CUSTOMER AND PARTNERSHIPS COMMITTEE – 12TH April 2012

A meeting of the Customer and Partnerships Committee will be held at 5.30pm on Thursday 12 April 2012 in Committee Room 1, Town Hall, Rugby.

Councillor Claire Edwards
Chair of Customer and Partnerships Committee

A G E N D A

PART 1 – PUBLIC BUSINESS

1. Minutes

To confirm the minutes of the meeting held on 2 February 2012

2. Apologies

To receive apologies for absence from the meeting

3. Declarations of Interest

To receive declarations of:

(a) personal interests as defined by the Council’s Code of Conduct for Councillors;

(b) prejudicial interests as defined by the Council’s Code of Conduct for Councillors;

(c) notice under Section 106 Local Government Finance Act 1992 – non-payment of Community Charge or Council Tax.

Note: Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the meeting (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the Member must withdraw from the room unless one of the exceptions applies.

Membership of Warwickshire County Council or any Parish Council is classed as a personal interest under the Code of Conduct. A Member does not need to declare this interest unless the Member chooses to speak on a matter relating to their membership. If the Member does not wish to speak on the matter, the Member may still vote on the matter without making a declaration.
4. Call Ins
To receive any Call Ins from Cabinet

5. Rugby Youth Council – standing item

6. Health and Wellbeing Update

7. Review of Youth Provision

8. Committee Work Programme

Any additional papers for this meeting can be accessed via the website.

Membership of the Committee:

Councillors Ms Edwards (Chairman), Mrs Watson (Vice Chairman), G Francis, Hazelton, Miss Lawrence, Mahoney, Mrs New, Sewell and Warwick

If you have any general queries with regard to this agenda please contact Veronika Beckova, Democratic and Scrutiny Services Officer (01788 533522 or e-mail veronika.beckova@rugby.gov.uk). Any specific queries concerning reports should be directed to the listed contact officer.

If you wish to attend the meeting and have any special requirements for access please contact the Democratic and Scrutiny Services Officer named above.
Name of Meeting: Customer and Partnerships Committee

Date of Meeting: 12 April 2012

Report Title: Health and Wellbeing Update

Ward Relevance: All

Contact Officer: Debbie Dawson, Tel: 01788 533592

Summary: The report informs the Committee of developments around health scrutiny in the county. Cllr Claire Watson will also update the Committee on the latest position with regard to the organisational changes affecting health provision in the borough, following on from the item at the previous meeting.

Financial Implications: There are no financial implications arising from this report.

Risk Management Implications: There are no risk management implications arising from this report.

Environmental Implications: There are no environmental implications arising from this report.

Legal Implications: There are no legal implications arising from this report.

Equality and Diversity: No new or existing policy or procedure has been recommended.
Summary

The report informs the Committee of developments around health scrutiny in the county. Cllr Claire Watson will also update the Committee on the latest position with regard to the organisational changes affecting health provision in the borough, following on from the item at the previous meeting.

1. BACKGROUND

The Health and Social Care Bill extends the role of local authorities in the health system by creating health and wellbeing boards and giving local authorities responsibility for public health. As detailed at the Committee’s previous meeting, the Bill will result in huge changes to the way health services are managed and delivered, the main components of the Bill including:

- Primary Care Trusts (PCTs) and Strategic Health Authorities abolished by 2013
- Health and Wellbeing Boards to assess need and develop strategies with partners
- Clinical Commissioning Groups (CCGs) replacing PCTs
- NHS Commissioning Board to support CCGs
- Public Health role transferred to Local Authorities and Public Health England
- Health Watch to replace LINks, co-ordinated by Health Watch England

2. HEALTH SCRUTINY ROLE

Locally and nationally there have been a number of discussions about the role of overview and scrutiny in the reforms. This is set to be clarified further in regulations (and ensuing guidance) that the Department of Health is currently working on in relation to the Health and Social Care Bill. This includes the strengthening of two-tier scrutiny to maximise opportunities and regulate for delegation.

It is expected that District and Boroughs in two-tier authorities will not have the full powers of the Health Overview and Scrutiny Committee (which will be strengthened), but the regulations are likely to include a new requirement to collaborate and a clearer recognition of the role of District and Boroughs in terms of the wider determinants of public health (housing, environmental health etc).
A recent publication from the Centre for Public Scrutiny, *Health Overview and Scrutiny: Exploiting opportunities at a time of change*, states:

“The scale and pace of the health reforms, together with reducing resources to support council scrutiny, requires a fundamental rethink of the way scrutiny works and agreement locally about who is best placed to scrutinise different aspects of the new healthcare and social care landscape”.

To this end, the Centre for Public Scrutiny has been working with seven Scrutiny Development Areas (SDAs) to develop and share learning about how overview and scrutiny can add value in the new health and social care architecture and how effective relationships can be built with emerging health and wellbeing boards and clinical commissioning groups. The outcomes of this work are presented in the publication mentioned above.

3. HEALTH SCRUTINY IN WARWICKSHIRE

Currently, each of the District and Borough Councils in Warwickshire has a representative on the county’s Adult Social Care and Health Overview and Scrutiny Committee. Health scrutiny in the county is mainly undertaken through this committee, which holds the formal legal powers (as set out in the NHS Act 2006 and the Local Government and Public Involvement in Health Act 2007). There have been some examples of joint scrutiny exercises led by the county – for example on the closure of Birch Ward at the Hospital of St Cross in Rugby, and around antenatal and postnatal services for teenage parents.

Within Warwickshire, discussions have now begun amongst the political leads on health about how health scrutiny arrangements may need to develop in response to the health reforms. There has been talk of developing a protocol governing how the roles can be coordinated to avoid duplication of work across councils and to ensure that scrutiny takes place at the most appropriate level.

To this end, Cllr Les Caborn, Chairman of the Council’s Adult Social Care Health and Overview and Scrutiny Committee, has arranged a Health Partnership Roundtable Event to take place on Monday 30 April. The event will bring together health partners (including the Health and Wellbeing Board, LINk, HealthWatch, CCGs, Public Health, Arden Cluster etc) to look at issues across the health economy including:

- how we can maximise partnership working
- accountability
- avoiding duplication
- developing effective communication.

The invitation has been extended to District and Borough Council co-optees on the County’s Adult Social Care Health and Overview and Scrutiny Committee, District and Borough scrutiny chairmen with responsibility for health, and political leads for health. This includes Councillors Sally Bragg, Claire Edwards, Leigh Hunt and Claire Watson from this council.

The County Council recently made a successful bid to become a Health Reform Scrutiny Development Area, and will now receive support from the Centre for Public
Scrutiny in moving the health arrangements forward. The bid was based on developing relationships with the Warwickshire Districts and Boroughs. Colleagues at the county have been keen to stress that any decisions that are made for future working will be based on an agreed way forward by all parties. This may involve Districts and Boroughs scrutinising local issues, with the county focusing on strategic issues and holding the new Health and Wellbeing Board to account.
**Name of Meeting:** Customer and Partnerships Committee  
**Date of Meeting:** 12 April 2012  
**Subject Matter:** Health and Wellbeing Update

**LIST OF BACKGROUND PAPERS**

<table>
<thead>
<tr>
<th>Document No.</th>
<th>Date</th>
<th>Description of Document</th>
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<th>File Reference</th>
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<tr>
<td>1</td>
<td>5 March 2012</td>
<td>Minutes of meeting of Political Leads on Health</td>
<td>Gareth Owens, NBBC</td>
<td><a href="http://www.cfps.org.uk">www.cfps.org.uk</a></td>
</tr>
<tr>
<td>2</td>
<td>November 2011</td>
<td>Health Overview and Scrutiny: Exploiting opportunities at a time of change</td>
<td>CfPS and LGA</td>
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**AGENDA MANAGEMENT SHEET**

**Name of Meeting**  
Customer and Partnerships Committee

**Date of Meeting**  
12 April 2012

**Report Title**  
Review of Youth Provision – feedback from Cabinet and the Local Strategic Partnership Board

**Ward Relevance**  
All

**Contact Officer**  
Debbie Dawson, Tel: 01788 533592

**Summary**  
The Committee undertook a light touch review of youth provision in the borough, which reported to Cabinet on 6 February 2012 and has also been considered by the Board of Rugby Local Strategic Partnership. The report provides feedback to the Committee on the outcomes of their considerations.

**Financial Implications**  
There are no financial implications arising from this report.

**Risk Management Implications**  
There are no risk management implications arising from this report.

**Environmental Implications**  
There are no environmental implications arising from this report.

**Legal Implications**  
There are no legal implications arising from this report.

**Equality and Diversity**  
No new or existing policy or procedure has been recommended.
Summary

The Committee undertook a light touch review of youth provision in the borough, which reported to Cabinet on 6 February 2012 and has also been considered by the Board of Rugby Local Strategic Partnership. The report provides feedback to the Committee on the outcomes of their considerations.

1. BACKGROUND

The Customer and Partnerships Committee scheduled a special meeting on 13 October 2011 to look at youth provision in the borough. The Committee wished to consider the potential impact in the borough of reduced budgets for youth services, and to establish what plans are in place to support ongoing provision.

The evidence gathered was reviewed at the next scheduled meeting of the Committee, and four recommendations for action were agreed to address the issues and concerns that emerged. The final draft report was presented to the LSP Board in December, and the report was submitted to Cabinet for consideration on 6 February 2012.

2. REVIEW RECOMMENDATIONS

The review recommendations are outlined below for ease of reference:

*Significant proposals which will require commitment of time or financial resources*

1. A strategic group should be established, sitting above the Youth Consortium, to coordinate youth provision, align available resources and provide a clear long-term vision. (RBC and Rugby LSP)

2. The strategic group should have specific responsibility for ensuring that robust processes are in place for safeguarding young people and ensuring those delivering youth work are subject to relevant checks. (Rugby LSP)
Improvements that could be made quickly and at low cost

3. Young people should be represented on the strategic group, and on the Youth Consortium. (RBC and Rugby LSP)

Modifications of existing policies and procedures

4. A Rugby Borough Council Steering Group should be established to coordinate and provide a strategic lead to the Council’s work in relation to youth provision. (RBC)

3. RUGBY LOCAL STRATEGIC PARTNERSHIP

A key issue highlighted in the review was the lack of clear strategic leadership around youth provision in the borough. The recommendations attempted to address this, and were directed both to Cabinet and to Rugby Local Strategic Partnership (LSP), as they would need to be implemented collaboratively.

Rugby LSP Board considered the final draft report of the scrutiny review at their meeting on 13 December 2011. Their comments in response to the review recommendations were as follows:

- Recommendation 1: was agreed with Mark Gore taking the lead on behalf of the LSP
- Recommendation 2: it was felt that this was not within the remit of the LSP and ought to be an issue for the Safeguarding Children Board.
- Recommendation 3: was agreed with Steve Bell/Andy Winter taking the lead on behalf of the LSP
- Recommendation 4. was considered as an action specific to Rugby Borough Council.

4. CABINET DECISION

Cabinet considered the report on 6 February 2012. Cabinet’s decision was as follows:

(1) recommendations 3 and 4 of the light touch review of youth provision be approved; and

(2) recommendations 1 and 2 be rejected as they are not activities for which this Council has primary responsibility.

5. LATEST POSITION

On 14 February 2012 Mark Gore (Head of Service, Learning and Achievement Division, Warwickshire County Council and Lead Officer for the Children and Young People’s Theme Group of Rugby LSP) presented a discussion paper to the LSP Board which outlined a suggested way forward and proposed the formulation of a commissioning body to coordinate youth provision across the Borough.
The report recommended that:

1. As an initial step, the values underpinning this new group should be adopted by both councils and the voluntary sector. By ensuring this it would improve communication with relevant bodies and build ownership.

2. The terms of reference and mode of practices of the existing Youth Consortium be reviewed. This is timely; in so much as the funding to support this work from the Area Committee is due to finish in the summer of 2012.

3. A shadow commissioning group should be formed to pilot the approach over a period of 6 months (4 meetings).

The report was welcomed by the LSP Board and it was agreed that the report should be presented to both Rugby Borough Council and Warwickshire County Council Cabinets, with Mark Gore and Cllr Leigh Hunt tasked with ensuring this is taken forward.

6. **NEXT STEPS**

The Committee decided in November 2011 that it would include a follow-up to the review in its work programme for spring/summer 2012.

In view of the feedback from Cabinet and the latest developments outlined above the Committee is asked to decide the timing of this follow-up exercise and the form it should take.
Name of Meeting: Customer and Partnerships Committee
Date of Meeting: 12 April 2012
Subject Matter: Review of Youth Provision – feedback from Cabinet and the LSP Board

### LIST OF BACKGROUND PAPERS

<table>
<thead>
<tr>
<th>Document No.</th>
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<tr>
<td>1.</td>
<td>13 October 2011</td>
<td>Agenda papers and minutes of special meeting of Customer and Partnerships Committee</td>
<td><a href="http://www.rugby.gov.uk">www.rugby.gov.uk</a></td>
<td>Committee papers system</td>
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<tr>
<td>2.</td>
<td>3 November 2011</td>
<td>Agenda item 6 and minutes of Customer and Partnerships Committee meeting</td>
<td><a href="http://www.rugby.gov.uk">www.rugby.gov.uk</a></td>
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<tr>
<td>3.</td>
<td>6 February 2012</td>
<td>Agenda item 10 and minutes of Rugby Borough Council meeting of Cabinet</td>
<td><a href="http://www.rugby.gov.uk">www.rugby.gov.uk</a></td>
<td></td>
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<tr>
<td>4.</td>
<td>13 December 2011 and 14 February 2012</td>
<td>Minutes and agenda papers of Rugby Local Strategic Partnership Board meeting</td>
<td><a href="http://www.rugby.gov.uk/lsp">www.rugby.gov.uk/lsp</a></td>
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</table>
**Name of Meeting**
Customer and Partnerships Committee

**Date of Meeting**
12 April 2012

**Report Title**
Committee Work Programme

**Ward Relevance**
None

**Contact Officer**
Debbie Dawson, Tel: 01788 533592

**Summary**
The report updates the Committee on the progress of task group reviews within its remit and details the Committee’s forward work programme. It also reports on the recommendations from the Overview and Scrutiny Management Board for the Committee’s work programme for 2012/13.

**Financial Implications**
There is a budget of £1,000 available to the Overview and Scrutiny Management Board in 2011/12 and in 2012/13 to spend on the delivery of the overview and scrutiny work programme. Where known, the potential costs of items in this committee’s work programme are identified in the report.

**Risk Management Implications**
There are no risk management implications arising from this report.

**Environmental Implications**
There are no environmental implications arising from this report.

**Legal Implications**
There are no legal implications arising from this report.

**Equality and Diversity**
No new or existing policy or procedure has been recommended.
Summary

The report updates the Committee on the progress of task group reviews within its remit and details the Committee's forward work programme. It also reports on the recommendations from the Overview and Scrutiny Management Board for the Committee's work programme for 2012/13.

1. **PROGRESS ON SCRUTINY REVIEWS**

1.1 **Planning for Play**

This review will be reported to Cabinet on 16 April 2012.

1.2 **Housing stock and housing need**

The members of this task group are: Councillors Andy Coles, David Cranham, Claire Edwards, Graham Francis, Tony Gillias, Tom Mahoney, Carolyn Robbins, Jerry Roodhouse, Ramesh Srivastava, Claire Watson (Chairman)

The task group met on 22 March 2012 and examined a detailed action plan for stock re-designation, changes to property size entitlements of certain categories of applicant and consequent amendments to the allocations policy. It is now anticipated that the task group will report to the Committee on 21 June 2012.

2. **REVIEW PROPOSALS AND COMMITTEE WORK PROGRAMME FOR 2012/13**

2.1 **Task group reviews**

The Overview and Scrutiny Work Programme Workshop took place on 27 February 2012, to draw up a programme of scrutiny reviews for 2012/13. The outcomes of the workshop were considered by the Overview and Scrutiny Management Board on 19 March 2011 and the following reviews were allocated to this Committee:
### Carry out as first priority

| Town Centre – commence early as this is a long term review |

### To be included in the work programme

| Housing income protection: minimising council rent arrears |

| Inward Investment (encompassing Local Government Resource Review – retention of non-domestic rates) – as the Government’s policy is still in development it is suggested that this review should be scheduled for quarter 3/4. |

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A draft one page strategy for the town centre review will be tabled at the meeting and the Committee will be asked to agree the scope of this review as the basis for recruiting task group members as soon as possible after the annual council meeting in May. The task group membership could then be agreed by the Committee on 21 June 2012.

It is suggested that the review on housing income protection should be scoped at the Committee’s June meeting and the task group members recruited subsequently and approved by the Committee in September. The Housing Service will not have capacity to support this review until the Housing Stock and Housing Needs review is completed and has reported to Cabinet.

#### 2.2 Committee overview items

The Committee has already agreed, or has been asked to include a number of items in its work programme for consideration at Committee meetings in 2012/13. These include the following:

- Follow-up to review of youth provision – spring / summer 2012 (see separate agenda item)
- Further scrutiny of health and wellbeing, including Healthwatch
- UHCW Integrated Business Plan (arising from Birch Ward item, 2 February 2012, and tentatively scheduled for the Committee’s next meeting on 21 June 2012)
- LSP scrutiny – Impact of Reduced Capacity Review recommendation that Customer and Partnerships Committee should continue to scrutinise the operation of the Local Strategic Partnership and review the impact of its new way of working and whether its operating model is fit for purpose in the changing public service landscape.
- Local Enterprise Partnership – in the absence of any joint scrutiny arrangements for the LEP locally, to hold to account the Leader of the Council in his role on the LEP Board.

The Committee is asked to confirm these work programme items and make arrangements for scheduling them into their meetings for the coming year.

#### 3. PLANNING FOR FUTURE MEETINGS

The items included in the work programme for the Committee’s meeting on 21 June 2012 are detailed in the future work programme at appendix 1. Further explanations are given below.
3.1 Housing Stock and Housing Need Review

The findings and recommendations of this task group review will be reported to the Committee.

3.2 Air Quality Monitoring Action Plan and Air Quality Progress Report

The Air Quality Monitoring Network scrutiny review recommended that the annual Air Quality Progress Report should be subject to scrutiny by the Customer and Partnerships Committee. This is prepared by external consultants and must be submitted to the council by the end of April. It will be reported to the Committee in June for scrutiny.

On 1 September 2011 the Committee was updated on the Air Quality Monitoring Area Action Plan, which was due to be revised. The Council must have an action plan in place to deal with the issues identified in the declared Air Quality Management Area. An officer group has now been established to take this forward with partners. The Committee decided to defer an update on the Air Quality Monitoring Area Action Plan until June 2012 to allow time for the office group to complete its work.

3.3 Housing Repairs and Maintenance end to end review

The Impact of Reduced Capacity review included a recommendation that the Committee should receive an update on the outcomes of the Housing Repairs and Maintenance end to end review

The conclusions to the review report stated:

“At its final meeting the review task group concluded that there was an urgent need for clarity regarding the future of the housing repairs arrangement with WSU and for a clear end date for the pilot. The uncertainty was limiting the degree to which some external income generating opportunities could be pursued. Since then the arrangement has been extended for a further year and it has been agreed that a decision on the way forward will be taken by June 2012. It would be beneficial for Customer and Partnerships Committee to receive an update on the outcomes of the pilot around that date.”

The end to end review is now complete and the service has been restructured and is in the process of normal improvement work following the adoption of end to end principles. Officers will update the Committee on the end to end outcomes.

4. CONCLUSION

The Committee is asked to:

- note the progress in the active scrutiny reviews
- determine and approve the forward work programme for the Committee; and
- approve the one page strategy for a review of the town centre.
Name of Meeting: Customer and Partnerships Committee
Date of Meeting: 12 April 2012
Subject Matter: Committee Work Programme

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<tr>
<td>1.</td>
<td>19 March 2012</td>
<td>Overview and Scrutiny Management Board, agenda and minutes</td>
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Customer and Partnerships Committee – Work Programme

12 April 2012

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<th>Description</th>
<th>Who to involve</th>
<th>Budget considerations</th>
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<tr>
<td>2012/13 Committee Work Programme</td>
<td>To consider recommendations from OSMB regarding the draft work programme for the coming year</td>
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<tr>
<td>Rugby Youth Council</td>
<td>Standing Item</td>
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<tr>
<td>Review of Youth Provision</td>
<td>Feedback on Cabinet and the LSP Board’s consideration of the Committee’s report</td>
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<tr>
<td>Health and Wellbeing Update</td>
<td>Update on developments on health scrutiny in the county and organisational changes in health and social care</td>
<td>Cllr Claire Watson</td>
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## Appendix 1

**21 June 2012**

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<tr>
<td>Rugby Youth Council</td>
<td>Standing Item</td>
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<td>Air Quality Monitoring Area Action Plan and Air Quality Progress Report</td>
<td>Draft Revised Air Quality Action Plan</td>
<td>Regulatory Services Manager</td>
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<tr>
<td>Housing Repairs and Maintenance end to end review</td>
<td>To receive an update on the outcomes of this review (nb. this is a recommendation of Impact of Reduced Capacity review)</td>
<td>Head of Housing Services Housing Maintenance Team Leader</td>
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<tr>
<td>Housing Stock and Housing Need Review</td>
<td>Report of the Task Group</td>
<td>Task Group Chairman, Cllr Claire Watson</td>
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<tr>
<td>Housing income protection: minimising council rent arrears</td>
<td>Agree one page strategy for this task group review</td>
<td>Head of Housing Services</td>
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<td>UHCW Integrated Business Plan</td>
<td>(Suggested in discussion with Chief Executive of UHCW at Committee meeting February 2012)</td>
<td>Andy Hardy, Chief Executive, UHCW</td>
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<td>Progress against scrutiny review action plans</td>
<td>Routine 6-monthly review, as agreed at OSMB (agenda item 11) 19 March 2012</td>
<td>Scrutiny officers Heads of Service and responsible offices as required</td>
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### Appendix 1

#### 6 September 2012

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<tr>
<td>Review of Youth Provision follow-up</td>
<td>To receive an update on youth provision in the borough and progress made in relation to the recommendations to Cabinet and the LSP Board arising from the committee’s light touch review</td>
<td>Cllr Leigh Hunt, Mark Gore (Lead Officer for Children and Young People’s Theme Group of Rugby LSP)</td>
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#### 8 November 2012

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<tr>
<td>Alcohol Misuse (nb. now a Crime and Disorder Committee review)</td>
<td>19 July 2012</td>
<td>This topic was considered as part of the work programming process for 2012/13. Crime and Disorder Committee has been asked to undertake an early piece of work scoping out the extent of the alcohol problem and what work is already underway (both in respect of health and wellbeing and community safety issues) and then report back to OSMB on whether any further work is required.</td>
<td>Not yet determined</td>
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<tr>
<td>Matching housing stock to housing need</td>
<td>July 2011</td>
<td>Review is now aiming to report to the Committee in June.</td>
<td>June 2012</td>
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<tr>
<td>Neighbourhood Councils</td>
<td></td>
<td>The Committee decided (2 February 2012) that this should be removed from the work programme.</td>
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<tr>
<td>Town centre</td>
<td>June 2012</td>
<td>One page strategy to be agreed by the Committee April 2012 with a view to recruiting task group members after the annual council meeting.</td>
<td>Not yet known</td>
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<tr>
<td>Housing income protection – minimising council rent arrears</td>
<td>September 2012</td>
<td>To be scoped in June 2012 and begin in September 2012.</td>
<td>Not yet known</td>
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<tr>
<td>Inward Investment</td>
<td>Q3/4 2012/13</td>
<td>Following the O&amp;S work programme workshop, this has been included in the scrutiny review work programme for 2012/13, with a particular focus on retention of business rates.</td>
<td>Not yet known</td>
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