

Scrutiny Review Scope	
Proposed Title	Scoping Date
Channel Shift Scrutiny Review	September 2019
Criteria and reasons for selecting topic	
<p>Following a review of the annual governance statement on 17 January 2019 by the Audit Committee, significant progress was identified in delivering the Channel Shift agenda especially in areas such as Leisure services. It was, however, thought appropriate that a scrutiny review be established to see what other areas of the council, Channel Shift could be improved, these could include but are not limited to Children's and Adult Services.</p>	
Which priority within the Council Plan does this topic address?	
<p>The review covers both council priorities.</p>	
What are the main objectives of the scrutiny?	
<p>To come up with a series of recommendations that will improve the delivery of services, whilst building resilience with residents. The review should look at existing methods of channel shift and then look at departments where Channel Shift doesn't exist in the council and identify recommendations for those area.</p>	
What specific issues will be addressed as part of the scrutiny?	
<ul style="list-style-type: none"> • Can Channel Shift be expanded to cover more council services. • How effective the process of channel shift is. • Whether there is enough focus on the user. Has there been any user evaluation testing – is it effective from the public's point of view? • Has Channel Shift ensured that getting in touch with the Council is cheaper and more accessible for both residents and the Council. • How does it actually save money? How can be evidenced? • Does Channel Shift help deal with demand that there is other resource to support? • Can we compare the Blackpool approach to best practice standard? 	
What possible outcomes are envisaged in terms of service improvements / benefits to the community?	
<p>It has the potential to improve service delivery whilst improving the mental health of residents.</p>	
How will the public be involved? (consider invitations / press releases for meetings, consultation with community groups / clubs, etc)	
<p>Partners from the NHS should be included as Channel Shift borders on emerging social prescription practices. Potential consultation with service users to ensure their views on the use of electronic means to contact the council and carry out jobs and requests is reflected in the review – potential use of social media to be explored in doing this.</p>	
How will the scrutiny achieve value for money for the Council / Council Tax payers?	
<p>By improving services for service users whilst reducing costs of services.</p>	
What primary / new evidence is needed for the scrutiny?	
<p>Analysis of cost and evidence of changes to the way in which members of the public are accessing services. I.e. for</p>	

each service with an online presence the number of service users accessing services online versus other means and how this has changed for each service over the Channel Shift period. Examples from other authorities.
What secondary / existing information will be needed? (include background information / existing reports (consider Internal Audit) / legislation / central government information and reports, etc.
Annual Governance Statement, Audit Committee reports and minutes.
Which Council officers / departments will provide information, advice and assistance for the scrutiny?
Corporate Marketing and PR, Communications Head of Benefits and Customer Services and Head of ICT Representatives of Children's, Highways and Adult services, Leisure Services and Registrars
What expert witnesses will the panel request input from outside of the Council?
CCG and NHS Transformation officers including Jamie Sweet.
What type of meetings (e.g. fact finding, evidence gathering, consultations, questioning, site visits), and how many in number are envisaged for the scrutiny?
Fact finding and evidence gathering.
Timescales / likely duration of enquiry
Two meetings are envisaged.
Lead Scrutiny Officer
Sharon Davis, Scrutiny Manager
Scrutiny Panel Members
TBC, expressions of interest requested from Members.