



Adults and Community Scrutiny Panel

13 January 2015

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny

Venue Committee Room 4 - Civic Centre, St Peter's Square, Wolverhampton WV1 1SH

Membership

Chair Cllr Paula Brookfield (Lab)
Vice-chair Cllr Patricia Patten (Con)

Labour

Cllr Payal Bedi
Cllr Ian Claymore
Cllr Jasbinder Dehar
Cllr Linda Leach
Cllr Rita Potter
Cllr Susan Constable
Cllr Bishan Dass
Cllr Stephen Simkins

Conservative

Cllr Barry Findlay

UKIP

Cllr Malcolm Gwinnett

Quorum for this meeting is three Councillors.

Information for the Public

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Wolverhampton WV1 1RL

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Some items are discussed in private because of their confidential or commercial nature. These reports are not available to the public.

Agenda

Part 1 – items open to the press and public

<i>Item No.</i>	<i>Title</i>
1	Apologies
2	Declarations of Interest
3	Minutes of the previous meeting (18.11.14) (Pages 3 - 14)
4	Matters arising
5	Wolverhampton Citizens Advice Bureau (Pages 15 - 22) [Presentation Jeremy Vanes and Helen Child Chief Operating Officers, Citizens Advice Bureau (CAB) – ‘2015: A time of great change.’]
6	Wolverhampton Compact - Its Value and Future (Pages 23 - 28) [That the Panel consider the proposal to undertake a review and, if required, refresh of Wolverhampton Compact.]



Adults and Community Scrutiny Panel

Minutes - 18 November 2014

Attendance

Members of the Adults and Community Scrutiny Panel

Cllr Paula Brookfield (Chair)
Cllr Patricia Patten (Vice-Chair)
Cllr Payal Bedi
Cllr Ian Claymore
Cllr Jasbinder Dehar
Cllr Linda Leach
Cllr Rita Potter
Cllr Bishan Dass
Cllr Barry Findlay
Cllr Stephen Simkins

Employees

Viv Griffin	Assistant Director - Health, Well Being and Disability
Adam Hadley	Scrutiny and Transparency Manager
Tony Ivko	Assistant Director - Older People and Personalisation
Alison Shannon	Finance Manager

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies**
No apologies were received for this meeting.
- 2 Declarations of Interest**
There were no declarations of received for this meeting.
- 3 Minutes of the previous meeting (23.9.14)**
Resolved:

That the minutes of the meeting held on 23 September 2014 be approved as a correct record and signed by the Chair.
- 4 Matters arising**
There were no matters arising from the minutes of 23.9.14
- 5 Budget Review - 2015/16 Budget and Medium Term Financial Strategy 2015/16 - 2018/19**

Cllr Steve Evans introduced the report and invited comments from the panel on the savings proposals. The panel comments on the proposals are detailed in appendix 1.

Resolved

The panel agreed that the comments of the panel is agreed by the Chair and Vice Chair and then forwarded to the Scrutiny Board for consideration.

Updated June Savings Proposals		
Description of Saving	Directorate	Comments
Adult Services		
Promoting Independence-Disabilities (Residential / Nursing Placements)	Community	<p>Viv Griffin outlined the aim of the saving proposal and the intention of bringing the level of spending to the national average for residential care.</p> <p>The panel queried the reasons for the change. Viv Griffin commented that Wolverhampton has traditionally spent more on residential care. This is due to a historical legacy of the closure of old buildings in the past. The panel expressed concern about the impact of the change when numbers of people needing care is increasing. Val commented on the work being done to reduce prices and also the numbers of people going into residential care. The council is looking for alternative accommodation and the right level of care to respond to the issue.</p> <p>The panel welcomed the amount spent on older people in Wolverhampton and the fact that people are living longer.</p> <p>The panel commented on the need to find out what other service providers are doing to make adaptations to the homes of older people across the city. It is important that this work is properly co-ordinated. Cllr Evans and Viv Griffin commented on the changes in the expectations of people and wanting different options. Viv explained that there will always be people who want residential care. The panel commented that they supported the idea of independent living. The panel queried the process that will be used to assess that people are ready for independent living. Viv explained that each person would have a detailed review done by professionals as part of the assessment process.</p>

Updated June Savings Proposals

Description of Saving	Directorate	Comments
Adult Services		<p>The panel commented on the financial challenges and queried if there was sufficient staff resources that can cope with the increased demand on the service. Cllr Evans commented on the changes already made to contracts which have delivered savings and not led to a reduction in the quality of care.</p> <p>The panel commented on the outsourcing of services and the arrangements in place to make sure that the service delivered to users is not compromised. Cllr Evans responded that the Council does not do a good job of explaining the amount of money it spends on adult social care. Cllr Evans responded that the Council has a quality action team to check and monitor services</p> <p>The panel queried the governance arrangements to check that the Council is meeting its safeguarding responsibilities. Viv gave examples of the range of systems such as annual review of the client, and Care Quality Commission to check the quality of services.</p> <p>The panel commented on the need to take account of the diverse population of Wolverhampton. Viv explained that the work being done to set up friendship groups, which will take account of the ethnic mix.</p>
Promoting Independence - Disabilities (Day Care)	Community	Viv Griffin outlined the aim of the saving proposal and the aim promoting independence and responding to people wanting more choice about the services they receive. There were no comments from the panel.

Updated June Savings Proposals

Description of Saving	Directorate	Comments
Adult Services		
Promoting Independence - Disabilities (Domiciliary Support Plans)	Community	<p>Viv Griffin outlined the aim of the saving proposal. The service is looking at the range of support provided. The panel commented on the governance arrangements and the issue that should be referred to Scrutiny Board for discussion. The panel commented that it would be useful to look the issue of governance more generally in view of the number of contracts with providers responsible for delivering services on behalf of the Council.</p> <p>Cllr Evans commented that residents sometimes wrongly assume that because they are in private residential accommodation that the Council is not helping with their costs. Cllr Evans suggested the idea of a standards charter or a pledge card to explain to residents what they should be receiving in terms of support and services. Cllr Evans was concerned that residents are sometime not sure about the services they should be getting.</p> <p>The queried the arrangements for quality assurance and this issue should be considered at a future meeting in January 2015 as part of a wider discussion about governance.</p> <p>The panel commented that there was a need to also consider the issue of mental health as part of this discussion. The panel expressed concern about the amount spent on mental health service and the implications for safeguarding.</p>
Promoting Independence - Disabilities (High Cost Placements)	Community	No panel comments

Updated June Savings Proposals		
Description of Saving	Directorate	Comments
Adult Services		
Promoting Independence - Disabilities (Supported Living Placements)	Community	No panel comments
Promoting Independence - Disabilities (Transition)	Community	<p>Viv Griffin outlined the aim of the saving proposal. Viv explained that young people who are in transition to adult services want different kinds of support. The panel commented on the impact of the change on young people changing schools. Viv explained that most of the children affected would be attending special schools rather than going into academies. Viv commented on the work being done with Wolverhampton College to help people with disabilities gain work skills. The panel commented on the effect of the introduction of universal credit, particularly the introduction of Personal Independence Payments (PIPS) which will replace other benefits that was used to meet the extra costs .Tony Ivko briefed the panel on the work being done to prepare for the changes and to keep Councillors updated. The panel recommended a report be presented to a future meeting of the panel on the implications of the changes planned for February 2015. The panel considered that this was an urgent matter to check that all the key organisations are prepared for the change. Tony explained that there are sub-groups of the City Board that are looking at the work being done to prepare for the change. The panel recommended that the issue should be considered as an agenda for a future meeting of Scrutiny Board. Viv agreed to advise the panel of a timetable when a report could be presented. The panel also recommended that the issue of skills and disability should also be considered.</p>

Updated June Savings Proposals

Description of Saving	Directorate	Comments
Adult Services		
Promoting Independence - Older People	Community	<p>Cllr Evans outlined the aim of the savings proposal. Cllr Evans commented on the role of community associations in supporting this work. Tony Ivko commented on the falls prevention work and the involvement of GPs. Tony commented on the range of work planned to reduce the drift or 'glide path' into greater dependency, in particular taking advantage of opportunities to intervene earlier through the provision of services. The panel welcomed the work being done with residents of Ashmore Park. However, the panel commented on the need to work with partner agencies, for example Wolverhampton University and New Cross Hospital and encourage them to support the work. Tony agreed to follow this up.</p> <p>Cllr Evans briefed the panel on the Wolverhampton Information Network and the plans being considered to provide access to the service in other locations such as GP surgeries and not just CAB offices. Cllr Evans explained that the intention was help people and relatives find out information about local activities and clubs they may be interested in.</p> <p>The panel commented on the need to make it easy for vulnerable people to access the information easily. There was agreement that the system should be user friendly. The panel commented on the need to work with GPs to encourage people to use the service and to refer people to take up the activities on offer. The panel wanted consideration given to the needs of people who are not computer literate and may want the need a support worker in each of constituency. The panel suggested that the council tax leaflet could be used to promote the service.</p> <p>The panel commented on the need to</p>

Updated June Savings Proposals		
Description of Saving	Directorate	Comments
Adult Services		
		<p>consider the needs of people whose first language is not English and the new arrivals from east European to Wolverhampton. The panel commented on the changes in traditional family support networks and older people may not be aware of the service. The panel commented on the needs of groups considered to be 'hard to reach' in future programmes.</p> <p>Cllr Evans commented on the number of different languages spoken in Wolverhampton and the intention of inviting representatives to the planned launch event for the service.</p>
Promoting Independence - Mental Health (Resettlement from Long Term Care into Independent Living)	Community	Viv Griffin outlined the aim of the savings proposal. Viv explained that the issue was moving people from long term care to independent living. Cllr Evans commented that a special team had been set up to meet the needs of people with mental health issues.
Promoting Independence - Mental Health (Transition)	Community	
Promoting Independence - Mental Health (High Cost Residential Placements)	Community	
Efficiency Savings in staff from the implementation of the Care Act	Community	<p>Viv Griffin outlined the aim of the savings proposal.</p> <p>The panel queried the plans for the closure of the Old Tree Nursery and the timing of closure. Cllr Evans acknowledged that the centre was due to close in October and confirmed that the service would force people to leave and the closure would happen in a managed</p>

Updated June Savings Proposals		
Description of Saving	Directorate	Comments
Adult Services		
To remodel existing Adult Short Breaks services and contract out to an external provider.	Community	fashion.
To close the Old Tree Nursery (OTN) in a managed fashion by October 2014 giving appropriate support to the employees who have a disability.	Community	
In-house Provision – Supported Employment	Community	
To transfer services out of Oxley Day Centre over the next 2 years and in to better quality community settings.	Community	The panel commented on the proposed changes. The panel wanted a report on the progress of the changes and what has been achieved presented to a future meeting. The panel queried if there were any plans for the future use of the site if it is closed. Cllr Evans explained that this is proposal and no decision has been made about the future of the building and there will be consultation with the users of the service. Cllr Evans agreed to attend a future meeting of the panel to present details of proposal for the plans for the site.
Commissioning – Bring forward 18/19 savings	Community	No panel comments

Updated June Savings Proposals		
Description of Saving	Directorate	Comments
Adult Services		
Increase and introduce charges for the Council's Carelink Service	Community	Viv Griffin explained the proposals. The panel queried the impact of the introduction of Personal Independence Payments on people who previously used DLA to meet the cost. The panel commented on potential shortfall in the income of users as PIP will be paid at a lower rate than DLA or AA. The panel commented that people should be made aware of the impact of the transition. The panel recommended that a report should be presented to Scrutiny Board. The report should include details about the impact of Universal Credit. Tony explained that an update report on the impact of the changes and the work being done to prepare for the change.
More Efficient Use of Very Sheltered Housing	Community	Viv Griffin explained the proposals. The panel commented on the impact of 'bedroom tax' and the impact on household income. The panel queried the extent to which housing providers were being creative. Tony commented on the work of carers support team who are contact with people affected by the change.
Reduce the total number of care home placements	Community	No panel comments
To Gain Further Efficiencies from External Market Day Service Block Contracts	Community	Tony Ivko introduced the report. The panel stated that they were against zero contract hours.
Single Carer Project	Community	Tony Ivko explained the reasons behind the proposals. Tony explained that the changes would deliver a better service and make best use of the resources. Tony commented on the benefits of having hoists installed. The panel supported the proposals

Updated June Savings Proposals		
Description of Saving	Directorate	Comments
Adult Services		
Reduce the number of domiciliary care hours	Community	Tony Ivko introduced the report. The panel raised concern about a constituent who commented on the hours of care provided and queried the checks made to ensure quality. Tony explained the systems in place to check the arrival and departure time of a worker. Tony agreed to discuss the matter separately as the Council does not offer contracts for the limited time suggested.
Housing Support Social Inclusion Savings	Community	No panel comments
Other statutory recharge from HRA	Community	No panel comments

October Savings Proposals		
Description of Saving	Directorate	Comments
Adult Services		
Reduction in the Direct Payment rate related to Personal Assistants	Community	Tony Ivko introduced the report.
Learning and Achievement		
Review Adult Education funding arrangements	Education & Enterprise	The panel requested more details about the proposals

- 6 **Q1 performance report update - % of people using social care receiving self-directed support and receiving direct payments**
 Tony Ivko can an overview of the report headlines. Cllr Evans was confident that the figures for Wolverhampton in para 3.4 were correct.

Resolved

The panel welcomed the report.

The meeting closed at 20.15

Wolverhampton Citizens Advice Bureau



2015: a time of great change



What was the 2014/15 plan?

- Cut CAB costs by 20% (£283k, 14 jobs)
- Expand frontline telephone unit
- Continue Debt and Housing specialisms
- Expect mortgage rate rises
- More volunteers - recruited & retained



What happened outside CAB?

- Focus on “obesity”
- Modest economic growth
- JLR, University and Hospital expanding
- Other services reducing
- No mortgage rises
- Pay day lenders regulated
- Is this “recovery” or limbo?
- Welfare Reform quietened

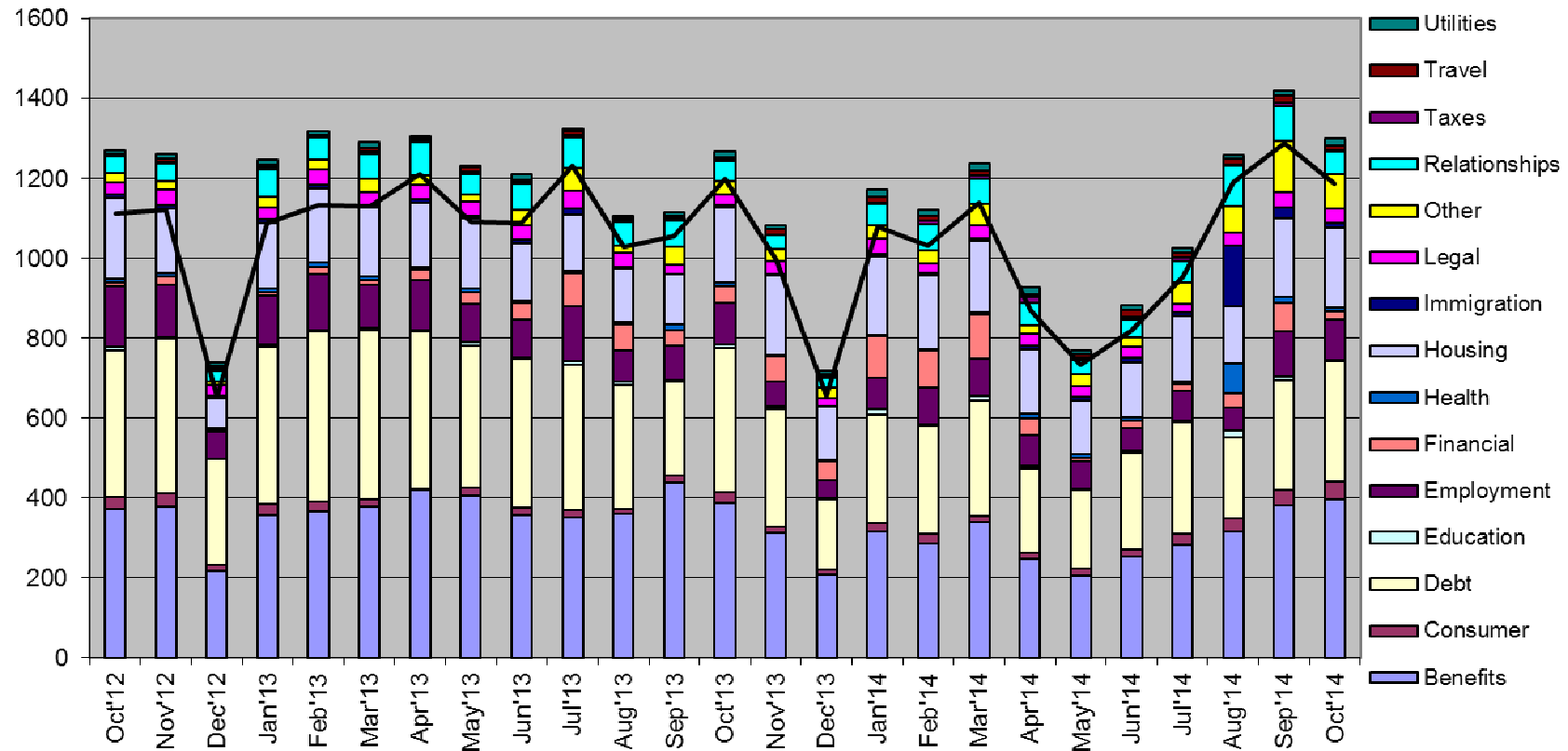


What happened inside CAB?

- Costs cut by +20%
- Telephone unit starts but struggles with capacity
- Debt/Housing teams working well under pressure
- Volunteers start, but leave
- No new prevention funding



How were we doing?

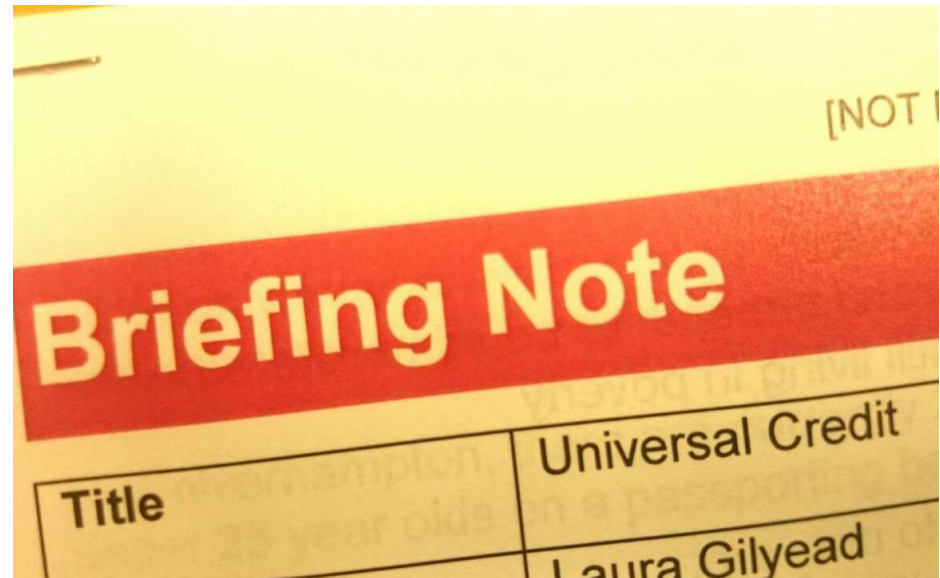


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- Partnership sticky (ALMO/Prisons/Deaf)
- Shift from Specialist to Frontline
- Prevention limited to younger tenants
- Signposting and Helplines emerging
- Maintaining open doors and LAW collaborations
- Not shrinking, but not growing

What will 2015 bring in?

- + Pensions Guidance
- + Legal Aid in Dudley
- ? Frontline resource loss?
- ? More needy welfare clients?
- ? Universal Credit (fear factor)
- ? No escape from Debt (mortgage rates still “out there”)
- ? Immigration related legal restrictions (“right to rent”)



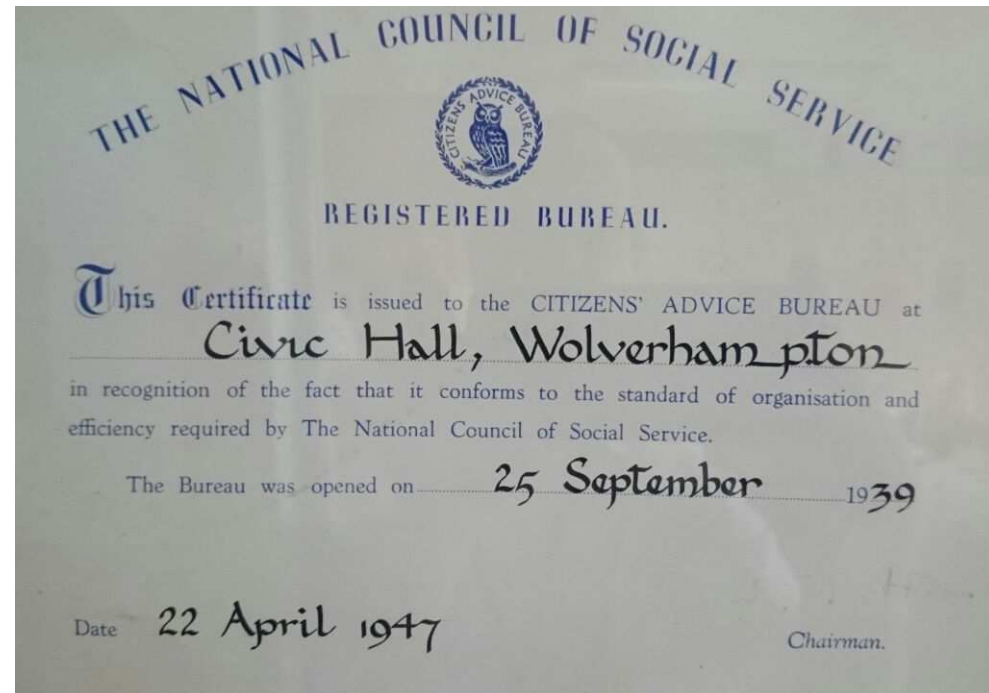
What we need to deliver (& cheaply)

- Pension Guidance delivery unit for sub-region
- A reliable telephone centre
- Helen Child inducted
- Housing legal aid into Dudley
- Volunteer retention
- Visible impact results



What's the point?

- A proud 75th Anniversary
- Austere welfare is biting deeper & we help many
- Social policy can change a “general election year”
- Strategic potential into the new Black Country area
- Volunteering *can* deliver
- We're better than this





Adults and Community Scrutiny Panel

13 January 2015

Report title	Wolverhampton Compact – Its Value and Future	
Cabinet member with lead responsibility	Councillor Elias Mattu Economic Regeneration and Prosperity	
Wards affected	All	
Accountable director	Tim Johnson, Education and Enterprise	
Originating service	Neighbourhood Services Team in conjunction with Wolverhampton Voluntary Sector Council (WVSC)	
Accountable employee(s)	Martha Cummings	Voluntary Sector Coordinator Tel 01902 555929 Email Martha.cummings@wolverhampton.gov.uk
Accountable employee(s)	Saffi Price	Deputy Chief Executive (WVSC) Tel 01902 773761 Email sprice@wolverhamptonvsc.org.uk
Report to be/has been considered by	Progress Report will be taken to Strategic Executive Board in July 2015	

Recommendation(s) for action or decision:

The Panel is recommended to discuss and comment on the contents of this report.

Recommendations for noting:

The Panel is asked to note:

1. The proposal to undertake a review and, if required, refresh of Wolverhampton Compact.
2. The continued approach to seek cross-party engagement from Councillors at all stages of the review.
3. The need to encourage “buy in” from other Public bodies.
4. The need for joint working across departments in the Council and with organisations city-wide for effective implementation.

1.0 Purpose

- 1.1 That the Adults and Community Scrutiny Panel notes and comments upon the new direction for Wolverhampton Compact.

2.0 Background

- 2.1 The Compact is an agreement between Government and the Voluntary and Community Sector (VCS) in England. It recognises shared values, principles and commitments and sets out guidelines for how both parties should work together.
- 2.2 The National Compact was established in 1998, and with it came a mandatory requirement from Central Government that all Local Authorities develop their own local compacts by April 2005.
- 2.3 It promotes a clear understanding of the many diverse and different roles the VCS plays, including building relationships in local neighbourhoods and communities, the delivery of services on a local, national and international level.
- 2.4 Locally services are delivered both on a formal and often informal basis thereby encouraging people to take part in their communities, promoting a sense of ownership and belonging.
- 2.5 Following the launch of the National Compact, Wolverhampton's Compact was signed by partners in 2005. This followed a period of consultation across Public and the VCS.
- 2.6 The Compact lays down the rules of engagement between and within the sectors as follows in the summary principles:
1. Acknowledge the diversity of and the different levels of capacity in organisations, respect contribution and independence to build mutual respect.
 2. Build fair, honest and open relationships and acknowledge agreed shared responsibilities
 3. Continually work to improve communication between the sectors
 4. Continually work to improve the process of consultation between the sectors
 5. Allocation of resources should be made against open, transparent and consistent criteria, including jointly agreed outcomes and monitoring arrangements
 6. Funding processes will accommodate the different resource and capacity issues for organisations
 7. Work together to develop and support VCS infrastructure
 8. Observe the Nolan Committees Standards of Public Life
 9. Strive to ensure all principles take into account the concerns of BAME and any disadvantaged and under-represented people
 10. Recognise that misunderstandings and mistakes will occur but parties agree to work together to resolve any issues that arise.
- 2.7 Under-pinning the above Principles are six Codes of Practice that provide more detailed guidance across:

1. Funding, Commissioning and Procurement
 2. Community Groups
 3. Black and Minority Ethnic Voluntary and Community Organisations
 4. Equality and Diversity
 5. Volunteering
 6. Consultation and Policy Appraisal
- 2.8 In line with Central Government policy and practice, Wolverhampton's Compact exists to promote a 'Compact Way of working' across our organisation, other public agencies, the VCS and increasingly the private sector.
- 2.9 The National Compact has since been refreshed twice since its inception; In November 2009, to reflect legal, policy and practice changes, and again in December 2010 following the change of Government.
- 2.10 Many of the organisations who were the original signatories to Wolverhampton Compact no longer exist including Local Strategic Partnership, NHS Primary Care Trust, Learning and Skills Council, All Saints Blakenhall Community Development, Wolverhampton Network Consortium. Conversely, new key structures have come into play including Police and Crime Commissioners, Clinical Commissioning Groups, Healthwatch, City Board, Health & Well-being Board and others.
- 2.11 Legislation and terminology used in the Compact documents have also changed since the launch of our Compact; primarily cross-cutting legislation including the Equality Act 2010, and the Public Services (Social Value) Act 2012.
- 2.12 In Wolverhampton the success of our compact was recognised at a national level over a number of years including awards for Compact of the year, Compact Champion etc. The positive image presented at national level has strengthened Wolverhampton's reputation as a City with strong partnership structures.

3.0 Challenges and Changes

- 3.1 Use of the Compact to challenge decision making has been limited. There have been examples of it being used in this way but there have been a number of barriers to this, not least the fear of damaging long term relationships.
- 3.2 The Compact has been successful in supporting a culture based on clarity and fairness and raised the bar in terms of the expectations that partners place on each other.
- 3.3 The Compact worked well in establishing rules of engagement when times were less challenging than is currently the case. This good practice has continued into the current age of austerity in mitigating some of the pressures to act in "non-compact" ways across areas such as funding and equalities.
- 3.4 The landscape within which we work has changed significantly over the past decade, not least the fact there are less resources available to the public sector and an associated

need to extract maximum value from each pound spent, particularly through recognising the social value in the delivery of contracts for goods as well as services.

- 3.5 The development of new funding models, for example those based around social investment and payment by results, is an emerging feature and it is important that our City engages with these new models in an effective manner.
- 3.6 The nature of relationships between Public and the VCS has also changed with an emerging landscape characterised by more equal partnership, not least in identifying sources of funding such as through the Big Lottery strategic programmes and co-ordinating European Union funding proposals. There is also a growing recognition that a strengthened “civil society” is, in part, the solution to ever growing demand on acute services.

4 The future

- 4.1 We are in a time of change not least within the funding landscape and the response requires a more mature relationship across public and voluntary and community sectors.
- 4.2 A revised Compact could provide a structure within which this relationship and its scope can be captured.
- 4.3 In terms of this direction of travel the Scrutiny Board are asked to note that a renewed compact that builds on best practice already established while acknowledging the changes referred to above in terms of both the Compact principles and the focus of the Codes of Practice.
- 4.4 In particular the new Compact should refer to:
- An acknowledgment of a changing and maturing relationship across the sectors.
 - Best practice in terms of Commissioning and Procurement, building on the existing Compact Code of Practice.
 - Best practise in terms of joint funding and other collaborations, building on our experiences to date.
 - The development of a shared understanding of social value with agreed measures of SROI (social return on investment) that looks beyond the existing legal framework.
 - An agreed approach to the best use of resources to maximise the long term benefits to the City.
 - A willingness to work together within and across organisations to examine alternative solutions and models of delivery and the principles around this.

5.0 Conclusion

- 5.1 The approaches proposed continue to demonstrate real commitment to working in partnership and create a firm framework for the further development of effective working relationships between the public sector and the third Sector in the city.

6.0 Financial implications

- 6.1 As we move forward particularly with the savings programme, a Compact way of working supports the drive for exemplary partnership working, efficiencies and better outcomes for our local communities. By working with the Cabinet Office, Compact Voice and West Midlands Regional Compact Group in this way, Wolverhampton has an opportunity to build into its processes tools, indicators and actions that will enable us to robustly measure, capture and evidence the benefits to our local communities.
- 6.2 The initial stages of the review process will require a small resource for beverages and meeting costs which can be met across the partners. The proposals and recommendations that ensue from this process may then determine that a dedicated budget is required. Considerations as to how this will be met will be part of the discussions during the review process and will be included in the Report to Cabinet in July.
- 6.3 As such there are no direct financial implications arising from this report.
[AB/05012015/D]

7.0 Legal implications

- 7.1 The Compact is one of the key tools in meeting the Council's commitment to a thriving community voluntary sector. Whilst not a statutory duty, all local authorities are encouraged to have a Compact with their VCS.
- 7.2 The Council provides assistance to VCS organisations under Contract and Grant agreements in addition to discretionary powers contained in section 137(3) of the local Government Act 1972. As such there are no direct legal implications arising from this report. [RB/31122014/A]

8.0 Equalities implications

- 8.1 This report does not require an initial Equality Screening at this stage as officers in the Council and WVSC are proposing to explore and identify preferred options following wider discussions with a range of organisations across the sectors.
- 8.2 The proposals and recommendations that ensue from those discussions may then determine that an initial Equality Screening is required.

9.0 Environmental implications

- 9.1 There are a number of organisations that are concerned with environmental issues that will fall under the remit of the Compact. However, there are no direct environmental implications arising from this report.

10.0 Human resources implications

10.1 There are no direct Human Resources implications arising from this report.

11.0 Corporate landlord implications

11.1 There are no direct implications for the Council's property portfolio arising from this report.

12.0 Schedule of background papers

12.1 The Compact; Wolverhampton Compact; 6 Codes of Practice - Funding, Commissioning and Procurement; Community Groups; Black and Minority Ethnic Voluntary and Community Organisations; Equality and Diversity; Volunteering; Consultation and Policy Appraisal