Overview and Scrutiny Co-ordinating and Call-In Committee
Tuesday 11 July 2017, Committee Suite, Town Hall, South Shields at 10.00 a.m.

Agenda

1. Chairman’s Welcome
2. Declarations of Interest
   - Members to declare an interest in any agenda items.
3. Minutes of the meeting of 23 May 2017
4. Cooperative Council
   - To begin the Commission on becoming a Cooperative Council.
   - To take evidence from:
     - Councillor Nancy Maxwell, Lead Member Voluntary Sector Partnerships and Cooperatives
     - Nicola Huckerby, Cooperative Council’s Innovations Network
     - Councillor Stephen Powers, Newcastle City Council, Vice Chair of Cooperative Council’s Innovation Network
5. Proposed Merger of Dental Practices
   - To consider the proposed merger of West Mount and JG McDonald dental practices
6. Work Programme
   - To identify issues for future meetings of the Committee to be included for the Work Programme.
7. Chairman’s Urgent Items
   - To consider any items which the Chairman has agreed to accept as urgent business.

Contact Officer, Brian Springthorpe, Strategy and Democracy Support Officer – tel. 424 7261
Overview and Scrutiny Co-ordinating and Call-In Committee
11 July 2017

Overview & Scrutiny Co-ordinating & Call-in Committee Minutes
23 May 2017

Present: Councillors Dix (Chairman), Amar, Brady, Donaldson, Huntley, McCabe, McMillan, Sewell and K Stephenson

In attendance: Councillor Dixon (Lead Member for Independence and Well-being)

Paul Baldasera (Strategy and Democracy Officer), Tom Hall (Acting Director of Public Health) and Brian Springthorpe (Strategy and Democracy Support Officer)

1. Chairman’s Welcome

The Chairman welcomed all present.

2. Declarations of Interest

There were no declarations of interest.

3. Minutes of the meeting held on 11 April 2017

Agreed: That the minutes of the meeting held on 11 April 2017 be approved.

Contact Officer: Brian Springthorpe, Strategy and Democracy Support Officer – Telephone 0191 424 7261
4. The Role of Members in Delivering Effective Scrutiny

Paul Baldasera, Strategy and Democracy Officer, gave a presentation on the role of Members in delivering effective scrutiny.

The presentation covered:
- Background to scrutiny;
- Range of legislation;
- The Council’s scrutiny structure and areas of work;
- Key to scrutiny – Member led and focussed work.

Members were advised that their role was important in providing challenge to the Executive, partners and Officers. Scrutiny should be focussed to ensure that issues were appropriately investigated and if necessary the Committee could make recommendations to improve services.

Members raised concerns over the lack of available GP appointments in Hebburn and stressed that the issue was getting worse. It was confirmed that the People Select Committee was conducting a Commission into Primary Care. The Committee was advised that new commissioning arrangements for GP services had been introduced between NHS England and South Tyneside Clinical Commissioning Group. This would include a new extended evening and weekend service being commissioned from autumn 2017.

Agreed: (a) That the presentation be noted and (b) that an update on GP services be included in the Work Programme for a future meeting.

5. Public Health Priorities 2017/18

Tom Hall, Acting Director of Public Health, gave a presentation on the Public Health priorities for 2017/18.

The presentation covered:
- The Joint Strategic Needs and Assets Assessment;
- Health inequalities faced by residents;
- Key public health issues at a glance;
- Progress on key activities;
- South Tyneside Health and Well-being Strategy and Policy context;
- 2017/18 priorities.

During the presentation it was confirmed that GP exercise referral classes had been decommissioned, however, 21 out of 23 classes had been maintained through Leisure Service provision. It was recognised that this maintained provision for the vast majority of
residents affected. The Lead Member for Independence and Well-being had attended a number of meetings with service users.

A Member raised concern over levels of childhood obesity and it was confirmed that this was a key area for public health. The Committee was advised that all children were measured for height and weight in Reception and Year 6 as part of a national programme. This was done in a sensitive manner, often built into a school activity, and parents were later provided with the results of the measurements.

In addition, public health issues were being built into the Council’s Local Plan to address areas of concern such as the proliferation of hot food takeaways in particular neighbourhoods.

Members raised concerns over the impact of the Government’s welfare reforms on public health through the loss of income to residents.

A Member highlighted concerns over the Sustainability and Transformation Plans (STP) and questioned how, and where, hospital services would be provided in the long-term. It was noted that the information contained in the presentation was taken from publically available documents. The South Tyneside and Sunderland Joint Health Scrutiny Committee had a role to play in scrutinising local health care provision and any proposed changes resulting from service reviews. The Committee was advised that an additional level of scrutiny was to be created at the STP level of Northumberland, Tyne and Wear and North Durham.

Members were advised that Hebburn had been awarded Dementia Friendly status.

A Member questioned what NHS organisations did to promote healthy living with its staff and highlighted that reducing funding to local voluntary groups could lead to an increased cost to health services at a later date.

Agreed: (a) That the presentation be noted and (b) that the issues raised be investigated and added to the Work Programme as necessary.


Submitted: Report of the Corporate Director Business and Resources
Paul Baldasera, Strategy and Democracy Officer, advised that Council had considered a report on Co-operative Councils and had resolved that the Committee should carry out a Commission on the subject.

The Terms of Reference together with a list of possible witnesses to give evidence to the Commission were highlighted.

Agreed: (a) That the report be noted and (b) that the Commission be carried out as detailed in the report.

7. Work Programme 2017/18

Submitted: Report of the Overview and Scrutiny Coordinating and Call In Committee

Members were asked to note that the draft work programme for the Committee for 2017/18 and to suggest any items for consideration at future meetings.

A number of items were highlighted:

- GP access;
- Local Plan and Public Health;
- Impact of welfare reform on lost income to South Tyneside residents and public health;
- Co-operative Council Commission.

Agreed: That the Committee’s 2017/18 Work Programme be noted and updated as necessary for future meetings.

8. Chairman’s Urgent Items

There were no urgent items.
Cooperative Council
Proposal of Merger of Westmount Dental Surgery Croft Terrace and Westmount Dental Surgery Bede Burn Road [formerly J G McDonald Dental Practice]

INTRODUCTION

We are proposing a full merger of the two above named dental practices to take place as soon as possible. Following the merger, the practices will function as a single practice within the Bede Burn Road site.

BACKGROUND

Dr Mohammed Ashfaq Quraishi has recently acquired J G McDonlad Dental Practice following the retirement of the previous Principal, Dr John McDonald on 31.3.17.

Dr Quraishi has two other dental practices, based in Sunderland.

At present there is a strong management team in place, consisting of:

Itrat Quraishi – Group Business and Finance Manager
Bas Iqbal – Group Sales and Marketing Manager
Nikki Dunnett – Group Operations Manager
Kath White – Clinic Manager, High Barnes
Kyle Allen – Clinic Manager, Silksworth
Mary Tudor – Clinic Manager, Jarrow

This management team will continue to provide support to the merging application and implementation process. Their support will be on-going as part of the merger process.

DETAILS AND CONSIDERATIONS OF PROPOSED MERGER

The Croft Terrace Surgery has a patient list of approximately 1,700 patients. It is a single surgery practice with a team of one Clinic Manager, one Dentist, one Receptionist, one Dental Nurse and one Apprentice Dental Nurse. A dental hygienist also attends the practice on a fortnightly basis; this is currently limited due to surgery space and no dental therapist is able to attend due to the lack of surgery space.

The Bede Burn Road Surgery has a patient list of approximately 2,800 patients. It is a three surgery practice with a team of two part time Dentists, a part time Dental Therapist, a Receptionist, two Dental Nurses and a Trainee Dental Nurse. There is also an on site laboratory with one Technician. The Clinic Manager from Croft Terrace is currently acting as a dual site Manager to this site.
All current personnel within both practices will remain in employment within the Westmount Dental Surgery Group in Jarrow.

The current opening hours of Bede Burn Road are:
- **Monday**: 09:00 – 17:00
- **Tuesday**: 09:00 – 17:00
- **Wednesday**: 09:00 – 13:00
- **Thursday**: 09:00 – 17:00
- **Friday**: 09:00 – 16:00

The current opening hours of Croft Terrace will be implemented at Bede Burn Road. These are:
- **Monday**: 09:00 – 17:00
- **Tuesday**: 09:00 – 20:00
- **Wednesday**: 09:00 – 17:00
- **Thursday**: 09:00 – 17:00
- **Friday**: 09:00 – 16:00

Throughout the consultation process, both practices will continue to see new and existing patients.

**LOCATIONS**

The practices are 0.3 miles apart, meaning a walking time of 6 minutes and a 1 minute car ride.

The Bede Burn Road practice is on a main bus route which serves Jarrow, Hebburn, South Shields, Sunderland, Newcastle, Gateshead and the local metro stations.

The Croft Terrace practice is on a road with limited public transportation. The Bede Burn Road Practice

**INFORMATION TECHNOLOGY**

At present the Bede Burn Road Practice is still using paper records, whereas Croft Terrace uses computerised records. If the merger proceeds, a full computerisation process will take place within Bede Burn Road to allow more efficient record keeping to take place. The software will be Software of Excellence which is currently used at all of the Westmount Dental Surgery sites.

**BENEFITS TO PATIENTS**

Patients of the practice will see an increase in the service provision available to them as more clinical hours will be made available to them. The current opening hours of Bede Burn Road restrict access for full time workers and children, extending the opening hours will increase service access to all patients of the
practice. The extension of the current working hours and extending the working
hours of the current dentists will reduce the patient waiting list.

Patients requesting domiciliary visits from the Croft Terrace practice were
referred to Bede Burn Road for their care, the merging of the contracts means
that patients will receive a continuous level of care from one service provider,
with all clinical records being maintained by one practice. With an aging
population it is essential that we are able to meet the dental health care
requirements of the local community.

Bede Burn Road has an on-site laboratory. This means that patients of the
merged practices will be able to benefit from on site denture repairs, meaning
they are less likely to be without their denture for more than a couple of hours.

Patients of Croft Terrace may be able to get immediate second opinions where
necessary. Lone working currently means that arranging second opinions
appointments with other Clinicians may mean attending other sites which can
prove to be an inconvenience and a hindrance for patients.

A multi-disciplinary approach to care will be provided to all patients. This means
that the patient waiting time for treatment will be reduced. Dental Therapists are
able to provide simple treatment for patients, meaning dentists are able to
complete all complex work.

Emergency appointment availability will be increased to patients. Current
availability is limited at Croft Terrace, however, with a number of Dentists on
site, there will be more emergency access slots available to all patients.

There will always be a Clinician on site in times of holiday; at present emergency
cover can be provided for the patients of Croft Terrace during times of holiday by
attending one of the other Westmount Dental Surgery branches or Bede Burn
Road. Merging the two sites means that patients will be able to receive all of their
care in one site as holidays for Dentists will not be granted at the same time.

Bede Burn Road has better access for disabled patients, with better wheelchair
access and entry routes to the surgeries.

Computerisation of the dental records means that the patient records will be in
one easily accessible place. Digital imaging means that the quality of radiographs
will increase drastically, improving the diagnostic acceptability of the
radiographs.

Computerisation of the dental practice will also mean that patient recall systems
are a lot smoother for the patients of Bede Burn Road. Patients will be recalled
swiftly using all methods including letters, text messaging, emails and telephone
calls. The improves system means that staff will spend less time completing
administrative tasks and more time ensuring patients receive an excellent level
of service. The methods of recalling patients means that they are more likely to
book and attend their dental appointments, allowing routine dental health screening and regular opportunistic oral cancer screening to take place.

The Bede Burn Road practice will receive a full refurbishment, creating a better environment for dental health care services to be provided in.

**BENEFITS TO STAFF**

Clinicians of Croft Terrace will no longer be required to work alone, there will always be more than one Clinician working in the building.

The staff at Croft Terrace will be part of a larger team, meaning they will able to seek assistance and learn from each other, with a wider support network.

The Bede Burn Road practice will receive a full refurbishment, creating a better working environment for dental health professionals to work in.

**BENEFITS TO THE PRACTICE**

It is very difficult to recruit Clinicians for a one surgery practice. Clinicians enjoy having colleagues for support and this is lacking at Croft Terrace as it is a single surgery practice. Merging the two into one site will increase the likelihood of recruiting a Clinician when required. We want to have a happy and stable team working with our patients for continuity of care.

The Bede Burn Road practice will receive a full refurbishment, creating a better environment for dental health care services to be provided in.

**BENEFITS TO NHS ENGLAND**

Dental Practices are able to claim back their business rates from NHS England. The merging of the two sites means that there will be less money being claimed back from NHS England, reducing their costs and allowing funding to be released into other faces of the NHS.

**ENGAGEMENT PROCESS**

We are currently in the process of contacting the patients of Croft Terrace to obtain their opinion on the merger. At present we have had more than 95% of patients agree to the merger.

The patient engagement process is taking place over an eight week period and encompasses all contact options – letter, telephone, email and text messaging.
Overview & Scrutiny Coordinating and Call-in Committee

Date: 11 July 2017

Work Programme: 2017/2018

Report of the Overview & Scrutiny Coordinating and Call-in Committee

Cabinet Portfolio/Lead Member: Deputy Leader of the Council

Why has the Report come to Scrutiny?

1. The aim of this report is to present the Committee with a draft Work Programme for the 2017/18 Municipal Year and to provide Members with details of the draft Work Programmes for the Council’s Select Committees and Performance Panels.

How is this linked with the Council’s “Shaping Our Future” Strategy aims and objectives?

2. It is essential that all of the Select / Scrutiny Committees’ Work Programmes are linked to specific corporate priority themes and, in each case, the methodology used to prioritise the items should be clearly identifiable.

What are Members asked to do?

3. Members are asked to review and approve the Committee’s draft 2017/18 Work Programme (appendix 1).
How will Members’ views make a difference?

4. The Work Programme has been developed in such a way that Members’ views can be incorporated into it at all stages. This ensures that all of the Select / Scrutiny Committees’ Work Programmes reflect Members’ priorities.

Introduction

5. As a starting point the Strategy and Democracy Officer (Scrutiny) has attended meetings with each of the Council’s Group Management Teams to identify any emerging issues that might be of particular interest to Scrutiny / Select Committee Members.

6. The attached Work Programme takes into account such issues together with any matters identified by the Committee at its final meeting in the 2016/2017 Municipal Year and a number of ongoing issues and various standing items that form a regular part of the committee’s business.

7. Members are invited to review the draft Work Programme and add to or amend any of the items contained with it.

What should be in the Work Programmes?

8. Members are reminded that Work Programmes should be based on key criteria if they are to be an effective tool for scrutiny. They should be:

- Focused on the Council’s priorities;
- Use Performance Information to determine areas for review;
- Concerned with Value For Money;
- Coordinated and complementary;
- Make a real difference to policy development and service delivery.

9. There are other external drivers that we need to take into account when selecting what we scrutinise such as: -

- Plans of partner organisations – particularly those with whom we have statutory responsibilities;
- National policies;
- Local concerns expressed through surveys, focus groups, CAFs etc.

Developing the Work Programme

10. It is important to note that the Work Programme is not a rigid document but can change over the course of the Municipal Year to reflect new priorities, emerging issues and additional areas of scrutiny identified by Members.
11. Such changes to the Work Programme will only be carried out with the approval of the Chairman or the Committee and will be highlighted for Members’ information.

Recommendation

12. That Members review and approve the Overview and Scrutiny Coordinating and Call In Committee’s draft Work Programme for the 2017/18 Municipal Year (appendix 1) and suggest any amendments to the programme as appropriate.
## Work Programme 2017/2018: Overview and Scrutiny Co-ordinating and Call-In Committee

<table>
<thead>
<tr>
<th>Date of Meeting</th>
<th>Focus Area</th>
<th>Methodology (commission, workshops, focus groups, visits etc)</th>
<th>Responsible Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>23 May 2017</td>
<td>Role of Members in delivering effective scrutiny</td>
<td>Presentation</td>
<td>Paul Baldasera (Strategy and Democracy Officer)</td>
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<td></td>
<td>Cooperative Council</td>
<td>Report</td>
<td>Paul Baldasera (Strategy and Democracy Officer)</td>
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<td></td>
<td>Public Health Priorities 2016/17</td>
<td>Presentation</td>
<td>Tom Hall (Interim Director of Public Health)</td>
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<tr>
<td>11 July 2017</td>
<td>Cooperative Council Commission</td>
<td>Evidence gathering</td>
<td>Paul Baldasera (Strategy and Democracy Officer)</td>
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<td></td>
<td>Dental Practice Merger</td>
<td>Report</td>
<td>Paul Baldasera (Strategy and Democracy Officer)</td>
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<tr>
<td>22 August 2017</td>
<td>Verbal update reports from the Select Committee and Performance Panel Chairs</td>
<td>Verbal report – This item will enable Members to monitor and coordinate the scrutiny work being planned or undertaken by the Council’s Select Committees and Performance Panels</td>
<td>Paul Baldasera (Strategy and Democracy Officer) Select Committee / Performance Panel Chairs</td>
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<tr>
<td>10 October 2017</td>
<td>Verbal update from Police and Crime Commissioner</td>
<td>Verbal report</td>
<td>Office of the PCC</td>
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<tr>
<td>Adult Safeguarding Board: Update Report Children’s Safeguarding Board Update Report</td>
<td>Report</td>
<td>Peter Tomlin (Interim Service Manager) Jackie Nolan (Children’s Safeguarding Board Business Manager)</td>
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<tr>
<td>14 November 2017</td>
<td>Verbal update reports from the Select Committee and Performance Panel Chairs</td>
<td>Verbal report – This item enable Members to monitor and coordinate the scrutiny work being planned or undertaken by the Council’s Select Committees and Performance Panels</td>
<td>Paul Baldasera (Strategy and Democracy Officer) Select Committee / Performance Panel Chairs</td>
</tr>
<tr>
<td>2 January 2018</td>
<td>Draft Council budget 2017/18</td>
<td>Presentation: This will be an opportunity for the Committee to consider and comment on the Council’s draft budget for 2018/19.</td>
<td>Stuart Reid (Head of Finance)</td>
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Leader of the Council to attend to respond to Members’ questions in respect of his Cabinet portfolio

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<tr>
<td>13 February 2018</td>
<td>Crime and Disorder Performance Review</td>
<td>Written report focusing on various CDRP priority areas</td>
<td>Andrew Whittaker (Corporate Lead Area Management)</td>
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<td></td>
<td>South Tyneside CCG: Commissioning Intentions 2018/19</td>
<td>Presentation</td>
<td>David Hambleton (Chief Officer, STCCG) / Christine Briggs (Director of Operations, STCCG) / Aaron Tucker (Commissioning Manager, STCCG)</td>
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<tr>
<td>10 April 2018</td>
<td>Verbal update reports from the Select Committee and Performance Panel Chairs</td>
<td>Verbal report – This item enable Members to monitor and coordinate the scrutiny work being planned or undertaken by the Council’s Select Committees and Performance Panels</td>
<td>Paul Baldasera (Strategy and Democracy Officer)</td>
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<tr>
<td>To be confirmed (delegated to People Select Committee)</td>
<td>GP Access Update Report</td>
<td>Christine Briggs (Director of Operations, STCCG)</td>
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<td>To be confirmed</td>
<td>Welfare Support to residents in the borough Report</td>
<td>Welfare Support Team</td>
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Work Programme 2016/2017

The following is a list of the background papers (excluding exempt papers) relied upon in the preparation of the above report:

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<thead>
<tr>
<th>Background Paper</th>
<th>File Ref:</th>
<th>File Location</th>
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<tr>
<td>Previous meetings of the OSCCI Committee</td>
<td>Various</td>
<td>Strategy and Democracy Office</td>
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</table>
VERBAL
Chairman’s Urgent Items