

CITY OF
WOLVERHAMPTON
COUNCIL

Adults and Safer City Scrutiny Panel

15 September 2020

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

Venue Via Microsoft Teams

Membership

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

Labour

Cllr Olivia Birch
Cllr Rupinderjit Kaur
Cllr Asha Mattu
Cllr Lynne Moran
Cllr Anwen Muston
Cllr John Rowley
Cllr Zee Russell

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:

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Agenda

Part 1 – items open to the press and public

Item No. *Title*

1 Welcome and Introductions

[The Chair to welcome everyone to the meeting. The Scrutiny Officer will then read out a list of those invited to the meeting to confirm who is in attendance.]

2 Meeting procedures to be followed

[The Chair will explain how the meeting will proceed, how questions are to be asked and any matters of meeting etiquette.]

BUSINESS ITEMS

3 Apologies

4 Declarations of Interest

5 Minutes of previous meeting (28 January 2020) (Pages 3 - 10)

[To approve the minutes of the previous meeting as a correct record]

6 Matters arising

DISCUSSION ITEMS

7 Update on the response of Adult Services to the Covid-19 crisis and future plans (Pages 11 - 22)

[David Watts, Director of Adult Services, to present report]

8 Adults and Safer City Scrutiny Panel 2019 20 - Draft Work Programme (Pages 23 - 30)

[Earl Piggott-Smith, Scrutiny Officer, to present report]

Adults and Safer City Scrutiny Panel

Agenda Item No: 5

Minutes - 28 January 2020

Attendance

Members of the Adults and Safer City Scrutiny Panel

Cllr Simon Bennett (Vice-Chair)
Cllr Olivia Birch
Cllr Val Evans (Chair)
Cllr Sohail Khan
Cllr Lynne Moran
Cllr Anwen Muston
Cllr Jacqueline Sweetman

In Attendance

Cllr Dr Michael Hardacre Cabinet Member Education and Skills
Cllr Jasbir Jaspal Cabinet Member Health
Cllr Linda Leach Cabinet Member Adults

Employees

| | |
|--------------------|-------------------------------------|
| John Denley | Director of Public Health |
| Joanne Keatley | Head of Adult Education |
| Lynsey Kelly | Head of Community Safety |
| Hannah Pawley | Community Safety Manager |
| Earl Piggott-Smith | Scrutiny Officer |
| Lisa Taylor | Head of Service Improvement |
| David Watts | Director of Adult Services |
| Helen Winfield | Head of Community Financial Support |

Part 1 – items open to the press and public

Item No. *Title*

- 1 Apologies**
Apologies were received from the following members of the panel:

Cllr Rupinderjit Kaur
Cllr John Rowley
Cllr Zee Russell
Cllr Asha Mattu
- 2 Declarations of Interest**
There were no declarations of interest recorded.

3 **Minutes of previous meeting (12 November 2019)**

That the minutes of the meeting held on 12 November 2019 be approved as a correct record and signed by the Chair.

4 **Matters arising**

Minute 5 – Adult Social Care Annual Report: The Local Account 2018-19

The panel highlighted ongoing concerns about the lack of data about LGBT+ people in reports generally and also the lack of evidence to show how equalities implications have been considered. A specific reference was made to the progress made by WMP and Wolverhampton CCG to improve the collection of data and include to it in reports for discussion.

David Watts, Director of Adult Services, repeated previous comments to the panel about the work done to encourage people from the LGBT+ community to provide information that will be used to shape the development of services offered. The Director of Adult Services added that there is no legal requirement for residents to provide information requested but they are encouraged and supported to do so. John Denley, Director of Public Health, added that Health and Wellbeing Board held a conference in November 2019 where representatives from a range of organisations representing the LGBT+ community and statutory agencies to discuss issues of concern. The Director of Public Health suggested that a report on work done to progress actions could be presented to the panel in January 2021. The panel agreed to accept this offer.

5 **Proposed changes to charges for non-residential services (report to follow)**

Helen Winfield, Head of Community Financial Support, presented the report and the outlined the background to proposal to extend the current transitional protection, due to end in April 2020, for a further two years. The Head of Community Financial Support detailed the reasons behind suggesting the proposed change and explained why option 3 was considered to be best approach to continuing to support people in receipt of transitional protection and would be the recommendation to Cabinet. The report was presented to SEB for comments and they were also supportive of Option 3 as it would offer the right balance in trying to limit the level of increase and also move people closer towards paying the correctly assessed amount.

The Head of Community Financial Support shared an example of completed financial assessment form to show the impact on people in receipt of non-residential adult social care, when different scenarios in each of the options is applied.

The panel expressed concern that the assessment would not properly consider other costs arising from their illness or disability and therefore limit the opportunity for them to engage in community and social activities. The Head of Community Financial Support advised that Minimum Income Guarantee (MIG), which is protected income in the assessment, is set by Government and is intended to meet the normal living costs of a person and also contribute towards covering the cost of their own care and support.

The Council has discretion to disregard more than standard MIG amount and has set an amount of £12 for disability related expenditure for people of pension credit qualifying age as shown on the financial assessment form.

For people below pension credit qualifying age who have a lower standard MIG, there is an additional amount of £5.04, which can be disregarded.

The Council can take account of other costs which can be disregarded during the financial assessment. A person can also ask for an enhanced financial assessment to consider the actual costs of disability-related expenses if these are higher than the set amounts applied in the basic financial assessment.

The panel welcomed the focus in wanting to protect individuals against unreasonable significant increases after April 2020, if the current support scheme ended.

The panel invited the Head of Community Financial Support to comment on future levels of transitional protection and possible changes to level of Minimum Income Guarantee which will impact on the amount of financial contributions. The Head of Community Financial Support commented that it is expected that the amount may increase in the future as it has not changed for 10 years.

The panel welcomed the report and agreed to support Option 3 as detailed.

Resolved:

1. The panel agreed to support the proposal for continuing transitional protection as detailed in Option 3.
2. The panel supports the recommendation to approve the Cabinet Member for Adult Services to have delegated authority to make further changes to the transitional protection scheme.

6 **Cllr Linda Leach Cabinet Member Adults /Cllr Jasbir Jaspal, Cabinet Member Health (to follow)**

Cllr Linda Leach, Cabinet Member Adults, gave a presentation detailing key priorities of areas within her portfolio and specific issues that she would be focusing on during the year. The Cabinet Member invited panel members to share their views of the priorities listed.

Cllr Jasbir Jaspal, Cabinet Member Health, gave a presentation detailing key public health priorities and key areas of action during the year. The Cabinet Member gave a summary of key achievements and future plans.

The panel thanked the Cabinet Members for their presentations.

Resolved:

The panel agreed to note the presentations.

7 **Adult Education Service**

Cllr Dr Michael Hardacre, Cabinet Member Education and Skills, introduced the main sections of the report and outlined the key findings. The Cabinet Member

commented on the progress made by the Adult Education Service in meeting its priorities and the plans for the City Learning Quarter.

The Cabinet commented on the work planned to identify people within more prosperous wards where there are pockets of deprivation to encourage and support them to consider adult education learning opportunities.

Joanne Keatley, Head of Adult Education, invited panel members to comment on the strategy document and to share views on future challenges to the service.

The panel welcomed the achievements of the service and the excellent progress made to support adult learners as detailed in the Outcomes for Students section of the report. The panel suggested that more information was needed to understand how the demographic detailed in the report should be interpreted. The panel suggested that comparative data should be included to provide information about the impact of actions to improve basic skills and knowledge of residents. The Head of Adult Services commented on the challenges facing Wolverhampton in closing the performance gap between Wolverhampton and regional and national levels. The Head of Adult Services advised the panel that the demographic data detailed in the report is based on Census data and other sources published over timeframes which make it difficult to show trends over time. The panel wanted more details to show rate of progress and also help identify areas of poor performance where action is needed. The Head of Adult Services agreed to review the presentation of data and consider how to respond to the concern about wanting to see patterns of progress.

The Head of Adult Services commented on the importance of partnership working with community groups to help support adult learners and the success of current initiatives. The panel expressed concern about the equalities implications statement in the report and the lack of information about the work done to support adult learners from the LGBT+ community. The panel added there was a need to show which services are being accessed also to monitor trends and to evidence that their needs are being met. The panel suggested that future report should include a breakdown of different groups and greater efforts to collect data on LGBT+ issues.

The Head of Adult Services advised that there are a number of equalities questions on the enrolment form and people are encouraged to complete the information. The responses are analysed to assess how the service is meeting the needs of underrepresented groups. The Director of Public Health supported the approach of Adult Education and outlined the benefits of working with partners on place-based initiatives to achieve better outcomes. The panel accepted the offer by the Director of Public Health to present a report on place-based initiatives to a future meeting.

The panel queried how the service is linking with the Wolves at Work programme to support adult learners to improve vocational skills and knowledge. The Head of Adult Services confirmed that there were good working relations and commented on a recent example of joint working which was included in evidence given to Ofsted during the recent inspection.

The service has specific performance targets for the unemployed. The Head of Adult Services highlighted examples of work done with residents in nine target wards which is supported by local community groups to give opportunities for residents to learn new skills and knowledge. The Head of Adult Services explained that the

service is engaging positively with members of the third sector to provide support on entry level maths and English courses, with the hope that they will progress to courses offered by Adult Education.

The panel discussed the implications for the provision of adult education as a result of the review commissioned by West Midlands Combined Authority (WMCA) into Community Learning funding. The panel agreed for a report to be presented to a future meeting if any changes to the funding for community learning are being proposed following the review.

The panel welcomed the report and congratulated the Head of Service on the performance of the service and the progress made against the strategy objectives.

Resolved:

1. The Director of Public Health to present a report on place-based approach with partner agencies to improve population outcomes to the panel in 2021.
2. The Head of Adult Services agreed to review the presentation of data to include LGBT+ and also trend data to show patterns of progress against key performance measures in the next annual report.
3. The Head of Adult Services to report on the outcome of the funding review commissioned by WMCA at a future meeting to consider any proposals which may impact on the current budget for community learning.

8 **Blue Badge Scheme - update report**

Lisa Taylor, Head of Service Improvement, introduced the report to the panel and outlined key areas of progress against key performance targets and future plans. The Head of Service briefed the panel about changes introduced to the administration of the Budget Badge service to meet revised guidance published by Department of Transport.

The Head of Service explained the new application and assessment process and the range of improvements introduced which has led to reduce waiting times. The processing time for applications received was reported as continuing to improve as a result of changes made since June 2019 and significant progress has been achieved. The Head of Service commented on work done to process applications made on the hidden disabilities criteria, which was introduced in December 2019. The panel were advised that due to complexity of hidden disability applications the average processing time is longer but was still considered to be satisfactory.

Lisa Powell, Customer Services Team Leader, described a number of different initiatives such as booked appointments, changing how calls for Blue Badge applications had reduced processing time. For example, offering a booked appointment system which gives applicants the opportunity to have their form checked in local venues and there are plans rollout the service to other community venues.

The Customer Services Team Leader added that the changes were aimed at giving people support who may need help to complete their application form. The changes have led to performance improvements in reducing application processing times.

In the future a new payment option system will be offered which is expected to further reduce application processing times by up to 7 days.

The panel queried if employee resources were sufficient to meet the current demands on the service. The Customer Services Team Leader advised that there is three full time permanent dedicated posts dealing with processing applications and two people dealing with telephone enquiries.

The panel asked for details of the shortest and longest times taken to process Blue Badge applications. The Head of Service Improvement agreed to include the information in a future report. The panel agreed to receive a further briefing in 12 months on the performance of the service against key indicators.

The panel welcomed the report and the progress made.

Resolved:

1. The Head of Service Improvement to present a briefing paper on progress against key performance measures for the Blue Badge service to the panel in January 2021.

9

Community Safety and Harm Reduction Strategy 2020-2023

Lynsey Kelly, Head of Community Safety, introduced Hannah Pawley, Community Safety Manager, and Superintendent Simon Inglis to the panel. The Head of Community Safety presented the report and commented on specific aspects of the strategy document. The Community Safety Manager outlined the process used to agree the overarching priorities to help reduce crime and disorder. The priorities were selected to allow sufficient flexibility to respond to emerging crime trends and performance framework would be monitored by Safer Wolverhampton Partnership Board. The Community Safety Manager outlined the aims of draft Community Safety and Harm Reduction Strategy.

The Head of Community Safety explained that a place-based approach to reducing crime and disorder has been adopted, with a focus on empowering and supporting local community to get involved. The draft is currently being out for public consultation which ends shortly. The panel were encouraged to take part in the consultation. The draft has been shared with Wolverhampton Youth Council and the issue of hidden crimes was identified as a priority.

The panel were invited to comment on the draft strategy. The panel queried the resource implications of the strategy and if there were any concerns. Superintendent Simon Inglis, West Midlands Police, advised the panel that WMP has also adopted a place-based approach to tackling the priorities detailed in the strategy, with a focus on reducing reoffending rates as one of the key priorities. Superintendent Inglis advised that an extra 600 police officers will be recruited across the West Midlands as a result of increased Government funding. The Director of Public Health commented on the importance of partnership working across the different agencies and the added value of engaging members of the local community in helping to deliver the strategy. The panel queried the lack of detail in the strategy about how the concerns about LGBT+ community will be addressed, and work being done to engage them in its development. The panel suggested more work needed to include data about the needs of this group in the report. The Head of Community Safety responded the concerns of the LGBT+ community were included in previous strategy

documents drafts. However, it was estimated that represent about 2% of the population and was decided not to include it in the current strategy. The Director of Public Health agreed to bring a further report on the work done engage with the LGBT+ to a future meeting of the panel.

The panel welcomed the report.

Resolved:

1. Lynsey Kelly, Head of Community Safety, to be consider panel comments on the draft Safer Wolverhampton Strategy and make changes as necessary.
2. The panel support the overarching priorities for the draft Community Safety Strategy 2020-2023 agreed at the consultation event held in June 2019.
3. John Denley, Director of Public Health, to present a report to a future meeting of the panel on work being done to engage with the LGBT+ community and also to address the specific concerns of the panel about the collection of data to inform the draft strategy and policy making generally.

10

Adults and Safer City Scrutiny Panel 2019 20 - Draft Work Programme

Earl Piggott-Smith, Scrutiny Officer, presented the draft programme for information and comment. The work programme will be updated to reflect other possible topics that could be added as future items.

Resolved:

The panel agreed to note the report.

The meeting closed at 20.00

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Adults & Safer City Scrutiny Panel

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Introduction

City of Wolverhampton Adult Services has taken a lead role in supporting care providers throughout the Covid-19 pandemic and acted as good partner to Health Colleagues in supporting hospital discharges, taking a pro-active role in avoiding hospital admission where necessary and supporting the role of the Infection Prevention Team. Support has been given in many different ways including:

- Regular supportive communication with partners and providers
- Practical Support
- Supply, quality and cost issues supported
- Recruitment support
- Financial support
- Hospital discharge

Updates to be covered

- Hospital Discharge
- Infection Prevention
- Personal Protective Equipment
- Public Health and Partner relationships
- Public Health Funerals

1. Hospital Discharge

- Covid-19 has had a significant impact on the way hospital services are provided including hospital discharge
- Multi-agency assessments have continued during the pandemic to ensure that Wolverhampton residents get the right care in the correct setting as soon as possible
- Working with colleagues at RWT and the CCG the system has prevented long stays or delays in hospital and so reducing the risk of infection and enabling rehabilitation in the individual's home or non-acute setting
- Additional capacity jointly commissioned to ensure care in care homes and peoples homes (beds and 72 hour home care)
- Partnership work between health and social care has contributed to flow being maintained at RWT during the crisis
- Additional pathways have been put in place with Health partners to manage the pandemic

2. Infection Prevention

- Through the Infection Prevention Team and Wolverhampton CCG training, close work between all organisations has enabled us to put in place a robust outbreak management approach for all Care Homes
- 14 day isolation periods for all discharges from hospital and with Covid tests is in place across Wolverhampton to minimise the risk of infection following discharge from hospital to Care Homes including CWC notifying the Infection Prevention Team of any moves
- Each home has a clinical lead and processes in place for proactive and reactive management of patients, medication reviews and care planning
- Proactive community swabbing led by the CCG allowed quick responses to Care Homes resulting in positive action to cohort, support staff self isolating and the provision of PPE from CWC
- Provider support meetings are scheduled twice a week where the IPT can share information on Care Homes that need support to avoid admissions to hospital

3. PPE

- To keep the system safe, regular and consistent deliveries of PPE need to be available. National supplies and quality of supplies from the national line has not always been reliable
- Multiple council departments have been involved in putting in place an effective PPE procurement and distribution system
- WCCG continue to provide a comprehensive infection control training package for care homes in Wolverhampton
- To date over one million items of PPE have been distributed across the city by the council

4. Public Health and Provider Relationships

“As Leaders of the local system during this national emergency we recognised the need for real time accurate data daily, as such we quickly mobilised a daily SITREP capturing key information needed to prioritise the support our providers need and allowing us to proactively manage infection prevention and control. The daily SITREP is used across the Wolverhampton system by all partners and forms a key part of the decision making by all partners.”

Tim Johnson, CWC Chief Executive

other positive examples include:

- 100% of homes now registered with NHS mail (was below 50% in March)
- 100% of homes who qualify for IPF using the capacity tracker
- Over 3400 care home residents and staff proactively tested

- 100% of homes have received Infection prevention training and super trainer from CCG
- Over 700 Care Home staff registered for antibody testing in the first week of test

5. Public Health Funerals

- Local authorities have a duty under Section 46 (1-4) Public Health (Control of Disease) Act 1984, to arrange a funeral for anyone who dies in their area, without funeral arrangements/plans in place and no-one willing or able to make such arrangements
- A Covid-19 workstream was established to plan for the likely increase in the need for such funerals in the wake of the pandemic. Plans were agreed to meet the forecast increase in demand and to maintain standards of timely, dignified funerals for the deceased in our city
- The Court of Protection, Funerals and Property Team are responsible for carrying out this statutory duty. It was crucial to plan for surges in capacity and identify and mitigate risks to delivery. The team arrange between 35 – 55 funerals per year
 - In Q1 2019, 8 funerals were arranged
 - In Q1 2020, 13 funerals have been arranged

Outcomes of Good Practice

| Date | Confirmed/ suspected cases Cases | Self isolation |
|---------------------------|---|-----------------------|
| April 1st 2020 | 13 confirmed 160 suspected | 686 |
| May 1st 2020 | 21 confirmed 19 suspected | 79 |
| June 1 st 2020 | 0 confirmed 19 suspected | 25 |
| July 1st 2020 | 0 confirmed 1 suspected | 1 |
| August 04 2020 | 0 confirmed 0 suspected | 1 |
| September 04 2020 | 1 confirmed 3 suspected | 4 |

Learning

- We can make changes quickly as a Health & Care system, the skill sets and attitudes of staff working in health and social care, and those who have been redeployed to health and social care, have enabled a quick and competent response
- Response for social care sector has been reliant on significant activity across the whole council. The food distribution hub and stay safe be kind helpline have all impacted positively on some of our residents in the city who were most likely to be impacted by Covid-19
- Even stronger relationships have been developed across social care and health
- We have increased our level Insight into care provider market - communication to and from the care provider market has been much more regular and that working relationships have benefitted as a result

Living with Covid-19

- Second wave and recovery meetings are in place to protect as much as possible against a second wave and manage should there be a second wave covering:
 - Capacity and Commissioning
 - Cohorting & Provider support to cohort
 - PPE Strategy
 - Lessons learnt / issue management
 - Occupational Health, HR Staffing Support to small providers
 - Public Health Support
 - Communication with providers to support Cohorting, Staff support and PPE needs along with guidance support
 - Winter planning / Flu jabs
 - Visiting arrangements in care homes
 - Increased testing

Future Plans

- All Care Homes are using the NHS capacity tracker and NHS mail. As we head into Winter all partners can access available capacity in Wolverhampton and share information securely with Care Homes
- There will be a significant promotion of flu jabs within the care sector due to the high risk of having seasonal flu and Covid-19 circulating in the community at the same time
- Provider forums have been scheduled to speak directly to providers about their experiences
- We need to monitor how Covid-19 has changed peoples choice of care they use and inform our commissioning strategies to meet new needs
- We will work with the care provider market in managing the lasting impact of Covid-19 to mitigate potential provider failure and/or to ensure people's care needs are fully met when this occurs

Scrutiny Work Programme Connected City

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Connected City

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- Cross cutting theme agreed by Scrutiny Board at the meeting held on Tuesday 14 July 2020.
- Connectivity and digital considerations to be considered as part of all items added to the work programme.
- Outcomes and recommendations from all panels will then be fed back to Scrutiny Board to unify into one comprehensive report based on the connected city theme.
- This report and any recommendations made can then be submitted to Cabinet for consideration.

Why Connected City?

- **Digital Revolution in Wolverhampton underway:**

- Increasing productivity, sparking innovation and driving economic growth by creating new jobs, attracting start-ups and enticing further inward investment.
- Enabling those in education, health and social care sectors to adopt the latest technologies.
- Enabling e-learning techniques in schools, college and universities.
- Providing the foundation for crucial health and social care solutions such as remote monitoring and remote consultations.

- **Roll out of 5G:**

The Digital divide: Covid-19 has highlighted more issues than previously realised and if not addressed the identified gap will grow - its not just older people who are being left behind:

- 59,000 citizens do not have access to basic digital skills & 35,000 citizens have not been online in the last three months
- Many of those who have not been online are under 60 and often the more vulnerable citizens
- Only 52% of the workforce have the necessary digital skills for work

- **Change is happening faster than we think – it continues to evolve and adapt as the needs of the end user evolve and change. How do we keep up with this to support our citizens?**

Adults and Safer City

How do we use and engage connectivity and digital means to help:

- Reduce isolation and increase independence by enabling residents to stay at home for longer and access services
- Support and improve communication with partners and providers
- Recruitment, commissioning and volunteering
- Financial support for those in need
- Hospital discharge and admission avoidance
- GP and hospital consultations
- Support a safer city
- Supporting provider shortages

Work Programme Considerations

1. Does it link to the agreed Connected City theme?
2. Is the issue in the public interest?
3. Can scrutiny add value by looking at it?
4. Where is the evidence to support looking at this issue?
5. Can we evidence impact?
6. Is there a change to National Policy?
7. Does it affect citizens across the City?
8. Are there performance concerns?
9. Is it a safety issue?

Remit of the Panel

The scrutiny of services for older and vulnerable adults, local safeguarding arrangements for adults and crime and disorder in the city.

Specific responsibilities

The Panel will have responsibility for scrutiny functions as they relate to:

- Older people assessment and care management
- Financial support services
- Libraries and community hubs
 - Independent living centre
 - Commissioning older people
 - Carers support
 - All age disabilities (disabilities)
 - All age disability (provision)
 - Safeguarding and quality
 - Community safety

Panel discussion on items for inclusion on the draft work programme.

**Adults and Safer City Scrutiny Panel –
Connected City Theme**

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