing through the Council's newspaper, Chorley Borough News, and through regular press releases.

If you have any comments relating to the Overview and Scrutiny Improvement Plan or require any further information, please contact:

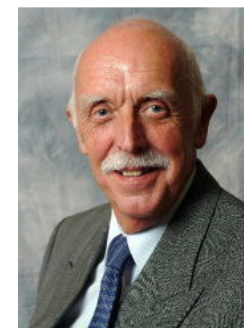
Steve Pearce
Assistant Head of Democratic Services
Town Hall, Market Street
Chorley, PR7 1DP

Telephone No. 01257 515196
Fax No. 01257 515150

eMail: steve.pearce@chorley.gov.uk



Councillor P Goldsworthy, Executive Leader



Councillor J Walker
Executive Member for Customers, Democratic and
Legal Services



Councillor D Edgerley
Chairman of the Overview and Scrutiny
Committee

OVERVIEW AND SCRUTINY IMPROVEMENT PLAN

1	2	3	4	5	6	7	8		9
SCRUTINY PRINCIPLE	FOCUS	EVIDENCE OF WHAT WE DO WELL	OPPORTUNITIES IDENTIFIED FOR IMPROVEMENT	ACTIONS PLANNED	EXPECTED OUTCOMES	BY WHEN	BY WHOM		PROGRESS UPDATE
							Officer	Member	
1. Provide 'critical friend' challenge	1.1 Does scrutiny provide an effective challenge to the Executive?	<ul style="list-style-type: none"> ➢ Non Cabinet Members can attend Cabinet meetings - receive all papers ➢ Revised Forward Plan ➢ Toolkit ➢ Pls and Business Plans quarterly basis ➢ Non political in the main ➢ Shadow Executive Cabinet members appointed 	<ul style="list-style-type: none"> • Some members reluctant to criticise Executive - more commitment/need for training • Need to improve Executive Cabinet involvement in scrutiny • Increase public awareness • Feed success back to public • Officer support for O&S • Call-in should be used more • Provide the opportunity for Scrutiny Members to question Executive Members 	<ol style="list-style-type: none"> Implement Overview and Scrutiny training sessions on a regular basis for: <ul style="list-style-type: none"> • Executive Cabinet Members • Overview and Scrutiny Committee/ Panel members • Overview and Scrutiny Committee/ Panel chairs • SMG Officers • Democratic Services Section Introduce questions with notice to Executive Members at Council meetings 	<ol style="list-style-type: none"> Clear understanding of Overview and Scrutiny function More effective 'critical friend' challenge to the Executive 	<p>With effect from October 2006</p> <p>October 2006</p>	<p>Steve Pearce/Sue Baxendale</p> <p>Donna Hall</p>	<p>Councillor M Lees</p> <p>Councillor J Walker</p>	<p>Provision of Overview and Scrutiny training to be included in the Member Development Programme for 2006/07</p> <p>Report on the recommendations of the Community Overview and Scrutiny Panel scrutiny inquiry relating to public questions/speaking at various Council meetings to be submitted to Executive Cabinet on 24/08/06.</p>
	1.2 How does scrutiny have an impact on the work of the Executive?	<ul style="list-style-type: none"> ➢ Scrutiny Reviews - evidence gathering 	<ul style="list-style-type: none"> • Call-in (used once) - should be received positively • Ensure appropriate Cabinet Members attend Inquiry hearings • Increase public involvement in O&S to initiative topics 	<p>See Item 1</p> <ol style="list-style-type: none"> Actively invite public to submit Overview and Scrutiny topics 	<ol style="list-style-type: none"> Improved public involvement in Overview and Scrutiny 	<p>June 2006</p>	<p>Steve Pearce</p>	<p>Councillor J Walker</p>	<p>On-going</p>

OVERVIEW AND SCRUTINY IMPROVEMENT PLAN

1	2	3	4	5	6	7	8		9
SCRUTINY PRINCIPLE	FOCUS	EVIDENCE OF WHAT WE DO WELL	OPPORTUNITIES IDENTIFIED FOR IMPROVEMENT	ACTIONS PLANNED	EXPECTED OUTCOMES	BY WHEN	BY WHOM		PROGRESS UPDATE
							Officer	Member	
	1.3 How does scrutiny routinely challenge the authority's corporate strategy and budget?	<p>➤ Business Plans and Pl's go to O&S committee/Panels every quarter</p> <p>➤ Monthly financial monitoring reports go to O&S Committee</p>	<ul style="list-style-type: none">• Scrutiny members should have more say in strategic items from the start• O&S Committee to meet prior to Executive Cabinet to scrutinise reports• More training on budget process• Presentations on strategic issues to O& S members• Scrutiny of budget process needs to be improved.• Improved monitoring of performance	<p>4. Improved scrutiny of draft policy and strategy documents before they are agreed for consultation purposes.</p> <p>5. Improved scrutiny of budget</p> <p>6. Improved scrutiny of performance management within the authority</p>	<p>4. Effective scrutiny of policy and strategic documents</p> <p>5. Effective scrutiny of budget</p> <p>6. Effective performance management</p>	<p>March 2006</p> <p>From March 2006</p> <p>December 2006</p>	<p>Donna Hall</p> <p>Gary Hall</p> <p>Donna Hall</p>	<p>Councillor J Walker</p> <p>Councillor D Edgerley</p> <p>Councillor D Edgerley</p>	<p>Implemented - Executive Cabinet agreed on 8 September 2005 that all draft policy/strategy documents should be submitted to the Overview and Scrutiny Committee</p> <p>The Overview and Scrutiny Committee/Panels will be scrutinising elements of the budget for 2006/07 during February 2007</p> <p>Performance Management Data is submitted to the Overview and Scrutiny Committee/Panels on a quarterly basis.</p>
	1.4 Are external partners involved in scrutiny and how are they included?	<p>Scrutiny Inquiries on:</p> <ul style="list-style-type: none">• Flooding• One Stop Shop• Juvenile nuisance - Youth and Community Service• Parkwise	<ul style="list-style-type: none">• CBC to scrutinise partners and vice versa• Scrutinise LCC• Ask partners/consultative bodies for topics/comments• Bring 'everyone' together to improve service delivery• LSP improvement proposals to be discussed at Scrutiny	<p>7. Implement scrutiny of external partners</p>	<p>7. Focused scrutiny of local partnership bodies</p>	<p>December 2006</p>	<p>Donna Hall</p>	<p>Councillor D Edgerley</p>	<p>The Corporate and Customer Overview and Scrutiny Panel commenced a scrutiny inquiry into the Contact Centre Partnership agreement with Lancashire County Council in July 2006.</p> <p>Other local partnership bodies will be included in the Overview and Scrutiny Work Programme in due course following the establishment of the new management structure for the Chorley Partnership (LSP).</p>

OVERVIEW AND SCRUTINY IMPROVEMENT PLAN

1	2	3	4	5	6	7	8		9
SCRUTINY PRINCIPLE	FOCUS	EVIDENCE OF WHAT WE DO WELL	OPPORTUNITIES IDENTIFIED FOR IMPROVEMENT	ACTIONS PLANNED	EXPECTED OUTCOMES	BY WHEN	BY WHOM		PROGRESS UPDATE
							Officer	Member	
2. Reflect the voice and concerns of the public and its communities	1.5 Does scrutiny work effectively with the Executive and senior management?	<ul style="list-style-type: none"> ➤ Overview and Scrutiny Chair presents Inquiry Reports to Executive Cabinet 	<ul style="list-style-type: none"> • Meetings between Leader/Chief Executive with O&S Chairs • Prioritise key issues for scrutiny • Member training on the 'real issues'/chairing skills/O&S Procedures/Role of the Executive and Senior Management • Capacity of Councillors • SMG to refer policy docs to Overview and Scrutiny Committee prior to consultation 	8. (a) Programmed meetings of Overview and Scrutiny chairs with officers (b) Programmed meetings of Overview and Scrutiny chairs with Executive Leader/Chief Executive See Item 1 See Item 4	8. Effective working relationship between Overview and Scrutiny Chair with Leader/Chief Executive	From May 2006	Donna Hall	Councillor P Goldsworthy	Implemented - a) Meetings with Overview and Scrutiny Chairs to be held every Committee cycle. b) programmed meetings to be held on a quarterly basis.
	2.1 How is the work of the scrutiny informed by the public?	<ul style="list-style-type: none"> ➤ Recommendations at front of report ➤ Consult partnerships and relevant organisations ➤ Articles in newspaper and website ➤ Regular monitoring reports on Inquiries 	<ul style="list-style-type: none"> • Need to be more proactive rather than reactive • More effective communications with partners • More information on website and Borough News • Regular Overview and Scrutiny articles in Borough News • Ensure widespread distribution of Borough News 	9. Improved communication/ publicity of Overview and Scrutiny activities	9. Effective publicity for Overview and Scrutiny inquiries/activities	From May 2006	Steve Pearce/ Shelley Wright	Councillor D Edgerley	Ongoing - publicity provided for the Parkwise Scrutiny Inquiry in June 2006 Regular publicity on scrutiny issues to be provided.

OVERVIEW AND SCRUTINY IMPROVEMENT PLAN

1	2	3	4	5	6	7	8		9
SCRUTINY PRINCIPLE	FOCUS	EVIDENCE OF WHAT WE DO WELL	OPPORTUNITIES IDENTIFIED FOR IMPROVEMENT	ACTIONS PLANNED	EXPECTED OUTCOMES	BY WHEN	BY WHOM		PROGRESS UPDATE
							Officer	Member	
	2.2 How does scrutiny make itself accessible to the public?	<ul style="list-style-type: none"> ➤ Questionnaires to relevant parties ➤ Citizens Panel ➤ Members reflect public complaints for Inquiry requests ➤ Regular slot in Borough News 	<ul style="list-style-type: none"> • Improved communication between Council its partners and other non-executive members - better external and internal communication • Lack of facilities for public participation • Capacity and resource issues • Encouragement of public to comment on Inquiries (eg through Press Articles) 	See Item 9					
	2.3 How does scrutiny communicate?	<ul style="list-style-type: none"> ➤ Publish articles in newspaper ➤ Inform consultees of Inquiry results ➤ Overview and Scrutiny toolkit 	<ul style="list-style-type: none"> • Capacity issues • Better consultation with partners in inquiry/meetings timetable • Time constraints on Member participation • Members ability to attend meetings • Members training opportunities - for both Executive and Scrutiny Members • Executive Members attendance at scrutiny meetings 	See Item 9					
				See Item 1					
				See Item 1					

OVERVIEW AND SCRUTINY IMPROVEMENT PLAN

1	2	3	4	5	6	7	8		9
SCRUTINY PRINCIPLE	FOCUS	EVIDENCE OF WHAT WE DO WELL	OPPORTUNITIES IDENTIFIED FOR IMPROVEMENT	ACTIONS PLANNED	EXPECTED OUTCOMES	BY WHEN	BY WHOM		PROGRESS UPDATE
							Officer	Member	
3. Take the lead and own the scrutiny process	3.1 Does scrutiny operate with political impartiality	<ul style="list-style-type: none"> ➢ Non political ➢ No pressure is placed on Members ➢ Consensus amongst all on issues ➢ Smaller Panels (10 Members) ➢ Collect evidence ➢ Opposition Chairs ➢ More transparent ➢ Referral of Issue from Exec for Scrutiny 	<ul style="list-style-type: none"> • Improvement of the understanding/more training on the scrutiny process 	See Item 1 and 10. Revise/update Overview and Scrutiny toolkit	10. Updated Overview and Scrutiny toolkit in line with current best practice in other local authorities	December 2006	Steve Pearce	Councillor D Edgerley	Expressions of interest invited in July 2006 for an external review of the toolkit.
	3.2 Does scrutiny have ownership of its own work programme?	<ul style="list-style-type: none"> ➢ We do have a work programme ➢ We decide Members contribution ➢ We monitor regularly the work programme ➢ Criteria for choosing Scrutiny Inquiries 	<ul style="list-style-type: none"> • Ability to get the correct information • Need to examine the skills required • External organization to improve timescales 	11. Public invited to submit scrutiny inquiry topics 12. Rolling Overview and Scrutiny work programme to be produced prior to each municipal year following consultation with members/partners /public [To be based on the Corporate Strategy]	11. Improved public involvement in Overview and Scrutiny 12. Improved/co-ordinated annual work programme	From June 2006 From June 2006	Steve Pearce Donna Hall	Councillor D Edgerley Councillor D Edgerley	On-going - Public to be invited to submit topics through articles in the Chorley Borough News Implemented - Improved rolling work programme approved by Overview and Scrutiny Committee on 29/7/06 - Topics all based on issues in the corporate strategy.
	3.3 Do scrutiny members consider that they have a worthwhile and fulfilling role?	<ul style="list-style-type: none"> ➢ We have a greater response from the Executive ➢ Monitoring of Recommendation from Inquiries ➢ Most Members are enthusiastic 	<ul style="list-style-type: none"> • Lack of experience • More training 	- See Item 1					

OVERVIEW AND SCRUTINY IMPROVEMENT PLAN

1	2	3	4	5	6	7	8		9
SCRUTINY PRINCIPLE	FOCUS	EVIDENCE OF WHAT WE DO WELL	OPPORTUNITIES IDENTIFIED FOR IMPROVEMENT	ACTIONS PLANNED	EXPECTED OUTCOMES	BY WHEN	BY WHOM		PROGRESS UPDATE
							Officer	Member	
4 Make an impact on service delivery	3.4 Is there a current constructive working partnership with officers including support arrangements for scrutiny?	<ul style="list-style-type: none"> ➤ Officers attend and present reports ➤ Support from officers ➤ Toolkit ➤ Acceptance of Scrutiny Inquiry Recommendations by the Executive Cabinet 	<ul style="list-style-type: none"> • Improve Chairing skills • Members lack of knowledge of Officers functions 	<p>See Item 8</p> <p>See Item 1</p>					
	4.1 How is the scrutiny workload co-ordinated and integrated in to corporate processes?	<ul style="list-style-type: none"> ➤ Panels shaped around corporate priorities eg Markets inquiries ➤ Executive Cabinet has accepted majority of recommendations ➤ Financial implications now included in Scrutiny reports ➤ Corporate priorities in topic selection ➤ Reports are requested on agendas by Members ➤ Councillors can request scrutiny inquiries 	<ul style="list-style-type: none"> • Training/ understanding of Forward Plan Scrutiny of the budget • needs to be non political • early sharing of budgets • executive and scrutiny look at budget at same time • Identify resources aligned when considering rec's (where is the money coming from) • Ensure scrutiny topics are in line with the corporate priorities 	See Item 1					
				See Item 5					
				See Item 5					
				See Item 10					
				See Item 10					

OVERVIEW AND SCRUTINY IMPROVEMENT PLAN

1	2	3	4	5	6	7	8		9
SCRUTINY PRINCIPLE	FOCUS	EVIDENCE OF WHAT WE DO WELL	OPPORTUNITIES IDENTIFIED FOR IMPROVEMENT	ACTIONS PLANNED	EXPECTED OUTCOMES	BY WHEN	BY WHOM		PROGRESS UPDATE
							Officer	Member	
	<p>4.2 What evidence is there to show that scrutiny has contributed to improvement ?</p> <p>4.3 How well is information required by scrutiny managed?</p>	<ul style="list-style-type: none"> ➤ Results of Inquiries - recs eg grass cutting, One Stop Shop, housing maintenance ➤ Executive Cabinet have accepted the majority of recommendations ➤ Have monitoring reports on inquiry rec's (every six months) ➤ Annual report on Overview and Scrutiny activities ➤ Planning/scoping and toolkit good ➤ Info received good ➤ Officer support good ➤ Do consult with partner groups ➤ Do go on site visits/consider best practice 	<ul style="list-style-type: none"> • Set up small groups to look at issues for scrutiny • Encourage the public to "call-in"/participate in scrutiny • Need to raise awareness of Scrutiny • Officer resources planned throughout the year - clear plan at start of year (impact of inquiries) • Annual review to ensure the quality of recommendations submitted to the Executive • Lessons learnt at the end of Inquiries (what could we do better?) • Percentage of recommendations approved as PI (Scrutiny Performance) 	<p>13. Annual review of Overview and Scrutiny function.</p> <p>See Item 12</p> <p>See Item 10</p>	<p>13. Effective and efficient Overview and Scrutiny function</p>	<p>December 2006</p>	<p>Donna Hall</p>	<p>Councillor J Walker</p>	<p>Overview and Scrutiny function to be reviewed during the external assessment of the Overview and Scrutiny Toolkit (item 10). Assessment event to be held in 2007.</p>