

## **OVERVIEW AND SCRUTINY PERFORMANCE BOARD**

### **23 JUNE 2016**

## **QUALITY ASSURANCE**

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### **Summary**

1. The Overview and Scrutiny Performance Board (OSPB) is asked to consider the update on scrutiny and quality assurance.

### **Background**

2. On 7 July 2015, the Vice Chairman circulated a briefing paper to Board Members outlining a suggested mechanism for carrying out the Panels' quality assurance role. At the time, the Board acknowledged that involvement in quality assurance might look different for each Panel.
3. It was agreed that the Vice Chairman would work in conjunction with Overview and Scrutiny Panel Chairmen and Directors to establish a way forward, and would report back to the OSPB in due course.
4. On 17 March the Overview and Scrutiny Performance Board (OSPB) agreed an approach to Quality Assurance as developed and proposed by the Vice Chairman. In making this agreement they agreed the following recommendations:
  - i. An initial training session on Quality Assurance should be held for Panel Chairmen, Vice Chairmen and other Members of OSPB to help Members lead cultural change in the authority in relation to quality assurance. This should take place before the 2017 Council elections.
  - ii. Councillor Induction Programme 2017/18 to include the importance of understanding service budgets, service scope, Key Performance Indicators and QA data, an introduction to the current Directorate QA, and a brief familiarisation with the Council's complaints procedure and reports to facilitate interpretation of the quarterly complaints data.
  - iii. Within 2 months of the training, each Panel should meet with the Director and the CMR so that Members could check their understanding of the information available from the Directorate and be given appropriate examples. (This should not be a public meeting - a closed session is suggested to allow for the sharing of detail which is either resident/individual sensitive or commercially sensitive with respect to contractual arrangements.)
  - iv. The Councillor working group, in identifying the skill set required for Members of scrutiny panels, should recommend that QA training is made compulsory for scrutiny panel members.
  - v. The Corporate and Communities Overview and Scrutiny Panel should discuss with the Director whether their overview of a specific provider's planned quality arrangements prior to commissioning might add value.

5. The Democratic Governance and Scrutiny Manager has discussed the above recommendations with the Leader of Council who welcomed the report and had no objections to the recommendations that OSPB had agreed.

6. As a result recommendation ii. will be included in the new induction for Councillors in 2017. As part of ongoing Scrutiny development, recommendation iii. will be arranged following acceptance of the 2017/18 scrutiny work programmes.

7. The Council Working Group has decided not to include skill sets required for Members of Committees within its terms of reference, therefore a further decision is required in relation to recommendation iv.

8. Recommendation v. has not yet been discussed by the Corporate and Communities Panel but can be added to the 2016/17 work programme as an item.

### **Purpose of the Meeting**

9. The Board is asked to consider and comment on the information in this report and agree the way forward concerning recommendations i. iv. and v.

10. The Board is asked to consider how and when it would like to receive a training session on Quality Assurance for Panel Chairmen, Vice Chairmen and other members of OSPB, to help Members lead cultural change in the authority in relation to quality assurance. It is advised that OSPB agree clear parameters on what they would and would not like included within this training session and who it should be delivered by.

11. The Board is asked to consider how it wishes to take forward recommendation iv. given the decision not to include Member skill sets in the terms of reference of the Council Working Group.

12. The Board is asked to consider how it wishes to take forward recommendation v.

### **Contact Points**

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#### Specific Contact Points for this report

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### **Background Papers**

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and minutes of the Overview and Scrutiny Performance Board meetings held on 7 July 2015 and 17 March 2016
- [All agendas and minutes are available on the Council's website here.](#)