

Adults and Safer City Scrutiny Panel

26 March 2019

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

Venue Committee Room 3 - 3rd Floor - Civic Centre

Membership

Chair Cllr Linda Leach (Lab)
Vice-chair Cllr Simon Bennett (Con)

Labour

Cllr Rupinderjit Kaur
Cllr Asha Mattu
Cllr Barbara McGarrity
Cllr Anwen Muston
Cllr Susan Roberts MBE
Cllr Zee Russell

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

<i>Item No.</i>	<i>Title</i>
1	Apologies
2	Declarations of Interest
3	Minutes of previous meetings (29.1.19) (Pages 3 - 10)
4	Matters arising
5	Update on the Blue Badge scheme (Pages 11 - 14) [Cherry Doyle, Customer Services Business Process Lead, and Lisa Powell, Team Leader, to present briefing on the administration and performance of the Blue Badge scheme in Wolverhampton.]
6	Adults and Safer City Scrutiny Panel 2019/20 Future Work Programme (Pages 15 - 16) [Earl Piggott-Smith, Scrutiny Officer, to present report]

Adults and Safer City Scrutiny Panel

Agenda Item No: 3

Minutes - 5 February 2019

Attendance

Members of the Adults and Safer City Scrutiny Panel

Cllr Simon Bennett (Vice-Chair)
Cllr Rupinderjit Kaur
Cllr Sohail Khan
Cllr Linda Leach (Chair)
Cllr Asha Mattu
Cllr Barbara McGarrity
Cllr Anwen Muston
Cllr Susan Roberts MBE

Employees

Kathy Cole-Evans

Earl Piggott-Smith
Karen Samuels
David Watts

Strategy Co-ordinator, Wolverhampton DV
Forum
Scrutiny Officer
Head of Community Safety
Director of Adult Services

Part 1 – items open to the press and public

Item No. *Title*

1 **Apologies**

There were no apologies received for the meeting.

2 **Declarations of Interest**

There were no declarations of interest.

3 **Minutes of previous meetings**

There were no declarations of interest recorded.

4 **Matters arising**

Minute 5 – The West Midlands Police and Crime Plan 2016-20

Scrutiny Officer advised that further to the panel discussion about the future of the Wednesfield Police Station. The APPC had confirmed that no decision had been made about whether the station would be closed. Further updates would be provided when available.

Minute 6 - Draft Budget and Medium-Term Financial Strategy 2019-2020

David Watts, Director of Adult Services, advised that original request for a briefing paper had been actioned following a later meeting with Cabinet Member for Resources who provided the information. The Scrutiny Officer agreed to contact the Alison Shannon, Chief Accountant, to ask for the information to be provided.

5 **City of Wolverhampton Safeguarding Statement**

David Watts, Director of Adult Services, presented the report on behalf of the Head of Safeguarding. The Director of Adults outlined the background to the report and invited the panel to comment on the two draft samples for the safeguarding statement. A report with a recommendation for the final layout of the statement will be presented to Cabinet on 20 March 2019 for approval.

The panel welcomed the report and discussed the content of the different safeguarding statements. The panel suggested the list of priorities should be changed and grouped together in themed areas rather than being listed.

The panel discussed the cover arrangements during the period of absence by the Head of Safeguarding. The Head of Adult Services reassured the panel that the necessary interim changes had been made to ensure the Council continues to meet its safeguarding responsibilities.

The panel welcomed greater clarity about the responsibility to deliver the aims detailed in the draft safeguarding statement.

The panel discussed the safeguarding issues relating to the training of licensed taxi drivers. The panel requested details about what additional training is given to taxi drivers after they have been issued with a licence. The Head of Adult Services agreed to investigate and report back to the panel.

Resolved:

1. The panel comments on draft safeguarding statement to be considered as part of the consultation.
2. The Head of Adult Services to provide details on any follow up safeguarding training given to taxi drivers after they have been issued with a licence.

6 **Healthy Ageing Portfolio Public Health**

Dr Ankush Mittal, Consultant in Public Health, gave briefing on the work being done to support the aims of the Healthy Ageing Portfolio, as part of the Public Health team. Dr Mittal outlined the structure of the Healthy Ageing team and discussed the workstreams and associated performance targets of the portfolio.

Dr Mittal outlined the local and wider context for the work of the team. The team work with members of the Adult Social Care team in responding to issues ranging from dementia and social isolation to work with partners to meet the needs of older people. The team also provides support to colleagues across the Council and also with outside organisations such as Age UK and care homes.

The panel thanked Dr Mittal for the presentation.

The panel discussed the extent to which care homes were equipped to provide the support needed and also give a welcoming environment to meet the needs of same sex couples.

Dr Mittal explained the role in Public Health function in reducing health and inequalities and there is a recognition about the need to improve the take up of services where certain groups are not represented or who need further support. The Director of Adult Services added that the Council has a Quality Assurance team who check on regulated services, which also inspects the quality of provision of care and support services and the extent to which they are meeting their assessed needs. During the assessment by the team a meeting will be held with the relatives and carers to get evidence about the quality of care given, which will include information about standards of inclusion. The team will make an assessment about how the provider is meeting the whole the needs of the person.

The panel discussed the provision of meals in care home and the importance of proper monitoring to ensure dietary needs of residents are being met.

Resolved:

1. The panel agreed to note the briefing paper.
2. The panel agreed to include the work of the healthy ageing portfolio in the future agendas.

7

Serious Violence and Exploitation Strategy - 2019 - 2022 - Consultation

Karen Samuels, Head of Community Safety, introduced the report to the panel. The Head of Community Safety introduced Kathy Cole-Evans, Strategy Co-ordinator/Manager Domestic Violence Forum, to the panel to contribute to the discussion.

The Head of Community Safety outlined the reasons for wanting to align workstreams as part of the strategy document and the expected outcomes. The Head of Community Safety commented on the issue of trafficking of vulnerable people outside the Wolverhampton areas and the work being done to identify and support people, who were at risk of becoming a victim of other crimes.

The Head of Community Safety advised the panel that the strategy has adopted a public health approach towards reducing the number of young people getting involved with serious violence and exploitation, with a focus on early intervention and prevention work.

The Head of Community Safety outlined the strengthened governance arrangements to support the strategy. The Head of Community Safety commented on the training given to employees and frontline workers across the wider West Midlands. The Head of Community Safety briefed the panel on the public consultation which will end on 12 March 2019.

The panel were invited to comment on the strategy and respond to the list of questions in the report. The Head of Community Safety commented on the themes from the early feedback to the consultation and explained how the information would be considered at the next stage of the consultation.

The panel welcomed the strategy and supported the stated aims. The panel discussed the effectiveness of cross board working and the impact that the strategy would have on getting different agencies to work together. The Head of Community Safety commented on work done across the boundaries with different agencies and the strategy was intended to build on improving existing working arrangements by developing new approaches.

The panel commented on the level of support for shared priorities detailed in the strategy among the different agencies. The panel queried whether the strategy was Wolverhampton specific and focused on the issues affecting the area. The Head of Community Safety confirmed that the strategy will be focused on the issues affecting Wolverhampton but would also consider cross border issues by strengthening partnership working arrangements.

The panel discussed the important role of schools in the strategy and their response to the priorities and the extent to which they are supportive of them given their other competing priorities. The Head of Community Safety commented that schools were supportive of the strategy as it supports them in managing issues they are dealing with currently. The Head of Community Safety commented on good working relationship with Pupil Referral Units and the support from Headteachers who have been receptive to aims of the strategy.

The panel discussed the work done to engage members of the South Asian community in Wolverhampton to contribute to the development of the strategy. The Head of Community Safety commented on the work done to engage members of the community and the additional support provided by Public Health who have agreed to host a series of facilitated workshop sessions. The Head of Community Safety agreed to provide details of when the events will be held.

The panel were advised that both maintained schools and academies have been encouraged to get involved and contribute to the development of the strategy. In addition, information has been sent to all schools about the strategy and the approach is to be inclusive. The panel were advised that there will be an action plan that will deliver the strategy. The action plan will be reviewed annually and updated as necessary.

The panel commented on the important work of Pupil Referral Units in reducing the number of young people becoming involved in violence and queried the support given to them. The Head of Community Safety commented that following two deaths of young people a review was done and extra funding was given to improve the current offer by supporting groups such as Catch 22. The feedback has been really positive to the initiatives and there is work being done to extend the funding for a further year and build on the progress made.

The panel discussed the extent to which organisations listed in the strategy are committed to delivering it and how it would be monitored. The Head of Community Safety advised that there is commitment from partner agencies to work together and avoid silo working. The Head of Community Safety added that an expected outcome of the strategy will be improved information sharing and more targeted interventions as a result of smarter working between the different agencies.

The Head of Community Safety commented on the review of operational governance structures which should lead to a reduction in the number of meetings and improved working arrangements.

The panel discussed the need for ongoing training for employees and frontline workers. The Head of Community Safety commented on the work done to inform people of the support available and the referral process.

The panel welcomed the report and supported the aims of the strategy.

The panel were encouraged to complete the online consultation if they had any further comments they would like to make about the draft strategy.

Resolved:

1. The panel comments on the draft Serious Violence and Exploitation Strategy consultation document to be considered in included in the draft report that will be presented to Safer Wolverhampton Partnership Board meeting for approval.
2. The panel to be sent a final draft of the strategy document after it has been presented to Cabinet meeting on 10 April 2019.
3. Panel members are encouraged to make any further comments on the proposal by completing the online consultation form.

8 **Violence Against Women and Girls (VAWG) Strategy 2020-2022 - Consultation**

Karen Samuels, Head of Community Safety, introduced the report to the panel. The Head of Community Safety introduced Kathy Cole-Evans, Strategy Co-ordinator/Manager Domestic Violence Forum, to the panel to contribute to the discussion.

The Head of Community Safety introduced the report to the panel and outlined the aims of the strategy, which builds on the progress of the previous strategy which ended in 2019. The Head of Community Safety commented on work done to align services to reduce the risk of violence against girls and women.

The Head of Community Safety while highlighting the success of the previous strategy added there was acceptance that there was still more work to be done. The Head of Community Safety commented that the strategy had been updated to include stalking and harassment as a new area focus.

The Head of Community Safety commented on the work of the Wolverhampton Domestic Violence Forum (WDVF) which had led to the inclusion of stalking and harassment as part of the refresh of the strategy. The Head of Community Safety commented that while 83% of reported victims are women, there is a recognition that local and nationally, that there are both female and male victims and perpetrators. This aspect is reflected in the refreshed strategy. The Head of Community Safety outlined the six themes covered by the strategy.

The members of the Safer Wolverhampton Partnership will be responsible for the governance and delivery of the strategy. The Strategy Co-ordinator advised that the WDVF had representatives from all the key organisations and the necessary building blocks are in place to respond to the needs of victims. The Strategy Co-ordinator

commented on the range of training given to 3,500 frontline staff and community groups to both raise awareness of the issues and to recognise the signs of people at risk, so that cases can be referred to the appropriate agency. The Strategy Co-ordinator welcomed suggestions from the panel about local groups that could be visited to talk about the issue of violence against girls and women. The closing date for the public consultation is 12 March 2019 and panel members were encouraged to contribute.

The Head of Community Safety gave a brief summary of the responses received and the key themes. The issue of 'breast ironing' was highlighted as an emerging concern, there was no evidence of any local cases.

The panel were invited to comment on the strategy. The panel suggested that the strategy should be revised to include a reference to the impact and use of social media which contribute to issues such as harassment and stalking. The Head of Community Safety agreed to include a reference to social media in the strategy. The panel queried the work done to raise awareness of the issue of FGM among different communities and also to involve representatives of the LGBT community in the consultation.

The Head of Community panel reassured the panel that representatives of LGBT community while not listed in the draft have been consulted about the strategy and would welcome any suggestions of groups that should be contacted. The Strategy Co-ordinator commented on the work being done with hospitals and local GPs to offer training and advice on how to raise the issue and their responsibilities to report safeguarding concerns.

In addition, work is being done with Refugee Migrant Centre (RMC). The work is being funded by a grant from NHS England and is intended to develop community champions. The community champions would include professionals and also members of the community who would be given safeguarding training and awareness to highlight the fact that the practice is illegal, and the long-term damage caused. The Head of Community advised the panel that 6 February 2019 is International Day of Zero Tolerance for Female Genital Mutilation and the work done to promote awareness as part of multi-agency work with the police and others. The Head of Community commented on the domestic violence training given to the police to help them deal sensitively with victims. This work is supported by specialist training given to police officers with responsibility for this area of work.

The Strategy Coordinator advised that a revised domestic violence strategy will be published by West Midlands Police. The panel discussed the impact on the work of organisations such as Haven of migrants and their dependent families people who due to their immigration status have no recourse to public funds and therefore not entitled to certain welfare benefits,

The Strategy Coordinator invited panel members to consider becoming community champions to support people and give advice on domestic violence and proposed making the training mandatory for all employees. The Strategy Coordinator commented on local people recruited as part of community champions initiative. The panel were encouraged to become community champions and if interested to contact the Strategy Coordinator for further details.

The panel discussed the issue of vulnerable groups and the level of representatives from groups such as LGBT Alliance and the extent to which they have been encouraged to be involved in the consultation. The Head of Community Safety confirmed that since the report was published contact has been made with representatives of LGBT Alliance and would welcome any suggestions of other groups that the panel think would be willing to get involved in the consultation.

The panel discussed the opportunities to work with representative of local faith communities to raise awareness of the campaign. The panel agreed to receive information about the work of the community safety team.

The panel welcomed the report and the progress made.

Resolved:

1. The panel comments of the Violence Against Women and Girls Strategy 2019 -2020 to considered as part of the public consultation.
2. Panel members interested in becoming a community champion to contact the Head of Community Safety.

9

Adults and Safer City Scrutiny Panel - Draft Work Programme

Earl Piggott-Smith, Scrutiny Officer, presented the draft work programme for information about the agenda for the next pane meeting. The Scrutiny Officer suggested that the workstreams detailed in the Health Ageing could be included in the work programme for 2019/20. The Scrutiny Officer agreed to discuss further with Dr Mittal and agree a timetable about when reports could be presented to the panel.

The panel agreed to look at the issue of loneliness among older people as future work programme topic

Resolved:

The panel agreed to the update to the work programme and add the issue of loneliness and the themes in the Health Ageing programme.

The meeting closed at 8pm.

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Briefing Note

CITY OF
WOLVERHAMPTON
COUNCIL
Agenda Item No: 5

Title: Update on the Blue Badge scheme

Date: 26 March 2019

Prepared by: Cherry Doyle and Lisa Powell

Job Title: Customer Services Business Process Lead / Team Leader

Intended Audience: Internal ☐ Partner organisation ☐ Public ☒ Confidential ☐

Purpose and Recommendation

This briefing note is to provide an update to Adults and Safer City Scrutiny Panel on the performance of the Blue Badge service, including recent national changes to the scheme, challenges and improvements, and complaints and appeals.

Due to the volume of change being undertaken in relation to the Blue Badge service, it is recommended that an update is provided to Adults and Safer City Scrutiny Panel in six months' time.

Overview

Since 2016, Blue Badge processing times have increased, however they have remained consistent throughout 2017 and 2018.

The contract for delivery of the national Blue Badge scheme was changed in early 2019 by the Department for Transport (DfT). This changeover has caused challenges for local authorities, but CWC Customer Services are utilising this change as an opportunity to review where improvements can be made within the processing of Blue Badge applications.

Changes to the national Blue Badge scheme included the following:

- Implementation of a new, improved online form including options to attach documents and pay upfront.
- Change of supplier for creation of Blue Badges.
- Removal of the Case Management System which has meant that local authorities have had to procure a new system.

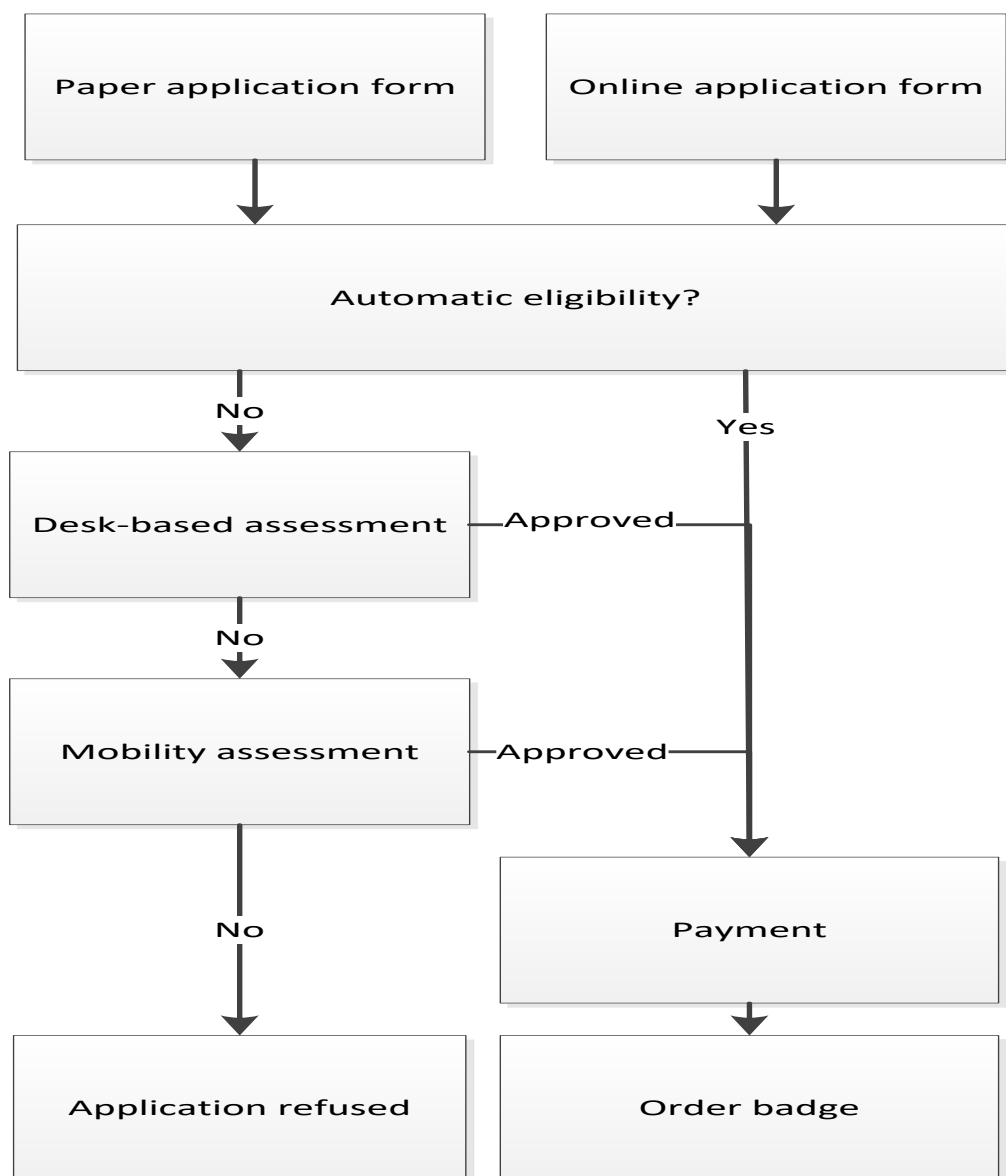
Background and context

The Blue Badge scheme is governed nationally by the Department for Transport (DfT) and administrated locally by local authorities. Within City of Wolverhampton Council, this entire process sits within Customer Services, supported by Independent Living Services, who complete assessments of applicants to determine eligibility to receive a Blue Badge.

The Community Support team run surgeries to assist applicants in making a Blue Badge application. Parking Services are responsible for enforcement of the use of Blue Badges around the city.

The current application and assessment process are shown in fig 1

Fig 1



Performance

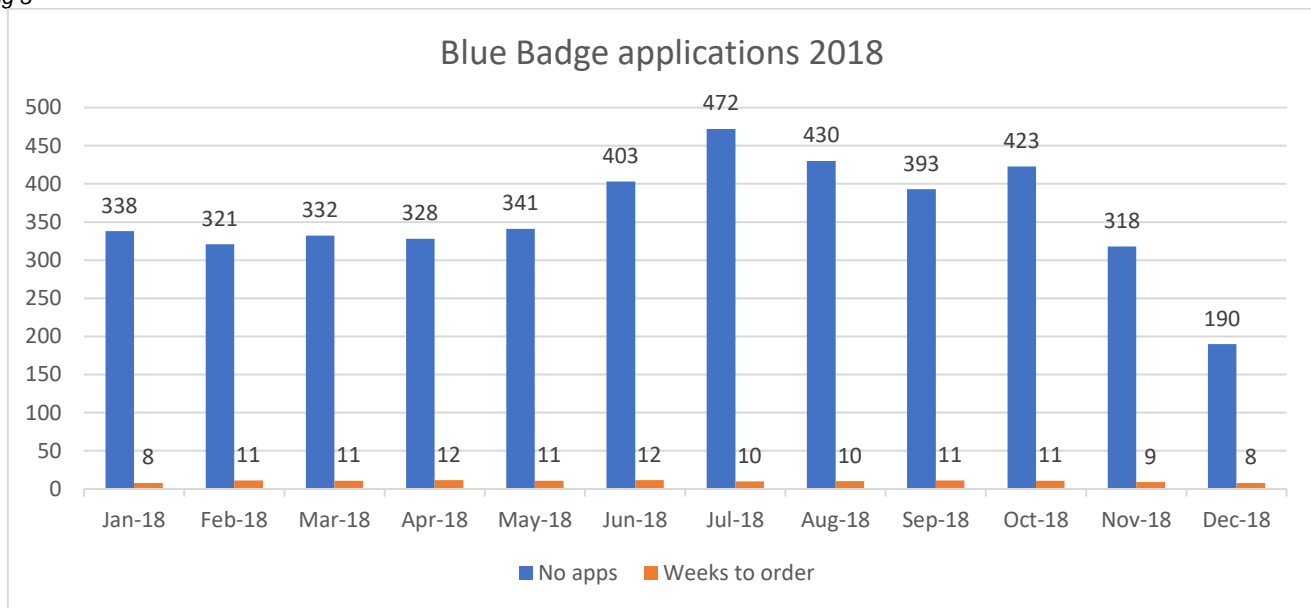
Please see details in fig 2 of the number of Blue Badge application for the last three years plus details of the average time taken to process an application.

Fig 2

Year	No. applications received	Average time taken to process
2016	3474	6 weeks
2017	3325	11 weeks
2018	4289	10 weeks

Throughout 2018, the time taken to process a Blue Badge application has remained steady (see fig 3), despite changes to application numbers received.

Fig 3



Complete data is not currently available for applications received in 2019 due to average processing time.

There have been a number of elements within the overall Blue Badge process that have been identified as areas of focus for improvement and following the completion of the contract changeover, the team will now concentrate on improving performance in these areas.

The ongoing work within Customer Services is focusing on three areas:

- Implementation and embedding of the new Case Management System.
- Operational efficiency to reduce the time taken to process an application.
- Support for customers to use the digital application form.

Complaints

Since January 2018, the Customer Feedback team have received five corporate complaints relating to the Blue Badge service. Of which:

- One was not upheld
- Two related to processes following death of the badge holder
- Two related to the application and assessment process

This equates to 0.1% of applications received within this period.

Since January 2018, the Customer Feedback team have received 20 complaints which were 'resolved at service level' (did not proceed to a corporate complaint). Of which:

- 11 were chasing application status
- Four related to parking tickets received
- One related to a deceased badge holder

- One related to badge misuse
- One related to call wait times in Customer Services
- One related to behaviour of a crossing patrol employee
- One related to behaviour of a bailiff collecting a parking fine

This equates to 0.4% of applications received within this period.

Appeals

Since January 2018, six appeals have been submitted against refused Blue Badges. Appeal hearings are scheduled every four weeks, subject to receiving all information / evidence required to consider the appeal. Appeals are considered by Customer Services, Customer Feedback, and Independent Living Services.

As part of the continuous learning, improvements have been made to communication with applicants to provide more detail regarding the reason for their application being refused.

Key Risks

There is a further national change planned to broaden eligibility criteria (to include hidden and non-physical disabilities) which is expected to be implemented during 2019. This is likely to increase the volumes of Blue Badge applications received by City of Wolverhampton Council.

The DfT is currently developing new guidance for local authorities so they will be able to assess applications for a badge under the expanded eligibility criteria for hidden and non-physical disabilities. The following [link](#) gives details about the proposed changes to the eligibility criteria published by DfT in July 2018.

This is intended to be published to coincide with the revision of the statutory regulations in April 2019. This guidance will be available to local authorities before the changes come into force so that they will have sufficient time to familiarise themselves with the guidance and make any necessary arrangements needed to be able to administer the scheme under the expanded eligibility criteria. The timescales for these changes to come into force are not yet known.

Due to the amount of change being undertaken in relation to the Blue Badge service, it is recommended that an update is provided in six months' time to allow new processes and performance improvements to become established, plus the evaluation of the impact of the scheme changes following the publication of new guidance from the DfT.

18.3.18

Adults and Safer City Scrutiny Panel – Future topics 2019/20

Agenda Item No: 6

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.

1. Draft Serious Violence and Exploitation Strategy to be sent for information
2. Youth Justice Plan to be presented to CYPF panel on 19.6.19 – Adults and Safer City Panel to be invited to the meeting
3. Principal Social Worker Annual Report 11.6.19 – Louise Haughton
4. Transforming Care - Annual Report 2019 – 11.6.19 – Ann Riley, Lead Commissioner People
5. Quality Assurance Homes – 11.6.19 – Veronica Grantham
6. Joint Dementia Strategy – 11.6.19
7. Adult Education Service - the annual review and revision to Adult Education's Fees Policy for courses enrolled on by residents 24.9.19 - – Joanne Keatley, Head of Adult Education
8. Adult Education Service – progress on preparation for the transfer of adult education budget from Skills Funding Agency to WMCA in April 2020 – Joanne Keatley, Head of Adult Education – 24.9.19
9. Keeping people well in their community: Physical and Mental Health and Wellbeing - Dr. Ankush Mittal - Consultant in Public Health
 - Lead on population approaches to maximise the coverage of NHS Health Checks and Cancer Screening
 - Support local arrangements to optimise pathways for chronic disease diagnosis and management
 - Support key partners with population approaches to falls prevention
 - Lead on population approaches to healthy diets and active lifestyles in older age
 - Support local systems to identify and meet mental health needs in older age, and promote a dementia friendly city
10. Keeping people well in their community: Socio-Economic Health and Wellbeing - Dr. Ankush Mittal - Consultant in Public Health
 - Support population approaches to address social isolation
 - Support safeguarding and community safety teams to keep older adults safe in their homes and communities
 - Support key partners with population approaches to improved housing and home economies for older adults
 - Support safeguarding teams protecting older adults from financial exploitation
11. Keeping people well in their community: Community Offer - Dr. Ankush Mittal - Consultant in Public Health

- Lead on community engagement as part of the Council's Community Offer development
12. Keeping people well in their community: Carer Health and Wellbeing - Dr. Ankush Mittal - Consultant in Public Health
- Work with carer support services and wider partners to meet the health and wellbeing needs of carers
13. Mandated Function: Health Protection
- Lead on population approaches to maximise the coverage of key immunisations, especially flu vaccine
 - Support and assure local emergency preparedness, resilience and response systems with DPH
 - Lead on community arrangements for reducing the transmission of infectious disease, especially influenza, TB and HIV
 - Support local air quality planning, protecting the population from the ill health effects of pollutants
14. Loneliness - Parmdip Dhillon Public Health

Briefing notes for distribution via the Document Library:

1. Fatal Contraband and Alcohol - Update requested from meeting in July 2016 – Sue Smith agreed to lead
2. Crime Reduction and Community Safety and Drugs Strategy Update – request from meeting held in July 2017 – Karen Samuels and David Watts
3. Supporting a Safe and Seamless Transfer from Specialist Care or Hospital Setting – Update to be provided following meeting on 31 January 2017 (David Watts).
4. Better Care Fund – Update requested at meeting held on 31 January 2017.
5. Dementia City – Update on how GP services could be improved, any identified strengths and weaknesses and if possible data on which GPs were reporting incidents – lead Kathy Roper