

Tracking and Monitoring of Actions and Recommendations of Scrutiny Boards

Scrutiny Board Date	Agenda Item Title	Action/Recommendation	Responsible Director /Body	Activity Log
Budget and Corporate Scrutiny Management Board				
1 March 2023	Quarter 3 Budget Monitoring	To set up a spotlight session for members of the Board to consider: <ul style="list-style-type: none"> current outstanding section 106 spend, including details of deadline for spend and how ward members are consulted; 	Surjit Tour Simone Hines	Spotlight session scheduled for 27 July 2023.
		<ul style="list-style-type: none"> Meeting with the Cabinet Member for Children's Services to understand the high cost associated with Sandwell Children's Trust. 	Cabinet Member for Children's SMB Chair and Scrutiny Chair of Children's Scrutiny	
1 March 2023	Quarter 3 Budget Monitoring	Submit a report to Cabinet recommending: <p>1.1 that Directors review and update any pages they hold on the Council's website, in particular, the webpage where the Council have facilities/offices to rent.</p>	Surjit Tour All Directors	Report to be considered by Cabinet on 29 June 2023

		1.2 the introduction of additional financial controls on general spend, in particular, matters relating to recruitment and day to day spend where necessary.	Simone Hines Cllr Piper	
		1.3 to explore the feasibility of providing in house care for young people in care, SEND placements and adult social care placements.	Simone Hines, Michael Jarrett, Rashpal Bishop Cabinet Members	
29 March 2023	SEND transport	That an update on the new model be presented to a future meeting, in consultation with Children's & Education Scrutiny Board	Michael Jarrett/Simone Hines	To be included in the 2023/24 work programme.
	Improvement Plan	1) A summary and chronology of events explaining where the Council is currently with regards to the proposed development on Lion Farm, and how it reached the Expert Determination process, be circulated to the Board.	Tony McGovern	A written response in relation to the Expert Determination Process will be circulated ED process has been fully concluded.
		2) A copy of the recent internal review in relation to Serco be provided to the Board.	Alice Davey	Executive Summary of the Frith review into the Serco Contract shared with members of the Board – 26 May 2023
		3) That a further report in relation to recruitment of the Children to Adults Transition Project Officer	Michael Jarrett/Rashpal Bishop	<i>Previous update Initial meeting went ahead in December. PID reviewed and amendments being captured. Agreement reached to engage with key external stakeholders. The Trust's sign-off process</i>

		role be submitted to a future meeting of the Board.		<p><i>incorporated into the Project Governance Structure. The project manager appointment was delayed and the post re-advertised. Closing date 6 Jan.</i></p> <p>Current position:- <i>The re-advertisement of the project manager post was unsuccessful, the post is due to be advertised again shortly. To ensure no further delays, resource from within the business has been identified to progress actions identified in the PID.</i></p> <p><i>Regular monthly meetings have been diarised with key stakeholders, PID and TOR have been revised and signed off. Remit of the first stage business mapping has been agreed, draft scope and comm's will be presented at the April meeting with the aim to undertake first stage business mapping in May.</i></p>
Performance Framework		1) that a written response be provided to members of the Board on reasons for the delay in introducing recycling in high rise flats/maisonettes;	Alice Davey	2. With regard recycling in flats, officers were not aware of any suggested delay in the re-introduction of recycling in high-rise flats. The project to pilot different recycling options at the Kenrick House blocks in early 2023 ran to schedule, with the pilots concluding in April and the draft results presented earlier this month. The results are encouraging and would seem to have addressed the issues of contamination that previously led to the withdrawal of recycling bins. The report is now under consideration with a view to the roll-out of the optimal recycling option to other blocks in the borough
		2) that a written response be provided to members of the Board on how cleanliness and other standards are being maintained by SLT until the end of their contract;	Alice Davey	Monitoring of the SLT contract has been unaffected by the notice of termination. The last 12 months as the proposals for a transfer to LATC and latterly the potential for extension with SLT has seen an improvement in the relationship with SLT colleagues and more collaborative working. Work is currently underway to enhance performance management with the development of a

				stronger set of performance indicators. The most recent performance report (Q4 2022/3) was shared with members of the Board.
		3) that a further report be submitted to the Budget and Corporate Scrutiny Management Board in the new municipal year, exploring issues relating to staff sickness levels, recruitment and retention issues.	Victoria Lee	Item added to work programme for 2023/24
Children's Services and Education Scrutiny Board				
Economy Skills Transport and Environment Scrutiny Board				
11 FEB 22 Scrutiny Review of the Performance and Management of the Waste Partnership Contract	1.1 That Serco sets out within its Service Delivery Plan 2022/23 how it will increase recycling rates, including options for recycling in communal living areas.	Alice Davey	Agenda item at Senior Management Meeting 28 April, 26 May and 21 June 2022. Update from Serco 28 June 2022: The Service Delivery Plan is being developed and will be ready no later than w/c 11 July 2022 (in readiness for the Partnership Board on 14 July). Update from Serco further time is required following SMBC comments due date revised to 1 September 2022 for SMBC review. Due to Waste Partnership Board therefore 19 October 2022.	
	1.2 a) That Serco provides a contractually compliant communication and engagement plan and that this is aligned to the Council's functions; b) that the plan is monitored through the agreed governance structures for the	Alice Davey	Initial plan received in February, revisions requested, agreed through SMBC Communications and Waste Client Team. Progress report received following Senior Contract Meeting in June, plan to be submitted to next Waste Partnership Board in July 2022, with progress update.	

	monitoring of the contract, including the Waste Partnership Board.		Update from Serco 28 June 2022: the progress against plan will be ready for 14 July and the partnership Board. Progress is reviewed at Contract Senior Management Meetings.
	1.3 That arrangements for the reintroduction of food waste collections in 2022 be shared and agreed with the Authorised Officer by end of March 2022.	Alice Davey	Food waste restarted in March 2022. Further Scrutiny Session on this topic held 23 June 2022.
	1.4 That Serco works with the Director of Borough Economy to develop a plan for the promotion of re-use options (i.e. for furniture), including working with voluntary sector partners.	Alice Davey	<p>This forms a part of the education annual plan from Serco, agenda item at Senior Management Meetings 28 April, 26 May.</p> <p>Update from Serco: 28 June 2022: The charity collection from the HRC is ongoing but clearly needs more promotion. There is also work underway for a “tip shop” development.</p>
	<p>1.5 a) That Serco reviews its approach to street cleansing, and submits a Street Cleansing Improvement Plan to the Director of Borough Economy by end March 2022, setting out a revised approach that moves away from the current and ineffective zone based approach and takes into account population density, seasonality and data on areas of highest need;</p> <p>b) that the Plan is monitored and improvement progress/delivery/KPIs is reported and monitored through the agreed governance structures for the monitoring of the contract, including the Waste Partnership Board.</p>	Alice Davey	<p>a) Serco provided a transformation plan on 31 March, officers have requested further detail, final plan in place awaiting Serco launch date. Update from Serco 28 June 2022: As discussed in the Senior Leadership Meeting on 21 June there is a review of frequencies in progress ahead of rezoning. The rezoning launch is expected to happen late summer 2022 after holiday season. Update from Serco further time is required following SMBC comments due date revised to 1 September 2022 for SMBC review. Due to Waste Partnership Board therefore 19 October 2022.</p> <p>b) Monitoring through the Senior Partnership Meeting Monthly. KPIs are in place. Pending sign off of the Street Cleansing Plan as above.</p>

	<p>1.6 a) That Serco completes an audit of Sandwell's street litter bin stock and its condition by end of March 2022;</p> <p>b) that Serco submits plans for consideration of a pilot scheme to implement smart technology linked to suitable locations for street bins;</p>	Alice Davey	<p>a) Audit complete, however not to the quality required, further work is underway to enable mapping of bins by Mid-July 2022. Bins are recorded on Whitespace system now, recording of location work is ongoing. Action signed off as the audit is technically complete. 1 September 1st update from Serco: New phones are in place which will support an enhanced level of data and fully support GIS mapping of Litter Bins and enable SMBC to develop policy around public litter bins.</p> <p>b) Pilot scheme in place, funded through SMBC 1 bin has been trialled in each Town Centre</p>
	<p>1.7 a) That the progress made with the Fleet Replacement Programme is maintained and that Serco submits the delayed Fleet Replacement Programme, which should be aligned with operational requirements and the Street Cleansing Improvement Plan, and include options for a more sustainable fleet, to the Director of Borough Economy by end of April 2022</p> <p>b) that the delivery of the Fleet Replacement Programme is monitored through the agreed governance structures for the monitoring of the contract, including the Waste Partnership Board.</p>	Alice Davey	<p>a) Replacement Programme agreed, including short term sustainable fleet options.</p> <p>b) Highlight report from the fleet replacement board will feed into the Waste Partnership Board.</p>
	1.8 That both Serco and the Council consider reviewing the resources and funding provided	Alice Davey	Serco has retained the relationship with Litterwatch.

	to Litter Watch, with a view to increasing these if possible.		
	1.9 That Serco informs the Authorised Officer of any changes to its senior management teams, in connection with the contract, within 10 days of the new post-holder's start date.	Alice Davey	On Agenda of Senior Management Meetings Monthly.
	1.10 a) That Serco provides an update to the Scrutiny Board, in six months, on the progress made to improve morale and resolve workforce issues, including the establishment of the joint internal working group referred to in evidence gathering; b) That the Director Borough Economy ensures that Serco is carrying out its contractual requirements in relation to undertaking regular staff surveys and that the results of such surveys are acted upon appropriately. c) That the Director of Law and Governance ensures that the Joint Consultative meets regularly (e.g. quarterly) to enable any staffing issues in relation to the contract to be addressed in a timely manner.	Alice Davey	<ul style="list-style-type: none"> a) Serco is aware of this request and will attend upon request. b) Ongoing – in place and reported through the Senior Management Meeting monthly c) Serco manages the employees and has regular meetings with all TU reps.
	1.11 That the constitution and terms of reference of the Waste Partnership Strategic Board are reviewed, and consideration is given to including the relevant scrutiny Chair as a member of the Board.	Alice Davey	Completed
	1.12 a) That the Governance and Constitution Review Committee is asked to recommend to the Council that an additional scrutiny board is established, with effect from the 2022/23 municipal year, to monitor the management and performance of the Council's contracts	Alice Davey Democratic Services	a) Director of Legal Services has advised that there is more robust scrutiny being undertaken. We are improving scrutiny which includes holding better perf management of key contractors. We have undergone a Scrutiny Review and the Scrutiny Committee structure will be reviewed towards the end of the Municipal Year 2022/23 so that the

	<p>with Serco, Sandwell Children's Trust and Sandwell Leisure Trust;</p> <p>b) That the new board considers how stakeholders and the public can contribute to its work and monitoring processes.</p>		<p>changes to Scrutiny that have already been made (and having a positive impact) can be further embedded which will help better inform any change to the Scrutiny Board structure.</p> <p>b) This will be addressed once a final decision is made about the any new Scrutiny Board being required. (refer to 12a)</p>
	<p>1.13 That the Director of Borough Economy reviews the structure of the Waste Client Team to ensure that it is sufficiently resourced to support a higher level of oversight and contract monitoring.</p>	<p>Alice Davey</p>	<p>3 temporary performance officers are being recruited for a 1-year fixed term period. New Assistant Director role is being advertised in June 2022. The client team will report to this role. No planned leavers approved. Assistant Director started in role 3 October 2022</p>
	<p>1.15 That a review is undertaken and a process established, within 12 months, to ensure that there is clarity between the Council and Serco in terms of ownership and responsibility in the public realm.</p>	<p>Alice Davey</p>	<p>Serco annual plans being further developed for publication on SMBC website and My Sandwell App.</p> <p>The Contract provides clarity in relation to this any areas identified requiring clarification are resolved through liaison with the parks/grounds team. Work is ongoing in relation to relevant green spaces.</p>

Health and Adult Social Care Scrutiny Board				
14 MAR CH 22 (202 1/22)	Community Diagnostic Centres Update	That the Cabinet Member be asked to endorse the letter to Secretary of State for Health and Social Care asking for long-term revenue funding for CDC to be confirmed	Cabinet / SWBHT	<p>A response was received from the Minister was reported to the Board at its meeting on 21 November 2022.</p> <p>Sandwell and West Birmingham NHS Trust has submitted a formal business case to NHSE/I Regional team for consideration of funding for a Community Diagnostic Centre Hub and Spoke model to serve the population of Sandwell and West Birmingham. This case has been supported as part of the CDC Strategy through the Black Country ICB.</p> <p>The case included £8.64m Capital to be spent in 22/23-24/5 and £23.31m Revenue to be spent in 22/3-24/25 period. This reflects the 3 year period that CDCs are currently nationally funded for. The Regional Team has sought some clarification on the business case so it has not yet been approved.</p>
Safer Neighbourhoods and Active Communities				
01 NOV 22	Working with the Voluntary and Community Sector to Tackle the Cost of Living Crisis.	that the Cabinet Member for Children and Education be asked to conduct a review of demand and funding pressures on Youth Services across the borough.	Cllr Hackett	
01 NOV 22	Working with the Voluntary and Community Sector to Tackle the Cost of Living Crisis.	that the Directors of Borough Economy and Regeneration and Growth investigate the options for working with the Six Towns Credit Union to relocate into an empty property in West Bromwich, more central to the town centre and transport links.	Alice Davey/ Tony McGovern	

01 NOV 22	Working with the Voluntary and Community Sector to Tackle the Cost of Living Crisis.	that the Chair of the Safer Neighbourhoods and Active Communities Scrutiny Board hold discussions with representatives from the Directorate of Public Health to discuss period poverty and access to sanitary products.	Lisa McNally/ Liann Brookes Smith	
24 NOV 22	Draft Housing Strategy 2023- 2028	that the Director of Housing explores the feasibility of a standardised response time for complaints.	Gillian Douglas	
24 NOV 22	Report of the Tenant and Leaseholder Scrutiny Group – Housing Hub Review.	The Director of Housing investigate methods to reduce the cost of telephone calls to the Housing Hub for council housing stock tenants.	Gillian Douglas	
10 JAN 23	Housing Revenue Account 30 Year Business Plan	That the Director's of Housing and Regeneration and Growth investigate the feasibility of turning Council owned non-residential properties into residential units	Gillian Douglas	