

CITY OF  
WOLVERHAMPTON  
COUNCIL

# Adults and Safer City Scrutiny Panel

16 October 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 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

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# Agenda

## Part 1 – items open to the press and public

*Item No.*     *Title*

### **BUSINESS ITEMS**

- 1            **Apologies**
- 2            **Declarations of Interest**
- 3            **Minutes of previous meeting (17.9.19) (Pages 3 - 8)**
- 4            **Matters arising**

### **DISCUSSION ITEMS**

- 5            **Adult Social Care Annual Report: The Local Account 2018-2019** (Pages 9 - 16)  
[Lousie Haughton, Principal Social Worker, to present report]
- 6            **Supporting people with dementia in the city (report to follow)**  
[Sue Eagle, Commissioning Officer, to present report]
- 7            **Adults and Safer City Scrutiny Panel - Draft Work Programme 2019-20** (Pages 17 - 20)  
[Earl Piggott-Smith, Scrutiny Officer, to present report]

# Adults and Safer City Scrutiny Panel

Agenda Item No: 3

## Minutes - 17 September 2019

### Attendance

#### Members of the Adults and Safer City Scrutiny Panel

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

#### Employees

David Watts	Director for Adult Services
Louise Haughton	Principal Social Worker
Earl Piggott-Smith	Scrutiny Officer
Jennifer Rogers	Quality and Improvement Advanced Practitioner

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## Part 1 – items open to the press and public

*Item No.*      *Title*

**1      Apologies**

Apologies were received from the following:

Cllr John Rowley  
Cllr Jacqueline Sweetman  
Cllr Zee Russell  
Cllr Asha Mattu  
Cllr Jas Dehar

Cllr Linda Leach – Cabinet Member for Adults

**2      Declarations of Interest**

There were no declarations recorded.

**3      Minutes of previous meeting (11 June 2019)**

That the minutes of the meeting held on 11 June 2019 were approved as a correct record and signed by the Chair.

**4      Matters arising**

There were no matters arising.

**5 2019 Social Work Health Checks**

Louise Haughton, Principal Social Worker, introduced the report and outlined the reasons for presenting the findings from an annual survey to assess the “health” of the social work workforce. The Principal Social Worker gave a summary of the key findings based on analysis of the responses received to the online survey. The key aim of the work is to improve social work practice by creating a healthy working environment to allow them to do this. The Principal Social Worker advised the panel that the Health Check action plan has been completed and areas for improvement highlighted. The work is expected to be completed before April 2020 and will be reviewed on the quarterly basis.

The panel welcomed the report. The panel requested a breakdown of the profile of people who completed the online survey to evidence that the service is meeting its responsibilities to promote equalities. The panel commented on the importance of different groups being represented and a positive effect that this can have on recruitment.

David Watts, Director of Adult Services, responded that there no breakdown of equalities information on the workforce who completed the survey. Based on current workforce analysis 85% of the adult social care workforce is female, 45% are Black Afro Caribbean and 15% Asian. The service does not have a breakdown of the workforce and how they identify themselves in terms of gender, ethnicity or sexual orientation. There is an option to give these details in the survey response but there is no requirement to do so.

The panel queried the level of counselling support given to employees given the nature of the work they do. The Director of Adult Services advised the panel that employees have access to council counselling services and in addition line managers use supervision sessions to help employees deal with difficult situations. The Director of Adult Services advised that analysis of survey findings will look at which responses are contradictory and identify possible areas for further investigation.

The panel discussed if there was a breakdown of the profile of the people accessing services and how representative it was of other groups. The Director of Adult Services added that the service is working to reduce the stigma about employees wanting to declare their sexual orientation. The panel were advised that a Health Summit has been arranged for 7 November 2019 where the issues from the survey will be discussed.

The Principal Social Worker commented on the turnover of employees and the future work planned to look at the people accessing the service to help identify the gaps in provision, affecting underrepresented groups and also it is sensitive to the issues.

The Principal Social Worker commented on the reduction in employee turnover rate since the previous survey and that figure is similar to other local authorities (6% - 8%), which is about 29 people leaving each year.

However, the turnover rates in some adult social work teams are 20%. The reasons for difference in figures vary.

The panel discussed the current caseload of social workers and the possible link to numbers taking up opportunities for training and development. The panel discussed the findings reporting an increase in number of social workers working more 48 hours a week. The Principal Social Worker commented the figure reported is about 6 people and further work will be done to investigate this. The panel were advised the figures are self-reported and would need the permission of the manager to work more than 48 hours a week. The Principal Social Worker commented on professional behaviour which in the past created a culture where working long hours was considered acceptable.

The panel queried the high number of people who either did not answer a question or chose a neutral response and whether this choice should be removed to get a more accurate picture of the “health” of the adult social workers by asking them to express a view.

The Director of Adult Services explained the benefits of keeping a neutral response option available.

The panel welcomed the introduction of the ‘3 Conversations’ initiative but wanted reassurance that the Council would continue to support people who contacting the service to check they are happy with the outcome. The Director of Adult Services explained how feedback from employees involved in ‘3 Conversations’ teams is used to inform and encourage more reflective practice among social workers. The introduction of the initiative has meant that adult workers can see more clients referred to the service, while also building better relationships with clients over time and improving understanding of their needs. A key factor has been more proportionate interventions for clients who do not need a full-scale assessment and can be seen more quickly. The Principal Social Worker outlined the different levels of support on offer to the people needing help.

The Director of Adult Services advised the panel of the adult social enquiries which would have been dealt with in the past by the customer contact centre meant that people did not always get timely advice. The adult service teams will continue to monitor the outcomes where people have been signposted to another service.

The panel discussed the idea of presenting update on progress of the action plan to future meetings for scrutiny. The Director of Adult Services advised the panel that progress reports have been scheduled to be presented to Social Work Development Board and suggested as an alternative would be share updates when available for the panel to consider identify an area of interest.

Resolved:

1. The panel agreed to note the report.
2. The panel comments to be considered when developing the action plan aimed at improving the health of social work workforce.
3. The Director of Adult Services to share briefings on progress of the action plan for the Adult Social Work Health Check.

## **2019 Adult Social Care Workforce Health Check**

Louise Haughton, Principal Social Worker, introduced the report and outlined the reasons for presenting the findings from an annual survey to assess the “health” of the adult social care work workforce.

The report details agreed actions to address areas identified as needing improvement based on the findings. The Principal Social Work advised the panel as the survey response rate was 43% and it is difficult to draw informed conclusions. The situation is complicated the number of part-time positions in the service.

The information will however be used as a benchmark for next year's survey findings to review progress and areas for development. The panel discussed the number of employees reported as working for 48 hours and the queried the maximum number of hours that could be worked. The panel discussed the implications of staff working long hours and their ability to attend training sessions.

The Principal Social Worker commented on the positive findings from the survey – 72% of responses reported their pride in working for Wolverhampton and 82% reported that they receive regular supervision.

The Principal Social Worker commented on the introduction of the apprenticeship degree for employees wanting to gain a social work qualification.

The panel discussed the opportunity and or willingness for older staff to attend training sessions. The panel were advised that there is mandatory training to attend and there is also the opportunity to attend bespoke training in the programme of courses offered to employees across the service.

The panel discussed the issue of the higher percentage of people when responding who agreed with neither agreed or disagreed option and suggested if this option should be removed. The Director of Adult Services advised the panel that the option on the questionnaire is helpful as it provides useful information and shows that we are not getting things right and that further investigation is needed to understand the reasons behind the view.

The panel discussed the benefits of introducing the '3 conversations' approach into social work practice and supported the decision as it engages employees working in adult social care services.

Resolved:

1. The panel comments on the findings of the Adults Social Work Health Check 2019 to be considered when reviewing the action plan.
2. The panel support the proposed actions aimed at improving the 'health' of the social work workforce.

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### **Principal Social Worker Annual Report**

Louise Haughton, Principal Social Worker, introduced the annual report 2018-2019 and the main priorities which have been identified for action in 2019-20. The Principal Social Worker outlined the background to the decision following a review of child protection by Professor Munro in 2011 which proposed introducing the role of Designated Principal Social Worker. A key role of the position is to improve communication and understanding between social workers and senior management. The Principal Social Worker advised the panel that they had a successful adults and children's social work conference in the year where the report findings were discussed. The conference discussed a number of topics such as youth violence and forced marriage.

The Principal Social Worker commented that there is a commitment to develop and support new social workers in response to the regional shortage. The Council has a stable workforce and there are plans to have more practice educators rather than students. The plan is to train 36 new social workers this year.

The Principal Social Worker discussed changes made to the draft report in response to previous comments from the panel, for example, showing the progress made and more detailed equalities information. A report detailing the changes will be presented to Cabinet.

The Principal Social Worker reported a significant reduction in the rate of employee turnover in children services workforce. Wolverhampton is now below the national average.

The panel discussed the difficulty in scheduling meeting dates so that panel members can consider the annual report before it is presented to Cabinet. The Director of Adult Services explained that timings could be changed to ensure the panel received the report earlier.

The panel suggested if the focus of the discussion should move to more strategic areas rather than operational matters. The panel suggested the panel in future should scrutinise the impact of the changes detailed in the report on particular groups rather than operational matters. The panel agreed that this themed approach could look at the support given to people with alzheimer's and their carers as the first topic. The Director of Adult Services agreed to take this forward as action.

The Director of Adult Services commented on the positive impact of the work done by Principal Social Worker to raise issues of concern with senior managers and to offer appropriate challenge that can better support employees in front line services. The Director of Adult wanted to formally record the excellent work of the Principal Social Worker and her team in making improvements in children and adult social care services workforce through the 'health' checks work.

The panel welcomed the report and noted the progress made.

Resolved:

1. The Director of Adult Services agreed to review the timetable for presenting the Principal Social Worker Annual so that the panel can comment on the report before it is presented to Cabinet.
2. The Director of Adult Services to present a proposal for the panel to scrutinise the impact of the reported findings in the report on specific groups to the panel meeting on 16.10.19.

- 8      **Adults and Safer City Scrutiny Panel 2019 20 - Draft Work Programme**  
Earl Piggott-Smith, Scrutiny Officer, presented the draft work programme. The draft will be updated to reflect issues discussed during the meeting. The Scrutiny Officer advised the panel that the briefing from Cllr Linda Leach, Cabinet Member Adults has with the agreement of the Chair been deferred to 28 January 2020.

The panel were invited to submit questions in advance for Cllr Jaspal related to the area of community safety. A list of questions will be sent to Cllr Jaspal to present at the panel meeting on 16.10.19.

The panel suggested that the topic of dementia should be added to the panel work programme. The panel were interested in the support offered by the Council to help people to manage the condition. The Director of Adult Services suggested that a visit to meet members of the operational team would be helpful in understanding the range of support offered. The Director of Adult Services agreed to present a briefing on the assessment work done to support individuals and families in these circumstances to the panel meeting on 16 October 2019.

The panel supported this idea.

Resolved:

The panel work programme to be updated to reflect the discussion and actions agreed.

The meeting closed at 19:30





# Adults and Safer City Scrutiny Panel

24 September 2019

<b>Report title</b>	Adult Social Care Annual Report: The Local Account 2018-2019	
<b>Cabinet member with lead responsibility</b>	Councillor Linda Leach	
<b>Wards affected</b>	All	
<b>Accountable director</b>	David Watts, Director of Adult Services	
<b>Originating service</b>	Adult Social Care	
<b>Accountable employees</b>	Louise Haughton	Principal Social Worker
	Tel	01902 553130
	Email	<a href="mailto:louise.haughton@wolverhampton.gov.uk">louise.haughton@wolverhampton.gov.uk</a>
	Jenny Rogers	Advanced Practitioner for Quality and Improvement
	Tel	01902 555704
	Email	<a href="mailto:jennifer.rogers@wolverhampton.gov.uk">jennifer.rogers@wolverhampton.gov.uk</a>
<b>Report has been considered by</b>	Adult Services Management Team	3 September 2019
	Strategic Executive Board	10 September 2019

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## Recommendations for decision:

The Scrutiny Panel is recommended to:

1. Note and comment on the Adult Social Care Local Account for 2018-2019
2. Provide comment and challenge on proposed priorities for 2019-2020
3. Approve the Adult Social Care Local Account for 2018-2019

## 1.0 Purpose

- 1.1 To update Scrutiny Panel on the Adult Social Care annual report for 2018-2019, the Local Account, highlighting key aspects.

## 2.0 Background

- 2.1 Local Accounts form a key part of the *Towards Excellence in Adult Social Care* (TEASC) approach to sector led improvement in adult social care as they provide a mechanism for achieving local accountability. TEASC is a national programme led by the Association of Directors of Adult Social Services (ADASS) and the Local Government Association (LGA). The ambition of TEASC is that excellent adult social care services will be delivered locally, supported by a regional and national programme of sector led improvement, peer challenge and leadership support. Local Accounts are part of this programme as they enable councils to self-assess their performance, gather feedback on how they have done from people who have used services and set priorities for improvement. They are also seen as a way of demonstrating openness and transparency.
- 2.2 Although not mandatory, it is considered good practice for councils to produce and publish a Local Account every year.
- 2.3 The purpose of a Local Account is to:
- Inform the public about the types of services that are available to help people to be as safe and independent as possible.
  - Inform the public about progress made against adult social care's priorities for the year
  - Compare local performance with regional and national figures
  - Identify plans for the year ahead
- 2.4 The Local Account highlights challenges as well as successes, using real life examples to showcase how social care intervention has positively impacted on the lives of people who access services. Data from complaints is also used to identify learning and highlight how services have improved as a result. The Local Account includes an illustration of the Council's spend profile on adult social care and the number of people and carers accessing services.
- 2.5 It is general practice in most councils to structure the Local Account around the Adult Social Care Outcomes Framework (ASCOF). This framework is used nationally and locally to set priorities, measure progress and strengthen transparency and accountability in adult social care. This is the approach used in Wolverhampton to measure performance in the Local Account because it enables meaningful comparisons to be made with neighbouring authorities. It also provides an opportunity for measuring progress against adult social care nationally.

2.6 Wolverhampton's Local Account is organised under four main outcomes taken from ASCOF, as well as including a fifth outcome which considers value for money and use of resources:

- **Outcome one:**  
Enhancing the quality of life for people with care and support needs
- **Outcome two:**  
Delaying and reducing the need for care and support
- **Outcome three:**  
Making sure that people have a positive experience of care and support
- **Outcome four:**  
Safeguarding adults whose circumstances make them vulnerable and protecting them from harm
- **Outcome five:**  
Value for money, buying and use of resources

### 3.0 Achievements highlighted in the 2018-2019 Local Account

- 3.1 The 2018-2019 Local Account highlights areas of significant progress and improved performance since last year. For instance, a total of 4073 new people benefitted from telecare from 2016 up to March 2019, which exceeded the original 3000 target. This year the Telecare Response Service attended 2410 incidents with less than 10% of these resulting in an ambulance call out. This has positive outcomes for individuals and their families as well as reducing pressure on local health services. The ambition is to continue to grow the service and support a further 3000 people by 2022.
- 3.2 The number of people experiencing delayed transfers of care (DToC) in Wolverhampton, has fallen by over 70% in the last 24 months. Wolverhampton was the 18th best performing health and social care system at the start of April 2019 (up from 104<sup>th</sup> in April 2017) and is in the top quartile of health and social care systems nationwide. This was highlighted as a key priority in the 2017-2018 Local Account.
- 3.3 In 2018-2019 the City of Wolverhampton Council continued to develop the efficiency and effectiveness of its reablement provision. Local data shows readmissions to hospital 91 days after reablement started has reduced from 17% to 8% this year. The number of people requiring no further services 91 days after starting reablement has increased from 53% to 60%.
- 3.4 Wolverhampton's Dementia Action Alliance has co-ordinated a wide range of activities to help people living with dementia and their families and carers this year including the city's wide-ranging programme to mark Dementia Action Week, which included dozens of events across Wolverhampton. The city was chosen to host the launch of a major report by the Alzheimer's Society into dementia care. Even more people are now Dementia Friends with a further 3,000 this year, taking the total to 13,000.

- 3.5 The Welfare Rights Service has supported people in the city to claim over £13.6 million in annualised benefits in 2018-2019 (£23.12 million with the 1.7 community inflator applied). There was also £973,328 in annualised revenue gains for the City of Wolverhampton Council this year through Adult Social Care increased contributions. These gains come from the Welfare Rights Service supporting people to maximise their benefits where they are receiving a chargeable service from the City of Wolverhampton Council.
- 3.6 Local data indicates that the number of people with a learning disability in paid employment has increased, having risen by 35% in 2018-2019. Local data tells us that there were 73 people in 2018-2019 compared to 54 in 2017-2018.
- 3.7 Adult social care in Wolverhampton has been testing out a new way of working this year called Three Conversations©. The Local Account contains a number of examples showing how this approach has had a positive impact, including a story of difference involving a person who was struggling at home and thought that residential care was the only option. The social worker was able to respond within 24 hours of the family contacting social care and they were quickly connected to a HARP (Home Assisted Reablement Programme) worker who suggested some reablement support. The visit had a positive impact on the individual and the family as they had been convinced that he would not be able to remain at home. In the old way of working the response would not have been so immediate as it would have taken time for a social worker to be allocated and then a further wait while a referral was made to HARP. The situation would likely have reached crisis point and options would have been limited. Instead the family felt supported, listened to and hopeful that the person could remain in his own home for as long as possible.
- 3.8 There are eight real life examples, some with links to short films, which highlight how adult social care in Wolverhampton has made a positive difference to people with care and support needs and their carers this year. Examples include an individual with autism being supported into paid employment and an example of how the Multi Agency Safeguarding Hub (MASH) is embedding a whole family approach, which has improved the experience of individuals who are part of a safeguarding enquiry.

#### **4.0 Challenges highlighted in the 2018-2019 Local Account**

- 4.1 The guidance produced by Towards Excellence in Adult Social Care (May 2013) encourages Local Authorities to adopt a balanced approach when producing Local Accounts, so that challenges are reported alongside the good news stories.
- 4.2 There is an ongoing challenge highlighted in the 2018-2019 Local Account about supporting more people to live in the community for longer. One of the key priorities for 2019-2020 is to continue the progress made this year, particularly the work of three Conversations©. Local data indicates that the number of people over 65 moving permanently into residential and nursing care is higher than last year and so one of the key priorities next year will be to ensure that everything has been explored to enable people to live as independently as possible in their own homes for as long as they are

able to. Continuing to support the development of the community offer and connecting more people to their local communities will be crucial in achieving this.

- 4.3 Most residential care homes in the city are rated good or above and there is only one CQC regulated provider rated as inadequate. However more work is needed to support nursing and residential homes in the city improve and sustain quality and also to ensure that there are resources available to meet ongoing demand.
- 4.4 Adult social care in Wolverhampton has made good progress this year in reducing the amount of time people are waiting to be discharged home from hospital and the Council is committed to sustaining this next year.

## **5.0 Improvements to the 2018-2019 Local Account**

- 5.1 Efforts have been made to improve the quality and authenticity of the 2018-2019 Local Account. ADASS, in its publication “Developing a good local account methodology and using the internet to engage with citizens and users”, recommends that there is community engagement as part of the process of developing Local Accounts and suggests that the publication includes a “frank representation of their views”. Consultations have taken place with people in May 2019 to gain feedback about the Local Account to help shape this year’s report. The main method used this year was a session with the SUCCESS group at the University of Wolverhampton. This group is made up of around 50 people and carers with a diverse range of lived experience and backgrounds.
- 5.2 Everyone who provided feedback as part of the consultation liked the real-life stories about people with care and support needs so this year’s Local Account includes eight examples. Some include links to short films to help make the report more interactive and to bring the stories to life.
- 5.3 Feedback also suggested that the previous Local Account was too long and “wordy” and at times too much data was used. This year the amount of data has been condensed, particularly in the “facts and figures” section, and some sections have been shortened.
- 5.4 There were also recommendations about making sure plain language is used and there was a suggestion about using a “jargon buster” at the end, which has been included in this year’s report.

## **6.0 Overview of local, regional and national performance**

- 6.1 The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. It is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability. Every year quantitative data is provided at council, regional and national level that measures activity over the last statutory year (April 2018 – March 2019) and is taken from the Adult Social Care Survey and Survey of Adult

Carers. This data is collated and published by NHS Digital each year usually around the end of October.

- 6.2 The City of Wolverhampton Council uses this data in the Local Account to identify progress and areas which need to be monitored or addressed in the coming year. This is represented in a table (page 11) to enable comparisons to be made with previous years and other councils as well as national figures. This helps to benchmark our local performance. At present the table is mostly blank as the data has not yet been published. This will be provided at a later date.

## **7.0 Financial implications**

- 7.1 The work currently being undertaken in implementing the Three Conversations© approach provides some evidence of financial efficiencies. The evaluation of phase one and two in the main shows that although demand is increasing the number of new people going on to receive formal support has reduced and when support is put in place it is at a lower weekly cost to the council. This is likely due to the more relational and strengths-based approach being taken and people being better connected to their communities and to preventative support.
- 7.2 There are no direct financial implications arising out of this report. Any costs involved with the delivery of any actions mentioned in the Local Account will be contained within the existing 2019-2020 budget of £61.8 million for Adult Services.  
[MI/02092019/N]

## **8.0 Legal implications**

- 8.1 There are no direct legal implications arising out of this report.  
[SB/28082019/O]

## **9.0 Equalities implications**

- 9.1 The Local Account highlights the work of adult social care, which covers a diverse range of groups. In this report the work carried out by the teams to address equality issues experienced by individuals, families and communities are discussed and celebrated.
- 9.2 Consultation has taken place with people with lived experience and an equalities impact assessment form has been completed as part of this report.

## **10.0 Environmental implications**

- 10.1 There are no direct environmental implications arising out of this report.

## **11.0 Human resources implications**

- 11.1 There are no direct Human Resource implications arising out of this report.

## **12.0 Corporate landlord implications**

12.1 There are no direct Corporate landlord implications arising out of this report.

## **13.0 Schedule of background papers**

13.1 Appendix A: Adult Social Care Annual Report: The Local Account 2018-2019 (report to follow)

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

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

Older people assessment and care management, Financial support services, Community Safety, Libraries and community hubs, Independent living centre, Commissioning older people, Carers support and All age disabilities.

<b>Date of Meeting</b>	<b>Item Description</b>	<b>Lead Report Author</b>	<b>Notes</b>
16 October 2019	<ul style="list-style-type: none"> <li>Local Account 2018-2019</li> <li>Supporting people with dementia in the city</li> </ul>	Louise Haughton, Principal Social Worker  Susan Eagle, Commissioning Officer	Local Accounts form a key part of the Towards Excellence in Adult Social Care approach to sector led improvement in adult social care
5 November 2019	<ul style="list-style-type: none"> <li>Panel visit to social work team based at Action for Independence</li> </ul>	Angela Coxhead, Senior Social Work Manager	
12 November 2019	<ul style="list-style-type: none"> <li>Wolverhampton Multi-Agency Safeguarding Arrangements</li> <li>Draft Budget and Medium -Term Financial Strategy 2020 – 2021</li> </ul>	Dawn Williams, Head of Safeguarding  Clair Nye, Director of Finance  Mark Taylor	Briefing on a review of children and adults safeguarding arrangements in line with guidance set out in Working Together 2018.

Agenda Item No: 7

	<ul style="list-style-type: none"> <li>• Safer Wolverhampton Partnership Annual Report 2018-2019 – background, what it does, who is on it etc.</li> <li>• Transforming Care – update on progress</li> <li>• Update on Alcohol and Drugs Strategy</li> <li>• Briefing on panel visit to Action for Independence, Albert Road</li> </ul>	<p>Andy Beard Lynsey Kelly John Denley, Director of Public Health</p> <p>David Watts, Director of Adults Services</p> <p>John Denley, Director of Public Health</p>	
28 January 2020	<ul style="list-style-type: none"> <li>• Joint Dementia Strategy – Update</li> <li>• Adult Education Service</li> <li>• Blue Badge Scheme – update report</li> </ul>	<p><b>Check with Martin Stevens.</b></p> <p>Joanne Keatley, Head of Adult Education</p> <p>Lisa Taylor, Head of Service Improvement (Customer Services)</p>	<p>Update on progress of annual strategy against original aims and performance targets</p> <p>Briefing on service priorities and progress against key performance targets.</p> <p>The Head of Customer Service to present a report 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.</p>

	<ul style="list-style-type: none"> <li>• Cllr Linda Leach Cabinet Member Adults</li> <li>• Cllr Jasbir Jaspal, Cabinet Member Health</li> </ul>	David Watts, Director of Adults Services and John Denley, Director of Public Health	<p>Briefing on key priorities and questions from the panel.</p> <p>Briefing on specific area of community safety and community cohesion and respond to questions and comments from the panel on this area.</p>
24 March 2020	<ul style="list-style-type: none"> <li>• Proposed changes to charges for non - residential services (pre-decision scrutiny)</li> <li>• Better Care Fund - update on publication of national guidance.</li> <li>• Emergency Planning Response (exempt)</li> </ul>	<p>Helen Winfield, Head of Community Financial Support</p> <p>David Watts, Director of Adults Services</p> <p>John Denley, Director of Public Health</p>	The Council has the right to charge for adult social care and support under the Care Act 2014 for people who request the Council arrange their care and support.

**Potential Future Items: -**

- Youth Violence Scrutiny Review – Cllr Ahmed to brief panel on key findings and recommendations.
- Invite David Jamieson or representative of Police and Crime Commissioner to brief panel

