

# Overview and Scrutiny Management Committee: Holding the Executive to Account

Scrutiny Monitoring – 10<sup>th</sup> October 2013

| Date     | Portfolio                | Title                                   | Action proposed   | Action Taken   | Progress Status |
|----------|--------------------------|---|---|--|-----------------|
| 17/06/13 | Environment & Transport  | My Journey                              | 1) The Cabinet Member circulates to the Committee the LSTF Annual Progress report when published.   | The Annual report is being drafted and will be circulated to the OSMC when published.  |                 |
| 17/06/13 | Environment & Transport  | City Centre On Street Residents Permits | 1) That the item returns to the OSMC for consideration prior to Cabinet decision.   | The results of the TRO consultation will be sent to OSMC before decision taken by the delegated decision maker   |                 |
| 12/09/13 | Housing & Sustainability | Homelessness Prevention Strategy        | 1) That the draft homelessness action plan be brought to the Committee for discussion   | The Homelessness Strategy Steering group are to be tasked with devising a yearly work plan in line with the priority actions outlined in the draft strategy. The group is scheduled to meet in November where this will be considered.   |                 |
|          |                          |   | 2) That the Cabinet Member ensures that the Committee be kept informed of the funding position relating to the Homelessness Day Centre  | Two Saints who provide the current building and service have been requested to provide their updated funding strategy for the continuation of the current service.   |                 |
|          |                          |   | 3) Information relating to the volume of homelessness enquiries and the extent to which homelessness is being prevented, be circulated to the Committee   | We measured both successful and unsuccessful homelessness prevention activity for CLG's monitoring requirements. This indicates between 78% - 87% successful prevention activity over the last 4 years. We stopped the formal collection of unsuccessful activity in April as this data is no longer required by CLG.                |                 |
|          |                          |   | 4) That the Homelessness Prevention Strategy includes reference to ensuring that, wherever possible and sensible to do so, officers work closely with landlords and registered providers to encourage maximisation of the take-up of direct payments to protect the most vulnerable and to prevent rent arrears | An additional priority action to be included:<br>" Maintain current arrangements for rent direct payments to private landlords where they accommodate vulnerable tenants and work to maximise the opportunities for rent direct to all landlords under Universal Credit where this will sustain tenancies for vulnerable households" |                 |

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|          |           |                                   | 5) That the Cabinet Member ensures that officers explore what funding levels would be required to address homelessness in Southampton relating to rough sleepers who did not have recourse to public funds | It is the view of officers that this approach could be counter productive to engaging with this client group and would act as a “pull” factor for more rough sleepers to come to the city. The provision of emergency beds for NRPF rough sleepers during severe weather is unfunded and would benefit from some assistance towards costs. Estimates of the housing related costs will be obtained via the current providers.   |                 |
| 12/09/13 | Change    | People Directorate Transformation | 1) That information relating to monies spent on external consultants to date and proposed monies to be spent on external consultants going forward, be circulated to the Committee                         | The total expenditure on external consultants to date for the People Directorate transformation is £359,096, with a contribution of £50,000 from the Southampton Clinical Commissioning Group. No proposals have been agreed for further monies to be spent on external consultants.  |                 |
|          |           |                                   | 2) Information outlining the timetable and key stages to be undertaken, including costs, before a decision can be taken on the future of the IT system be circulated to the Committee                      | <p>The planned timetable for the Social Care system is outlined below.</p> <p>Soft Market Testing</p> <ul style="list-style-type: none"> <li>• Soft Market testing is planned over the next couple of weeks with the first meetings taking place on the 2 October</li> <li>• This will give us an idea of the capabilities of a number of systems (Civica, Azeus, Liquid Logic and Core Logic) so we understand the capabilities held within the market.</li> <li>• This will inform whether or not Paris meets the needs of the service and matches the best the market can offer or whether a Paris replacement should be considered</li> </ul> <p>Improving the existing system</p> <ul style="list-style-type: none"> <li>• Paris is not currently utilised fully, therefore the following plan is being implemented.</li> <li>• Aug - Nov: <ul style="list-style-type: none"> <li>• Data Cleanse. Updating the software and hardware. Paris will be moved to the latest, recommended, hardware and to the</li> </ul> </li> </ul> |                 |

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|      |           |       |                 | <p>latest system software updates to ensure it is running as quickly and smoothly as possible. The latest thinking is that it may be best to upgrade to the latest version (Paris 4.5) straight away and the requirements for this are currently being scoped.</p> <ul style="list-style-type: none"> <li>• Process improvements. Working groups have been set up to introduce best working practice within Paris to ensure processes are safe and the system is used, trained and supported in the best way possible.</li> <li>• Transformation: Business Cases outlining new operating models and improvements will be completed in November. These will include the best way to utilize Paris via the above and introducing mobile working to further improve services and increase savings. Costs for additional hardware and software (via Paris) will be included in the business cases.</li> <li>• Dec – Mar: <ul style="list-style-type: none"> <li>• Data Cleanse. Implementing previously bought modules within Paris that will now run properly with the improvements above to remove duplications and un-required data from the system.</li> <li>• Process Improvements and transformation: New operating models outlined in business cases will be delivered during this phase, including final improvements to Paris use and processes</li> </ul> </li> <li>• April: New ways of working go live</li> </ul> <p>New system procurement<br/>Once the soft market testing is complete and if it is deemed a replacement is required a full procurement exercise will begin.</p> |                 |

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|          |                     |                               | <p>3) That the Cabinet Member ensures that officers include an appropriate safety net for vulnerable people, to prevent them from being excluded from accessing the appropriate support and services through the channel shift initiatives</p> | <p>All access channels currently utilised by all customers, including the vulnerable, will be enhanced. This will mean that the most vulnerable will see improvements in the service offered by the council.</p> <p>Should it be required for customers to interact with the council via face to face home visits, for example, this will continue and will not be affected by the transformation. In fact, we should be much better placed to identify the most vulnerable and better meet their needs.</p> <p>All of the above will be achieved through smarter working and giving our customers and staff access to the right information and systems in the right place. Meaning that significantly more customer enquiries can be resolved straight away, whether that be on the web, phone, face to face or home visits.</p> |                 |
| 12/09/13 | Children's Services | Corporate Parenting Committee | That the Cabinet Member and officers ensure that consideration is given to the frequency of reporting from the Corporate Parenting Committee to full Council   | Reports from Corporate Parenting Committee will be presented at full Council twice yearly. Workshops for Members are in the process of being set up to ensure Members are aware of their corporate parenting responsibilities.   |                 |