

OVERVIEW AND SCRUTINY PERFORMANCE BOARD 26 SEPTEMBER 2018

SCRUTINY PROPOSALS

Summary

1. The Overview and Scrutiny Performance Board (OSPB) is asked to consider the following scrutiny proposals:

- (a) Family Front Door
- (b) Bus and Community Transport Provision

(a) Family Front Door

2. The Family Front Door is the single way for members of the public or professionals to report a concern about a child or young person, or request additional help for a family.

3. Launched in July 2016, the FFD brings together functions that were previously provided by the Children's Social Care Access Centre, Early Help Hub and partner services such as Police and Health. The Family Front Door identifies and makes decisions around the levels of need for children and young people to ensure that we provide the right services and intervention to meet their needs at the right time. The Family Front Door aims to assess enquiries coming through to Children's Services in a timely way with partner agencies and provide information and advice to professionals, parents and carers and young people.

4. On 24 January 2017, Ofsted published their report entitled 'Inspection of services for children in need of help and protection, children looked after and care leavers; and Review of the effectiveness of the Local Safeguarding Children Board'. The overall judgement for Worcestershire was 'inadequate' and three of the subsequent Ofsted monitoring visits have had a specific focus on the Family Front Door service.

5. The Children and Families Overview and Scrutiny Panel identified as part of its work programming process that it would wish to look at how the relationship between the Family Front Door and Partners was working.

6. The suggested terms of reference are to investigate how the Service is currently working, taking into account the relationship between the County Council and partners, and the progress made since the Ofsted Inspection and subsequent monitoring visits.

7. Due to heavy workload of the Children and Families Overview and Scrutiny Panel, it is suggested that Jane Potter, Vice-Chairman of the Panel be asked to lead this Task Group. A Scrutiny Proposal is attached at Appendix 1.

(b) Bus and Community Transport Provision

8. On 13 September 2018, Council agreed the following Notice of Motion:

"The Council is concerned at the unexpected cuts in bus services announced by First and Diamond bus companies in August which take effect on 17 and 3 September respectively.

We welcome the undertaking that the Council will carry out a fundamental review of its entire subsidised services which will involve a public consultation exercise.

We ask that this review is supported by an urgent cross-party scrutiny into current bus and community transport provision which should include the availability of transport at crucial times of the day to get to work, to school or college, to medical appointments and for shopping. The scrutiny exercise should be completed by middle/late November to feed into the 2019/20 budget-setting process."

9. The suggested terms of reference are to investigate current bus and community transport provision including the availability of transport at crucial times of the day to get to work, to school or college, to medical appointments and for shopping.

10. It is suggested that this Scrutiny Task Group is led by Cllr Chris Bloore and the Scrutiny Proposal is attached at Appendix 2.

Issues Suitable for Scrutiny

11. The OSPB agreed to use a set of criteria (listed below) to help determine its scrutiny programme. A topic does not need to meet all of these criteria in order to be scrutinised, but they are intended as a guide for prioritisation.

- Is the issue a priority area for the Council?
- Is it a key issue for local people?
- Will it be practicable to implement the outcomes of the scrutiny?
- Are improvements for local people likely?
- Does it examine a poor performing service?
- Will it result in improvements to the way the Council operates?
- Is it related to new Government guidance or legislation?

Next Steps

12. Other points which need to be taken into account when considering whether to review a particular issue are:

- is the subject specific? – to ensure that task groups understand exactly what they are scrutinising; and
- is it achievable within a realistic timescale?

13. Members are asked to take into account issues raised above and:

- (a) determine whether they wish to set up a scrutiny task groups to look at the Family Front Door and Bus and Community Transport Provision and if so,
- (b) to consider, comment on and agree the terms of reference and scrutiny proposals.

Supporting Information

Appendix 1 – Scrutiny Proposal: Family Front Door

Appendix 2 – Scrutiny Proposal: Bus and Community Transport Provision

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 Council meeting on [13 September 2018](#)
- [All agendas and minutes are available on the Council's website here.](#)