

CITY OF
WOLVERHAMPTON
COUNCIL

Adults and Safer City Scrutiny Panel

11 June 2019

Time 6.00 pm **Public Meeting?** YES **Type of meeting** Scrutiny
Venue Committee Room 3 - 3rd Floor - Civic Centre

Membership

Chair Cllr Val Evans (Lab)
Vice-chair Cllr Simon Bennett (Con)

Labour

Cllr Olivia Birch
Cllr Jasbinder Dehar
Cllr Rupinderjit Kaur
Cllr Asha Mattu
Cllr Lynne Moran
Cllr Anwen Muston
Cllr John Rowley
Cllr Zee Russell
Cllr Jacqueline Sweetman

Conservative

Cllr Sohail Khan

Quorum for this meeting is three Councillors.

Information for the Public

If you have any queries about this meeting, please contact the Democratic Services team:

Contact Earl Piggott Smith
Tel/Email 01902 551251 email:earl.piggott-smith@wolverhampton.gov.uk
Address Democratic Services, Civic Centre, 1st floor, St Peter's Square,
Wolverhampton WV1 1RL

Copies of other agendas and reports are available from:

Website <http://wolverhampton.moderngov.co.uk/>
Email democratic.services@wolverhampton.gov.uk
Tel 01902 555046

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

If you are reading these papers on an electronic device you have saved the Council £11.33 and helped reduce the Council's carbon footprint.

Agenda

Part 1 – items open to the press and public

Item No. *Title*

MEETING BUSINESS ITEMS

- 1 **Apologies**
- 2 **Declarations of Interest**
- 3 **Minutes of previous meetings (26 March 2019)** (Pages 5 - 8)
[To approve the minutes of the previous meeting as a correct record]
- 4 **Matters arising**

DISCUSSION ITEMS

- 5 **Update on File Audits: 2018-2019** (Pages 9 - 28)
[Jennifer Rogers, Quality and Improvement Advanced Practitioner, to present report]
- 6 **Adults and Safer City Scrutiny Panel Draft Work Programme 2019-20** (Pages 29 - 30)
[Martin Stevens, Scrutiny Officer, to present report]
- 7 **Transforming Care - Annual Report 2019 (report to follow)**
[Wendy Ewins, Commissioning Officer, to present report.]

PRE-DECISION SCRUTINY

- 8 **Safer Wolverhampton Partnership Annual Report - Draft** (Pages 31 - 56)
The Panel is asked to note the following:

This item is being considered as pre-decision scrutiny and will therefore not be available to call-in once a decision is made by the Executive.

[John Denley, Director for Public Health, to present report]

- 9 **Appointeeship Charging** (Pages 57 - 64)
The Panel is asked to note the following:

1. This item is being considered as pre-decision scrutiny and will therefore not be available to call-in once a decision is made by the Executive.
2. The Panel's comments on the proposed changes will be included as an appendix in the report to Cabinet (Resources) Panel meeting on 23 July 2019.

[Helen Winfield, Head of Community Financial Support, will present the report]

Adults and Safer City Scrutiny Panel

Agenda Item No: 3
Minutes - 26 March 2019

Attendance

Members of the Adults and Safer City Scrutiny Panel

Cllr Simon Bennett (Vice-Chair)
Cllr Sohail Khan
Cllr Linda Leach (Chair)
Cllr Asha Mattu
Cllr Barbara McGarrity
Cllr Anwen Muston
Cllr Zee Russell

In Attendance

Cllr Sandra Samuels Cabinet Member for Adult Services

Witnesses

Lisa Taylor Head of Customer Services
Lisa Powell Team Leader
Cherry Doyle Customer Services Business Process Lead

Part 1 – items open to the press and public

Item No. *Title*

- 1 **Apologies**
Apologies were received from the following:

Cllr Sue Roberts MBE
Cllr Rupinderjit Kaur
- 2 **Declarations of Interest**
Cllrs Zee Russell and Linda Leach declared a non pecuniary interest in agenda 5 – Update on Blue Badge scheme.
- 3 **Minutes of previous meetings (29.1.19)**
The minutes were approved as a correct record and signed by the Chair.
- 4 **Matters arising**
Item 7 Serious Violence and Exploitation Strategy 2019-22 Consultation

Earl Piggott-Smith, Scrutiny Officer, reminded the panel that a final draft of the document will be sent when it has been considered by Cabinet at the meeting on 10 April 2019.

5 **Update on the Blue Badge scheme**

Lisa Taylor, Head of Customer Services, advised the panel that she had recently taken responsibility for the local administration of Blue Badge scheme. The Head of Customer Service introduced Cherry Doyle, Business Process Lead, and Lisa Powell, Duty Manager to the panel.

The Head of Customer Service advised the panel that the administration of the Blue Badge scheme had been transferred to the Customer Services team in 2015. The panel were advised that City of Wolverhampton Council (CWC) administers the national Blue Badge scheme on behalf of the Department of Transport.

The Head of Customer Services gave a brief overview of the scheme and changes made to the national contract in 2019. The changes to the scheme had created difficulties for local authorities and locally it has been used to review the operation of the scheme. The Head of Customer Services advised the panel of the current application and assessment process and the performance of the service. The Head of Customer Services advised the panel that on average 400 applications are received monthly and the processing times have increased. The average time to process an application in 2018 was 10 weeks. There are no figures currently available for 2019 but will be provided at a future meeting date.

The Head of Customer Services advised the panel the online application process is managed by Department for Transport. Local authorities have more discretion about the content of the paper application and the panel were advised that discussions were ongoing to make changes to paper form easier to complete. The changes are intended to reduce delays in the process and improve performance.

The panel were advised that it is not possible to provide analysis of the applications as they move through each stage of the assessment process to better understand the causes of delays or where extra resources are needed to manage the demand.

The Head of Customer Services added that work is being done to make the process more efficient and the easier for the public. The panel were advised that extra resources across the service can be brought in where needed and work is being done to create a larger dedicated team to process the applications. There are currently two dedicated employees responsible for processing Blue Badge applications within the team. The Head of Customer Services suggested that a progress report on the performance of the service be presented in six-months to the panel. The report will include details of any changes to scheme following the recent national public consultation where the Govt has invited views on extending the eligibility criteria scheme to include other groups. This particular change, if adopted, will require a review of the current working arrangements in order to manage the expected increase in the number of applications and also communicate any changes to the public.

The Head of Customer Services commented on the low number of complaints received and explained that a proportion of the contacts are dealt within as service requests within the team.

Many of the contacts are related to queries about the progress of applications submitted for assessment. The Head of Customer Services outlined the key future risks to the service as detailed in the briefing paper. The panel were invited to comment on the paper.

Lisa Powell, Duty Manager, explained the criteria to qualify automatically for a Blue Badge and the role of occupational therapy in undertaking a mobility assessment for people who do not qualify automatically. The assessment was previously done by an external company but is now done internally. The Duty Manager advised that it normally take 21 days for a badge to be printed and sent to an applicant. The panel were advised that a change to the company contracted to print the blue badges nationally is experiencing problems which has led to delays in applicants receiving their badges. The Government in response to concerns about the backlog has reduced the SLA target to print badges from 7 to 5 days, which should hopefully reduce the time taken to print badges. The panel thanked the presenters for the report.

The panel queried the number of dedicated employees in the team responsible for processing applications for Blue Badges. The panel commented on the view expressed by SAGA and CAB who argued that forms should be processed in much shorter period.

The panel were advised that there are two full time members of the team. The work of the team can be supported by other resources in response to an increase in demand. The Head of Customer Services advised the new assessment criteria was introduced in Scotland in 2018 and the change had led to an increase in the number of applications. The Head of Customer Services added that the current use of resources will be reviewed to look at how best to deal with 'pinch points' in the current assessment process which is causing delays. There is no seasonal variation in the number of applications received.

Lisa Powell, Duty Manager, advised the panel that the occupational health service has two staff who assess applications that do not automatically qualify for a Blue Badge. The Duty Manager outlined details of the assessment process.

The Duty Manager advised the panel of different approaches adopted by local authorities when calculating the date a paper application will be accepted, some authorities, such as Dudley MBC who will only start counting the time taken when all the required information has been received. The panel were advised that CWC calculate the time taken to process an application from the date it is received.

To support applicant's advice sessions are arranged at local library, there is a lengthy waiting list for people wanting to book a meeting. The panel expressed concern that the level of dedicated resources was not sufficient to meet the level of demand and also process the backlog of applications.

The panel expressed concern about possible changes to when an application would be processed, where information required was either incomplete or incorrect and further enquiries would be necessary before it could be processed.

The Head of Customer Services advised the panel that the proposed change suggested in consultation would be to extend the assessment criteria to include people with hidden disabilities, such as people with dementia. The panel suggested if resources could be arranged around the date of renewal by using information already held to identify people.

The Director of Adult Services reminded panel members that the new assessment criteria would still require an applicant to show a link to their ability to travel, and not solely on the basis of having a specific qualifying illness or medical condition.

The panel expressed concern about the referring the public to the voluntary sector for advice on Blue Badge at a time when they are under financial pressure and limited resources.

The Head of Customer Service suggested a further report is presented to the panel in September 2019 on progress and details of any changes to the eligibility criteria. The report to include details of performance data at each of application assessment process and comparison with a previous period. The panel support a review of current resources in the team and would like to see proposals on how current number of applications can be managed with the overall aim of reducing waiting times for issuing of Blue Badges.

Resolved:

1. The panel agreed to the note the report.
2. The Head of Customer Service to present a report to the panel 24 September 2019 detailing progress in responding to the issues highlighted in the report and specifically on changes to the eligibility criteria and delays in the assessment process.

6

Adults and Safer City Scrutiny Panel 2019/20 Future Work Programme

Earl Piggott-Smith, Scrutiny Officer, presented the draft work programme for information and comment. The panel agreed to add a future report on the Blue Badge scheme to the work programme.

The panel discussed the provision of care services aimed at helping people to remain independent in their own home. The panel discussed the range of preventative services and the role of the voluntary sector in helping people to stay independent. The panel discussed the support given to voluntary sector groups and links to other community support. The panel agreed to add this issue to panel work programme for 2019/20.

Resolved:

The panel agreed to the update the work programme and include a report on the administration of the Blue Badge scheme and community support available to residents to help support their independence, as a future agenda items.



Adult and Safer City Scrutiny Panel

11 June 2019

Report title	Update on file audits: 2018-2019	
Cabinet member with lead responsibility	Cllr Linda Leach, Cabinet Member for Adults	
Wards affected	All	
Accountable director	David Watts, Director of Adult Services	
Originating service	Adult Social Care	
Accountable employee(s)	Jenny Rogers	Advanced Practitioner
	Tel	01902 555704
	Email	jennifer.rogers@wolverhampton.gov.uk
	Louise Haughton	Principal Social Worker
	Tel	01902 555534
	Email	louise.haughton@wolverhampton.gov.uk
Report has been considered by	Adult Management Team	14 May 2019
	SEB	21 May 2019

Recommendations for action:

The Scrutiny Panel is recommended to:

1. Note and comment on the progress of file audits carried out in 2018-2019 in adult social care.
2. Provide comment and challenge on areas of strength identified in 2018-2019
3. Provide comment and challenge on plans to improve practice in the following areas:
 - a. Evidence of evaluation, reflection and analytical thinking
 - b. Evidence that the person has been fully involved in the process

1.0 Purpose

1.1 Wolverhampton introduced an on-going file audit schedule for adult social care from March 2017. This report presents an overview of the findings of the audits carried out in 2018- 2019, identifying improvements and areas for further development.

2.0 Background

2.1 Sector-led improvement was put in place by local authorities and the Local Government Association (LGA) when the previous national performance framework was abolished. This was set out in the LGA's document '*Taking the Lead*', published in February 2011. The approach is based on the following principles:

- Local Authorities are responsible for their own performance
- Local Authorities are accountable locally not nationally
- There is a collective responsibility for the performance of the sector as a whole

2.2 Quality Assurance is crucial to sector led improvement, as it enables local authorities to measure performance and identify areas for improvement. The City of Wolverhampton Council has implemented a Quality Assurance framework for adult social care which sets out all of the activity that relates to quality assurance across the service.

2.3 The purpose of audit is to retrospectively examine practice against service standards, policy and legislation and take remedial action where required.

3.0 Audit activity in 2018-2019

3.1 In 2018-2019 there has been continued use of qualitative evidence to drive cultural change and improve practice and performance. As well as over 120 file audits, the following audit activity has also been carried out:

- Two Audit the Auditor audits have checked the quality and consistency of the bi-monthly file audits.
- Dip sampling audits have been carried out as and when required to measure quality or address specific issues as part of the implementation of the 3 Conversations approach. More than 50 dip samples have been carried out for this purpose in 2018-2019.
- Two thematic audits.

3.2 This means that almost 5% of people who receive a service from adult social care in Wolverhampton have had some form of qualitative audit in 2018-2019.

4.0 Progress update on file audits in 2018-2019

4.1 File audits form a key part of the LGA's approach to supporting sector led improvement in adult social care, as they provide a mechanism for monitoring quality in frontline practice. A thematic review from the LGA led adult social care peer challenges

undertaken between 2012 and 2014 has identified that file audits are a robust and effective tool to support effective practice (*Adult social care peer challenges: sharing the learning*, LGA, 2015).

- 4.2 File audits in adult social care in Wolverhampton take place bi-monthly. Each auditor is assigned one file each and uses the regional West Midlands file audit tool, developed by the Principal Social Worker network.
- 4.3 Cases are randomly selected by the Insight and Performance team based on certain parameters. All files have had an assessment, conversation record or review in the last three months. A proportion of files are selected because they have had a safeguarding enquiry in the last six months, as well as a Care Act assessment, conversation record or review. More files are selected from older people's services as it is the largest group. The breakdown is as follows:
- 12 cases from Older People
 - 7 from Disabilities
 - 7 from Mental Health

5.0 Findings of file audits in 2018-2019

- 5.1 In 2017 changes were made to the file audit tool to enable auditors to make judgments about the standard of the audit in line with CQC ratings. The aim of this was to improve the quality of the audits, as well as provide a way to benchmark performance.
- 5.2 Audit ratings for 2018-2019:

	Q1	Q2		Q3	Q4	
Rating	May 2018	July 2018	September 2018	November 2018	January 2019	March 2019
Outstanding	2	2	0	0	1	1
Good	17	13	16	11	16	13
Requires Improvement	2	5	9	9	4	5
Inadequate	0	0	0	0	3	0
Total	21	20	25	20	24	19
% rated "Good"	90%	75%	64%	55%	71%	74%

- 5.3 There has been some fluctuation in ratings this year, with a slight decline in performance in quarter two and three, however numbers have risen again from January 2019. The rollout of a new approach called 3 Conversations from May 2019 in some teams could account for some of this variation as employees adapted to a new way of working as well as new forms and processes. However, in September and November there was little difference in the quality of 3 Conversation files compared to non-3 Conversation files.

In November work was undertaken with managers to discuss the findings of an audit the auditor audit carried out in July 2018, which may have led to a more critical approach being taken in November's audit in response to the feedback that some auditors were rating files as "good" when a lower rating would be more appropriate.

- 5.4 There has been a significant investment in addressing any areas identified as requiring improvement over the last 12 months. The improvement in performance at the end of the year seems to suggest this is having a positive impact.
- 5.5 The Audit the Auditor work carried out in July 2018 identified that around half of file audits tended to take an overly optimistic approach, which called into question the accuracy of the ratings. These findings were shared and discussed with auditors. A second Audit the Auditor session took place in March 2019 which concluded that there had been significant improvement in the quality of audits as only three were found to be overly optimistic compared to eight in July 2018. This provides a level of confidence that the findings of audits are reliable, and ratings are consistent with what "good" is considered to look like in adult social care.

6.0 Areas of strength

- 6.1 There were a number of areas of practice where adult social care performed well in 2017-2018 which have been sustained in 2018-2019. The areas include:
- Making Safeguarding Personal (MSP)
 - Demonstrating dignity and respect
 - Timeliness and responsiveness
 - Continuity of support
- 6.2 There have been several other areas of practice which have become areas of strength from quarter one this year:
- Effective multiagency working
 - Clear and detailed eligibility determinations
 - Involvement of family members/carers

7.0 Areas showing improved performance

- 7.1 In 2017-2018 there were a number of areas identified as requiring further development. This included evidence that carers assessments had been considered and offered if appropriate, with 54% of audits rated as "good" at the end of 2018. This year there has been a significant improvement with 78% of audits rated "good" in quarter four.
- 7.2 Other areas which have seen an improvement in performance in 2018-2019 are:
- Consideration and use of advocacy
 - Risk assessment and analysis

8.0 Areas requiring further development

- 8.1 There has been an improvement in the use of strengths-based approaches when compared to 2017-2018. However there has been a decline in quarter three and four which suggests that further work is needed to sustain the quality of practice in this area. A dip sampling audit in March 2019 identified that review activity in particular could be more strengths based and teams who were audited have produced action plans to address these findings. Other actions to improve practice in this area includes a workshop designed to support the roll out of 3 Conversations and embed strengths-based thinking as part of Taking Stocks (reviews).
- 8.2 Reflective and analytical thinking is an area that requires further development. The use of “huddles” in teams implementing the 3 conversations approach has been particularly effective in fostering a reflective practice culture. However, practitioners are not always recording their reflective discussions or thinking on people’s files. A revised recording policy was disseminated to teams in January 2019 which contains a section on reflective recording to support practice and improve worker confidence. Another action to address this includes the introduction of a monthly manager support programme from April 2019 which will cover areas identified by audits. The aim is to support frontline managers improve quality and practice in their teams. Reflective recording will be the focus of the session in June 2019.

9.0 Financial implications

- 9.1 There are no direct financial implications arising from this report.
[AJ/29042019/Y]

10.0 Legal implications

- 10.1 The actions from the audits will ensure that practitioners are confident and compliant when implementing duties under the Care Act 2014. Improving practice and standards in this area also reduces the risk of judicial review.
[TC/31052019/M]

11.0 Equalities implications

- 11.1 There are no direct equalities implications arising from this report.

12.0 Environmental implications

- 12.1 There are no direct environmental implications arising from this report.

13.0 Human resources implications

- 13.1 There are no Human Resource implications arising from this report.
HR/JF/JR/080

14.0 Corporate landlord implications

14.1 There are no specific Corporate landlord implications arising out of this report.

Update on File Audits: 2018-2019

11 June 2019

Jenny Rogers (Advanced Practitioner)

CITY OF
WOLVERHAMPTON
COUNCIL

Our mission:
Working as one to
serve our city

Page 13



Audit activity in 2018-2019

- 129 file audits carried out in 2018-19
- Two Audit the Auditor audits have checked the quality and consistency of auditing
- Two thematic audits have been undertaken to measure quality of:
 - Mental Capacity Assessments
 - A young person's journey through transition from children's to adults services
- There has been dip sampling audits of 51 people to check quality / issues identified as part of 3 Conversations
- This means that almost 5% of people who receive a service from adult social care in Wolverhampton have had some form of qualitative audit in 2018-2019
- Significant commitment to qualitative evidence being used to drive cultural change and improve practice and performance this year

File audits - 2018-2019

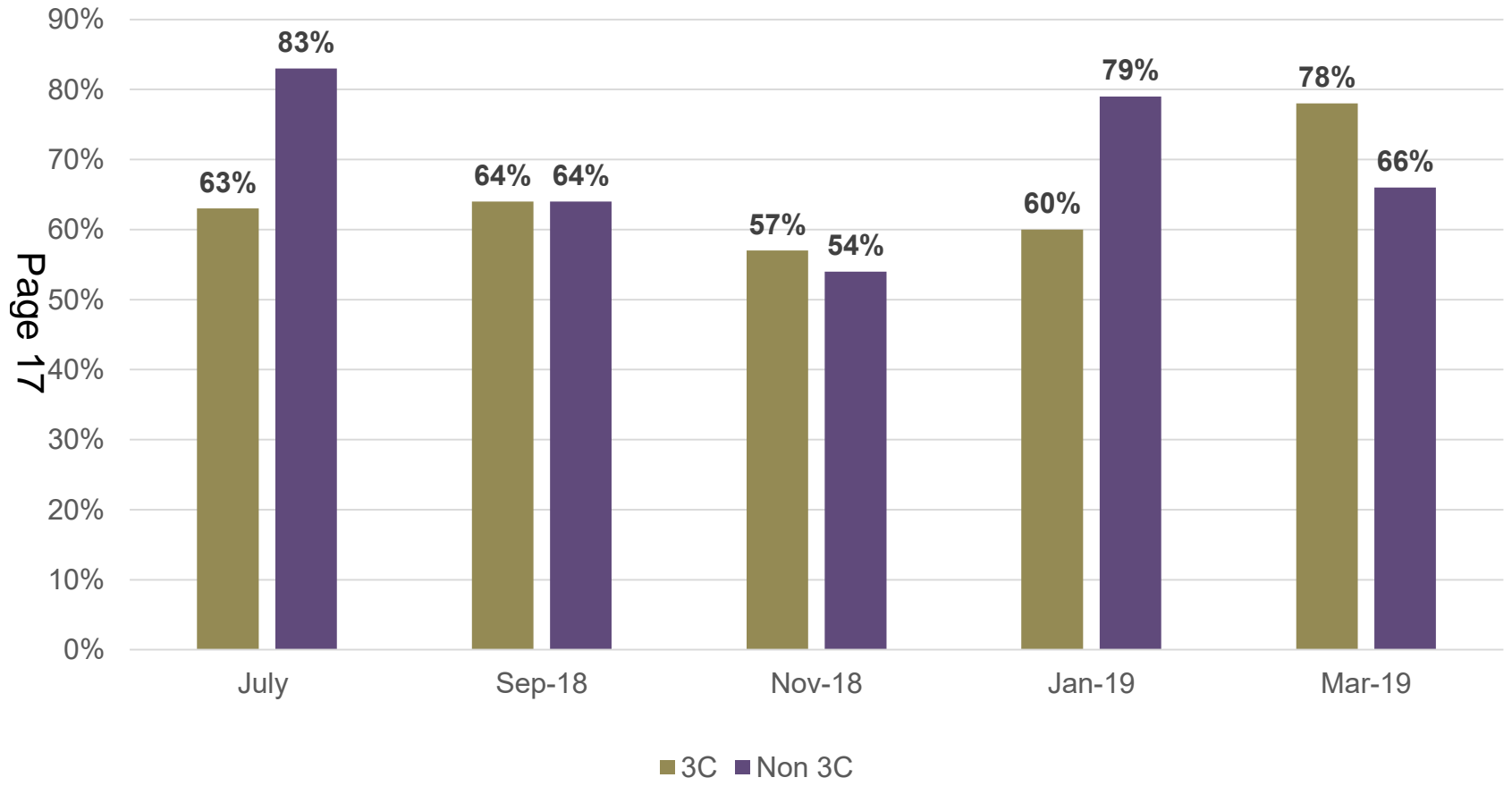
- Take place bi-monthly with 26 auditors
- Each auditor is assigned one person each and uses the regional West Midlands audit tool, developed by the Principal Social Worker network
- Files are randomly selected, but there will have been an assessment / conversation record in the last three months
- A proportion have had a safeguarding enquiry in the last six months
- Covers all groups (e.g. older people, mental health, learning disabilities)
- Completed audits are shared with workers and discussed as part of supervision
- Those workers who have been selected for audit also complete a reflective tool to support their learning and development
- Actions are identified each quarter to address any areas for development or where performance has dropped

File audits in 2018-2019

- Auditors make judgments about the standard of the audit in line with Care Quality Commission (CQC) ratings
- The aim of this is to improve the quality of the audits, as well as provide a way to benchmark performance

	Q1	Q2		Q3	Q4	
Rating	May 2018	July 2018	Sept 2018	November 2018	Jan 2019	March 2019
Outstanding	2	2	0	0	1	1
Good	17	13	16	11	16	13
Requires Improvement	2	5	9	9	4	5
Inadequate	0	0	0	0	3	0
Total	21	20	25	20	24	19
Total % rated good or above	90%	75%	64%	55%	71%	74%

Ratings of good or above in 3C / non 3C files



Strengths

Areas demonstrating consistently high performance (from Q1 2018-2019 onwards):

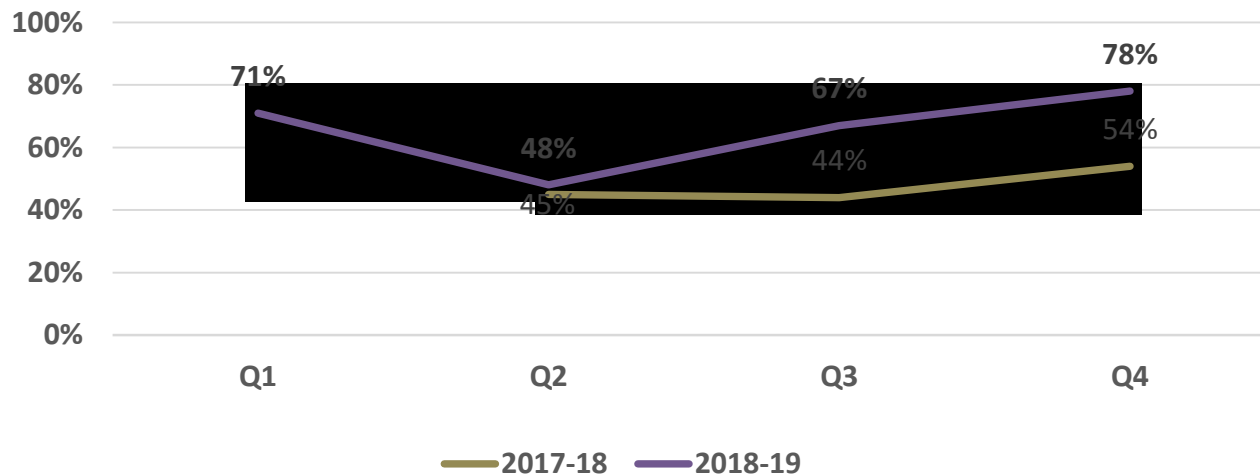
- Effective multiagency working and contributions from partners
- Evidence of a clear and detailed eligibility determination
- Involvement of family members

Areas which were areas of strength in 2017-2018 and have been continued in 2018-2019:

- Making Safeguarding Personal (MSP)
- Continuity of support
- Demonstrating dignity and respect
- Timeliness and responsiveness

Improved performance

- Consideration of carers assessments was an area requiring improvement in 2017-2018 and, despite a slight drop in Q2, this area has seen a significant improvement this year:



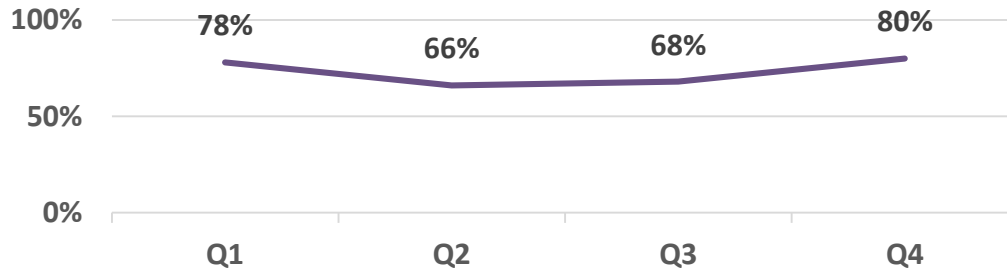
Page 19

Actions that were taken this year:

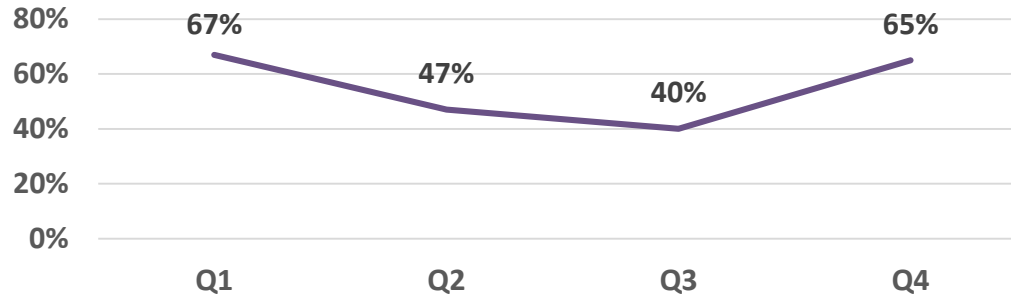
- ✓ Introduction of carers champions – August 2018
- ✓ Carers workshops with phase one 3C sites (August – October 2018)
- ✓ Carers support team present in phase two 3C site in North (end of Q3)

Improved performance

- Use of advocacy dipped slightly, but improved in Q4:



- Evidence of sound risk assessment and analysis has fluctuated over the year but appears to be improving from Q4:



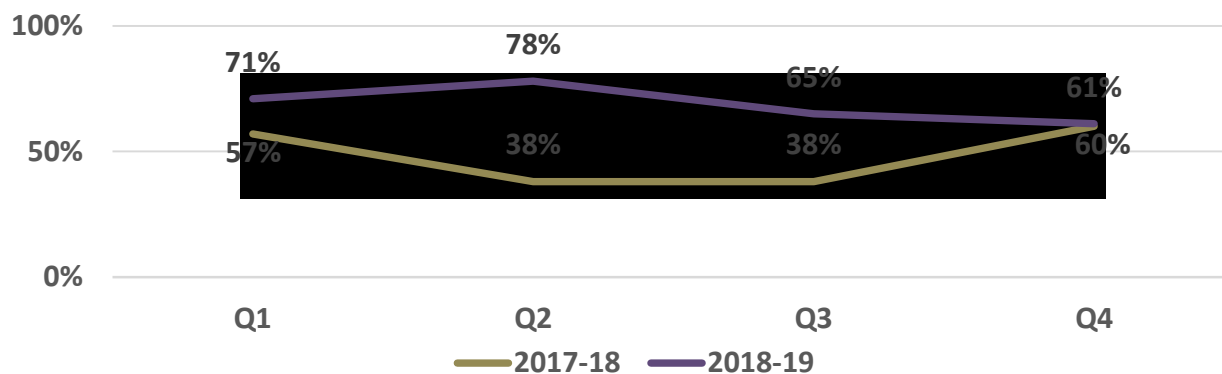
Page 20

Actions that were taken this year:

- ✓ The “Good Conversation” workshop was carried out with all sites in Q3 and covered these areas
- ✓ POWhER advocacy presented at a workforce briefing in February 2019
- ✓ The risk assessment tool and guidance was re-issued in Q3

Areas for further development

- Use of strengths based approaches has improved since last year, but there has been a decline, which suggests some further work may be required to sustain performance:



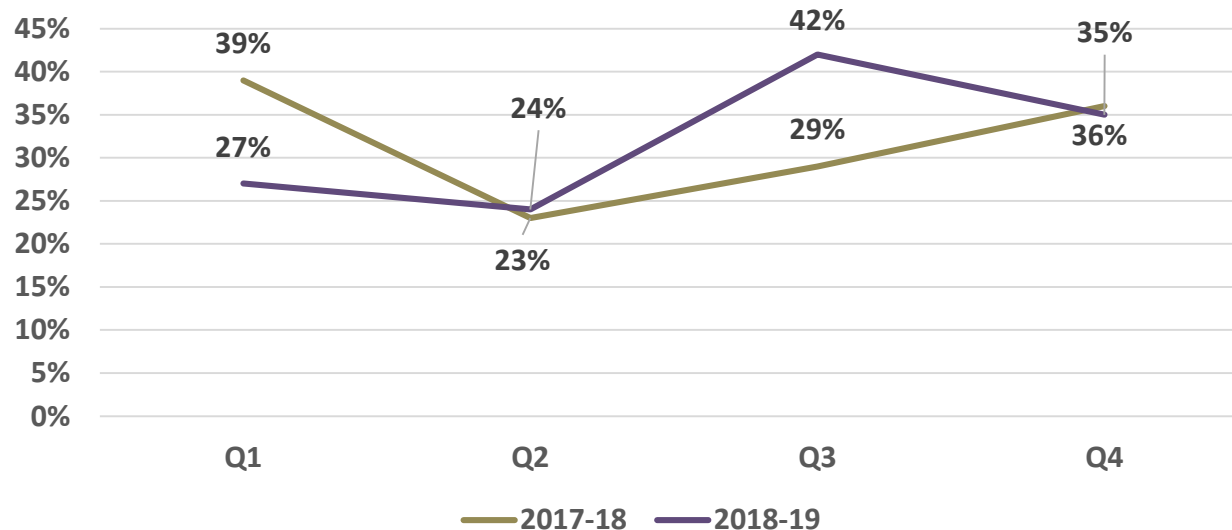
Page 21

Actions taken / planned:

- ✓ High cost reviews audit in March 2019 confirmed that reviews are an area where further work is needed to embed a strengths-based approach. Audited teams have produced an action plan to address findings
- ✓ A “Taking Stock” workshop has been produced for existing and new sites as part of the rollout of 3Cs to improve practice
- ✓ Interactive session at the Social Work briefing in May 2019 will focus on “good” review conversations
- ✓ Strengths based guidance being revised for the rollout of 3Cs (by July)

Areas for further development

- Evidence of evaluation, reflective practice and analytical thinking was an area for development in 2017-18 and this has continued in 2018-19, with reflective practice being the area needing most attention:

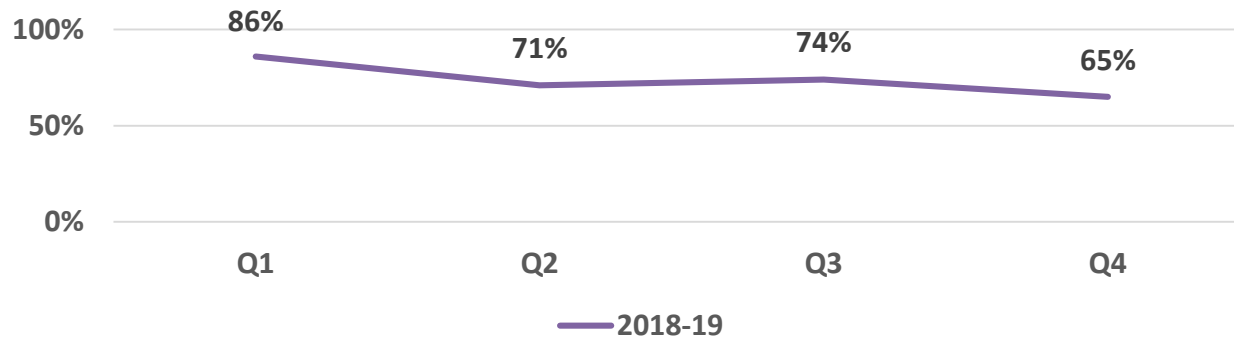


Page 22

- Actions taken:
 - ✓ Revised recording policy includes a section on reflective recording (produced January 2019)
 - ✓ Managers support programme starting April 2019 will support improvements in quality and practice and will cover areas identified by audits, including reflective recording and critical analysis
 - ✓ Revised supervision policy will encourage a reflective approach (due by June / July 2019)

Areas for further development

- Evidence that the person has been fully involved has been an area of strength in 2018-19, but there has been a slight decline in Q4:

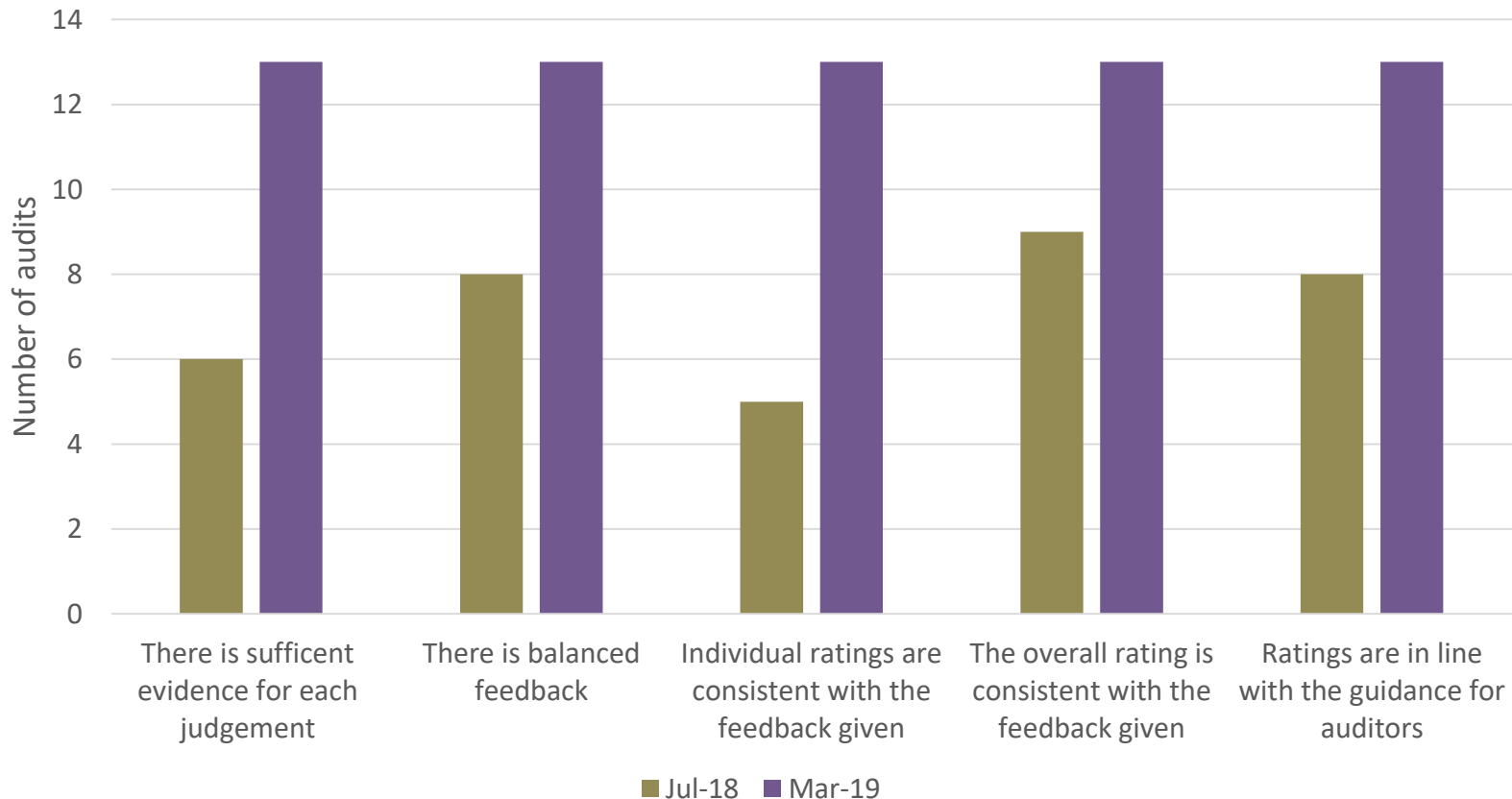


- Main issues include: person / person's advocate not recorded as being present; over reliance on verbal communication; wishes / views / aspirations not recorded
- Actions taken and planned:
 - ✓ Audit of high cost reviews (March 2019) has identified this as an area requiring further development and teams audited have an action plan
 - ✓ Feedback from workforce suggests some workers may lack confidence when working with people with a learning disability – a thematic audit is planned for June 2019 to identify whether the “voice” of people with a learning disability is being captured

Audit the auditor 2018-2019

- Audit the auditor takes place twice a year to check the quality and consistency of the bi-monthly file audits
- This year audits were carried out in July 2018 and March 2019
- Four auditors carried out a total of 16 audits

Page 24



Audit the auditor - findings

- There has been significant improvement in the quality of audits in the last six-eight months
- The findings of the July audit has been shared with all file auditors and discussed alongside the updated audit guidance at a managers meeting
- Only three audits in March 2019 were identified as being overly optimistic compared to eight in July 2018
- In March most auditors were balanced in their feedback and the majority of audits were consistent with what we think “good” looks like in Wolverhampton
- This provides a level of confidence that findings from audits are reliable

wolverhampton.gov.uk

Adults and Safer City Scrutiny Panel – 2019/20 Draft work programme

Panel Meeting	Agenda
11.6.19	<ul style="list-style-type: none"> • Principal Social Worker Annual Report - Louise Haughton, Principal Social Worker • Transforming Care - Annual Report 2019 – Wendy Ewins, Commissioning Officer • Quality Assurance Homes – Andrew Wolverson, Head of Service People • Quality Assurance and Compliance Annual Report, Jennifer Rogers, Quality and Improvement Advanced Practitioner • Safer Wolverhampton Partnership Annual Report, Lynsey Kelly to present report
24.9.19	<ul style="list-style-type: none"> • Adult Education Service, Joanne Keatley, Head of Adult Education
12.11.19	<ul style="list-style-type: none"> • Draft Budget and Medium-Term Financial Strategy 2020 -2021
28.1.20	tbc
24.3.20	tbc

This page is intentionally left blank

CITY OF WOLVERHAMPTON COUNCIL	Adults and Safer City Scrutiny Panel 11 June 2019
--	---

Report title	Safer Wolverhampton Partnership Annual Report 2018-2019	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Jaspal Cabinet Member for Public Health and Wellbeing	
Key decision	Yes	
In forward plan	Yes	
Wards affected	All	
Accountable Director	John Denley, Director of Public Health	
Originating service	Community Safety	
Accountable employee	Lynsey Kelly Tel Email	Head of Community Safety 01902 550042 Lynsey.kelly@wolverhampton.gov.uk
Report to be/has been considered by	Directorate Leadership Team Safer Wolverhampton Delivery Group Scrutiny Board Senior Executive Board Cabinet	21.05.2019 29.05.2019 11.06.2019 18.06.2019 10.07.2019

Recommendation(s) for action and decision:

The Panel is recommended to:

1. Provide feedback and comment on the Safer Wolverhampton Partnership Annual Report 2018 -2019
2. Endorse, in principle the Safer Wolverhampton Partnership Annual Report 2018 – 2019

1.0 Purpose

- 1.1 To provide a summary of Safer Wolverhampton Partnership progress during 2018-2019 detailed within its annual report (attached at Appendix 1) and seek support for identified areas of future development.

2.0 Background

- 2.1 Safer Wolverhampton Partnership is statutorily required to produce an annual report detailing progress against its strategic plan and performance. The annual report also details services which have been commissioned using the annual allocated grant from the Office of the Police and Crime Commissioner (OPCC), against which it is required to produce quarterly expenditure and outcome reports.
- 2.2 The annual report summarises performance against the 2017-2020 Community Safety and Harm Reduction Strategy, which encompasses the following strategic priorities:
- Reducing Reoffending
 - Reducing Victimisation
 - Violence Prevention

Summary of Progress Against Strategic Priorities

3.0 Reducing Reoffending

- 3.1 Wolverhampton's Community Safety Partnership (CSP) led on the delivery of the Black Country Reducing Reoffending Strategy in collaboration with Community Safety Partnerships (CSPs) from Dudley, Sandwell and Walsall. The Strategy has been welcomed by the OPCC; and will assist the Black Country in attracting additional resources, strengthen collective capacity and partnership working.
- 3.2 Collaborative work with internal and external partners has taken place throughout the year to improve city image and business confidence by proactively tackling and reducing aggressive begging and rough sleeping. The CSP has worked to address and tackle volume crimes, assisting to reduce vehicle crime, burglary, shoplifting and domestic abuse. This has been achieved by using enforcement action, civil remedies, support and protective measures.

4.0 Reducing Victimisation

- 4.1 2019 –2019 saw the final year of the 2016-2019 multi-agency Violence Against Women and Girls Strategy. The strategy has provided clear direction shaping the City's approach to driving forward important improvements in tackling the 5 strands of violence against women and girls: domestic abuse, sexual violence, female genital mutilation, honour-based violence and forced marriage. The strategy has been refreshed to form the Tackling Interpersonal Violence Strategy (2019-2022) with stalking and harassment now incorporated into the scope. This will ensure continued delivery against this important agenda.

- 4.2 Confirmation was received in July 2017 that Wolverhampton had been awarded £500K from the Violence Against Women and Girls Service Transformation Fund to cover the three-year period 2017-2020. This allocation has aided implementation of the 2016-2019 violence against women and girls action plan by addressing identified unmet need within the City, whilst building on the positive work already undertaken to integrate an improved response to VAWG through mainstream delivery and to build sustainable change over the long term. The General Practitioner (GP) training scheme is highlighted as an area of success, increasing the number of victims referred into Multi Agency Risk Assessment Conference (MARAC).
- 4.3 Excellent progress was made in the last financial year to address hate related crime; building confidence within communities subjected to hate crime to increase reporting and strengthen cohesion. There are now 16 third party reporting centres in the city, a multi-agency hate crime website and a widespread training has been rolled out. During 2018-2019 385 hate crimes were reported compared to 120 during 2017-2018. As hate crime is underreported this increase is welcomed and suggests that work around this agenda is building trust and confidence and is empowering victims to report the crimes committed against them.

5.0 Violence Prevention

- 5.1 Delivery against the Preventing Gang Involvement and Youth Violence Strategy 2016-2019 continued during 2018-2019. Strong focus was given to providing early intervention and prevention activities for those either at risk of gang involvement or to young people who are already affiliated with gangs or involved in youth violence.
- 5.2 A variety of prevention activity was commissioned to deter young people from committing violent acts and safeguard them from violence and exploitation. Activity included (but not exclusively) peer mentoring in Primary Schools, targeted school holiday activity, outreach support and YOT music project and youth outreach.
- 5.3 In line with other West Midlands areas and the nationally; 2018-2019 presented fresh challenges around youth violence and weapon related violence. In response, specialist partner agencies have been commissioned to deliver services in specifically identified locations where both gang activity and youth violence are prevalent. A violence and exploitation strategy is also in development, laying out a public health approach to tackling exploitation in all its forms based on national best practice.

6.0 Statutory Duties

- 6.1 Delivery of Wolverhampton's response to the Prevent duty is both a statutory and priority area for the partnership. Wolverhampton continues to be considered a low risk area, and as such does not receive Home Office funding. Despite this, Safer Wolverhampton Partnership continues to promote Workshops to Raise Awareness of Prevent (WRAP) training within the city, utilising its bank of trainers.
- 6.2 Undertaking Domestic Homicide Reviews (DHRs) continues to be a statutory obligation delivered by SWP. A DHR is completed when a death meets specified criteria set by the Home Office; the aim of the review is to identify learning for agencies improve practice and prevent future domestic related deaths. Any DHR completed by Wolverhampton is

done so in a timely manner in line with Home Office guidelines. In 2018-2019 one DHR was completed and submitted to the Home Office.

7.0 Future Development

7.1 Moving forward into 2019-2020 SWP will continue to tackle some of the most challenging community safety issues in Wolverhampton. Interventions with people who may be vulnerable to violence and exploitation continue to be a high priority and will be guided by the implementation of the Tackling Violence and Exploitation Strategy which will take a public health approach to violence and combat the issues of violence and exploitation holistically. The wide scope of this strategy means that it will have joint governance arrangements with Wolverhampton Safeguarding Boards, strengthening the partnership approach across the city in responding to these issues. This will be aided by the £110,000 allocated from the Early Intervention Fund by the Police and Crime commissioner to Wolverhampton for in year spend.

7.2 2018-2019 will see the implementation of the Tackling Interpersonal Violence Strategy (2019-2022) which includes provision for violence against women and girls in Wolverhampton. Action plans and performance frameworks will be updated to ensure that they align with the new strategy outcomes. Particular early areas of focus for 2018-2019 will be community engagement, generating referrals for the DVPP and embedding the new area of stalking and harassment.

7.3 The 2017-2020 Community Safety and Harm Reduction Strategy identifies the following priorities for 2019-2020:

7.4 Reducing Reoffending

- Improve pathways for offenders to access employment and housing in Wolverhampton
- Establish a Reducing Reoffending action plan for Wolverhampton to ensure delivery against the Black Country Reducing Reoffending Strategy
- Improve city image and business confidence by continuing to work in partnership to tackle and reduce aggressive begging and rough sleeping across all areas of Wolverhampton
- Identify young people who are vulnerable to support them at the earliest possible stage; providing interventions to address their attitudes and behaviours whilst considering a 'Contextual Safeguarding' approach
- Reduce serious acquisitive crime and all forms of violence, including domestic abuse
- Improve recovery rates for offenders and those at risk of offending who have substance misuse problems including New Psychoactive Substances (NPS)

7.5 Reducing Victimisation

- Develop interventions to deter young people from committing violent acts and reduce the number of young people committing knife related crime or being exploited (including; county lines, child sexual exploitation, child criminal exploitation and modern slavery)

- Provide mediation services for the community by the community, to reduce tensions and escalation of violence
- Apply available legislative tools and powers to increase the effective management of offenders
- Continue to promote and deliver a behaviour change programme to reduce the harm from domestic abuse perpetrators
- Increase the use of out of court disposals, specifically restorative justice

7.6 Violence Prevention

- Implement a violence and exploitation strategy for Wolverhampton and review governance arrangements in collaboration with key stakeholders and partners
- Maintain engagement with communities to break the cycle of cultural acceptance of domestic related abuse and vulnerability
- Continue to work in partnership to reduce violence and exploitation
- Continue to work with communities to increase reporting and recognising hate crime and to strengthen cohesion
- Continue to work with partners to strengthen and integrate the collective response to domestic abuse
- Work with Education partners to identify the earliest opportunity to intervene to prevent the exploitation of young people, including Delivery of Domestic Abuse programmes in school settings
- Increase understanding of modern slavery and build confidence of victims to report issues and access support

8.0 Financial Implications

- 8.1 Implementation of the Community Safety Strategy will be largely delivered through existing mainstream partner resources. Wolverhampton's PCC grant allocation of £114,250 in 2019-2020 will be used to support the programme along with £110,000 of Early Youth Intervention Fund allocation.
- 8.2 The PCC allocation, when received, is ringfenced for Community Safety use by SWP in line with conditions of grant. The grant is received by the City of Wolverhampton Council as accountable body for SWP.

9.0 Legal implications

- 9.1 Sections 5 and 6 of the Crime and Disorder Act 1998 require the Council and other responsible authorities to formulate and implement strategies to reduce crime and disorder in the area. Subsequent revisions to the Act (Police and Justice Act 2006) places a duty on Community Safety Partnerships to prepare strategic assessments with the purpose of informing the partnership plan revisions.

9.2 Section 17 of the Crime and Disorder Act 1998 (amended) requires the Council along with the other Responsible Authorities to exercise their functions with due regard to do all that they reasonably can by way of preventing crime and disorder, anti-social behaviour, substance misuse and re-offending in the locality. All aspects of this requirement are featured within the strategy.

10.0 Equalities implications

10.1 Delivery detailed within the Annual Report is reflected in the 2017-2020 Community Safety and Harm Reduction Strategy, Violence Against Women and Girls Strategy and Preventing Gang Involvement and Youth Violence Strategy which have been subject to full equality analyses. Delivery strengthens the City's efforts to further equalities and actively addresses disproportionality associated with certain crimes.

10.2 As an update report of the issues and actions described in the overall strategy and its associated equality analyses there are no new equalities issues that have arisen between the adoption of the strategy and this update report.

11.0 Environmental implications

11.1 There are no environmental implications within this report.

12.0 Human resources implications

12.1 There are no human resource implications within this report.

13.0 Corporate landlord implications

13.1 There are no Corporate Landlord implications for the Council's property portfolio.

14.0 Schedule of background papers

14.1 There are no background papers.

15.0 Appendices

15.1 Appendix 1 – Safer Wolverhampton Partnership Annual Report 2018-2019



Safer Wolverhampton Partnership Annual Report 2017-2019

 **Wolverhampton**
A Safe City

Operating as Wolverhampton's Local Police & Crime Board

Contents

Introduction – Chair of the Safer Wolverhampton Partnership	4
Safer Wolverhampton Partnership	5
How we commission	5
Community Safety and Harm Reduction Strategy 2017-2020	6
Strategic Priority: Reducing Reoffending	7
Strategic Priority: Reducing Victimisation	8
Strategic Priority: Violence Prevention	10
Statutory Functions	13
Moving Forward	15
Year 3 Delivery	16
Appendix A – Breakdown of Expenditure	17
Appendix B – SWP Board Membership	18

Glossary of Terms

CPN	Community Protection Notice
CPO	Community Protection Order
CPW	Community Protection Warning
CRC	Community Rehabilitation Company
CRG	Community Reference Group
CSP	Community Safety Partnership
DA	Domestic Abuse
DHR	Domestic Homicide Review
IDVA	Independent Domestic Violence Advisor
MASH	Multi-Agency Safeguarding Hub
MS	Modern Slavery
NPS	New Psychoactive Substances
OPCC	Office of the Police and Crime Commissioner

PACT	Partners and Communities Together
PCC	Police and Crime Commissioner
PRU	Pupil Referral Unit
SWP	Safer Wolverhampton Partnership
TRC	Total Recorded Crime
VAWG	Violence Against Women and Girls
VOO	Violent Offender Order
WMFS	West Midlands Fire Service
WMP	West Midlands Police
WRAP	Workshop to Raise Awareness of Prevent
WVBCRG	Wolverhampton Business Crime Reduction Group
YOT	Youth Offending Team

Page 37

Key

Throughout the strategy progress against delivery is rated as below:

 Complete	 On target for delivery	 More work needed to meet objectives	 Not on track for delivery
--	--	---	---

Introduction by Chair of the Safer Wolverhampton Partnership

The Safer Wolverhampton Partnership (SWP) is pleased to present the 2018-2019 annual report, which outlines delivery against the Board's crime reduction and community safety priorities.

Performance this year highlights significant steps forward across our priority areas; a strengthened partnership approach and increase in practitioner training has contributed towards the increase in the reporting of traditionally hidden crimes such as domestic abuse, modern slavery and hate crime. Also highlighted is the Public Health approach being taken to both address and tackle violence and weapon-related offending across the city. SWP have applied learning from successes evidenced elsewhere in the country and continue to build on local partnerships and work with third sector providers to deliver interventions and robust preventative activities.

Strong partnership arrangements are key to the successful delivery against SWPs strategic priorities; the board works closely alongside statutory, non-statutory and third sector partners to ensure a robust and inclusive approach when tackling community safety related work across Wolverhampton.

Moving into 2019-2020, a key focus will be the implementation of the newly developed Tackling Violence and Exploitation Strategy which takes the bold step of committing to a fresh approach to address issues of violence and exploitation across the city, recognising that the ever-evolving landscape of exploitation requires a more flexible and agile approach across partners and a commitment to tackle violence and exploitation in its entirety. Addressing domestic abuse and other interpersonal violence will continue to be the focus as the interpersonal violence strategy is delivered.

Page 38



Mark Taylor
Chair
City of Wolverhampton
Council



**Chief Superintendent
Andy Beard**
Safer Wolverhampton
Partnership



**Councillor
Hazel Malcolm**
City of Wolverhampton
Council



**Councillor
Jasbir Jaspal**
City of Wolverhampton
Council

The Safer Wolverhampton Partnership

The Safer Wolverhampton Partnership (SWP) is pleased to present the 2018-2019 annual report, which outlines delivery against the Board's crime reduction and community safety priorities.

Performance this year highlights significant steps forward across our priority areas; a strengthened partnership approach and increase in practitioner training has contributed towards the increase in the reporting of traditionally hidden crimes such as domestic abuse,

modern slavery and hate crime. Also highlighted is the Public Health approach being taken to both address and tackle violence and weapon-related offending across the city. SWP have applied learning from successes evidenced elsewhere in the country and continue to build on local partnerships and work with third sector providers to deliver interventions and robust preventative activities.

How we commission

Strong partnership arrangements are key to the successful delivery against SWPs strategic priorities; the board works closely alongside statutory, non-statutory and third sector partners to ensure a robust and inclusive approach when tackling community safety related work across Wolverhampton.

Moving into 2019-2020, a key focus will be the implementation of the newly developed Tackling Violence and Exploitation Strategy which takes the bold step of committing to a fresh approach to

address issues of violence and exploitation across the city, recognising that the ever-evolving landscape of exploitation requires a more flexible and agile approach across partners and a commitment to tackle violence and exploitation in its entirety. Addressing domestic abuse and other interpersonal violence will continue to be the focus as the interpersonal violence strategy is delivered.

Community Safety and Harm Reduction Strategy 2017-2020

Reducing Reoffending

- Implement a Black Country wide Reducing Reoffending Strategy in partnership with key stakeholders
- Improve city image and business confidence by tackling aggressive begging and rough sleeping
- Improve recovery rates for offenders and those at risk of offending who have substance misuse problems
- Address drug dealing amongst individuals with a particular focus on New Psychoactive Substances (NPS) in order to reduce substance related offending
- Identify young people at risk of offending to support them at an early stage, and provide interventions to address their attitudes and behaviours
- Reduce volume crime with particular focus on vehicle crime, burglary, shoplifting and domestic abuse (DA)

Reducing Victimisation

- Engage with identified communities to break the cycle of cultural acceptance of domestic related abuse and vulnerability
- Enable communities to deliver solutions to local concerns
- Increase understanding of modern slavery (MS) and build confidence of victims to report issues and access support
- Working with partners, strengthen and integrate the collective response to DA
- Targeted engagement with businesses to reduce the risk of business victimisation
- Build confidence within communities subjected to hate crime to increase reporting and strengthen cohesion

Violence Prevention

- Deliver a risk-based model of DA perpetrator programmes inside and outside of the criminal justice system
- Provide mediation services to reduce tensions and escalations of violence
- Provide early interventions to deter young people from joining gangs and carrying bladed weapons
- Apply available legislative tools and powers to increase the effective management of offenders
- Develop interventions to deter young people from committing violent acts

Statutory Functions

- Improve engagement and provide a platform for residents to raise concerns
- Complete Domestic Homicide Reviews in order to identify learning for agencies to improve practice and prevent further deaths
- Deliver Wolverhampton's response to the Prevent duty
- Deliver initiatives to strengthen community cohesion across the city

Strategic Priority:

Reducing Reoffending

SWP committed to:

Implementing a Black Country wide Reducing Reoffending Strategy

Wolverhampton's Community Safety Partnership (CSP) led on the delivery of the Black Country Reducing Reoffending Strategy¹ in collaboration with Community Safety Partnerships (CSPs) from Dudley, Sandwell and Walsall. This innovative sub-regional approach assists the Black Country to attract additional resources, avoid displacement issues and strengthens the areas collective capacity to share best practice and make efficiencies. Work will continue at a local level to produce actions plans which will aligned to the strategy and ensure that partners are committed to ongoing delivery against the reducing reoffending agenda.

Addressing drug dealing amongst individuals, with a particular focus on New Psychoactive Substances and improving recovery rates for offenders & those at risk of substance misuse problems

DIP data shows that of 978 drug tests carried out on Wolverhampton residents who were drug tested on arrival at a custody suite after being arrested 74.3% proved positive for drugs, this could have been Opiates, Cocaine or both. Whilst this is a reduction from 75.6% in 2017-2018, this indicator has not achieved its desired outcome of reducing to below the baseline of 70%.

Improving city image and business confidence by tackling aggressive begging and rough sleeping

Active involvement in the Alternative Giving Campaign has helped to support rough sleepers to access support services and raise understanding with the public. Since April 2018, a team of professionals have supported **16 long-term rough sleepers** into accommodation, while more than **20 other individuals** who were at risk of rough sleeping have accessed support, been given a temporary housing, and will go on to secure long-term accommodation².

Reducing volume crime with focus on vehicle crime, burglary, shoplifting and DA

In 2016-2017 (the most up-to-date ratified figures) the reoffending rate was 30.8%, this is below the national baseline of 40%.

Theft from a motor vehicle contributed 8% of total recorded crime (TRC) in Wolverhampton – the 5th highest contributor to TRC. Wolverhampton are currently the 2nd best performing area in the West midlands area for reducing burglary.

¹ Add link to strategy

² www.wolverhampton.gov.uk/news/city-group-making-difference-rough-sleepers

Strategic Priority:

Reducing Victimisation

SWP committed to:

Engage with identified communities to break the cycle of cultural acceptance of domestic related abuse and vulnerability

- **9 Community Champions** identified to raise awareness and break down barriers which may prevent individuals from reporting domestic abuse
- Reports of domestic abuse saw a **4.7% increase** from the previous year³ - increased confidence in residents to report incidents and continued training for staff has helped to increase reporting and support for victims
- Awareness raising sessions held at Wolverhampton Refugee and Migrant Centre to educate and empower the ethnically diverse communities across the city

Working with partners, strengthen and integrate the collective response to DA

- Ongoing training delivered by WDVF
- Training delivered to nearly **300 GP practice staff**, resulting in an increase in MARAC referrals from GPs
- **Vulnerability assessments** completed as part of the Safer Homes Scheme, supporting victims of abuse and vulnerable people to remain safely in their homes
- **18% increase** from the previous year of cases discussed at MARAC⁴

³ 6858 reports were received during 2018-2019 compared to 6361 during 2017-2018

⁴ 543 cases discussed during 2018-2019 compared with 460 during 2017-2018

Increase understanding of modern slavery and build confidence of victims to report issues/access support

- **27 staff** from a range of agencies trained to deliver Modern Slavery training
- Training roll out city-wide available to all agencies across Wolverhampton – over **100 people trained**
- Council commitment to ensure supply chains are free from slavery and human trafficking
- Strengthening of Wolverhampton strategic group tackling Modern Slavery; extended to include Walsall

Building confidence within communities subjected to hate crime to increase reporting and strengthen cohesion throughout our diverse city

- Developed a multi-agency microsite⁵
- **17 third party** reporting centres
- Widespread training across various sectors in the city
- **31.2% increase in hate crimes recorded**
= increased confidence in residents⁶

⁵ www.stophatewv.net

⁶ 120 recorded during 2017-2018 compared to 385 during 2018-2019

Strategic Priority:

Violence Prevention

SWP committed to:

Identify young people at risk of offending at an early stage and provide early interventions to deter young people from carrying bladed weapons and committing violent acts

Peer mentoring: Trains young people to become mentors, active in 21 primary schools.

School holiday provision: over 250 young people engaged in diversionary activities in targeted areas during February half term

Pupil Referral Unit mentoring: Mentoring of young people attending pupil referral units (PRUs), known to be at a higher risk of violence and exploitation

Violence Specialist Commissioning: Youth outreach is being provided in targeted areas in the city, so far engaged over 100 young people

Focus on: Beats a bar

The YOT Music Project has been hugely successful thus far. There have been 98 studio sessions, offering 196 hours of structured intervention. 16 young people have engaged within the project, with one achieving a bronze art award. It has engaged many young people from different ethnic backgrounds, ages and life experiences. The project has focused on young people who have committed offences of violence or possession of knives (83% of the young people on the project) who have been on a variety of court orders and custody licences. Professionals and young people alike, have spoken about how the YOT Music Project has helped young people to express themselves in a controlled and meaningful manner; built a renewed energy to engage in education and used the rhythmic music sessions to relax and regulate themselves. This project has been one of the many vital projects being currently developed and delivered to support our trauma informed approach to engage young people to build safe attachments with a trusted adult, to help a young person to learn how to co and then self-regulate and develop their own social competency and self-esteem.

Apply available legislative tools and powers to increase the effective management of offenders

The use of CPN's has been successful when dealing with identified Urban Street gangs as it allows preventing them from entering identified locations, non-association with identified individuals as well as more creative prohibitions such as not uploading "Drill" Videos on social media platforms. Wolverhampton Police has taken action against a number of CPN breaches involving Urban Street Gangs and this has led to tighter management of these offenders. Wolverhampton NPU have successfully made use of Community Protection Orders (CPO's) for a wide range of circumstances including persistent begging, Community Anti-Social behaviour and for Urban Street gangs. Section 35 Dispersal powers have also been used successfully over the past 12 months, particularly around the dispersal of known gang nominals. The power introduces an element of preventative policing by allowing Police Officers and PCSOs to disperse someone who is "likely" to cause crime and disorder at the location. Wolverhampton Police have made use of gang injunctions obtained against an individual to prevent gang related violence. WMP have successfully applied for two Violent offender orders (Voo) which were granted to individuals who posed a high risk of serious physical and Psychological harm.

Provide specialist mediation services to reduce tensions and escalations of violence

The Community Reference Group (CRG) was re-commissioned to provide the specialist mediation service in 2018-2019. The service is deployed in response to escalating gang and youth violence tensions. This service has proved to be invaluable in providing community reassurance and reducing the risk of further incidents. The local knowledge the group has along with the trust of the community means that they are best placed to deliver the service effectively.



Deliver a risk-based model of DA perpetrator programmes inside and outside of the criminal justice system

A West Midlands Perpetrator programme catering for high-risk perpetrators runs alongside a Wolverhampton programme catering for all levels of risks and accepting self, early-help and third-party referrals. The Wolverhampton Programme is funded by the Home Office VAWG Service Transformation Fund.

Explanation of red rating: Despite both programmes being operational, the number of referrals being generated is disappointing. The service began in March 2018 and there is a need to develop the culture shift necessary in our frontline services, who are actively engaged with victims, but who are having to develop a new skill set to engage with perpetrators. This culture change that we're currently navigating is in line with the experiences of others introducing this programme elsewhere.

Actions: Advertising with Wolverhampton Wanderers; training social workers particularly about how to refer into the programme; proactively engaging with frontline staff across sectors so that they are knowledgeable and confident to initiate conversations about the programme.

Generating more referrals to the programme continues to be a focus in year three of the Community Safety and Harm Reduction Strategy.

Statutory Functions

SWP committed to:

Improving engagement and providing a platform for residents to raise concerns

- **112 Partners and Communities Together (PACT) meetings** held across the city
- Safer Wolverhampton Partnership Facebook page had a reach of **69,869** during 2018-2019
- Twitter page has **382 followers** and has published **790 tweets**
- Regularly updated Safer Wolverhampton Partnership website⁷
- Resident representatives on the SWP Board

Completing Domestic Homicide Reviews in order to identify learning for agencies to improve practice and prevent further deaths

Undertaking Domestic Homicide Reviews (DHRs) continues to be a statutory obligation delivered by SWP. A DHR is completed when a death meets specified criteria set by the Home Office; the aim of the review is to identify learning for agencies improve practice and prevent future deaths. Any DHR completed by Wolverhampton is done so in a timely manner in line with Home Office guidelines.

In 2018-2019 one DHR was completed and submitted to the Home Office.

Focus on: PACT

At a Wednesfield PACT meeting in September 2018 residents raised concerns about a perceived lack of police presence and council action in response to aggressive beggars in the area. Residents reported that they were causing a nuisance, taking drugs and thought to be linked to an increase in theft in the area.

The Neighbourhood Safety Coordinator for the area arranged an additional PACT meeting on the High Street for partners, local businesses and residents to discuss this issue exclusively. During the meeting all partners agreed to make a concerted effort to tackle the issue, offer support for those involved and take enforcement action where necessary.

Following the meeting there were 4 'Days of Action' in the community which involved numerous agencies offering support with homelessness and substance misuse issues. There were also agencies present to address the offending behaviour as well as additional police patrols.

Follow this intensive period of multi-agency support the number of aggressive beggars and rough sleepers in the area has reduced from 15 to 2; the remaining 2 have been served community protection notices.

The residents and businesses who initially raised the concerns have provided positive feedback for the quick response of the neighbourhood safety coordinator and partner agencies and consider the outcome a success.

⁷ www.saferwolverhampton.org.uk

Deliver Wolverhampton's response to the Prevent Duty

Wolverhampton continues to robustly respond to the Prevent Duty. This area of business is both a statutory and priority area of business for the partnership. The city is considered a low risk area by the Home Office and as such does not receive funding. The Partnership nevertheless delivers robust response to the duty, including;

- Providing training for partners across the city raising awareness of prevent (WRAP)
- Building community cohesion and empowerment by sustained community engagement
- Providing Hate Crime awareness training
- Providing training for third party reporting centres
- Developing a Microsite for the city to provide resources, information and where to access support

Deliver initiatives to strengthen community cohesion across the city

- Regular contact with faith groups through various forums and visits to places of worship
- Community Tensions are monitored monthly with any reported issues acted upon in partnership
- Dedicated Community Cohesion Forum, formed of statutory agencies, community groups, councillors and the faith sector
- Work in ward areas to improve and enhance community cohesion and perception
- Assisting communities to apply for grants and funding to use in their community
- Community Cohesion Forum

Moving Forward: 2019-2020

Moving forward into 2019-2020 SWP will continue to tackle some of the most challenging community safety issues in Wolverhampton. Interventions with people who may be vulnerable to violence and exploitation continue to be a high priority and will be guided by the implementation of the SWP Tackling Violence and Exploitation Strategy which will take a public health approach to violence and combat the issues of violence and exploitation holistically. The wide scope of this strategy means that it will have joint governance arrangements with Wolverhampton Safeguarding Boards, strengthening the partnership approach across the city in responding to these issues.

This will be aided by the £110,000 allocated from the Early Intervention Youth Fund by the Police and Crime commissioner to Wolverhampton. SWP will need to utilise this additional resource by commissioning diversionary activity for young people in targeted areas in the city which are vulnerable to gang and youth violence. This action will run alongside a programme which is currently being developed with partners from education and children's services to reduce exclusions in our schools. There is also a West Midlands wide commitment to the development of a regional violence prevention unit, based on best-practice violence reduction units in Scotland.



2018-2019 will see the implementation of the Tackling Interpersonal Violence Strategy (2019-2022) which includes provision for violence against women and girls in Wolverhampton. Action plans and performance frameworks will be updated to ensure that they align with the new strategy outcomes. Particular early areas of focus for 2018-2019 will be community engagement, generating referrals for the DVPP and embedding the new area of stalking and harassment.

The following page outlines all of our year three priorities which have been informed by local knowledge and a strategic assessment of emerging and current trends within Wolverhampton and agreed by the Safer Wolverhampton Partnership Board.

Year 3 delivery

Reducing Reoffending

- Establish a Reducing Reoffending action plan for Wolverhampton to ensure delivery against the Black Country Reducing Reoffending Strategy
- Improve pathways for offenders to access employment and housing in Wolverhampton
- Identify young people who are vulnerable to support them at the earliest possible stage; providing interventions to address their attitudes and behaviours whilst considering a 'Contextual Safeguarding' approach
- Reduce serious acquisitive crime and all forms of violence, including domestic abuse
- Improve city image and business confidence by continuing to work in partnership to tackle and reduce aggressive begging and rough sleeping across all areas of Wolverhampton
- Improve recovery rates for offenders and those at risk of offending who have substance misuse problems including New Psychoactive Substances (NPS)

Reducing Victimization

- Develop interventions to deter young people from committing violent acts and reduce the number of young people committing knife related crime or being exploited (including; county lines, child sexual exploitation, child criminal exploitation and modern slavery)
- Provide mediation services for the community by the community, to reduce tensions and escalation of violence
- Apply available legislative tools and powers to increase the effective management of offenders
- Continue to promote and deliver a behaviour change programme to reduce the harm from domestic abuse perpetrators
- Increase the use of out of court disposals, specifically restorative justice

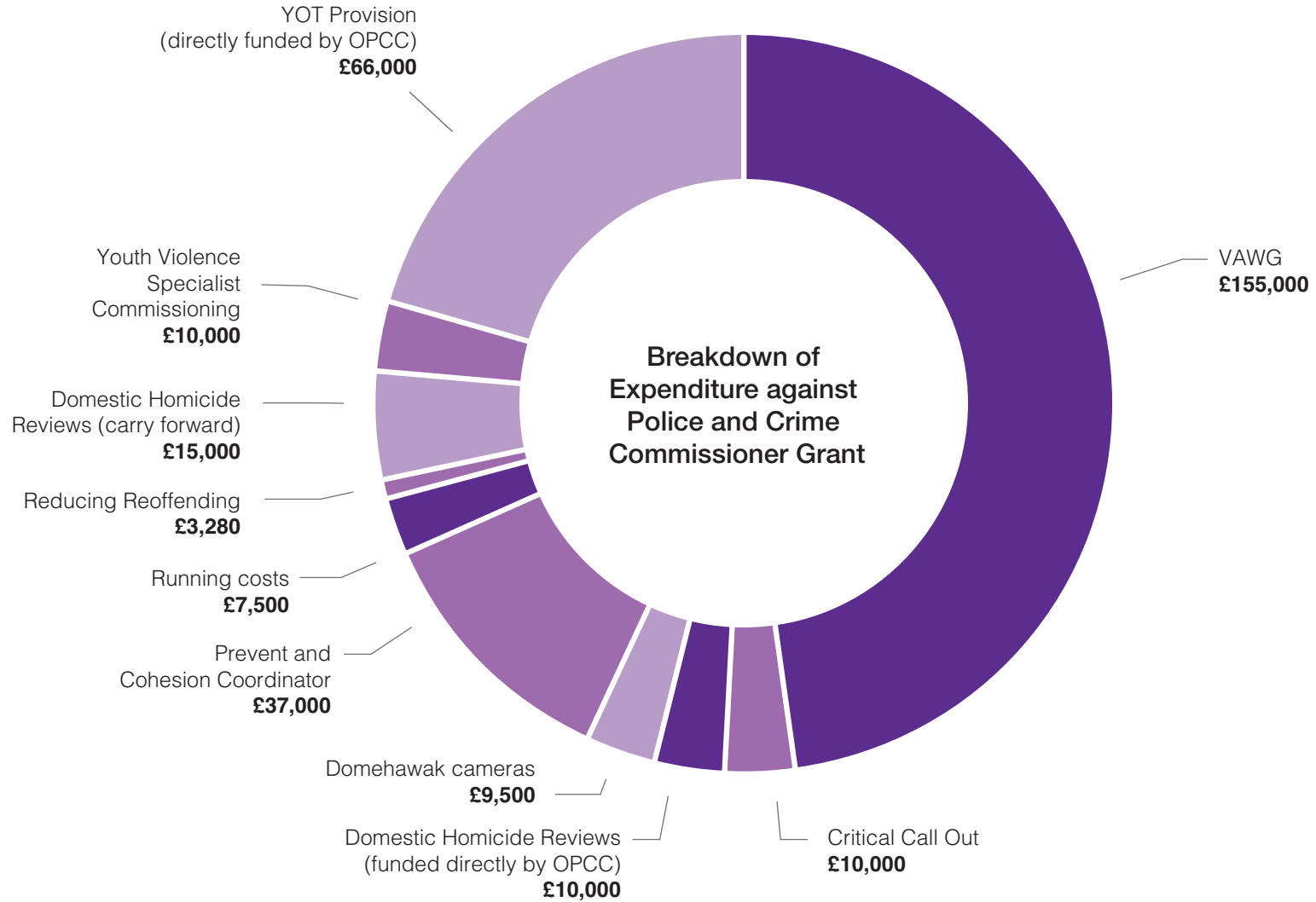
Violence Prevention

- Implement a violence and exploitation strategy for Wolverhampton and review governance arrangements in collaboration with key stakeholders and partners
- Maintain engagement with communities to break the cycle of cultural acceptance of domestic related abuse and vulnerability
- Continue to work in partnership to reduce violence and exploitation
- Continue to work with communities to increase reporting and recognising hate crime and to strengthen cohesion
- Continue to work with partners to strengthen and integrate the collective response to domestic abuse
- Work with Education partners to identify the earliest opportunity to intervene to prevent the exploitation of young people, including Delivery of Domestic Abuse programmes in school settings
- Increase understanding of modern slavery and build confidence of victims to report issues and access support

Statutory Functions

- Provide engagement and a platform for residents to raise concerns
- Complete Domestic Homicide Reviews in order to identify learning for agencies to improve practice and prevent further deaths
- Deliver Wolverhampton's response to the Prevent duty
- Deliver initiatives to strengthen community cohesion across the city

Appendix A: Breakdown of Expenditure



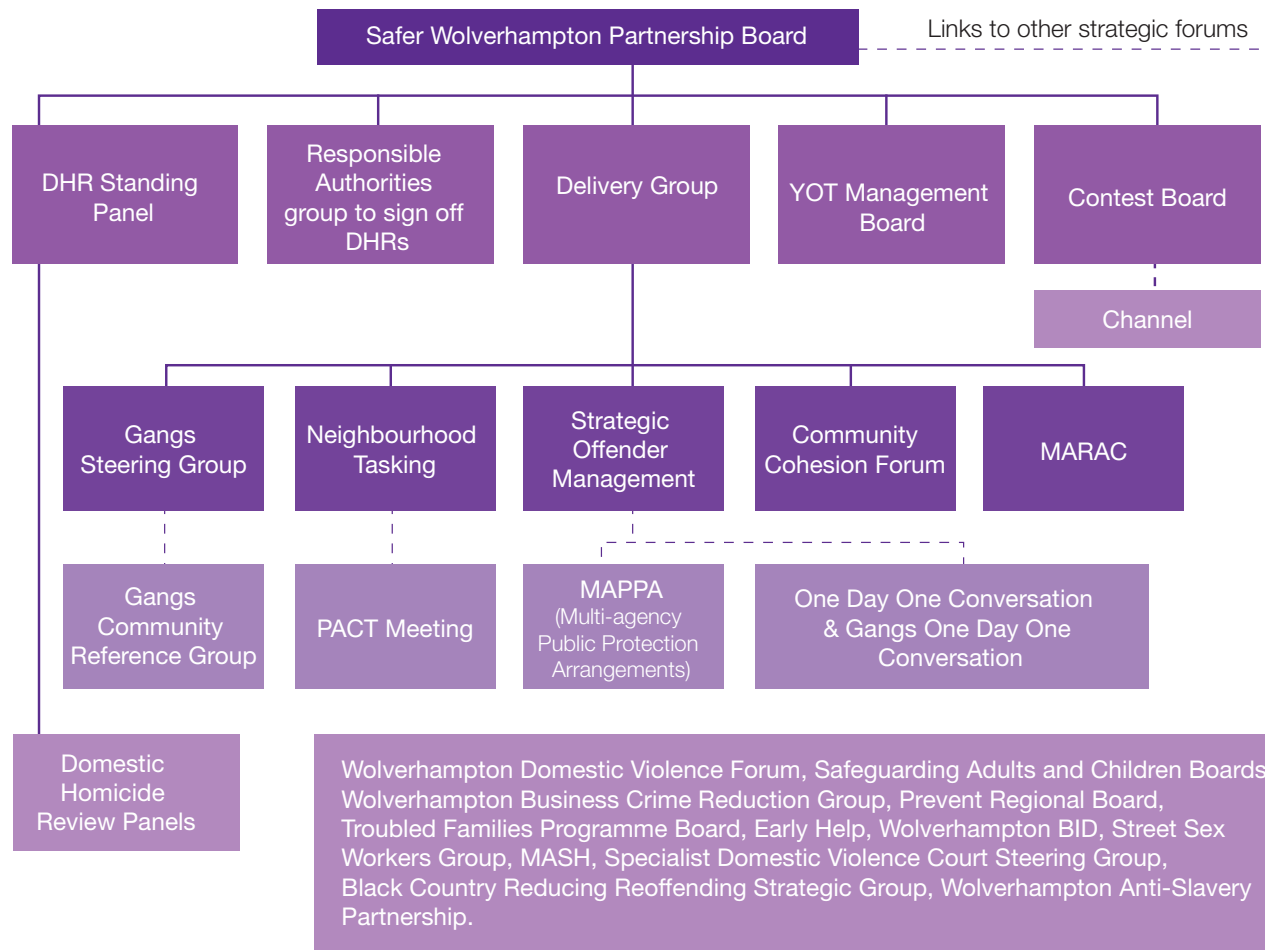
Appendix B: SWP Board Membership

SWP Board membership:

- Business sector
- City of Wolverhampton Council
- Clinical Commissioning Group
- Community Rehabilitation Company
- Constituency based resident representatives
- Her Majesty's Prison Service
- National Probation Service
- Resident representatives (x3)
- West Midlands Fire Service
- West Midlands Police
- Youth Offending Team
- Youth Police & Crime Commissioners

Third Sector-including resident representatives/special interest

representatives: (Rakegate Tenants and Resident's Association; Wolverhampton Domestic Violence Forum, P3, Victim Support and St George's Hub)





Operating as Wolverhampton's Local Police & Crime Board

CITY OF WOLVERHAMPTON COUNCIL	Cabinet (Resources) Panel 23 July 2019
--	---

Report title	Appointeeship Charging	
Decision designation	AMBER	
Cabinet member with lead responsibility	Councillor Linda Leach Adults	
Key decision	No	
In forward plan	Yes	
Wards affected	All	
Accountable Director	David Watts, Adult Services	
Originating service	Adult Social Care	
Accountable employee	Helen Winfield Tel Email	Head of Community Financial Support 01902 553353 helen.winfield@wolverhampton.gov.uk
Report to be/has been considered by	Adult Leadership Team Strategic Executive Board Adults and Safer City Scrutiny Panel	5 March 2019 19 March 2019 11 June 2019

Recommendations for decision:

The Cabinet (Resources) Panel is recommended to:

1. Approve the implementation of a charge to individuals for whom Adult Social Care is the Corporate Appointee for Department for Work and Pensions (DWP) benefits claiming.
2. Approve the following Appointeeship charge for individuals who have a balance of more than £1,000 in their account following the deduction of their usual monthly expenditure:
 - £5.00 per week for individuals living in the community
 - £3.00 per week for individuals residing in a care home
3. Approve a review of the charge in 12 months after implementation to assess its impact on the level of demand.
4. To consider the comments of the Adult and Safer City Scrutiny Panel on the proposed changes.

1.0 Purpose

- 1.1 To provide information about the proposed implementation of a charge for the Corporate Appointeeship Service delivered by the Customer Finance Team to vulnerable Adult Social Care customers in receipt of Social Security benefits who lack capacity to manage their financial affairs.

2.0 Background

- 2.1 The Council offers an Appointeeship service for individuals who are in receipt of benefits and are unable to manage their own finances and where there is no other person able to offer this support to them. Currently there is no charge made for this service.
- 2.2 An application can be made for the Local Authority to take on the Appointeeship for a person where the need is identified as part of a Care Act 2014 assessment or following a financial safeguarding referral.
- 2.3 There is no statutory requirement to provide a Corporate Appointeeship service but supporting individuals to pay their bills and budget wisely has a positive impact on their wellbeing and therefore helps to fulfil the promotion of the individual wellbeing duty.
- 2.4 The Office of the Public Guardian has a set charging policy for Deputyship but not for Appointeeship services. Deputyship charges which have been authorised by the court can be recovered direct from the income and capital managed on the person's behalf.
- 2.5 Practice Directions under the Court of Protection Rules 2017 state that a local authority can recover up to 3.5% of a person's capital where they are deputy for property and affairs and up to 2.5% where they are deputy for personal welfare, if savings are below £16,000. The fee is capped at £775 for the first year and £650 for subsequent years for customers with savings above £16,000.
- 2.6 There is no policy on charging for Appointeeship services provided by the Department for Work and Pensions, but their guidance requires charges that are applied are to be proportionate and reasonable.
- 2.7 The Council's Appointeeship Service provides administrative support:
 - a. to make benefit claims for individuals and maximise the benefits they are entitled to;
 - b. by providing information to benefits administering authorities that may affect benefit entitlement;
 - c. to deal with correspondence and respond to enquiries from the benefit administering authorities;
 - d. to pay bills and manage other outgoings for individuals for whom we are appointee;
 - e. to budget for any additional expenditure and unforeseen circumstances.
- 2.8 The Council's Appointeeship service currently supports 495 individuals (with a further 13 applications pending); 197 individuals living in the community and 298 in care homes. 27

individuals have £1,000 or less savings and therefore would not be charged under these proposals.

3.0 The Proposal

3.1 The Appointeeship service is in high demand and it is important that Council can continue to provide this service for people who need support to manage their financial affairs.

3.2 When the Council takes responsibility for supporting an individual with managing their finances the priority is to reach a position of financial stability. Within a short space of time, by budgeting appropriately, those who require the support of the Appointeeship service should be in a position to contribute towards the administrative costs of the service.

3.3 It is proposed that Appointeeship charge would be:

- a. **£5.00 per week** for individuals living in the community
- b. **£3.00 per week** for individuals residing in a care home

For those individuals who have a balance of more than £1,000 in their account following the deduction of their usual monthly expenditure.

3.4 The proposed charges are lower for a person in a care home as there is less administration involved in managing these accounts.

4.0 Consultation

4.1 The proposals outlined in paragraph 3 above have been open to public consultation which closed on 24 March 2019.

4.2 The consultation has been publicised on the Council's consultation web pages: <https://wolverhampton.moderngov.co.uk/mgConsultationDisplay.aspx?ID=142>

4.3 In addition:

- a. 57 statutory and voluntary sector stakeholders have been contacted to seek comments on the proposals
- b. The Adult Social Care advocate organisation, POhWER Advocacy has been contacted to seek comments on the proposals
- c. Social Workers and Keyworkers for those individuals who are currently supported with a Corporate Appointeeship have been contacted to seek comments on the proposals.

4.4 There have been two comments received in response to the consultation which raised concerns that charging people who need this service would be unfair and may exclude people from using the service who need it most as they will struggle to meet the charges proposed.

4.5 In response, the proposed charges are believed to be set at an amount which, from our experience in delivery of the service over many years, would be a reasonable charge which could be met by people with more than £1,000 savings. Indeed, most customers' savings are substantially in excess of this amount as a result of the build-up of unused income.

4.6 The proposals were presented to Adults and Safer City Scrutiny Panel meeting on 11.6.19. A summary of the comments received is attached (Appendix 1).

5.0 Reasons for decision

5.1 The provision of Appointeeship Services are not statutory duties for local authorities, but the Care Act 2014 does state that Local Authorities should provide 'information and advice on the Court of Protection, Power of Attorney and becoming a Deputy'.

5.2 The Care and Support Statutory guidance makes reference to the Local Authority's ability and power to apply to be appointed Deputy for a person who is unable to manage their property and affairs and who has no family involved in their care.

5.3 Corporate Appointeeship is an alternative more proportionate and appropriate form of support under the Care Act 2014 for those individuals who are reliant on Social Security benefits for income and only have savings from any unspent income.

5.4 The provision of the Council's Appointeeship service helps ensure that an increasing number of vulnerable individuals are receiving their correct benefits entitlement and that they have financial stability to maintain their well-being and improve their quality of life.

5.5 A person who is referred, as part of a Care Act needs assessment, to the Appointeeship Service will be a vulnerable person lacking financial capacity who does not have the appropriate support from friends and family. A growing number of individuals have experienced financial abuse and the referral is made as part of safeguarding outcomes.

5.6 When the Appointeeship Service takes over the management of their finances it is often the first time that they have experienced financial stability. Well-managed accounts mean that unused income often builds up. Therefore, when a person dies they leave behind unspent monies which we are required to pass on to the next of kin, the very people who may have failed to provide the much-needed support for the person in their lifetime (or in some cases, the perpetrators of financial abuse).

5.7 The Customer Finance Service that administers the Corporate Appointeeship currently comprises three full time equivalent posts at a cost of £85,400 per year with additional costs for management and supporting services.

5.8 The proposals are aimed at ensuring the delivery of support for individuals in need at a reasonable cost and enabling a sustainable Appointeeship Service which is working towards self-funding.

6.0 Benchmarking

6.1 The following table gives information about the charges for Appointeeship services in other local authorities which was collected by the National Association of Financial Assessment Officers (NAFAO):

Local Authority	Charge - Community	Charge - Residential	Notes
St Helen's	£5.00 per week	£3.00 per week	No charge if savings below £1,000
Knowsley	£20.00 per month	£20.00 per month	Only where clients have a balance of funds in excess of £1,000.
Halton	£10.00 per week	£7.00 per week	In community, if no savings at date of Appointeeship exempt for 3 months to allow time to accrue money. No charge in Residential if capital less than £1,000
Warrington	£10.00 per week	£7.00 per week	
Wigan	£15.00 per week	£15.00 per week	Only exempt if benefits are suspended.
Stockport	£10.30 per week	£5.15 per week	For service users with less than £1,000 the charge is £1.00 per month
Bury	£10.00 per week	£5.00 per week	Community – waived if less than £1,000 capital/savings. Residential – waived if less than £2,000 capital/savings
Oldham	£10.00 per week	£5.00 per week	Administration charge to end Appointeeship of £309.00
Walsall			Previously out-sourced but brought back in-house. No Charge currently – proposals to introduce a charge in 2020 (on a similar basis to the Wolverhampton proposals)
Nottingham	£12.00 per week	£12.00 per week	Where individual has more than £1,000 in savings
Rochdale	£300 per year	£300 per year	
Wokingham	£100 per annum	£100 per annum	Where savings below £3,000. Court of Protection charges where savings above £3,000

6.2 Other organisations also provide an Appointeeship service. The following table gives some examples about the charges that are made by such organisations:

Organisation	Charge - Community	Charge - Residential	Notes
Penderels	£800/£1,000/£1,300 per annum	£800/£1,000/£1,300 per annum	Charge based on the number of hours of support delivered
Money Carer Foundation	£65 per month	£35 per month	

7.0 Financial implications

7.1 The implementation of an Appointeeship Service charge would provide income to enable the Appointeeship service, at a cost of approximately £90,000, to move towards becoming self-funding.

7.2 Based on the current number of individuals who receive a Corporate Appointeeship service, the proposals will mean that the service would be likely to generate income in the region of £90,000 per year:

Corporate Appointeeship	Number of Individuals (excluding those with less than £1,000 savings)	Charge per week	Total income per year £'000
Care Home	298	£3.00	-46
Community	170	£5.00	-44
Total	468		-90
Staffing			85
Service related costs			5
Net Total			0

[MI/21032019/I]

8.0 Legal implications

8.1 The proposals are compliant with law and guidance in relation to the Equality Act 2010, the Care Act 2014 and Section 1 of the Local Authorities (Goods and Services) Act 1970. In addition, there has been a properly constituted consultation publicised on the council's consultation website.

[TC/06032019/P]

9.0 Equalities implications

- 9.1 An equalities analysis has been completed. It is recognised that this proposal will impact adversely on vulnerable people on benefits income however, charging for the Appointeeship service will help ensure that it is sustainable for the future and therefore is able to continue to support vulnerable people to establish financial wellbeing. In addition, it will help ensure that individuals are in receipt of their benefit entitlement which will support health and wellbeing.
- 9.2 This proposal does not adversely impact any particular group with a Protected Characteristic.

10.0 Environmental implications

- 10.1 There are no environmental implications arising from this proposal.

11.0 Human resources implications

- 11.1 There are no human resources implications arising from this proposal.

12.0 Corporate landlord implications

- 12.1 There are no landlord implications arising from this proposal.

13.0 Health and Wellbeing Implications

- 12.1 This proposal concerns the Appointeeship Service which plays an important role in helping to ensure the wellbeing of vulnerable people who lack financial capacity and who may be in need of safeguarding.
- 13.1 The introduction of a charge for those with savings of more than £1,000 in savings will be monitored for any adverse impact and it is proposed to conduct a review after 12 months of operation to assess the impact of the charge on the level of demand.

This page is intentionally left blank