

**MINUTES OF THE ADULTS AND COMMUNITIES SCRUTINY COMMITTEE  
MEETING  
HELD AT 7PM ON  
TUESDAY 15 JANUARY 2019  
BOURGES / VIERSEN ROOM TOWN HALL, PETERBOROUGH**

**Committee Members Present:** Councillors N Simons (Chairman), S Bashir, R Brown, S A Ellis, John Fox, S Hemraj, M Jamil, Parish Councillors Neil Boyce and James Hayes

**Officers Present:** Sarah Ferguson – Assistant Director, Housing, Communities and Youth  
Debbie McQuade – Assistant Director, Adults and Safeguarding  
Charlotte Black – Service Director, Adults and Safeguarding  
Adrian Chapman – Service Director, Communities and Safety  
Ian Phillips – Head of Community and Safety Transformation  
Nicola Francis – Integrated Programme Manager  
Sean Evans – Head of Housing Needs  
Dave Anderson – Interim Development Director  
Anna Jack – Head of Youth Support  
Kirstie Lloyd-Uzoegbu – TYSS Intensive Service Manager

**Also Present:** Councillor Wayne Fitzgerald – Deputy Leader and Cabinet Member for Integrated Social Care and Health

The committee unanimously agreed to swap agenda items 5 and 6 following a request from the Cabinet Member Integrated Social Care and Health.

**36. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Serluca.

**37. DECLARATIONS OF INTEREST**

Agenda Item 6 – Integrated Communities Strategy

Councillor Ellis declared that he was an employee of the Department for Work and Pensions (DWP).

**38. MINUTES OF THE ADULTS AND COMMUNITIES SRUTINY COMMITTEE MEETING HELD ON 13 NOVEMBER 2018**

The minutes of the meeting held on 13 November 2018 were agreed as a true and accurate record.

**39. CALL-IN OF ANY CABINET, CABINET MEMBER OR KEY OFFICER DECISIONS**

There were no requests for call-in to consider.

#### **40. PORTFOLIO PROGRESS REPORT FOR THE CABINET MEMBER FOR INTEGRATED ADULT SOCIAL CARE AND HEALTH INCORPORATING ADULT SOCIAL CARE SELF-ASSESSMENT**

The Service Director and Assistant Director for Adults and Safeguarding introduced the report, accompanied by the Cabinet Member for Integrated Adult Social Care and Health. The report gave the committee the opportunity to scrutinise work being undertaken within the Cabinet Members Portfolio as well as directors' self-assessment and the proposed public facing summary of this.

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

- Members were glad that the self-assessment was an honest view and identified both strengths and areas for improvement.
- It was noted that many Baby Boomers were reaching the age at which care was needed and queries were raised regarding the Council's preparedness for the levels of homecare required.
- Members referred to page 13 of Appendix 1 and asked when preparations commenced for children in care transitioning to adulthood. Officers responded that this began around the age 14. Starting early was important. It took time to get young people on-board with the process and the focus was on managing expectations and helping young people on the road to independence. The 0-25 team helped to deliver this. The Cabinet Member added that young people were encouraged to cook and take part in work experience opportunities.
- Issues were raised regarding homecare.
- The Council were focussing on homecare and ensuring that the quality of care was as expected. It was important that homecare was only provided when it was really needed. The number of hospital admissions continued to increase and this could cause problems for the Council in the future.
- The use of assistive technology in adult social care was an area of particular focus for the Council.
- Questions were raised regarding the levels of support for children with additional needs. It was noted that Marshfield's was a special school and Jack Hunt was more mainstream but contained a unit for deaf young people. Cabinet Member felt that support for deaf students was good and Jack Hunt School should be commended. The Cabinet Member felt that pupils with learning disabilities were best served by special schools.
- Work was underway with children and young people experiencing sensory loss. The council only got involved when the severity of the condition went beyond sensory impairment.
- The committee requested further information on the 'Social care related quality of life' statistics on page 36 of the reports pack including what this means and what could be done to improve it. It was agreed that Head of Integration, Tina Hornsby, would provide a briefing note on this subject.
- Officers acknowledged that the Council's performance in the area of Reablement could be improved. The system had changed and people with more complex needs were being bought into the service. In the past, people used to come directly to the service. This approach was robust and could be improved further via work being done in the Eastern Region.
- Officers were keen to improve direct payments to carers. There were clear performance indicators within the Direct Payment support service contract to

support a continued increase in the number of people receiving direct payments.

- Some older people were not enthusiastic about setting up direct payments as it was necessary to set up separate bank accounts and manage PAYE. Take-up was good among younger adults and adults with learning disabilities but older people needed help to embrace this
- The Cabinet Member had made a commitment to making changes to direct payments. The take-up of these payments was to be monitored in collaboration with the Peterborough Council for Voluntary Services (PCVS).
- Some members felt it was important to prevent the build-up of snow and ice to prevent vulnerable people falling and injuring themselves. Officers responded that a campaign was underway focusing on this, mentioning that falling could result in complications such as pneumonia.
- A Sustainable Transformation Partnership (STP) meeting had recently taken place at the ABAX Stadium, with a focus on the 'Stronger for Longer' campaign. This encouraged people to self-assess and improve their fitness, e.g. monitoring how many times they could sit up. Further information could be found on the STP and CCG (Clinical Commissioning Group) websites.
- The Cabinet Member stated that the demand for social care was increasing as people were living for longer in poorer health. There was a link between social care and Continuing Health Care. Detailed discussions took place regarding this with the NHS. The current social care funding model was unsustainable and consideration of a different system would be needed in the future to meet demand. Team budgets were being managed and shared services utilised to achieve better outcomes with the finances available. Peterborough City Council had continued to perform well but additional national funding was required.
- The Cabinet Member agreed with a members' suggestion that a National Care Service was needed in the future.
- The increase in Council Tax was largely driven by increasing Adult Social Care Costs.
- The Cabinet Member felt that social care in Cambridgeshire was underfunded compared with other parts of the country and this was also the case for teaching and education. There were similar issues and risks faced within Children's Services.
- Some members were concerned that children with additional needs were 'lost' within the mainstream school system and did not receive the support needed from Adult Social Care upon reaching the age of 16. Officers and the Cabinet Member responded that anyone could be referred for care or additional support from a variety of sources, including from mainstream schools.
- Individuals in mainstream education who developed an additional need after the age of 16 could be referred by anyone such as educational or healthcare professionals to Children's or Adults Social Services.
- Members expressed concern about the staff turnover figure of 32.9% and asked what the Council were doing to recruit and retain staff, especially in light of the potential impact of Brexit. Officers responded that Peterborough performed well for social worker recruitment and retention although there were some challenges. The Government had recognised the risks posed by Brexit and were encouraging E.U. citizens to make applications for settled status.
- It was noted that the North West Anglia NHS Foundation Trust were paying the £65 fee for settled status on behalf of their employees and asked if Peterborough City Council were planning on doing the same to retain homecare workers. The Cabinet Member responded that all domiciliary care was contracted out and the Council therefore had no influence over this but directly employed staff would be covered by Council policies.

- The Cabinet Member felt that health and care workers from around the world should be encouraged to work in the U.K. and felt that the current immigration system was flawed and blocked people who were needed.
- The Cabinet Member stated that recruitment was underway in the Philippines.
- The demand for care was outstripping the available resources.
- Some members felt that domiciliary care work was unattractive compared with other jobs, such as working in a supermarket. The Cabinet Member responded that everyone involved was doing their best to improve recruitment but there were no clear answers. Changing immigration policies might help with this.
- Members referred to page 63 of the reports pack and asked what support the council provided to help people with learning disabilities access employment and whether there was variation among employers in the extent to which they cooperated with this initiative.
- Officers responded that the Council had changed how day care and learning disability opportunity work was undertaken. Some services had been moved to the City College where there was a greater focus on transitioning people with learning disabilities into employment.
- Some people were not capable of maintaining employment but every individual should be given opportunities to improve their quality of life. There were businesses such as Westcombe Engineering and Royce Rolls which gave people opportunities. Local colleges had been successful in seeking out work opportunities for adults. The success of the College in transitioning people into the work environment via social enterprises or paid employer, meant that these cases were closed to Adult Social Care and could not be counted, meaning that Peterborough's success in this area was not reflected in the statistics.
- Members referred to page 65 of the reports pack. The term 'Neighbourhood' was used to describe many different things. Specific work was ongoing with G.P. practices with regard to Care and Repair and the Home Services Delivery Model.
- Work was underway to improve access to homecare via the Think Communities work. The council were keen to avoid thinking that statutory support was the solution to all problems with community and neighbourhood support also playing an important role.

## **AGREED ACTIONS**

1. The Adults and Communities Scrutiny Committee **RESOLVED** to consider and scrutinise the update report, incorporating the self assessment for Peterborough Adult Social Care and the public facing summary for inclusion on the Council website and:
2. The committee requested that the Head of Integration, provides the committee with further information on the 'Social care related quality of life' statistics on page 36 of the reports pack including what this means and what could be done to improve it.

## **41. INTEGRATED COMMUNITIES STRATEGY**

The Head of Community and Safety Transformation and the Integrated Programme Manager introduced the report which provided the committee with information relating to Peterborough's status as an integration pilot area for the Government's Integrated Communities Strategy, the subsequent progress made to date and the work programme. The report also asked the committee to review and scrutinise the progress to deliver an integrated Communities Pilot programme that benefited the whole population and to suggest ways to ensure the best outcomes were achieved.

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

- Members asked how the system of time credits for volunteering had been successful and helped to support hard to reach people to get involved in volunteering. The scheme awarded credits for volunteering that gave access to leisure, sports, culture, arts in the form of vouchers. Reassurances had been gained for procurement and it was hoped that this could be delivered before the end of the financial year. It was felt that this scheme was particularly important to the Orton and Hampton areas.
- A member commented that they had already received time credit funding and were keen for things to start happening. It was hoped that the scheme would extend beyond Orton and Hampton. Officers responded that this was a limited basic fund to get the scheme going.
- Members asked for an update on the Communities Fund. Officers responded that the communities fund was to be launched on 21 January 2019. This was a rolling programme with no particular cut-off date for applications.
- Concerns were expressed by members that the time-limited nature of the newly created jobs could result in the best quality candidates being put off from applying. Officers acknowledged that this was a valid concern and they were aware of the risks. Officers felt that the programme was interesting and exciting and they had a great deal to offer prospective employees. Although a commitment could not be made to the longer-term, officers felt that the Integrated Communities work went beyond simply being an 18 month programme funded by Government. It was about having a different relationship with communities, building resilience and community engagement and starting to make an impact on managing and delaying demand over the longer term.
- Some posts would be commissioned out to external organisations who may already have people suitable for the roles.
- Members asked whether 'Commissioning research to map learner needs' was already being done elsewhere within the education system. Officers responded there were a number of research items within the project. The Council had been working closely with University Centre Peterborough who were keen to use their social science department to understand Peterborough's communities focusing on what it is like to live in Peterborough and what people's barriers to integration were, beyond the existing data available to the Council.
- Members expressed concerns that parishes would not be able to put together a comprehensive application before the first panel meeting. Officers responded that there would not just be one opportunity for applications and that there was no cut-off date. A panel would likely be held within the first three months, but officers would ensure that all the money was not allocated at this meeting. Officers were aware the community groups would need time to put together applications.
- The Communities fund would be promoted as widely as possible. One example was an article in the *Moment* magazine. There would also be information on the Council's website, a press release, probation through community organisations and networks and social media. Members were encouraged to promote the Communities Fund through their newsletters.
- Parish Councillors had yet to be contacted directly about the communities fund although they were on the distribution list.
- Members expressed concern about the plan after 18 months and asked if there was an exit strategy. Concerns were also raised about recruitment. Officers

acknowledged members' concern and agreed that it was frustrating when a short-term government initiative created work for the Council only for it to end. However, the Council saw the Integrated Communities Work as being an opportunity to try something different, not just an opportunity for short-term funding. The work would help the Council to learn how to integrate and work differently with communities, applying the projects and research to create a different dialogue with communities to understand their issues and apply this to mainstream services. Although there was no commitment from the government for longer term funding, they did see the work as being about 'generational change' that could only take place over the longer term. Peterborough was an integration area as a result of Green Paper which was yet to be followed up on. They would need to create a longer-term strategy and it was hoped that Peterborough would be involved in this. The financial arrangements beyond this first phase would not be known until the next comprehensive spending review.

- There was no specific strategy to engage with hard to reach people although the youth service was working intensely in this area. The Young People's Interfaith network would help marginalised people come together.
- Theme 3 of the strategy was focussed on working with young people.
- Organisations such as the sea cadets would need to submit an application for funding. This would be welcomed by officers.

#### **AGREED ACTIONS**

The Adults and Communities Scrutiny Committee considered the report and **RESOLVED** to review and scrutinise the progress to deliver an Integrated Communities pilot programme that benefits the whole population, incorporating the work on Inclusive Cities, and suggest ways to ensure the programme achieves the best possible outcomes within the initial timeframe available.

#### **42. REVIEW OF HOMELESSNESS REDUCTION STRATEGY 2018-2020 AND SAFER OFF THE STREETS.**

The Assistant Director of Housing, Communities and Youth, the Head of Housing Needs and the Interim Development Director introduced the report which updated the committee on the progress of delivering the Homelessness Reduction Strategy and Safer off the Streets. The report also gave the committee the opportunity to comment on the revised action plan and consider the process and timescale for reviewing the new Homelessness Reduction and Rough Sleeper Strategy 2020-2025. Co-opted Member Parish Councillor James Hayes was also invited to answer some questions.

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

- The co-opted member responded to members' concerns raised in the previous agenda item by saying that it was indeed possible to recruit good quality staff on a short term basis.
- It was important that rough sleepers were given a credible 'offer' to leave the streets.
- 'Meaningful sessions' would be offered to rough sleepers such as art project and PTSD checks for veterans.
- Local Authorities and the Government could be part of the solution to homelessness.

- Foreign nationals who had lost their I.D. were required to go to London or Manchester. These costs were being absorbed by charities such as the Light Project.
- The Garden House project was unable to support some people due to its lack of specialist services, e.g. for drug and alcohol addiction. It was felt that there was nowhere in Peterborough for these people to seek support.
- Members expressed an interest in attending a rough sleeper outreach session. Officers responded that the previously scheduled session had to be cancelled due to a lack of attendees. It was agreed that the Head of Housing Needs and the Democratic Services Officer would investigate the possibility of organising another session. This would likely be held after a meeting of the Adults and Communities Scrutiny Committee.
- Some members felt that issues relating to housing were split between the Adults and Communities and Growth, Environment and Resources Scrutiny Committee, which was undesirable due to the links between homelessness and housing.
- Officers understood members' concerns relating to unscrupulous landlords and tenants being unwilling to request repairs because of the threat of eviction. Work was underway to improve the content on the Council's Website relating to this. Reporting repairs to landlords was important and the Private Sector Housing Team could assist with this. The 2015 Deregulation Act prevented landlords repossessing a property if there was a case raised with the Council's Private Sector Enforcement team.
- Once a property was purchased by the Council, the Care and Repair team would make them fit for occupation. A property manager, Bee Lettings, had been appointed on a six to nine month contract. It would then go out to a broader tender through the official journal of the European Union. Once Bee Lettings had checked the property, they would deal with the tenants' responsibilities. The Housing Needs team would identify tenants to move in. The properties then become Council assets.
- Norfolk Property Services (NPS) looked after all assets to ensure appropriate work took place in the longer term.
- The Council were leasing property from private landlords and had applied to central government for additional funding to support this. It was hoped that the lease scheme could be extended and the number of landlords involved increased.
- It was suggested that an advice helpline should be set up for tenants to contact the Council if they had a problem with their rented property. It was important to conduct checks on landlords.
- Members stated that there were several empty properties in the city centre such as the former County Court (and ex-nightclub) and asked if it was possible to contact the owners and potentially use these buildings as housing. Officers responded that permitted development rights enabled the conversion of offices to residential accommodation and this had already happened with 500,000ft<sup>2</sup> of space. Officers acknowledged that this was not necessarily ideal however.
- Members asked if the 114 units of empty housing in Wittering could be used. Officers responded that the Ministry of Defence (MOD) had raised concerns about military personnel and homeless people living alongside each other. This could potentially be looked at again in the future.
- Members sympathised with homeless people with alcohol dependence issues and asked why support was limited. The co-opted member responded that he felt that a G.P. should join the outreach visit to help members understand how addiction is an illness.

- Some members felt that homelessness and rough sleeping were national issues and required looking at the overall picture.
- Officers felt that the causes of homelessness were complex and required a partnership approach. A homelessness forum had been established to assist with this.
- Reference was made to the four priorities on page 75 of the reports pack, and in particular, mental health. A strand of work was ongoing to look at this issue in more detail. A trial of a dual diagnosis team was underway in Cambridgeshire and this would help to inform Peterborough's approach. It was important that mental health work was adequately resourced.
- The involvement of adult social care in this issue was important.
- A rough sleeper targeting meeting was to be held on 17 January with drug and alcohol misuse services. This was being held on a fortnightly basis.
- Members highlighted the work of the Armed Forces Partnership Board and suggested discussions took place with officers ahead of its next meeting to investigate the possibility of applying for funding relating to homeless veterans.
- Members praised the work of the Light Project and advocated for the organisation to receive additional funding.
- Members raised concerns that people with drug and alcohol addictions were unable to access the night shelter and asked if there were any other services they could access. Officers responded that rough sleepers with addictions were in fact permitted into the night shelter but could not be under the influence or take drugs or alcohol onto the premises. Officers acknowledged that there was a gap in provision for service users with more serious addiction problems.
- Officers clarified that support for people with drug and alcohol addictions was available, but this was not overnight.
- The current strategy did not include any plans to increase support to those with drug or alcohol dependency issues but this would be included in the next strategy. This would include the commissioning of services and choosing appropriate locations for support to be offered.
- The Safer off the Streets contactless donation scheme could be extended and conversations were currently underway with the Queensgate, Rivergate and Brotherhood shopping centres to make this possible. It was suggested that Sainsbury's and the Railway Station would also be suitable locations for contactless donation terminals.
- Members were pleased to see advertisements on Facebook for outreach workers in Werrington and Bretton.
- Some members felt that the support provided in Bretton by voluntary organisations was insufficient and the City Council needed to take a greater role.
- The difficulties faced by members of the public in helping rough sleepers were raised, such as receiving verbal abuse, and the difficulties of helping rough sleepers with no local connection. It was sometimes difficult for the public to differentiate between genuine rough sleepers and professional beggars.
- Concerns were raised about the number of rough sleepers congregating near Greggs and Halifax.

## **AGREED ACTIONS**

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

1. Note the progress of Peterborough City Council and partners in the delivery of the homelessness Reduction Strategy 2018-20



2. Note the progress in tackling rough sleeping in the City since of the launch of the Safer Off the Streets in October 2018.
3. Provide comment and steer for the revision of the Action Plan, and agree to the provision of a revised action plan in March 2019.
4. Consider and agree to the process and timescales for reviewing the new Homelessness Reduction and Rough Sleepers Strategy 2020 – 2025.
5. It was agreed that the Head of Housing Needs and the Democratic Services Officer would investigate the possibility of organising another rough sleeper outreach session for Members.

#### **43. YOUTH OFFENDING SERVICE HM PROBATION INSPECTION PREPARATION**

The Assistant Director of Housing, Communities and Youth, the Head of Youth Support and the TYSS Intensive Service Manager introduced the report which presented and reviewed progress made against the preparation for the HMI Probation's Inspection of Peterborough's Youth Offending service and gave the committee the opportunity to scrutinise this preparation and consider the self-assessment and improvement plan.

Officers were thanked for their good work.

There were no other questions or comments by members.

##### **AGREED ACTIONS:**

The Adults and Communities Scrutiny Committee Considered the report and **RESOLVED** to

1. Note the partnership preparation for HM Probation Inspection of Youth offending Services
2. Consider the self-assessment and improvement plan implemented to ensure preparation for Peterborough's HM Probation Inspection of Youth Offending Services.

#### **44. MONITORING SCRUTINY RECOMENDATIONS**

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.

##### **AGREED ACTIONS:**

The Adults and Communities Scrutiny Committee considered the report and **RESOLVED** to consider the responses from Cabinet Members and Officers to recommendations made at previous meetings as attached in Appendix 1 to the report.

#### **45. FORWARD PLAN OF EXECUTIVE DECISIONS**

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

**AGREED ACTIONS:**

The Committee considered the report and **RESOLVED** to note the current Forward Plan of Executive Decisions.

**46. FORWARD PLAN OF EXECUTIVE DECISIONS**

The Democratic Services Officer considered the report which gave the committee the opportunity to review the work programme and suggest any additional items to be considered.

**AGREED ACTIONS**

The Adults and Communities Scrutiny Committee **RESOLVED** to note the latest version of the work programme.

**47. DATE OF NEXT MEETING**

12 February 2019 – Joint Scrutiny of the Budget  
12 March 2019 – Adults and Communities Scrutiny Committee

Chairman

7pm – 9.04pm  
15 January 2019