

## CUSTOMER, COMMUNITY & PARTNERSHIP SCRUTINY COMMITTEE

### Minutes of a meeting of the Customer, Community & Partnership Scrutiny Committee held on Monday, 23 July 2018 at 6.00pm in Meeting Rooms G3/4, Addenbrooke House, Ironmasters Way, Telford

**Present:** Councillors G C W Reynolds (Chair), C N Mason, L A Murray, and B D Tillotson

**Also Present:** Councillor A R H England (Cabinet Member for Health & Wellbeing)

**In Attendance:** S Bass (Commissioning, Procurement & Brokerage Service Delivery Manager), R Jones (Service Delivery Manager - Community Participation Team), C Jones (Director of Children's and Adult Services), and D Moseley (Democratic & Scrutiny Services Team Leader)

#### **CCPSC-7 Apologies for Absence**

Councillors J C Ashford, K R Guy, J M Seymour and Mr D Johnson (Co-Optee)

#### **CCPSC-8 Declarations of Interest**

None.

#### **CCPSC-9 Third Party Engagement**

The Chair noted that this was an initial evidence gathering session to answer the question "How effective is the Council in engaging support from third party organisations and the community in light of reducing resources." This item had been added to the work programme in the previous year following a suggestion from one of the Council's partner agencies. The Chair had worked with key officers to produce a draft scope concentrating on adding value to the engagement process. It was a very large topic so some time had been taken to consider how to scope the topic which would enable members to consider how to move the proposed review forward.

The Service Delivery Manager - Community Participation Team gave an overview of existing arrangements which included work with the voluntary and community sector and Town and Parish Councils, formalised partnership arrangements (ie the Local Strategic Partnership, Telford and Wrekin Safeguarding Adults Board, Telford and Wrekin Safeguarding Children's Board, Children and Families Partnership, Safer Telford and Wrekin Partnership (the Community Safety Partnership), Health and Wellbeing Board and the Armed Forces Covenant), and engagement through the budget consultation process (residents and other partners) which had evolved over time from an annual exercise to an ongoing process.

The Commissioning, Procurement & Brokerage Service Delivery Manager gave an overview of the Commissioning Process, which sought the views of the community. Depending on the service being commissioned this might include looked after

children, children in care, adults with learning difficulties, Carers Partnership Board, and Parents Forum (PODs). Providers were also part of the consultation process and the advice of the Community Participation Team was also sought to gauge whether support was already being provided in communities. Reflection also formed part of commissioning activity to consider whether the process worked. Some examples of successful commissioning processes were shared including the Drug and Alcohol Service which involved the CCG, service users and providers in developing the service. Over 80 people came together to discuss service provision as part of a “moving forward board” and, as part of the procurement process, four service users sat on the evaluation panel and subsequent interviews. Re-procurement of the Interpretation Service had also provided opportunities to engage with the deaf community to better understand what the Council needed to do to support their needs for receiving information, advice and guidance.

The Service Delivery Manager - Community Participation Team also provided some examples of successful community engagement including Parish Environmental Teams (PET) funded by Town and Parish Councils, Community Payback Scheme, TACT would soon be working with ‘Hoarders’ to help address the root cause in support of Environmental Health & Adult Social Care objectives, Town and Parish Councils and HLC School had saved 4 libraries from closing and increased the opening hours in another leading to community-led libraries.

The Service Delivery Manager - Community Participation Team also referred to work which took place in support of community cohesion: Street Pastors supporting the Night time economy, Shropshire Islamic Foundation and Quakers supporting the Syrian Refugee Programme (health, wellbeing, translation), Telford Christians Together supporting the Yellow Book (faith based assets), and the work of three Mosques to provide community events and opportunities for police engagement to counteract the impact of EDL activity). She went on to explain the concept of neighbourhood working with health which incorporated all community approaches to improving health and wellbeing from peer-led support to community delivery of services traditionally delivered in acute settings. She also described engagement which had taken place in relation to Children’s Services which had included stakeholder panels, Parent Panels and specific consultation events to gain views of children and young people. Children’s Centre activities were now being delivered with a range partners (Homestart, Parish Councils and Nurseries) and this would be further widened. Examples of Good Practice in Adult Social Care included engagement through the ‘Making it Real Board’, a newly established voice of service users, the Health and Social Care Scrutiny workstream which was considering the customer experience, joint delivery of a Community Hub with the voluntary and community sector and alternative ways delivering services through the Enterprising Communities Project. With regard to Homelessness, the Council had a Strong history of partnership working with the voluntary sector. An increase in partnership working with Maninplace had taken place over the previous 2 years with funding from the Council leading to the delivery of two 24/7 accommodation units, there had also been access to accommodation by Council and levels of visible rough sleeping had reduced. The Crisis Network was a further example of the good working relationships which existed in the sector.

In summary, partnership working was embedded in everything the Council did and a clear process for engagement with partners and the community was part of the budget setting process. Council Services continued to review how they delivered those services, consistently considering volunteering, co-production and alternative delivery methods. Whilst this had provided a broad overview of engagement activity, there was further opportunity for Scrutiny to hear in more detail of any of areas of work that would meet the objectives of the review.

The Cabinet Member for Health and Wellbeing reiterated that the Council's relationship with Parish and Town Councils was giving them greater purpose by enabling them to provide and deliver services. The Council needed to be very good at change management to thread through the process of partnership working in order to deliver the changes needed.

The Chair invited questions from Members of the Committee.

*Further information was sought about Start-up and Development Grants*

These were specifically for Voluntary Community & Social Enterprises or Community Interest Groups who were not profit making or whose profits went back into the charity or organisation. Start-up grants up to £2,000 or development grants of up to £10,000 were available. Organisations in receipt of a grant were required to report back to the Council.

*Was the level of rough sleeping in the Borough comparable to other areas?*

Figures could be obtained if required but Telford had a greater incidence of 'sofa surfing'.

*The involvement of service users in the commissioning process for the Drug and Alcohol Service was welcomed; do users generally put themselves forward or is this requested by the Council?*

The Council generally makes an offer for service users to be involved in procurement processes but some users more actively come forward to be a part of the process.

*What processes are in place to capture the voices of children and young people and how can this be more effective?*

Children in care and care leavers are involved in planning for the commissioning of services. There is an 'app' in development which will be used to provide an alternative method of communication for young people.

*Can the 'app' be rolled out further?*

It could potentially be used for education, for example to seek views on what young people's requirements are for after school clubs and summer clubs. This would support the domiciliary care market through the provision of alternative care arrangements for care workers' children during school holidays. It was also important to try to provide experiences for young people that they might not otherwise have access to, for example, some young people did not go on a family holiday. Members noted that Oakengates Town Council were seeking to put on a programme of events for young people and may be able help meet some of this need. It was also noted that Wellington Methodist Church offered an August holiday club and further details could be provided.

Overall Members welcomed the presentation and recognised that engagement with people who were directly affected by issues was good but that communication with harder to engage groups could be improved. Members did not feel that any further in-depth scrutiny needed to take place but it was **AGREED** to receive an update in approximately four months' to report on new projects and budget consultation (in particular who was being consulted and the reach of the consultation).

A copy of the presentation would be circulated to those Members not present.

**CCPSC-10 Chair's Comments and Update**

None.

The meeting ended at 7pm

**Chairman:** .....

**Date:** .....