

Dear Members

**Community Wellbeing Scrutiny Committee**

A meeting of the Community Wellbeing Scrutiny Committee will be held in the **Sheridan Room, Civic Centre, Riverside Stafford on Thursday 23 March 2023 at 6.30pm** to deal with the business as set out on the agenda.

Members are asked to note that this meeting will be recorded.

Members are reminded that contact officers are shown at the top of each report and members are welcome to raise questions etc in advance of the meeting with the appropriate officer.



Head of Law and Administration

# COMMUNITY WELLBEING SCRUTINY COMMITTEE

23 MARCH 2023

Chair - Councillor J Hood

## AGENDA

- 1 Minutes of 10 January 2023 as previously published on the Council's website.
- 2 Apologies
- 3 Public Question Time - Nil
- 4 Councillor Session - Nil
- 5 Members' Items
  - ITEM NO 5(a) **Health and Care Overview and Scrutiny Committee** 4 - 13  
COUNCILLOR J HOOD
- 6 Called-In Items - Nil
- 7 Officers Reports
  - ITEM NO 7(a) **Presentation by Support Staffordshire** -  
SUPPORT STAFFORDSHIRE
  - ITEM NO 7(b) **Quarter 3 Performance Reporting** 14 - 21  
INTERIM HEAD OF CORPORATE BUSINESS AND PARTNERSHIPS
  - ITEM NO 7(c) **Work Programme - Community Wellbeing Scrutiny Committee** 22 - 28  
HEAD OF LAW AND ADMINISTRATION
  - ITEM NO 7(d) **Presentation on Disabled Facilities Grants** -  
INTERIM HEAD OF DEVELOPMENT

## **Membership**

### **Chair - Councillor J Hood**

R J Barron  
A G Cooper  
A P Edgeller  
A D Hobbs  
J Hood

A M Loughran  
J A Nixon  
A N Pearce  
M Phillips  
R M Sutherland

## Agenda Item 5(a)

<b>Committee:</b>	Community Wellbeing Scrutiny
<b>Date of Meeting:</b>	23 March 2023
<b>Report of:</b>	Councillor J Hood
<b>Contact Officer:</b>	Andrew Bailey
<b>Telephone Number:</b>	01785 619212
<b>Ward Interest:</b>	Nil
<b>Report Track:</b>	Community Wellbeing 23/03/2023 (Only)

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## Health and Care Overview and Scrutiny Committee

### 1 Purpose of Report

- 1.1 To note the report of Councillor J Hood on matters considered by the Health and Care Overview and Scrutiny Committee at their previous meetings held on 28 November 2022, 30 January and 13 February 2023.

### 2 Recommendation

- 2.1 That the report of Councillor J Hood be noted.

### 3 Key Issues and Reasons for Recommendation

- 3.1 The following report details the various matters considered by the Health and Care Overview and Scrutiny Committee at their previous meetings held on 28 November 2022, 30 January and 13 February 2023 for noting.

### 4 Relationship to Corporate Business Objectives

- 4.1 This report is most closely associated with the following Corporate Business Objective 2:-

To improve the quality of life of local people by providing a safe, clean, attractive place to live and work and encouraging people to be engaged in developing strong communities and promote health and wellbeing.

## **5 Report Detail**

- 5.1 As part of the devolved Health Scrutiny arrangements, the Council's representative on the Health and Care Overview and Scrutiny Committee is requested to provide a brief written report on meetings of the Health and Care Overview and Scrutiny Committee for noting.
- 5.2 Accordingly, the digest of the meetings of the Health and Care Overview and Scrutiny Committee are attached for noting as follows:-

**APPENDIX 1** - 28 November 2022

**APPENDIX 2** - 30 January 2023

**APPENDIX 3** - 13 February 2023

## **6 Implications**

### **6.1 Financial**

Nil

### **6.2 Legal**

Nil

### **6.3 Human Resources**

Nil

### **6.4 Human Rights Act**

Nil

### **6.5 Data Protection**

Nil

### **6.7 Risk Management**

Nil

### **6.8 Community Impact Assessment Recommendations**

#### **Impact on Public Sector Equality Duty:**

The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

**Wider Community Impact:**

Detailed above.

**7 Previous Consideration**

Nil

**8 Background Papers**

File available in Law and Administration.

## APPENDIX 1

**Committee:** Community Wellbeing Scrutiny

**Date of Meeting:** 23 March 2023

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### **Health and Care Overview and Scrutiny Committee**

#### **28 November 2022 District and Borough Council Digest**

Under the Health Scrutiny Code of Joint Working with District and Borough Councils, Authorities have undertaken to keep relevant Partners informed of their consideration of health matters having regard to the general working principle of co-operation and the need to ensure a co-ordinated Staffordshire approach. Therefore, the following is a summary of the business transacted at the meetings of the Health and Care Overview and Scrutiny Committee held on 28 November 2022.

#### **Health and Care Overview and Scrutiny Committee 28 November 2022**

##### **Public Health Performance Dashboard**

Committee considered a report and received a demonstration of the Public Health Performance Dashboard. The dashboard is being developed to assess performance, inform decision making and provide up-to date detailed and specific data, which could be broken down to give Annual, Quarterly and Monthly figures. The committee will receive training and have opportunity at a future meeting to comment on phase 2 of the dash boards development.

##### **Developing Healthier Communities**

The Vice Chair, Councillor Edgeller provided a report detailing findings and recommendations of the Developing Healthier Communities Workshop held in June 2022. The report highlighted the importance of embedding health in all policies in the District and Boroughs and in Parish Councils. It was agreed that District and Borough Scrutiny Committees should receive the report to consider imbedding 'Health in all we do', and ways of working with Staffordshire Public Health Team and with District and Borough Councils to tackle health inequalities and improve health outcomes for their local populations.

Follow this link to view the [Developing Healthier Communities Workshop Report \(staffordshire.gov.uk\)](https://www.staffordshire.gov.uk/developing-healthier-communities-workshop-report)

##### **Primary Care Access Plan Update**

Committee received an update report and presentation on the General Practice Access Plan in Staffordshire. The report highlighted challenges remain in relation to

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demand and capacity in general practice which is impacting access. The ICB Primary Care Team continue to work with practices in terms of access as part of the overall action plan that is in place. The presentation detailed the current metrics, ongoing plans and steps being taken.

To see the reports in full and view the webcast of the meeting see the links below:

[Agenda for Health and Care Overview and Scrutiny Committee on Monday 28 November 2022, 10:00am - Staffordshire County Council](#)

The next meeting will be held on Monday 30 January 2023 at 10.00am, County Buildings, Stafford.

## APPENDIX 2

**Committee:** Community Wellbeing Scrutiny

**Date of Meeting:** 23 March 2023

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### **Health and Care Overview and Scrutiny Committee**

#### **30 January 2023 District and Borough Council Digest**

Under the Health Scrutiny Code of Joint Working with District and Borough Councils, Authorities have undertaken to keep relevant Partners informed of their consideration of health matters having regard to the general working principle of co-operation and the need to ensure a co-ordinated Staffordshire approach. Therefore, the following is a summary of the business transacted at the meetings of the Health and Care Overview and Scrutiny Committee held on 30 January 2023.

#### **Health and Care Overview and Scrutiny Committee 30 January 2023**

##### **Integrated Care Partnership Strategy**

The Committee considered the Integrated Care Partnership Strategy and were informed that it was an overarching strategy across the whole of Staffordshire with a focus on people and communities which would underpin Health and Wellbeing Strategies across Staffordshire. The Committee were informed that there was a statutory mandate to produce the Integrated Care Partnership Strategy by 31 March 2023. The Committee agreed to receive the strategy and consider questions around the priorities of the strategy and feedback to the ICS by 1 March 2023.

##### **Inpatient Mental Health services previously provided by the George Bryan Centre**

The Committee received an update report on Inpatient Mental Health services previously provided by the George Bryan Centre. The assurance stage of the process had now been completed having now received formal feedback from NHS England and the ICB had approved the recommendations:

- 1) To formally approve
  - a) Pre-Consultation Business Case and appendices
  - b) Communication and Involvement Plan
  - c) Consultation Document

2) To approve the recommendation to proceed to public consultation on the single viable proposal to make permanent the 18 beds at St George's Hospital, Stafford, supported by enhanced community provision

3) To approve that the consultation period to be 6 weeks.

The Committee noted the update around the programme of work and agreed that the proposal was not deemed to be a substantial change to services in the area.

### **Developing Integrated Care Hubs in the context of changes to NHS capital arrangements**

The Committee received an update report and presentation on Developing Integrated Care Hubs. The report highlighted that in 2019 the CCGs undertook a 14-week consultation which informed a decision-making business case which resulted in the plan to introduce 4 Integrated Care Hubs across North Staffordshire at Leek Moorlands District Hospital, Bradwell Hospital, Haywood Hospital and Longton. The Committee were advised that due to national changes to Capital Departmental Expenditure Limit and NHS England setting capital spending limits for Foundation Trusts, MPFT were no longer able to access cash reserves which were held for the purpose of implementing the hubs. Instead, a strategic outline case would need to be developed for each hub in order to bid for money. The Committee agreed to write to NHS England to express their disappointment in the decision.

### **District and Borough Health Scrutiny Health Activity - Developing Healthier Communities.**

The Chairman informed the Committee of the executive response relating to the recommendations for Developing Healthier Communities.

“The key will be for districts and boroughs to review the recommendations in the context of their own organisation/locality and determine how they want to proceed. SCC public health officers are available to help shape these plans and provide advice and guidance, if needed.

I also want to make sure Members are aware that a paper has been submitted to the district CEOs group on 26th January 2023. The paper was sponsored by Dave Heywood and Tim Clegg, and included some similar recommendations for high impact action on health inequalities (one of the Leader's Board priorities), which will tie in with the recommendations identified here.”

The Chairman requested that the District/Borough representatives raise the recommendations within the report with their Councils to review the recommendations in the context of their own organisation.

Follow this link to view the [Developing Healthier Communities Workshop Report \(staffordshire.gov.uk\)](https://staffordshire.gov.uk)

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To see the reports in full and view the webcast of the meeting see the links below:

[Agenda for Health and Care Overview and Scrutiny Committee on Monday 30 January 2023, 10:00am - Staffordshire County Council](#)

The next meeting will be held on Monday 13 February 2023 at 10.00am, County Buildings, Stafford.

## APPENDIX 3

**Committee:** Community Wellbeing Scrutiny

**Date of Meeting:** 23 March 2023

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### **Health and Care Overview and Scrutiny Committee**

#### **13 February 2023 District and Borough Council Digest**

Under the Health Scrutiny Code of Joint Working with District and Borough Councils, Authorities have undertaken to keep relevant Partners informed of their consideration of health matters having regard to the general working principle of co-operation and the need to ensure a co-ordinated Staffordshire approach. Therefore, the following is a summary of the business transacted at the meetings of the Health and Care Overview and Scrutiny Committee held on 13 February 2023.

#### **Health and Care Overview and Scrutiny Committee 13 February 2023**

##### **Mental Health and Mental Wellbeing Strategy**

The Committee considered the Mental Health and Mental Wellbeing Strategy and were informed that the strategy had been jointly developed by the Council and ICB. It was intended for the strategy to be a simplified high-level strategy. The Committee were advised that there had been a number of wide range focus groups and consultations involved in the development of the strategy. The Committee made comments and agreed to receive the strategy.

##### **Update on Mental Health Support Teams in Schools**

The Committee received an update report Mental Health Support Teams (MHST) in Schools and were advised that the MHST approach was set out in a green paper - Transforming Children and Young People's Mental Health provision. This green paper set out three major proposals to transform children and young people's mental health provision with a focus on improving mental health in education:

- a) incentivise all schools and colleges to identify and train senior mental health leads in education settings
- b) new MHSTs across education settings to provide early intervention and support the promotion of good mental health and wellbeing
- c) Pilot 4-week waiting times to access specialist NHS CYPMH services.

The Committee noted the plan for expansion of MHST by March 2024 and the progress, challenges and barriers experienced to date.

## **Children's Mental Health Update**

The Committee received an update presentation on Children's Mental Health. The Committee were updated on the Mental Health Portfolio Structure and key performance indicators. There was now a Mental Health System Performance Dashboard and a snapshot of the latest CAHMS data was shared with the Committee.

The Committee were informed of the NHS long term plan commitments for Children & Young People and the refreshed Mental Health Local Transformation Plan 2022. The Committee were also advised of the increase in complexity and number of referrals. CYP access rates achieved 35% across the ICS.

It was reported that CYP Mental Health Services were moving to a Thrive Model and away from a tiered approach. The Thrive model was an integrated, person-centred and needs led approach to delivering mental health services for children and young people.

The Committee agreed to receive the presentation and requested data to evidence the increase in demand and complexity of Children's Mental Health be shared with the Committee.

To see the reports in full and view the webcast of the meeting see the links below:

[Agenda for Health and Care Overview and Scrutiny Committee on Monday 13 February 2023, 10:00am - Staffordshire County Council](#)

The next meeting will be held on Monday 20 March 2023 at 10.00am, County Buildings, Stafford.

## Agenda Item 7(b)

<b>Committee:</b>	Community Wellbeing Scrutiny
<b>Date of Meeting:</b>	23 March 2023
<b>Report of:</b>	Interim Head of Corporate Business and Partnerships
<b>Contact Officer:</b>	Tracy Redpath
<b>Telephone Number:</b>	01785 619195
<b>Ward Interest:</b>	Nil
<b>Report Track:</b>	Community Wellbeing 23/03/2023 (Only)

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## Quarter 3 Performance Reporting

### 1 Purpose of Report

- 1.1 To provide an update to members regarding performance reporting for Quarter 3, 2022 - 2023 for Community Wellbeing Scrutiny Committee.

### 2 Recommendation

- 2.1 That the information is noted.

### 3 Key Issues and Reasons for Recommendation

- 3.1 The report presents the performance reporting for Quarter 3, 2022 - 2023 for the Community Wellbeing Scrutiny Committee. The report contains:
  - Performance at a glance encompasses 12 reported indicators
  - Improvement report for 4 indicators
  - Narrative updates - 14 are reported as being 'on track' and 1 is reported as 'below target' this update is included in the Improvement Report.

### 4 Relationship to Corporate Business Objectives

- 4.1 Performance reporting interlinks with all corporate business objectives.

## 5 Report Detail

- 5.1 The report provides an overview of the performance for Quarter 3, 2022 - 2023 for the Community Wellbeing Scrutiny Committee. The performance report is detailed in the **APPENDIX** and contains Performance at a glance, an Improvement report and Narrative updates.
- 5.2 The Community Awards 2022 was held on the 24th of November at Rising Brook Baptist Church, this year there was a significant increase in the number of applications and a total of 44 applications were celebrated on the evening and 16 awards were given out on the night.
- 5.3 The Health and Housing team have successfully worked with Midlands Partnership Foundation Trust to establish a network of Warm Spaces across the borough. Over 25 venues are part of the scheme, helping out residents within their local community.
- 5.4 Demand has continued to increase in both homelessness and housing advice, and the majority of cases approaching are at crisis point and cases are extremely high. Two Housing Option Officers have been recruited to help with the increase in demand and an Options Assistant is being sought for a fixed term to help.
- 5.5 Funding from Safer Streets is being utilised with results already being seen. New CCTV locations have been identified and 4 new cameras have been installed. 2 more will be installed in the next quarter. The new "Safe Place" bought via SWaN funding and operated by the Street Pastors has been well utilised with approximately 130 people being helped this quarter on Saturday Evenings.
- 5.6 Performance reports are contained within the **APPENDIX**.

## 6 Implications

### 6.1 Financial

The financial implications of individual actions are being reviewed by the lead organisation for each workstream.

### 6.2 Legal

Nil

### 6.3 Human Resources

Nil

**6.4 Human Rights Act**

Nil

**6.5 Data Protection**

Nil

**6.7 Risk Management**

Nil

**6.8 Community Impact Assessment Recommendations**

**Impact on Public Sector Equality Duty:**

There are no known impacts.

**Wider Community Impact:**

There are no known wider impacts.

**7 Previous Consideration**

Nil

**8 Background Papers**

File available in Corporate Business and Partnerships.

## Community Wellbeing

Performance at a glance

No	Indicator	Responsible Officer	Is good high or low	Q1 Actual	Q1 Target	Q1 Performance	Q2 Actual	Q2 Target	Q2 Performance	Q3 Actual	Q3 Target	Q3 Performance	Year End forecast	Year end target	Direction of Travel
LI3	No of Enviro-crime complaints dealt with promptly and no longer than 72 hours after receipt	Julie Wallace	H	99.7%	94%	On Track	99.4%	94%	On Track	99%	94%	On Track	94%	94%	On Track
LI4	No of residents who think the town centres are clean and tidy (%)	Phil Bates	H	#REF!	#REF!	#REF!	96.4%	90%	Good	98.40%	90%	Good	95%	95%	On Track
LI5	Kgs Residual Household Waste Collected per household	Becky Martin	L	108.12	110	On Track	101.66	110	On Track	104.89	110	On Track	112	110	On Track
LI6	% of household waste sent for reuse, recycling and composting	Becky Martin	H	52.8%	51%	Good	50.52%	51%	On Track	45.10%	51%	On Track	50%	51%	On Track
LI7	% of homeless cases resolved through prevention	Anna Nevin	H	22%	35%	Below Target	18%	35%	Below Target	20%	35%	Below Target	42%	45%	On Track
LI8	% of homeless cases resolved through relief	Anna Nevin	L	78%	65%	Below Target	82%	65%	Below Target	80%	65%	Below Target	59%	55%	On Track
LI9	No of DFGs completed	Anna Nevin	H	34	25	Good	19	25	Below Target	18	25	Below Target	87	100	Below Target
LI10	No of households referred for energy efficiency measures	Anna Nevin	H	20	8	Good	24	8	Good	22	17	Good	103	50	Good
LI11	Empty Homes brought back into use following Officer interventions	Anna Nevin	H	8	15	Below Target	18	15	Good	7	10	Below Target	22	50	Below Target
LI12	No of households given advice on energy efficiency	Anna Nevin	H	113	15	Good	210	15	Good	137	30	Good	913	100	Good
LI13	Days taken to process new HB/CT Claims	Rob Wolfe	L	18.42 Days	20 Days	On Track	14.34 days	20 days	Good	18.43 days	20 days	On Track	20 days	20 days	Good
LI14	Days taken to process new HB/CT change of circumstances	Rob Wolfe	L	7.29 Days	9 Days	Good	3.31 days	9 days	Good	3.82 days	9 days	Good	9 days	9 days	On Track

Performance direction of travel - Key	
Performance 10% or more above target	Good
Doing Well	On track
Performance 10% or more below target	Below Target

### Q3 Community Wellbeing

#### Narrative Updates

Ref	Key Deliverable	Responsible Officer	End Date	Q3 Performance	Q3 Commentary/Action
2.1.1	To work in partnership to provide support to our communities and the voluntary sector	Ella Smith	March 2024	On Track	The Community Awards 2022 was held on the 24th November at Rising Brook Baptist Church, this year there was a significant increase in the number of applications and a total of 44 applications were celebrated on the evening and 16 awards were given out on the night. Feedback from the event has been extremely positive. The council continue to support residents with the cost of living crisis and an additional round of funding has been arranged with the Community Foundation for Staffordshire. Stafford Borough Small Grants Panel awarded a total of £3,260 to 5 groups in the Borough these were presented at the Christmas Market in Market Square on the 26th November 2022.
2.2.1	Investigate appropriate enviro crime complaints within 72 hours of receipt	Julie Wallace	31.03.2023 (annual target which is montioered quartely)	On Track	221 reports investigated within the quarter, 213 dealt within the time frame.
2.2.2	Deliver high quality Neighbourhood Services to ensure that town centres, parks and open spaces are clean, tidy, and attractive	Phil Bates	31.03.2023 (annual target which is montioered quartely)	On Track	69 Land Audit Management Systems (LAMS) inspections were carried out in the period with the following results: Streets Cleansing achieving 92.8% Grade B or better and Grounds Maintenance achieving 91% Grade B or better. Customer Satisfaction Survey carried out by the Customer Contact Centre with residents who called in specifically for Streetscene related issues. Response from 369 residents was 98.4% positive in the range of 'satisfactory to excellent' regarding the cleanliness of the town centres.
2.2.3	Monitoring of construction works associated with major infrastructure eg M6 Smart Motorways and HS2	Gill McMullin	From April 2021 and then on-going	On Track	Discussions are continuing with the HS2 Phase 2a Planning Forum – Environmental Health Subgroup, of which our officers are members. The purpose of the group is to discuss any potential air quality, noise, vibration and contaminated land issues associated with the construction and operation of HS2 Phase 2a, and appropriate mitigation measures. The Council continues to receive further section 61 applications for works.
2.2.4	Encourage households to increase recycling and minimise residual waste because this will be good for the environment and reduce collection and disposal costs	Becky Martin	31.03.2023 (annual target which is montioered quartely)	On Track	Working closely with Veolia to continue to reduce contamination in bins and investigate and understand contamination issues/trends at the Materials Recovery Facility. This information will help inform a refreshed contamination communications plan in 2023 for all residents. Forward work planned with Housing Plus to tackle problem areas on Highfields and will then target other Housing Plus areas with high communal bin store areas. Nine new vehicles, procured by Veolia, are being introduced to the fleet and all of these will carry a new contamination message on the side of the vehicle.
2.3.1	Support partners to set up initiatives to improve and enhance health and wellbeing of residents	Anna Nevin	On-going	On Track	The Health and Housing team have successfully worked with Midlands Partnership Foundation Trust to establish a network of Warm Spaces across the borough. Over 25 venues are part of the scheme, helping out residents within their local community. Data is being collected on the number of people attending and partner agencies are attending some of the busier sessions to provide advice and guidance on various issues.
2.3.2	Support the co-ordination of high profile events run by Freedom Leisure	Lee Booth	31.03.2023 (annual target which is montioered quartely)	On Track	As Government mandated restrictions on events have relaxed, the full high profile events programme is now restored and in line with the contract specification. The Stafford 10K event took place on 25th September with over 1,400 participants and the Stafford Christmas Lights Switch On took place on 19th November.

Ref	Key Deliverable	Responsible Officer	End Date	Q3 Performance	Q3 Commentary/Action
2.3.3	Support the promotion of and use of town centres in the borough	Julie Wallace	31.03.2023 (annual target which is monitored quarterly)	On Track	Stafford's Christmas light switch-on show took place on the 19 November with over 10,000 in attendance. The Christmas Market took place in Market Square on 26 November and was well attended, helped by the Christmas Treasure Trail to find Cinderella's Glass Slippers which took place from the end of November to 9 December. The Christmas Tree Festival, was successful, at St Mary's Church which took place from 30 Nov - Sun 4 Dec. The Cinderella Pantomime at the Gatehouse Theatre took place from 9 Dec - 31 Dec and was very popular beating last years record with close on 17,000 admissions during the period. The monthly Farmers Markets held in Stafford and Stone are continuing as well as the monthly Stafford Walking Street events. There was also Christmas in Victoria Park from 17 Dec - 23 Dec which included Santa's grotto, live music and festive fun. All events must have Event Management Plans and secure Risk Assessments and are considered by the multi-agency Safety Advisory Group (SAG) which is chaired by an officer of the Council.
2.3.4	Work towards all businesses being compliant with environmental regulations	Gill McMullin	From April 2021 and then on-going	On Track	Programmed inspections continue to be undertaken in accordance with the Recovery Plan laid out by the Food Standards Agency.
2.4.1	To assist in the operational delivery of, and lead on, the implementation of specific initiatives that support the reduction of crime and vulnerability in the Borough (as per the recommendations in the Community Safety Strategic Assessment)	Helen Marshall	March 2024	On Track	<p>Funding from Safer Streets is being utilised with results already being seen. New CCTV locations have been identified and 4 new cameras have been installed. 2 more will be installed in the next quarter.</p> <p>The new "Safe Place" bought via SWaN funding and operated by the Street Pastors has been well utilised with approximately 130 people being helped this quarter on Saturday Evenings. Further funding to support the service will be available to the Street Pastors during the next quarter from Safer Streets 4. The street pastors have also been commissioned to provide advice sessions to young people in 6th forms and college on personal safety whilst using the night time economy.</p> <p>Youth Net have been recommissioned and are now working closely with the service provided by the Right Stuff Boxing Club (which has also been recommissioned ) to ensure a joined up approach to working with those at risk of exploitation and ASB. This quarter Connect Stafford youth has engaged with 1019 young people. The project has enabled regular engagement with the education providers around the town centre.</p>
2.4.2	To ensure that the authority adheres to its statutory responsibility in respect of the Prevent, Safeguarding and Domestic Abuse (DHR's)	Victoria Cooper	March 2024	On Track	No safeguarding referrals have been received this quarter. Officers continue to engage in and contribute to cases on channel panel and attend the prevent board. Work is underway with regards to the new protect duty that is expected to be implemented at the end of 2023. Safeguarding training is being reviewed.

Ref	Key Deliverable	Responsible Officer	End Date	Q3 Performance	Q3 Commentary/Action
2.4.3	Utilise procedures and processes to investigate reported incidents of anti-social behaviour	Helen Marshall	March 2024	On Track	<p>During Q3 10 new reports of ASB were received by the Council, which is down on Q1 and Q2 and lower than Q3 last year. All of these reports were in connection with private rented accommodation or owner occupied dwellings. Often these cases can be more complicated as private landlords do not want the expense and issues of terminating a tenancy unless rent arrears are also a factor. We work with private landlords as we do with social landlords to pursue a positive outcome.</p> <p>To assist in tackling the ASB that is reported the following have been served by the council:</p> <ul style="list-style-type: none"> <li>•2 Community Protection Notice Warnings</li> <li>•1 Community Protection Notice</li> <li>•5 Fixed Penalty Notices were issued for a breaches of the PSPO.</li> <li>•1 Injunction application</li> </ul> <p>The weekly Vulnerability Hub continues to be an effective early intervention and prevention forum to problem solve cases at an early stage. On average the Hub hears around 12 cases per week. The vulnerability and whereabouts of the homeless is also managed at this meeting. This allows the partnership to manage and prevent any issues of ASB from this cohort.</p> <p>A new process is now in place with the neighbourhood police team which enables us to serve community protection warnings to those issued with a section 35 dispersal notice. The section 35 notice is issued by police officers to those causing anti-social behaviour in the town, particularly during night time economy hours. Issuing the community protection warnings means we can monitor and take action on repeat offenders.</p>
2.5.1	Provide a comprehensive housing options service to prevent homelessness and support people into sustainable accommodation	Anna Nevin	On-going	On Track	<p>This quarter has continued to see unprecedented demand on the housing options service, with the majority of cases approaching us at crisis point - requiring complex multi-agency interventions to resolve their homelessness. This has resulted in increased demand for emergency accommodation which has come at a time when supply is restricted due to external pressures from other agencies also competing for emergency accommodation. The pressures on Housing Options Service are being felt across other Staffordshire authorities. In quarter 3, we successfully recruited two Housing Option Officers to help with the increased demand, however caseloads remain extremely high. To address these issues we are looking to appoint an options assistant for a fixed term to deal with some of the administration based tasks.</p>
2.5.2	Ensure good housing standards are delivered in the private sector	Anna Nevin	On-going	On Track	<p>A project targeting minimum energy efficiency in the private rented sector commenced and is likely to be most active in Q4 targeting poorly performing rented properties. There remains a reduction in staff due to long term sickness absence which impacts the ability of proactive work, but three additional improvement Notices were served regarding poor quality private rented properties.</p>
2.5.3	Provide an effective and efficient service to deliver Disabled Facilities Grants	Anna Nevin	On-going	Below Target	<p>The increase in referrals into the service seen in the previous quarter has now reduced to a level that is more typically in line with average referral volumes. Vacancies in Millbrook's team remain an issue and the impact of this is seen in the reduced number of grant completions this quarter.</p>

Explanation for Narrative Performance
Exceptional - Good
Doing well - On Track
Below what it should be - Below Target

**Community Wellbeing**  
**Q3 Improvement Report**

**Performance Indicators**

No	Measure Detail	RO	Q3 Actual	Q3 Target	Performance	Context for current performance	Context for current performance	Intervention/Review
LI7	% of homeless cases resolved through prevention	Anna Nevin	22%	35%	Below Target	We continued to see unprecedented demand on the Housing Options Team in Q3, both in terms of numbers of households accessing the service but also in terms of complexity of cases. Many households approach at crisis point with multiple and complex needs that require multi-agency interventions in order to resolve their homelessness. The increased number and complexity of cases continues to put additional pressures on the Housing Options Service and makes it increasingly difficult to do proactive work to prevent homelessness at an earlier stage.	In Q3, we requested permission to recruit to a Housing Options Assistant and to enter into an arrangement for exclusive use of the Bailey Guesthouse in order to reduce pressures on the Housing Options Team and to provide certainty that we will be able to fulfil our statutory obligation to provide emergency accommodation to eligible households throughout the winter period. We have been working closely with Turning Point and Humankind who are commissioned providers for high needs accommodation through DLUHC Rough Sleeper funding to ensure that projects are operational at the earliest opportunity which will ease some of the pressures on the team.	The team are recruiting a Housing Options Assistant and have entered into an arrangement for exclusive use of the Bailey Guesthouse. Interviews for the Housing Options Assistant arranged for end of January. Going forward, demand and caseload of the Housing Options Team will continue to be closely monitored.
LI8	% of homeless cases resolved through relief	Anna Nevin	78%	65%				
LI9	No of Disabled Facilities Grant (DFGs) completed	Anna Nevin	19	25	Below Target	As we approach the end of Millbrook's contract there are a significant number of vacancies within their team which is impacting on service delivery, reducing the number of grants completed.	We have taken steps to ensure that individuals with urgent needs are considered with due priority. Where relevant, officers have given Millbrook advice on where to prioritise work elements that can be completed expediently, to assist residents with the most urgent aspects of their adaptations.	The contract exit strategy is being delivered and work to prepare for handover of the service is now well underway. This includes steps to maintain continuity of works in progress during quarter 4 and measures to limit the number of works on site at the point of transfer.
LI11	Empty Homes brought back into use following Officer interventions	Anna Nevin	7	10	Below Target	The new Empty Homes Officer started in post in September following 12 months without an officer. The programme of works has now been restarted, with a proactive programme of work and ongoing reactive work.	Since starting, the Empty Homes Officer has undertaken training in Compulsory Purchase Orders, HHSRS and has further training booked. She has spent time familiarizing herself with the role, carrying out site visits and responding to historically made complaints over the previous 6 months. There is now a programme of engagement with the owners of empty homes and initial cases for targeted enforcement have been identified.	This work will be subject to ongoing monitoring to ensure the right balance between proactive and reactive work and to ensure the programme is being delivered.

**Narrative**

No	Narrative Description	RO	Performance	Context for current performance	Improvement Actions Taken	Intervention/Review
2.5.3	Provide an effective and efficient service to deliver Disabled Facilities Grants	Anna Nevin	Below Target	As we approach the end of Millbrook's contract there are a significant number of vacancies within their team which is impacting on service delivery, reducing the number of grants completed.	We have taken steps to ensure that individuals with urgent needs are considered with due priority. Where relevant, officers have given Millbrook advice on where to prioritise works elements that can be completed expediently, to assist residents with the most urgent aspects of their adaptations.	The contract exit strategy is being delivered and work to prepare for handover of the service is now well underway. This includes steps to maintain continuity of works in progress during quarter 4 and measures to limit the number of works on site at the point of transfer.

## Agenda Item 7(c)

<b>Committee:</b>	Community Wellbeing Scrutiny
<b>Date of Meeting:</b>	23 March 2023
<b>Report of:</b>	Head of Law and Administration
<b>Contact Officer:</b>	Andrew Bailey
<b>Telephone Number:</b>	01785 619212
<b>Ward Interest:</b>	Nil
<b>Report Track:</b>	Community Wellbeing 23/03/2023 (Only)

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## Work Programme - Community Wellbeing Scrutiny Committee

### 1 Purpose of Report

- 1.1 The purpose of this report is to present the Community Wellbeing Scrutiny Committee's Work Programme

### 2 Recommendation

- 2.1 That the Community Wellbeing Scrutiny Committee considers and comments upon their Work Programme.

### 3 Key Issues and Reasons for Recommendation

- 3.1 The first stage in achieving a Member-led Overview and Scrutiny process is to develop a Work Programme for the Members of the Committee to own.
- 3.2 Accordingly, an up-to-date copy of the Community Wellbeing Scrutiny Committee's Work Programme is provided for Members to consider or amend as appropriate

### 4 Relationship to Corporate Business Objectives

- 4.1 This report is most closely associated with the following Corporate Business Objective 2:-

To improve the quality of life of local people by providing a safe, clean, attractive place to live and work and encouraging people to be engaged in developing strong communities and promote health and wellbeing.

## 5 Report Detail

5.1 Members will recall that one of the fundamental philosophies behind the creation of Overview and Scrutiny is that the process should be Member-led and the first stage in achieving this is to develop a Work Programme that is:-

- Owned by all Members of the Scrutiny Committee;
- Flexible to allow the Committee to react to urgent items;
- Contain aspects of both Overview and Scrutiny.

5.2 Therefore, at each scheduled meeting of the Community Wellbeing Scrutiny Committee, an up-to-date copy of the Work Programme will be provided for Members to consider or amend as appropriate.

5.3 The Work Programme includes provision for the Committee to scrutinise appropriate items delivered through the Council's Service Delivery Plan up to twelve months in advance, whilst maintaining the flexibility to respond to any issues that may arise.

5.4 Accordingly, attached at **APPENDIX** is the Community Wellbeing Scrutiny Committee's current Work Programme to consider or amend as appropriate.

## 6 Implications

### 6.1 Financial

Nil

### 6.2 Legal

Nil

### 6.3 Human Resources

Nil

### 6.4 Human Rights Act

Nil

### 6.5 Data Protection

Nil

## **6.7 Risk Management**

Nil

## **6.8 Community Impact Assessment Recommendations**

### **Impact on Public Sector Equality Duty:**

The Borough Council considers the effect of its actions on all sections of our community and has addressed all of the following Equality Strands in the production of this report, as appropriate:-

Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

### **Wider Community Impact:**

Detailed above.

## **7 Previous Consideration**

Nil

## **8 Background Papers**

File available in Law and Administration.

## Appendix

**Committee:** Community Wellbeing Scrutiny

**Date of Meeting:** 23 March 2023

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### **Work Programme - Community Wellbeing Scrutiny Committee**

#### **Tuesday 18 July 2023 at 6.30pm**

Minutes of Last Meeting: Thursday 23 March 2023

Officer Items by: Monday 3 July 2023

Call-in Deadline: Tuesday 20 June 2023

Member/Public Items by: Thursday 6 July 2023

Agenda Despatch on: Monday 10 July 2023

Officer Reports: **Health and Care Overview and Scrutiny Committee**  
Chair of Community Wellbeing Scrutiny Committee

**Performance Update Report Only  
(No Financial Information)**  
Corporate Business and Partnerships Manager

**Business Planning Report**  
Scrutiny Officer

**Work Programme**  
Head of Law and Administration

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#### **Tuesday 5 September 2023 at 6.30pm**

Minutes of Last Meeting: Tuesday 18 July 2023

Officer Items by: Friday 18 August 2023

Call-in Deadline: Tuesday 15 August 2023

Member/Public Items by: Wednesday 23 August 2023

Agenda Despatch on: Friday 25 August 2023

Officer Reports: **Health and Care Overview and Scrutiny Committee**  
Chair of Community Wellbeing Scrutiny Committee

**Performance Update/Budget Monitoring Report**  
Interim Head of Corporate Business and  
Partnerships/Head of Finance

**Work Programme**  
Head of Law and Administration

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## **Thursday 16 November 2023 at 6.30pm**

Minutes of Last Meeting: Tuesday 5 September 2023

Officer Items by: Wednesday 1 November 2023

Call-in Deadline: Tuesday 14 November 2023

Member/Public Items by: Monday 6 November 2023

Agenda Despatch on: Wednesday 8 November 2023

Officer Reports: **Health and Care Overview and Scrutiny Committee**  
Chair of Community Wellbeing Scrutiny Committee

**Air Quality Annual Report 2022/23**  
Head of Operations

**Food Safety Annual Report 2022/23**  
Head of Operations

**Food Service Safety Plan 2023 - 26**  
Head of Operations

**Health and Safety Annual Report 2022/23**  
Head of Operations

**Fees and Charges Review 2024**  
Head of Finance

**Final Accounts 2022/23**  
Head of Finance

**Performance Update/Budget Monitoring Report**  
Interim Head of Corporate Business and  
Partnerships/Head of Finance

**Work Programme**  
Head of Law and Administration

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**Tuesday 16 January 2024 at 6.30pm**

Minutes of Last Meeting: Thursday 16 November 2023

Officer Items by: Friday 22 December 2023

Call-in Deadline: Tuesday 19 December 2023

Member/Public Items by: Thursday 4 January 2024

Agenda Despatch on: Monday 8 January 2024

Officer Reports: **Health and Care Overview and Scrutiny Committee**  
Chair of Community Wellbeing Scrutiny Committee

**Community Portfolio - General Fund Revenue Budget 2023-24 to 2026-27 and Capital Programme 2023-24 - 2026-27**  
Head of Finance

**Environment Portfolio - General Fund Revenue Budget 2023-24 to 2026-27 and Capital Programme 2023-24 - 2026-27**  
Head of Finance

**Leisure Portfolio - General Fund Revenue Budget 2023-24 to 2026-27 and Capital Programme 2023-24 - 2026-27**  
Head of Finance

**Work Programme**  
Head of Law and Administration

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**Thursday 21 March 2024 at 6.30pm**

Minutes of Last Meeting: Tuesday 16 January 2024

Officer Items by: Wednesday 6 March 2024

Call-in Deadline: Tuesday 19 March 2024

Member/Public Items by: Monday 11 March 2024

Agenda Despatch on: Wednesday 13 March 2024

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Officer Reports:

**Health and Care Overview and Scrutiny Committee**

Chair of Community Wellbeing Scrutiny Committee

**Performance Update/Budget Monitoring Report**

Interim Head of Corporate Business and  
Partnerships/Head of Finance

**Work Programme**

Head of Law and Administration

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**Future Items:**