

Scrutiny Update

Scrutiny Committee, item 6

Committee:	Scrutiny	Agenda Item
Date:	4 October 2006	6
Title:	Scrutiny Update	
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Summary

The document updates the Committee on progress in relation to fees and charges, process scrutiny and health scrutiny.

Recommendations

The Committee to note progress and invite representatives of the West Essex PCT to a future meeting of the Committee.

Background Papers

None.

Impact

Communication/Consultation	Fees and charges will be discussed at the policy committees and the complete and revised booklet made publicly available
Community Safety	None specifically
Equalities	None specifically
Finance	Amendments to the fees and charges structure will need to be taken account of in budget setting
Human Rights	None specifically
Legal implications	None specifically
Ward-specific impacts	All
Workforce/Workplace	The PCT Locality Director could be located in UDC offices, which would have an impact on accommodation

Fees and Charges

- 1 Further to minute SC5 the fees and charges review group had compared the council's fees and charges structure against a number of other authorities, including the policy drivers for the charging structures. This information has been passed back to the Executive Manager (Finance & Asset Strategy) who

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will be collating all the fees and charges into a booklet format. These will be presented to the January cycle of policy committees with an opportunity for the fees and charges for each committee to be amended.

Process Scrutiny

- 2 Further to minute SC7 on process scrutiny, Members will be interested to note the following developments relating to customer care:
 - a) customer care training – a programme of customer care training is being rolled out in association with the customer service centre implementation
 - b) corporate complaints system – it is intended that the corporate complaints system will be reviewed with the roll out of the customer relationship management software in the customer service centre.
- 3 The Executive Manager (Strategy & Performance) and the Executive Manager (Finance & Asset Strategy) are currently reviewing processes around value for money, and it is intended to bring to the Committee's November meeting a value for money review process which would involve a review group looking in depth at the costs of services.

Health Scrutiny

- 4 The West Essex PCT will be operational from 1 October 2006. It is intended that the Scrutiny Committee will continue to scrutinise health issues and the new Chief Executive and Chairman of the PCT will be invited to address a future meeting.
- 5 The new Chief Executive is Aidan Thomas. The Chairman is Alan Tobias, OBE. Interviews are still underway for the Director posts – once these appointments are made the sub-structure posts will be dealt with. It is hoped that a Director of Public Health will soon be finalised. A Locality Director is expected to be established as the main PCT link within the district. Non-Executive Directors are due to be appointed by the 1 October start date.

Risk Analysis

Risk	Likelihood	Impact	Mitigating actions
Health scrutiny is hampered by the size of the new West Essex PCT	Medium	Medium	Engage with Locality Director Regular opportunities for health related presentations at Scrutiny Committee to prepare in advance questions/topics to scrutinise

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