



## Improvement and Review Commission

Date: 22 June 2015  
Time: 7.00 pm  
Venue: Council Chamber  
District Council Offices, Queen Victoria Road, High Wycombe Bucks

### Membership

Chairman: Councillor R Gaffney  
Vice Chairman: Councillor A D Collingwood

Councillors: Mrs S Adoh, K Ahmed, A Baughan, Mrs S Brown, H Bull,  
Mrs L M Clarke OBE, M P Davy, C Etholen, M O Harris, M E Knight,  
D Knights, A Lee, Ms C J Oliver, S K Raja, R Raja and J A Savage

### Standing Deputies

Councillors M C Appleyard, G C Hall, M Hanif, M A Hashmi, M Hussain,  
M Hussain JP, N B Marshall, H L McCarthy, Ms J D Wassell and  
L Wood

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**For further information, please contact Peter Druce (Democratic Services) 01494 421210 peter\_druce@wycombe.gov.uk 01494 421210, peter\_druce@wycombe.gov.uk**

# Agenda Item 1

## **APOLOGIES FOR ABSENCE**

To receive apologies for absence.

# Agenda Item 2

## **DECLARATIONS OF INTEREST**

To receive any disclosure of disclosable pecuniary interests by Members relating to items on the agenda. If any Member is uncertain as to whether an interest should be disclosed, he or she is asked if possible to contact the District Solicitor prior to the meeting.

Members are reminded that if they are declaring an interest, they should state the nature of that interest whether or not they are required to withdraw from the meeting..

# Agenda Item 3

## **MINUTES OF PREVIOUS MEETING 11 MARCH 2015.**

To confirm the Minutes of the meeting held on 11 March 2015.

# Improvement and Review Commission Minutes

Date: 11 March 2015

Time: 7.00 - 7.26 pm

**PRESENT:** Councillor R Gaffney (in the Chair)

Councillors D J Carroll, Mrs M L Neudecker, J L Richards OBE, A Slater, R Wilson and Ms K S Wood,

Apologies for absence were received from Councillors D H G Barnes, A E Hill, A Hussain, M E Knight, Mrs J D Langley, Mrs W J Mallen and J A Savage

## **37. DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **38. MINUTES OF PREVIOUS MEETING**

**RESOLVED:** That the minutes of the meeting of the Improvement & Review Commission held on 14 January 2015, be approved as a true record and signed by the Chairman.

## **39. IMPROVEMENT & REVIEW COMMISSION - MEMBERS INDUCTION AND WORK PROGRAMME 2015-16**

The Meeting considered the planned Member Induction for Commission Members at the first Commission meeting of the new municipal year, which would familiarise Members with their improvement and scrutiny role.

The session was to cover:

- The 'improvement' and 'scrutiny' roles of the Commission;
- The relationship between the Commission, the Cabinet and the Council;
- The various way Members could propose items for consideration at Commission meetings and for inclusion in the work programme;
- The 'call-in' process; and
- The emerging work programme for 2015/16.

Informing the session would be the two key reference documents:

- The Commission's Scrutiny Guide (as agreed on 18 June 2014); and
- The Commission's Protocol as contained in the Constitution (as amended and agreed by Council February 2015).

The Meeting noted that a work programme was to be submitted to the first meeting after the election, at that time the following topics would be submitted for consideration, along with any other suggested topics:

- The re-establishment of the **Local Plan Task and Finish Group** to input into the on-going review of the Local Plan; and
- The **Budget Task and Finish Group** which had always traditionally featured as an annual Task and Finish Group. However the key issue of the focus of the Group's work and therefore its timing was to be addressed.

Option 1 as had been carried out in previous years where the Budget Task and Finish Group's recommendations were made to the same Cabinet meeting in early February, at which the actual Budget was considered, was rejected. Members favoured the Option 2 approach where an analysis and costing of schemes and initiatives would start in the summer of 2015 with a report to Cabinet in November well ahead of the actual budget setting, thus allowing any proposals that were accepted to be included in the following year's budget.

The Meeting also considered the completed Work Programme Suggestion Form from Commission member Councillor T Snaith in respect of a Review of the role of the ward members and officers in the Planning Process and Planning Enforcement. It was felt it would be best to leave the adoption of Task and Finish Group subjects to the new Commission as constituted after the elections and Annual Council. This topic suggested by Councillor Snaith was to be included in the list of 'possible' topics, although it was noted that if selected, the terms of reference would need to be framed in a way that the review did not cross-over into staffing matters or non-executive matters under the purview of the Planning Committee, as this was outside the remit of the Commission.

**RESOLVED:** That (i) the proposed induction arrangements at the first meeting of the Commission following elections be noted; and

(ii) the emerging work programme to be submitted to the same meeting; be noted.

#### **40. PERFORMANCE INDICATOR ANALYSIS QUARTER 3 - 2014/15**

The Chairman gave a verbal update on the meeting of the Chairmen and Vice Chairmen of the Improvement & Review Commission and Audit Committee in respect of Quarter 3 performance indicator analysis for 2014-15, held on 11 February 2015.

The Commission noted the 'Future of this Group' note (Number 16) in which the Group had decided to recommend to Cabinet that the Audit and Improvement & Review Commission Performance Indicator Meetings be disbanded and that all performance indicators collated for each quarter be referred to the Audit Committee. Audit Committee could then if necessary also identify any particular piece of work for Commission / Task and Finish Group consideration that emerged from the analysis of these indicators.

The Commission discussed this proposal and agreed with the disbandment of the Audit / Improvement & Review Commission Chairmen's Performance Indicator Analysis Meetings on that basis.

The Commission also noted the Chairmen's Meeting considered the provision of temporary accommodation whether it be with the use of Saunderton Lodge and whether the Lodge be re-furnished or not, was a suitable topic for consideration by the Improvement & Review Commission possibly as a Task and Finish Group. Again the Meeting agreed that this topic be placed on the list of possible Task and Finish Groups to be considered by the 'new' Commission in June.

**RESOLVED:** That (i) the notes of the Audit Committee and Improvement & Review Commission Chairmen's Performance Indicator Analysis Meeting of 11 February 2015 be noted;

(ii) the Commission supports the disbandment of the Audit and Improvement & Review Commission Performance Indicator Meetings; and

(iii) the suggestion of a Task and Finish Group on temporary accommodation / Saunderton Lodge be considered at the next meeting, alongside other topics.

#### **41. URGENT HEALTH CARE REVIEW**

Members were advised that following the recommendations of the Review being accepted by Full Council in February, these had been referred to the County Council's Health & Adult Social Care Select Committee, the relevant body with ownership of health scrutiny matters for Buckinghamshire. Wycombe District

Council's representatives on that Committee Councillors were Councillors Carroll, Green and Mrs Teesdale and a response from the health providers was expected to be given at the Select Committee's meeting on 24 March 2015.

Councillor Gaffney also reported on the visit that day by the Chairman of Council and himself to the re-opening of the High Wycombe Hospital MIU (Multiple Injury and Illness Unit) at which they had seen the extensive upgrade and refurbishment of the facility.

#### **42. COUNCILLOR CALL FOR ACTION**

There were no Councillor Calls for Action.

#### **43. CHAIRMAN'S REMARKS**

The Chairman in closing the Meeting gave his 'end of term report' listing the achievements of the Commission during the municipal year which included:

- The Urgent Health Care Review, including a public listening event;
- The Sports and Leisure Centre Task and Finish Group;
- The Houses in Multiple Occupation Task and Finish Group;
- The Budget Task and Finish Group;
- The on-going Local Plan Scrutiny through the Local Plan Task and Finish Group;
- The completion of the visits to Commission Meetings by Cabinet Portfolio-holders;
- The revised Scrutiny Protocol; and
- The Annual assessment of the Local Community Safety Partnership.

It had been a busy year for the Commission and the Chairman paid tribute to the excellent Member and Officer support in all these activities.

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Chairman

**The following officers were in attendance at the meeting:**

- Peter Druce - Democratic Services
- Charles Meakings - Head of Democratic, Legal and Policy Services



# Agenda Item 4.

## PRESENTATION ABOUT THE IMPROVEMENT AND REVIEW COMMISSION

Officer contact: Charles Meakings  
01494-421980 Charles\_meakings@wycombe.gov.uk

### *What is the Commission being asked to do?*

To receive a presentation on the role and work of the Improvement and Review Commission.

### **Executive Summary**

There will be a short presentation, followed by an opportunity for questions.

### **Background and Issues**

The presentation will cover:

- The different roles of the Improvement and Review Commission.
- The powers of the Commission and its relationship with Cabinet.
- How the Commission seeks to add-value through its work.
- Call-ins and Councillor call for action provisions.
- How the Commission works.

There are two key reference documents that guide the work of the Commission, which are;

- The Commission's Scrutiny Guide (as agreed on 29 May 2015) – copy enclosed (**Appendix A**).
- The Commission's Protocol which forms part of the Council's Constitution (as agreed by council 26 February 2015) – copy attached as **Appendix B**.

### **Background Papers\***

None.

# **Wycombe District Council**

## **Scrutiny Guide**

**Revised May 2015**

## **Introduction by Councillor Ron Gaffney**

Scrutiny is the process by which the council looks at its own performance and that of other public sector services, checking how well the people of Wycombe District are being served, identifying their issues of concern, and then acting on their behalf to try to influence policies. Scrutiny cannot take decisions, but it can make recommendations to the Executive or full Council, as appropriate, in order to influence the decision and policy-making process and hold decision-makers to account.

This guide sets out the process by which scrutiny is undertaken at Wycombe District Council and outlines the work of the Improvement and Review Commission, which oversees scrutiny at the council.

## **Democratic Services**

**May 2015**

## **MEMBERSHIP OF THE IMPROVEMENT AND REVIEW COMMISSION**

In the 2015/16 municipal year the Chairman of the Commission is **Councillor R H W Gaffney**. The Vice-Chairman is **Councillor A D Collingwood**.

The Chairman and Vice-Chairman are responsible for leading the work of the Commission and liaising with Cabinet and Committee Chairman on behalf of the Commission.

In addition to the Chairman and Vice-Chairman, the Commission membership is as follows:

Councillor Mrs S Adoh  
Councillor K Ahmed  
Councillor Ms A Baughan  
Councillor Miss S Brown  
Councillor H Bull  
Councillor Mrs L M Clarke OBE  
Councillor M Davy  
Councillor C A Etholen  
Councillor M O Harris  
Councillor M E Knight  
Councillor D I Knights  
Councillor T Lee  
Councillor Mrs C J Oliver  
Councillor R Raja  
Councillor S K Raja  
Councillor J A Savage

Standing deputies:

Councillor M C Appleyard  
Councillor G C Hall  
Councillor M A Hashmi  
Councillor M Hanif  
Councillor Mahboob Hussain JP  
Councillor Maz Hussain  
Councillor N B Marshall  
Councillor H L McCarthy  
Councillor Ms J D Wassell  
Councillor L Wood

## **OFFICER CONTACTS**

Working with, and for the Commission, the Improvement and Review Officer Team at Wycombe comprises:

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## 1. INTRODUCTION

### **Why we undertake Improvement and Review**

Overview and Scrutiny in local government came into being as a result of the Local Government Act 2000, with the aim of improving decision-making and promoting public engagement.

The council's Improvement and Review Commission – which oversees scrutiny within the council - works to add value by providing constructive, challenging support to the Cabinet in taking its decisions. Wycombe took a deliberate decision to use the words 'improvement and review' - rather than 'overview and scrutiny' - as this description better reflects the Council's vision for the Commission.

**Improvement** is about contributing to policy development, before decisions are made.

**Review** is about questioning steps that have already been taken.

The Commission undertakes scrutiny of Cabinet proposals and decisions in order to seek to improve performance and try to achieve best value for residents and the local community; check results are being achieved; and enhance accountability by demonstrating areas of success and highlighting issues for consideration.

The Commission looks outwards as well as inwards. Some of the recommendations made by the commission are intended for organisations other than Wycombe District Council whose services also have an impact on the lives of district residents.

We involve others in our work: for example, young people if the Commission is looking at an issue relating to youth opportunities; or those who have direct experience of an issue under review.

When the term 'improvement and review' is used in this guide the term also covers the scrutiny role as necessary.

### **The Improvement and Review Commission**

Wycombe District Council operates one Improvement and Review Commission (IRC). This is a cross-party committee of elected district councillors which offers independent advice to the council's Cabinet (the Executive) on decisions they take. This can either be before decisions are taken, or through the call-in process (by which a decision which has already been taken is reviewed before being implemented). The Commission can also review the on-going effectiveness of policy decisions.

There are also up to four task and finish groups in operation at any time. Task and finish groups work on detailed reviews, undertaking research and taking evidence, and reporting on their findings. More information about the work of the task and finish groups is included in section 6.

The Cabinet will consider recommendations and views of the Commission, but the Cabinet will make the final decision. Where Cabinet changes or rejects a recommendation of the Commission, a written note in the minutes explaining the reason for doing so is made.

## **2. THE WORK OF THE IMPROVEMENT AND REVIEW COMMISSION**

The Improvement and Review Commission publishes a work programme. This identifies the issues due to come forward to Commission meetings for consideration, as well as the work of the Task and Finish Groups.

The Commission's work is drawn from a number of sources:

### **1. The Cabinet Forward Plan**

The Cabinet Forward Plan identifies the known items to be considered by Cabinet at its forthcoming meetings. There is a special procedure to be followed if an item needs to be considered without having been included on the Forward Plan. In such cases the approval of the Chairman of the IRC and the publication of an exemption notice is required.

The Cabinet Forward Plan is submitted to each meeting of the Commission so that councillors can review the forthcoming items and specifically request the consideration of any items prior to the Cabinet meeting.

### **2. The Commission's Work programme**

The Commission's own work programme identifies items which are scheduled to come to Commission meetings. Councillors are able to suggest relevant items for inclusion on the agenda for future meetings.

### **3. Relationship of the Commission with Performance Management of the Council**

Every Quarter the Chairman and Vice Chairman of the Audit Committee and the Improvement and Review Commission meet to look at how well services are performing, and to identify a route of action to address underlying causes of any poor performance. (Other bodies are also involved in Performance Management). This may involve the Commission undertaking a review.

### **4. Joint Scrutiny**

The Commission will also participate in joint scrutiny work with other councils, where it makes sense to do so and avoids duplication of effort.

### **5. Call-In**

This is a formal process for Councillors to review a decision which has already been taken by the Cabinet. There are specific criteria which have to be met to proceed with a call-in. The Cabinet's decision cannot be implemented until the Improvement and Review Commission has considered the matter. Section 7 has more information about the call-in process.

### **6. Councillor Call for Action**

This is a formal process, which can be triggered by an individual councillor only after all other avenues have been pursued, to obtain resolution of a specific issue. Section 8 has more information about the Councillor Call for Action process.



### 3. PUBLIC INVOLVEMENT IN INVOLVEMENT AND REVIEW

An important function of the Improvement and Review Commission is to provide an interface between the public and the Council and enhance public involvement in local decision-making.

Members of the public can get involved in several different ways, by:

- attending a meeting of the Commission. These are held in public, unless there are specific reasons for taking information in private. Information about Information and Review Commission meetings and agendas, as well as contact details, can be accessed from the main page of the WDC website via the 'Have Your Say' link
- lobbying their local councillor to request that an item be put forward on the Work Programme
- giving evidence to a Task and Finish Group
- Drop us an e-mail with their issue for consideration by the Commission, utilising the [scrutiny@wycombe.gov.uk](mailto:scrutiny@wycombe.gov.uk) e-mail address

Where appropriate off-site venues are used for meetings, where doing so will give members greater awareness/engagement with local communities and/or will raise the level of engagement of a community with the work of the council.

#### **4. JOINT SCRUTINY**

Examples of completed joint reviews include:

- Social Cohesion
- Crime and Disorder
- Empty Homes
- Big Society in Bucks

The above examples are those where county and district scrutiny chairmen have selected topics for joint reviews. To be selected for a joint review, topics need to have impact on more than one authority, and, principally, to have arisen from local communities' concerns. Topics are not suitable for a review if they can be dealt with by co-option of additional members onto an existing committee or Task and Finish Group.

The Commission is seeking increasingly to take joint scrutiny opportunities into account when planning its work programme. As with any Task and Finish Group established by the Commission Joint reviews may last up to 6 months only.

Wycombe District Council also has councillor representation on the following health-related county wide committees:

##### **The Health and Adult Social Care Select Committee**

The Health and Adult Social Care Select Committee is the designated statutory health scrutiny committee and carries out the local authority scrutiny functions for all policies and services relating to the scrutiny of public health, local health services, adult social services and family wellbeing, including:

public health and wellbeing; NHS services; health and social care commissioning; GPs and medical centres; dental practices; health and social care performance; private health services; family wellbeing; adult social services; older people; safeguarding; physical and sensory services; learning disabilities.

The Select Committee scrutinises the work of the County Council and other service providers in this area and can suggest improvements where necessary. In addition to the Health Scrutiny co-optees set out in the council's constitution, the Health and Adult Social Care Select Committee may, at the discretion of the Chairman, appoint topic specific co-optees to inform the work of the committee.

##### **Buckinghamshire Health and Wellbeing Board**

The Buckinghamshire Health and Wellbeing Board (HWB) is the key partnership for promoting the health and wellbeing of residents. Its focus is on securing the best possible health outcomes for all local people.

The key functions of the board include:

- co-ordinating the development of the Joint Strategic Needs Assessment (JSNA) to understand the health and wellbeing needs of the people of Buckinghamshire

- determining the priorities for, and preparing, the Joint Health and Wellbeing Strategy for Buckinghamshire which spans the NHS, social care, public health, and wider health determinants. The Strategy will be based on the JSNA and will focus on outcomes
- promoting integration and partnership across areas, including through promoting joined up commissioning plans across the NHS, social care and public health
- ensuring that, regardless of provider, commissioning decisions for health and wellbeing are in line with the joint Health and Wellbeing Strategy and take due notice of the JSNA
- co-ordinating effort to make the public monies invested in health and wellbeing work effectively to deliver the priorities in the Health and Wellbeing Strategy
- holding to account those responsible for the delivery of the outcomes set out in the Strategy.

### **Wycombe Community Safety Partnership**

Every local authority is required to have a designated crime and disorder Overview and Scrutiny Committee, with power to make recommendations regarding the functioning of its local Crime and Disorder Reduction Partnership (now called Community Safety Partnerships). Wycombe District Council's Improvement & Review Commission carries out this role for the District.

The regulations leave the frequency of meetings to local discretion, subject to the minimum requirement of once a year.

## **5. SCRUTINISING EXTERNAL ORGANISATIONS**

Scrutiny is not limited to internal council issues, and it can be carried out with partners. Specific matters of community interest should be investigated by scrutiny committees. These issues may sometimes include external organisations and partnerships. This involves developing a strong outward focus, encouraging participation from partners and the public. External scrutiny can be achieved through collaborative working and cross-cutting scrutiny work.

External organisations can be invited, and in some cases, required, to send representatives to meet with and answer questions from the scrutiny committee, submit evidence or meet people appointed by the scrutiny committee to help with their investigation.

## **6. TASK AND FINISH GROUPS**

The Commission is responsible for establishing Task and Finish groups. No more than four Task and Finish groups are established at any one time.

### **Choosing subjects for scrutiny**

Commission Members wishing to suggest topics for the Commission's scrutiny by means of a Task and Finish Group are invited to complete and return the Work Programme Suggestion Form (**Appendix A** to this document) to the Democratic Services section.

Before establishing a Task and Finish Group, a detailed scoping paper will be prepared to ensure that the review is comprehensive, focused, and has a clear reporting date.

### **Membership**

The Chairman (and sometimes the Vice Chairman) of the Task and Finish Group is normally announced by the Chairman of the Improvement and Review Commission (IRC) at the meeting at which the TFG is set up.

Any Wycombe district councillor who is not a Cabinet Member or Deputy Cabinet Member, regardless of whether a member of the IRC, can serve on a task and finish group.

Permission for the co-option of up to two non-Wycombe district councillors (for example, representatives of voluntary organisations) may be given by the IRC when the task and finish group is established.

A Task and Finish Group review (including joint reviews with other authorities) may last up to 6 months. Frequency of meetings can be variable, with monthly as average. Meetings usually take place in the early evening, but occasionally during office hours at the discretion of the Chairman.

Whether a Task and Finish Group is to be politically balanced or politically representative is to be established by the Commission at the setting up of the Group.

### **What evidence is collected during a review?**

To carry out the investigation a Task and Finish Group must collect evidence from a wide variety of sources. This can include:

- questioning witnesses and experts
- reading books and reports
- visiting places to see how things work elsewhere
- undertaking surveys
- written submissions from professionals, business and community groups
- talking to local people and service users.

## **The first meeting of a new Task and Finish Group**

### **Agenda items:**

#### **Declarations of Interest**

Any declarations of interest must be made at this point. For example, members who have a current role in developing a particular policy cannot serve in a scrutiny capacity looking at that same policy. Any potential for personal gain due to commercial interests is another example.

#### **Agreeing the scope of the review**

This sets the scope of the review so that everyone is clear about the task, including what will not be covered.

Usually the relevant Cabinet Member is invited to the first meeting to allow them the opportunity to state their views on the subject being reviewed and any suggestions as to the evidence from other sources the group may wish to consider (in writing or in person).

#### **Background information**

Members are expected to be familiar with the documents sent with the agenda.

#### **Conducting the review programme**

This involves planning any external visits and any dates when interviews will take place at WDC.

#### **Dates of next meetings**

Members are requested to bring their diaries.

#### **Final meeting of the Task and Finish Group**

Often the Cabinet Member will be invited to the final meeting, as a courtesy, after the draft recommendations have been discussed.

#### **Guidelines for IRC interviewing others**

It is good practice to meet prior to interview to prepare for interviewing guests and to form an initial view as to what issues are within the scope of the exploration. Plan the running order of the issues to be explored (and who will open on each issue).

#### **Approach at interviews**

The goal is to enable the guest to make the maximum contribution of relevant information and ideas, through use of the following key techniques:

- Put guest at ease
- Adopt tone of encouragement
- Ask open questions (particularly at the outset)

## **Scoping Report and Terms of Reference for Task and Finish Groups**

Once the Commission has selected a topic for a Task and Finish Group, a preliminary scoping report can be used to define the focus of the work to be done. An alternative to a scoping report is a set of questions which the Task and Finish Group will seek to answer.

1. What are we trying to achieve?
2. What has worked elsewhere?
3. How will we achieve it (set out as key issues and options)?
4. How will we know when we have achieved it?

It is important that the precise focus of the work is identified. This aids the process of formulating clear recommendations to Cabinet.

## **What happens to the recommendations from the Task and Finish Group?**

### **Stage One – The Improvement and Review Commission**

The Chairman of the Task and Finish Group presents the recommendations to Improvement and Review Commission, which can make amendments to the recommendations and/or make additional recommendations.

When the report and recommendations have been accepted by the Commission, they become Commission recommendations to Cabinet. The only exception to this is when permission has been given for the Task and Finish Group to report directly to Cabinet, usually because of time constraints.

### **Stage Two – WDC Cabinet**

The Commission's report is presented to Cabinet. Cabinet can either:

- Accept one or more of the recommendations;
- Amend one or more of the recommendations;
- Make additional recommendations; or
- Reject one or more of the recommendations.

If any recommendations are rejected, Cabinet is required to state their reasons which must appear in the minutes of their meeting.

If the recommendations relate to actions for another organisation, then they will be passed on following consideration by Cabinet.

### **Stage Three – Progress Reports**

Normally those to whom the recommendations are addressed are asked to report progress to the Improvement and Review Commission after either 6 or 12 months.

## **Examples of past completed scrutiny reviews**

Financial Strategy and Budget Review

Town Centre Regeneration

Developer Contributions

Gypsies and Travellers

Homelessness

Carbon Reduction Framework

Housing Strategy

Waste and Recycling

Access to Health Services

Activities for young people

Southern Quadrant Transport Solutions

Employment and Economy

Services to adults with disabilities in Wycombe district

Affordable Housing

### **The Commission:**

- Makes use of expert witness
- Learns from best practice at other councils
- Co-opts members
- Makes public its reports



## **7. CALL-IN PROCESS AND CRITERIA**

### **The Call-In Facility**

The Call-In facility allows for decisions made by Cabinet, or in some cases, officer delegated decisions, to be scrutinised prior to their implementation. A Call-In will only be used as a last resort, if after using other mechanisms to influence policy, there are still concerns. The Call-In process is described briefly in the section following below, and in full in the WDC Constitution and Members' Handbook. The Cabinet is not bound by the recommendations from a Call-In, but where the recommendations are not accepted it must state its reasons for rejecting them.

### **The Call-In Process**

- Cabinet decisions cannot be implemented until after 5 working days, with some exceptions, to allow time for a Call-In
- A Call-In process effectively freezes the implementation of the decision

Decisions can only be called in if they satisfy at least 3 of the following criteria:

- Decision is outside agreed policy or budgets
- Proposes expenditure in excess of £100,000
- Affects at least one quarter of the wards of the District
- Request made by at least 5 members of IRC, excluding Chairman but including members of at least two political groups
- The decision that is being called-in is not supported by at least 1 Local Member (2 in a 3 Member ward)
- Consent of the Chairman of the Improvement and Review Commission has been obtained
- There has been insufficient opportunity for members to input into the decision

Points for the Improvement and Review Commission to consider when deciding whether or not to Call-In:

- Is the decision likely to cause significant concern or distress to the local community or prejudice individuals?
- Has more than one-third of the Improvement and Review Commission expressed the view that the call-in should proceed?
- Is the issue one that has been considered or consulted upon, whether in an open meeting or otherwise?
- Would delay significantly damage the interests of the Council?
- Have other significant representations been made but not considered before the decision was taken?
- Are there significant representations against the decision from outside bodies?

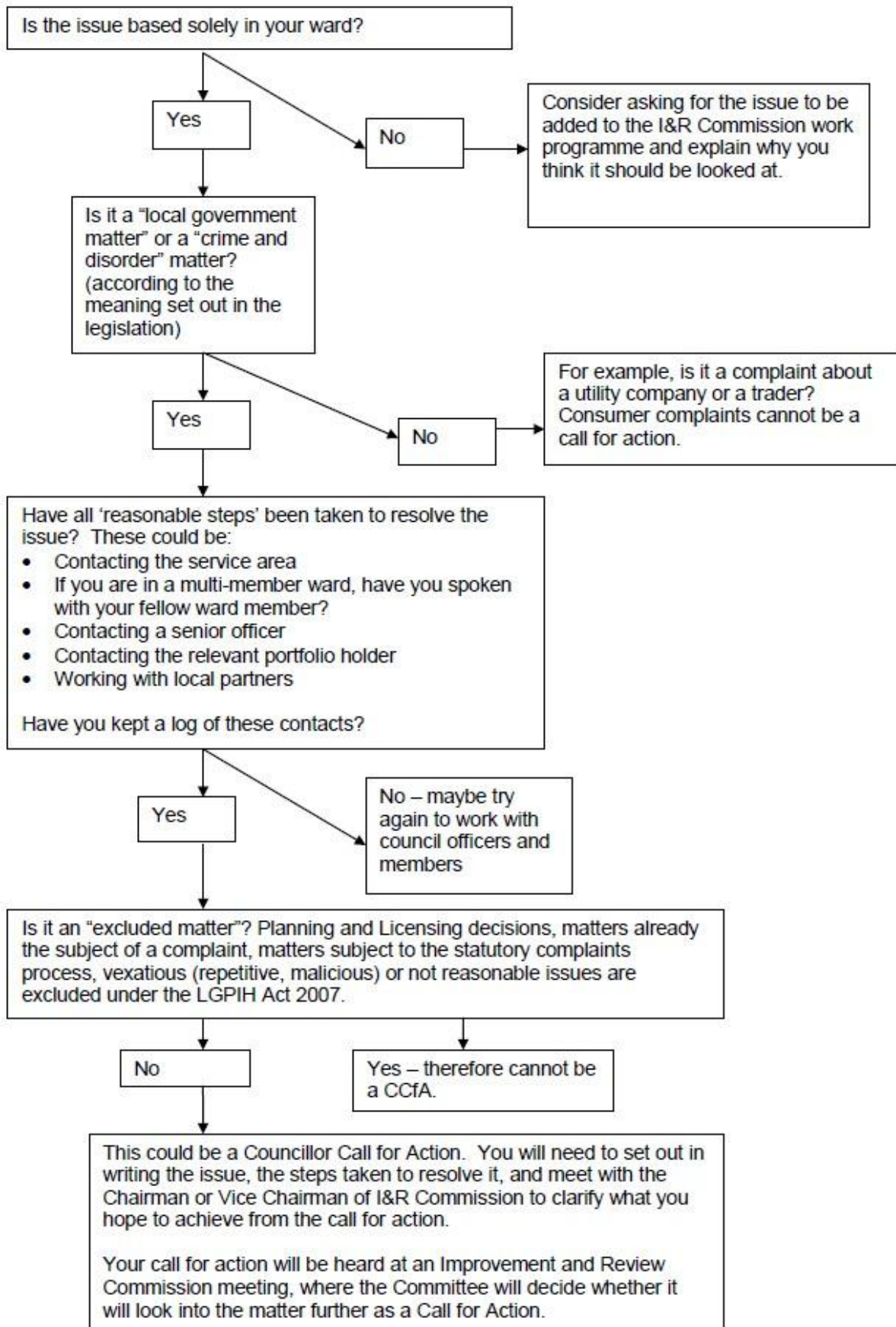
Further points:

- The Improvement and Review Commission will consider the request for call-in at its next scheduled meeting, or at a special meeting.
- A decision may only be called in once unless the original is substantially amended by Cabinet.

## **8. COUNCILLOR CALL FOR ACTION – GUIDANCE FOR MEMBERS**

Councillor Call for Action (CCfA) has been developed as part of the government initiative to delegate power to local communities. CCfA will provide any member of the council with the opportunity to place a matter that impacts on their ward on any Improvement and Review Commission (IRC) agenda. This is regardless of whether they are a member of the IRC.

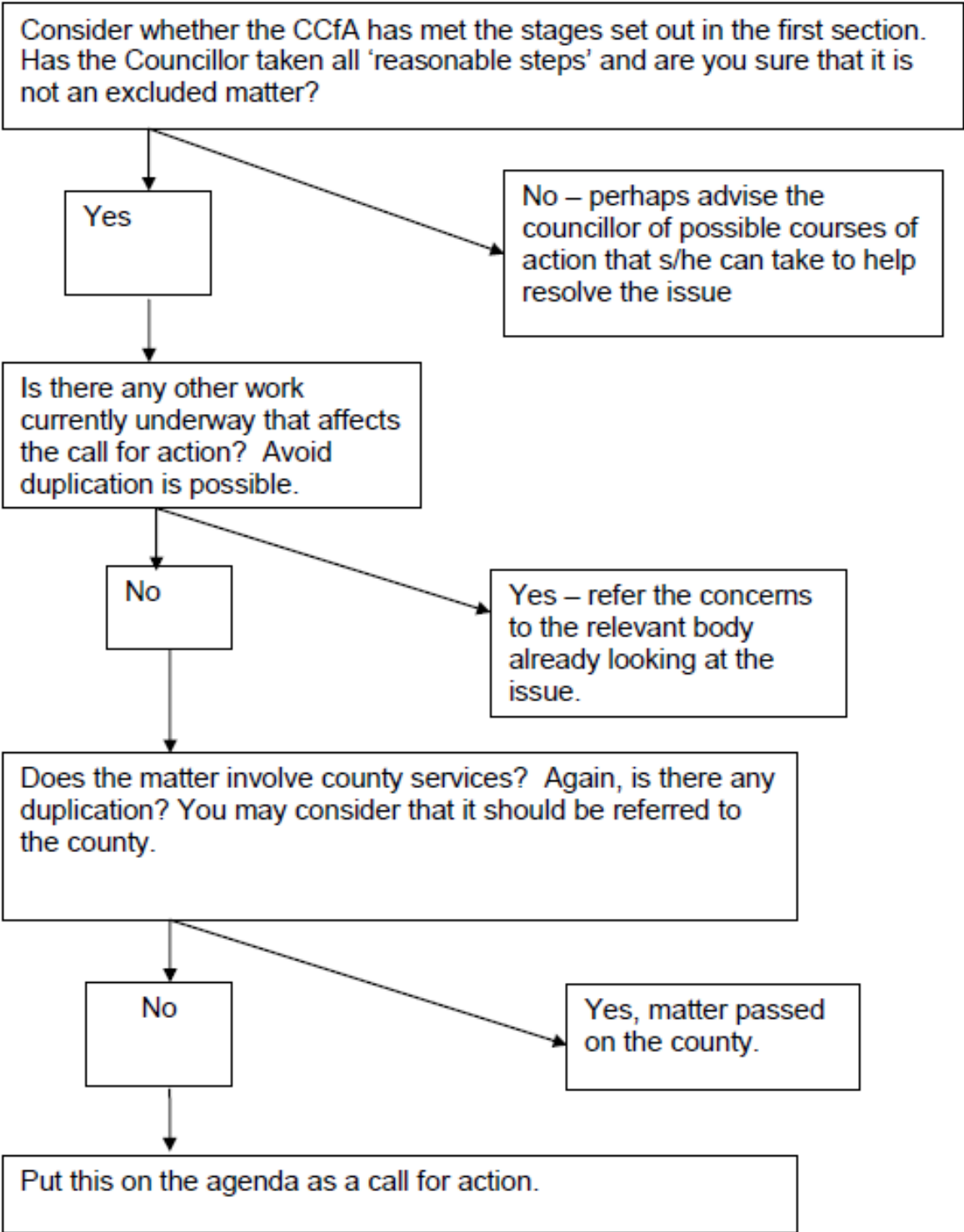
## The Councillor Stage



**Councillor Call for Action – Improvement and Review Commission stage**

A councillor presents his or her call for action.

First, the Improvement and Review Commission must decide whether or not to hear the CCfA in full. This must be done at a committee meeting. If the Commission decides not to go ahead, it must give reasons.



## **9. SOME DO'S AND DON'T'S OF SCRUTINY...**

**Scrutiny is about learning and being a 'critical friend'. It should be a positive process.**

### **DO's**

- Take an overview and keep an eye on the wider and national picture.
- Benchmark performance against local standards, comparing results with other local authorities, using the results to ask more informed questions.
- Take account of local needs, priorities and policies.
- Be persistent and inquisitive.
- Ask effective questions – be constructive, not judgmental.
- Be open-minded and self-aware, encourage openness within services.
- Listen to users and the public – seek the voices that are not often heard and balance views.
- Praise good practice and seek to spread this throughout the authority.
- Provide feedback to those who have been involved in the review, and to stakeholders.
- Take time to review your own performance.

### **DON'Ts**

- Witch-hunt or use performance review as punishment.
- Be party political.
- Get bogged down in the detail.
- Be frightened of asking the basic questions.
- Undertake too many issues in insufficient depth.
- Start with a clear brief and remit.
- Underestimate the task.
- Lose track of the main purpose of Scrutiny.
- Lack sensitivity to other stakeholders.

## Guidance for Councillor for Work Programme Suggestions

### **Proposed scope / focus of review**

Identify precisely what will be reviewed to provide focus and direction.

### **Your rationale for selection**

What are the reasons for reviewing the topic and the key issues? Are they good ones which will stand up to Scrutiny themselves?

e.g. Is the issue important to local people?

What is the strength of Member interest?

What is the possible impact of a review – is there the potential to make a difference?

The focus must be on improving services, performance, policies or decisions for residents and/or significant savings. The Commission needs to be sure that the reviews do not tie up officers on work which has little impact.

### **Evidence**

What are the issues / facts which will support the need for a review?

e.g. Is there any evidence of dissatisfaction with the service or under performance?

### **Desired outcomes/objectives**

What are the outcomes the review is seeking or expected to achieve and how will it benefit or impact on the local community? Again, the Commission needs to be sure that the reviews do not tie up officers on work which has little impact.

e.g. Will the outcomes assist in achieving corporate priorities? If so, which ones?

### **Other comments**

Any other information, proposals or queries.

e.g. How will the subject be reviewed and is this achievable by the resources available?

The Commission needs to be aware of any impact on the ability of officers to deliver services especially small teams where there is likely to be a disproportionate impact.

What sort of timescale is involved?

Need to check what else has happened, is happening or is planned in the areas being considered in order to avoid duplication or wasted effort ( i.e. have regard to the wider programmes of reviews recently completed, being undertaken or programmed).

Are there other, more suitable, ways of investigating or picking up the issues?

# Work Programme Suggestion Form

**Democratic Services  
Wycombe District Council  
Council Offices  
Queen Victoria Road  
High Wycombe, Buckinghamshire HP11 1BB**

[committeeservices@wycombe.gov.uk](mailto:committeeservices@wycombe.gov.uk) 01494 421214

Your Name:

Contact Number:

**Proposed Scope / focus of review:**

**Your rationale for selection:**

**Evidence:**

**Desired outcomes / objectives / possible terms of reference:**

**Other comments:**

What timescale do you perceive to be necessary for this review?

- Urgent                       Within six months                       Within 6-12 months



## **E. Improvement and Review Protocol**

### **Introduction**

1. The Council will have the Improvement and Review Commission with the terms of reference as set out in Section 5 of the Constitution. The Council will appoint Members to the Improvement and Review Commission annually in accordance with Council Procedure Standing Orders. The Improvement and Review Commission is the principal means by which the Cabinet will be held to account. However, it will also assist in the development of Council policy by looking at existing policies and the effectiveness of delivery and may recommend whether new policies or changes to existing policies are needed.
2. The guiding principle for the work of the Improvement and Review Commission is that it should be consensual and positive rather than adversarial and negative. It is accepted that some work (particularly call-in) could be adversarial in a political environment, but the emphasis should be on making a proactive and positive contribution to the development of policy and the discharge of the Council's functions. This should be an inclusive process covering members, partners, service users and staff.
3. The Improvement and Review Commission has the scope to establish up to four Task and Finish Groups at any one time to conduct specific reviews.
4. The Improvement and Review Commission will receive work in one of the following ways (in each case the matter shall be included on the agenda of the Commission):-
  - (i) The main strategies, plans and policies comprising the Policy Framework and the Cabinet's proposed budget, referred from Cabinet for comments.
  - (ii) Any item identified by the Improvement and Review Commission for review which would normally be referred to it under the budget and policy framework or specifically identified by the Commission from the Cabinet Forward Plan.
  - (iii) Items included within the Improvement and Review Commission's own programme of work.
  - (iv) Other items referred to the Improvement and Review Commission from the Cabinet or Cabinet Members (either for preliminary examination or review) save where the Commission does not wish to consider the matter.

- (v) Items raised at Council and referred initially to the Cabinet for re-examination where the Cabinet asks the Improvement and Review Commission to look at them or where the Council refers the matter directly to it.
- (vi) Appropriate items arising from the Improvement and Review Commission calling-in rules.
- (vii) Items raised by a member of the Improvement and Review Commission, which are relevant to the functions of the Commission under section 21A (1) (a) of the Local Government Act 2000.
- (viii) Items concerning local government matters which are relevant to the functions of the Commission as referred to in section 21A (1) (c) of the Local Government Act 2000 which are raised by a member of the Council who is not a member of the Improvement and Review Commission [The “Councillor Call for Action”].
- (ix) Items concerning any local crime and disorder matter as defined by s.19(11) of the Police and Justice Act 2006, which are raised by a member of the Council who is not a member of the Improvement and Review Commission.

### **Provision in relation to the work of the Commission**

5. (i) In considering whether or not to take any action in response to a matter referred by a Member under paragraph 4 (vii) or (viii) above, the Commission may have regard to:-
  - (a) any powers which the Council may have in relation to the matter under section 236 of the Local Government and Public Involvement in Health Act 2007 (“the 2007 Act”) (exercise of functions by local councillors, where this has been approved by the Council); and
  - (b) any representations made by the member as to why it would be appropriate for the Commission to take action in exercise of its statutory powers. The Member shall have a right to attend the meeting of the Commission at which the matter is to be discussed. If the Commission decides not to exercise any of those powers, it must notify the member of its decision and the reasons for it.
- (ii) The Commission must also provide the Member with a copy of any report or recommendations which it makes to the Council or the Cabinet in relation to a matter referred under paragraph 4(vii) or (viii) above subject to paragraph 55 in relation to exclusion of confidential or exempt information.

- (iii) In the event that Cabinet declines to accept any of the recommendations of the Improvement and Review Commission, the Commission will be informed of the reasons in detail by means of the Cabinet minute.

### **Programme of Work**

- 6. The Improvement and Review Commission will set its own work programme, including undertaking joint reviews with other Councils as considered appropriate.
- 7. Where the Improvement and Review Commission believes that a particular matter should be included in the Cabinet Forward Plan, it may so recommend to the Cabinet and may require the Cabinet to report to it on the matter, but the final decision as to whether to include a matter within the Forward Plan remains with the Cabinet.
- 8. There shall be scheduled at least 5 ordinary meetings each year of the Improvement and Review Commission.
- 9. The Commission shall meet no less than once every 12 months to review or scrutinise decisions made or actions taken in connection with the discharge of crime and disorder functions.

### **Procedures at Improvement and Review Commission Meetings**

- 10. The Commission will operate in accordance with the Council's standing orders and this Protocol.
- 11. Call-in procedures are restricted to Cabinet decisions Cabinet Member decisions and decisions of Officers set out in the Schedule to this Protocol only; they do not extend to decisions of Committees of the Council.
- 12. The Chairman and Vice-Chairman of the Improvement and Review Commission will be appointed at the Annual Council meeting.

### **Pre-determination**

- 13. In addition to the usual rules on interests Members must declare any previous involvement in a matter at the relevant meeting.

### **Speakers**

- 14. The Improvement and Review Commission may require any of the following to attend a meeting to answer questions:-
  - (i) A Cabinet member.
  - (ii) An Officer (other than a political adviser), in which case the request shall be directed to the relevant Head of Service.

- (iii) any other member of the Council if and to the extent that the questions relate to any function which is exercisable by the member under section 236 of the Local Government and Public Involvement in Health Act 2007.
15. If the Improvement and Review Commission asks for an Officer to attend who is not the Chief Executive, a Corporate Director or a Head of Service; the Chief Executive, Corporate Director or Head of Service is also entitled to be heard by the Improvement and Review Commission. If the Chief Executive, a Corporate Director or a Head of Service is asked to attend they may nominate another Officer to be heard on their behalf. A Cabinet member may ask an Officer to attend with him or her to assist in providing technical advice.
  16. Officers shall be accountable to the Improvement and Review Commission in respect of decisions which they have taken and advice which they have given.
  17. Subject to paragraph 18 below, the Improvement and Review Commission may request any of the following to attend an Improvement and Review Commission meeting:-
    - (i) Any elected Member or co-opted person.
    - (ii) A representative of any relevant outside body.
    - (iii) Any external expert to give evidence provided arrangements can be made within the budget to pay any expenses or fees incurred.
    - (iv) Any resident of the District or organisation that the Commission believes to have a legitimate interest in the topic under consideration.
  18. Paragraph 17 is subject to the following provisions:-
    - (i) Not less than three working days' notice, except in a case of urgency.
    - (ii) If a Member or Officer is unable to attend for a specific reason, then he or she may nominate another Member or Officer to attend who is able to speak on the topic.
    - (iii) Anyone asked to attend shall be entitled to see the terms of reference and the public papers relating to the particular matter under consideration prior to the meeting and wherever possible on the same timescale as that applicable to a member of the Improvement and Review Commission.

- (iv) Anyone asked to speak shall wherever possible (but at the Chairman's discretion) be given access to statements submitted by people from whom the Improvement and Review Commission has already heard but not those who have not yet given evidence. The Chairman of the Improvement and Review Commission shall have a discretion to disclose other papers, including statements submitted by following speakers and confidential (exempt) material, if he or she considers (having taken advice from appropriate Officers) that it will help the speakers to address a particular point or will otherwise assist the Improvement and Review Commission's examination of the issue.
- (v) All speakers shall respect the confidentiality of any confidential or exempt information they receive and shall not disclose it without the authorisation of the Improvement and Review Commission.
- (vi) Speakers may submit relevant papers in advance (or at the meeting) to the Improvement and Review Commission.
- (vii) Speakers may bring any notes or other papers that are helpful to them in assisting the Improvement and Review Commission, but (subject to any privilege and confidentiality rule) must make these available to the Commission at the request of the Chairman.
- (viii) Provided that no confidential or exempt information is contained in them, or their disclosure or circulation might give rise to criminal proceedings against the Council or its officers, papers submitted by speakers shall become public documents once they have presented their evidence and shall be cited as background papers to the Improvement and Review Commission's published report. Care must also be taken in respect of the Freedom of Information Act 2000.
- (ix) Officers and Portfolio Advisory Group members will not be required to give a personal opinion on any Cabinet decision [or decision of an individual Cabinet member] which is different from the recommendation they made.
- (x) Improvement and Review Commission members may be expected to ask searching questions but will always be polite and treat any speaker with respect. No questions that impinge on their personal and private lives will be permitted unless this impinges directly upon the subject under discussion, or in the case of Members and Officers, the performance of their Council duties.

- (xi) Where any person objects to a question as unreasonable, he or she should tell the Chairman why he or she objects to that question. The Chairman should then either:-
  - (a) Rule that the question be pursued or be no longer pursued;
  - (b) If so requested by the speaker, adjourn the meeting to hear in private the speaker's reasons for objection and the questioner's reasons for pursuing the question, and following advice from the Head of Democratic and Legal Services and/or District Solicitor (or their respective authorised representatives) rule whether the question should or should not be pursued; or
  - (c) Adjourn the question, requesting the speaker to submit a statement of his or her reasons for the objection and the questioner to submit a statement of his or her reasons for pursuing the question. The advice of the Head of Democratic, Legal and Policy Services and/or District Solicitor (or their respective authorised representatives) should then be sought before the Chairman decides whether the matter should be put before a subsequent meeting of the Improvement and Review Commission, and the question pursued.
- (xii) Each speaker will have five minutes to contribute evidence, or longer if the Chairman agrees. If someone making a contribution exceeds the time limit the Chairman may stop him or her.
- (xiii) Improvement and Review Commission members should limit their questions to the matter under consideration. The Chairman may structure the debate to limit the time allowed for questioning.
- (xiv) Speakers will be entitled to a copy of any draft minute or other record taken of their contribution for comment. Should they feel that such record is not accurate they will be given the opportunity to make a written representation asking for a correction to be submitted to the next meeting of the Improvement and Review Commission.
- (xv) Improvement and Review Commission meetings shall be open to the press and public except where they are considering matters which are exempt or confidential as defined under the Local Government Act 1972 (see Standing Order 18).

## **Documentation**

19. The Improvement and Review Commission may within the limits of any budget that may be assigned from time to time, commission research or advice (including from external organisations) to assist in any deliberations.
20. Improvement and Review Commission members who have access to confidential or exempt material must respect the confidentiality of that material at all times, and must not use it in a context other than an Improvement and Review Commission examination without the permission of the originator of the material or the Improvement and Review Commission.
21. Subject to the exceptions set out in the Access to Information Procedure Rules, the Improvement and Review Commission will also have access to background information from a range of sources.
22. The Improvement and Review Commission will not have access to advice given by a political adviser.
23. Any Officer considering a request for a Member to access documents shall have regard to advice from the District Solicitor (or his/her authorised representative) on the question of that Member's entitlement (or otherwise) to access under any relevant legislation or the Common Law.

## **Membership / Co-Option**

24. The Improvement and Review Commission may have such co-optees or establish such Task and Finish Groups to carry out work within the remit of the Commission as it wishes, but co-optees will not be able to vote (Sec 21(10) LGA 2000). The number of Members on any such Sub-Committee, their term of office, the terms of reference of the Sub-Committee or working group and any restricted area (geographical or otherwise) shall be resolved by the Commission at the time of appointing the Sub-Committee or working group.
25. The Chairman (and sometimes the Vice-Chairman) of the Task and Finish Group is normally announced by the Chairman of the Improvement and Review Commission at the meeting at which the Task and Finish Group is established. Any Wycombe District Councillor who is not a Cabinet Member or Deputy Cabinet Member, regardless of whether a Member of the Improvement and Review Commission, can serve on a Task and Finish Group.

26. A Task and Finish Group review (including joint reviews with other authorities) may last up to 6 months. Frequency of meetings can be variable, with monthly as average. Meetings usually take place in early evening, but occasionally during office hours at the discretion of the Task and Finish Group Chairman.
27. Whether a Task and Finish Group is to be politically balanced or politically representative is to be established by the Commission at the setting up of the Group.
28. The Commission may only have four Task and Finish Groups currently meeting and working at any one time.
29. In relation to scrutiny of a crime and disorder function, additional Members may be co-opted if they are an employee, Officer or Member of a responsible authority, or co-operating person or body. The co-opted person shall only be entitled to vote if the Commission so permit this.
30. No member or deputy member of the Cabinet may sit on the Improvement and Review Commission, its sub-committees, working groups or Task and Finish Groups.

## **Call-In Process for Executive Functions**

### **General**

31. With the exception of decisions that are taken under the urgent action procedure, or where a delay would prejudice the Council's interests, no decision of the Cabinet, a Cabinet Member or a key decision of an Officer under the approved scheme of delegation shall be implemented before the expiry of 5 working days from the date of publication of that decision.
32. A request for call-in of a decision that has not yet been implemented will only be permitted if:-
  - (i) the decision is not taken under the urgent action procedure;
  - (ii) delay will not prejudice the interests of the Council; and
  - (iii) the request is made by one or more members of the Improvement and Review Commission within 5 working days of the publication of the decision and confirmed within 10 working days thereof, and at least 3 of the following criteria are satisfied:-
    - (a) The decision is outside agreed policy or budgets.
    - (b) It proposes expenditure in excess of £250,000.



- (c) It affects at least one quarter of the wards of the District.
  - (d) The request is made by at least 5 members of the Improvement and Review Commission, excluding the Chairman but including members of at least two political groups.
  - (e) In the event that the decision affects less than one quarter of the wards, the decision is not supported by at least 1 Local Member (2 in a 3 Member ward).
  - (f) The consent of the Chairman of the Improvement and Review Commission has been obtained.
  - (g) There has been insufficient opportunity for Members to input into the decision.
33. A decision takes effect after 5pm on the fifth working day, after publication if it has not been called in.
34. With regard to Officer decisions, only decisions set out in the Schedule to this Protocol may be called in.
35. Once any proposed Cabinet or Cabinet Member decision is published, any Member, including members of the Improvement and Review Commission, can ask to see the papers to be considered and take preliminary advice from Officers about the implications.
36. Within 5 working days of the publication of the proposal, an Improvement and Review Commission Member must notify the Head of Democratic, Legal and Policy Services if he or she intends to request the Committee to examine the proposal, and if so, whether any Cabinet member (or other member if paragraph 14 (iii) above applies) or Officer will be required to attend the meeting.
37. The Improvement and Review Commission will consider the request for call-in at its next scheduled meeting, or if the Chairman thinks fit or a quarter of the members of the Commission so request at a special meeting called for the purpose. The Commission Chairman to have the final discretion as to the date of any special meeting.
38. At the Commission Meeting to which the request for 'Call-in' is considered, the 'mover' and a 'seconder' of the 'call-in' will have the opportunity to address the Commission on why the call-in has been submitted (prior to the Commission deciding if the call-in should be debated).

39. If, following discussion, the Improvement and Review Commission agrees that the matter should be called in it may agree its response to the Cabinet at that meeting. If the Improvement and Review Commission requires further investigation or information, the Cabinet or Cabinet Member may agree to extend the time in which a final view may be expressed.
40. If the Improvement and Review Commission does not propose that the decision should be reversed, amended, further investigated or referred up to the full Council at the first meeting to consider the call-in, the original decision will take effect at the end of that Improvement and Review Commission meeting or the expiry of five working days from the date on which the decision was originally taken, whichever is the later.
41. Upon receipt of the response from the Improvement and Review Commission (unless the Commission has asked for the decision to be referred up to full Council) the Cabinet or Cabinet Member may decide to proceed with the original decision or an amended decision. He or she will then publish that decision in accordance with the protocol on decision-making. Alternatively, before making a decision, the Cabinet (or Cabinet Member with the Leader's permission) may refer the matter to full Council for the Council's views to be sought before the decision is taken.
42. Unless the Cabinet or Cabinet Member agrees, the implementation of any decision may not be delayed for longer than 1 month.

### **Points to Consider when deciding whether to Call-In a Decision**

43. Call-in should be a matter of exception. The Improvement and Review Commission should consider whether any of the following points are appropriate in deciding whether to proceed with a call-in:-
  - (i) If the decision specifically affects a particular ward(s) the Chairman shall consult the local member(s).
  - (ii) Any representations made, whether by members of the Improvement and Review Commission, or other Members of the Council or members of the public, should be considered.
  - (iii) The need to take such practical, technical, financial, legal and propriety advice as the Commission considers necessary to clarify any matters or doubts, including consultation with the relevant Cabinet Member or Officers as appropriate.
  - (iv) The need to ascertain whether any other all-party or Improvement and Review Commission examination has already been given to the issue.

- (v) The decision is outside the agreed policy or budget framework (including relevant provisions in Financial Regulations).
44. Unless point 43(v) above applies (the advice of the Monitoring Officer being final), the Commission will then consider the following “protocol questions”:-
- (i) Is the decision likely to cause significant concern or distress to the local community or prejudice individuals?
  - (ii) Has more than one-third of the Improvement and Review Commission expressed the view that the call-in should proceed?
  - (iii) Is the issue one that has been considered or consulted upon, whether in an open meeting or otherwise?
  - (iv) Would delay significantly damage the interests of the Council?
  - (v) Have other significant representations been made but not considered before the decision was taken?
  - (vi) Are there significant representations against the decision from outside bodies?
  - (vii) Are any matters in paragraph 5 (i) (a) or (b) above relevant?
45. The more protocol questions with a “yes” answer, the more likely it will be that the call-in will proceed, but the matter will be decided by a majority vote as usual at committee meetings.
46. A proposal may only be called in once. If, however, the Cabinet or Cabinet Member substantially amends the original proposal in a way which the Improvement and Review Commission has not considered, nor could reasonably have foreseen, to the extent that in reality it is a different proposal, the Improvement and Review Commission has the right to call it in again.

### **Preview**

47. If any member of the Improvement and Review Commission identifies a matter likely to be considered by the Cabinet because of its sudden prominence but not already being dealt with (e.g. a natural disaster in the area or an announcement of a change of government policy) and the Commission Chairman agrees, he or she may give 5 working days’ written notice to the Head of Democratic, Legal and Policy Services to ask the Commission to give a view to assist Cabinet’s consideration of the issue. A similar procedure will apply to advance scrutiny of matters published in the Cabinet’s Forward Plan.

48. Having considered an issue, the Commission will submit a report to the Cabinet on it if it considers it to be appropriate.

### **Review**

49. 12 months or more from the date on which a decision is made, there will be a presumption that any review will only be carried out at the request of the Cabinet or a Cabinet Member or if it is within the Improvement and Review Commission's own programme of work.

### **Urgency Procedure**

50. Where the Cabinet needs to take a key decision which is not contained within the Cabinet Forward Plan of work, the Head of Democratic, Legal and Policy Services must notify the Improvement and Review Commission Chairman in writing at least five clear working days before the decision is intended to be taken.
51. Where such notice is given, the Chairman of the Improvement and Review Commission may call a meeting of the Commission or consult with the Commission Members to determine any response to be given to Cabinet prior to the decision being made.
52. Where compliance with paragraph 50 above is impractical because of urgency or a proposed decision is in the Cabinet Forward Plan of work but has become urgent due to unforeseen circumstances, then the Cabinet, individual Member or officer intending taking the decision will obtain the agreement in writing of the Chairman of the Improvement and Review Commission (or if he or she is unable or unwilling to act, the Chairman or Vice-Chairman of the Council) that the decision is urgent and that the decision cannot reasonably be deferred.
53. In all such cases, a report will be made to the full Council on the decision taken, the reasons for it and why the decision was urgent (See Protocol for Decision Making).

### **Preparation and Publication of Reports**

54. When the Improvement and Review Commission completes its consideration of any matter, it will decide whether to make any recommendation to the Cabinet or to the Council or to publish a report on the matter. Interim reports may be made as required. The Improvement and Review Commission may authorise any of its Task and Finish Groups to report directly to Cabinet if it considers it appropriate to do so.
55. Under section 21B of the Local Government Act 2000, save in respect of excluded matters, where the Commission makes a report

or recommendation to the Council or the Cabinet, the Commission will require the Council or the Cabinet (as the case may be) within two months:-

- (i) to consider the report or recommendations.
- (ii) to respond indicating what, if any, action is proposed to be taken.
- (iii) (if the Commission has published the report) to publish the response.

If the Commission provided a copy of the report to a Member under paragraph 5 (ii) above, it shall provide him/her with a copy of the response.

56. In publishing or providing a document, the Commission must exclude confidential information as defined by s.100A(3) of the Local Government Act 1972 and may exclude any relevant exempt information as defined by s.21D of the Local Government Act 2000. This information may be excluded from the copy provided to a member of the local authority under paragraph 5(iii).
57. Where the Commission makes a report or recommendation in relation to a crime and disorder matter:-
- (i) under s.19(1) of the Police and Justice Act 2006 (scrutiny of crime & disorder functions), it must provide a copy to all responsible bodies and co-operating persons and bodies;
  - (ii) under s.19(3) of the Police and Justice Act 2006 (local crime and disorder matters), it shall provide a copy to any responsible body or co-operating person or body as it considers appropriate.
58. Where the Commission makes a report and recommendation to a responsible authority or co-operating person or body in accordance with paragraph 57(ii), it shall notify the body to whom the report is made to consider the report, respond in writing within 28 days and to have regard to the report in exercising its functions.
59. Copies of final reports and recommendations on Cabinet or individual Cabinet Member items called in, previewed or reviewed must go to the Cabinet. Where appropriate, the report may recommend that the matter should be debated at Council. The Head of Democratic, Legal and Policy Services will submit the report to the Council or Cabinet for consideration within one month or at the next scheduled meeting, whichever is most appropriate.

60. The agenda for Cabinet meetings shall include an item “References from the Improvement and Review Commission” when reports will be presented by the Improvement and Review Commission Chairman or in his/her absence, the Vice Chairman.
61. Where the Improvement and Review Commission prepares a report for consideration by the Cabinet in relation to a matter where an individual Cabinet Member has delegated authority to make the decision, then the Improvement and Review Commission will also submit a copy of its report to him/her for consideration, and at the same time send a copy to the Head of Democratic, Legal and Policy Services. The Cabinet Member must consider the report and respond in writing to the Improvement and Review Commission within one month of receiving it. A copy of the response shall at the same time be sent to the Head of Democratic, Legal and Policy Services.

## **SCHEDULE**

### **Definition of an Officer Decision which may be called in**

An officer decision may only be called in if:

- (i) It involves expenditure in excess of £250,000 and/or
- (ii) The decision is outside agreed policies or budgets and/or
- (iii) It involves the acquisition or disposal of land or any interest therein in excess of £1,000,000 and/or
- (iv) It is of such significance to all or part of the area that it should be treated as a key decision.

An officer decision may not be called in if:

- (i) It is in the nature of day to day management activities and/or
- (ii) It is in respect of a non-Executive function, e.g. licensing or regulatory matters, development control matters, or matters falling within the purview of the Standards Committee or the statutory roles of the Monitoring Officer or the Chief Financial Officer and/or
- (iii) Delay might be prejudicial to the interests of the Council.
- (iv) It involves contracts for, and expenditure on repairs, maintenance or improvement works within budget provision and approved policy where the contract or expenditure has been properly and specifically approved by or on behalf of the executive, or by an officer acting under delegated powers, save where Contract Standing Orders require the Cabinet itself to authorise acceptance of a tender and such acceptance has not previously been authorised or delegated by the Cabinet.

# Agenda Item 5.

## IMPROVEMENT AND REVIEW COMMISSION'S WORK PROGRAMME

Officer contact: Charles Meakings

01494-421980

[Charles\\_meakings@wycombe.gov.uk](mailto:Charles_meakings@wycombe.gov.uk)

### ***What is the Commission being asked to do?***

The Commission is asked to

- (i) Consider and agree the topics for inclusion in its work programme;
- (ii) Commence the arrangements for the establishment of Task and Finish Groups for the chosen topics (up to but not exceeding four); and
- (iii) Identify any items from the Cabinet Forward Plan that the Commission would like to consider prior to consideration by Cabinet.

### **The emerging Work Programme**

The Commission's emerging work programme is attached as **Appendix A**.

### **Task and Finish Groups**

The Commission is allowed to have four task and finish groups in operation at any one time.

At the last meeting of the Commission, the following possible task and finish groups were noted for consideration at this meeting:

#### **(a) Local Plan Task and Finish Group**

Cabinet considered the current position with regard to the Local Plan at its meeting on 2 March, 2105. Based on the Local plan review timetable it is suggested that the following approach be adopted:

September 2015.

Task and Finish Group to receive and discuss:

- Emerging new evidence including housing and economic needs, housing supply, and green belt assessment
- Emerging preferred options for the Princes Risborough and Saunderton Area Action Plans.

Early Jan 2016.

Task and Finish Group to receive and discuss

- Draft plan proposals for Saunderton and Princes Risborough
- Additional options for the main Local Plan.

Views and recommendations would be submitted to Cabinet in February and March 2016) when the above proposals are submitted.



## **(b) Budget Task and Finish Group**

At the last meeting the preference was for the Budget Task and Finish group to commence work in the summer 2015, with a view to identifying any further schemes and initiatives to assist the Council in delivering its medium-term financial strategy. The medium-term financial strategy is scheduled for submission to Cabinet on 20 July, 2015.

This would require recommendations to be made to the Cabinet meeting on 16 November, 2015, so the Budget Task and Finish Group would need to submit its recommendations to the Improvement and Review Commission's meeting on 11 November 2015.

There is also the option for the Budget Task and Finish Group to continue after this time to review the budget proposals for 2016/17, with a report to Cabinet on 11 February 2016 alongside the budget for 2015/16. This would not be proposing new schemes, but instead offer comments and proposals on the overall budget approach and composition. In view of the timing of the budget preparation work, it would be necessary for the Commission to agree that the Budget Task and Finish Group reports directly to Cabinet on 11 February 2015.

## **(c) Review of Saunderton Lodge**

The Budget Task and Finish Group (February 2015) has made a recommendation for a full review of Saunderton Lodge, both service provision and estates infrastructure, with a view to identifying cost-neutral or cost-saving alternative options, which are more streamlined, resilient and based on latest best practice for temporary housing.

## **(d) Review of the Ward Members and officers role in planning process and planning enforcement.**

This item was submitted by Councillor Snaith to the Commission's meeting on 11 March 2015 and is attached as **Appendix B**. If this was taken forward care would need to be exercised to ensure the remit of the review did not cross over into non-executive or staffing matters, which is outside the scope of the remit of the Commission. An alternative would be to invite the Cabinet Member and the Head of Service to attend a meeting of the Commission to discuss this further.

## **Proposing items for the Work Programme**

Each Member of the Commission has the opportunity to suggest topics for review by the Improvement and Review Commission. This requires the completion of the work programme suggestion form.

## **Cabinet Forward Plan**

The Cabinet Forward Plan is published one month prior to each scheduled Cabinet meeting. The Forward Plan identifies the currently known items and the dates they are scheduled to be considered by Cabinet.

The Improvement and Review Commission has the opportunity to request that specific items be considered by the Commission ahead of consideration by Cabinet. This enables the Commission's views to be considered at the same time that Cabinet take a decision on that item.

The latest Cabinet Forward Plan (published 15 May 2015) is attached as **Appendix C**.

## **Next Steps**

To commence the arrangements for the establishment of Task and Finish Groups.

## **Background Papers**

Cabinet Forward Plan

Wycombe District Council – published 12 March 2015

Improvement & Review Commission Plan – MARCH 2015 – APRIL 2016

Title & Subject Matter	Wards	Corporate Priority	Date to be taken	Lead Member	Department	Where referred to (if referred)	Contact Officer
Training Session for Improvement & Review Commission Members Training Session for Improvement & Review Commission Members	All Wards		22 June 2015	Improvement & Review Commission	Democratic, Legal & Policy Services		Charles Meakings, Head of Democratic, Legal and Policy Services charles_meakings@wycombe.gov.uk Tel: 01494 421982
Work Programme Topics for Improvement & Review Commission Work Programme Topics for Improvement & Review Commission	All Wards		22 June 2015	Improvement & Review Commission	Democratic, Legal & Policy Services		Charles Meakings, Head of Democratic, Legal and Policy Services charles_meakings@wycombe.gov.uk Tel: 01494 421982
Responses to the Urgent Health Care Review Report on the Healthcare Providers and Buckinghamshire Health & Adult Social Care Select Committee response to the Commission's Urgent Health Care Review.	All Wards	People. Engaging and working with our communities	22 June 2015	Improvement & Review Commission	Democratic, Legal & Policy Services		Charles Meakings, Head of Democratic, Legal and Policy Services charles_meakings@wycombe.gov.uk Tel: 01494 421982
Community Safety Update Annual referral of the Community Safety Partnership Report	All Wards	People. Engaging and working with our communities	16 September 2015	Cabinet Member for Community	Community		Gillian Stimpson, Community Safety Manager gillian_stimpson@wycombe.gov.uk Tel: 01494 421404
Commission's Work Programme & Cabinet Forward Plan Commission's Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	16 September 2015	Improvement & Review Commission	Democratic, Legal & Policy Services		Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Commission's Work Programme & Cabinet Forward Plan Commission's Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	11 November 2015	Improvement & Review Commission	Democratic, Legal & Policy Services		Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Commission's Work Programme & Cabinet Forward Plan Commission's Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	13 January 2016	Improvement & Review Commission	Democratic, Legal & Policy Services		Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210

Commission's Work Programme & Cabinet Forward Plan Commission's Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	9 March 2016	Improvement & Review Commission	Democratic, Legal & Policy Services	Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Performance Indicator Analysis - Quarter 3 Feedback from the Audit Committee - Improvement & Review Commission Chairmen Performance Indicator Analysis Meeting - Quarter 3	All Wards	Pounds. Delivering value for money	9 March 2016	Improvement & Review Commission	Democratic, Legal & Policy Services	Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210
Commission's Work Programme & Cabinet Forward Plan Commission's Work Programme & Cabinet Forward Plan	All Wards	People. Engaging and working with our communities	9 March 2016	Improvement & Review Commission	Democratic, Legal & Policy Services	Peter Druce, Democratic Services peter_druce@wycombe.gov.uk Tel: 01494 421210

## IMPROVEMENT AND REVIEW COMMISSION TASK AND FINISH GROUPS – as at 12 March 2015

2015	
MAR	APR
<b>NEW LOCAL PLAN</b> <b>Chairman:</b> TBC <b>Membership:</b> TBC <b>Scheduled Meetings:</b> TBC	

### KEY

current task and finish group	planned task and finish group	extant groups not currently active
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## Guidance for Councillor for Work Programme Suggestions

### **Proposed scope / focus of review**

Identify precisely what will be reviewed to provide focus and direction.

### **Your rationale for selection**

What are the reasons for reviewing the topic and the key issues? Are they good ones which will stand up to Scrutiny themselves?

e.g. Is the issue important to local people?

What is the strength of Member interest?

What is the possible impact of a review – is there the potential to make a difference?

The focus must be on improving services, performance, policies or decisions for residents and/or significant savings. The Commission needs to be sure that the reviews do not tie up officers on work which has little impact.

### **Evidence**

What are the issues / facts which will support the need for a review?

e.g. Is there any evidence of dissatisfaction with the service or under performance?

### **Desired outcomes/objectives**

What are the outcomes the review is seeking or expected to achieve and how will it benefit or impact on the local community? Again, the Commission needs to be sure that the reviews do not tie up officers on work which has little impact.

e.g. Will the outcomes assist in achieving corporate priorities? If so, which ones?

### **Other comments**

Any other information, proposals or queries.

e.g. How will the subject be reviewed and is this achievable by the resources available?

The Commission needs to be aware of any impact on the ability of officers to deliver services especially small teams where there is likely to be a disproportionate impact.

What sort of timescale is involved?

Need to check what else has happened, is happening or is planned in the areas being considered in order to avoid duplication or wasted effort ( i.e. have regard to the wider programmes of reviews recently completed, being undertaken or programmed).

Are there other, more suitable, ways of investigating or picking up the issues?

## Work Programme Suggestion Form

**Democratic Services**  
**Wycombe District Council**  
**Council Offices**  
**Queen Victoria Road**  
**High Wycombe, Buckinghamshire HP11 1BB**

[committeeservices@wycombe.gov.uk](mailto:committeeservices@wycombe.gov.uk) 01494 421214

Your Name: Cllr Trevor Snaith

Contact Number: 07971 475401

### Proposed Scope / focus of review:

WDC Planning  
Review of the role of ward members and officer in the Planning process and Planning enforcement.

### Your rationale for selection:

In light of the Reserved Sites and other applications we need to ensure we have in place a robust plan to not only manage the applications but the resulting enforcement and impact arising across the District.

### Evidence:

Cllr Snaith raised questions at full council on 26th Feb 2015 around planning process and Planning enforcement.  
Cllr N Marshall was very open and candid in his response. This has highlighted a need for a piece of work to look into issues arising from his response.

### Desired outcomes / objectives / possible terms of reference:

To investigate the effectiveness of Planning processes and outcomes and the roles members and officers can play in the process  
The Terms of reference and scope of the process and outcomes the members of I&R would need to agree.

### Other comments:

What timescale do you perceive to be necessary for this review?

Urgent

Within six months

Within 6-12 months



**Wycombe District Council**  
**THE LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS) (MEETINGS AND ACCESS TO INFORMATION) (ENGLAND)**  
**REGULATIONS 2012**

**Cabinet Forward Plan – 2015/2016– Published Friday, 15 May 2015**

**Notice is hereby given of the decisions listed below that are likely to be taken in private at the meetings indicated. For further information on why these matters will be considered in private, please see the description on the individual item.**

**Should you wish to make any representations in relation to the meetings below being held in private, please contact Democratic Services, Wycombe District Council, Queen Victoria Road, High Wycombe, Bucks, HP11 1BB. Email: [committeeservices@wycombe.gov.uk](mailto:committeeservices@wycombe.gov.uk)**

Y = key decision      \*= item to be submitted/decision to be made if necessary

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
<b><u>Cabinet 15 June 2015</u></b>					
Outturn Report	Y	Cabinet	Open Report	N/A	Cabinet Member for Finance Head of Finance and Commercial
ASB Crime and Policing Act 2014	Y	Cabinet	Open Report	N/A	Cabinet Member for Community Head of Community

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
<p>Scheme of Delegation for Local Plan and other Planning Policy Documents</p> <p>A report recommending changes to the current scheme of delegation to make it fit more purpose to enable timely progress of the Local Plan and related documents.</p>	Y	Cabinet	Open Report	N/A	<p>Cabinet Member for Planning &amp; Sustainability</p> <p>Team Leader Planning Policy</p>
<p>Chilterns AONB Management Plan</p> <p>Endorsement of the Chilterns Area of Outstanding Natural Beauty Management Plan</p>	Y	Cabinet	Open report	N/A	<p>Cabinet Member for Planning &amp; Sustainability</p> <p>Development Manager</p>
<p>Sports Development Service</p> <p>Seek approval for a grant for the future delivery of the sports development service and associated agreements</p>	Y	Cabinet	Open Report	N/A	<p>Cabinet Member for Community</p> <p>Community Commissioning Manager</p>
<p>Strategic Risk Register</p>	Y	Cabinet	Open Report / Exempt Appendix	Schedule 12A of the Local Government Act 1972. Para 3 - Information about the financial or business affairs of any particular person (including the authority holding that information).	<p>Cabinet Member for Finance</p> <p>Head of Finance and Commercial</p>
<b><u>Cabinet 20 July 2015</u></b>					

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
HWTC Referral - Update on Cemetery Site Options Review of sites for new cemetery and agree the next steps	Y	Cabinet	Open Report	N/A	Community Commissioning Manager
Medium Term Financial Strategy - Update	Y	Cabinet	Open Report	N/A	Cabinet Member for Finance Head of Finance and Commercial
2014/15 Year End Performance: Q4	Y	Cabinet	Open Report	N/A	Executive Leader of the Council Policy Officer
Planning Budget Proposals	Y	Cabinet	Open Report	N/A	Cabinet Member for Planning & Sustainability Head of Planning & Sustainability
Cabinet Response to the HMO Task and Finish Group Recommendations	Y	Cabinet	Open Report	N/A	Cabinet Member for Environment Housing Services Manager

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
Cabinet Response to the Budget Task and Finish Group Recommendations	Y	Cabinet	Exempt Report	Schedule 12A of the Local Government Act 1972. Para 3 - Information about the financial or business affairs of any particular person (including the authority holding that information).	Cabinet Member for Finance  Head of Finance and Commercial
<b><u>Cabinet 21 September 2015</u></b>					
Budget Monitoring Report Q1	Y	Cabinet	Open Report	N/A	Cabinet Member for Finance  Head of Finance and Commercial
Corporate Plan	Y	Cabinet	Open Report	N/A	Executive Leader of the Council  Corporate Policy Team Leader
Saunderton Lodge Options for future use of Saunderton Lodge	Y	Cabinet	Open Report	N/A	Cabinet Member for Community  Housing Services Manager

Title & Subject Matter	Key	Decision to be taken by	Will the report be held wholly or partly in private	Reason no public access	Lead Member & Contact Officer
Public convenience cleaning contract Award of a contract for the provision of a cleaning service	Y	Cabinet	Exempt Report	Schedule 12A of the Local Government Act 1972. Para 3 - Information about the financial or business affairs of any particular person (including the authority holding that information).	Cabinet Member for Environment  Head of Environment
<b><u>Cabinet 16 November 2015</u></b>					
2015/16 Service Performance Quarter 1 & 2	Y	Cabinet	Open Report	N/A	Executive Leader of the Council  Corporate Policy Team Leader

**Members of the Cabinet – To be confirmed**

# Agenda Item 6.

## **RESPONSE TO URGENT HEALTH CARE REPORT**

Officer contact: Charles Meakings 01494-421980

email: Charles\_meakings@hotmail.co.uk

### ***What is the Commission being asked to do?\****

To note the responses and action being taken on the Commission's recommendations from the urgent health care review.

### **Executive Summary**

Following Council approval on 26 February 2015, the seven health-related recommendations were passed to the health providers. One further recommendation (transport) was referred to the Buckinghamshire County Council and the Thames Valley (Buckinghamshire) Local Enterprise Partnership.

The recommendations have been accepted and this report outlines the steps being taken to take them forward.

### **Background and Issues**

The Commission's urgent health care review was undertaken as a result of a motion passed unanimously at the Council meeting on 28 July 2014. The scope of the review was to identify ways to further improve the existing arrangement for urgent health care facilities for people of Wycombe District, which included holding a public listening event in October 2014.

In Buckinghamshire, health scrutiny is normally conducted as a joint activity with Buckinghamshire County Council, through the Health and Adult Social Care Select Committee. The Select Committee was kept informed throughout the review and it was agreed that the response to the Commission's recommendations should be reported to that Committee as well.

The response to the Commission's recommendations was considered at the Select Committee's meeting on 24 March, 2015, as set out below:

Recommendation	Response	Contact/ Officer
<p>1. Following the local campaign that is being conducted and other recent measures (such as the Bucks version of the “Health Help Now” website which was due to be available from December 2014) patients’ views should be sought on the ease of accessing the right service. Patient and GP feedback and action needs to continue until there is less confusion and clear evidence that patients are using the most appropriate service access channels for their medical condition and the levels of inappropriate referrals have reduced to an acceptable level, with information on progress made publically available.</p>	<p>CCGS (Chiltern Clinical Commissioning Group) response: We are continuing to carry out work to promote the urgent care services in the area.</p> <p>The Health Help Now app is due to be launched in time for the busy Easter weekend and we are also creating a leaflet to promote the app and which service to go to and when.</p> <p>This leaflet will be delivered by Royal Mail to every household in Bucks. It will also include services relevant to those who live on the borders of the county.</p> <p>The Let’s Talk Health Bucks engagement platform is also now available so we have an additional channel to gain views and opinions of the patients, the public and GPs.</p>	<p>Claire Gourlay (NHS Commissioning Support Unit).</p>
<p>2 Enhanced administration and management liaison is required between High Wycombe Minor Injuries and Illness Unit and Stoke Mandeville Accident &amp; Emergency, so patients only have to “tell it once” at their first point of urgent health care access at Stoke Mandeville Accident &amp; Emergency or High Wycombe Minor Injuries and Illness Unit, other than to confirm their condition.</p>	<p>BHT (Bucks Healthcare Trust) response:</p> <ul style="list-style-type: none"> <li>• Improving communications with patients prior to transfer to Stoke Mandeville <ul style="list-style-type: none"> <li>– introducing transfer protocol to ensure identified patients are fast-tracked to relevant service on arrival at Stoke Mandeville</li> <li>– children already fast-tracked through to our paediatric decisions unit</li> </ul> </li> <li>• Heralded transfers from MIIU to: <ul style="list-style-type: none"> <li>o Stoke Mandeville A&amp;E</li> <li>o Stoke Mandeville medicine</li> <li>o Stoke Mandeville surgery</li> <li>o Stroke/Cardiac Wycombe</li> </ul> </li> <li>• Looking to establish a bi-monthly forum between Care UK and BHT to enable better collaboration in the future.</li> </ul> <p>BUC (Bucks Urgent Care) Response:</p> <ul style="list-style-type: none"> <li>• BUC and BHT are working on closer IT integration as part of their new strategic partnership. This will eventually result in seamless record access at either site. In the meantime patients transferring from Wycombe MIIU to Stoke Mandeville A&amp;E will have their information transferred by secure NHS email or secure fax to the receiving clinicians.</li> </ul>	<p>Claire Gourlay</p>



Recommendation	Response	Contact/ Officer
<p>3 Increased awareness is required of patients (and those accompanying them) daily requirements such as medicine and meals at set times, to enable people to manage their existing medical and domestic needs as far as possible, when attending High Wycombe Minor Injuries and Illness Unit and Stoke Mandeville Accident &amp; Emergency.</p>	<p>BHT response:</p> <ul style="list-style-type: none"> <li>• At triage and when assessed by a clinician - patients medical details and relevant requirements are picked up and taken into consideration</li> <li>• We encourage the use of the 'This is me' booklet for patients living with dementia</li> <li>• Intentional rounding within A&amp;E was introduced late last year – ensuring hourly checks of all patients in A&amp;E</li> <li>• There are refreshment facilities available 24/7 at Stoke Mandeville for patient and relatives.</li> </ul> <p>BUC response:</p> <ul style="list-style-type: none"> <li>• Patient information taken at MIIU already includes current medication. Additional information will be taken regarding meal times and special requirements including those of carers attending with patients.</li> </ul>	<p>Claire Gourlay</p>
<p>4 Greater urgency needs to be given to joining up the separate IT systems to assist staff at High Wycombe Minor Injuries and Illness Unit and Stoke Mandeville Hospital in being able to give a seamless service to patients.</p>	<p>BHT response:</p> <ul style="list-style-type: none"> <li>• Very few patients require transfer to A&amp;E – demonstrating that signposting is working. However we continue to work to further reduce the number of transfers to A&amp;E – with our clinicians electronically reviewing x-rays before confirming &amp; recommending need for patient to be transferred</li> <li>• We will continue to work with MIIU to identify ways of strengthening and improving communications</li> <li>• Bucks continuing care record is already in place for patients who are coming to the end of their life. All agencies have access to this record to ensure continuity of care.</li> <li>• We are introducing a new electronic patient record system later this year, it has the ability to connect with other systems and this is something that we will explore further in the future once the system is up and running.</li> </ul> <p>BUC response:</p> <ul style="list-style-type: none"> <li>• (see previous response) BUC and BHT are working on closer IT integration as part of their new strategic partnership. This will eventually result in seamless record access at either site. In the meantime patients transferring from Wycombe MIIU to Stoke A&amp;E will have their information transferred by secure NHS email or secure fax to the receiving clinicians.</li> </ul>	<p>Claire Gourlay</p>

Recommendation	Response	Contact/ Officer
<p>5 The introduction of additional facilities and services at High Wycombe Minor Injuries and Illness Unit gives a further opportunity to promote the “one-stop treatment” approach for patients in High Wycombe, reducing the number of transfers required to Stoke Mandeville Hospital, which should also include follow-up appointments at Wycombe Hospital.</p>	<p>BHT response:</p> <ul style="list-style-type: none"> <li>• Wycombe is home to planned surgery centre, cardiac, stroke, breast centre of excellence, so where possible services are provided locally. We also have a whole range of outpatients clinics as well as MUDAS to support frail elderly patients and avoid admission to hospital</li> <li>• We have a programme of working looking at how we improve the administration of outpatients, including how we reduce unnecessary follow-ups (&amp; alternatives to face to face)</li> </ul> <p>BUC response:</p> <ul style="list-style-type: none"> <li>• The MIU has recently been refurbished and has a new X-ray facility in place which will hopefully reduce the number of transferred patients to Stoke Mandeville. There are outpatients clinics at WGH where they refer fracture patients for follow up.</li> </ul>	<p>Claire Gourlay</p>
<p>6 The waiting area in High Wycombe Minor Injuries and Illness Unit needs to be reviewed, in particular the need for proper temperature control, to avoid patients (and those accompanying them) from having to wait in a less than ideal environment.</p>	<p>BUC response:</p> <p>The waiting room has been redecorated and a children’s area has been created. The waiting room does not have air conditioning but we do put portable air conditioning units in place at times of hot weather.</p>	<p>Claire Gourlay</p>
<p>7 Ambulance handover times at hospitals need to improve, as the current time frame is too wide and results in a poorer patient experience. Achievable hospital targets and timescales for the reduction in queuing of ambulances are required.</p>	<p>BHT response:</p> <ul style="list-style-type: none"> <li>• Delays have been a national challenge. SCAS continues to work in partnership with their hospital colleagues and there have been improvements through the year</li> <li>• We have increased nurse staffing in A&amp;E to support handovers from ambulance</li> <li>• As part of our system resilience work, and working with social care, we continue to take actions to support discharges in order to free capacity elsewhere in hospital and prevent blockages within A&amp;E</li> <li>• We are working closely with SCAS – we have established a monthly meeting to review in real-time any delays and identifying solutions. We are also looking at the role of advanced nurse practitioner and geriatricians support across the ambulance service and A&amp;E</li> </ul>	<p>Claire Gourlay</p>

Recommendation	Response	Contact/ Officer
<p>8 Bucks County Council and the Bucks Local Enterprise Partnership should make the improvements of the A4010 a high priority in bidding for funds from Government as part of the Single Local Growth submission.</p>	<p>Improvements to North-South routes are a key part of the council's aims for improved connectivity across the county. The County Council will continue to work closely with the District Council to see development come forward in a way that maintains the functionality of the road network and mitigates the effects of new housing and employment growth across the county as far as possible. Bids submitted as part of the Local Growth Fund are prioritised on their ability to deliver economic growth, however if WDC believe this is the highest priority for their area the County Council will be happy to work to bring forward improvements in partnership with the District and LEP in future bidding round opportunities.</p>	<p>Stephen Walford Director - Growth &amp; Strategy Buckinghamshire County Council</p>

## Conclusions

The Commission's recommendations have been accepted and work has commenced on progressing them accordingly. When considered by the Select Committee on 24 March, it was clarified that the Minor Injuries & Illness Unit now had 24hr X-ray provision, the timescales for improved IT integration, and the data that would indicate effectiveness of communications to improve patient understanding of urgent care pathways/services.

The Commission is asked to note the position reached.

## Background Papers

Agenda and Minutes of Improvement and Review Commission meetings.  
Commission's Urgent Health Care Report.

Bucks County Council's Health and Adult Social Care Select Committee.- 24 March 2015.

## Agenda Item 7

### **COUNCILLOR CALL FOR ACTION**

To consider any Councillor Call for Action submitted in accordance with the agreed procedure.

## Agenda Item 8

### **SUPPLEMENTARY ITEMS (IF ANY)**

## Agenda Item 9

### **URGENT ITEMS (IF ANY)**