

DRAFT

Leicester City Council Scrutiny Review

‘Getting the best out of our neighbourhood services’

A review of the Neighbourhood Services and Community
Involvement Scrutiny Commission

August 2016



Background to scrutiny reviews

Determining the right topics for scrutiny reviews is the first step in making sure scrutiny provides benefits to the Council and the community.

This scoping template will assist in planning the review by defining the purpose, methodology and resources needed. It should be completed by the Member proposing the review, in liaison with the lead Director and the Scrutiny Manager. Scrutiny Officers can provide support and assistance with this.

In order to be effective, every scrutiny review must be properly project managed to ensure it achieves its aims and delivers measurable outcomes. To achieve this, it is essential that the scope of the review is well defined at the outset. This way the review is less likely to get side-tracked or become overambitious in what it hopes to tackle. The Commission's objectives should, therefore, be as SMART (Specific, Measurable, Achievable, Realistic & Time-bound) as possible.

The scoping document is also a good tool for communicating what the review is about, who is involved and how it will be undertaken to all partners and interested stakeholders.

The form also includes a section on public and media interest in the review which should be completed in conjunction with the Council's Communications Team. This will allow the Commission to be properly prepared for any media interest and to plan the release of any press statements.

Scrutiny reviews will be supported by a Scrutiny Officer.

Evaluation

Reviewing changes that have been made as a result of a scrutiny review is the most common way of assessing the effectiveness. Any scrutiny review should consider whether an on-going monitoring role for the Commission is appropriate in relation to the topic under review.

For further information please contact the Scrutiny Team on 0116 4546340

To be completed by the Member proposing the review		
1.	Title of the proposed scrutiny review	Getting the best out of our neighbourhood services.
2.	Proposed by	Councillor Elly Cutkelvin, Chair, Neighbourhood Services and Community Involvement Scrutiny Commission
3.	Rationale Why do you want to undertake this review?	<p>Significant cuts to local government have meant the authority has not been able to sustain the services on offer in local communities as they have been historically delivered. As a result the innovative Transforming Neighbourhood Services programme aims to review and identify different ways that local services can be delivered with a view to reduce the number of buildings in which services operate. Savings are being achieved whilst key services are being protected. This model can be compared favourably with the much more negative outcomes for residents in other authorities.</p> <p>Much has already been achieved around service change, but there is not yet a fully shared understanding amongst all locally based staff and service users as to the nature of the new service offer.</p> <p>As such it is important for the commission to work with services to identify additional measures that will mitigate and reduce any negative impact arising from this lack of shared understanding and to improve the ways in which service changes are communicated to Council staff and residents.</p>
4.	Purpose and aims of the review What question(s) do you want to answer and what do you want to achieve? (Outcomes?)	<p>Establish whether residents understand what the new service offer is and understand the changes which have come about as a result of the centralisation and transfer of customer services online and into fewer buildings; and whether this meets resident's needs.</p> <p>The review would assess the current position through a number of site visits and evidence gathering sessions; and consider whether further recommendations are needed.</p>
5.	Links with corporate aims / priorities How does the review link to corporate aims and priorities? http://citymayor.leicester.gov.uk/delivery-plan-2013-14/	<p>Under the City Mayor's Delivery Plan this review contributes towards 'Our Neighbourhoods and Communities' and 'The Built and Natural Environment'.</p> <p>The review also links with programmes such as:</p> <ul style="list-style-type: none"> a) Transforming Neighbourhood Services b) Channel Shift <p>The aims within this include ensuring that services continue to meet the needs of residents and that changes in the service</p>

		offer are fully understood by staff and members of the public.
6.	<p>Scope Set out what is included in the scope of the review and what is not. For example which services it does and does not cover.</p>	<p>The scope of this review will include:</p> <ol style="list-style-type: none"> a) Mapping to show to location of neighbourhood and community buildings with a customer face-to face element & changes made to neighbourhood customer service centres. <ol style="list-style-type: none"> i. Name of buildings and list of services within the centres ii. Highlight which services are new in the buildings in the context of TNS and how they have changed. iii. How services are advertised (digital media etc.) b) Phone and internet services c) Neighbourhood customer service centres and central customer services d) Advertising and promotion of services <p>The review will not include:</p> <ol style="list-style-type: none"> a) Back of office services b) Operational decisions in how services are delivered but may make recommendations of extra services c) Staffing numbers or the role of staff
7.	<p>Methodology Describe the methods you will use to undertake the review.</p> <p>How will you undertake the review, what evidence will need to be gathered from members, officers and key stakeholders, including partners and external organisations and experts?</p>	<p>Working with relevant officers with TNS and channel shift to explore lessons learnt and ways to establish the best methods of communicating with residents.</p> <p>The commission would like to identify the following:</p> <ul style="list-style-type: none"> • Do residents know how and where to access services and if not how can the Council best communicate these changes to residents? • How does planning of communications across neighbourhood services work? • Are residents aware of the digital service offer and do they use it? <p>A task group will be set up to administrate the evidence of this review.</p> <p>Site visits to multiservice centres: Porkpie library, BRITE centre, St Matthews Centre.</p>

	<p>Witnesses Set out who you want to gather evidence from and how you will plan to do this</p>	<p>Potential witnesses may include:</p> <ul style="list-style-type: none"> • Assistant City Mayor leads • Relevant Council Officers
8.	<p>Timescales How long is the review expected to take to complete?</p>	<p>August Scoping document to be agreed at 24th August meeting. September – December (4 months)</p> <ul style="list-style-type: none"> • Site visits • Task Group meetings • Drafting findings and recommendations <p>January Present the final review report to the 25th January meeting.</p>
	Proposed start date	September 2016
	Proposed completion date	December 2016
9.	<p>Resources / staffing requirements Scrutiny reviews are facilitated by Scrutiny Officers and it is important to estimate the amount of their time, in weeks, that will be required in order to manage the review Project Plan effectively.</p>	<p>It is expected that the Scrutiny Policy officer will support the whole review by capturing information at meetings, arranging evidence and compiling the draft report of the review.</p>
	Do you anticipate any further resources will be required e.g. site visits or independent technical advice? If so, please provide details.	It is anticipated that there will be site visits to multiservice centres.
10.	<p>Review recommendations and findings</p> <p>To whom will the recommendations be addressed? E.g. Executive / External Partner?</p>	<p>Recommendations will be presented to the Executive for consideration.</p>
11.	<p>Likely publicity arising from the review - Is this topic likely to be of high interest to the media? Please explain.</p>	<p>It is not expected that this review will generate high media interest but the council's communications team will be kept aware of any issues that may arise of public interest.</p>
12.	<p>Publicising the review and its findings and recommendations How will these be published /</p>	<p>There will be a review report that will be published as part of the commission's papers on the council's website.</p>

	advertised?	
13.	How will this review add value to policy development or service improvement?	<p>The review hopes to achieve the following:</p> <ul style="list-style-type: none"> • Service improvement: ensuring that neighbourhood services work in the best interest of residents. • Policy development: learning lessons on how we can best help residents understand and best engage with changes to neighbourhood services.
To be completed by the Executive Lead		
14.	Executive Lead's Comments The Executive Lead is responsible for the portfolio so it is important to seek and understand their views and ensure they are engaged in the process so that Scrutiny's recommendations can be taken on board where appropriate.	
To be completed by the Divisional Lead Director		
15.	Divisional Comments Scrutiny's role is to influence others to take action and it is important that Scrutiny Commissions seek and understand the views of the Divisional Director.	
16.	Are there any potential risks to undertaking this scrutiny review? E.g. are there any similar reviews being undertaken, on-going work or changes in policy which would supersede the need for this review?	
17.	Are you able to assist with the proposed review? If not please explain why. In terms of agreement / supporting documentation /	

	resource availability?	
	Name	
	Role	
	Date	
To be completed by the Scrutiny Support Manager		
18.	Will the proposed scrutiny review / timescales negatively impact on other work within the Scrutiny Team? (Conflicts with other work commitments)	The review will be supported by the Scrutiny Policy Officer and it is not expected to negatively impact on his work as it is the first review of the commission. As the timescale is four months and includes site visits it may be that some prioritising of work will need to take place in order to meet deadlines.
	Do you have available staffing resources to facilitate this scrutiny review? If not, please provide details.	The review can be adequately supported by the Scrutiny Team as per my comments above.
	Name	Kalvaran Sandhu, Scrutiny Support Manager
	Date	2 nd August 2016