

ADULTS AND COMMUNITIES SCRUTINY COMMITTEE

TUESDAY 2 MARCH 2021

7.00 PM

Venue: [Peterborough City Council's YouTube page](#)

Contact: David Beauchamp, Democratic Services Officer at david.beauchamp@peterborough.gov.uk, or 01733 384628

AGENDA

Page No

- | | | |
|-----|--|-----------|
| 1. | Apologies for Absence | |
| 2. | Declarations of Interest and Whipping Declarations
At this point Members must declare whether they have a disclosable pecuniary interest, or other interest, in any of the items on the agenda, unless it is already entered in the register of members' interests or is a "pending notification " that has been disclosed to the Solicitor to the Council.
Members must also declare if they are subject to their party group whip in relation to any items under consideration. | |
| 3. | Minutes of the Adults and Communities Scrutiny Committee Meeting Held on 19 January 2021 | 3 - 8 |
| 4. | Call In of any Cabinet, Cabinet Member or Key Officer Decisions
The decision notice for each decision will bear the date on which it is published and will specify that the decision may then be implemented on the expiry of 3 working days after the publication of the decision (not including the date of publication), unless a request for call-in of the decision is received from any two Members of the relevant Scrutiny Committee. If a request for call-in of a decision is received, implementation of the decision remains suspended for consideration by the relevant Scrutiny Committee. | |
| 5. | Safer Peterborough Partnership Board Report | 9 - 20 |
| 6. | Culture and Leisure Services, incorporating Peterborough Cultural Strategy and Active Lifestyles Strategy | 21 - 60 |
| 7. | Interim Recommendations from the Task and Finish Group to Promote Equality and Diversity Amongst Councillors | 61 - 88 |
| 8. | Portfolio Progress Report from the Cabinet Member for Adult Social Care, Health and Public Health | 89 - 118 |
| 9. | Adult Social Care Annual Complaints Report 2019-20 | 119 - 126 |
| 10. | Monitoring Scrutiny Recommendations | 127 - 132 |
| 11. | Forward Plan of Executive Decisions | 133 - 174 |

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<http://democracy.peterborough.gov.uk/ecSDDisplay.aspx?NAME=Protocol%20on%20the%20use%20of%20Recording&ID=690&RPID=2625610&sch=doc&cat=13385&path=13385>

Committee Members:

Councillors: N. Simons (Chairman), K. Aitken, R. Bisby, S. Bond, R. Brown (Vice Chairman),
A. Ellis, John Fox, J. Howard, J. Howell, A. Iqbal, and I. Yasin

Co-opted Members: Parish Councillors Neil Boyce and James Hayes

Substitutes: Councillors: A. Bond, N. Day, D. Fower, C. Harper and H. Skibsted

Further information about this meeting can be obtained from David Beauchamp on telephone
01733 284628 or by email – david.beauchamp@peterborough.gov.uk .

**MINUTES OF THE ADULTS AND COMMUNITIES SCRUTINY COMMITTEE MEETING
HELD AT 7PM, ON
TUESDAY, 19 JANUARY 2021
VIRTUAL MEETING VIA ZOOM**

Committee Members Present: Councillors N. Simons (Chair), K. Aitken, R. Bisby, S. Bond, R. Brown, A. Ellis, John Fox, J. Howard, J. Howell, A. Iqbal, I Yasin
Co-opted Member: Parish Councillors Neil Boyce and James Hayes

Officers Present: Charlotte Black – Service Director, Adults and Safeguarding
Adrian Chapman – Service Director, Communities and Partnerships
Debbie McQuade – Assistant Director, Adults and Safeguarding
Matt Oliver – Head of Think Communities
Peter Gell – Assistant Director – Regulatory Services
Rob Hill – Assistant Director - Community Safety
Sarah Bye – Senior Commissioner, Early Intervention and Prevention and Mental Health
Shauna Torrance – Head of Adult Social Care Commissioning
David Beauchamp – Democratic Services Officer

Also Present: Jo Procter – Head of Service – Cambridgeshire & Peterborough Safeguarding Partnership Boards
Shona Britten – Social Care Professional Lead, Cambridgeshire and Peterborough NHS Foundation Trust

28. APOLOGIES FOR ABSENCE

No apologies for absence were received.

29. DECLARATIONS OF INTEREST AND WHIPPING DECLARATIONS

No declarations of interest or whipping declarations were received.

30. MINUTES OF THE ADULTS AND COMMUNITIES SCRUTINY COMMITTEE MEETING HELD ON 17 NOVEMBER 2020

The minutes of the Adults and Communities Scrutiny Committee meeting held on 17 November 2020 were agreed as a true and accurate record.

31. CALL IN OF ANY CABINET, CABINET MEMBER OR KEY OFFICER DECISIONS

There were no requests for call in to consider.

32. CAMBRIDGESHIRE AND PETERBOROUGH SAFEGUARDING ADULT BOARD ANNUAL REPORT 2019-20

The report was introduced by the Service Director, Adults and Safeguarding and the Head of Service, Cambridgeshire and Peterborough Safeguarding Partnership Boards. The

report updated members on the work and progress of the Board between April 2019 and March 2020.

The Adults and Communities Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- Praise was given to the Safeguarding Board's contribution to the COVID-19 response.
- Members asked what factors were behind the 55% increase in the number of attendees at multi-agency training sessions. Officers responded that although the training programme was well established for Children's Safeguarding, it was new for Adults Safeguarding, which explained the rapid increase from 2018-19. An estimated additional 50% increase had occurred since March 2020.
- Councillors were welcome to attend any of the training sessions run by the Boards. Bespoke sessions had been delivered in the past. Members requested that the Head of Service shares details of safeguarding training sessions with Committee Members.
- Information on the COVID-19 vaccination programme was available in a wide variety of languages.

ACTIONS AGREED:

The Adults and Communities Scrutiny Committee **RESOLVED** to

1. Receive and note the contents of the annual report.
2. Request that the Head of Service shares details of safeguarding training sessions with Committee Members.

MENTAL HEALTH SECTION 75 PARTNERSHIP AGREEMENT – ANNUAL REPORT

The report was introduced by the Service Director, Adults and Safeguarding accompanied by the Assistant Director - Adults and Safeguarding, the Head of Adult Social Care Commissioning and the Social Care Professional Lead - CPFT. The report gave an update on the discharge of responsibilities for mental health delegated to Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) through the Mental Health Section 75 Partnership Agreement for the year 2019-20 and an update for the current year 2020-21.

The Adults and Communities Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- Members praised the successful transition of services to online formats.
- Members noted that 84.7% of adults aged 18-69 in contact with secondary mental health services were living independently, in excess of the target of 75%, and asked for the reasons behind this success. Officers responded that there was an emphasis on providing people with the least restrictive care option possible and meeting people's needs at the earliest opportunity. A key priority was the pursuit of community-based solutions.
- Officers encouraged Members to make mental health referrals as early as possible so that the need for early interventions could be identified. This was especially important in light of the COVID-19 pandemic.
- Mental health services had continued during the pandemic, including assessments under the Mental Health Act. Mitigations were in place to reduce the risk of service users contracting COVID-19. The response time for emergency out of hours calls was one hour.
- Initiatives were in place to help service users transition from child to adult mental health services.

- Members asked how staff retention and recruitment could be improved. Officers responded that this would be done by utilising the social work wheel more effectively, using mobile apps, increasing interest in posts and restructuring roles.

ACTIONS AGREED:

The Adults and Communities Scrutiny Committee **RESOLVED** to endorse the report as a full account of service and financial performance, activity and outcomes under the Section 75 Partnership Agreement.

34. PORTFOLIO HOLDER PROGRESS REPORT – COMMUNITIES

The report was presented by the Cabinet Member for Communities accompanied by the Head of Think Communities, the Assistant Director – Community Safety and the Head of Regulatory Services. The report allowed the Committee to scrutinise the work being undertaken under the portfolio of the Cabinet Member.

The Adults and Communities Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- Members praised the work of the COVID-19 coordination hub, the proactive efforts of volunteers and the role of the Think Communities initiative in aiding the response to the pandemic.
- Issues relating to community centre management would be addressed in the next phase of the COVID-19 response.
- The Prevention and Enforcement Service (PES) was offering support to supermarkets in enforcing COVID-19 public health measures.
- Members asked if lockdown had exacerbated online scams and child grooming. Officers responded that there had not been any additional concerns reported through the Scams Partnerships but would investigate Members' concerns in more detail outside the meeting in collaboration with the Head of Service for the Safeguarding Boards
- Members raised concerns that some elderly people might miss information on scam prevention if they did not use the internet. Officers responded that the Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) had a large number of members who could liaise with people through a variety of means. Age U.K. provided guidance on the most appropriate communications methods. Although there was a strong emphasis on social media, officers were confident that their publications reached the intended audience. People were encouraged to report any specific concerns so that information could be provided in alternative formats. Targeted communications took place, e.g. in within faith settings and A8 Communities.
- Members requested that the Head of Regulatory Services provides a briefing note to Members on the revenue raised from the selective licensing process. It was noted that funding from the scheme was reinvested in the service.
- The Selective Licensing Scheme had improved compliance and increased the standard of housing although there was more work to do.
- Members asked for a comparison of the prosecution rate before and after the Selective Licencing Scheme was introduced. Officers responded that a variety of methods were employed to achieve compliance among landlords including providing support, advice and proportionate sanctions where appropriate. A report on future plans for prosecution would be provided to the Committee as part of the consultation on the next Selective Licensing policy.
- A robust system was in place to brief COVID marshals on locations where there were issues and deploy them rapidly. Marshals did not have any enforcement

powers. Feedback had been good although there had been negative comments regarding certain premises types being targeted more regularly. The Marshals' work would cover beauty spots such as Ferry Meadows.

- Members requested information on the role of community support groups in tackling domestic violence. Officers responded that the Peterborough hub had been involved in referrals. There were good links between the Council and Womens' Centres. Further work could take place to improve communication and awareness about available services. The Domestic Violence team had remained fully staffed through the pandemic with no redeployments to other service areas taking place.
- Members commented that information on the support available for victims of domestic violence could be made available in different languages to reflect the diverse nature of the City.
- Members commented that non-typical patterns of domestic violence had emerged during the pandemic, such as children attacking adults.
- Members expressed support for the use of Selective Licensing and Article 4 directions and requested that the Head of Regulatory Services provides a briefing note regarding plans for the use of Article 4 directions for Houses of Multiple Occupancy (HMOS) in the City.
- Leafletting was not currently widely used to communicate COVID-19 support information. If this was to take place in the future, the cost and logistics would need to be taken into account and the appropriate time chosen to ensure its effectiveness.
- Members raised concerns regarding youth gatherings in rural areas and what was being done to address them. Officers responded that it was important not to single out any particular group of people; with many groups meeting for a variety of reasons across the City. Such instances had been reducing since the third national lockdown was introduced.
- Members raised concerns regarding the prevalence of fly-tipping across the city and asked if cameras were being utilised effectively and if appropriate punishments were being issued by the courts. Officers responded that they had aimed to maintain a focus on fly-tipping and cameras were being used. The recommendations of the Task and Finish Group continued to be implemented.
- The Committee requested that the Assistant Director, Community Safety provides a briefing note containing information on fly-tipping prosecutions.
- The CCTV Service was pursuing commercial opportunities in order to expand the service further in light of budget challenges.

ACTIONS AGREED:

The Adults and Communities Scrutiny Committee **RESOLVED** to

1. Consider and scrutinise this report and endorse the approach being taken under the portfolio of the Cabinet Member.
2. Request that the Democratic Services Officer adds an item to the 2021/22 work programme regarding the impact of COVID-19 on families.
3. Request that the Head of Think Communities and the Head of Service for the Safeguarding Boards informs the Committee if lockdown had exacerbated incidents of online scams and child grooming.
4. Request that the Head of Regulatory Services provides a briefing note to Members on the revenue raised from the selective licensing process.
5. Request that the Assistant Director, Community Safety provides a briefing note containing information on fly-tipping prosecutions.

6. Request that the Head of Regulatory Services provides a briefing note regarding plans for the use of Article 4 directions for Houses of Multiple Occupancy (HMOS) in the City.

35. MONITORING SCRUTINY RECOMMENDATIONS

The Democratic Services Officer introduced the report which enabled the committee to monitor and track the progress of recommendations made to the Executive or Officers at previous meetings.

There was UNANIMOUS agreement to mark the recommendation from the meeting on 10 September 2019 as completed.

ACTIONS AGREED:

The Adults and Communities Scrutiny Committee considered the report and **RESOLVED** to:

1. Consider the responses from Cabinet Members and Officers to recommendations made at previous meetings as attached in Appendix 1 to the report.
2. Mark the recommendations from the meeting on 10 September 2019 as completed.

36. FORWARD PLAN OF EXECUTIVE DECISIONS

The Chairman introduced the report which invited members to consider the most recent version of the Forward Plan of Executive Decisions and identify any relevant items for inclusion within the Committee's work programme or to request further information.

There were no further comments from Members.

ACTIONS AGREED:

The Growth, Environment and Resources Scrutiny Committee **RESOLVED** to consider the current Forward Plan of Executive Decisions.

37. WORK PROGRAMME 2020/21

The Democratic Services Officer introduced the item which gave members the opportunity to consider the Committee's Work Programme for 2020/21 and discuss possible items for inclusion.

There were no further comments from Members.

ACTIONS AGREED

The Committee noted the work programme for 2021/21

38. DATE OF NEXT MEETING

22 February 2021 – Joint Scrutiny of the Budget
2 March 2021 – Adults and Communities Scrutiny Committee

CHAIRMAN

7pm – 8.43pm

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ADULTS AND COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 5
2 MARCH 2020	PUBLIC REPORT

Report of:	Rob Hill, Assistant Director Community Safety		
Cabinet Member(s) responsible:	Cllr Irene Walsh, Cabinet Member for Communities		
Contact Officer(s):	Helen Gregg, Strategic Partnership & Programmes Manager	Tel.	01733 863618

SAFER PETERBOROUGH PARTNERSHIP BOARD REPORT

R E C O M M E N D A T I O N S	
FROM: Wendi Ogle-Welbourn, Executive Director, People and Communities, Peterborough and Cambridgeshire Councils	Deadline date:
<p>It is recommended that the Adults & Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> 1. Scrutinise the content of the report, noting and commenting on the activity of the SPP Board. 	

1. ORIGIN OF REPORT

1.1 This report is presented at the request of the Adults & Communities Scrutiny Committee.

2. PURPOSE AND REASON FOR REPORT

2.1 This report is being presented to update Adults & Communities Scrutiny Committee members on the key activity of the Safer Peterborough Partnership (SPP) Board.

2.2 This report is for the Adult & Communities Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1: Functions determined by Council:

2. Safeguarding Adults

8. Targeted Youth support (including youth offending)

Functions determined by Statute: To review and scrutinise crime and disorder matters, including acting as the Council's crime and disorder committee in accordance with Sections 19 of the Police and Justice Act 2006;.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	
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4. BACKGROUND AND KEY ISSUES

- 4.1 The 1998 Crime and Disorder Act established partnerships between local authorities, the police and police authorities, fire service, probation service, health authorities, the voluntary sector, local residents and businesses.
- 4.2 The aim of the Safer Peterborough Partnership (SPP) is to deliver safer communities as set out in the Act and relevant legislation. In doing this the partnership will develop and deliver plans to tackle crime and disorder and help create safer communities.
- 4.3 The SPP's objective is to improve integrated working, to deliver safer communities across partnerships such as the Health and Wellbeing Board, Safeguarding Boards, the NHS Sustainable Transformation Partnership, and other partnership boards such as domestic abuse/sexual violence, substance misuse and county housing board.
- 4.4 **SPP Board Key Areas of Responsibility**
- Undertake an annual strategic assessment to identify community safety priorities across Peterborough, and set priorities.
 - Develop a three-year Partnership Plan, refreshed annually, to co-ordinate activity to address community safety priorities across Peterborough.
 - Monitor delivery against objectives and performance through targeting resources to deliver efficient and effective outcomes for local residents, as well as ensuring statutory duties are delivered effectively.
 - Address risk, threat and harm to victims and local communities and facilitate the strengthening of local communities in the delivery of local initiatives.
 - Be a partnership body accountable for the delivery of safer communities including duties placed upon it by the Crime and Disorder Act 1998 and subsequent legislation in a transparent and open way.
 - Develop strong links to local communities and other partnerships / groups with similar objectives to assist in the delivery of local delivery priorities.
 - Develop appropriate mechanisms for the engagement of communities in tackling crime and fear of crime.
 - Hold partners accountable under section 17 of the Crime and Disorder Act 1998 for access to and use of resources and skills needed to mainstream community safety issues.
 - To be sighted on emerging threats and issues in Peterborough and manage/respond accordingly.
 - To meet the requirements of the Domestic Violence, Crime and Victims Act (2004) as amended and statutory guidance in relation to domestic homicide reviews (DHRs).
 - Ensure appropriate links with key boards/groups.
- 4.5 The Board meets on a quarterly basis and is chaired by the Chief Executive of Cross Keys Homes. The Board is currently meeting virtually due to the Covid-19 pandemic restrictions.

Membership

- Peterborough City Council
- Office of the Police and Crime Commissioner
- Cambridgeshire Constabulary
- Cambridgeshire Fire and Rescue Service
- Cambridgeshire and Peterborough Clinical Commissioning Group
- National Probation Service
- Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire Community Rehabilitation Company (BENCH)

- Head of Adults and Children's Safeguarding Partnership Board

The Partnership is also supported by key local agencies from both the public and voluntary sectors. Registered Social Landlords have a key role to play in addressing crime and disorder and they are represented by Cross Keys Homes.

4.6 The Board's Partnership Plan for 2017-2020 is published on PCC's website: <https://www.peterborough.gov.uk/asset-library/imported-assets/CopyOfSaferPboroPartnershipPlan2017-2020Final.pdf>

It should be noted the plan was actually published in 2018 and it was agreed to run through to 2021.

There are 4 high level areas of priority in the plan:

- Building Resilient Communities
- Offender Management
- Domestic Abuse and Sexual Violence
- Tackling Anti-Social Behaviour and Environmental Crime

It was subsequently agreed by members and scrutiny committee that these priorities were too high level and needed to drill down and focus on more local activity. This resulted in the number of priorities being reduced to three, more focussed priorities:

- Drug Intervention
- High Harm Offenders
- Street Sex Working and Street Exploitation

The Board also agreed to postpone the refresh of the partnership plan, due to the continued demand on services and resources needed to respond to the Covid-19 pandemic.

In addition, the Board agreed to bring in the work of the Peterborough Covid-19 Hub, linked to the work of the countywide coordination hub, the countywide community resilience group and the development of the Think Communities partnership, to continue the good work that has happened in response to the pandemic, including improved relationships, and create a partnership to focus on key pieces of work.

4.7 The Board's terms of reference were refreshed in August 2020 and presented at the September Board meeting. A revised version was presented and signed off at the November Board meeting.

4.8 Domestic Homicide Reviews

The SPP have a statutory obligation to meet the requirements of the Domestic Violence, Crime and Victims Act (2004) as amended and statutory guidance in relation to domestic homicide reviews (DHRs).

The following DHRs have been undertaken over the last year

DHR Date	Reference	Status
2020	Justine	An action plan has been developed and is being reviewed by the Home Office
2020	Robert	An action plan has been submitted to the Home Office for review
2021	Withheld – Ongoing investigation	Commissioned Feb 2021

Domestic Homicide Reviews are critically important to identify any safeguarding learning for partners in order to improve safety and support for victims of domestic violence. Through the

leadership of the Safer Peterborough Partnership, the above DHRs have proposed a number of actions aimed at strengthening support across Cambridgeshire for vulnerable persons. A full list of these recommendations will be published pending Home Office approval.

Notably, the Partnership has identified a need in Peterborough to improve support for migrant Eastern European communities. As a direct result a specialist independent domestic abuse advisor with language skills has been recruited to improve linkage and support with victims within the 'A8' communities (Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, Slovenia).

4.9 SPP Board Priorities – Key Activity

Drug Intervention

- The Operation Spotlight working group has developed a delivery plan based on the 4 P's model and the following objectives:
 - **PREPARE** - To work in partnership to understand the scale and impact of drug supply and drug related serious street-based violence in Peterborough and be responsive to it.
 - **PROTECT** – To work in partnership to identify those at risk of drug related crime or those vulnerable due to being involved in drug supply and drug related serious street-based violence.
 - **PREVENT** – To work in partnership to support and divert individuals away from involvement in drug supply and drug related serious street-based violence.
 - **PURSUE** – To robustly and tenaciously target those high-risk offenders involved in drug supply and drug related serious street-based violence.
- The working group is now well established with consistent membership and attendance. A review of membership identified the need for more local community and voluntary representation, as a result of which the working group now has Neighbourhood Watch and other voluntary sector representation.
- A cuckooing toolkit has been developed.
- There have been some notable enforcement successes against individuals heavily involved in drug supply and exploitation of vulnerable children and adults.
- A prominent nominal in the county line picture in Peterborough was also charged and remanded with money laundering offences following a joined-up investigation involving the Neighbourhood Policing Teams and Detectives.
- A rise was noted in violence against local drug users, linked to a single individual possibly enforcing perceived drug debts. This resulted in two reported kidnap type offences. Further investigation led to the individual being charged and remanded with kidnap, assault, drugs supply and vehicle related offences.

Street sex working and street exploitation

- A project was established consisting of three strands: Protecting Victims; Disrupting Offenders; and Supporting Communities. Each strand has monthly meetings which report into the monthly Tactical Board. There are separate weekly meetings tracking progress regarding the housing project (see below). The Tactical Board is responsible for the co-ordination and support of the work streams, for example by identifying funding opportunities, co-ordinating communications strategies, and procuring and undertaking academic research.
- As part of the Empowering Women Everywhere (EWE) Housing Project, a property was identified and has been adapted to ensure it is fit for purpose. There have been some slight delays in work owing to new safe working practices in light of Covid 19, and the unexpected location of some mains gas pipes, which will need to be moved by the National Grid. Recruitment is underway for a Project Co-ordinator and 5 support workers. A locality risk review has been completed by local neighbourhood policing teams, and this has been shared with the Prevention and Enforcement Manager at the council to assist

with the ongoing monitoring of the property. Adherence to Acceptable Behaviour Contracts will be mandatory for all residents.

- Monthly Victims Meetings continue to provide opportunities for good problem solving. The group has moved to a more tightly timed agenda, meaning that practitioners can dial in to discuss specific cases. We have seen good attendance and engagement with Housing as a key partner over the last few meetings, and BENCH have also begun to attend, which is a positive step forward. Where acute needs have been identified outside of these meetings, escalation processes have enabled good problem solving, working with Housing to identify an agreed way forward.
- £3000 has been awarded to create a training film for partners helping them to spot and safeguard potential victims of modern slavery. The training will cover jointly both forced labour and sexual exploitation.
- Working relationships between the Sexual Exploitation and Sex Working Project, and the Police Public Protection Unit continues to be strengthened. Proactive disclosures regarding managed sex offenders to women at risk are becoming more commonplace.
- The Out of Court Disposal (OOC) process for kerb crawling has progressed and identified a provider.
- The group are also exploring opportunities to work with the CCG where there are concerns that offenders are securing prescriptions to enable them to exchange them for sex.
- The work ongoing in Peterborough has been showcased this month both at the National Sex Worker Conference by the National Police Chiefs Council Lead ACC Vajzovic, and also at the SPOC Day Event for Police Leads across the country. As a result of these events, we have locally had enquiries and offers of support from Northamptonshire Police, Essex Police, Beyond the Streets, and MASH (a Manchester based charity).

High Harm Offenders

- The Board has established a Problem-Solving Group (PSG) to monitor high harm offenders. The overarching aim of the PSG is to be an operational delivery arm of the SPP Board, managed and co-ordinated by representatives from the Police and city council.
- The group will respond to location-based community safety issues, including high risk of ASB, co-ordinating multi-agency interventions, with a focus on highest impact/harm issues specifically.
- The objective is to have an evidence base to problem solving by targeting locations and groups causing the most harm to communities.
- Key areas of responsibility include developing a method to score issues to prioritise and utilise resources to tackle the most serious issues, develop intervention plans and monitor action. The group is accountable to the SPP Board and will develop links with local communities and will oversee the governance of the ASB case review meeting.
- Members include PCC, Police, Cross Keys Homes, other Registered Social Landlords, Cambridgeshire Fire and Rescue, the CCG, and the National Probation Service.
- The group will meet monthly initially and then bi-monthly once established.

4.10 Work of the SPP Board in response to Covid-19

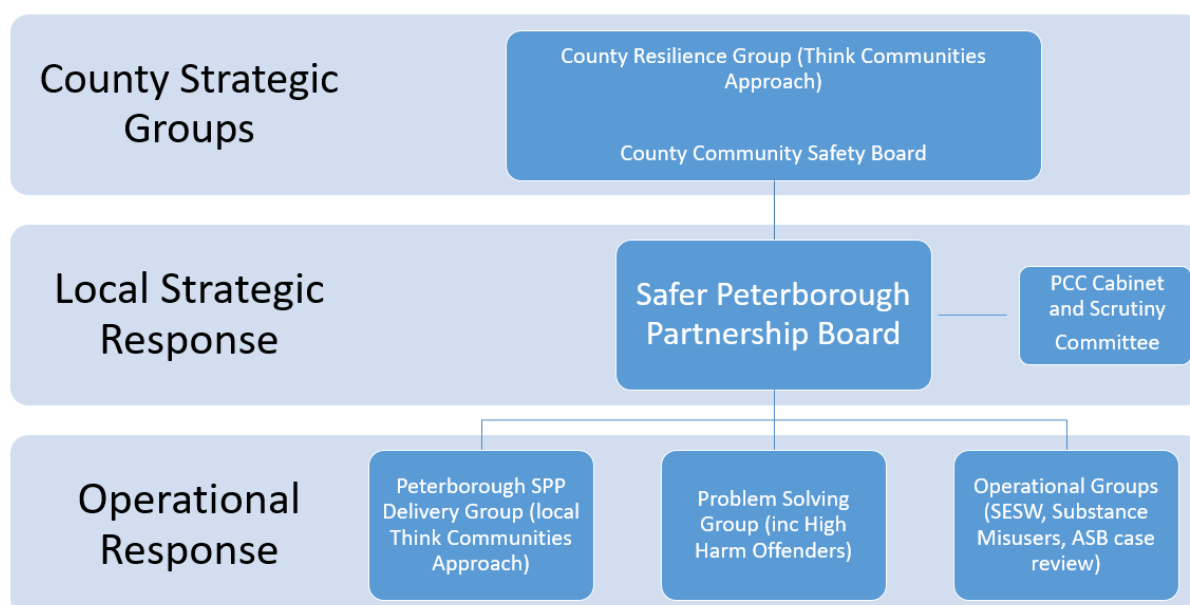
As part of the response to the COVID-19 pandemic, the Government instructed every Local Resilience Forum (LRF) area to establish local hubs. Hubs are required to provide targeted support for those people who require support in dealing with COVID-19.

The Peterborough Local Hub is supported by over 90 voluntary and community organisations, City Council services, Parish Councils, Cross Keys Homes linking with other social landlords, faith communities, Light Project Peterborough, the City Leadership Forum and City College. The Peterborough Hub forms part of the network of coordination hubs across Cambridgeshire and Peterborough.

The Safer Peterborough Partnership (SPP) leads the community response to COVID-19,

supported by the SPP Delivery Group, which determines the work of the Peterborough hub. The Group's key responsibilities are to:

- Respond to the impacts of the pandemic
- Share information with each other on current activity, challenges and opportunities
- Identify other challenges facing Peterborough residents and on what members of the group can do to address these, that others are not
- Understand and respond to local demand at an individual and community level
- Ensure consistent community messaging
- Ensure that information provided to and within communities, as well as the response from communities, is properly co-ordinated and is from a trusted or verified source
- Ensure that we are making the best use possible of all available resources
- Identify community-based risks and concerns, and either aim to resolve these locally or escalate to the county Community Resilience Group or other groups
- Work closely with the Peterborough Council for Voluntary Service and associated focus groups, council Place Co-ordinators, the countywide Community Resilience Group and others to identify areas of policy or strategy that we want to be able to influence



In practical terms, the Peterborough Hub offers advice and information, and facilitates access to or directly delivers support, such as:

- Food supplies, shopping and medication deliveries
- Financial / debt advice
- Low level support to domestic abuse victims
- Signposting to key support services to include mental health
- Family support
- Befriending including friendly calls
- Emotional wellbeing support
- Support with house maintenance and domestic tasks
- Economic hardship advice, information and practical support
- Transport to appointments (including vaccine appointments)
- Volunteer matching with local support organisations

The Hub launched on 2nd April 2020 and key highlights include:

- 1985 contacts (calls and emails) have been made to approximately 1400 individuals. 55% of those contacts were made in April and May 2020 during the first lockdown

- From these contacts over 3000 separate issues and enquiries have been supported, as calls are generally complex with more than one need. More than 850 enquiries have been requiring support to access food, either support with shopping or to access food due to low income
- Approximately 45% of all contacts were to residents aged 65 and over, therefore 55% were under the age of 65, showing that it was not just older residents that struggled during the initial lockdown and following months
- Around 10% of enquiries have been in relation to getting prescriptions due to self-isolation - we have worked in close partnership with SERV (<https://servsc.org.uk>)
- The Hub also responds to any local support needed for those identified as Clinically Extremely Vulnerable (CEV) as well as managing applications to the Self Isolation Support Fund, which has been set up to support those low-income residents who have to self-isolate due to having been in contact with people who have tested positive for COVID-19.
- Following a workshop facilitated by PCVS to discuss resources to respond to the continued pandemic, funding has been agreed (through the Winter Support Grant) to provide 4 Covid Support Workers with specialisms in Mental Health, Disability and Long Term Conditions, Older People and Family Support. There will also be language provision made available for non-English Speaking/Writing clients. All posts are to be subsumed within current roles within organisations (i.e increase additional capacity not new recruitment) but working across *all organisations* and communities in the City. Workers will also support those with no recourse to public funds (NRPF) where applicable
- The City College are collaborating with Peterborough College on an innovative project to provide a Covid-secure unit in the city centre to deliver information, advice and signposting on learning and employment opportunities (with follow-up digital, employability and life skills workshops) to people recently made redundant, longer-term unemployed, furloughed or in work and looking to upskill or retrain
- The Cambridgeshire and Peterborough Foundation Trust attend the meetings and have provided regular updates on the mental health exemplar project: www.HAYPeterborough.co.uk
- The group continues to see demand for people struggling to pay for food, utilities and fuel. A director at Huntingdonshire District Council is leading on this area on behalf of the countywide Community Resilience Group and is in dialogue with utility and fuel companies to try and address the issues. This is a key focus for the SPP Delivery Group
- Cross Keys Homes have made available two houses to support those fleeing from domestic abuse
- A virtual celebration event was held in September 2020 to thank organisations and volunteers for their support, and was attended by over 50 people
- Cross Keys Homes are leading on linking residents and registered social landlords to ensure these organisations are in contact with vulnerable residents to offer support
- There is also a bank of volunteers who support the hub and local organisations
- A comprehensive communications plan was established and includes regular newsletters, radio interviews, press releases/publication articles, and a leaflet was sent to all Peterborough households. In addition, presentations have been made to the Peterborough Parish Council Forum and the City Leadership Forum. The aim of these communication channels is to promote the Hub and Peterborough Information Network, so residents are aware of how and where they can get support, when they need it.

Further information can be found at the following link:

<https://fis.peterborough.gov.uk/kb5/peterborough/directory/site.page?id=G4w8ZBNzvWo>

5. CONSULTATION

5.1 Not applicable

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 The Scrutiny Committee is expected to review the information contained within this report and respond / provide feedback accordingly.

7. REASON FOR THE RECOMMENDATION

7.1 Scrutiny Committee members to feel assured that appropriate progress is being made on the SPP priorities.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 The Scrutiny Committee must be kept informed of progress against the priorities identified and meeting outcomes.

9. IMPLICATIONS

Financial Implications

9.1 There are no significant implications within this category.

Legal Implications

9.2 There are no significant implications within this category.

Equalities Implications

9.3 There are no significant implications within this category.

Rural Implications

9.4 There are no significant implications within this category.

Carbon Impact Assessment

9.5

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 N/A

11. APPENDICES

11.1 Appendix 1 – Safer Peterborough Partnership Terms of Reference



SAFER PETERBOROUGH PARTNERSHIP (SPP)

TERMS OF REFERENCE

AUGUST 2020

Purpose

The 1998 Crime and Disorder Act established partnerships between local authorities, the police and police authorities, fire service, probation service, health authorities, the voluntary sector, local residents and businesses.

Aim

The aim of the Safer Peterborough Partnership (SPP) is to deliver safer communities as set out in the Act and relevant legislation. In doing this the partnership will develop and deliver plans to tackle crime and disorder and help create safer communities.

Objective

The SPP's objective is to improve integrated working, to deliver safer communities, across partnerships such as the Health and Wellbeing Board, STP, Safeguarding Boards and other partnership boards such as domestic abuse/sexual violence, substance misuse and county housing board.

Key Areas of Responsibility

- Undertake an annual strategic assessment to identify community safety priorities across Peterborough and set priorities.
- Develop a three year Partnership Plan, refreshed annually, to co-ordinate activity to address community safety priorities across Peterborough.
- Monitor delivery against objectives and performance through targeting resources to deliver efficient and effective outcomes for local residents, as well as ensuring statutory duties are delivered effectively.
- Address risk, threat and harm to victims and local communities and facilitate the strengthening of local communities in the delivery of local initiatives.
- Be a partnership body accountable for the delivery of safer communities including duties placed upon it by the Crime and Disorder Act 1998 and subsequent legislation in a transparent and open way.
- Develop strong links to local communities and other partnerships / groups with similar objectives to assist in the delivery of local delivery priorities.

- Develop appropriate mechanisms for the engagement of communities in tackling crime and fear of crime.
- Hold partners accountable under section 17 of the Crime and Disorder Act 1998 for access to and use of resources and skills needed to mainstream community safety issues.
- To be sighted on emerging threats and issues in Peterborough and manage/respond accordingly.
- To meet the requirements of the Domestic Violence, Crime and Victims Act (2004) as amended and statutory guidance in relation to domestic homicide reviews (DHRs).
- Ensure appropriate links with key boards/groups

Membership

- Peterborough City Council
- Office of the Police and Crime Commissioner
- Cambridgeshire Constabulary
- Cambridgeshire Fire and Rescue Service
- Cambridgeshire and Peterborough Clinical Commissioning Group
- National Probation Service
- Bedfordshire, Northamptonshire, Cambridgeshire and Hertfordshire Community Rehabilitation Company
- Head of Adults and Children's Safeguarding Partnership Board

The Partnership is also supported by key local agencies from both the public and voluntary sectors. Registered Social Landlords have a key role to play in addressing crime and disorder and they are represented by Cross Keys Homes.

At the Chair's discretion others may be invited to attend all or part of the meeting, and to submit reports as required.

Decisions and Recommendations

Decisions will be made in a democratic manner with all partners equal.

Accountability and Governance

Those members with individual statutory responsibilities will retain their responsibility for meeting their statutory duties and responsibilities.

The SPP report to Peterborough City Council's Cabinet and Scrutiny Committee.

Proceedings and administrative arrangements

The Board shall meet on a quarterly basis and otherwise on such occasions as may be required and as directed by the Chair.

Agenda and papers to be circulated to members at least five working days before meetings.

Reports for Board meetings can be commissioned and presented by any Member or another person or organisation whom the Chair has invited to attend the meeting.

The Board will be administered by PCC Governance Service.

Amendment and review of Terms of Reference

The Terms of Reference may be amended by agreement of the Board and will be reviewed annually.

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ADULTS & COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 6
2 MARCH 2021	PUBLIC REPORT

Report of:	Adrian Chapman, Service Director : Communities & Partnerships	
Cabinet Member(s) responsible:	Cllr Steve Allen, Cabinet Member for Housing, Culture & Recreation	
Contact Officer(s):	Adrian Chapman, Service Director : Communities & Partnerships	Tel. 863887

CULTURE AND LEISURE SERVICES, INCORPORATING PETERBOROUGH CULTURAL STRATEGY AND ACTIVE LIFESTYLES STRATEGY

RECOMMENDATIONS	
FROM: Service Director	Deadline date: NA
<p>It is recommended that Adults & Communities Scrutiny :</p> <ol style="list-style-type: none"> 1. Scrutinise the current approach being taken by Peterborough Ltd and City Culture Peterborough 2. Endorse the approach set out in section 4.2 to refresh the Active Lifestyles Strategy, including agreeing its involvement in its development, and agreeing to receive formal reports on its progress throughout the next municipal year 3. Comment on the Vision and Values document which will underpin the emerging Cultural Strategy, as a formal part of the consultation process 	

1. ORIGIN OF REPORT

1.1 This report is presented at the request of the Committee.

2. PURPOSE AND REASON FOR REPORT

2.1 This report is provided at the request of the Committee.

2.2 This report is for the Adult & Communities Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1: Functions determined by Council:

6. Libraries, Arts and Museums

2.3 Culture and leisure services, and their development, contribute to all aspects of Peterborough life – for residents, employers, visitors and partner agencies. The work set out in this report therefore contributes directly to all corporate priorities.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4. BACKGROUND AND KEY ISSUES

4.1 Following the arrangements put in place by the council last year, Peterborough Ltd and City Culture Peterborough have continued to operate leisure and Culture services respectively since. This committee have received regular progress reports during this time. To ensure the committee remains fully updated, and feels able to scrutinise the approaches being taken, the following sections provide more up to date information.

4.1.1 Peterborough Ltd

- i. The impacts of COVID-19 continue to affect the planning and delivery of services. At time of writing, leisure venues remain closed and further government guidance is awaited on reopening and any restrictions that may be applied. With the majority of employees either furloughed or flexi furloughed, the remaining core team are carrying out essential duties to ensure the business is protected, that facilities remain compliant, that communication with staff and customers remains ongoing, and supplier management is robust, whilst tentatively preparing for the re-mobilisation of services when able.
- ii. Whilst buildings are closed, it is essential that they remain fully compliant and meet all statutory requirements in readiness for eventual re-opening to the public. All venues are being regularly visited with security, mechanical and electrical inspections being conducted and access provided for contractors to conduct statutory testing (e.g. fire suppression systems, legionella testing etc). With buildings closed it has provided an opportunity to carry out maintenance and repair work that would otherwise be difficult to complete whilst they remain operational.
- iii. In readiness for the summer season, works have started to re-commission and prepare the Lido for opening as soon as we are able to. The Lido takes several weeks to prepare and hasn't operated since 2019 so starting early means the building, plant and equipment can be thoroughly inspected and serviced in good time for reopening. The Lido is a well-known landmark and cherished community facility which has undoubtedly been missed by many people. It is hoped that subject to the Government reducing restrictions a full season of uninterrupted activity will be possible.
- iv. Pre and post school care to children of key workers at Hampton Library and Leisure Centre has continued to be provided. This has enabled key workers whose children attend the Hampton Primary School to continue working during this challenging period.
- v. In addition, the council is working with Peterborough Ltd to develop children's holiday clubs in support of the Holiday Activities and Food programme which the council has successfully been awarded funding to support. This citywide initiative, which will also be supported by other organisations, will provide children in receipt of free school meals with access to healthy food, physical activities, enrichment activities and nutritional education for both children and parents. The scheme will be free of charge for qualifying children and operate at a number of venues during the Easter, Summer and Christmas 2021 school holidays.
- vi. With services currently suspended, the website includes the Vivacity at Home pages which provide customers and residents with a wide range of activities they can participate in from home. For example, members of the team have been working hard to encourage people to banish the winter blues by working out with Vivacity at Home. With the gyms and leisure centres closed free, live-streamed and on-demand home exercise classes for all Peterborough residents are being offered. There is a specially designed programme of classes from instructors including Yoga, Pilates, Ab Blast, Chair Based Pilates, Les Mills Cardio-Vascular Circuits, and Bums and Tums. The classes are free for all to take part in and you don't need to be a Vivacity member to access them. They are a great resource that enables Peterborough Ltd to keep in touch with customers and residents whilst providing them with an opportunity to keep active during lockdown. This offer has been warmly received and drawn positive customer feedback. These pages have also been shared by other organisations providing extensive reach to residents and others visiting the website. In a post COVID world this offer will continue to be provided due to its popularity and ability to reach people who prefer to exercise from home.
- vii. Whilst the majority of Vivacity employees have been furloughed or flexi furloughed since March 2020, in excess of 20 frontline employees have been trained to carry out refuse loader duties to support Aragon colleagues. This has been invaluable in recent weeks when regular waste management employees have either been on sick leave, shielding or self-isolating. The staff have been regularly called on to work with Aragon colleagues to help ensure

household waste collections have continued with minimal disruption to residents. This has also significantly assisted Vivacity's wider integration into Peterborough Limited and supported the ethos of cross service working which has benefitted residents.

- viii. Finally, Vivacity and Peterborough Limited colleagues have worked closely with the council in supporting the preparation of our funding bid to the National Leisure Recovery Fund which is being administered by Sport England. At the time of writing the outcome of the bid is awaited, but if successful will make a welcome financial contribution towards the deficit created following the extended disruption to leisure services since March 2020.

4.1.2 City Culture Peterborough

- i. City Culture Peterborough are currently delivering to the Arts Council Culture Recovery Fund plan, using the funding we were awarded towards the end of last year. This plan includes the development of a new service delivery model, a service marketing plan and undertaking consultation to align museum provision to local need. The plan is also focussed on moving delivery online with local creative practitioners and partners. We have now also submitted an application to round two of this funding, and await a decision.
- ii. Following the announcement of the Tier 4 'Stay at Home' Alert Level in December, the reluctant decision was made to cancel the reopening event at Flag Fen (the Festive Yule Bonfire), which was due to take place on 21st December. However, work has continued unabated on Flag Fen's future strategy and long-term plans, with an advisory board now in place that will give knowledge and expertise to the plans. We plan to re-open Flag Fen as soon as we are able.
- iii. The Museum is currently closed in line with Government guidance. However, the team are working remotely delivering on the objectives of the Culture Recovery Fund alongside staff who continue to carry out essential maintenance work at both the Museum and Flag Fen, the conservation of the Must Farm log boats, and condition checking the collections and monitoring the environmental conditions in the Museum stores and galleries.
- iv. The Key Theatre re-opened in November with a programme in line with Government guidelines. Sadly, shows and the wider programme were abruptly cancelled on 20 December as Peterborough was moved to the higher tier. Staff though are gradually being brought back in to work, and during this time an activity plan has been developed to support vulnerable or excluded groups in the city. A new theatre box office system has also been procured, which will go live in April 2021. The new system, provided by operator Ticket Solve, is a market leader and will help the Theatre to realise existing and new growth opportunities.
- v. With the exception of Central library, libraries that were open prior to the current lockdown have had to close. Central Library remains open for the services allowed under lockdown guidelines, specifically to provide access to public computers, a Select and Collect book service, and Visa biometrics services. The public can still access e-books, e-audiobooks and e-magazines, which are proving very popular. At time of writing we are working with City Culture Peterborough on a roll-out plan to re-open further libraries for a 'select and collect' service and public computer access alongside plans to restart a safe mobile library service.

4.2 Active Lifestyles Strategy

- 4.2.1 The current Active Lifestyles Strategy was approved by Cabinet in 2019, and is attached at appendix 1. As can be seen, the Strategy was developed in close partnership with a wide range of partner organisations, including those with specialist knowledge of sports and leisure, economic development, and health and wellbeing. Although adopted by the council, the strategy is a strategy for the city as a whole, and the partnership created to develop the strategy continues to actively exist today.

- 4.2.2 The Strategy has provided the framework for coordinated activity to be delivered across Peterborough across all four of its themes: Active Living, Active Education, Active Recreation, and Active Sport. However, there is still much to do to support our residents and communities to adopt an active lifestyle, with its resultant benefits linked to improved physical and emotional health and wellbeing, a more resilient economy, improved educational attainment, and an even

more cohesive and integrated society. The pandemic has shone an even brighter light on the need to create the right opportunities in safe and accessible ways to address inactivity.

- 4.2.3 Government has recognised the need to support organisations involved in creating active lifestyles opportunities, through for example its Leisure Recovery Fund programme previously referred to, and through its support for Sport England's funding programmes (along with the National Lottery). We anticipate a new long term funding strategy to emerge later this year from Sport England in response to the changing needs and dynamics of our communities.
- 4.2.4 With all of this in mind, and taking full advantage of the opportunities we have currently to work with Peterborough Ltd, we are scoping out the work needed to refresh the current Active Lifestyles Strategy. Although it was envisaged to remain current until 2023, the reality is that the pandemic will inevitably lead to different priorities for residents, communities and service providers, and so a refresh of the strategy seems appropriate. Critically, it will enable us to develop our strategy aligned to the future funding intentions of Sport England.
- 4.2.5 The committee is asked to endorse this approach, consider its involvement in the development of the refreshed strategy, and agree to receive formal reports on its progress throughout the new municipal year.

4.3 **Peterborough Culture Strategy**

- 4.3.1 The pandemic has touched all aspects of life, most obviously physical and mental health, public confidence and the economy. As Peterborough and the country start to recover from these impacts, there is an opportunity to not just go back to how things were before, but to build back, better. The cultural landscape within Peterborough can play an essential role in the recovery, driving new skills and employment, creating community cohesion and integration, empowering and engaging communities and helping to grow the local and national reputation for Peterborough as a destination city for tourism.
- 4.3.2 Whilst the former Vivacity services form a part of the cultural landscape within Peterborough, there are many other organisations locally that play a key role in the broader cultural offer. Historically, many of the organisations have worked in silos, developing and delivering their own offer and at times, competing against one another for business or for funding. There has been a lack of overall direction and collective vision of how different organisations can work together for the greater good.
- 4.3.3 The development therefore of the new, ambitious, long term Peterborough Culture Strategy is vital in building confidence, providing opportunities, and growing our economy. The Strategy is being co-produced with a group of partners including Arts Council England, City Culture Peterborough, Nene Park Trust, Metal, Jumped Up Theatre, and Festival Bridge, supported via a wider Cultural Forum.
- 4.3.4 We are working hard with our partners to create a flexible and dynamic strategy by the start of the new municipal year, most likely predominantly a digital strategy that can flex and adapt according to need. An important milestone in this process was the creation of a Vision and Values document, which is included at appendix 2. This documents forms the framework for wider consultation, including with this scrutiny committee, and eventually the creation of the strategy itself.
- 4.3.5 Officers will present the detail of the Vision and Values document in the committee meeting itself in order to capture the initial views of Members. We would also request that the Committee agrees to receive the final draft strategy later in the year ahead of it being recommended for approval, subject to committee's agreement, to Cabinet.

5. **CONSULTATION**

- 5.1 Consultation on the emerging Culture Strategy will be widespread and engaging. Cultural partners are already very engaged via the Cultural Forum, and partners forming the co-

production group are ensuring as many views as possible are incorporated. Much of this consultation has been via a public survey, the details of which are at <https://www.surveymonkey.co.uk/r/CL22LJR>.

Similarly, the consultation on the Active Lifestyles Strategy refresh will follow a similar pattern.

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 The views of the committee are vital in informing the development of the Culture Strategy, as well as in scrutinising the ways in which culture and leisure services are being delivered in Peterborough.

7. REASON FOR THE RECOMMENDATION

- 7.1 The recommendations in this report will help ensure appropriate scrutiny is applied to current service provision, ensure that the diverse voice of elected councillors is reflected in the Culture Strategy development, and pave the way to bring forward a refresh of the Active Lifestyles Strategy.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 N/A

9. IMPLICATIONS

Financial Implications

- 9.1 All services currently delivered by Peterborough Ltd and City Culture Peterborough are provided within pre-agreed budgets.

Legal Implications

- 9.2 N/A

Equalities Implications

- 9.3 It is envisaged that the Culture Strategy, when adopted, will ensure access to arts, culture and heritage for our whole population, as well as that provision being reflective of the profile of Peterborough's communities.

Rural Implications

- 9.4 It is envisaged that the Culture Strategy, when adopted, will ensure access to arts, culture and heritage for our whole population, as well as that provision being reflective of the profile of Peterborough's communities.

Carbon Impact Assessment

- 9.5 *Summarise here the results of your completed Carbon Impact Assessment Form (form to be submitted to the Transport and Environment Team).*

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 10.1 None

11. APPENDICES

- 11.1 Appendix 1 – Current Active Lifestyles Strategy
Appendix 2 – Culture Strategy Vision and Values document

Peterborough

Active Lifestyles & Sport Strategy

April 2018-March 2023

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Vivacity



inspire
Peterborough
enhancing lives



Nene Park

LIVING
SPORT PETERBOROUGH
CITY COUNCIL



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Peterborough: More people, More active, More often.

Together, as a City we wish to send out a message in Peterborough that puts activity at the heart of everything we do.

Being more active is good for us all, whatever our age. Whether it's charging around the playground at school, cycling around Peterborough instead of using the car, playing sport or even talking a walk through our parks, it all helps us feel better about ourselves as well as helping us to feel healthier and happier.

Being active takes on different forms. Some people will go to our leisure centres for a swim or a gym work out and may move into more regular or demanding activity. Others will find outlets for their energies in competitive sports such as football, cricket or rugby at one of our many clubs or facilities. These are important places as they give us that social network and that motivational boost we sometimes need to keep playing. They also help to foster and develop local talent, build aspirations

and provide great role models for us all. For other people being more active can be quite simple and less organised. Walking the dog, dancing, cycling to work, or taking the stairs rather than using a lift - all these things help us become more active and happier people and will help us live longer together in healthier neighborhoods.

Our message is really quite simple. Being more active is fun, it can be easy to do, and it's social and will improve your health and wellbeing greatly. Let's be honest, we all know that exercise can make us healthier but did you realise that you can reduce the risk of life threatening diseases such as cancer, diabetes and stress by building more activity into our everyday lives?

This new strategy is about finding new ways to get more people up and taking part at all levels across the City. We want to see as many people as possible participating in quality activities and experiencing healthier lifestyles in Peterborough. This strategy is about targeted developments and interventions. It is both about making the very best use of the wealth of existing resources and partly about ensuring there is a long-term return on all of existing investments in sport.

The Active Lifestyles Strategy recognises the significance of the sports and leisure sectors in making Peterborough an active City, and advocates continued support and investment. It also addresses concerns facing the sector and considers how to maximise opportunities

for the active lives in Peterborough to flourish.

The strategy identifies priorities for the City Council and our sports partners that will help provide the leadership and coordination our strategy requires.

Finally I would like to commend all our sports and health partners that strive to make a real difference in the City. I am proud of the work that we lead as a council and the work produced through our partners.

Councillor Allen



The need for a strategy

Peterborough City Council (PCC) and its partners has identified the need to refresh the current sports strategy. Now is the optimum time to have a fresh look at the city's needs and to develop a strategy that will assist in guiding the future provision of health and sport and facilities in the city. The need for a clear framework for future investment is particularly critical given the projected population growth within Peterborough and the surrounding area.

The development of this strategy has provided the opportunity to assess the condition of existing provision, establish whether it is appropriate to meet local needs and demand and ensure that potential provision helps address any current quantity or quality deficiencies. In addition there is a need to facilitate increased participation and improve the health and wellbeing of the residents of Peterborough.

Peterborough City Council (PCC) and its partners aim to promote

the highest standard of sporting conduct and explore its wider social applications. Working together with key partners such as national governing bodies for sport Peterborough City Council (PCC) takes a leading role in promoting equality and diversity in sport to ensure there are no barriers to participation and involvement in the running of sport for any social group.

Equality, Diversity and Inclusive work is about recognising and removing the barriers faced by people involved, or wanting to be involved in physical activity and sport. It is about changing the culture of sport to one that values diversity and enables the full involvement of disadvantaged groups in every aspect of sport.



The Vision for this strategy aims to get: More people, More active, More often

More People

By inspiring more people to participate in regular physical activity and sport - PCC to act as a supporting role with partners engaging and delivering the results within the communities.

More Active

By helping people to understand and enjoy the health benefits that can be achieved from increased and sustained activity - adapting to

meet the physical activity needs of the city and making sure they are accessible for all users.

More Often

By encouraging people to set their own personal participation goals, irrespective of ability, and helping them succeed in leading more active and healthy lifestyles. Promotion, marketing and constant communication is key to delivering the messages across the city to meet our action plans, vision, mission and legacy.

Peterborough City Council and Partners will take **positive action** to:

- Eliminate individual and institutional discrimination
- Comply with statutory/legislative obligations and wherever possible best practice
- Meet the needs of our employees and partner organisations
- Make equality and equal treatment a core issue in the development, delivery and refinement of our policies, initiatives and services and in the way we manage our employees



Context and background

The Active Lifestyles Strategy is one of a set of subject specific strategies which support the themes and objectives of Peterborough's culture and leisure vision, with each setting out how this vision will be delivered. The other associated subject specific strategies are: Culture, Green Spaces, Sustainable Community and Health and Wellbeing, Active Travel after Sustainable Communities, all with the improving residents lifestyles.

The strategy will demonstrate the important role of sport in the social, economic, and cultural life of the city and the positive impact on personal and community wellbeing, identity and sense of belonging, recognising that Peterborough is a multicultural city with diverse needs.

The strategy meets the challenges and delivers against the objectives for the sector as set out by the Department of Culture, Media and Sport (DCMS) and has been produced in conjunction with Sport England. <http://www.gov.uk/government/organisations/departments-for-digital-culture-media-sport>

Who will we work with and how?

The outcomes within Peterborough's vision for Active Lifestyles cannot be delivered in isolation. Peterborough City Council's role

will be one of leadership, working with a range of partners to develop a Strategy for the City rather than for the Council.

But with a single point of contact within the Council to coordinate matters, ensuring that all Departments within Peterborough City Council are aware of their respective roles and responsibilities in relation to sport and active lifestyles and that they are working together to achieve the outcomes, and working with partner organisations leading to improved coordination, clarity on what is expected, maximizing of impact on service delivery and reduced duplication of effort.

Effective coordination and communication will be required to succeed in delivering the activities that will lead to achieving positive outcomes with developments which reflect the needs of local communities.

Key partners will include:

- **Sport England** – setting the national strategic context for sport and guiding investment to support achievement of the Government Strategy outcomes

- **National Governing Bodies of Sport** – delivery of their programmes and support for their clubs in Peterborough which support the objectives of this Strategy

SECTION ONE: INTRODUCTION

- **Living Sport Cambridgeshire & Peterborough Sports Partnership** – providing leadership, and coordination and support to all those involved in delivering sport and physical activity

- **Health (including the Clinical Commissioning Group and Public Health)** – strategic leadership, providing evidence which supports allocation of resources and commissioning programmes that promote active lifestyles

- **Vivacity Culture and Leisure Trust** – successful operation of Peterborough's sports facilities and their sport and active lifestyles development services

- **Nene Park Trust** – providing facilities and opportunities for people getting active outdoors

- **Voluntary & Community Sector Groups** – key partners for engaging with communities across Peterborough

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- **Education (including Schools, Further and Higher Education)** – promoting sport and active lifestyles and providing facilities for community participation

- **Friends of Parks and Green Spaces** – supporting the maintenance of these spaces and the development of activities which engage local residents

- **Local Sports clubs (including Peterborough United Football Club)** – providing local accessible opportunities for people to participate

- **Travelchoice** aims are to encourage sustainable travel wherever possible and reduce the need to travel by car

The wider business community
– promoting active lifestyles to employees



Effective coordination and communication will be required to succeed in delivering the activities that will lead to achieving positive outcomes. A number of priorities in relation to coordination supports this as follows:

- Offers and developments which reflect the needs of communities.

- Achieve greater clarity of the roles and expectations between departments and among partners, leading to improved coordination.

- Work across departments and organisations to commission in a more coordinated and joined-up way, which will maximise the impact of service delivery and reduce duplication of effort.

- Through the emerging Public Health structures and the Health and Wellbeing strategy, develop the links between health and wellbeing, and sport and active recreation, opening opportunities for

commissioning through partners and voluntary sector organisations.

In November 2017 an engagement workshop was delivered by PCC in partnership with Living Sport to engage with many community groups to understand their needs and their outlook on the current state of play with physical activity and sports and the greatest need moving forward.

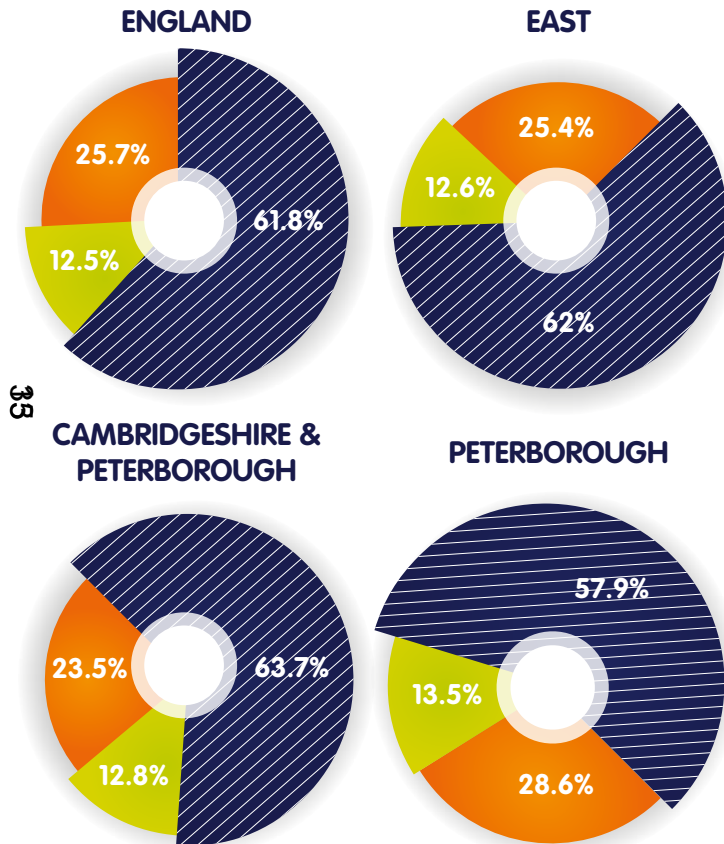
The feedback was invaluable and the 3 key points raised were lack of communication across the city in many activities especially in parks and open spaces, engaging and listening to children within education and marketing and promoting what is happening and when.

A survey has been designed using survey monkey and will be completed by students and other under 19's by working in partnership with Jack Hunt School and cluster, the Music Hub and other Culture groups along with youth workers when on outreach work. These results will be reported back before the summer of 2018 and added to the action plans as we move the strategy forward.



Activity levels

Participation levels have been measured by Sport England through the Active People Survey from 2006, which changed to the Active Lives Survey in 2016. The most recent published figures (March 2018) highlighted the following:



ACTIVE* % of people doing at least 150 mins of physical activity per week

INACTIVE* % of people doing less than 30 mins of physical activity per week

FAIRLY ACTIVE

*Duration of activity: bouts of **10 minutes** of moderate intensity (vigorous activity counts for double the minutes) based on the Chief Medical Officers recommendations

Peterborough data is as follows for age 16+, excluding gardening (source: Sport England, from the Active Lives Survey, November 2016/November 2017)

The **28.6%** inactive percentage for Peterborough equates to **43 700** people.

Furthermore the figures for particular groups:

More women are inactive than men but with an improving trend (the gap is getting less)

People from lower social grades are significantly more inactive than those from higher NS Sec **1-4 25%** inactive; NS Sec **5-8 43%** inactive, and the trend is worsening (the gap is getting larger)

And for those with a Life Limiting Illness or Disability where the inactive numbers for those who do not have any life limiting illness or disability is at **24%** but those with is at **40%** and the trend is worsening (the gap is getting larger).

Older peoples participation rates are significantly lower than younger with **38.4%** 55-74 year olds inactive compared with **24.9%** 25-54 year olds (England **29.4%** : **21.3%**, and Cambridgeshire & Peterborough **29.7%** : **19.7%**)

Unfortunately figures are not available to compare Peterborough levels of inactivity or participation between White and Black, Asian and minority ethnic groups but the general

population differences between Cambridgeshire which are **81.36%** : **18.64%** white : BME and Peterborough **70.92%** : **29.08%**

Access to facilities for sport and activity was a key issue highlighted through the Strategy consultation, with the study of built facilities and playing pitches highlighting that:

- More than three quarters of the City's population resides within 20 minutes' walk of an indoor sports hall with **41.4%** of the population which reside in areas of higher deprivation living within a one mile walking catchment of one.

- Less than one third of the population resides within one mile of an accessible swimming pool but of the people resident in the City's deprived communities, **42.8%** live within one mile of a community accessible pool.

- Drive time assessments indicate that the whole Peterborough population lives within a 20 minute drive of a community use health and fitness facility with a minimum of 20 stations.



Strategic context

The provision of high quality and accessible community sports facilities and opportunities at a local level is a key requirement for achieving the targets set out by the Government and Sport England. It is vital that this strategy works towards these targets in the national Strategies in addition to local priorities and plans.

Government: Sporting Future: A New Strategy for an Active Nation

The Government published its strategy for sport in December 2015. This confirms the recognition and understanding that sport makes a positive difference and that it will help the sector to deliver five simple but fundamental outcomes: physical health, mental health, individual development, social and community development and economic development.

It identified the following outputs:

- More people from every background regularly and meaningfully taking part in sport and physical activity, volunteering and experiencing live sport
- A more productive, sustainable and responsible sport sector
- Maximising international and domestic sporting success and the impact of major events

It further identifies that provision should

- Meet the needs of the customer and enable them to engage in sport and physical activity
- Strengthen the sport sector and make it more effective and resilient
- Meet the needs of the elite and professional system and deliver successful major sporting events

Sport England: Towards an Active Nation (2016-2021)

Sport England released its new five year strategy 'Towards an Active Nation' in May 2016 which sets out the following vision:

'We want everyone in England regardless of age, background or level of ability to feel able to engage in sport and physical activity. Some will be young, fit and talented, but most will not. We need a sport sector that welcomes everyone – meets their needs, treats them as individuals and values them as customers'.



The aim is to target the 28% of people who do less than 30 minutes of exercise each week and will focus on the least active groups; typically women, the disabled and people from lower socio-economic backgrounds.

Emphasis will be on working with a larger range of partners and the Strategy will help deliver against the five health, social and economic outcomes set out in the Government's Sporting Future strategy.

- Physical Wellbeing
- Mental Wellbeing
- Individual Development
- Social & Community Development
- Economic Development

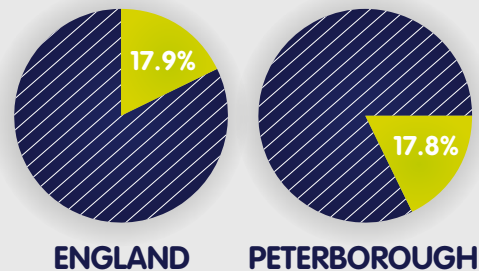
Peterborough is one of the fastest growing cities in England. It is a city with an ambitious growth strategy that is estimated to see the population increase by up to **35%** by 2031.

It is a city with a varied and robust economy and a diverse and multicultural population. It is a city that enjoys excellent transport connections, significant housing stock growth, an outstanding house-price-to-earnings ratio and one of the highest ratios of green space per person in the UK that supports the city aim to become the UK Environment Capital with award winning parks and open spaces - important resources as we strive to get people more active.

It is also a city with challenges. Peterborough is one of the most deprived areas in the East of England, with the highest Index of Multiple Deprivation (IMD) score in the area for 2015. The level of observed deprivation in Peterborough, at **27.7%** is not only higher than that of England (**21.8%**) but substantially higher than that of neighboring areas such as Cambridgeshire (**13.4%**) and Suffolk (**18.3%**).

Public Health Outcomes Framework 2015-16

Percentage of people using outdoor space for exercise / health reasons



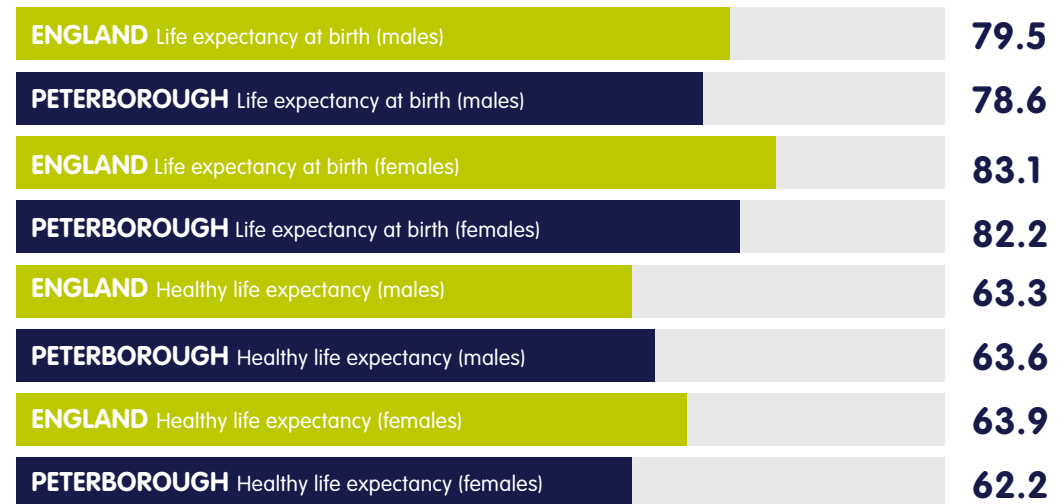
Peterborough has some of the poorest healthcare outcomes in the East of England.

Life expectancy at birth, while similar to the England average for both males and females, is lower than the East of England average, while health inequalities across the city are evident in the fact that life expectancy can vary by up to 10 years between the most deprived and least deprived areas of the city.

As the tables below demonstrate Peterborough is either statistically similar or worse than the England average across a range of health measures, and is not considered to be better than the England average in any of the health measures listed.

Public Health England report data through the Public Health Outcomes Framework for age 19+ including gardening

Public Health Outcomes Framework 2014-16



Excess weight data Public Health Outcomes Framework

ENGLAND	Child excess weight (4 to 5 year olds) 2016-17	22.6
PETERBOROUGH	Child excess weight (4 to 5 year olds) 2016-17	23.2
ENGLAND	Child excess weight (10 to 11 year olds) 2016-17	34.2
PETERBOROUGH	Child excess weight (10 to 11 year olds) 2016-17	36.8
ENGLAND	Percentage of adults as overweight or obese 2015-16	61.3
PETERBOROUGH	Percentage of adults as overweight or obese 2015-16	62.9

average (%)



Peterborough has a very diverse population and we need to make sure that everyone is included.

Physical activity data
Public Health Outcomes Framework 2016-17

66	ENGLAND Percentage of physically active adults
61.1	PETERBOROUGH Percentage of physically active adults
22.2	ENGLAND Percentage of physically inactive adults
26	PETERBOROUGH Percentage of physically inactive adults

average (%)

The identified levels of deprivation, the disparity in life expectancy and the associated health inequalities in Peterborough highlight the need for local action through a range of aligned approaches. The responsibility for aligning action rests with the Peterborough Health and Wellbeing Board, a statutory partnership across Peterborough City Council, local NHS commissioners and Peterborough HealthWatch. Therefore the focused plans outlined within this strategy document to improve physical activity levels among the local population will be embedded within the work of the Health and Wellbeing Board.

Sport and physical activity are unique in the way they bring people together from all walks of life and from every aspect of society. Peterborough has a very diverse population and we need to make sure that everyone is included. Peterborough

needs to develop a culture that enables and values the full involvement of all, free from discrimination, creating an environment in which all have equal opportunities to take part. From responding to diverse needs, capabilities and preference, to overcoming potential barriers for those individuals and groups who are currently underrepresented. Veterans are 1 good example of a group who would benefit from specific session or concessionary rates across the city to be more engaged.

Sport and physical activity facilities need to be welcoming for all as many residents are taking steps towards becoming more physically active. The council need to ensure that people working in sport, including partners such as Vivacity, governing bodies and sports clubs are all aware of and can communicate the health benefits of sport and physical activity, they also need to understand the range of needs for different groups.



It is essential for us to work together in a coordinated way to make a positive impact on the quality of life for individuals as well as improving the health and well-being of the whole community.

Peterborough's Health and Wellbeing Board working in partnership with Clinical Commissioning Groups are reviewing how physical activity solutions to health problems can be used effectively in the City. This means that it will be increasingly important to work with health sector to break down barriers and improve understanding between sport, physical activity and health professionals.

The Council recognises the importance of developing this strategy to tackle the issue of low participation and health challenges together. So far the Council has:

- Undertaken consultation with the community to understand what is needed to help them become more active and more healthy
- Established the priority areas where we can use influence and allocate resources to encourage people to become more active and more healthy
- Brought together partner priorities and targets based upon the needs of Peterborough's residents
- The formation of a Health & Wellbeing Board with a Health & Wellbeing Strategy

What have we done so far

Peterborough has a strong sporting tradition and a range of sport and recreational facilities. Alongside programmes run through the Council and its partners, a

The Chief Medical Officer has set out clear guidelines¹ about how much physical activity is required. Adults should be doing **150 minutes of moderate physical activity per week, which can take the form of organised activity to sports to walking the dog.**

¹ www.gov.uk/government/publications/uk-physical-activity-guidelines

tremendous amount of Peterborough's physical activity and sport is delivered by a wide network of other organisations; from voluntary groups to schools and educational facilities, and from sports clubs to support groups, religious groups and the private sector.

In 2010 all of Peterborough City Council's sports and leisure facilities were put out to tender and are currently managed by Vivacity Culture and Leisure, a charitable trust limited by guarantee. www.vivacity-peterborough.com.



Vivacity is the council's partner/contract provider for culture and leisure; an independent charitable trust responsible for the city's arts, heritage, library and sports services. Vivacity has expert knowledge and plays the lead role in the city for leisure and sports development. Vivacity works with the council to jointly tackle the increasing levels of inactivity in the city and recognises the major contribution physical activity and sport can make to health improvement. Vivacity deliver a wide range of health referral classes to City residence.

Vivacity's ambition as outlined in their business plan is to continue to play a significant role in helping Peterborough residents enjoy a longer and better quality of life using sport and physical activity as a catalyst for optimising health and wellbeing.

Vivacity provides a choice for residents and visitors to Peterborough meeting their sporting and healthy living needs. Vivacity have worked and continue to work in partnership with a wide range of local, regional and national organisations to achieve this, developing relationships that create opportunities for people to participate at the level of their choice in either a recreational, playing, competing, coaching or voluntary capacity.

Vivacity has historically focused on and will continue to focus on helping people to gain: health benefits; sporting success; new skills and opportunities to play, enjoy and compete if they so wish.

Vivacity also provide services that are inclusive and deliver appropriate opportunities to those with long term health conditions where it is known their health can be improved and wellbeing enhanced.



The Council has invested over £5 Million pounds into new sporting facilities and improvements to the existing portfolio (together with Vivacity who have heavily invested in equipment and resources) providing much needed access to this new community and wider residents within Peterborough. The

council works closely with developers to secure funding for new provision such as:

- Refurbished Hampton community pitches
- Refurbished the Regional Pool and Jack Hunt Pool
- Gladstone 3G pitch
- Netherton 3G pitch

Why is physical activity and sport important?

Improving current levels of participation in sport and physical activity locally will bring a range of benefits:

Physical wellbeing

Being active can reduce the risk of developing type 2 diabetes by 30-40% and can reduce the risk of a range of medical conditions, including cancer, dementia, strokes, heart disease and depression.

Mental wellbeing

Physical activity contributes to enjoyment and happiness, and more broadly to life satisfaction, with the element of social interaction often cited as central to this.

Individual development

Evidence shows a positive association between sport and physical activity and self-efficacy (for example motivation, goal setting and commitment), for groups including elderly people and disaffected young people. Other evidence

includes an increased willingness to volunteer and the development of soft skills, such as integrity, responsibility and leadership.

Economic development

The direct impact of the sport sector on the economy (largely in terms of gross value added or job creation) has been evidenced as has the indirect impact of participation in sport and physical activity on the economy (reduced healthcare costs due to a healthier population, reduced crime, and improved employability).

Social and community development

There is compelling evidence around the role of sport and the integration of migrants, that is particular relevant for a city such as Peterborough with a diverse population. Sport is widely seen as a way for people of different backgrounds to interact and integrate by participating, volunteering and spectating.

Source: PHE Health matters: Getting every adult active every day

What are the **health benefits** of physical activity?



PARTICIPATION

Gross value added

£47.3m

Jobs

1275

Sports/class subscription fees
Gross value added
£17.8m
Jobs 898

Sportswear
Gross value added
£0.5m
Jobs 10

Sport education
Gross value added
£17m
Jobs 211

Sports equipment
Gross value added
£8m
Jobs 156

Participation sports
Gross value added
£3.9m
Jobs 898

VOLUNTEERING

Wider economic value

£6.6m

TOTAL DIRECT ECONOMIC VALUE OF SPORT

£66.7m

Total employment

1803

Economic value of sport for Peterborough, stats provided by **Sport England**

HEALTH

Wider economic value

£63.4m

NON-PARTICIPATION

Gross value added

£19.4m

Jobs

527

Sports gambling
Gross value added
£1.6m
Jobs 80

Sportswear
Gross value added
£2.7m
Jobs 52

TV/Satellite subscriptions
Gross value added
£0.7m
Jobs 80

Spectator Sports
Gross value added
£4.5m
Jobs 200*

Spectator equipment
Gross value added
£10m
Jobs 195

WIDER SPENDING

Wider economic value

£9.3m

The financial impact of physical inactivity - **Living Sport area**

Health costs of physical inactivity
 (Peterborough - £2,746,729) [Source
 Sport England British Heart
 Foundation 2010]

Health costs of physical inactivity



Disease category cost breakdown per year

Breast Cancer	Cancer Lower GI e.g. bowel cancer	Cerebrovascular Disease e.g. Stroke	Diabetes	Coronary Heart Disease
£731,038	£759,787	£759,787	£3,035,539	£6,408,791

The above illustrations provided by Sport England and Living Sport highlight the economic impact value of sport and activity for Peterborough and this region and the health benefits associated with undertaking regular exercise.

Our role and challenge is to encourage Peterborough residents to take responsibility for choosing a more active lifestyle. We have to ensure that people are more aware of the

type, frequency and intensity of physical activity required to achieve significant improvements in health and well-being.

We will adopt the following two simple messages:

- Adults should be active for half an hour on most days of the week
- Children should do at least an hour of moderate activity on most days of the week

There is a common misconception that to be

active for better health means taking part in strenuous activities or competitive sport.

Whilst some people enjoy intense levels of exercise, this is certainly not the case for everyone. Significant health benefits can still be gained by regular, moderate and recreational levels of activity. To achieve a health benefit the heart rate needs to be raised for a minimum period of 10 minutes per activity. We

need to focus more on demonstrating the benefits of all types of physical activity & communicate this message.

Much of the confusion seems to lie with how we define sport and physical activity, resulting in people not knowing 'what counts'. To help, the table below gives a simple illustration of four key areas of physical activity - 'Active Living, Active Education, Active Recreation and Active Sport'.

Physical activity encompasses all of these different areas and, as a result, is relevant to anyone and everyone - whether you do virtually no activity at all or you are training towards a long term goal.

Where does our strategy fit in?

The social and physical benefits of participation in sport and physical activity are recognised by national, regional and local government as leading to:

- Improve focus on rural areas for development of physical activity. There is a great footpath network especially in the west of the city, ideal for health and wellbeing and general activity.
- Promoting economic development and the environment
- Contributing to the regeneration of communities and improved transportation
- Tackling issues such as anti-social behaviour, crime and problems relating to social inclusion as well as helping develop stronger and safer communities
- Providing opportunities to gain skills & competencies to enhance people's lives
- Recognising the valuable contribution of those who take part, volunteer, officiate, coach or spectate
- Providing patient choice and encouraging them to be responsible for their own health and well-being
- Assistance with budgetary control

This strategy will ensure the promotion and development of physical activity and sport in our City will result in all of Peterborough's communities experiencing the wide range of benefits that greater involvement and participation can bring about.

Active Lifestyles 4 key Priorities

Active living

- Healthcare and exercise referral programmes
- Occupational activities
 - Moderate to vigorous housework, gardening & DIY

Active education

- Physical Education in schools
- Learning, Skills and Development

Active recreation

- Exercise
- Active play
 - Dance
- Walking or cycling for fun
- Outdoor activities

Active sport

- Organised participation, including clubs
- Structured competitive activity
- Fitness programmes

Working with Travelchoice promote cycling and walking whenever possible within all 4 priorities and work travel plans. Disability, Equality and Diversity will be outlined throughout the strategy.

The Active Lifestyles Strategy sits within a core group of three strategies detailed below which link and have impact on local strategies and national priorities.

National

Sporting Future
A new strategy for an active nation
Sport England towards an active nation
Active Peoples Survey

Local

Health and wellbeing strategy
Local transport plan
Sustainable community strategy
Supplementary planning documents
Green open spaces improvement plan

Core

Active lifestyles strategy
Culture strategy
Green spaces strategy
Sustainable community Strategy
Health and wellbeing strategy



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The Mission

“For Peterborough to become more active, healthier and more successful by creating opportunities and overcoming barriers to take part in physical activity and sport.”

The mission will guide our direction to create a more active, more healthy and successful Peterborough. To help us achieve this, we plan to use our influence and resources within the following six key strategic priorities:

- 1 Participation** - championing to reduce inactivity and increasing participation for everyone making sure everyone can access activity
- 2 People and Places** - having the right places in which to take part and the right people to support increased engagement and participation, further growth plan for the city.
- 3 Communication** - improving our marketing and communications - targeted to inspire

behaviour change and help people make the active choice

- 4 Partnership Approach** - developing more partnerships, strengthening existing ones and making effective use of our resources.
- 5 Sports Pathways and accessibility** - activities and Sports available for the demand of the city, sporting pathways clear to follow and easy to access.
- 6 Facilities and Infrastructure development** - lever in investment and support delivery against the shared ambition. Look to develop an investment plan and guide partners to secure investment to support community delivery.

Active lifestyles

Participation

People & Places

Partnerships

Facilities

Sporting Pathways

Communication

Our legacy

The legacy will be exceeding our vision and mission by improving our measures and outcomes beyond our thinking.

Peterborough is a growing City with plenty of opportunity for more sports and recreational activity to take place and be set up. Inactivity within the City is poor and this will be addressed not only by this Strategy but also by the Health and Wellbeing Strategy.

Success will be lowering all health statistics and increasing engagement and participation with sports and leisure based activities long term. Communication and marketing will prove essential to driving this so information is easily available and activities and services are easily accessible.

- To raise the profile of participation in active lifestyles within the City
- To raise Health and Wellbeing indicators of the City against the national average
- Assistance with budgetary control, support through Invest To Save opportunities to improve facilities and services available

Increase of **38,000** more active lives by 2023. Based of 190,000 population and a 20% improvement on activity levels. The following 5 years to grow further in line with housing developments and future population growth of the City.

This strategy is intended to secure mutually reinforcing benefits over the next five to ten years:



As a result of the actions identified in this strategy, we expect:

- **More** people to take part in activities more often
- **More** activities to be taking place
- **More** facilities being used to provide activities

The people of Peterborough – individuals and community groups – and potential visitors will know:

- The benefits of an active lifestyle
- What's on where and when;
- Who to ask for advice, guidance and support if they want to take part in, support or host activities.

Organisations, and their leaders, will develop:

- The Know How to grow participation and develop users;
- Programmes of work that are relevant to and supportive of Peterborough's ambitions;
- A compelling range of marketing materials and activities, promoting lifestyle activities.

Peterborough's community will be:

- **Resilient** – there will be a determined effort to grow memberships and users in active lifestyle activities
- **Strategic** – engaged in the long-term planning within the city to secure benefits for and from our residents, our visitors, our businesses and investors,
- **Collaborative** – operating productive and mutually beneficial partnerships with other organisations, individuals, community groups and businesses,
- **Ambitious** – focused relentlessly on the quality of the offer, with the skills, knowledge and confidence to recognise, promote and support active lifestyle activities, and
- **Confident** – enthusiastically promoting an active lifestyle

Priority 1: Active Living

We know that an active lifestyle is the most influential factor for improving and maintaining people's health. A large proportion of Peterborough's adult population undertakes no activity at all whilst a minority are active on less than 2 occasions each week. We need to introduce people to physical activity widening the scope of opportunities linking with health partners, as well as encouraging and supporting them to do more. Small changes to lifestyles can bring about big improvements in health and the greatest improvements are seen in those who move from doing no activity at all to some activity.

who have traditionally been underrepresented or possibly even excluded from participation in sport and physical activity such as women and disabled. We will give special attention to the needs of young people within the city and how we can increase sustained participation levels.

Using Sport England reports such as Active Lives annual report review the data and use within action plans to steer national trends to the local area along with the actual local feedback. Current trend suggests no change in uptake in physical activity with the percentages within 0.1% of the previous years.

Working with cohesion and diversity groups within the city support actions regarding physical activity and sport to bring groups together and promote engaging more to increase participation levels. Supporting the new integrated communities green paper to bring communities

We will adopt a range of different methods to stimulate people's interest and understanding of the health benefits of being more active and inclusive. We must encourage people to take responsibility for introducing activity into their daily lifestyles and ensure that local programmes are in place to enable them to be more active.

We will also develop programmes which are targeted at those people in Peterborough

together over the next 5 years is a great opportunity to support both strategies to increase participation as Peterborough is one of only 5 cities successful in being awarded this funding. This paper clearly highlights culture and leisure is a key area to focus on to enable projects to get communities groups engaged and participating in physical activity to increase social interaction, confidence and reduce inactivity.

Continued community support for health rehabilitation will continue with Solutions 4 Health, Vivacity and NHS nurses delivering classes and outreach work to engage and increase participation levels for all community groups. Work will continue to look at using more parks and green open spaces to participate in more activity when available such as walking groups with a walk leader, informal or relaxed classes such as Tai Chi or bootcamp style sessions.



Spaces such as allotments and vegetable patches at venues such as Nene Valley Community Centre to be promoted more so communities are aware of other activities that can be utilised to improve health and activity benefits. Attractive green routes from the embankment and Thorpe Meadows to be celebrated once completed to encourage use from cyclists, walkers and joggers.

Peterborough has been delivering a programme to encourage smarter travel choices for nearly 15 years. In 2004, Peterborough was designated as one of three Sustainable Travel Demonstration Towns. Known as Travelchoice, the Council and it's partners have been delivering a range of initiatives to promote walking, cycling,

public transport, car sharing and ultra low emission vehicles. Our partners including Sustrans, PECT, Outspoken and Vivacity have helped deliver targetted projects in schools, businesses and the wider community.

Choosing to walk, cycle or catch public transport to work can combine your commute with daily physical activity and is something to be encouraged moving forward.

Underpinning the 4 priorities; travel by way of public transports, cycling or walking will be encouraged and developed working with partners under the Travelchoice initiative.

Walking and cycling, known collectively as active travel, are a very simple way of incorporating physical activity into our daily lives. In addition, active travel is also important for increasing access to jobs and services whilst helping to reduce emissions and ease congestion when replacing journeys made by car.

Active travel can include any type of travel that involves physical activity such as walking, cycling, and incidental activity associated with the use of public transport.

Choosing to walk, cycle or catch public transport to work can combine your commute with daily physical activity.

Free, easy and not requiring any special equipment, walking is one of the most accessible forms of healthy activity. An average person can walk one kilometer in about 10 minutes. A brisk walk burns the same amount of calories as a run over the same distance.

Priority 2: Active Education

Education will be a key driver especially as Primary Schools are currently receiving Primary PE and Sports Premium funding over the next 2 years, roughly £17k each year to be used for sports and physical activities. Inspire + will look to work with local Primary Schools across the city to mentor, upskill and deliver sports and activities which offer a framework and governance for the schools.

Since the introduction of the Primary PE and Sport Premium in 2013, teachers have told Sport England that the quality of sporting provision at Primary School has improved. The next challenge is securing the legacy of this investment for future generations of pupils. Sport England have introduced new grant conditions and guidance for this academic year which place greater emphasis on our expectation that funding should generate sustainable improvements which enhance, rather than maintain, existing provision. For example, where schools are using their funding to employ specialist coaches, these should be deployed alongside class teachers, rather than displacing them, in order for their impact to be sustainable and enable the upskilling of existing teachers. The 2014 NatCen evaluation²³ found that the impact of the Premium is strongest when

there is strong commitment from the school's senior leadership team.

Sport England and national partners have developed resources specifically aimed at headteachers to support effective use of the Premium. Schools should continue to be made aware of and signposted to these resources. Under the new inspection framework, Ofsted inspectors will assess how effectively leaders use the Primary PE and Sport Premium and measure its impact on outcomes for pupils, and how effectively governors hold them to account for this. Department of Education before (DfE) is already doing more to encourage governors to play an active role in deciding how the Premium is spent and has added guidance on this in the new Governors Handbook²⁴.

Schools are required to publish information about their Premium spending on their websites. Reporting requirements have been enhanced so that we can evaluate the impact the investment is having, how it will be sustainable in the long term and where further support may be needed. Government will continue investment in the Primary PE and Sport Premium and continue to advise schools on sustainable and effective ways to use it.

Transition to Secondary Education As well as ensuring that improvements made at the school level are sustainable in the long term, it is also important that the benefits to pupils themselves are sustained when they leave primary school. Action is needed to ensure that pupils' skills and enthusiasm are built on as they move from primary to secondary so that this transition does not cause a drop-off in engagement.



Priority 3: Active Recreation

Promoting physical activity and active recreation is a core part of the City's Health and Wellbeing Strategy. Active recreation is a significant part of the overall picture in influencing people's attitude to an active lifestyle. This notion is very relevant in encouraging inactive people to take part in physical activity in any form.

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A common theme and barrier repeated throughout our research was that people are not sure how much physical activity is needed to bring about significant health benefits. People also seem unaware about what opportunities are available to them in the city and are not used to using them, particularly in our diverse communities. For example, whilst most people are aware of our parks and open spaces, fewer are fully aware of the range and location of leisure facilities, school facilities or other local programmes.

Some residents in Peterborough currently find it difficult to choose an active lifestyle and consequently they may face challenging health issues in the future. The Council must play a leading role in advocating the benefits and the opportunities of leading a more active lifestyle.

Active recreation and physical activity can help prevent a range of physical and mental illness and in Peterborough can

have positive effects on cardiovascular disease, stroke, dementia, depression and type 2 diabetes along with weight management.

Active recreation can take many forms and has the most diverse range of activities from walking, dancing, bike rides, gardening, bowls, swimming, canoeing to a family kick about in the local park, any activity that achieves the minimum minutes of activity per day or week.

Active recreation is very important and for many people very enjoyable and integrated into their lives. It is also a positive way of introducing an active lifestyle to a wide audience, getting people active for the first time, or getting people active again after a period of inactivity. The range and variety available means that there is a menu of opportunities for residents to get active, we just need to point them in the right direction and provide supporting information breaking down barriers and promoting both sport and wider physical activity.



Priority 4: Active Sport

Significant levels of physical activity and sport are delivered through a network of organisations outside of the Council. There are many examples of how working together has been effective and successful. Increasing the levels of physical activity in the city will be a real challenge. We must encourage people to change their current lifestyles and practices and put activity at the heart of a healthy lifestyle. This work cannot be done by the Council and Health alone.

Vivacity as the culture and leisure lead within the city will support local groups in seeking funding and general information on facilities and services.

Services must be directed to where they have the most impact. Innovative solutions will be sought in partnership with organisations who share the same commitment and passion for increasing participation and bringing about healthier lifestyles.

Sporting activity is nothing without the people working in it, this works its way all the way through from chairs, board members, chief executives to parents and volunteers in helping their local clubs and groups. It is important to have the right

expertise and the right support to enables activity to continue and flourish.

Skills developed and delivery through informal sporting activity are an important foundation and essential in giving people working or volunteering the chance to reach their potential and develop skills for the further. Many informal sporting activities give opportunities to not only develop valuable life and health skills, but develop a strong sense of self and connection to the local community.

The London 2012 Games inspired a generation of young people across the country to choose sport and this has been reflected within our own City, a legacy for which we want to build on.

Our strategy recognises the need to encourage and motivate people to be the best they possibly can at any type of activity, alongside those striving for

sporting excellence on a local, regional, national or international stage. As well as increasing and improving people's everyday levels of activity through active sport, active living and active recreation, we have a strong commitment across the whole spectrum of participation, including gifted and talented schemes in schools and supporting excellence through community sport.

The city does not have a tradition of producing successful athletes and sports stars and there

are many individuals and teams who have a natural sporting talent that will need to be nurtured and supported to enable them to achieve their sporting potential. This can be supported through the following areas:

- Skills
- Coaching
- Apprenticeships
- Volunteering
- Strong governance



Skills

The skills within sport are as broad as the activities on offer, the sector needs to ensure that everyone working in sport is equipped with the necessary skills to do their job effectively. We also need to make sure that the sector is open to all and not a closed shop, taking on the consideration of participants they represent and the communities in which they are situated.

Coaching

Sport England state that good quality coaching can be the thing that makes the difference between building a sporting habit for life or equally putting them off. Coaches need to provide the right environment to support new and current participants to maintain and promote an active lifestyle. Coaches and the clubs and groups they represent have the skills and continuous professional development they need.

Apprenticeships

Peterborough already have a number of apprenticeship active within sports, the Peterborough District Football League have led the way in promoting and administering a number of places. The Government has committed to 3 million apprenticeships by 2020 and the sports sector need to take advantage of this positive way of engaging young people. Sport has the potential to increase the number of young people taking up apprenticeships with the learning shared across Peterborough.

Volunteering

Peterborough has a huge resource of volunteers, Vivacity have been particularly successful in recruiting and retaining volunteers to support their sports activities and for the city's greatest sporting event the Great Eastern Run. Volunteers perform a wide range of role from coaching teams to supporting clubs in their day to day activities through to fundraising, or just being that extra pair of hands. Learning should be shared across the city to not only engage with more volunteers but how to make sure they have a productive experience, and continue to support the sector.

Peterborough Council for Voluntary Services also operates a successful service as part of its programme for communities or individuals wanting advice or information on setting up clubs or groups.



Strong Governance

Both Sport England and UK Sport have jointly brought in a new framework where they work together with national governing bodies to ensure they maintain high standards of governance and that these principles are passed down to clubs and groups working with funders and national governing bodies. **Governance needs to be clear and transparent** at all levels and be representative of the sporting area and community in which it is situated.

What will be done?

Peterborough City Council and its partners will promote use of the UK Sport and Sport England code of practice for all clubs, facilities and users within the city.

The code has three tiers and will apply to any organisation seeking funding from us or UK Sport, regardless of size and sector, including national governing bodies of sport, clubs, charities and local authorities. The code is proportionate, expecting the highest standards of good governance from organisations requesting the largest public investments, including:

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- Increased skills and diversity in decision making, with a target of at least 30 per cent gender diversity on boards
- Greater transparency, for example publishing more information on the structure, strategy and financial position of the organisation
- Constitutional arrangements that give boards the prime role in decision making.

Through the Travelchoice initiative, a number of partners have helped to deliver active travel projects. Sustrans have their regional office located in the City and are currently running their Bike It schools engagement programme, working with 28 primary schools. In addition, Sustrans continues

to chair the Peterborough cycle forum. Outspoken deliver the Bikeability programme (cycle proficiency training) among primary schools. PECT have worked on a number of community engagement initiatives and Vivacity have delivered walking programmes in Peterborough.

PCC and its partners aim to promote the highest standard of sporting conduct and explore its wider social applications. Working together with key partners such as national governing bodies PCC takes a leading role in promoting equality and diversity in sport to ensure there are no barriers to participation and involvement in the running of sport for any social group.



Moving forward: keeping on track

The Peterborough Active Lifestyles & Sports Strategy recognises the significance of the sport and leisure sectors in making Peterborough an Active City, and advocates continued support in leisure and recreation activities. The strategy also addresses concerns facing the sector and considers how to maximise opportunities for the Active life of Peterborough to flourish.

Peterborough City Council is well placed to lead the development of the strategy and to oversee its delivery. However, the diverse nature and scope of the sector is such that a range of other organisations will be central to ensuring that there is full engagement in the process. This is particularly the case in Peterborough where the City Council already has predominantly a commissioning role and operates via a network of funded delivery partners both in leisure and health.

The development of the strategy was overseen by the Active Lifestyles Strategy Steering Group. This successful partnership approach and subsequent consultation on the strategy, suggests the need for a small executive group informed by and interconnected with a wider consultative forum. It is therefore proposed to establish a core delivery group – Peterborough Active Lifestyles and Sports Group– supported and informed by a wider forums, such as the Health and Wellbeing Board and the capital projects board and Peterborough’s sporting governing bodies. Together, this alliance of organisations and individuals will take ownership of the strategy and oversee its delivery.

The consortium will be built around the leisure and recreation institutions in the City with Sport England. The group will be an open and relatively free-form group that has seamless links with the wider sector.

33 The proposed functions of Peterborough Active Lifestyles and Sports group will include:

- Inform, own and oversee the delivery of this strategy;
- Provide a voice for the sector;
- Networking, lobbying and information-sharing;
- Seek resources to deliver the strategy;
- Make strategic connections with and contribute to the Local Enterprise Partnership
- Advise on selected projects and programmes;
- Encourage collaboration in the sector;

- Monitor progress on the strategy and other key cultural projects.

The City Council will play a central role in the Peterborough Active Lifestyle and Sports group and will support the development of the Forum. The specific priorities for the Council will include:

- Advocating the importance of Active Lifestyles;
- Supporting partnership working;
- Delivering selected programmes;
- Commissioning and funding key programmes;
- Linking Active Lifestyles to other key city priorities;
- Liaising with national and regional governing bodies on behalf of the city.



Delivering the strategy

The budget challenge

Leisure and recreation sector will not be immune from the unprecedented public spending deficit faced by the UK and the City. Work is already underway between the City Council and the sector to identify responses to the challenges ahead. In summary, the overarching approach will include:

- Greater collaboration and synergy between organisations, programmes and projects. For example, changes in school and NHS structures provide an opportunity for agencies to come together to deliver a single, coordinated package of activity;
- Seeking to drive down costs through shared services; smarter procurement, review of

delivery structures, and where possible engagement of volunteers;

- New income streams – by differentiated products and pricing, capturing income that is currently benefiting out of city organisations, and continuing success in attracting grant income, making sure Peterborough gets its fair share.

Action Planning

Progress on delivering the strategy will be done in three ways:

- An officer will be employed to make sure that priority areas within this strategy are considered and actioned.
- Open annual review involving the sector and wider public each year and an annual action plan agreed by March of each year. This will set out what needs to be done, by whom and by when;
- Agree a set of indicators which measure strategic progress (e.g. participation levels) and also measure

progress of key programmes and projects. The indicators will also take account of the objectives and outcomes set by key partners such as Sport England. As national performance indicators disappear, a key measure of success will be customer, citizen and satisfaction with the city's Active Lifestyles programmes.



PETERBOROUGH'S CULTURE WELCOMES ALL!

'It is going to require **cultural** work to get people to listen to each other, think more critically and evaluate information'

Barack Obama November 2020

- **Connected** – communities, artists, businesses and institutions coming together to make great work
- **Open** – welcoming to residents and visitors, audiences and investors, Peterborough is growing bigger and better every day
- **Mixed** - a diverse and vibrant place where cultures and communities inspire each other, and a young population filled with energy is ambitious for themselves and the city
- **Exciting** – with something unique to be found in every corner, cultural adventures are everywhere.

CULTURE is

- ARTS
- FAITH
- CHANGE
- HERITAGE
- LEARNING
- MULTIPLICITY
- CONNECTIONS
- TRANSFORMATION
- EVERYWHERE
- FOR EVERYONE

VISION BY 2030

PETERBOROUGH'S TRANSFORMED CULTURAL SCENE will be renowned for

- Its **collective ambition** to make Peterborough a better place for everyone living working or visiting, with culture at its heart
- The breadth and **diversity of its cultural life**, driven by its amazing range of communities and its young population
- Boundless **creative energy** and innovation supporting the city's growth
- Its outward-looking and **amazing range** of cultural activities
- Peterborough people **working together** and doing great things
- An **astounding heritage** accessible to everyone
- People who **make and learn** throughout their lives
- People loving **the environment** and embedding nature in their way of life

CULTURE IS BUILT ON PETERBOROUGH'S VALUES: working towards a **connected** place where

*Culture will transform
Peterborough, if its people can
imagine such a change*

- **Creativity** is for everyone, part of a better future and present happiness
- People **care** about each other and work together for a city everyone wants to live and work in
- Residents and visitors alike celebrate the **diverse communities** and cultures which make it so unique
- Culture and art are **everywhere**, from villages to the city centre, and from great venues to the smallest parks
- Everyone treasures the **environment** and wishes to enhance it for future generations
- The economy adds **value** to the region and the country with creativity and high productivity
- **Investment** in culture – in people, organisations and places - supports an improved quality of life for everyone

WHY NOW?

There will never be a better moment for a strategic rethink.

- **Appetite for change:** Climate Strikes and Black Lives Matter movements show people want more and want better. Young people are leading the way. The plans to build bigger and better are taking off.
- **Pandemic:** people want to come together now and take the chance for change. Will there be another Roaring Twenties? How does Peterborough take this chance? This time, can its leaders use that energy and demand to build cultural participation, grow audiences, encourage creative skills and give the place a better profile?
- **Growth & Regeneration:** fast change is a real opportunity. Public and private investors want Peterborough to thrive, but it needs to avoid repeating historic mistakes of division, fossil fuel dependence and limited ambition
- **Cultural recovery & a stronger, more resilient Peterborough:** Support to practitioners, venues and partnerships to build back better. Important investments in the cultural assets of the city such as the Vine and Flag Fen museum – and in the Stadium as an events venue.
- **Vivacity:** those assets have returned to the Council to review and reshape their use. How does that sit with other cultural assets, the Council's own plans, and people's ambitions?

TIMETABLE to the CULTURAL STRATEGY

End 2020

- this Vision & Values document agreed in principle as the foundation of the Cultural Strategy; Consultation begun with practitioners, communities, institutions; cultural leadership reflective and growing

To end April 2021

- Consultation continues with stakeholders & communities; gap analysis clear; business plans for PCC assets underway including use of ACE funding; leadership continues to develop and diversify
- Strategy agreed by Council for engagement and enhancement with communities, including clear milestones linked to growth plans, and a core approach to co-commissioning across diverse communities

To end July 2021

- Commissions and artist led engagement leading to final agreement of process and commissioning strategy
- Alignment with business plans and long-term models for PCC assets
- Robust cultural leadership in place and able to grow and extend over the life of the Strategy
- Change measures agreed, so that everyone can see the Strategy is fulfilling its ambitions

PIXELS: WHAT ARE THE ELEMENTS OF OUR APPROACH?

PLACES

- INFRASTRUCTURE and ASSETS
- HERITAGE AND THE FUTURE
- ENVIRONMENT
- ADAPTABILITY & RESILIENCE

MISSION

- VISION
- CULTURAL OFFER
- EMPOWERMENT
- ATTRACTING INVESTMENT
- DRIVING CHANGE IN KEY ORGANISATIONS
- SYNERGY and JOINED UP STRATEGIES

MONEY

- REVENUE
- INVESTMENT
- GROWTH
- ECONOMY

CONNECTION

- DIVERSITY & INCLUSION
- NETWORKS
- PARTNERSHIPS
- SYSTEMS

PEOPLE

- COMMUNITIES
- AUDIENCES
- PRACTITIONERS
- LEARNING



PIXELS: THE MISSION

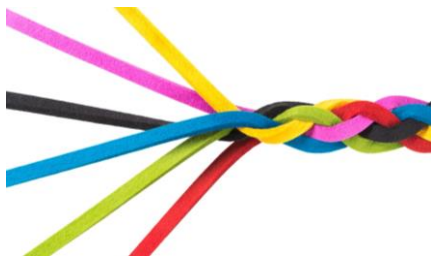
- **MISSION:** culture which **transforms lives** and underpins cohesion, quality and prosperity in Peterborough
- **CULTURAL OFFER:** a rich, confident, accessible range of opportunities to enjoy and make work that attracts residents and visitors and grows everyone's confidence and capacity
- **EMPOWERMENT:** creation and programming which collaborates with and includes people; encouraging innovation, risk and resilience; a cultural offer which resonate with communities and opens new doors
- **ATTRACTING INVESTMENT:** private and public investors see Peterborough as an exciting place in which to develop new opportunities and bring funds here over the long term; a place which gives good returns
- **DRIVING CHANGE IN KEY ORGANISATIONS:** how do the big players (not only in 'culture' but all of them) communicate, commission and partner better across the collective system which supports and improves the city?
- **SYNERGY AND JOINED UP STRATEGIES:** culture working with all the other important elements of Peterborough's development, and the cultural organisations themselves working together for the future; building resilience so culture supports and enables people at all stages of their lives.

PIXELS: IT'S ALL ABOUT PEOPLE



PIXELS: CULTURE IS BUILT ON CONNECTION

- So many languages, experiences, journeys and histories are interwoven into Peterborough: its culture is made by and **CELEBRATES** them all
- **CONNECTING** between different communities – whether ethnicity, age, sexuality, faith or geography – is where Peterborough does culture best
- **NETWORKS** are fundamental to success - between communities, practitioners, funders and investors, venues and audiences
- **PARTNERSHIPS** which work across sectors and divisions drive cultural success: in turn shared experiences support successful partnerships
- **SYSTEMS** support practitioners and organisations to do better work, so they can collaborate and innovate together
- **GEOGRAPHY** is strength: Peterborough is a place where highways, rail and water connect people together



PIXELS: PLACE MATTERS

- **INFRASTRUCTURE and ASSETS:** making the most of buildings, landscapes and digital assets in Peterborough to enhance its identity, for new collaborations and exciting work
- **HERITAGE AND THE FUTURE :** building on the extraordinary physical history and the rich past of migration and development, to shape great times to come
- **ENVIRONMENT:** celebrating Peterborough's open spaces and beautiful buildings, working towards net zero by 2030 and building the ecology into everything we do
- **ADAPTATION & RESILIENCE:** will be fundamental for the environment *and* for people in the future; culture will bring the learning together including the caring and strength shown through the pandemic

PIXELS: MAKING MONEY WORK FOR CHANGE

- **REVENUE** – maximising all funding, whether commercial, philanthropic or commercial to make the most of our people, assets and opportunities, seeking to make practitioners and venues secure for the future
- **INVESTMENT** – seeking and winning investment to grow our cultural infrastructure and systems, and constantly improve our offer – and using culture to attract investors in all sectors
- **GROWTH** – creating opportunities for the creative community to grow, to build their learning, test new ideas, take risks and produce new work - and culture an integral part of the city's rapid changes ahead
- **ECONOMY** - using creativity and innovation to build a stronger economy where higher value opportunities are open to everyone
- **ENVIRONMENT** – ensuring money spent on combating the climate emergency and improving Peterborough's natural world is aligned to the cultural ambitions

Context matters:

- Huge uncertainty for everyone
- Challenges to all funding and investment
- Increasing unemployment, and
- Poverty and inequality are embedded in Peterborough
- Culture must enable necessary change

15 LESSONS WE HAVE LEARNT IN THE LAST 10 YEARS

- **Young people** do not feel there is anywhere for them
- **Engagement** works when people make the commissioning decisions: communities want to see what they chose, not what someone else chose for them
- It takes a city to make a culture: not putting one organisation/approach first but **partners** working together, understanding there is room for all, and how everyone's work adds to the vision
- You won't get **everyone** to everything but you can work with specific groups
- **Learning from practice** and reflective evaluation are a strength to build on, especially with practitioners
- Building **talent** makes a difference for the city and specific audiences: it is hard but central to keep building new practitioners
- **Hyper-locality** really matters, especially in Peterborough; programming must be strongly grounded in the reality of the city to resonate with its people – while communities are generous and open to possibility
- **Events outside** are popular, match environmental commitments and make the most of all the green spaces
- Audiences in with lesser engagement in Peterborough are very **cost-conscious**
- Recent activities have been more successful at reaching people who do not normally come to events but there is still a long way to go in building long-term, **diverse** audiences and practitioners
- There is a big **untapped audience/market** across communities, with young people and in different places
- Just talking to 'the usual suspects' does not create **diverse cultural leadership**, whether in terms of race or age – despite the young, diverse population of the city
- Engagement and empowerment activities are **not commercially viable**; though they make some income but will rely on some
- Building a 'cultural infrastructure' takes a **long time**: while the practitioner base is growing (eg more applications for grants, successful recurring events in some art forms) local producers and leaders are still in short supply
- Its crucial to make **deliverable promises** and deliver on them, to support ambition and manage expectation

Time for Peterborough to punch its weight?

Change is possible

- 48% of Peterborough are in the typically lowest engaged audience segments but in 2019 were 54% of Peterborough Presents audience, up **33%** from programme start in 2015
- New audiences are very positive about their experiences and see the work as 'good for Peterborough'
- Location, investment, heritage, diversity, youth, new/untapped audiences are all enormous opportunities if the city's leadership pulls together



A key feature of the strategy to come should be to further improve these numbers and to see culture at the heart of the success of the growth and change coming in the 2020's

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ADULTS AND COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 7.
2 MARCH 2021	PUBLIC REPORT

Report of:	Task and Finish Group to Promote Equality and Diversity Amongst Councillors	
Cabinet Member(s) responsible:	Cabinet Member for Digital Services and Transformation	
Contact Officer(s):	Ian Phillips – Head of Communities and Partnerships On	Tel. 07415881802

INTERIM RECOMMENDATIONS FROM TASK AND FINISH GROUP TO PROMOTE EQUALITY AND DIVERSITY AMONGST COUNCILLORS

RECOMMENDATIONS	
FROM: Task and Finish Group to Promote Equality and Diversity Amongst Councillors	Deadline date: n/a
<p>It is recommended that the Adults and Communities Scrutiny Committee consider and comment on the Task and Finish Group interim report and endorse the recommendations from the Task and Finish Group:</p> <ol style="list-style-type: none"> To recommend to Full Council the adoption of a Parental Leave Policy for Councils as set out in this report and attached at Appendix 1 To recommend to Full Council and the Constitution and Ethics Committee (if required) the adoption of the new LGA Model Code of Conduct, including the additions made by the Task and Finish Group as detailed in the report and attached at Appendix 2. 	

1. ORIGIN OF REPORT

- 1.1 At a Full Council meeting held on 29 July 2020 Cllr Aasiyah Joseph put forward a motion which was agreed requesting the formation of a Task and Finish Group to review aspects of equality and diversity amongst councillors. At its meeting of 30 September 2020, the Adults and Communities Scrutiny Committee agreed to form a cross party task and finish group to examine issues around diversity and equality amongst councillors. This report contains the initial findings and recommendations from the Task and Finish group.

2. PURPOSE AND REASON FOR REPORT

- 2.1 This report provides interim recommendations from the Task and Finish group in relation to the adoption of a Parental Leave Policy for councillors and suggested changes to the proposed LGA Model Code of Conduct.
- 2.2 This report is for the Adults & Communities Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions 13 determined by Council:

5. Equalities

3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	No
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4. **BACKGROUND AND KEY ISSUES**

4.1 At the Full Council meeting on 29 July, a motion presented by Cllr Aasiyah Joseph was agreed, requesting the formation of a task and finish group to review aspects of equality and diversity amongst councillors. Full Council noted that:

- Women are the biggest consumers of council services, the majority of its staff are women, yet the majority of councillors and council leaders are male
- Equal opportunity is not a 'one size fits all' approach. It is about recognising that different people have different requirements to enable them to achieve the same goal
- It (the council) has a duty to consider all individuals when carrying out its day to day work, including shaping policy, delivering services and in relation to its employees
- Improved provision for parental leave will contribute towards increasing the diversity of age, experience and background of councillors, in addition to assisting with retention of experienced councillors and make public office more accessible to those who might otherwise feel excluded
- Action must be taken to improve the number of female councillors, by not only making it easier for them to become councillors but by creating a culture where they wish to stay

At its meeting of 30 September 2020, the Committee agreed to the formation of a task and finish group and set the following terms of reference.

4.2 **Scope**

Using a combination of reviewing good practice and learning from elsewhere, discussions with expert witnesses, research, analysis of data, and interviews with councillors, develop proposals that set out:

- I. How the council can promote equality and diversity for all councillors including consideration of phasing out the use of gender defining titles
- II. The adoption of a Parental Leave policy for councillors, to assist and encourage younger people to come forward as councillors
- III. How the council can ensure councillors with children and other caring commitments are supported as appropriate
- IV. How political groups, Group Leaders and the Mayor/Chair can help ensure better behaviour in the Council Chamber to create an atmosphere of mutual respect – for example by:
 - Giving a reminder to all members of their responsibilities at the start of each meeting
 - Quick intervention if members fail to behave correctly
 - Ensuring a fair approach is applied to all councillors in the overseeing of meetings.

4.3 **Membership:**

Cllr Asif Shaheed (Chair) - Liberal Democrat
Cllr Ikra Yasin - Labour
Cllr Ray Bisby - Conservative
Cllr John Fox – Werrington First
Cllr Julie Howell – Green Party

4.4 At the time of writing this report the Task and Finish Group had met four times:

- 6 January 2021 – To scope the review
- 26 January 2021 – To assess and consider relevant information already available and to interview Fiona McMillan the Monitoring Officer regarding the current Code of Conduct, and the new proposed LGA Model Code of Conduct and the process for adopting the new Model Code of Conduct and a Parental Leave Policy for Councils.
- 2 February 2021 – To read through and discuss the proposed new LGA Model Code of Conduct and compare it to the councils current Code of Conduct. To read through the proposed LGA model Parental Leave Policy and consider if this would be suitable for adoption at Peterborough. Additionally, discussions were held to decide if any additional wording or amendments might be required to both policies to reflect the cohort of councillors at Peterborough.
- 11 February 2021 – To consider the contents of an interim draft report back to the parent committee and confirm conclusions and recommendations on initial findings.

4.5 The Task and Finish Group have prioritised items ii and iv of the Terms of Reference and as a result, propose that Full Council adopt the Parental Leave policy for councillors as set out in this report. In addition, the Task and Finish group is aware that the Constitution and Ethics Committee are considering the new LGA Model Code of Conduct for councillors and has therefore made a number of observations to the draft proposal. It is recommended that these are taken into consideration by the Constitution and Ethics Committee and that the Committee recommend that the new Model Code of Conduct is adopted by Full Council.

4.6 **Parental Leave Policy**

Currently, there is no parental leave policy in place for councillors, resulting in councillors not having an entitlement to maternity, paternity, shared parental or adoption leave. Many councils across England have adopted the Local Government Association's (LGA) model policy. The Task and Finish group have reviewed the model policy and subject to some minor amendments, it is the recommendation that Scrutiny Committee ask Full Council to adopt the policy.

Whilst there is currently no legal entitlement for councillors to have paid parental leave of any kind, it is possible for councils to voluntarily adopt a policy. Doing so would lead to an improved provision for new parents and will contribute towards increasing the diversity of experience, age and background of local authority councillors. It will also assist with retaining experienced councillors – particularly women – and making public office more accessible to individuals who might otherwise feel excluded from it.

4.7 Key points from the policy are:

- Members giving birth, adopting, Fostering for Adoption or becoming surrogate parents will be entitled to six months leave, with the potential to extend this to 52 weeks
- The policy covers still births, premature babies, late term miscarriages and babies dying after being born
- Members shall also be entitled to 2 weeks paternity leave where they are the biological father, or are the nominated carer
- Any Member who takes maternity, shared parental or adoption leave retains their legal duty under the Local Government Act 1972 to attend a meeting of the Council within a six month period unless the Council Meeting agrees to an extended leave of absence
- Members should continue to receive their basic or special allowances whilst on maternity/paternity leave
- It is anticipated that Members take a minimum of two weeks parental leave following the birth of a child, in line with statutory requirements for employees.

The LGA Model Parental Leave Policy with amendments is attached at **Appendix 1**. Amendments by the Task and Finish Group are highlighted in red.

4.8 Code of Conduct

The LGA wrote to all Councils on 18th February 2020 to provide an update on progress with revising the Model Code of Conduct. The background to this review was the report by the Committee on Standards in Public Life (CSPL) on Local Government Ethical Standards which was published on 30 January 2019 <https://www.gov.uk/government/publications/local-government-ethical-standards-report>. One of the recommendations of this report was that "The Local Government Association should create an updated model code of conduct, in consultation with representative bodies of Councillors and officers of all tiers of local government". The proposed update to the Model Code of Conduct is the first major review since the new standards regime was introduced in the Localism Act 2011.

4.9 The LGA agreed in September 2019 to commence a review of the Code ahead of Central Government's response to the recommendations of the CSPL report. This work was part of a wider programme of work on Civility in Public Life, in response to rising local government concern about the increasing incidence of public, member-to-member and officer/member intimidation and abuse and overall behavioural standards and expectations in public debate, decision making and engagement. Some of the recommendations in the CPSL report, for example the power to suspend councillors (recommendation 16), require legislation which meant that such provisions could not be included in the Code.

4.10 The original consultation timetable was postponed due to Covid-19. An online consultation on the draft code of conduct ran for 10 weeks between June and August 2020. Consultation responses were considered and a final version of the new model code finally published on 23rd December 2020

4.11 The new model Code (**Appendix 2**) is non-statutory and can be adopted in whole or in part by local authorities. The current Peterborough City Council code was adopted following the Localism Act 2011 when local authorities were given the choice of what code of conduct to adopt. Prior to that there was a national code of conduct along with a national oversight body, Standards for England, and complaints processes and a range of potential sanctions were contained in law. Under the Localism Act 2012 all local authorities had to adopt a code of conduct which needed to contain the Nolan Principles of standards in public life along with the statutory provisions on Disclosable Pecuniary Interests (DPIs) which were set out in the 2012 Act. At this time many local authorities adopted a code that was very similar to the previous national code of conduct and others, such as Peterborough, opted to adopt the minimum required under the Act, although some amendments have been made since then.

The main provisions of the new model Code of Conduct are:

a) General principles specific to local government member conduct, building on the Nolan Principles, which are set out in an Appendix to the model Code.

b) Application to both elected and co-opted members (who are defined in the Localism Act 2011). The model Code applies when a member is acting in their capacity as a councillor and the model Code clarifies that this can include when a member of the public could reasonably have the impression a member was acting as a councillor. It encompasses all forms of communication and interaction, including conduct on social media.

c) Standards setting out expected behaviour, with examples. These cover treating people with respect, not bullying, harassing or unlawfully discriminating, promoting equality, impartiality, confidentiality and access to information, not bringing the council into disrepute, use of a member's position and use of council resources, compliance with the Code, including participating in training, registration of interests and disclosure of gifts and hospitality. The standards are set out in the first person ("I ...") so a member reads the Code as a personal commitment to behave in accordance with the standards. The majority of these provisions on

behaviour are not currently in the Council's code of conduct.

d) The model Code specifies declaration of gifts and hospitality in excess of £50 following consultation with local authorities. The Council's current Code specifies gifts and hospitality in excess of £100.

e) The model Code sets out what members must do to register, declare and behave in meetings where they have a disclosable pecuniary interest under the Localism Act 2011, another registrable interest and a non-registrable interest. "Non-registrable interests" are a new introduction to the Code of Conduct to cover situations where a matter affects a member's financial interest or wellbeing, or that of a friend, relative or close associate. This provision recognises the limits of the statutory provisions to fully encompass interests that could reasonably be seen to affect a member's judgement of the public interest. It re-introduces to the Code interests that were described as "prejudicial interests" prior to 2012. The Council's current Code was amended in July 2018 to include "non-statutory disclosable interests" to incorporate requirements to declare, and in some circumstances take no part in discussion or voting, where a matter affects a member's financial interest, or that of a friend, relative or close associate so this provision is not new to the Council.

4.12 The Task and Finish group have reviewed the new model code of conduct and recommend the following changes. This are also highlighted in red in **Appendix 2**.

- Paragraph 1.2 - the group felt that the final paragraph should be in bold and Members reminded of their rights as set out below: **"In return, you have a right to expect respectful behaviour from the public. If members of the public are being abusive, intimidatory or threatening you are entitled to stop any conversation or interaction in person or online and report them to the local authority, the relevant social media provider or the police"**
- Paragraph 2 – the group would like to see an additional line inserted after the bullet points, to make it clear that councillor conduct should apply in all circumstances including Full Council meetings. The amended paragraph should read

:

As a councillor:

2.1 I do not bully any person.

2.2 I do not harass any person.

2.3 I promote equalities and do not discriminate unlawfully against any person.

The above should apply particularly at Full Council meetings.

- Paragraph 8.1 to be amended to include the additional wording around annual training in relation to the code of conduct. Amended sentence to read:

8.1 I undertake Code of Conduct training provided by my local authority on an annual basis and apply its principles in all aspects of my work as a councillor.

The Task and Finish group recommends that the Committee agree the proposed changes to the model code of conduct and advise the Constitution and Ethics Committee that they should be considered as part of their review.

The Task and Finish group will continue to meet and review the remaining items within its scope as set out in paragraph 4.2. A full report will be presented to the Committee at a later date.

5. CONSULTATION

5.1 The Task and Finish group has a cross party membership of councillors. The policies will be

subsequently discussed at Full Council and, where relevant, the Constitution and Ethics Committee.

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 The policies, if adopted, will help to improve equalities for Members through the introduction of a Parental Leave Policy.

6.2 The revisions of the council's code of conduct will bring the council up to date with the model guidance set out by the LGA.

7. REASON FOR THE RECOMMENDATION

7.1 The Task and Finish group were requested to consider a Parental Leave Policy and ways to improve conduct, particularly in the Council Chamber. This report contains recommendations to help achieve this.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Not to adopt the two policies. However, this has been rejected due to the direct request from Full Council to consider the issues raised above.

9. IMPLICATIONS

Financial Implications

9.1 No direct financial implications. However, there will be costs associated with the parental leave policy should a Member in receipt of a Special Responsibility Allowance (SRA) take time off for maternity or paternity reasons.

Legal Implications

9.2 There are no perceived legal implications for either policy.

Equalities Implications

9.3 The adoption of a parental leave policy will help to improve equalities amongst Members and lead to a broader diversity of age and experience as it helps to remove barriers that Members, or perspective Members could experience.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 [LGA Parental Leave Policy](#)
[LGA Code of Conduct](#)

11. APPENDICES

11.1 *Appendix 1 Parental Leave Policy*
Appendix 2 Code of Conduct

Parental Leave Policy for Councils

This Policy sets out Members' entitlement to maternity, paternity, shared parental and adoption leave and relevant allowances.

Introduction

The objective of the policy is to ensure that insofar as possible Members are able to take appropriate leave at the time of birth or adoption, that both parents are able to take leave, and that reasonable and adequate arrangements are in place to provide cover for portfolio-holders and others in receipt of Special Responsibility Allowances (SRA) during any period of leave taken.

Improved provision for new parents will contribute towards increasing the diversity of experience, age and background of local authority councillors. It will also assist with retaining experienced councillors – particularly women – and making public office more accessible to individuals who might otherwise feel excluded from it.

There is at present no legal right to parental leave of any kind for people in elected public office. This applies to MPs as well as councillors, and has been the subject of lengthy debate. These policies can therefore only currently be implemented on a voluntary basis, although Labour Councils are encouraged to implement them as per the Labour Party Democracy Review which has called for Labour-controlled councils and Labour Groups to adopt a parental leave policy. Discussions are ongoing about changing the law to enable compulsory provision, but until then these policies constitute best practice which Labour Groups (and the councils they control) are strongly advised to adopt.

Legal advice has been taken on these policies, and they conform with current requirements.

1. Leave Periods

1.1 Members giving birth, **adopting, Fostering for Adoption or becoming surrogate parent(s)** are entitled to up to 6 months maternity leave from the due date, with the option to extend up to 52 weeks by agreement if required. **It is anticipated that Members take a minimum of two weeks**

parental leave following the birth of a child, in line with statutory requirements for employees.

1.2 In addition, where the birth is premature, the Member is entitled to take leave during the period between the date of the birth and the due date in addition to the 6 months' period. In such cases any leave taken to cover prematurity of 28 days or less shall be deducted from any extension beyond the initial 6 months.

1.3 In exceptional circumstances, and only in cases of prematurity of 29 days or more, additional leave may be taken by agreement, and such exceptional leave shall not be deducted from the total 52 week entitlement. Consideration should also be given to those who have experienced a still birth, late term miscarriages and if the baby dies after being born. In those circumstances the provisions of this policy would apply, except where the councillor has a miscarriage, termination or stillborn delivery before or in the 24th week of pregnancy.

1.4 Members shall be entitled to take a minimum of 2 weeks paternity leave if they are the biological father or nominated carer of their partner/spouse following the birth of their child(ren).

1.5 A Member who has made Shared Parental Leave arrangements through their employment is requested to advise the Council of these at the earliest possible opportunity. Every effort will be made to replicate such arrangements in terms of leave from Council.

1.6 Where both parents are Members leave may be shared up to a maximum of 24 weeks for the first six months and 26 weeks for any leave agreed thereafter, up to a maximum of 50 weeks. Special and exceptional arrangements may be made in cases of prematurity.

1.7 A Member who adopts a child through an approved adoption agency shall be entitled to take up to six months adoption leave from the date of placement, with the option to extend up to 52 weeks by agreement if required.

1.8 Any Member who takes maternity, shared parental or adoption leave retains their legal duty under the Local Government Act 1972 to attend a meeting of the Council within a six month period unless the Council Meeting agrees to an extended leave of absence prior to the expiration of that six month period.

1.9 Any Member intending to take maternity, paternity, shared parental or adoption leave will be responsible for ensuring that they comply with the

relevant notice requirements of the Council, both in terms of the point at which the leave starts and the point at which they return.

1.10 Any member taking leave should ensure that they respond to reasonable requests for information as promptly as possible, and that they keep officers and colleagues informed and updated in relation to intended dates of return and requests for extension of leave.

1.11 It is the responsibility of the relevant Group Leader to ensure appropriate cover for ward related work during the period of absence.

1.12 Members should notify the Monitoring Officer of any request to take leave under this policy 28 days before the qualifying parental leave is due to start.

2. Basic Allowance

2.1 All Members shall continue to receive their Basic Allowance in full whilst on maternity, paternity or adoption leave.

3. Special Responsibility Allowances

3.1 Members entitled to a Special Responsibility Allowance shall continue to receive their allowance in full in the case of maternity, paternity, shared parental or adoption leave.

3.2 Where a replacement is appointed to cover the period of absence that person shall receive an SRA on a pro rata basis for the period of the temporary appointment.

3.3 The payment of Special Responsibility Allowances, whether to the primary SRA holder or a replacement, during a period of maternity, paternity, shared parental or adoption leave shall continue for a period of six months, or until the date of the next Annual Meeting of the Council, or until the date when the member taking leave is up for election (whichever is soonest). At such a point, the position will be reviewed, and will be subject to a possible extension for a further six month period.

3.4 Should a Member appointed to replace the member on maternity, paternity, shared parental or adoption leave already hold a remunerated position, the ordinary rules relating to payment of more than one Special Responsibility Allowances shall apply.

3.5 Unless the Member taking leave is removed from their post at an Annual General Meeting of the Council whilst on leave, or unless the Party to which they belong loses control of the Council during their leave period, they shall return at the end of their leave period to the same post, or to an

alternative post with equivalent status and remuneration which they held before the leave began.

4. Resigning from Office and Elections

4.1 If a Member decides not to return at the end of their maternity, paternity, shared parental or adoption leave they must notify the Council at the earliest possible opportunity. All allowances will cease from the effective resignation date.

4.2 If an election is held during the Member's maternity, paternity, shared parental or adoption leave and they are not re-elected, or decide not to stand for re-election, their basic allowance and SRA if appropriate will cease from the Monday after the election date when they would technically leave office.

Local Government Association

Model Councillor Code of Conduct 2020

Joint statement

The role of councillor across all tiers of local government is a vital part of our country's system of democracy. It is important that as councillors we can be held accountable, and all adopt the behaviors and responsibilities associated with the role. Our conduct as an individual councillor affects the reputation of all councillors. We want the role of councillor to be one that people aspire to. We also want individuals from a range of backgrounds and circumstances to be putting themselves forward to become councillors.

As councillors, we represent local residents, work to develop better services and deliver local change. The public have high expectations of us and entrust us to represent our local area; taking decisions fairly, openly, and transparently. We have both an individual and collective responsibility to meet these expectations by maintaining high standards and demonstrating good conduct, and by challenging behaviour which falls below expectations.

Importantly, we should be able to undertake our role as a councillor without being intimidated, abused, bullied or threatened by anyone, including the general public.

This Code has been designed to protect our democratic role, encourage good conduct and safeguard the public's trust in local government.

Introduction

The Local Government Association (LGA) has developed this Model Councillor Code of Conduct, in association with key partners and after extensive consultation with the sector, as part of its work on supporting all tiers of local government to continue to aspire to high standards of leadership and performance. It is a template for councils to adopt in whole and/or with local amendments.

All councils are required to have a local Councillor Code of Conduct.

The LGA will undertake an annual review of this Code to ensure it continues to be fit-for-purpose, incorporating advances in technology, social media and changes in legislation. The LGA can also offer support, training and mediation to councils and councillors on the application of the Code and the National Association of Local Councils (NALC) and the county associations of local councils can offer advice and support to town and parish councils.

Definitions

For the purposes of this Code of Conduct, a “councillor” means a member or co-opted member of a local authority or a directly elected mayor. A “co-opted member” is defined in the Localism Act 2011 Section 27(4) as “a person who is not a member of the authority but who

- a) is a member of any committee or sub-committee of the authority, or;
- b) is a member of, and represents the authority on, any joint committee or joint sub-committee of the authority;

and who is entitled to vote on any question that falls to be decided at any meeting of that committee or sub-committee”.

For the purposes of this Code of Conduct, “local authority” includes county councils, district councils, London borough councils, parish councils, town councils, fire and rescue authorities, police authorities, joint authorities, economic prosperity boards, combined authorities and National Park authorities.

Purpose of the Code of Conduct

The purpose of this Code of Conduct is to assist you, as a councillor, in modelling the behaviour that is expected of you, to provide a personal check and balance, and to set out the type of conduct that could lead to action being taken against you. It is also to protect you, the public, fellow councillors, local authority officers and the reputation of local government. It sets out general principles of conduct expected of all councillors and your specific obligations in relation to standards of conduct. The LGA encourages the use of support, training and mediation prior to action being taken using the Code. The fundamental aim of the Code is to create and maintain public confidence in the role of councillor and local government.

General principles of councillor conduct

Everyone in public office at all levels; all who serve the public or deliver public services, including ministers, civil servants, councillors and local authority officers; should uphold the [Seven Principles of Public Life](#), also known as the Nolan Principles.

Building on these principles, the following general principles have been developed specifically for the role of councillor.

In accordance with the public trust placed in me, on all occasions:

- I act with integrity and honesty
- I act lawfully
- I treat all persons fairly and with respect; and
- I lead by example and act in a way that secures public confidence in the role of councillor.

In undertaking my role:

- I impartially exercise my responsibilities in the interests of the local community
- I do not improperly seek to confer an advantage, or disadvantage, on any person
- I avoid conflicts of interest
- I exercise reasonable care and diligence; and
- I ensure that public resources are used prudently in accordance with my local authority's requirements and in the public interest.

Application of the Code of Conduct

This Code of Conduct applies to you as soon as you sign your declaration of acceptance of the office of councillor or attend your first meeting as a co-opted member and continues to apply to you until you cease to be a councillor.

This Code of Conduct applies to you when you are acting in your capacity as a councillor which may include when:

- you misuse your position as a councillor
- Your actions would give the impression to a reasonable member of the public with knowledge of all the facts that you are acting as a councillor;

The Code applies to all forms of communication and interaction, including:

- at face-to-face meetings
- at online or telephone meetings
- in written communication
- in verbal communication
- in non-verbal communication
- in electronic and social media communication, posts, statements and comments.

You are also expected to uphold high standards of conduct and show leadership at all times when acting as a councillor.

Your Monitoring Officer has statutory responsibility for the implementation of the Code of Conduct, and you are encouraged to seek advice from your Monitoring Officer on any matters that may relate to the Code of Conduct. Town and parish councillors are encouraged to seek advice from their Clerk, who may refer matters to the Monitoring Officer.

Standards of councillor conduct

This section sets out your obligations, which are the minimum standards of conduct required of you as a councillor. Should your conduct fall short of these standards, a complaint may be made against you, which may result in action being taken.

Guidance is included to help explain the reasons for the obligations and how they should be followed.

General Conduct

1. Respect

As a councillor:

1.1 I treat other councillors and members of the public with respect.

1.2 I treat local authority employees, employees, representatives of partner organisations and those volunteering for the local authority with respect and respect the role they play.

Respect means politeness and courtesy in behaviour, speech, and in the written word. Debate and having different views are all part of a healthy democracy. As a councillor, you can express, challenge, criticise and disagree with views, ideas, opinions and policies in a robust but civil manner. You should not, however, subject individuals, groups of people or organisations to personal attack.

In your contact with the public, you should treat them politely and courteously. Rude and offensive behaviour lowers the public's expectations and confidence in councillors.

[Made bold in revised version]. In return, you have a right to expect respectful behaviour from the public. If members of the public are being abusive, intimidatory or threatening you are entitled to stop any conversation or interaction in person or online and report them to the local authority, the relevant social media provider or the police. This also applies to fellow councillors, where action could then be taken under the Councillor Code of Conduct, and local authority employees, where concerns should be raised in line with the local authority's councillor-officer protocol.

2. Bullying, harassment and discrimination

As a councillor:

2.1 I do not bully any person.

2.2 I do not harass any person.

2.3 I promote equalities and do not discriminate unlawfully against any person.

The above should apply particularly at Full Council meetings.

The Advisory, Conciliation and Arbitration Service (ACAS) characterises bullying as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Bullying might be a regular pattern of behaviour or a one-off incident, happen face-to-face, on social media, in emails or phone calls, happen in the workplace or at work social events and may not always be obvious or noticed by others.

The Protection from Harassment Act 1997 defines harassment as conduct that causes alarm or distress or puts people in fear of violence and must involve such conduct on at least two occasions. It can include repeated attempts to impose unwanted communications and contact upon a person in a manner that could be expected to cause distress or fear in any reasonable person.

Unlawful discrimination is where someone is treated unfairly because of a protected characteristic. Protected characteristics are specific aspects of a person's identity defined by the Equality Act 2010. They are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The Equality Act 2010 places specific duties on local authorities. Councillors have a central role to play in ensuring that equality issues are integral to the local authority's performance and strategic aims, and that there is a strong vision and public commitment to equality across public services.

3. Impartiality of officers of the council

As a councillor:

3.1 I do not compromise, or attempt to compromise, the impartiality of anyone who works for, or on behalf of, the local authority.

Officers work for the local authority as a whole and must be politically neutral (unless they are political assistants). They should not be coerced or persuaded to act in a way that would undermine their neutrality. You can question officers in order to understand, for example, their reasons for proposing to act in a particular way, or the content of a report that they have written. However, you must not try and force them to act differently, change their advice, or alter the content of that report, if doing so would prejudice their professional integrity.

4. Confidentiality and access to information

As a councillor:

4.1 I do not disclose information:

- a. given to me in confidence by anyone**
- b. acquired by me which I believe, or ought reasonably to be aware, is of a confidential nature, unless**
 - i. I have received the consent of a person authorised to give it;**
 - ii. I am required by law to do so;**
 - iii. the disclosure is made to a third party for the purpose of obtaining professional legal advice provided that the third party agrees not to disclose the information to any other person; or**
 - iv. the disclosure is:**
 - 1. reasonable and in the public interest; and**
 - 2. made in good faith and in compliance with the reasonable requirements of the local authority; and**
 - 3. I have consulted the Monitoring Officer prior to its release.**

4.2 I do not improperly use knowledge gained solely as a result of my role as a councillor for the advancement of myself, my friends, my family members, my employer or my business interests.

4.3 I do not prevent anyone from getting information that they are entitled to by law.

Local authorities must work openly and transparently, and their proceedings and printed materials are open to the public, except in certain legally defined circumstances. You should work on this basis, but there will be times when it is required by law that discussions, documents and other information relating to or held by the local authority must be treated in a confidential manner. Examples include personal data relating to individuals or information relating to ongoing negotiations.

5. Disrepute

As a councillor:

5.1 I do not bring my role or local authority into disrepute.

As a Councillor, you are trusted to make decisions on behalf of your community and your actions and behaviour are subject to greater scrutiny than that of ordinary members of the public. You should be aware that your actions might have an adverse impact on you, other councillors and/or your local authority and may lower the public's confidence in you or your local authority's ability to discharge your/its functions. For example, behaviour that is considered dishonest and/or deceitful can bring your local authority into disrepute.

You are able to hold the local authority and fellow councillors to account and are able to constructively challenge and express concern about decisions and processes undertaken by the council whilst continuing to adhere to other aspects of this Code of Conduct.

6. Use of position

As a councillor:

6.1 I do not use, or attempt to use, my position improperly to the advantage or disadvantage of myself or anyone else.

Your position as a member of the local authority provides you with certain opportunities, responsibilities, and privileges, and you make choices all the time that will impact others. However, you should not take advantage of these opportunities to further your own or others' private interests or to disadvantage anyone unfairly.

7. Use of local authority resources and facilities

As a councillor:

7.1 I do not misuse council resources.

7.2 I will, when using the resources of the local or authorising their use by others:

- a. act in accordance with the local authority's requirements; and**
- b. ensure that such resources are not used for political purposes unless that use could reasonably be regarded as likely to facilitate, or be conducive to, the discharge of the functions of the local authority or of the office to which I have been elected or appointed.**

You may be provided with resources and facilities by the local authority to assist you in carrying out your duties as a councillor.

Examples include:

- office support
- stationery
- equipment such as phones, and computers
- transport
- access and use of local authority buildings and rooms.

These are given to you to help you carry out your role as a councillor more effectively and are not to be used for business or personal gain. They should be used in accordance with the purpose for which they have been provided and the local authority's own policies regarding their use.

8. Complying with the Code of Conduct

As a Councillor:

8.1 I undertake Code of Conduct training provided by my local authority on an annual basis and apply its principles in all aspects of my work as a councillor

8.2 I cooperate with any Code of Conduct investigation and/or determination.

8.3 I do not intimidate or attempt to intimidate any person who is likely to be involved with the administration of any investigation or proceedings.

8.4 I comply with any sanction imposed on me following a finding that I have breached the Code of Conduct.

It is extremely important for you as a councillor to demonstrate high standards, for you to have your actions open to scrutiny and for you not to undermine public trust in the local authority or its governance. If you do not understand or are concerned about the local authority's processes in handling a complaint you should raise this with your Monitoring Officer.

Protecting your reputation and the reputation of the local authority

9. Interests

As a councillor:

9.1 I register and disclose my interests.

Section 29 of the Localism Act 2011 requires the Monitoring Officer to establish and maintain a register of interests of members of the authority.

You need to register your interests so that the public, local authority employees and fellow councillors know which of your interests might give rise to a conflict of interest. The register is a public document that can be consulted when (or before) an issue arises. The register also protects you by allowing you to demonstrate openness and a willingness to be held accountable. You are personally responsible for deciding whether you should disclose an interest in a meeting, but it can be helpful for you to know early on if others think that a potential conflict might arise. It is also important that the public know about any interest that might have to be disclosed by you or other councillors when making or taking part in decisions, so that decision making is seen by the public as open and honest. This helps to ensure that public confidence in the integrity of local governance is maintained.

You should note that failure to register or disclose a disclosable pecuniary interest as set out in **Table 1**, is a criminal offence under the Localism Act 2011.

Appendix B sets out the detailed provisions on registering and disclosing interests. If in doubt, you should always seek advice from your Monitoring Officer.

10. Gifts and hospitality

As a councillor:

- 10.1 I do not accept gifts or hospitality, irrespective of estimated value, which could give rise to real or substantive personal gain or a reasonable suspicion of influence on my part to show favour from persons seeking to acquire, develop or do business with the local authority or from persons who may apply to the local authority for any permission, licence or other significant advantage.**
- 10.2 I register with the Monitoring Officer any gift or hospitality with an estimated value of at least £50 within 28 days of its receipt.**
- 10.3 I register with the Monitoring Officer any significant gift or hospitality that I have been offered but have refused to accept.**

In order to protect your position and the reputation of the local authority, you should exercise caution in accepting any gifts or hospitality which are (or which you reasonably believe to be) offered to you because you are a councillor. The presumption should always be not to accept significant gifts or hospitality. However, there may be times when such a refusal may be difficult if it is seen as rudeness in which case you could accept it but must ensure it is publicly registered. However, you do not need to register gifts and hospitality which are not related to your role as a councillor, such as Christmas gifts from your friends and family. It is also important to note that it is appropriate to accept normal expenses and hospitality associated with your duties as a councillor. If you are unsure, do contact your Monitoring Officer for guidance.

Appendices

Appendix A – The Seven Principles of Public Life

The principles are:

Selflessness

Holders of public office should act solely in terms of the public interest.

Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must disclose and resolve any interests and relationships.

Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

Honesty

Holders of public office should be truthful.

Leadership

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

Appendix B Registering interests

Within 28 days of becoming a member or your re-election or re-appointment to office you must register with the Monitoring Officer the interests which fall within the categories set out in **Table 1 (Disclosable Pecuniary Interests)** which are as described in "The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012". You should also register details of your other personal interests which fall within the categories set out in **Table 2 (Other Registerable Interests)**.

"**Disclosable Pecuniary Interest**" means an interest of yourself, or of your partner if you are aware of your partner's interest, within the descriptions set out in Table 1 below.

"**Partner**" means a spouse or civil partner, or a person with whom you are living as husband or wife, or a person with whom you are living as if you are civil partners.

1. You must ensure that your register of interests is kept up-to-date and within 28 days of becoming aware of any new interest, or of any change to a registered interest, notify the Monitoring Officer.
2. A 'sensitive interest' is as an interest which, if disclosed, could lead to the councillor, or a person connected with the councillor, being subject to violence or intimidation.
3. Where you have a 'sensitive interest' you must notify the Monitoring Officer with the reasons why you believe it is a sensitive interest. If the Monitoring Officer agrees they will withhold the interest from the public register.

Non participation in case of disclosable pecuniary interest

4. Where a matter arises at a meeting which directly relates to one of your Disclosable Pecuniary Interests as set out in **Table 1**, you must disclose the interest, not participate in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest, just that you have an interest. Dispensation may be granted in limited circumstances, to enable you to participate and vote on a matter in which you have a disclosable pecuniary interest.
5. Where you have a disclosable pecuniary interest on a matter to be considered or is being considered by you as a Cabinet member in exercise of your executive function, you must notify the Monitoring Officer of the interest and must not take any steps or further steps in the matter apart from arranging for someone else to deal with it

Disclosure of Other Registerable Interests

6. Where a matter arises at a meeting which **directly relates** to one of your Other Registerable Interests (as set out in **Table 2**), you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

Disclosure of Non-Registerable Interests

7. Where a matter arises at a meeting which **directly relates** to your financial interest or well-being (and is not a Disclosable Pecuniary Interest set out in Table 1) or a financial interest or well-being of a relative or close associate, you must disclose the interest. You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise, you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation. If it is a 'sensitive interest', you do not have to disclose the nature of the interest.
8. Where a matter arises at a meeting which **affects** –
 - a. your own financial interest or well-being.
 - b. a financial interest or well-being of a relative, close associate; or
 - c. a body included in those you need to disclose under Other Registrable Interests as set out in **Table 2**

you must disclose the interest. In order to determine whether you can remain in the meeting after disclosing your interest the following test should be applied

9. Where a matter **affects** your financial interest or well-being:
 - a. to a greater extent than it affects the financial interests of the majority of inhabitants of the ward affected by the decision and;
 - b. a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest

You may speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

If it is a 'sensitive interest', you do not have to disclose the nature of the interest.

10. Where you have a personal interest in any business of your authority and you have made an executive decision in relation to that business, you must make sure that any written statement of that decision records the existence and nature of your interest.

Table 1: Disclosable Pecuniary Interests

This table sets out the explanation of Disclosable Pecuniary Interests as set out in the [Relevant Authorities \(Disclosable Pecuniary Interests\) Regulations 2012](#).

Subject	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain. [Any unpaid directorship.]
Sponsorship	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the

	<p>councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council —</p> <p>(a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.</p>
Land and Property	<p>Any beneficial interest in land which is within the area of the council. 'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (alone or jointly with another) a right to occupy or to receive income.</p>
Licenses	<p>Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer</p>
Corporate tenancies	<p>Any tenancy where (to the councillor's knowledge)—</p> <p>(a) the landlord is the council; and (b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.</p>
Securities	<p>Any beneficial interest in securities* of a body where—</p> <p>(a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and (b) either—</p> <p>(i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were</p>

	spouses/civil partners has a beneficial interest exceeds one hundredth of the total issued share capital of that class.
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* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2: Other Registrable Interests

<p>You have a personal interest in any business of your authority where it relates to or is likely to affect:</p> <ul style="list-style-type: none"> a) any body of which you are in general control or management and to which you are nominated or appointed by your authority b) any body <ul style="list-style-type: none"> (i) exercising functions of a public nature (ii) any body directed to charitable purposes or (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union)
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Appendix C – the Committee on Standards in Public Life

The LGA has undertaken this review whilst the Government continues to consider the recommendations made by the Committee on Standards in Public Life in their report on [Local Government Ethical Standards](#). If the Government chooses to implement any of the recommendations, this could require a change to this Code.

The recommendations cover:

- Recommendations for changes to the Localism Act 2011 to clarify in law when the Code of Conduct applies
- The introduction of sanctions
- An appeals process through the Local Government Ombudsman
- Changes to the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012
- Updates to the Local Government Transparency Code
- Changes to the role and responsibilities of the Independent Person
- That the criminal offences in the Localism Act 2011 relating to Disclosable Pecuniary Interests should be abolished

The Local Government Ethical Standards report also includes Best Practice recommendations. These are:

Best practice 1: Local authorities should include prohibitions on bullying and harassment in codes of conduct. These should include a definition of bullying and harassment, supplemented with a list of examples of the sort of behaviour covered by such a definition.

Best practice 2: Councils should include provisions in their code of conduct requiring councillors to comply with any formal standards investigation and prohibiting trivial or malicious allegations by councillors.

Best practice 3: Principal authorities should review their code of conduct each year and regularly seek, where possible, the views of the public, community organisations and neighbouring authorities.

Best practice 4: An authority's code should be readily accessible to both councillors and the public, in a prominent position on a council's website and available in council premises.

Best practice 5: Local authorities should update their gifts and hospitality register at least once per quarter, and publish it in an accessible format, such as CSV.

Best practice 6: Councils should publish a clear and straightforward public interest test against which allegations are filtered.

Best practice 7: Local authorities should have access to at least two Independent Persons.

Best practice 8: An Independent Person should be consulted as to whether to undertake a formal investigation on an allegation, and should be given the option to

review and comment on allegations which the responsible officer is minded to dismiss as being without merit, vexatious, or trivial.

Best practice 9: Where a local authority makes a decision on an allegation of misconduct following a formal investigation, a decision notice should be published as soon as possible on its website, including a brief statement of facts, the provisions of the code engaged by the allegations, the view of the Independent Person, the reasoning of the decision-maker, and any sanction applied.

Best practice 10: A local authority should have straightforward and accessible guidance on its website on how to make a complaint under the code of conduct, the process for handling complaints, and estimated timescales for investigations and outcomes.

Best practice 11: Formal standards complaints about the conduct of a parish councillor towards a clerk should be made by the chair or by the parish council, rather than the clerk in all but exceptional circumstances.

Best practice 12: Monitoring Officers' roles should include providing advice, support and management of investigations and adjudications on alleged breaches to parish councils within the remit of the principal authority. They should be provided with adequate training, corporate support and resources to undertake this work.

Best practice 13: A local authority should have procedures in place to address any conflicts of interest when undertaking a standards investigation. Possible steps should include asking the Monitoring Officer from a different authority to undertake the investigation.

Best practice 14: Councils should report on separate bodies they have set up or which they own as part of their annual governance statement and give a full picture of their relationship with those bodies. Separate bodies created by local authorities should abide by the Nolan principle of openness and publish their board agendas and minutes and annual reports in an accessible place.

Best practice 15: Senior officers should meet regularly with political group leaders or group whips to discuss standards issues.

The LGA has committed to reviewing the Code on an annual basis to ensure it is still fit for purpose.

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ADULTS AND COMMUNITIES' SCRUTINY COMMITTEE	AGENDA ITEM No. 8.
2 MARCH 2021	PUBLIC REPORT

Report of:	Charlotte Black, Service Director, Adults and Safeguarding, and Will Patten Service Director Commissioning	
Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald, Cabinet Member for Integrated Adult Social Care, Health and Public Health	
Contact Officer(s):	Tina Hornsby – Head of Integration	Tel. 07741 830025

PORTFOLIO PROGRESS REPORT FOR THE CABINET MEMBER FOR ADULT SOCIAL CARE, HEALTH AND PUBLIC HEALTH

RECOMMENDATIONS

FROM: Councillor Wayne Fitzgerald, Cabinet Member for Integrated Adult Social Care, Health and Public Health

Deadline date: N/A

It is recommended that the Adults and Communities Scrutiny Committee:

1. Notes the update on the work of adult social care during the year 2020/21 and the results of the 2020 service user survey, published in December 2020, and the learning and actions arising.

1. ORIGIN OF REPORT

- 1.1 This is the periodic annual report from the Portfolio Holder, setting out the work ongoing with adult social care.

2. PURPOSE AND REASON FOR REPORT

- 2.1 This paper provides an update on Adult Social Care across commissioning and operational functions. The information is intended to provide Scrutiny committee with an overview of the current work of the service

Local authorities in England with responsibility for providing adult social care services are required to conduct an annual postal survey of their service users. The Personal Social Services Survey 2019/20 asks questions about quality of life and the impact that the services they receive have on their quality of life. It also collects information about self-reported general health and wellbeing. The results and actions arising from this survey are also reported to Scrutiny Committee within this report for information.
- 2.2 This report is for the Adult & Communities Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1: Functions determined by Council:
 1. Adult Social Care
 2. Safeguarding Adults
- 2.3 *How does this report link to the Corporate Priorities?*

- 3. Safeguard vulnerable children and adults
- 6. Keep all our communities safe, cohesive and healthy
- 7. Achieve the best health and wellbeing for the City

The report summarises current work within adult social care and shares the results of the service user survey, published in December 2020 and providing insight into the impact of care and support services on the lives of long-term service users.

3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	
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4. **BACKGROUND AND KEY ISSUES**

4.1 **Responding to Covid-19**

The impact of Covid-19 has continued to be significant for Adult Social Care. This has impacted on both the cost of care, as well as increasing demand pressures. Whilst national Covid-19 grants have been welcome, they have not gone far enough to address the additional costs faced by the Council, including investments the Council is having to make into the care sector to ensure stability and sustainability. The major element of which is a 10% resilience payment made to most providers of adult social care for much of the first quarter of the year to fund Personal Protective Equipment (PPE) and infection control measures. Adult Social Care is also facing a severe impact on its delivery of demand management and savings programme. Additional spending commitments include:

- NHS funded services to enable rapid hospital discharges over the first half of the year, mainly a large number of block residential and nursing placements
- Provider resilience and infection control grant payments
- Additional staffing capacity
- Spend on personal protective equipment (PPE)

We have also faced increasing demand pressures. Adults who were previously supported at home by friends, family and local community services have not been able to secure this support during Covid-19 due to visiting restrictions during lockdown. This has increased reliance on statutory services and restricted the ability to focus on conversations about the use of technology or other preventative services due to the refocusing of staffing resources towards the pandemic response. Many vulnerable adults have developed more complex needs during lockdown as they have not accessed the usual community-based services due to lockdown and their mobility and confidence have reduced and interaction with family, friends and the community been severely restricted.

4.1.1 **Infection Control Funding**

On the 1st October, the Government announced an extension to Infection Control Funding until the end of March 2021. £546m of additional one-off funding to support infection control (taking the total allocation to £1.146bn) across adult social care providers.

The primary purpose of this fund is to support adult social care providers, including those with whom the local authority does not have a contract, to reduce the rate of Covid-19 transmission in and between care homes and support wider workforce resilience. 80% of this fund was to be passported directly to care homes and CQC registered community providers in line with national guidance. The remaining 20%, subject to council discretion, was passported to wider

extra care, supported living and day opportunities providers.

Monthly reporting is being undertaken to DHSC on the use of funding. The expectation is that funding is used to support infection, prevention and control, with a focus on supporting and minimising the risk of infection spread through workforce movement. The funding is currently in place until the end of March 2021.

4.1.2 **Rapid Testing Fund**

The £149m Rapid Testing Fund was announced on the 23rd December 2020 to support the roll out of lateral flow testing (LFT) in care homes. This funding is to support additional rapid testing of staff in care homes, and to support visiting professionals and enable indoors, close contact visiting where possible. This includes adult social care providers with whom the local authority does not have a contract. 80% of the funding must be passed to care homes on a per bed basis in line with the national conditions. The remaining 20% of the funding must be used to support the care sector to implement increased LFT but can be allocated at the local authority's discretion. We are gathering views from the provider market on the best use of application for the 20% element of funding.

4.1.3 **Workforce Funding Grant**

The Workforce Capacity Fund was announced on the 29th January 2021. The allocation for Peterborough is £397k. The funding must be used prior to the end of March 2021 and is to support local authorities to deliver measures to supplement and strengthen adult social care staff capacity to ensure that safe and continuous care is achieved to deliver the following outcomes:

- maintain care provision and continuity of care for recipients where pressing workforce shortages may put this at risk
- support providers to restrict staff movement in all but exceptional circumstances, which is critical for managing the risk of outbreaks and infection in care homes
- support safe and timely hospital discharges to a range of care environments, including domiciliary care, to prevent or address delays as a result of workforce shortages
- enable care providers to care for new service users where the need arises

Local authorities can choose to pass some or all of their funding to care providers within the local authority's geographical area to deliver measures that increase staffing capacity within the organisation. We are currently reviewing options for the use of this funding, including discussions with providers on the needs of the market that this funding could help support.

4.1.2 Care Home Support

The Council continues to work with providers, focusing on managing providers with outbreaks, collaboratively with system partners. Infection control visits are being coordinated with the CCG for homes who have not had a recent visit. Infection rates in care homes appear to be increasing in line with increased community transmission rates, with an increase seen over the Christmas and New Year period.

There is a collaborative approach to support homes in place with system partners, including:

- Infection Control Fund - there have been 2 tranches of this national fund and a third tranche (Rapid Testing Fund) was recently announced and this is being distributed across providers to ensure the costs of infection control measures can be met including safe staffing levels, cohorting of staff, visiting arrangements, cleaning regimes and lateral flow testing (LFT). Care home providers would say this additional funding does not go anywhere near meeting their additional costs.
- Care Home Support Team – PCC and CCC have established a Care Home Support Team consisting of 5 Social Workers and a Team Manager. This team will be in place for 2 years and the full team has been in place since the start of this month. A Public Health Consultant is focusing specifically on this sector and she is also being supported by an Infection Control Nurse Specialist.
- The Contracts and Brokerage Teams in the LA's have an ongoing relationship with adult social care providers and as well as being a key partner in the outbreak management process, have organised regular briefing sessions for providers about key issues and act as the main point of contact on a wide range of day-to-day issues, both business as usual and Covid related. PCC and CCC has moved additional resources into this team to manage the increased workload.
- The CCG has invested in its Care Home Team and has more than doubled the team, which now includes a Care home Clinical Lead and 6 Care Home Nurses. In addition, the Infection Prevention and Control Team have also increased capacity to include a nurse specialist focussing specifically on care Homes.
- Multi-Disciplinary Team (MDT) model - the Assistant Director for Adults and Safeguarding has been commissioned by the CCG's Chief Nurse and LA Service Directors for Adults and Commissioning to lead an MDT approach to supporting care homes to develop quality and practice making sure we maximise the use of all the resources available and have a clear escalation process. This team is focussed on broader quality issues that may have been exacerbated by Covid and will continue beyond the pandemic.
- Care Homes Cell - this meeting is jointly chaired by the DASS and CCG Chief Nurse and meets weekly to assess risk, take stock of outbreaks and agree actions needed and the prioritisation process. This meeting will identify any broader actions that are needed such as formal representation to a provider and any providers to escalate to CQC. This meeting also undertook a survey of all providers after the last peak and identified any ways in which we could improve our support. The feedback was generally very positive and appreciative. A daily meeting is held 7 days a week currently, chaired by the LA Public Health consultant lead for care home outbreaks, in order to review risks across all settings, including risks to business continuity. This meeting has representation from adult social care, the CCG, the LA contracts team and IPC team as well as Public Health.
- Support for Care Home Managers – the Commissioning directorate has a regular provider forum where any issues or concerns can be covered and specialists in palliative care, infection control and vaccinations to give some examples are invited to speak to all providers and answer any questions.
- Mental Health Support for care home staff and managers - the CCG has led on this and put in place a range of options for care home staff and managers wishing to access mental health support in light of the pressures they are facing and the experiences they have had throughout the pandemic
- Vaccination: There has been a significant effort to vaccinate all residents and staff in care the care home sector.

Recent national guidance has been published around the use of lateral flow tests (rapid tests) in facilitating care home visiting. We have sent a joint letter from ASC and Public Health to care homes to clarify the local authority position that we support the use of lateral flow tests as an additional safeguard for care home visiting, but that other precautions such as PPE and social distancing should be maintained after a test.

4.1.3 **Covid-19 Vaccinations**

The Covid-19 Vaccination Programme is now well underway in Cambridgeshire and Peterborough, with priority cohorts 1-4 currently being vaccinated in line with the national mandate.

Priority cohort 1, which included over 80 year olds and care home staff and residents started to access vaccinations from 8th December 2020. Provision to frontline health and social care workers commenced early January, with vaccinations being offered across a variety of settings, including hospital hubs, GP clinics and mass vaccination centres. We have worked closely with the CCG to ensure access to frontline social care workers in line with the national JCVI Greenbook definition and published Standard Operating Procedure. There has been good uptake across this cohort, and we have worked collaboratively with the CCG to ensure consistent messaging and communications are in place. This has included a number of dedicated webinar sessions to target Black and Minority Ethnic (BAME), internal staff and care home and domiciliary care workers, enabling staff the opportunity to explore questions and concerns in a supportive setting.

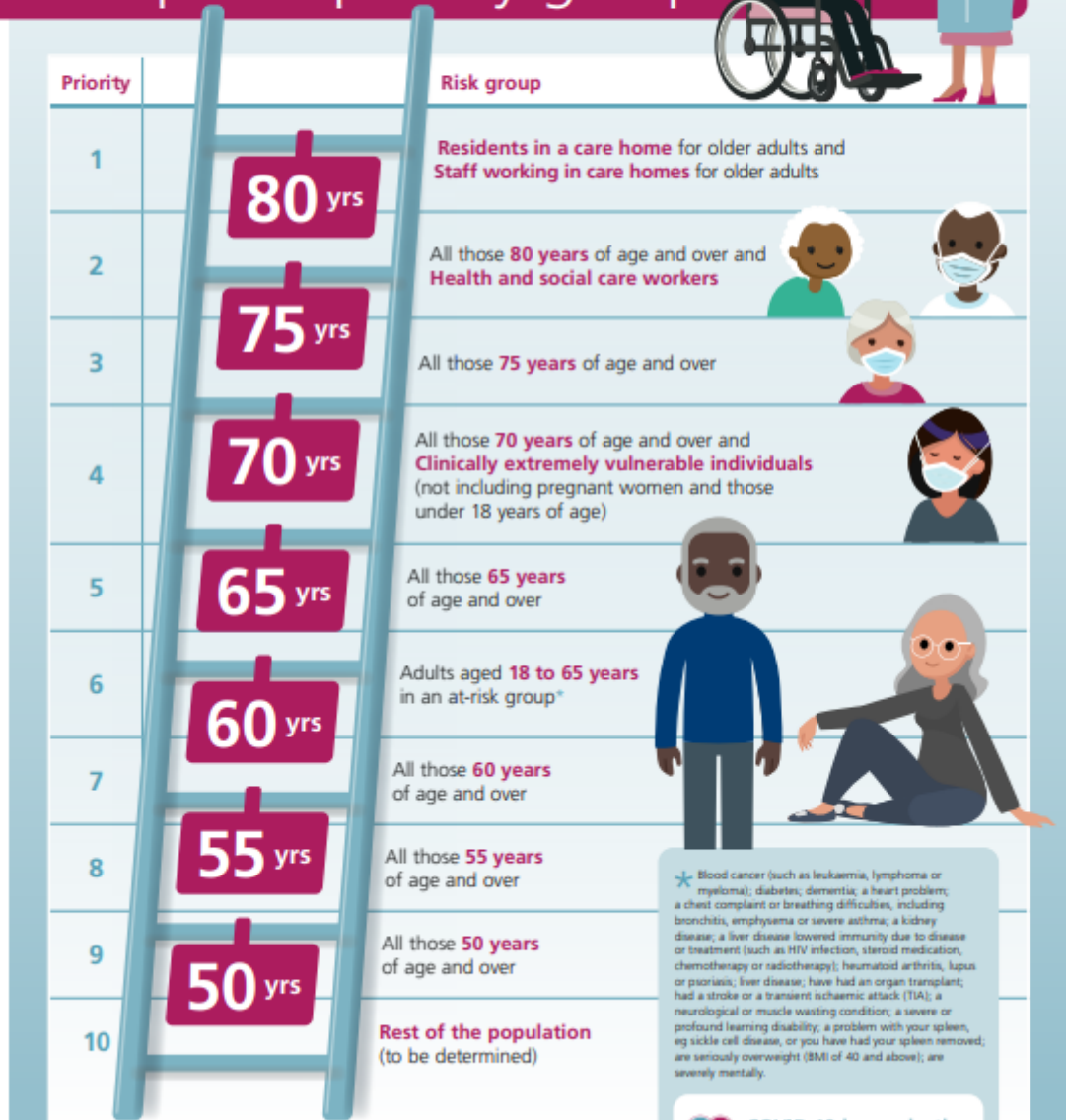
Mass Vaccination sites started to open across Cambridgeshire and Peterborough on the 25th January, with additional sites coming online in the coming weeks. All Primary Care Networks have also now been established as vaccination sites.

The national target, which the system is delivering in line with, is to have vaccinated cohorts 1-4 by mid-February 2021, following which the focus of the programme will start to widen out to the wider cohorts.

An overview of the JCVI cohorts can be found below, setting out the priority groups from the highest priority care home staff and residents, through 9 further priority groups ending in the general population:

COVID-19 vaccination

First phase priority groups



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COVID-19 immunisation
Enjoy life. Protect yourself.

4.1.4 Adult Social Care Winter Plan

In response to the Adult Social Care Winter Plan being published on the 18 September 2020, the local authority reviewed the local recovery plans in line with the national recommendations and wrote to the Department of Health and Social Care (DHSC) to provide assurance. Following submission of our Adult Social Care Winter Plans to the DHSC, a regional Association of Directors of Adult Social Services (ADASS) review of plans was undertaken. Feedback from this review has been positive and we continue to review plans and outcomes in light of this feedback. We continue to monitor progress of local plans, which build on our local care home support plan and recovery plans.

4.1.5 Commissioning

Additional Capacity to support the latest surge in Covid-19 Cases – Commissioning issued a Prior information Notice (PIN) to the market to identify additional capacity to support the needs of those who are Covid positive, confirmed Covid contact or Covid negative. Some provision is already operational and the Contracts Team is currently developing the contracts and mobilising the remaining provision. A significant amount of support has also been provided to Day Services who continue to deliver support and Housing Related Support providers.

Discharge to Assess Bed Capacity to support pathway 2:

Work has been undertaken in partnership with health to identify existing short-term bed capacity across the system and develop a more integrated way of placing people based on need for up to 6 weeks. This will enable those who require wrap around support to receive it.

Learning Disability/Mental Health Crisis and Isolation Beds:

Capacity covering community crisis for LD and Mental Health (MH) has also been identified and operationalised.

Placed Based Commissioning:

Work has been undertaken with local providers, Think Communities, Operations, District and Parish Councils and Contracts and Brokerage to scope a pilot for placed based commissioning of homecare, as well as prevention and early intervention.

Prevention Early Intervention

The Early Intervention Prevention Framework tender launched in December 2020. The tender is currently being evaluated and we received a large number of responses, which is very positive.

Learning Disabilities

An in-depth review of the Housing Strategy, and plan/approach for current development projects is being undertaken with a view of refining and approving both the approach and oversight of activities.

Day Services

There is ongoing work to support both the immediate pressures around day opportunities, including ensuring alternative provision of care for users who are not able to access day services. In addition, there is a medium to longer term strategic review planned on the future model for delivery of day services and commissioning are working closely with operational colleagues to shape this offer through the newly created day opportunities workstream under the Adults Positive Challenge Programme.

Better Care Fund

The National Better Care Fund Policy Statement was published on the 3 December 2020. This confirms that there is no requirement for formal plans to be submitted to NHS England (NHSE) for 2020/21, with the national recommendation to health and wellbeing boards being to roll forward 2019/20 plans to ensure service continuity. This approach to local 2020/21 plans was approved at the Health and Wellbeing Joint Core Group on the 4 December 2020.

Reporting on national metrics has been suspended for 2020/21, though there will be an end of year financial reconciliation report due to NHS England and Improvement.

4.1.6 Healthwatch Feedback

In May Healthwatch launched a three-month Covid-19 survey which was completed by a wide range of people, particularly those most likely to be affected by the pandemic and changes to services and 1,131 responses were received locally (across Peterborough and Cambridgeshire).

The results for Peterborough can be accessed here [Report shines light on Covid health and care struggles | Healthwatch Peterborough](#)

Alongside this national work, the local authority asked Healthwatch to engage with people who have been discharged from our local hospitals during the first phase of Covid-19. Healthwatch undertook a telephone interview with 35 patients, 18 of whom were discharged from North West Anglia NHS Foundation Trust, 15 discharged from Peterborough City Hospital, and 3 from Hinchingbrooke, 17 of whom were discharged from Cambridge University Hospitals NHS Foundation Trust (Addenbrooke's).

The report set out the following key findings

- Around one in five patients were not told they would get support from health or social care after leaving hospital.
- Nearly two in three people were not given information about who to contact if they needed health advice or support after leaving hospital.
- One in five people were given information about voluntary sector support which could help them after they left hospital.
- Three in four people said they definitely felt prepared to leave hospital or felt prepared to leave to some extent.
- Nearly three in four people discussed where they were being discharged to and went to the place they wanted to go to.
- Most people were positive about the care put in place.
- Just over one in three people said they waited more than 24 hours to be discharged from hospital
- The main reason for people waiting longer was due to transport arrangements although some people experienced multiple reasons for delay.
- Some patients felt they did not have suitable equipment for use at home or knew how to use it correctly.

These findings underline other patient feedback we have received highlighting the need for better communication between health and care services and patients and their families.

It sets out the following recommendations

We'd like to see services give patients

- A simple information sheet including contact numbers for when they get home
- Clear medication information and instructions that can be given to family/carers, especially if changes have been made at hospital
- A single point of contact – shared with family/carers - if their health deteriorates or they are unable to cope at home. This is especially important given the high number of discharges over the weekend when other services are less easily available
- Written details of voluntary organisations offering local support.

We want hospitals, health and care services to

- Clarify discharge “pathways” for patients depending on their needs and provide frontline staff with guidance and information
- Link community pharmacists into post-discharge community assessments
- Make sure there is enough community support for patients going home
- Improve access to equipment and supporting information, and ensure adequate volume is commissioned
- Ensure equipment is suitable for space within people's homes.

The full report is published here -

[Leaving hospital during Covid 19 | Healthwatch Peterborough](#)

The Council fully supports the recommendations and will work with partners and Healthwatch to ensure improved communication and involvement with carers and families and ensure all system partners are aware of the voluntary sector offer. We will commit to ensuring that clarity is provided in terms of the discharge pathway and that appropriate support is provided on

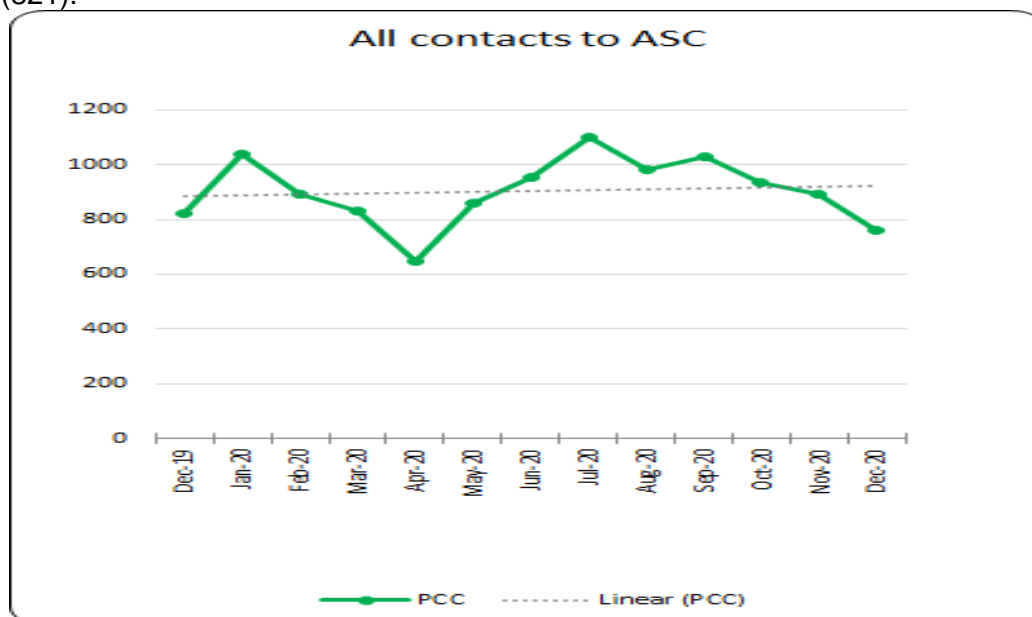
discharge.

The Assistant Director Adults and Safeguarding is working with system partners to develop a detailed Action Plan based on the recommendations. The Action Plan will inform the transformational work that system partners agree to develop a robust Discharge to Assess offer that ensures clear communication with patients and their families. To address the immediate concerns the Local Authority has ensured Social Workers are based in the hospitals to address the issues highlighted within the report.

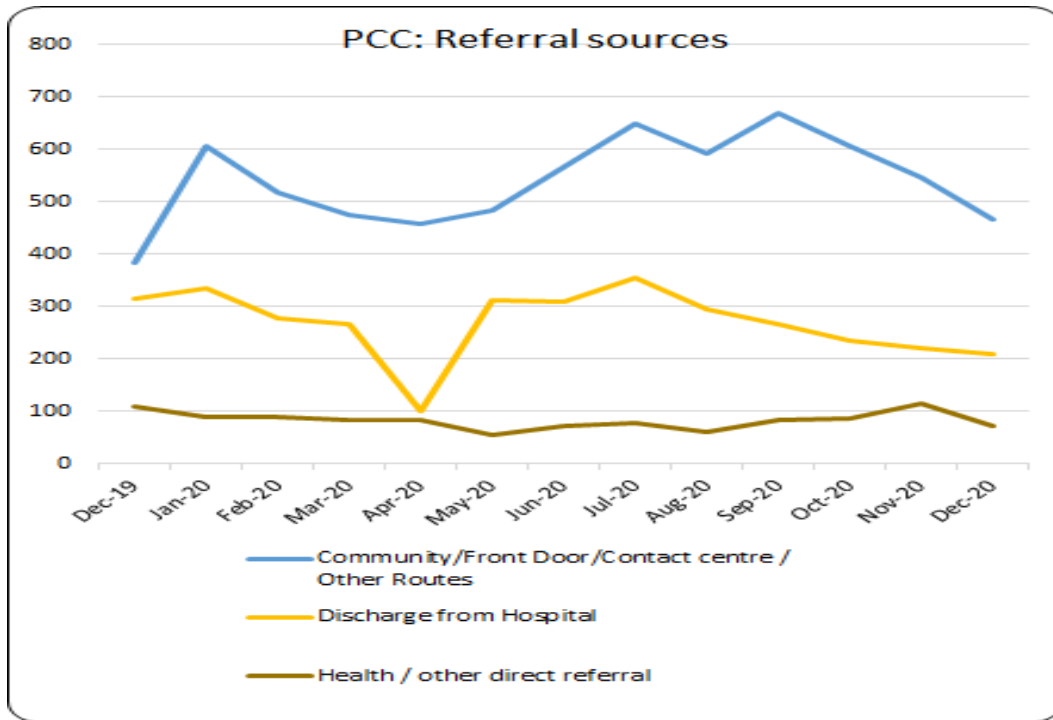
4.2 Service activity

4.2.1 Information and Advice, Contacts and Adult Early Help

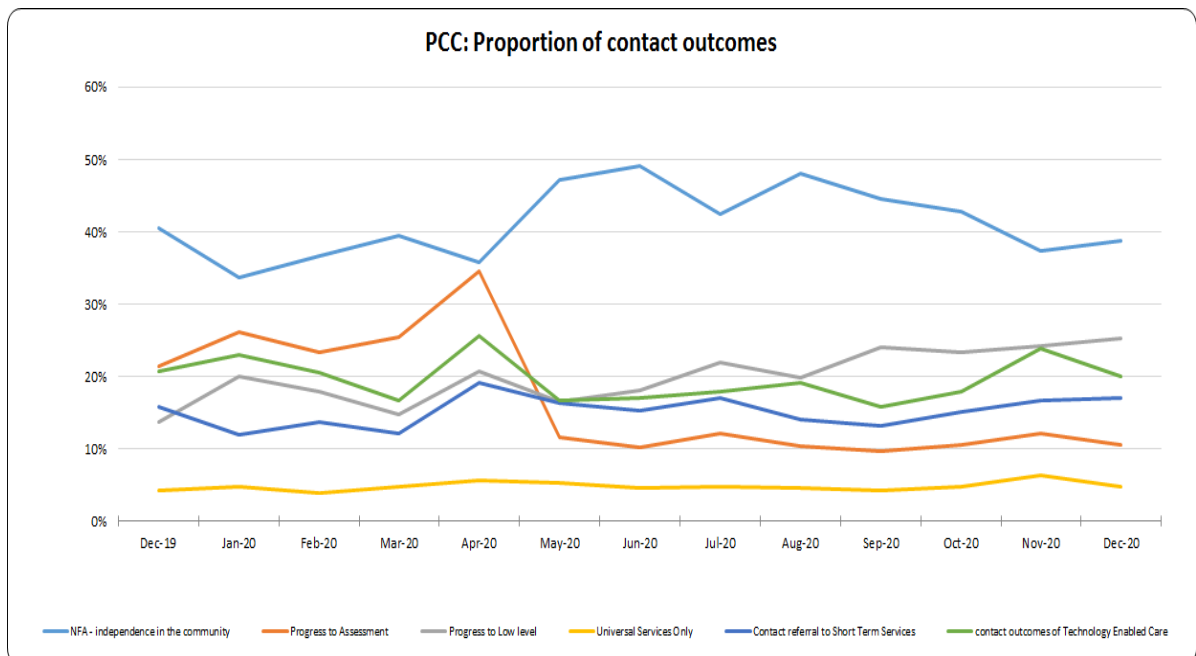
Contacts to adult social care did dip at the beginning of the first lock down, with only 647 contact in April 20. However, these climbed month on month running up to the summer, peaking at 1097 in July 20. The number of contacts began to decrease again from August, with December 20 (762) being just slightly lower than the number received in December 19 (821).



However, the source of contacts has changed markedly since the first lockdown, with an increased number coming from the community via the Adult Early Help team and a smaller number coming via hospital discharge referrals. During 2019/20 there was an average of 524 contacts to Adult Early Help Team per month, this increased to 559 per month between April-December 2020. For discharge from hospital however, the average decreased from 300 per month in 2019/20, to 256 per month for April-December 2020.



Outcomes of referrals have changed slightly since the first lockdown with less referrals leading to assessment for long term care and support (the orange line in the graph below) averaging 116 contacts per month and a higher percentage leading to low level support such as equipment (the grey line on the graph below) averaging 195 contacts per month. Provision of information and advice remains the most common outcome for referrals (the blue line on the graph below) averaging 392 contacts per month. This trend is in line with stated objectives our Adult Positive Challenge Programme and Adult Early Help specification, with a focus being on early intervention and prevention to mitigate against the need for long term care and support services.

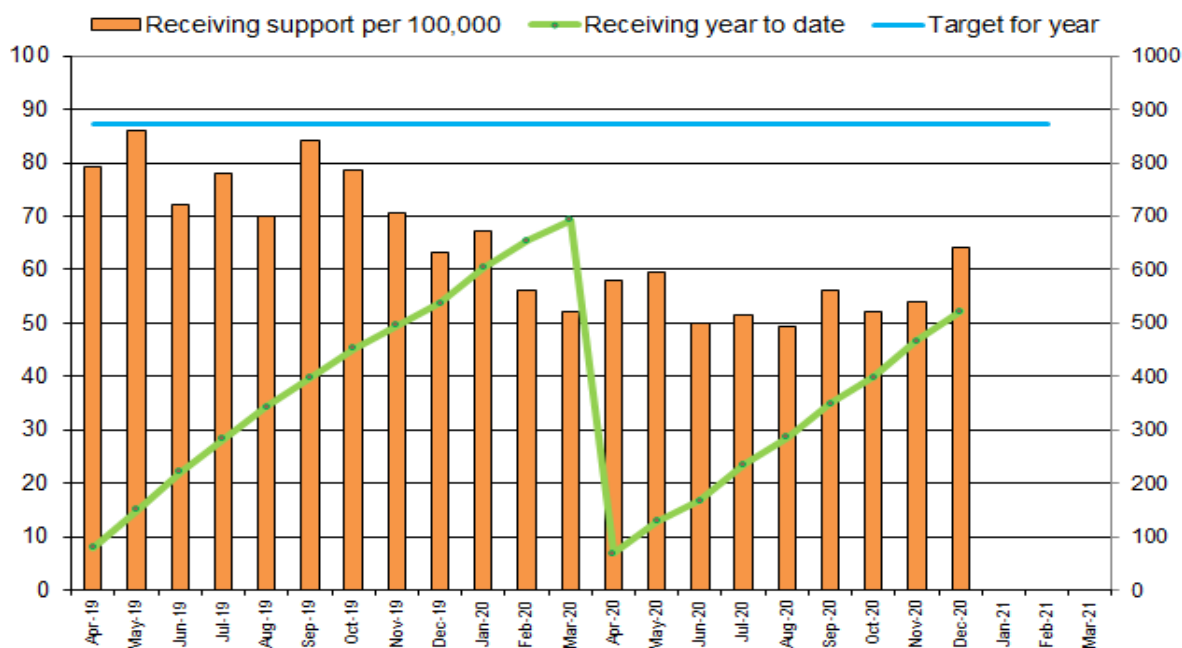


The Council is currently reviewing the way in which we deliver adult early help and developing a new operating model to reflect changing needs and context. The driver behind this review is to further reduce handoffs and provide more carer support options at the first point of contact. It is also to make closer links into local communities, by aligning delivery to wider changes introduced within the Think Communities programme.

The operating model to support these changes is being developed and can be shared when finalised.

4.2.2 Reablement, enabling people to regain independence

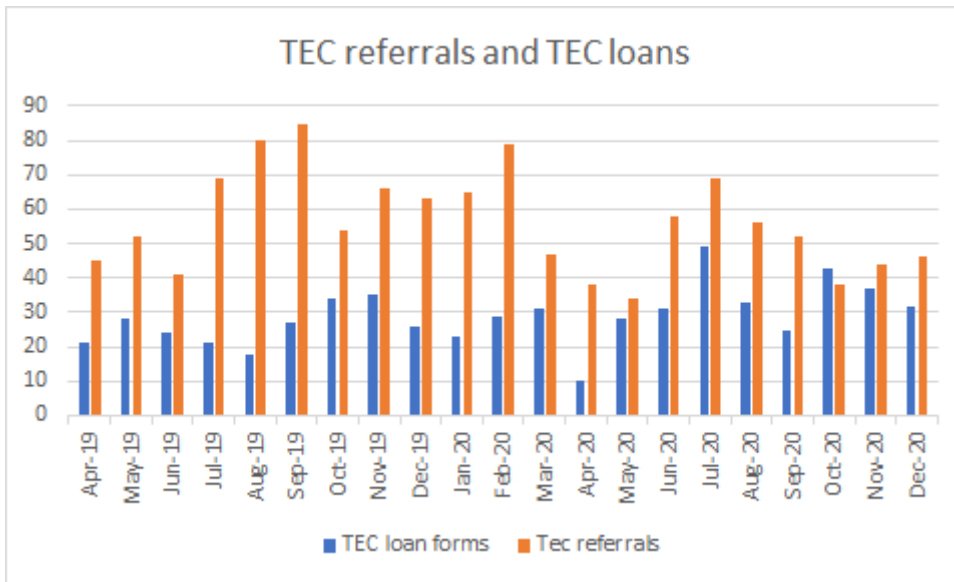
There has been a reduction in the number of people receiving reablement since from the time of the first lockdown. This is mostly due to a decrease in referrals from hospital and a significant investment in Intermediate Care (rehabilitation). People are being discharged earlier and therefore have increased needs that are best met on a health rehabilitation pathway. The service efficiency has been impacted by the requirements related to infection control measures and the requirement to have separate rotas for people who have Covid and to accommodate the needs of staff in higher risk groups. The graph below illustrates the numbers of people receiving reablement since April 2019.



The average number per month was 107 people in 2019/20 (72 per 100K of the population). The average number during April-December 2020 was 82 per month (55 per 100K of the population). For those who do receive reablement however, outcomes are still good with between 64% and 81% having no long-term care needs at the end of the reablement period and between 72% and 97% having at least reduced long term care needs each month.

4.2.3 Technology enabled care (TEC)

As a result of the pandemic and lock downs there has been a decline in overall referrals to Adult Social Care from hospital based on acuity of people and this has also impacted on the numbers of new people referred to receive technology enable care (TEC). The monthly average has reduced from 62 referrals in 19/20 to 48 referrals between April-December 2020. The graph below shows the number of referrals for TEC received each month, (the orange bars) compared to the numbers of TEC loans issued, (the blue bars).

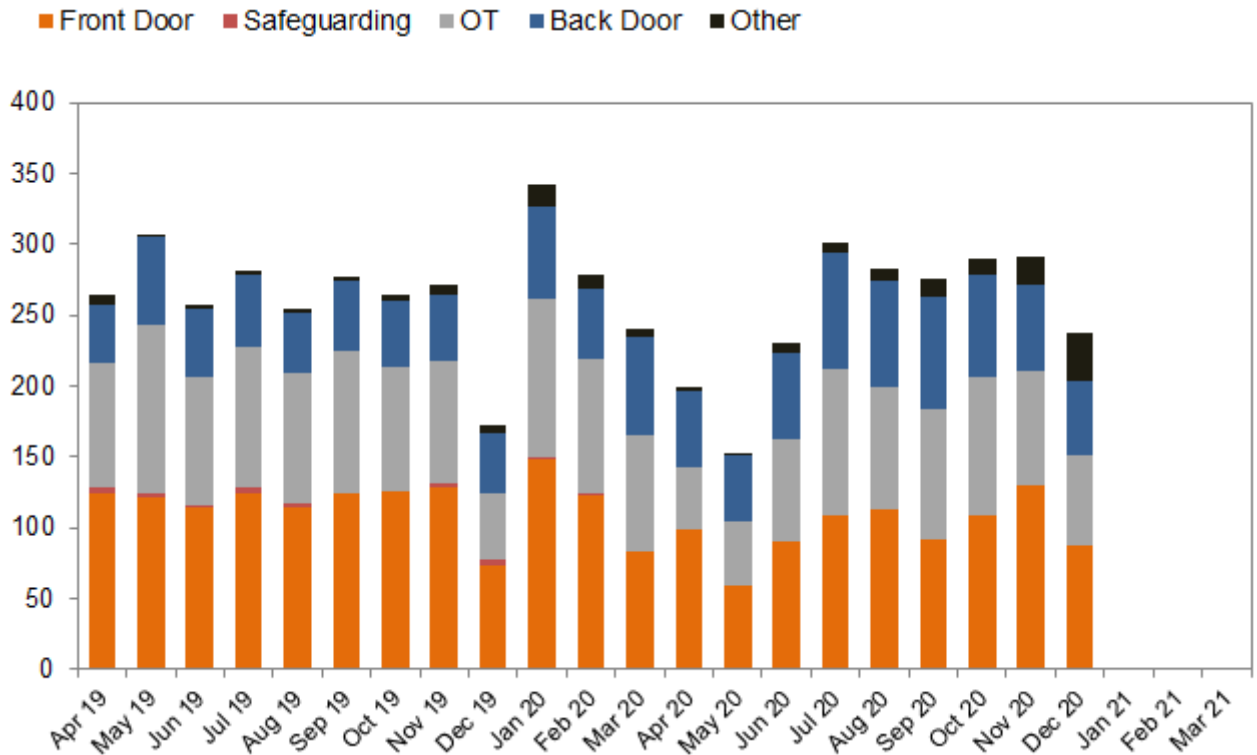


Despite the reduction in number of TEC referrals the amount TEC loaned out has increased slightly which would suggest that the referrals we are receiving are appropriate.

4.2.4

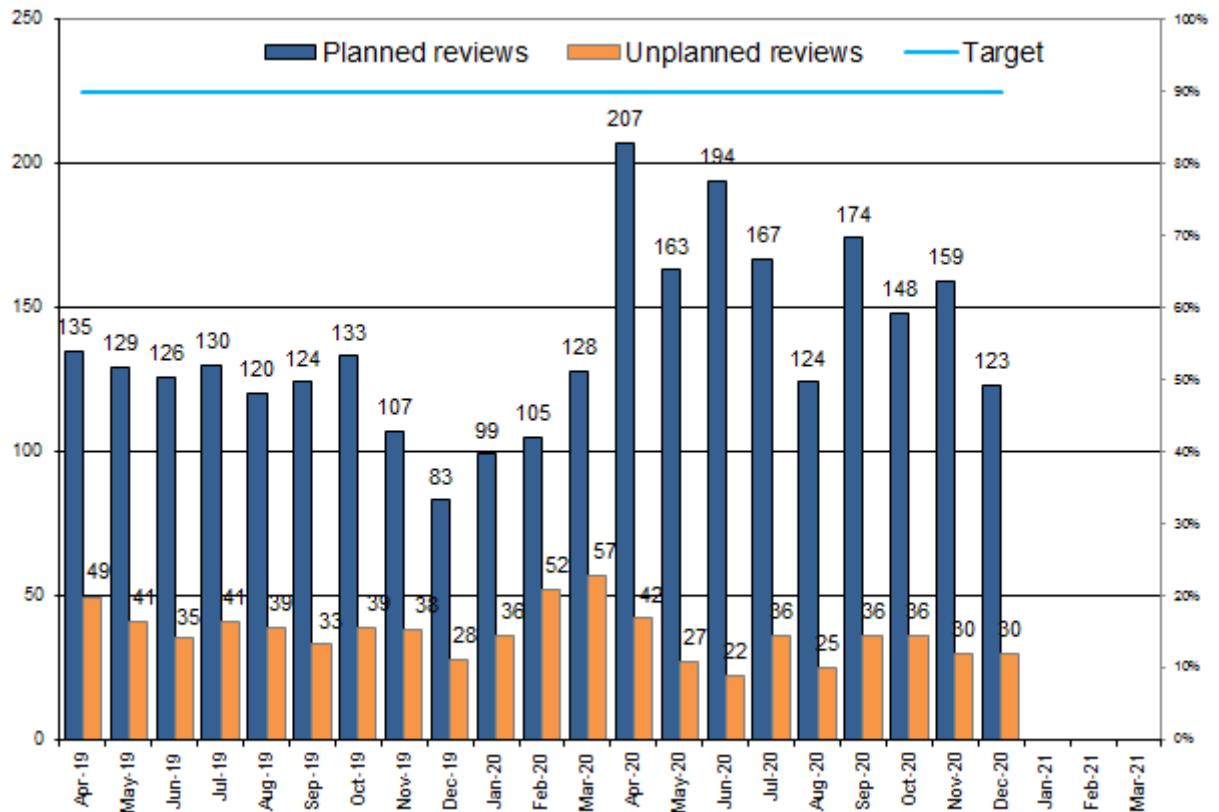
Supporting people with long term care and support needs

There has been a marked increase in assessments completed since June 2020, in part reflecting the Discharge to Assess programme which has increased the number of people who were discharged to a step-down bed between April and September 2020, who subsequently required an assessment. There has been positive feedback from NHSE/I in terms of completed assessments and no backlogs.

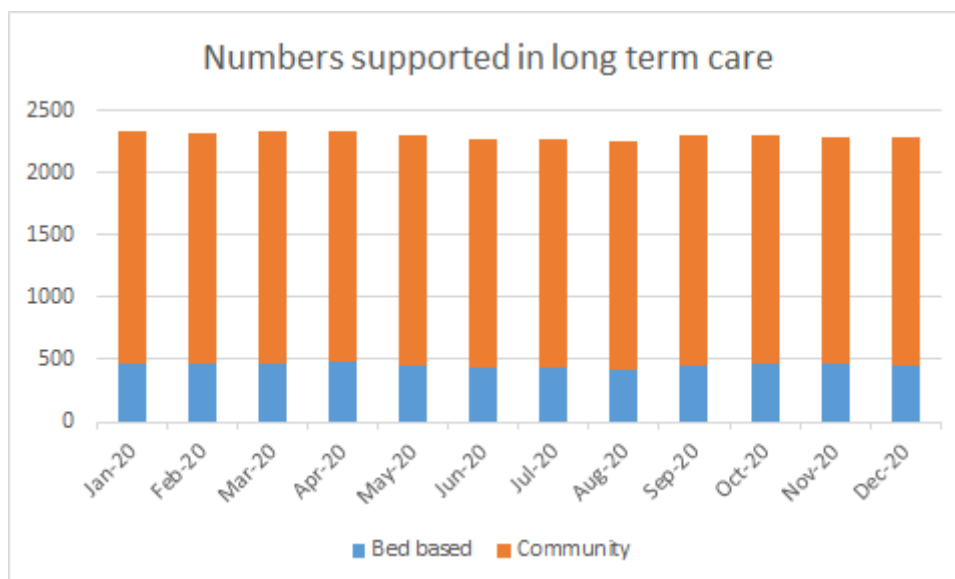


The graph above illustrates a breakdown of assessments completed by source. The largest number of assessments were for new clients, showing as front door (orange) or other (black). However, this reduced from an average of 130 per month in 19/20 to 111 in April-December 20, due to the low number during the first quarter. Occupational Therapy assessments (showing as grey) have reduced slightly from 91 per month on average last year, to 76 per month on average this year. Assessments of existing clients with long term needs (shaded blue), generally undertaken when someone moves into a 24-hour care setting, have increased, averaging 65 per month this year and 51 per month in the previous year.

The number of reviews completed has also increased since March 2020, with a continued good balance between planned and unplanned reviews which is very positive. The graph below shows the numbers of planned reviews completed in blue, an average of 162 per month, and the number of unplanned reviews in orange, an average of 32 per month. As at December over 80% of service users with long term care packages had received a review in the last 12 months.



In line with the Adults Positive Challenge Programme we continue to support the majority of our long-term service users in ways that enable them to remain in their own homes the graph below shows the total numbers supported by long term care and support. Numbers supported in their own homes with community-based packages have reduced slightly between January 2020 and December 2020, down by 38 (2%).



Numbers supported in residential care or nursing homes has also reduced slightly, by 3%, or 17 people. However, some of this decrease might be explained by people currently supported within the increased NHS health funded discharge and interim bed capacity and we might

expect numbers to have a step increase in April 21, following the cessation of this funding arrangement.

4.2.5 **Supporting Carers**

The Council's contract for carers support was renewed with Caring Together over the summer, following a tender process. Alzheimers Society have also launched a new NHS funded project to support people caring for someone with dementia, with a focus on avoiding hospital admissions.

Carers have been particularly impacted by Covid with much of the regular support being reduced or limited due to infection prevention and control measures. This has led to increasing demand on teams, but also to a focus on proactive contacts and What If Plans being developed in partnership with Caring Together. Day services which cannot currently offer face to face support in a day centre setting, have been offering outreach support and activity packs. Staff redeployed from front line roles due to shielding status have been making contacts to carers throughout the period of the pandemic to offer support and link carers into wider Covid support such as access to shopping etc.

The Adult Positive Challenge workstream is developing a joint delivery plan with Think Communities aimed at reaching out to hidden carers and making community support more easily available to access. This will be a priority for delivery for both transformation programmes during 2021/22.

4.2.6 **Safeguarding**

Overseen by the Cambridgeshire and Peterborough Safeguarding Adult Board (SAB), a multi-agency safeguarding policy has been developed in conjunction with all key stakeholders.

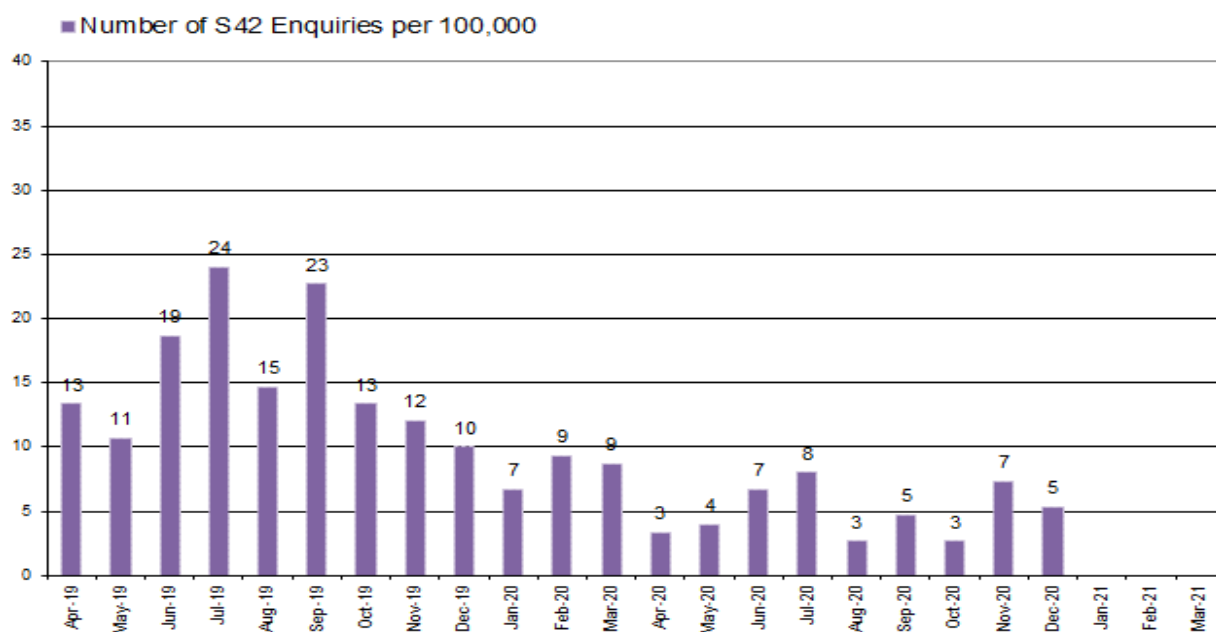
At the forefront of our safeguarding work is the Multi-Agency Safeguarding Hub (MASH); a collaborative arrangement between the Police, Cambridgeshire County Council, the Fire Service, Peterborough City Council and Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) that supports joint working on child protection and safeguarding adults.

The Adult MASH team's main responsibilities are:

1. Triage of adult safeguarding referrals
2. Screening-out inappropriate referrals therefore saving time for care teams
3. Ensuring appropriate immediate action is taken;
4. Either carry out a section 42 (s42) enquiry or identify the key team or organisation that will carry out the enquiry
5. Work with the person in the right way for them and their situation, to get the outcome they want and need
6. Collate and share any relevant information with the key team or organisation undertaking the s42 enquiry
7. Provide advice and support to care teams on safeguarding issues
8. Oversee the collection of safeguarding management information

During 2020/21 to December the MASH has received 1109 safeguarding concerns, a reduction on the same period of last year of around 16%. This is likely to be linked to the lockdown and people remaining within their homes with less outside contact. Of the concerns received, the vast majority have been resolved within the MASH, with only a small percentage requiring a full enquiry under section 42 of the Care Act.

The graph below shows the number of section 42 safeguarding enquiries carried out each month per 100,000 of the population. Although there has been a reduction in concerns received by the MASH, the number requiring a full section 42 enquiry had reduced from January 20. The average number of enquiries commencing each month is currently seven per month, or 5 per 100,000 of the population.



The drop in the number of section 42 enquiries required has also led to an improvement in the median average time taken to complete an enquiry from 129 days in March 2020 to 29 days in December 2020.

4.4 **Adults Positive Challenge Programme**

Despite the challenges of Covid-19 the focus of the Adult Positive Challenge has continued with current active workstreams as follows and is forecasting delivery of a level of planned savings this financial year.

Changing the Conversation. The focus this year has been on embedding strengths and asset-based conversations with wider staff groups such as reablement, mental health teams and occupational therapy whilst finding ways to track cost avoidance through impact logs and case studies. The focus on reviews post hospital discharge has continued to show good outcomes. There is a plan to deliver joint changing the conversation activities with Think Communities to reach wider stakeholders.

Carers

In addition to the award of new carers support contract in the summer areas of focus this year have included: embedding carers conversations in wider staff groups such as reablement and mental health: Developing a shared delivery plan with think Communities; and demonstrating cost avoidance through impact logs.

Technology Enabled Care (TEC)

The continued focussed on TEC has led to the embedding of the TEC offer within adult social care. The focus is now moving to development of a shared delivery plan with Think Communities to expand the TEC first approach into a wider range of stakeholders and to increase take up of lifeline by people at an earlier point in their lives.

Independence and Wellbeing

This workstream has continued to focus on reablement, although impacted by Covid, next year the workstream will be expanding the delivery plan to include joint work with Public Health and Primary Care Networks around falls prevention.

Preparing for Adulthood

This workstream, considers the planned transitions of young people with care and support needs into adult services, has made good progress this year with targeting reviews to incorporate changing the conversation, carers conversations and TEC where they will have the greatest impact on the outcomes for young people and their families. The workstream links

closely with commissioning and the Written Statement of Action to ensure local services continue to support independence and meet the needs of those with more complex needs.

Day Opportunities

This is a new workstream which takes the principles of Adult Positive Challenge and applies them to the review of Day Opportunities post Covid-19. Day Opportunities have been significantly impacted by Covid due to the building-based nature of the delivery and the vulnerability of the service user groups, which has made social distancing difficult. The workstream aims to map out the existing offer, take account of feedback from service users gathered from a telephone questionnaire carried out during the first lockdown, and coproduce a future delivery model with a wide range of stakeholders. This work stream is also linked into the Think Communities programme, recognising the value of place-based approaches.

4.5 Service User Survey 2020 (TH)

4.5.1 Background

In January 2020, 1027 service users were surveyed by post. There were four versions of the survey, for people in residential and nursing care or in the community, with two versions in Easy Read. Additionally, a small number of people received the survey in large print. We have received 386 responses - **38%** response rate. This was a slightly larger numbers of response than the previous year's 335

The survey is carried out with people who were in receipt of long term package of care and support in September of the previous year. The definition of long-term support does not include services such as reablement, equipment and TEC, and therefore the responses do not reflect the experiences of those services users.

It is suspected that the survey's closure date in March 2020, when the Covid-19 pandemic was starting to take hold and just before the lock down period, might have impacted on the number of responses, with people opting to take the precaution of staying at home rather than making a journey to post the paper survey back. The survey may also have more challenging for people to complete where they would normally have asked a friend or family member to support with the completion. This timing might also have impacted on responses in a number of areas, due to increasing anxiety about the impact of Covid-19.

4.5.2 Summary of Results

High level messages published by NHS Digital from the survey in December 2020 were as follows:

4.5.2i Overall Satisfaction

Almost two thirds (**64.2%**) of service users in England were very or extremely satisfied with the care and support they received. **2.1%** of service users were very or extremely dissatisfied with the care and support they received. For Peterborough **62.5%** were very or extremely satisfied which is slightly below the national average but slightly better at **1.1%** for those who were very or extremely dissatisfied.

4.5.2ii Impact of pain and wider health issues

There was a significant increase nationally in the percentage of service users who reported having no pain or discomfort at **37.2%**, with those reporting extreme pain and discomfort at 13.2%. In Peterborough that figure was lower at **35.4%** and the percentage reporting extreme pain and discomfort was higher at **14.8%**. This could be a reflection of that fact that in Peterborough we have a reducing number of people in long term care as we seek alternatives and early intervention and therefore those receiving long term care are more likely to have a more complex level of need and co morbidity.

Nationally the percentage of respondents who were aged 85 or over decreased from 27.3% in 18/19 to **26.8%** in 19/20. In Peterborough this percentage remained higher at **27.2%**

When asked to describe their general state of health **42.8%** nationally described it a good or very good. In Peterborough this was 40.9%, as mentioned above this is likely to be a reflection of the success of early intervention and prevention services keeping those in good or very good health from unnecessary reliance on long term care and support.

4.5.2iii **Paying for additional care and support privately**

In England the percentage of people who stated that a family member helped them to pay for additional care increased from 10.8% to **11.6%**. In Peterborough this decreased from 9.6% to **6.7%**. This is likely to be a reflection on the demography in Peterborough, is likely also to be related the fact that a higher percentage brought additional care from themselves. In England the percentage who use their own money to buy additional care rose from 28.9% to **29.5%**. The result in Peterborough is much higher and rose from 36.2% to **36.9%**.

4.4.2iv **Receiving practical help from someone else**

In England **42.3%** (an increase from 40.8%) reported receiving help from someone living in their household. In Peterborough this is increased from 40% to **42.2%**

Almost half (**48.3%**) of service users in England reported receiving regular practical help from someone living in another household. In Peterborough this was lower at **44.3%**.

4.5.2v **Choice**

In England in 2019/20 **66.6%** of service users stated that they have enough choice over care and support services. In Peterborough this was considerably higher at **75.2%**

4.5.2vi **How having help makes people feel**

In England **61.6%** of people said that having help makes them feel better about themselves, up from 61.3%. The result for Peterborough was higher at **62.5%** which is significantly higher than the previous year's 59%.

When looking at the response 'Having help sometimes undermines the way I feel about myself' the national result was **9.2%** an increase on 9.1% from the previous year. Peterborough's result was **9.6%** which is an increase from the previous survey when the result was 9.2%.

4.5.2vii **Finding information about support and services**

In England **44.5 %** of service users reported they had never tried to find information or advice about support and services in the past year, an increase from 43.7% in the previous year. In Peterborough this was higher at **45.3%**, an increase from 43.8% the previous year.

For those who did look, in Peterborough **72%** found it fairly or very easy to find what they needed, a reduction on 77.3% the previous year. This is still higher than the **68.4%** reported nationally which also worsened from the previous year, 69.7%.

4.5.2viii **Getting out and about**

In England overall **29.4%** of service users said that they can get to all the places in their local area that they want to, a very slight reduction on the previous 29.8%. In Peterborough the result is better at **32.2%** although lower than the previous year, 36.2%. The percentage who do not leave their home at all was **26.2%** just below the national average of **26.5%**

4.5.2viii **Self-Reported Quality of Life**

The percentage of respondents who reported that their quality of life was good or better nationally was **62.4%** whilst in Peterborough this was higher at **64.9%**.

4.5.3 **Adult Social Care Outcomes Framework – ASCOF**

In addition to providing useful intelligence on our local service user experience, the survey also produces the Council's out-turn against seven of the national indicators in the Adult Social Care Outcomes Framework (ASCOF). It should be noted that the ASCOF framework is

currently under review in recognition that many of the indicators no longer reflect the national outcomes for Adult Social Care, there is very little focus on prevention, early intervention and low-level support.

The Council deteriorated on five of the indicators since the previous survey, improved on one and stayed static but above average on another. Despite the in-year deterioration the council remain above average on 5 out of 7 of the metrics.

Indicators where the council was above the national or regional average were:

- Social care related quality of life score
- Proportion of people who use services who have control over their daily life
- Proportion of people who use services who reported that they had as much social contact as they would like.
- Proportion of people who use services who find it easy to find information about services.
- Proportion of people who use services who feel safe

The indicators where the Council performed less well were:

- Percentage of adults using services who are satisfied with the care and support they receive
- Proportion of people who use services who say those services made them feel safe and secure.

4.5.12 **Making Use of the Survey**

The survey is an important source of intelligence around the experience of service users supported in long term care and support. As such it is used in a variety of ways to inform our adult positive challenge programme. Particular areas for focus from the 19/20 survey results are:

Carers

The survey evidenced the increasing reliance that our long-term service users have, on the support offered by informal carers. This links in with our continued focus on improving proactive engagement and support for carers, which is easy to access. We will continue to work with our commissioned carers support service, Caring Together, to promote What If Plans to support carers and those they support to plan ahead for unforeseen circumstances.

We are also developing a shared delivery plan with Think Communities with a focus on early support for carers supporting people who are not long-term service users.

Access to Information and Advice.

Peterborough has worked hard on the information and advice offer, and despite the slight deterioration in this area this year, the responses are still good when compared to other councils. However, the focus very much been on prevention and early intervention and we recognise that this might have meant that information for long term service users is more difficult to find. We have this year reviewed all our printable fact sheets to rationalise them and make them easy to access. We have also linked into the Covid Vaccination programme to have the Guide to Independent Living, our care directory, handed out to over 800 over 80s attending for their vaccinations, alongside 1000 Stay Well packs and 2000 Caring Together leaflets.

We will also be tracking our website and Peterborough Information Network page views to understand what information people are looking for.

Following on from the Healthwatch reports and the changes to hospital discharges, we are also reviewing the information we give to people who being discharged from hospital into care and support services.

General Health and Independence

A core part of our Adult Positive Challenge is understanding the drivers of demand, but also promoting independence wherever we can. The information on self-reported health and independence supports our understanding of the levels of need amongst our long-term service users.

5. CONSULTATION

- 5.1 The service user survey was undertaken with 1027 service users, 386 of whom responded. The Healthwatch hospital discharge survey was completed with 15 service users discharged from Peterborough City Hospital. The system wide Healthwatch consultation was undertaken with a total of 1,131 people from across Cambridgeshire and Peterborough between 28 May and 31 August 2020. The local Healthwatch review of hospital discharge during Covid was carried out with 15 patients discharged from Peterborough City Hospital

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 Increase independence, confidence, and quality of life.

The survey measures the service users self-reported quality of life and the findings of the survey have fed into our planning for the Adult Positive Challenge.

Increased quality of life and wellbeing for people with complex long-term needs.

The Adult Positive Challenge has at its foundation the objective of supporting people with long term conditions to maintain a quality of life within their own communities.

Help manage potential risks around the home.

A key element of the Adult Positive Challenge programme is to support people feeling safe in their own home via promotion and supply of technology to help to manage risks, such as monitors, alarms and medication dispensers.

Reduce the costs of traditional care and support

Supporting service users to have choice and control, and quality of life can prevent early deterioration of health and hence delay the need for care and support.

7. REASON FOR THE RECOMMENDATION

- 7.1 This report is for information only

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 This report is for information only.

9. IMPLICATIONS

Financial Implications

- 9.1 *None this report is for information only*

Legal Implications

- 9.2 *None this report is for information only*

Equalities Implications

- 9.3 *None this report is for information only*

Rural Implications

- 9.4 *None this report is for information only*

Carbon Impact Assessment

9.5 *None this report is for information only*

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 National Service User Survey Results
Healthwatch Report – Your Care During Covid - [Report shines light on Covid health and care struggles | Healthwatch Peterborough](#)
Healthwatch Report – Leaving Hospital During Covid-19 [Leaving hospital during Covid 19 | Healthwatch Peterborough](#)

11. APPENDICES

11.1 *Appendix 1 - Service User Survey detailed report*

Service User Survey 2020

1.0 Background

- 1.1 The annual Adult Social Care Service User Survey is a national survey carried out by NHS Digital and all Local Authorities with Social Services responsibilities are required to take part.
- 1.2 The main purpose of the survey is to provide assured, consistent and local data on care outcomes that can be used to benchmark against other comparable local authorities. It is used to:
- support transparency and accountability to local people, enabling people to make better choices about their care
 - help local services to identify areas where outcomes can be improved
- 1.3 The survey asks service users about their quality of life and their experiences of the services they receive. It is used by Peterborough City Council, the Care Quality Commission and the Department of Health to assess the experiences of people using care and support services.
- 1.4 The survey is produced in an easy read version aimed at adults with learning disabilities and for this version there is slightly different wording of questions
- 1.5 In January 2020, 1027 service users were surveyed by post. There were four versions of the survey, for people in residential and nursing care or in the community, with two versions in Easy Read. Additionally, a small number of people received the survey in large print. We have received 386 responses - **38%** response rate. This was a slightly larger numbers of response than the previous year's 335
- 1.6 The survey is carried out with people who were in receipt of long-term package of care and support in September of the previous year. The definition of long-term support does not include services such as reablement, equipment and TEC, and therefore the responses do not reflect the experiences of those services users.
- 1.7 It is suspected that the survey's closure date in March 2020, when the Covid 19 pandemic was starting to take hold and just before the lock down period, might have impacted on the number of responses, with people opting to take the precaution of staying at home rather than making a journey to post the paper survey back. The survey may also have more challenging for people to complete where they would normally have asked a friend or family member to support with the completion. This timing might also have impacted on responses in a number of areas, due to increasing anxiety about the impact of Covid 19.

2.0 National findings

High level messages published by NHS Digital from the survey in December 2020 were as follows:

2.1 Overall Satisfaction

Almost two thirds (**64.2%**) of service users in England were very or extremely satisfied with the care and support they received. **2.1%** of service users were very or extremely

dissatisfied with the care and support they received. For Peterborough **62.5%** were very or extremely satisfied which is slightly below the national average but slightly better at **1.1%** for those who were very or extremely dissatisfied.

2.2 **Impact of pain and wider health issues**

There was a significant increase nationally in the percentage of service users who reported having no pain or discomfort at **37.2%**, with those reporting extreme pain and discomfort at 13.2%. In Peterborough that figure was lower at **35.4%** and the percentage reporting extreme pain and discomfort was higher at **14.8%**. This could be a reflection of that fact that in Peterborough we have a reducing number of people in long term care as we seek alternatives and early intervention and therefore those receiving long term care are more likely to have a more complex level of need and co morbidity.

Nationally the percentage of respondents who were aged 85 or over decreased from 27.3% in 18/19 to **26.8%** in 19/20. In Peterborough this percentage remained higher at **27.2%**

When asked to describe their general state of health **42.8%** nationally described it a good or very good. In Peterborough this was **40.9%**, as mentioned above this is likely to be a reflection of the success of early intervention and prevention services keeping those in good or very good health from unnecessary reliance on long term care and support.

2.3 **Paying for additional care and support privately**

In England the percentage of people who stated that a family member helped them to pay for additional care increased from 10.8% to **11.6%**. In Peterborough this decreased from 9.6% to **6.7%**. This is likely to be a reflection on the demography in Peterborough and is likely also to be related the fact that a higher percentage brought additional care from themselves. In England the percentage who use their own money to buy additional care rose from 28.9% to **29.5%**. The result in Peterborough is much higher and rose from 36.2% to **36.9%**.

2.4 **Receiving practical help from someone else**

In England **42.3%** (an increase from 40.8%) reported receiving help from someone living in their household. In Peterborough this is increased from 40% to **42.2%**

Almost half (**48.3%**) of service users in England reported receiving regular practical help from someone living in another household. In Peterborough this was lower at **44.3%**.

2.5 **Choice**

In England in 2019/20 **66.6%** of service users stated that they have enough choice over care and support services. In Peterborough this was considerably higher at **75.2%**

2.6 **How having help makes people feel**

In England **61.6%** of people said that having help makes them feel better about themselves, up from 61.3%. The result for Peterborough was higher at **62.5%** which is significantly higher than the previous year's 59%.

When looking at the response 'Having help sometimes undermines the way I feel about myself' the national result was **9.2%** an increase on 9.1% from the previous year. Peterborough's result was **9.6%** which is an increase from the previous survey

when the result was 9.2%.

2.7 Finding information about support and services

In England **44.5 %** of service users reported they had never tried to find information or advice about support and services in the past year, an increase from 43.7% in the previous year. In Peterborough this was higher at **45.3%**, an increase from 43.8% the previous year.

For those who did look, in Peterborough a higher percentage than nationally, **72%**, found it fairly or very easy to find what they needed, although this was a reduction on **77.3%** the previous year. The **68.4%** reported nationally also worsened from the previous year, 69.7%.

2.8 Getting out and about

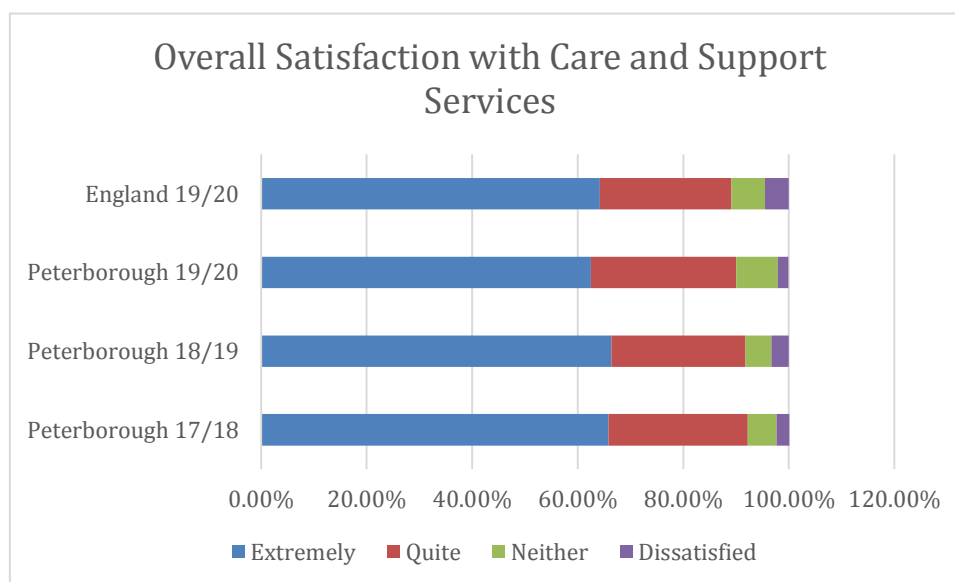
In England overall **29.4%** of service users said that they can get to all the places in their local area that they want to, a very slight reduction on the previous 29.8%. In Peterborough the result is better at **32.2%** although lower than the previous year, 36.2%. The percentage who do not leave their home at all was **26.2%** just below the national average of **26.5%**

2.9 Self-Reported Quality of Life

The percentage of respondents who reported that their quality of life was good or better nationally was **62.4%** whilst in Peterborough this was higher at **64.9%**.

3.0 Overall satisfaction with social care and support

3.1 Peterborough reported very low levels of respondents stating that they were dissatisfied with services at 2%, compared to 3.3% nationally. Peterborough saw a reduction in percentage of people who were very or extremely satisfied, dropping from 66.4% to 62.5% of service users. This is below the levels nationally, and regionally.



Response measured: Extremely satisfied/very satisfied

3.2 More respondents replied that they were quite satisfied, 27.5% as opposed to 25.5% and neither satisfied or dissatisfied, 7.9% as opposed to 4.9%. This indicates that the trend was toward people feeling either quite satisfied or neutral about services (at total of 35.4% of respondents) as opposed to being quite of extremely dissatisfied (only 2% of respondents).

4.0 Quality of Life

64.9% of service users rate their quality of life as 'good' or better, which is an improvement on the previous two years and significantly better than the national position at 62.4%.



Response measured: So good, it could not be better/very good/good

5.0 Quality of Life related Indicators

5.1 The survey asks a range of questions in relation to drivers for quality of life. The results of these are summarised in the table below:

Question	2017/18 result	2018/19 result	2019/20 result	Region result	England result
I have as much control over my daily life as I want	38.1%	35.1%	37.3%	35.8%	34.2%
I am clean and able to present myself the way I like	60.6%	62.9%	59.6%	57.6%	59.1%
I get all the food and drink I like when I want it	69%	68.8%	65.6%	64.6%	64.1%
My home is as clean and comfortable as I like	67.5%	69.2%	65.4%	66.4%	66.8%
I feel as safe as I want	68.4%	70%	72.9%	72.1%	70.2%
I have as much social contact as I want	49.3%	49%	48%	46.8%	45.9%
I am able to spend my time doing things I value or enjoy	38.7%	40.1%	40.5%	39.3%	37.7%

5.2 Looking at the direction of travel for these indicators there is a mixed picture with a higher percentage of people feeling positive about control over their lives, how they feel and how much time they spend doing things they enjoy, but a lower percentage answering positively in respect of cleanliness, access to food and social contact.

5.3 Compared to England all quality of life drivers scored comparatively well excepting in relation to cleanliness of their home.

6.0 **Impact of care and support services on Quality of Life**

6.1 The survey also asks a range of questions to ascertain how care and support services impact on quality of life, these are summarised in the table below.

6.2 Peterborough had increased rates of people of responding that care and support services helped them in having control over their daily life, up from 89.9% to 91.1% and that having help made them feel better about themselves, up from 59% to 62.5%.

6.3 Peterborough also had responses better than the regional or national average in relation to the following:

- I have enough choice and control over care and support services where 75.2% responded positively compared to 68.2% regionally and 66.6% nationally.
- Care and support services help me keep clean and presentable, where 82.8% answered positively compared to 81% regionally and nationally.
- Having help makes me feel better about myself, where 62.5% answered positively compared to 61.2% regionally and 61.6% nationally.

6.4 Areas where Peterborough responses were less positive were:

- Care and support services help you in feeling safe where 80.7% of respondents responded positively, compared to 85.2% regionally and 86.8% nationally.
- The way I am helped and treated makes me feel better about myself where 60.5% answered positively compared to 62% regionally and nationally.

6.5 There were also areas where Peterborough respondents were less likely to state that formal care and support services helped them, where we would potentially have supported alternatives such as TEC or informal carers as a part of our Adult Positive Challenge approach. Comments related to these questions did not suggest an unmet need.

6.6 Comments linked to these questions included:

In relation to help with food and drink

“Mainly my daughter and family do it”

“**** has packed lunch except on Fridays when she has lunch out with staff and other club members”

“But if my husband gets worse and cannot provide me with meals then I would need someone to provide meals”

In relation to help keeping clean and presentable

“When **** goes swimming, staff check otherwise family look after her hygiene needs.”

“Not always. Some more than others also do not come early enough sometimes 11.30 or later, my husband (who is ill himself) has to dress me etc”

“Not necessary”

In relation to keeping the home clean and comfortable

“My daughter does it”

“**** makes my bed and washes up other carers do nothing and their washing up skills need definitely improving”

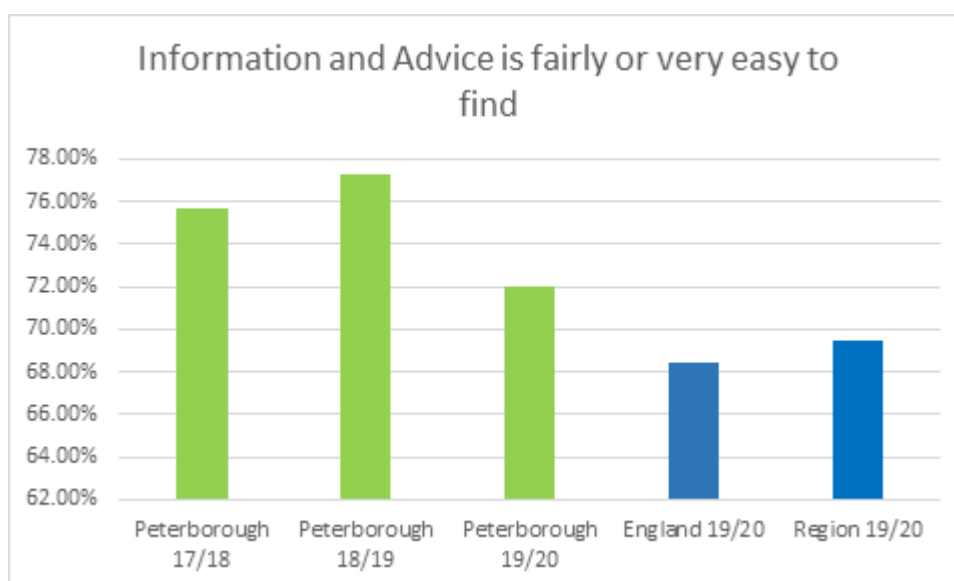
“I pay private cleaner as they would not offer this support”

“only the area they use means no cleaning the whole house””

7.0 Accessing Information and Advice

7.1 45.3% of survey respondents have never tried to find information or advice from care and support services, higher than the 43.5% last year. Of those who did try to access information and advice 36.9% found it very easy to find, compared to 31% nationally and 28.8% in the region. A further 35.1% found it fairly easy to find, compared to 37.4% in England and 40.7% in the region. Indicating that when looking for information service users are more likely to find what they need. However, 11.1% stated they found information very difficult to find, compared to 12.1% nationally and 10.8% regionally, suggesting that more could still be done to make information and advice more accessible.

7.2 The results for the last three years are shown on the graph below, showing that although Peterborough's results remain comparatively good, they have deteriorated from the previous two years.



8.0 Service Users Health and Independence

8.1 40.9% of the respondents report their health to be 'good' or 'very good', which is lower than the 43.5% in 2018/19 and 43.1% nationally and the 44.8% regionally. 35.4% reported having no pain or discomfort, which is higher than the 32.8% for the previous year, but lower than nationally (37.2%) and lower than the regional average (40%). 53.8% felt moderately or extremely anxious or depressed, compared to 52.8% the previous year, higher than both the national average of 51% and the regional average of 47.5%.

8.2 An overall depiction of the health and care needs results are shown below

Question	Response	18/19	19/20	Eng	Reg	Comp	DOT
How is your health in general?	Very good / Good	43.2%	40.9%	43.1%	44.8%	40.7%	↓
Which statements best describe your own health state today - Pain or discomfort?	I have no pain or discomfort.	32.8%	35.4%	37.2%	40%	37.1%	↑
Which statements best describe your own health state today - Anxiety or depression?	I am not anxious or depressed.	47.2%	46.2%	48.9%	52.4%	47.5%	↓

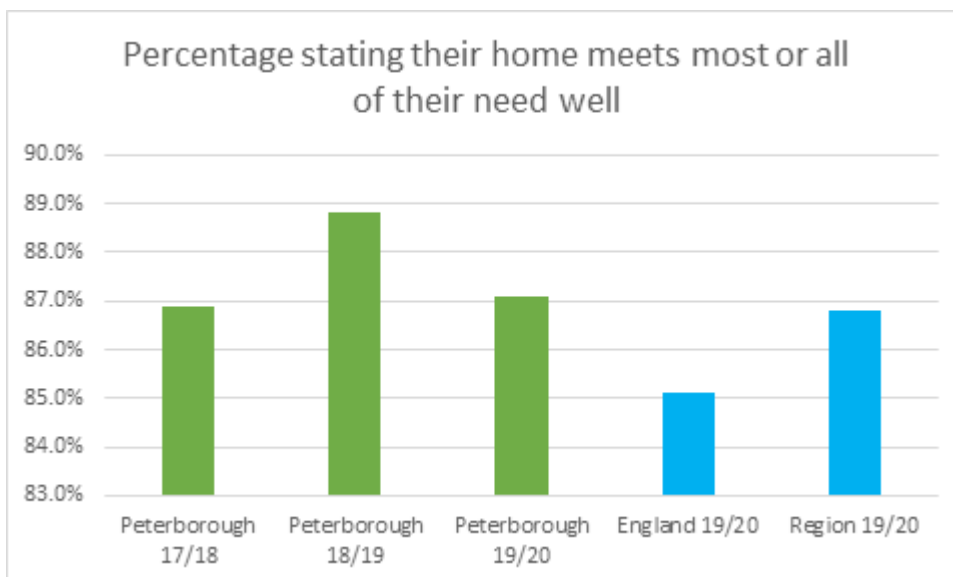
Do you usually manage to get around indoors (except steps) by yourself?	I can do this easily by myself.	54.7%	50.4%	51.7%	53.2%	51%	↓
Do you usually manage to get in and out of a bed (or chair) by yourself?	I can do this easily by myself.	53.2%	51.7%	54%	55.4%	50.7%	↓
Do you usually manage to feed yourself?	I can do this easily by myself.	78.5%	73.5%	75.6%	76.4%	74.5%	↓
Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?	I can do this easily by myself.	16.6%	17.3%	18.2%	19.1%	16.6%	↑
Do you usually manage to wash all over by yourself, using either a bath or shower?	I can do this easily by myself.	30.1%	27.9%	29.5%	28.4%	29.2%	↓
Do you usually manage to get dressed and undressed by yourself?	I can do this easily by myself.	37.8%	36.4%	40.1%	39.9%	39.4%	↓
Do you usually manage to use the WC/toilet by yourself?	I can do this easily by myself.	60.2%	55.2%	57.7%	58.8%	57.2%	↓
Do you usually manage to wash your face and hands by yourself?	I can do this easily by myself.	72.5%	66.3%	67.8%	69.3%	66.2%	↓

8.3 Peterborough's results worsened on most of the health and independence indicators, and this could suggest that long term services are being successfully reserved for those most in need, through our successful use of short term, low level and early intervention support. It could also point to a growing complexity of need and demand in our overall population. The increasing levels of need within the group surveyed might also account for the poorer results in some of the quality-of-life related indicators.

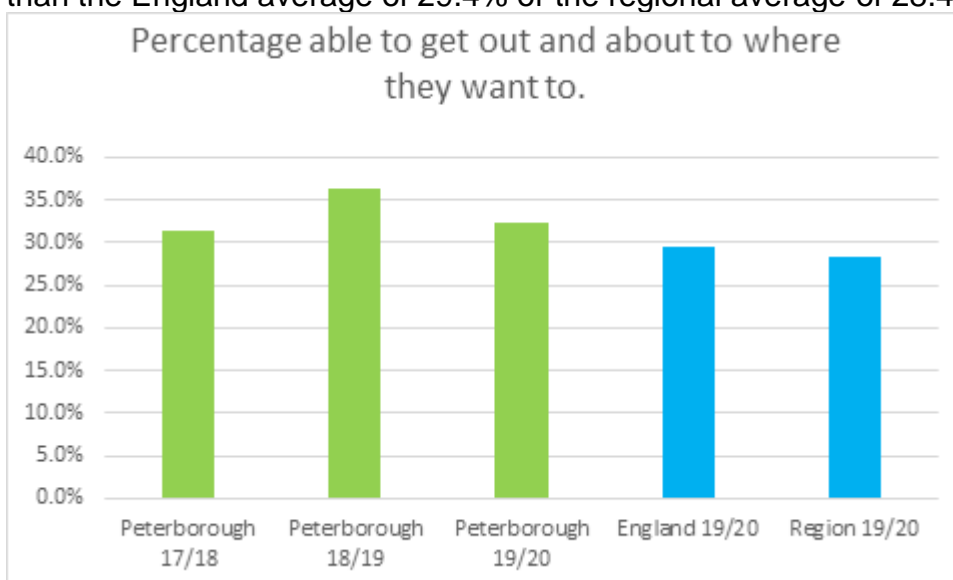
8.4 Other factors likely to impact on the health and independence indicators might be linked to the demographics of the local population. The table above includes the average for statistically comparable councils, which are often closer to the results for Peterborough than the regional and national comparisons.

9.0 Surroundings and Housing

9.1 A higher percentage of respondents than regionally or nationally stated that their homes meet most or all of their needs well, 87.1% compared to 85.1% in England and 86.8% in Eastern Region. In Peterborough this percentage is slightly down from the previous year's 88.8%.



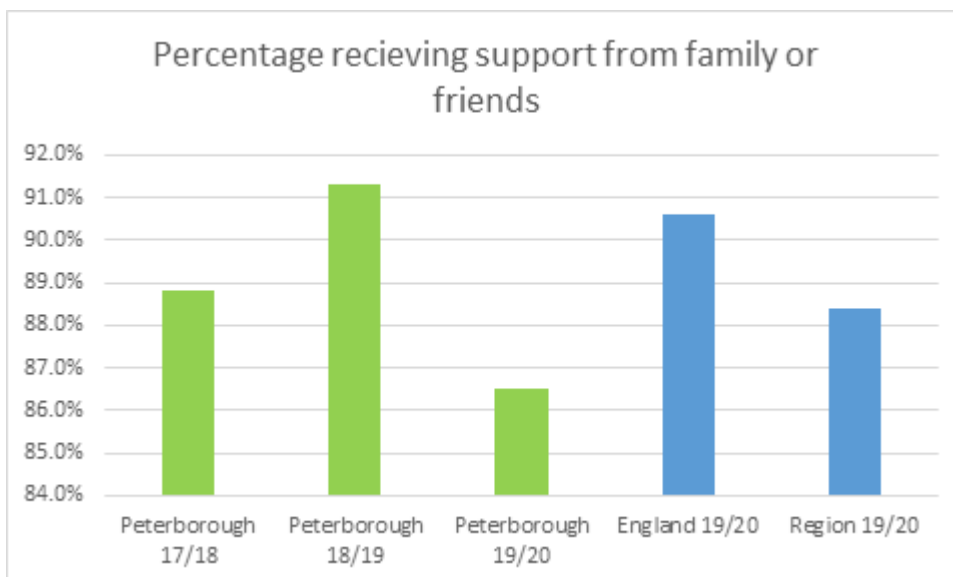
9.2 In respect of being able to get to all the places that they want to 32.2% of service users reported that they can do this, which is down from 36.2% in 18/19 but still better than the England average of 29.4% or the regional average of 28.4%.



9.3 26.2% of service users did not leave their homes, an increase on 22.2% in the previous year, but very slightly lower than the national and regional averages of 26.5% and 27.6% respectively.

10.0 Support from others / self-funded support

10.1 The majority of service users (86.5%) receive regular practical help from their spouse, partner, family, friends or neighbours, but this has reduced from 91.3% in the previous year. 42.2% receive help from a member of their household and 44.3% receive help from someone living in another household. This is lower than the England and Eastern Region averages which are 90.6% and 88.4% respectively.



10.2 36.9% of service users pay for additional or 'top-up' care themselves, which is higher than 39.2% in 2018/19. It is also significantly higher than the England average of 29.5% but lower than the Eastern Region average of 31.3%. Only 6.7% have additional support paid for by another family member, a decrease from 9.6% the previous year and lower than the England (11.6%) and Eastern Region (10.3%) averages.

11.0 **Adult Social Care Outcome Framework Indicators.**

11.1 In addition to providing useful intelligence on our local service user experience, the survey also produces the Council's out-turn against seven of the national indicators in the Adult Social Care Outcomes Framework (ASCOF). It should be noted that the ASCOF framework is currently under review in recognition that many of the indicators no longer reflect the national outcomes for Adult Social Care, there is very little focus on prevention, early intervention and low-level support.

11.2 The Council performed above average on 5 out of 7 of the survey related ASCOF metrics, although the direction of travel deteriorated on five.

ASCOF Indicator	18/19	19/20	DOT	Eng	Reg	Rank
1A - Social care related quality of life score	19.4	19.4	➡	19.1	19.3	44
1B - Proportion of people who use services who have control over their daily life	82.7%	79.4%	⬇	77.3%	79.9%	50
1I Proportion of people who use services who reported that they have as much social contact as they would like	49%	48%	⬇	45.9%	46.8%	49
3A Percentage of adults using services who are satisfied with the care and support they receive	66.4%	62.5%	⬇	64.2%	65.9%	97
3D Proportion of people who use services who find it easy to find information about services	77.3%	72.1%	⬇	64.2%	65.9%	37
4A - Proportion of people who use services who feel safe	70%	72.9%	⬆	72.1%	70.2%	40
4B - Proportion of people who use services who say that those services have made them feel safe and secure	84.8%	80.7%	⬇	86.8%	85.8%	129

12.0 **Making Use of the Survey**

12.1 The survey is an important source of intelligence around the experience of service users supported in long term care and support. As such it is used in a variety of ways to inform our adult positive challenge programme. Particular areas for focus from the 19/20 survey results are:

12.2 **Carers**

The survey evidenced the increasing reliance that our long-term service users have, on the support offered by informal carers. This links in with our continued focus on improving proactive engagement and support for carers, which is easy to access. We will continue to work with our commissioned carers support service, Caring Together, to promote What If Plans to support carers and those they support to plan ahead for unforeseen circumstances.

We are also developing a shared delivery plan with Think Communities with a focus on early support for carers supporting people who are not long-term service users.

12.3 **Access to Information and Advice.**

Peterborough has worked hard on the information and advice offer, and despite the slight deterioration in this area this year, the responses are still good when compared to other councils. However, the focus very much been on prevention and early intervention and we recognise that this might have meant that information for long term service users is more difficult to find. We have this year reviewed all our printable fact sheets to rationalise them and make them easy to access. We have also linked into the Covid Vaccination programme to have the Guide To Independent Living, our care directory, handed out to over 800 over 80s attending for their vaccinations, alongside 1000 Stay Well packs and 2000 Caring Together leaflets.

12.4 We will also be tracking our website and Peterborough Information Network page views to understand what information people are looking for.

12.5 Following on from the Healthwatch reports and the changes to hospital discharges, we are also reviewing the information we give to people who being discharged from hospital into care and support services.

12.6 **General Health and Independence**

A core part of our Adult Positive Challenge is understanding the drivers of demand, but also promoting independence wherever we can. The information on self-reported health and independence supports our understanding of the levels of need amongst our long-term service users.

ADULTS AND COMMUNITIES' SCRUTINY COMMITTEE	AGENDA ITEM No. 9
2 MARCH 2021	PUBLIC REPORT

Report of:	Charlotte Black, Service Director, Adults and Safeguarding	
Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald, Cabinet Member for Integrated Adult Social Care, Health and Public Health	
Contact Officer(s):	Tina Hornsby – Head of Integration	Tel. 07741 830025

ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT 2019-20

RECOMMENDATIONS	
FROM: Charlotte Black, Service Director – Adults and Safeguarding	Deadline date: N/A
<p>It is recommended that the Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> Note the summary of Adult Social Care complaints and compliments received between 1 April 2019 and 31 March 2020 and the learning and actions taken as a result. 	

1. ORIGIN OF REPORT

1.1 This report is a statutory requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

2. PURPOSE AND REASON FOR REPORT

2.1 Complaints received by Peterborough City Council Adults and Safeguarding are managed under The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009. Since January 2013, complaints have been managed by the Peterborough City Council Central Complaints Office, which is run by Serco for the council. The report summarises the Adult Social Care complaints and compliments received between 1 April 2019 and 31 March 2020.

2.2 This report is for the Adult & Communities Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1: Functions determined by Council:

- Adult Social Care
- Safeguarding Adults

2.3 *How does this report link to the Corporate Priorities?*

- Safeguard vulnerable children and adults
- Keep all our communities safe, cohesive and healthy
- Achieve the best health and wellbeing for the City

The report summarises the compliments and complaints received in relations to the Council's delivery and commissioning of adult social care.

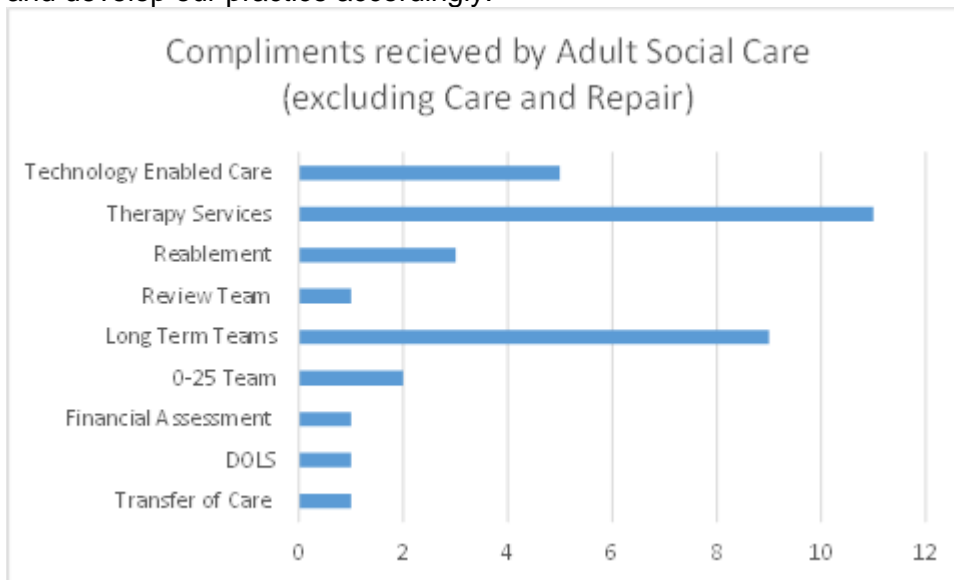
3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	
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4. BACKGROUND AND KEY ISSUES

4.1 Compliments Received

During 2019/20 a total of 111 compliments were recorded for Adult Social Care Services, 34 for individual Adult Social Care teams and 79 for the Council's Care and Repair services, which is also delivered within the Adults and Safeguarding Directorate. This is an increase on the 91 compliments logged in 2018/19 and the 46 logged in 2017/18. We suspect that only a small percentage of compliments received by other Adult Social Care staff in their day-to-day work are passed on to be logged. Through our newsletter we are encouraging staff to share these more systematically, so that we can learn from what goes well as well as what goes less well and develop our practice accordingly.



4.2 Examples of compliments received are:

“Following some issues last year, I felt that the whole team ensured that our experience of our father’s DOLs Assessment, Financial Assessment and Care Assessment was significantly different.

All of the team demonstrated a full understanding and empathy of our situation and gave us the space and time to give us full reassurance and support. They were honest and open with us through the whole process”

“Thankyou for sorting my Father’s care out, also I would just like you to know that you have an exceptional member of your team, she is amazing always on hand to help, with advise and goes that extra mile”

“Thanks for all your help, you are a truly amazing social worker, I’ve never had someone so dedicate like you. Thank you!!!”

“Thank you for your help, you've been great & provided a great customer service in time of great need.”

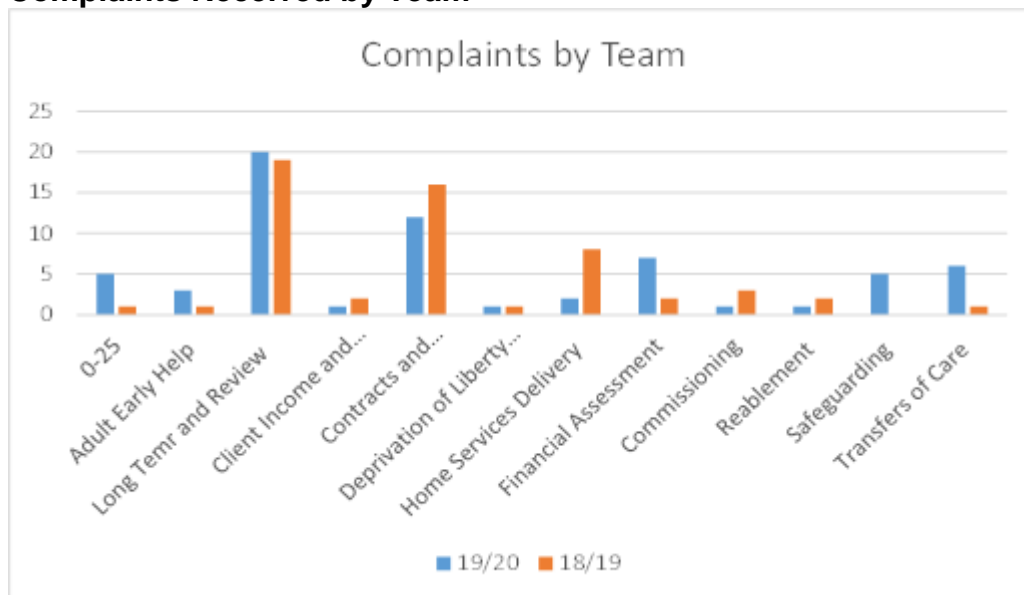
“Cannot thank us enough for all we have done to help by providing OT equipment. Very pleased with service.”

“I have met two lovely, kind understanding ladies who are definitely in the right jobs for them.”

4.3 Complaints Received

4.3.1 During 2019/20 a total of **64** formal complaints were logged about Adults Social Care services. Three of these complaints were subsequently withdrawn. In 2018/19 the number of complaints was just slightly lower at 56

4.3.2 Complaints Received by Team



The highest number of complaints was logged against Long Term and Review Teams and Contracts and Independent Providers. These teams also received the most complaints in the previous year and it is presentative of the number of people receiving support and the complexity levels in these areas. During the year April 2019-March 2020, to which this report relates, a total of 2743 people were supported in long term care .

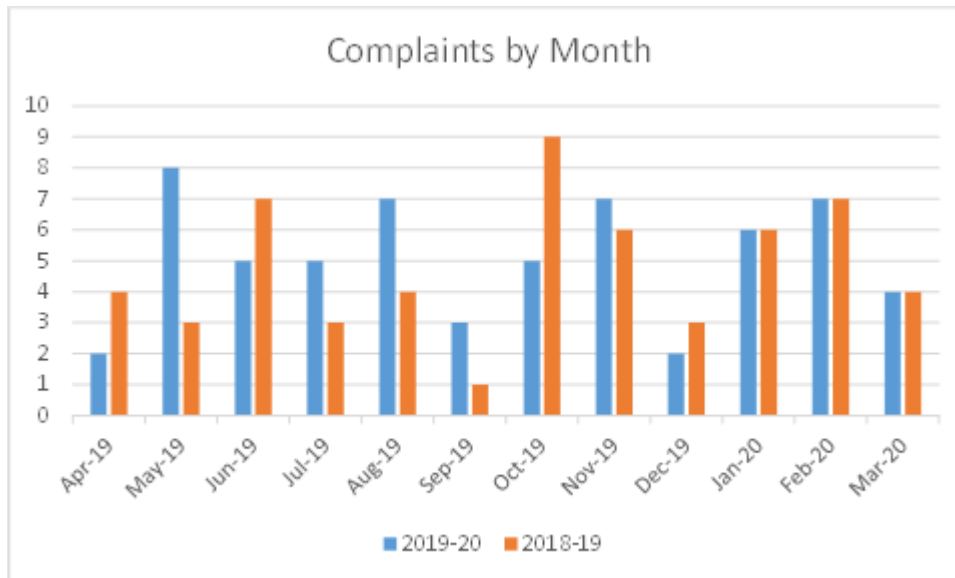
There were 5 complaints relating to safeguarding in 19/20, compared to none in the previous year, although it is suspected that complaints relating to safeguarding might have been recorded against other teams previously due to the multi-professional nature of response. Often a number of different practitioners are involved in an enquiry, including the Independent Sector and Commissioning. It is likely therefore, that the increase in complaints recorded against safeguarding might be connected to the lower numbers recorded against contracts and commissioning teams in 2019/20. 0-25, Financial Assessment and Transfer of Care also saw a slight increase in complaint numbers.

4.3.3 Complaints Received by Quarter

The complaints which were received were balanced across the four quarters of the year as shown below.

- Complaints logged in Q1 = 18
- Complaints logged in Q2 = 15
- Complaints logged in Q3 = 14
- Complaints logged in Q4 = 17

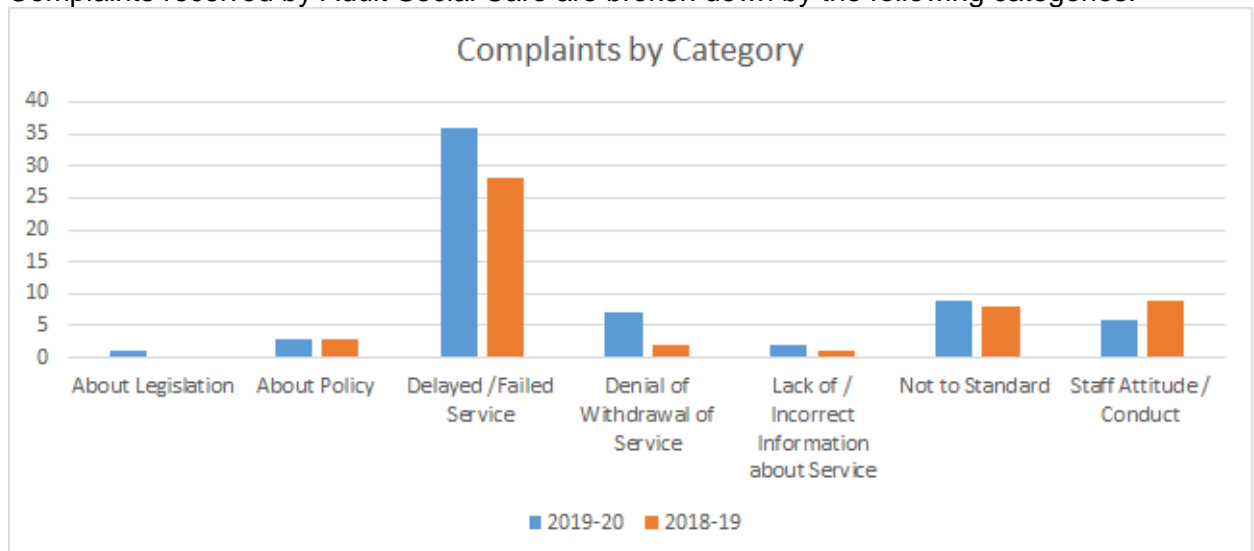
The graph below shows complaints received by month.



The numbers of complaints received each month were fairly stable with the highest number received in May (8) and the lowest numbers received in April and December (2).

4.3.4 Complaints Received by Category

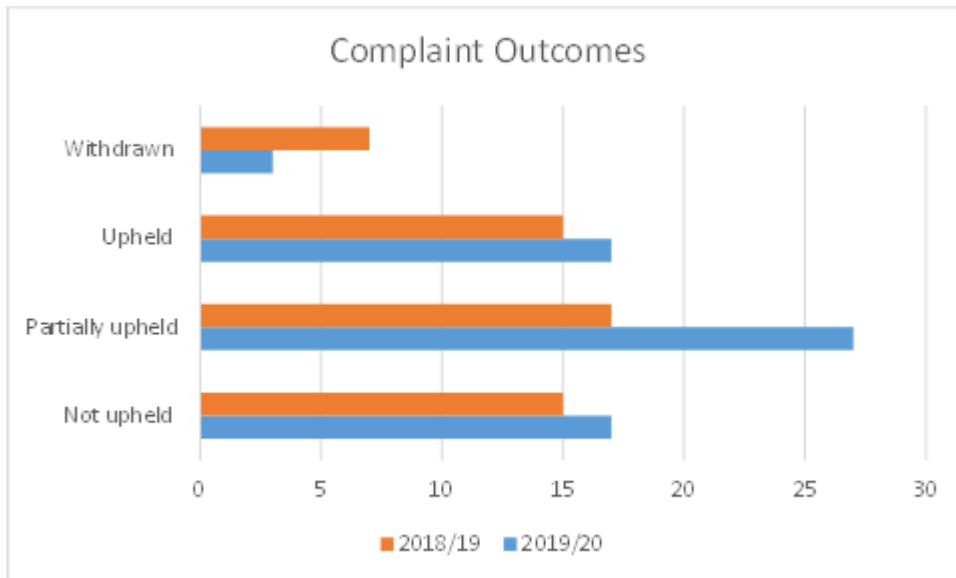
Complaints received by Adult Social Care are broken down by the following categories:



As with previous years the highest number of complaints were received in the category Delayed / Failed Service, 36 of 64 (56%). This is comparable with complaints across the council where Delay/Failed and Not to Standard are the most common categories

4.4 Outcome of complaints

In 2018/19 a high proportion of complaints were recorded as either upheld or Partially Upheld - a total of 66%. This has risen to 70% in 2019/20, with 28% being upheld and 42% being partially upheld – the outcomes are shown in the graph below:



In September 2020 The Local Government Social Care Ombudsman published the national report of complaints which were escalated which, similarly to our locally investigated complaints, showed a slight increase in the percentage upheld (including partially upheld) from 66% in 18/19 to 69% in 19/20.

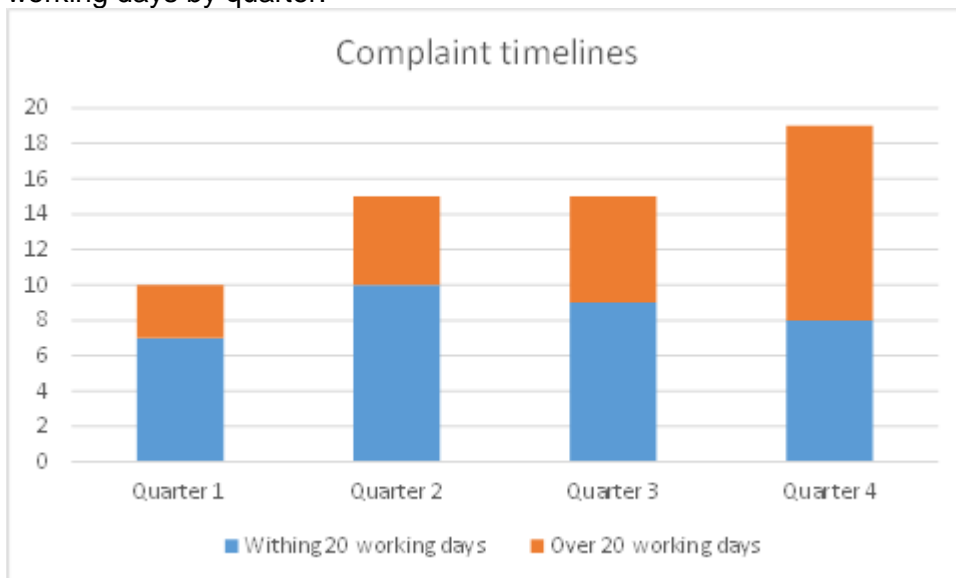
The partially upheld element of a complaint can be a relatively minor issue in comparison to the overall input provided but it is still important that we recognise these complaints in terms of continuous improvement.

4.5 Complaints Responded to within 20 working days

The ASC Statutory complaint regulations do not specify a timescale for the formal response to a complaint. However to keep the service focused on resolution we have a locally agreed target of 20 working days to respond to a complaint.

To the end of Q3 the average response time was 31 days and 65% or completed responses were sent within the 20 day timescale. The responses for Quarter 4 were impacted by Covid with a much lower percentage completed within 20 days (42%).

The graph below shows the breakdown of complaints responded to within and outside of 20 working days by quarter:



Delayed responses are often due to the need to investigate across more than one team, or organisation. For example if the complaint concerns an independent provider or involves a health element, then a response must be sought from elsewhere to feed into the overall response. Responses which took over the 20 days were more likely to resolve in some subsequent action

being taken, 81% as compared to 66% overall.

4.6 **Escalated Complaints**

Escalated complaints are recorded if a complainant states they are dissatisfied with their first response to the complaint. Escalated complaints involve a further review and the Assistant Director sends the final response to the complaint along with LGSCO referral rights.

The rate of escalations fluctuates annually but has previously been less than 10% per annum. This year 14 cases escalated which is approximately 20% of cases.

The Outcome changed in only one of the cases out of 14 that had a further review. This highlights that complaints are being robustly investigated at the earlier stage.

The services with the most escalations recorded are:

- Financial Assessment Team = 4
- Contract Compliance Team = 3

No other team had more than 1 escalation

4.7 **Local Government Social Care Ombudsman (LGSCO) Complaints**

There are currently 4 complaints awaiting investigation by the LGSCO about ASC and there have been 5 completed LGSCO investigations about ASC cases in 2019/20 with the following outcomes.

- 2 Not Upheld
- 2 upheld
- 1 Closed After Initial Enquires – No Fault found

This is a higher number of complaints investigated by the LGSCO for ASC than in the previous year.

The details of the two upheld complaints are published on the LGSCO website as follows:

Residential Care – July 2019 Summary: There is no evidence of fault in how the Council handled the Best Interests decision-making process with regard to the complainant's wife, or several related matters. There was fault which caused a minor injustice in its handling of his request for amendments to her care and support plan, but the Ombudsman does not consider there is any further action for the Council to take. He has therefore completed his investigation.

Charging – January 2020 Summary: Mrs D complains the Council is at fault for charging her father-in-law for one-to-one care provided by a care home. We uphold the complaint finding the Council gave Mrs D no satisfactory explanation of an agreement it reached with the care home to pay for care. Consequently, Mrs D had no notice of the fee increase and no opportunity to limit her father-in-law's exposure to the cost of care. The Council has agreed action to remedy the complaint, including writing-off half the money owed for the care. Wider learning was around the need to ensure clear lines of communication when urgent changes are made to stabilise a care package, if those changes will have an impact on the overall charge to the service user. This element will feed into our current review of financial processes.

4.8 **Themes and Topics from Complaints.**

Complaints covered the following topics and themes.

- Independent care providers not following the agreed care package, not being easily contactable and late/missed calls
- Attitude and conduct of staff members both in the council and independent care providers
- Delays in processes and communications
- Unhappy about being turned down for service or service being cancelled
- Errors in record keeping or communications
- Complaints around safeguarding processes
- Lack of provision of interpreters or advocates

- Unhappy with communications between health and social care at discharge from hospital
- Disputing billing or charging calculations

4.9 **Learning from Complaints and Action Taken as a Result of Complaints**

The department is committed to learning from complaints and to continuously improving the processes for handling complaints. Examples of improvements that have been made as a result of complaints include:

Examples of actions in relation to isolated incidents raised as a complaint

- In response to complaints around staff not following processes, apologies and individual practice reminders or training for the staff member
- In response to complaints from carers about a lack of pro-active support improvement to case recording to reflect better carers needs and What If Plans.
- In response to concerns around at lack of engagement in decision making, provision of interpreters and / or advocates as appropriate and better recording of support requirements around communication in case records.
- In response to complaints about quality of care from independent sector providers, change of provider and / or increased monitoring and support for the provider. The Contract Monitoring Team work with those providers where concerns have been raised to ensure standards are met moving forward.

Examples of service level learning and action:

- In response to a complaint around assessment delays a review was undertaken with the teams to determine how the assessment process might be improved and to ensure effective communication when demand is such that there would be a delay in assessment. All those waiting are risk assessed to ensure those with greatest need are prioritised.
- Linked to a few complaints around failure to communicate information a review of all our letters has been undertaken to ensure we give the correct information at the right time.
- In response to concerns around delays in responding to carer crisis – learning has been fed into the overarching work around improving carer conversations to ensure urgent actions and pressures can be responded to without a lengthy carers assessment process. Improved the sharing of support for carers through a carers huddle for all practitioners to attend where community support for carers is explored and best practice in supporting carers.
- Where a complaint concerns a commissioned provider the complaint will also be logged on the Notification of Concern system, so that any issues can be followed up formally within the contracts management process if required.

5. CONSULTATION

- 5.1 The complaints and compliments process is proactively promoted by workers in Adults and Safeguarding a way for service users and carers to feedback on their experience of their contact with the Council.

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 No direct impact other than changes which might be introduced as the result of learning from complaints.

7. REASON FOR THE RECOMMENDATION

- 7.1 There is an expectation that an annual review of complaints be made publicly available each year.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Not applicable.

9. IMPLICATIONS

Financial Implications

9.1 Not applicable.

Legal Implications

9.2 Complaints received by Peterborough City Council Adults and Safeguarding are managed under The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

Equalities Implications

9.3 Not applicable.

Rural Implications

9.4 Not applicable.

Carbon Impact Assessment

9.5 Not applicable.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 Local Government and Social Care Ombudsman published their Annual Review of Adult Social Care Complaints. You can see the report here: <https://www.lgo.org.uk/information-centre/reports/annual-review-reports>

11. APPENDICES

11.1 None.

ADULTS AND COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 10
2 MARCH 2021	PUBLIC REPORT

Report of:	Fiona McMillan, Director of Law and Governance	
Contact Officer(s):	David Beauchamp, Democratic Services Officer	Tel. 01733 384628

MONITORING SCRUTINY RECOMMENDATIONS

R E C O M M E N D A T I O N S	
FROM: Director of Governance	Deadline date: N/A
<p>It is recommended that the Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> 1. Considers the responses from Cabinet Members and Officers to recommendations made at previous meetings as attached in Appendix 1 to the report and provides feedback including whether further monitoring of each recommendation is required. 	

1. ORIGIN OF REPORT

- 1.1 The Adults and Communities Scrutiny Committee agreed at a meeting held on 21 June 2017 that a report be provided at each meeting to note the outcome of any recommendations made at the previous meeting held thereby providing an opportunity for the Committee to request further monitoring of the recommendation should this be required.

2. PURPOSE AND REASON FOR REPORT

- 2.1 The report enables the Scrutiny Committee to monitor and track progress on recommendations made to the Executive or Officers at previous meetings.
- 2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference No. *Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3.3:*

The Scrutiny Committees will:

- (a) *Review and scrutinise the Executive, Committee and officer decisions and performance in connection with the discharge of any of the Council's functions;*
- (b) *Review and scrutinise the Council's performance in meeting the aims of its policies and performance targets and/or particular service areas;*
- (c) *Question Members of the Executive, Committees and senior officers about their decisions and performance of the Council, both generally and in relation to particular decisions or projects;*
- (d) *Make recommendations to the Executive and the Council as a result of the scrutiny process*

3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4. **BACKGROUND**

4.1 Appendix 1 of the report sets out the recommendations made to Cabinet Members or Officers at previous meetings of the Scrutiny Committee. It also contains summaries of any action taken by Cabinet Members or Officers in response to the recommendations.

4.2 The progress status for each recommendation is indicated and if the Scrutiny Committee confirms acceptance of the items marked as completed they will be removed from the list. In cases where action on the recommendation is outstanding or the Committee does not accept the matter has been adequately completed it will be kept on the list and reported back to the next meeting of the Committee. It will remain on the list until such time as the Committee accepts the recommendation as completed.

5. **ANTICIPATED OUTCOMES OR IMPACT**

5.1 Timelier monitoring of recommendations made will assist the Scrutiny Committee in assessing the impact and consequence of the recommendations.

6. **REASON FOR THE RECOMMENDATION**

6.1 To assist the Committee in assessing the impact and consequence of recommendations made at previous meetings.

7. **BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

7.1 Minutes of the Adults and Communities Scrutiny Committee meetings held on 12 March 2019.

Minutes of the Joint Scrutiny meeting held on 22 July 2020.

8. **APPENDICES**

8.1 Appendix 1 – Recommendation Monitoring Report

RECOMMENDATIONS MONITORING REPORT 2018-19

ADULTS AND COMMUNITIES SCRUTINY COMMITTEE

Meeting date Recommendations Made	Portfolio Holder / Directorate Responsible	Agenda Item Title	Recommendation Made	Action Taken	Progress Status
2018/19					
12 March 2019	Councillor Walsh, Cabinet Member for Communities	7. Selective Licensing – interim review and outcomes	<p>RECOMMENDATION:</p> <p>The Adults and Communities Scrutiny Committee RESOLVED to recommend that Cabinet should consider extending Selective Licensing across the whole city after the current scheme expires in 2021.</p>	<p>Recommendation sent to Councillor Walsh, Cabinet Member for Communities and Jo Bezant, Manager, Housing Enforcement and Selective Licensing on 18/03/2019.</p> <p>Response received and sent to committee members on 03/04/2019. Please see below:</p> <p>Review of selective licensing schedule to go to Committee in the 2021/22 Municipal Year</p>	Ongoing.
<p>Selective Licensing schemes require local councils to demonstrate that certain conditions set by Government are met. In the case of our existing scheme we did this via an extensive analysis of data. To extend the scheme we would need to undertake a similar exercise using the same format as the previous scheme. This data would then identify the areas of the city that meet the government set criteria for a selective licensing scheme to be introduced. Following any decision on proposed areas for a new scheme, a full and</p>					

Meeting date Recommendations Made	Portfolio Holder / Directorate Responsible	Agenda Item Title	Recommendation Made	Action Taken	Progress Status
					<p>comprehensive public consultation of at least 10 weeks would need to take place. In addition, if more than 20% of the city's private rented sector would be affected by any new scheme it would be necessary for approval to be sought from the Ministry for Housing, Communities and Local Government (MHCLG).</p> <p>However, MHCLG is currently undertaking a review of selective licensing across the country. The outcome of the review is expected some time this year. This review could affect any future schemes the council may want to introduce, and we have therefore agreed that it would be prudent to wait for this guidance, given the complexities of developing new schemes described above, before we commence any further work.</p> <p>Further update requested at 17 November 2020 meeting and sent to Members on 8 January 2021.</p>

RECOMMENDATIONS MONITORING REPORT 2020-21

Meeting date Recommendations Made	Portfolio Holder / Directorate Responsible	Agenda Item Title	Recommendation Made	Action Taken	Progress Status
22 JULY – JOINT SCRUTINY	Cllr Steve Allen, Cabinet Member for Housing, Culture and Recreation Adrian Chapman, Service Director – Communities and Partnerships	Peterborough City Council’s Response to COVID-19	RECOMMENDATION The Joint Meeting of the Scrutiny Committees RESOLVED to recommend that Cabinet takes immediate steps to open statutory services such as libraries, with due consideration for public health issues, and that a report should be submitted to Central Government outlining the Council’s breach of statutory duties to date.	Letter sent to Department for Digital, Culture, Media and Sport on 09/09/2020 2020. Received from Adrian and Members updated on 15/09/2020.	Completed
17 NOVEMBER	Cllr Wayne Fitzgerald – Cabinet Member for Adult Social Care, Health and Public Health Cllr Steve Allen, Cabinet Member for Housing, Culture and Recreation	Draft Affordable Warmth Strategy 2021 – 2025 and the Housing Renewals Policy 2021 - 2024	RECOMMENDATION The Adults and Communities Scrutiny Committee RESOLVED to endorse the Affordable Warmth Strategy 2021 – 2025 and the Housing Renewals Policy 2021 – 2024 for approval by the Executive.	Approved by the Cabinet Member for Adult Social Care, Health and Public Health via CMDN on 19 January	Completed*

* = Pending Committee’s Approval

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ADULTS AND COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 11
2 MARCH 2021	PUBLIC REPORT

Report of:	Fiona McMillan, Director of Law and Governance		
Cabinet Member(s) responsible:	Cabinet Member for Resources		
Contact Officer(s):	David Beauchamp, Democratic Services Officer	Tel. 01733 384628	

FORWARD PLAN OF EXECUTIVE DECISIONS

R E C O M M E N D A T I O N S	
FROM: Director of Law and Governance	Deadline date: N/A
<p>It is recommended that the Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> 1. Considers the current Forward Plan of Executive Decisions and identifies any relevant items for inclusion within their work programme or request further information. 	

1. ORIGIN OF REPORT

1.1 The report is presented to the Committee in accordance with the Terms of Reference as set out in section 2.2 of the report.

2. PURPOSE AND REASON FOR REPORT

2.1 This is a regular report to the Adults and Communities Scrutiny Committee outlining the content of the Forward Plan of Executive Decisions.

2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference No. Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3.3:

The Scrutiny Committees will:

(f) Hold the Executive to account for the discharge of functions in the following ways:

ii) By scrutinising Key Decisions which the Executive is planning to take, as set out in the Forward Plan of Executive Decisions;

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4. BACKGROUND AND KEY ISSUES

4.1 The latest version of the Forward Plan of Executive Decisions is attached at Appendix 1. The Forward Plan contains those Executive Decisions which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) can take and any new key decisions to be taken

after 15 March 2021.

4.2 The information in the Forward Plan of Executive Decisions provides the Committee with the opportunity of considering whether it wishes to seek to influence any of these executive decisions, or to request further information.

4.3 If the Committee wished to examine any of the executive decisions, consideration would need to be given as to how this could be accommodated within the work programme.

4.4 As the Forward Plan is published fortnightly any version of the Forward Plan published after dispatch of this agenda will be tabled at the meeting.

5. CONSULTATION

5.1 Details of any consultation on individual decisions are contained within the Forward Plan of Executive Decisions.

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 After consideration of the Forward Plan of Executive Decisions the Committee may request further information on any Executive Decision that falls within the remit of the Committee.

7. REASON FOR THE RECOMMENDATION

7.1 The report presented allows the Committee to fulfil the requirement to scrutinise Key Decisions which the Executive is planning to take, as set out in the Forward Plan of Executive Decisions in accordance with their terms of reference as set out in Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3.3.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 N/A

9. IMPLICATIONS

Financial Implications

9.1 N/A

Legal Implications

9.2 N/A

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 None

11. APPENDICES

11.1 Appendix 1 – Forward Plan of Executive Decisions

PETERBOROUGH CITY COUNCIL'S FORWARD PLAN OF EXECUTIVE DECISIONS

PUBLISHED: 12 FEBRUARY 2021

FORWARD PLAN

PART 1 – KEY DECISIONS

In the period commencing 28 clear days after the date of publication of this Plan, Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below in **Part 1**. Key decisions relate to those executive decisions which are likely to result in the Council spending or saving money in excess of £500,000 and/or have a significant impact on two or more wards in Peterborough.

If the decision is to be taken by an individual Cabinet Member, the name of the Cabinet Member is shown against the decision, in addition to details of the Councillor's portfolio. If the decision is to be taken by the Cabinet, this too is shown against the decision and its members are as listed below:
Cllr Holdich (Leader); Cllr Fitzgerald (Deputy Leader); Cllr Ayres; Cllr Cereste; Cllr Hiller; Cllr Seaton; Cllr Walsh; Cllr Allen and Cllr Farooq.

This Plan should be seen as an outline of the proposed decisions for the forthcoming month and it will be updated on a fortnightly basis to reflect new key-decisions. Each new Plan supersedes the previous Plan and items may be carried over into forthcoming Plans. Any questions on specific issues included on the Plan should be included on the form which appears at the back of the Plan and submitted to philippa.turvey@peterborough.gov.uk, Democratic and Constitutional Services Manager, Legal and Governance Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388039). Alternatively, you can submit your views via e-mail to or by telephone on 01733 452460. For each decision a public report will be available from the Democratic Services Team one week before the decision is taken.

PART 2 – NOTICE OF INTENTION TO TAKE DECISION IN PRIVATE

Whilst the majority of the Executive's business at the Cabinet meetings listed in this Plan will be open to the public and media organisations to attend, there will be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. In these circumstances the meeting may be held in private, and on the rare occasion this applies, notice will be given within **Part 2** of this document, 'notice of intention to hold meeting in private'. A further formal notice of the intention to hold the meeting, or part of it, in private, will also be given 28 clear days in advance of any private meeting in accordance with The Local Authorities (Executive Arrangements) Meetings and Access to Information) (England) Regulations 2012.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed (unless a notice of intention to hold the meeting in private has been given).

PART 3 – NOTIFICATION OF NON-KEY DECISIONS

For complete transparency relating to the work of the Executive, this Plan also includes an overview of non-key decisions to be taken by the Cabinet or individual Cabinet Members, these decisions are listed at **Part 3** and will be updated on a weekly basis.

You are entitled to view any documents listed on the Plan, or obtain extracts from any documents listed or subsequently submitted to the decision maker prior to the decision being made, subject to any restrictions on disclosure. There is no charge for viewing the documents, although charges may be made for photocopying or postage. Documents listed on the notice and relevant documents subsequently being submitted can be requested from Philippa Turvey, Democratic and Constitutional Services Manager, Legal and Governance Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388038), e-mail to philippa.turvey@peterborough.gov.uk or by telephone on 01733 452460.

All decisions will be posted on the Council's website: www.peterborough.gov.uk/executivedecisions. If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Democratic and Constitutional Services Manager using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this Plan.

PART 1 – FORWARD PLAN OF KEY DECISIONS

KEY DECISIONS FROM 15 MARCH 2021

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>To approve the 2021/22 Transport Programme of Works – KEY/15MAR21/01</p> <p>To approve the 2021/22 Transport Programme of Works, as follows:</p> <ul style="list-style-type: none"> • The 2021/22 Integrated Transport Programme; • The 2021/22 Highway Maintenance Programme • The 2021/22 Street Lighting Maintenance Programme; and • The 2021/22 Bridge Maintenance Programme. 	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>March 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p> <p>Appropriate consultation will be undertaken on individual schemes in the programme as required.</p>	<p>Lewis Banks, Transport & Environment Manager, 01733 317465, lewis.banks@pe-terborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

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<p>Extension of the Delivery of Leisure and Cultural Services – KEY/15MAR21/02 Extension of the delivery of Cultural Services by City Culture Peterborough, and Leisure Services by Peterborough Limited for three years to rationalised and reorganise service delivery in light of the effects of COVID-19. The 3 year extension will give time to properly reorganise and allow time for the Private Sector to rebuild in time for a tender exercise in 2024.</p>	<p>Councillor Steve Allen, Cabinet Member for Housing, Culture and Recreation</p>	<p>March 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p>	<p>Pete Carpenter, Corporate Director Resources, 01733 452520, Peter.Carpenter@Peterborough.Gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published</p>

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<p>£1m Parks Project – KEY/15MAR21/03 Awarding external grant funding to Aragon Direct Services to manage the parks improvement projects following their competitive tendering exercise.</p>	<p>Councillor Marco Cereste, Cabinet Member for Waste, Street Scene and Environment</p>	<p>March 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p> <p>Consultation with Aragon Direct Services Parks and Open Space team and regular updates to Ward Councillors</p>	<p>James Collingridge Head of Environmental Partnerships 01733864736 james.collingridge@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published</p>

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<p>Bretton Court Redevelopment Scheme – KEY/15MAR21/04</p> <p>1. Approve the surrender of the Council’s lease for the ground floor retail units of Bretton Court dated 28th June 2019, subject to the conditions to set out below and to be formalised within the Deed of Surrender</p> <p>2. Approve the Council entering in to an Agreement for Lease for the ground floor retail units of the new development scheme at Bretton Court, subject to the terms set out below</p> <p>3. Subject to the terms of the above Agreement for Lease being satisfied, to approve the Council entering in to a New Lease or the ground floor retail units of the new development scheme at Bretton Court</p>	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>March 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Bretton</p>	<p>Relevant internal and external stakeholders</p>	<p>Helen Harris, Senior Estates Surveyor, NPS Peterborough Email: helen.harris@nps.co.uk Tel: 01733 384534 Mobile: 07920 160181</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

PREVIOUSLY ADVERTISED KEY DECISIONS

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>1. Disposal of freehold in Centre of the City - KEY/12JUN18/01 To delegate authority to the Corporate Director of Growth and Regeneration to sell the property</p> <p>141</p>	<p>Councillor Seaton, Cabinet Member for Finance</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Central</p>	<p>Relevant internal and external stakeholders</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 07920160122 Email: Peter.carpenter@pe terborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>

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<p>2. To approve the awarding of contracts to external providers following a competitive tender exercise led by Cambridgeshire County Council - KEY/25JUNE18/02 Cambridgeshire County has recently conducted a tendering exercise to establish a Dynamic Purchasing System for the provision Supported Living Services for Adults with a Learning Disability (Reference number: DN311905). Peterborough City Council is the named authority under this arrangement and would want to commission care and support packages (call-off).</p>	<p>Councillor Fitzgerald, Deputy Leader and Cabinet Member for Adult Social Care, Health & Public Health</p>	<p>February 2021</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p> <p>Relevant consultations has been carried out with the service users, family carers, Health colleagues and care and support providers across Cambridgeshire and Peterborough.</p>	<p>Cris Green, Commissioner for Learning Disabilities & Autism, 0793261226 6419, cris.green@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

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<p>3. Adoption of the “Dynamic Purchasing System” (DPS) procedure for Public Health contracts with Primary Care providers – KEY/10DEC18/01 To seek the approval to adopt the “Dynamic Purchasing System” (DPS) procedure for contracts with Primary Care providers for the duration of up to five years. The proposals have been approved by the Cambridgeshire and Peterborough Joint Commissioning Board.</p>	<p>Councillor Fitzgerald, Deputy Leader and Cabinet Member for Adult Social Care, Health & Public Health</p>	<p>February 2021</p>	<p>Health Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p>	<p>Val Thomas, Consultant in Public Health Val.Thomas@cambridge-shire.gov.uk 01223 703264/ 07884 183374</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

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4.	<p>Vehicle removal for Parking contravention – KEY/15APR19/02 To ask the Cabinet Member to approve the policy to implement a scheme to remove vehicles of persistent offenders in breach of parking restrictions in the City and to appoint the Local Authority Trading Company to act as the authorised agent of the policy.</p>	Councillor Walsh, Cabinet Member for Communities	February 2021	Growth, Environment and Resources Scrutiny Committee	All Wards	<p>Details of any consultation to be decided.</p> <p>Relevant internal and external stakeholders.</p>	Adam Payton, PES Senior Officer, Parking Lead, 01733 452314 adam.payton@peterborough.gov.uk	Prevention and Enforcement Service Vehicle Removal For Parking Contraventions Policy and Guidance
14.	<p>Contract for remedial works by PCC to the Stanground Bypass – KEY/2SEP19/02 To approve works to the Stanground bypass and authorise the associated package of work to be issued to Skanska Construction UK Limited under the Council's existing agreement with SKANSKA dated 18th September 2013 (the Highways Services Agreement).</p>	Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments	February 2021	Growth, Environment and Resources Scrutiny Committee	Stanground South and Hargate and Hempsted	<p>Relevant internal and external stakeholders</p> <p>Standard consultation for highway schemes.</p>	Charlotte Palmer, Group Manager – Transport and Environment, charlotte.palmer@peterborough.gov.uk	To be determined.

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145	<p>6. Approval of funding for the provision of accommodation to reduce homelessness KEY/14OCT19/01 – Following Cabinet Decision JAN18/CAB/18 this is a new project to increase the supply of housing and address the demand for accommodation resulting from the increase in homelessness.</p>	<p>Councillor Steve Allen, Cabinet Member for Housing, Culture and Recreation</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All</p>	<p>Relevant internal and external stakeholders.</p> <p>The issues associated with homelessness in Peterborough have been subject to significant discussion in various forums, including the Council's Adults and Communities Scrutiny, Cabinet and Full Council</p>	<p>Peter Carpenter, Acting Corporate Director of Resources Email: peter.carpenter@peterborough.gov.uk Tel: 01733 452520</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published. The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>

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<p>7. Disposal of land at 7-23 London Road, Peterborough - KEY/06JAN20/01 Approval to dispose of surplus land to a registered provider for redevelopment to social housing The disposal will be conditional on a successful planning consent; the application has yet to be made.</p>	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Central</p>	<p>Relevant internal and external stakeholders.</p>	<p>Tristram Hill, Strategic Asset Manager, Tel: 07849 079787 Email: tristram.hill@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>There will be an exempt annex with details of the commercial transaction.</p>

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<p>9. Approval for Framework for Early Intervention and Prevention Services KEY/27APR20/02 - Approval for Pseudo Framework for the commissioning of Early Intervention and Prevention Services in Peterborough</p>	<p>Councillor Fitzgerald, Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health and Public Health</p>	<p>March 2021</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p>	<p>Sarah Bye, Senior Commissioner for Early Intervention and Prevention. Email: sarah.bye@camb ridgeshire.gov.uk Tel: 07468 718793</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>10. Re-implementation of the Millfield, New England, Eastfield and Embankment Public Space Protection Order – KEY/11MAY20/01 The current PSPO for Millfield, New England, Eastfield and Embankment expires in July 2020. Orders can be extended for a further 3 years provided that they are reviewed and extended prior to the order expiring. This decision request will consider the enforcement levels of the current order carried out in the last 3 years, current crime and anti-social behaviour levels for the order area and the outcomes of the consultation with the public and interested parties.</p>	<p>Councillor Irene Walsh, Cabinet Member for Communities</p>	<p>February 2021</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>Central , North, Park and East Wards</p>	<p>Relevant internal and external stakeholders.</p> <p>A consultation will be carried out with the Police & Crime Commissioner, Chief Constable, Ward Councillors, Key Interested Parties directly. A 28 day public consultation will be made available to the public and all other interested parties online on the council's website, with hard copies available on request.</p>	<p>Laura Kelsey, Senior Problem Solving Officer, T: 01733 453563 laura.kelsey@pet erborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

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11.	<p>Award of Community Alarm (Lifeline) Contract to commence 1/4/2021 – KEY/8JUN20/01</p> <p>Award of Lifeline contract to successful bidder following formal procurement process.</p>	<p>Councillor Fitzgerald, Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health and Public Health</p>	<p>March 2021</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>All wards.</p>	<p>Relevant internal and external stakeholders.</p> <p>Public consultation through PCC medium term financial strategy 2020-21</p>	<p>Diana Mackay, Commissioner. diana.mackay@cambridgeshire.gov.uk, 07879 430819</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
12.	<p>Supply of Agency Staff to the Council – KEY/8JUN20/02</p> <p>Framework Agency contracts for the supply of staff to the Council expire in September 2020. This process puts in place a replacement set of contract(s).</p>	<p>Councillor Mohammed Farooq, Cabinet Member for Digital Services and Transformation</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All wards.</p>	<p>Relevant internal and external stakeholders.</p> <p>Normal Contract, no further consultation required further than affected internal stakeholders</p>	<p>Pete Carpenter, Acting Corporate Director Resources, 01733 452520, peter.carpenter@peterborough.gov.uk</p>	<p>Analysis of options and recommended solution</p>
13.	<p>Acquisition of a freehold commercial property in Peterborough City Centre – KEY/8JUN20/03 - Acquisition of a freehold property for a community hub.</p>	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Central</p>	<p>Relevant internal and external stakeholders.</p>	<p>Tristram Hill, Strategic Asset Manager, Tel: 07849 079787 Email: tristram.hill@peterborough.gov</p>	<p>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>

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14.	<p>Purchase of new Fleet and Plant for Environment Base Services – KEY/31AUG20/04 Approval for Capital funding to be released from the capital programme to fund the purchase of new fleet and plant for delivering Environment Base Services delivered by Peterborough Limited.</p>	<p>Councillor Marco Cereste , Cabinet Member for Waste, Street Scene and the Environment</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All wards</p>	<p>Relevant internal and external stakeholders</p>	<p>Kitran Eastman, Managing Director, Peterborough Ltd kitran.eastman@peterboroughlimited.co.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
15.	<p>Disposal of Whitworth Mill – KEY/28SEP20/02 The decision concerns a proposal to sell Whitworth Mill to an under bidder following the withdrawal of the previous bidder.</p>	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Fletton and Stanground</p>	<p>Relevant internal and external stakeholders. The proposal to dispose of the property was subject to an open market bidding process from November 2019 to January 2020</p>	<p>Dave Anderson Interim Development Director Tel: 07810 839657 Email: Dave.Anderson@peterborough.gov.uk</p>	<p>Property Agents report</p>

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<p>16. Proposed transfer of the management for the Energy Hub from the CPCA to PCC – KEY/28SEP20/03 The Energy Hub is one of five hubs created and funded by Central Government, which aims to advance new energy schemes, energy saving programmes, carbon reduction and promote renewables. One of the partners of the Hub is required to act as the coordinating and employing organisation. Until now this has been the CPCA, but subject to agreeing suitable terms it is intended that this role will pass to PCC.</p>	<p>Councillor Marco Cereste , Cabinet Member for Waste, Street Scene and the Environment</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p>	<p>Elliot Smith, Commercial Manager - Smart Energy, Infrastructure and Regeneration, elliott.smith@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

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17.	<p>Agency Worker extensions – KEY/28SEP20/04 Authority to extend the current corporate frameworks with agency worker providers for social care, and extend with Reed via the MSTAR framework for the provision of non-social care agency workers.</p>	<p>Councillor David Seaton, Cabinet Member for Finance</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders. Legal and Procurement</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 07920160122 Email: peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
18.	<p>Sale of the freehold of the London Road Stadium and the Allia Business Centre – KEY/12OCT20/01 Sale of the freehold of the London Road Stadium and the Allia Business Centre</p>	<p>Councillor David Seaton, Cabinet Member for Finance</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Fletton and Stangr ound</p>	<p>Relevant internal and external stakeholders.</p>	<p>Pete Carpenter, Acting Corporate Director Resources, Tel: 01733 452520, Email: peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published. The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>

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<p>19. Re-commission Children and Young People's Emotional Wellbeing and Mental Health Services in Peterborough and Cambridgeshire – KEY/16NOV20/01 To approve a Section 76 Agreement with Cambridgeshire and Peterborough Clinical Commissioning Group for the delivery and Children and Young People's Emotional Wellbeing and Mental Health Services.</p>	<p>Councillor Lynne Ayres, Cabinet Member for Children's Services and Education, Skills and University</p>	<p>February 2021</p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p>	<p>Helen Andrews, Children's Commissioner, 01223 728577 Helen.Andrews@cambridgeshire.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

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<p>20. Decision to re-establish a Housing Revenue Account - KEY/16NOV20/03 The decision recommended is that the Council agrees to re-establish a Housing Revenue Account, enabling the authority to begin a programme of housing development and acquisition of affordable social housing to meet local housing need.</p>	<p>Cabinet</p>	<p>June 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>This decision follows and earlier decision of the Council to explore the option of re-opening the Housing Revenue Account. The decision to move forward with the proposal has been shared with local Housing Associations for comment.</p>	<p>Mohamed Hussein, mohamed.hussein@peterborough.gov.uk, 07866474953</p>	<p>Housing Revenue Account Business Case.</p>

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21.	<p>Joint Cambridgeshire County Council and Peterborough City Council Transport Services DPS - KEY/7DEC20/01 - Joint Cambridgeshire County Council and Peterborough City Council Transport Services DPS for all Education and social care transport procurement.</p>	<p>Councillor Lynne Ayres, Cabinet Member for Children's Services and Education, Skills and University</p>	<p>March 2020</p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p> <p>Agreed at RIT Board and Joint Commissioning Board</p>	<p>Bryony Wolstenholme - Passenger Transport Operations Tel: 01733 317453 Email: bryony.wolstenholme@peterborough.gov.uk</p>	<p>Joint Commissioning Board decisions 25.08.2020/ RIT Board 19.02.2020</p>
22.	<p>Variation to the Council's Operational Services Agreement (Peterborough Serco Strategic Partnership Contract): Modification to scope of the PSSP Contract - KEY/7DEC20/02 - Variation to the Council's Operational Services Agreement (Peterborough Serco Strategic Partnership Contract): Modification to scope of the PSSP Contract - Business Transformation & Strategic Improvement Service Support element</p>	<p>Councillor Mohammed Farooq, Cabinet Member for Digital Services and Transformation</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>N/A</p>	<p>Relevant internal and external stakeholders.</p>	<p>Christ Yates, Finance, 01733 452527, chris.yates@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

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23.	<p>Approval of City Parking Strategy – KEY/21DEC20/01 Cabinet approval is sought for the findings and recommendations of a City Parking Strategy commissioned by the Council from external subject matter experts Royal Haskoning.</p>	Cabinet	June 2021	Growth, Environment and Resources Scrutiny Committee	All City Centre Wards	Consultation has not yet commenced	Dave Anderson Interim Development Director, 01733 452468 Dave.Anderson@Peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
24.	<p>Mechanism selected for the supply of agency workers – KEY/21DEC20/02 – Options appraisal being undertaken for the Council's future supply of agency workers beyond expiry of the current contracts. This decision recommends the option that should be taken forward in the long term.</p>	Councillor Mohammed Farooq, Cabinet Member for Digital Services and Transformation	February 2021	Growth, Environment and Resources Scrutiny Committee	N/A	Legal, procurement, market analysis.	Peter Carpenter, Acting Corporate Director, Resources Tel: 07920160122 Email: Peter.carpenter@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

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25.	<p>Procurement of 22 one bedroom flats for the accommodation of people who have previously been rough-sleepers – KEY/04JAN21/01 - The decision is to approve the use of £625K capital grant towards the purchase of 22 one bedroom flats. There is a further decision to approve borrowing of up to £1,675,000 from Public Works Loan Board towards the purchase of the 22 one bedroom flats.</p>	<p>Councillor Steve Allen, Cabinet Member for Housing, Culture and Recreation</p>	<p>March 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All</p>	<p>Consultation with MHCLG and Homes England</p>	<p>Mohamed Hussein Interim Director of Housing: Needs and Supply, Tel:07866 474953, Email: mohamed.hussein@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
<p>26. Note the approval by the Combined Authority of £800k capital grant to PCC to develop a “Cafe Culture” in the City - KEY/04JAN21/02 - Note the successful collaboration with the local business community which enabled the successful CPCA grant application. To recognise the potential for the cafe culture project to alter the fortunes of the city Approve the Capital Review Group recommendation to support the project with £183k capital funding Authorise the Director of Law and Governance in consultation with the Acting Corporate Director Resources, to enter into such legal agreements as may be required to give effect to the recommendation above and the development and operation of the cafe culture project in the city centre including a grant agreement with CPCA and any property agreements</p>	<p>Councillor David Seaton, Cabinet Member for Finance</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Central</p>	<p>Ongoing consultation with businesses in the city, including surveys and face to face engagement</p>	<p>Jay Wheeler, Economic Development, Tel: 07951 942995, Email: jay.wheeler@pete.rborough.gov.uk</p>	<p>CMDN Build Back Better: Cafe Culture Project</p>

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<p>27. Approval to enter into Section 256 / Section 75 for Youth Offending Service - 04 Psychology provision - KEY/04JAN21/04 - This decision is to seek approval to enter a Section 256 agreement with the Cambridgeshire and Peterborough Clinical Commissioning Group for income for the YOS Psychology Service. It will also seek approval to enter a Section 75 agreement for Cambridgeshire and Peterborough Foundation Trust to provide the YOS Psychology Service.</p>	<p>Councillor Lynne Ayres, Cabinet Member for Children's Services and Education, Skills and University</p>	<p>February 2021</p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p>	<p>Laura Fordham, Assistant Commissioner in the Children's Commissioning Team Email: laura.fordham@peterborough.gov.uk, Tel:07984 647160</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

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<p>28. Transfer of undertaking relating to Local Transport Functions, from Peterborough City Council to the Cambridgeshire and Peterborough Combined Authority - KEY/04JAN21/05 - Return by way of transfer to Cambridgeshire and Peterborough Combined Authority (CPCA) of the local transport functions (set out at Article 8 of the Cambridgeshire and Peterborough Combined Authority Order 2017 (SI 2017/251)) which were delegated to Cambridgeshire County Council and Peterborough City Council by way of the CPCA Board Decision of 29.01.2020. The delegation ends on 31 March 2021, after which the undertaking will be delivered by the Cambridgeshire and Peterborough Combined Authority.</p>	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p>	<p>Charlotte Palmer, Group Manager - Highways and transport, Tel:01733 453538, Email: charlotte.palmer@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
29.	Purchase of a property in Peterborough City Centre to be used for housing – KEY/18JAN21/02	Councillor Steve Allen, Cabinet Member for Housing, Culture and Recreation	February 2021	Growth, Environment and Resources Scrutiny Committee	Central	<p>Relevant internal and external stakeholders</p> <p>Consultation is in its early stages as commercial negotiations are still in progress.</p>	<p>Tristram Hill, Strategic Asset Manager, Tel: 07849 079787 Email: tristram.hill@pete.rborough</p>	The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
<p>30. Approval for contract to be awarded to Skanska to deliver detailed design and full business case for Eastern Industries access improvement scheme – KEY/18JAN21/03</p> <p>The Council has previously received funding of £319k from the Cambridgeshire and Peterborough Combined Authority (CPCA) to deliver the strategic outline business case for Eastern Industries access improvement scheme. Now that these stages are complete, the CPCA is in the process of awarding a further £531k so that the detailed design and full business case can be undertaken. The additional funding for the scheme subject to approval will now total £850k. Approval is required for the contract to be awarded to Skanska to undertake detailed design and full business case for the scheme.</p>	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>East</p>	<p>Relevant internal and external stakeholders</p> <p>Consultation will be undertaken with members of the public and relevant to inform the detailed design.</p>	<p>Lewis Banks, Principal Sustainable Transport Planning Officer, 01733 317465, lewis.banks@peterborough.gov.uk</p>	<p>Meeting minutes confirming award and Strategic Outline Business Case detailing objectives and proposals of scheme to be delivered.</p>

KEY DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
31.	<p>Novation of the IS Highways Service from Skanska to M Group Services – KEY/18JAN21/04</p> <p>Permission is sought to honour the Novation of contracts from Skanska to M Group Services following its acquisition</p>	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p>	<p>Charlotte Palmer, Group Manager – Transport and Environment, Email: charlotte.palmer@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
<p>32. Approval to enter Section 76 Agreement with Cambridgeshire and Peterborough Clinical Commissioning Group for the provision of Speech and Language Therapy – KEY/15FEB21/01 - Approval to enter into a Section 76 Agreement with Cambridgeshire and Peterborough Clinical Commissioning Group, for the joint delivery of Speech and Language Therapy Services. Decision required to continue to financially contribute to the delivery of Speech and Language Therapy, as part of a jointly commissioned service with the Clinical Commissioning Group.</p>	<p>Councillor Lynne Ayres, Cabinet Member for Children’s Services and Education, Skills and University</p>	<p>February 2021</p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p>	<p>Pam Setterfield, Commissioning Manager, Children and Families, tel 07920 160394, pam.setterfield@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

PART 2 – NOTICE OF INTENTION TO TAKE DECISIONS IN PRIVATE

KEY DECISIONS TO BE TAKEN IN PRIVATE

<i>KEY DECISION REQUIRED</i>	<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER</i>
None.							

PART 3 – NOTIFICATION OF NON-KEY DECISIONS

NON-KEY DECISIONS							
<i>DECISION REQUIRED</i>	<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION</i>
No new items.							

PREVIOUSLY ADVERTISED DECISIONS

<i>DECISION REQUIRED</i>		<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION</i>
1.	<p>Disposal of former Barnack Primary School caretaker house - Delegate authority to the Corporate Director of Growth and Regeneration to dispose of the property.</p>	<p>Councillor Seaton, Cabinet Member for Finance</p>	<p>February 2021</p>	<p>Growth, Environment & Resources Scrutiny Committee</p>	<p>NVA</p>	<p>Relevant internal and external stakeholders.</p>	<p>Stuart Macdonald, Property Manager. Tel: 07715 802 489. Email: stuart.macdonald@peterborough.gov.uk Bill Tilah (Bill.Tilah@nps.co.uk)</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
168	<p>2. Approval of the leasehold disposal of a brownfield site to a care provider – A site has been found for a care home and the Council are currently looking into a leasehold disposal to a care provider who will build a care facility and then contract to provide services to the Council.</p>	<p>Councillor Peter Hiller, Cabinet Member for Strategic Planning and Commercial Strategy and Investments</p>	<p>February 2021</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Park Ward</p>	<p>Relevant internal and external stakeholders.</p> <p>A forum has been set up by the Combined Authority involving representatives from finance, legal, property and social care.</p>	<p>Tristram Hill - Strategic Asset Manager, 07849 079787, tristram.hill@nps.co.uk</p>	<p>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
169	<p>3. Modern Slavery Statement To review and agree for publication an updated Statement in compliance with the Modern Slavery Act 2015.</p>	<p>Councillor Walsh, Cabinet Member for Communities</p>	<p>February 2021</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>All wards</p>	<p>Relevant internal and external stakeholders.</p>	<p>Rob Hill, Assistant Director: Public Protection, rob.hill@peterborough.gov.uk</p> <p>Amy Brown, Senior Lawyer and Deputy Monitoring Officer, Amy.brown@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
	<p>4. Leisure Facility Options Appraisal - Cabinet Member approval to proceed with the development of a business case to test the viability of a new leisure facility in the city</p>	<p>Councillor Steve Allen, Cabinet Member for Housing, Culture and Recreation</p>	<p>February 2021</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>N/A</p>	<p>None at this stage</p>	<p>Dave Anderson Interim Development Director Tel: 07810 839657 Email: Dave.Anderson@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
5. COVID Local Economic Recovery Strategy (LERS) - Comment on the draft strategy prepared by Cambridgeshire and Peterborough Combined Authority (CPCA)	Cabinet	May 2021	Growth, Environment and Resources Scrutiny Committee	All Wards	Relevant internal and external stakeholders.	Tom Hennessy (tom.hennessy@opportunitypeterborough.co.uk) and Steve Cox (steve.cox@peterborough.gov.uk)	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>6. Variation to the delegation agreement between Peterborough City Council (PCC) and Cambridgeshire County Council (CCC) regarding the delivery of the Healthy Child Programme (HCP) across Peterborough and Cambridgeshire This decision seeks authorisation to vary the Delegation and Partnering agreement to account for the increase in the value of PCC financial contributions to CCC in respect of the Agenda for Change pay increase. Agenda for Change is a nationally agreed UK-wide package of pay, terms and conditions for NHS staff. Under this deal, which came into effect in 2018, was the agreement for all NHS staff employed at the top pay points at bands 2-8c were to receive a 6.5% cumulative pay increase over a 3 year period.</p>	<p>Councillor Fitzgerald, Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health and Public Health</p>	<p>February 2021</p>	<p>Health Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p>	<p>Amy Hall, Children's Public Health Commissioning Manager, 07583040529</p>	<p>CMDN to authorise delegation of HCP commissioning functions from PCC to CCC - https://democracy.peterborough.gov.uk/mglssueHistoryHome.aspx?lId=22331&PlanId=395&RPID=0</p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
7.	Selective Licensing of Private Rented Property - Approval to consult on Selective Licensing of Private Rented Property	Councillor Irene Walsh, Cabinet Member for Communities	February 2020	Adults and Communities Scrutiny Committee	All Wards	Minimum of 10 week public consultation with persons likely to be affected by the designation and consider any representations made in accordance with the consultation	Kerry Leishman, Head of Operations for Environmental Health & Licensing Tel: 01733 453502 Email: kerry.leishman@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
1728. 8.	Joint PCC and CCC IT Service Management System To approve the procurement of a new joint Peterborough City Council [PCC] and Cambridgeshire County Council [CCC] IT Service Management [ITSM] system.	Councillor Mohammed Farooq, Cabinet Member for Digital Services and Transformation	February 2021	Growth, Environment and Resources Scrutiny Committee	N/A	Relevant internal and external stakeholders. G-Cloud Procurement Process	Damian Roberts, Project Manager. T: 07485 594522 E: damian.roberts@peterborough.gov.uk	CMDN and PID

PART 4 – NOTIFICATION OF KEY DECISIONS TAKEN UNDER URGENCY PROCEDURES

<i>DECISION TAKEN</i>	<i>DECISION MAKER</i>	<i>DATE DECISION TAKEN</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION</i>
None.							

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