

ENTERPRISE AND WELLBEING SCRUTINY COMMITTEE

Tuesday, 7th February, 2017

Present:-

Councillor Sarvent (Chair)

Councillors Perkins Callan Dyke Derbyshire	Councillors P Gilby +++ V Diouf Caulfield Bagley +
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Anita Cunningham, Policy and Scrutiny Officer
 Martyn Hudson, Careline and Support Services Manager +
 Martin Key, Health and Wellbeing Manager ++
 Rachel Lenthall, Committee and Scrutiny Co-ordinator
 John Ramsey, Principal Green Spaces Officer ++

+ Attended for Minute No. 49
 ++ Attended for Minute No. 50
 +++ Attended for Minute No. 52 and 53

46 **DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS RELATING TO ITEMS ON THE AGENDA**

No declarations of interest were received.

47 **APOLOGIES FOR ABSENCE**

No apologies for absence were received.

48 **LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF PUBLIC**

RESOLVED –

That under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A of the Act.

49 **CABINET MEMBER FOR CUSTOMERS AND COMMUNITIES -**

CARELINE PROGRESS REPORT

The Cabinet Member for Customers and Communities and the Careline and Support Services Manager attended to provide a progress report on the implementation of recommendations from the review of Careline and Support Services. A report was approved by the Joint Cabinet and Employment and General Committee on 9 February, 2016 to put in place a new structure for Careline and Support Services in order to mitigate the effects of reductions in Derbyshire County Council (DCC) funding and move towards a financially self-sustaining service.

The Careline and Support Services Manager advised that the funding from DCC for the scheme managers had been lost and these posts had been deleted as part of the review. However, funding for the monitoring of Careline alarms and floating support was still being received. The level of funding was expected to fall in 2016/17, with further reductions every year from 2017/18 if the funding for Careline monitoring was withdrawn.

Following the removal of the scheme managers in April, 2016, the cleaning of the sheltered schemes was now carried out by the council's building cleaning team which had received good reviews. There was a plan to review other contracted services in 2017/18 including window cleaning, grounds maintenance and laundry equipment. The Careline alarm system and associated services at sheltered schemes, including CCTV, would be updated. Brocklehurst Court would be updated first as the scheme would be undergoing a major refurbishment; Support Officers were assisting with the temporary rehousing of tenants.

The Careline and Response Service had been fully staffed since September 2016. A Social Inclusion Officer had been appointed and was working with residents to co-ordinate, facilitate and expand the level of activities at sheltered schemes. A Team Leader for Support Services had been in post since September 2016. The Team Leader had previous experience of working in Adult Social Care and was hoping to enhance the skills of the current support staff in this area. The Publicity and Marketing Officer had been in post since September 2016 and had reviewed all marketing and publicity activity for the service.

Applications were being prepared for accreditation to the Telecare Services Association Quality Standards Framework and the Derbyshire Dignity Challenge.

The Careline and Support Service took over the management of 6 community rooms provided by Housing Services and had a programme of refurbishments planned. Current users had been consulted in order to understand what improvements were needed. Members asked if friends groups were being involved in the refurbishment and management of the community rooms. The Careline and Support Services Manager responded that all the necessary friends of groups had been involved in consultations.

Since April 2016, there had been an increase in the number of self-funders receiving the Careline response service and signing up to the support service. Chesterfield Borough Council (CBC) took the opportunity of offering a Careline provision and monitoring service to residents living in the Derbyshire Dales (DD) and took over two thirds of DD Careline users.

The overall financial situation for 2016/17 was better than reported in February 2016 due to the net increase in Careline response self-funders and the monitoring of former Dales Housing customers. There was a risk that DCC may remove its funding for Careline however this had been mitigated by increases in income and staffing savings.

Members had concerns over the coordination of activities and resident engagement at Parkside as there were two types of activities being offered by two different groups. The Careline and Support Services Manager replied that initially the mix of new and old tenants in the scheme had worked well and a residents committee had been set up with support from the Social Inclusion Officer. The committee was running activities such as bingo and coffee mornings, whilst the Social Inclusion Officer assisted with other activities such as chair based exercise. There had been concerns that activities were only targeting a small group of people and the Social Inclusion Officer was working to ensure all residents felt comfortable to take part in activities. A meeting had been set up with the residents to go over these issues and discuss residents' concerns with their tenancies. There was also some confusion with residents' understanding of CBC's role in Parkside and Careline; this would be clarified at the meeting.

Members asked if there was a danger of the Careline and Response Service overstressing its capacity by expanding into the DD. The Careline and Support Services Manager responded that CBC was clear on what they could and could not provide. DD residents did not receive a

response service prior to CBC taking over and CBC has carried on the same service. The alarms can be monitored within the current staffing resource however to provide a response service as well would have caused a staffing issue. If there was the opportunity to take on further business in that area, the commitment required from CBC would be reviewed.

Members asked if the funding from DCC for the monitoring of alarms had been extended beyond 31 March, 2017. The Careline and Support Services Manager advised that an exempt report had gone to DCC's cabinet about the alarms and there was a meeting arranged with partners and DCC where it was hoped the issue over the contract would be discussed.

Members enquired about the timescale for installing the CCTV in the sheltered schemes and community rooms. The Careline and Support Services Manager replied that a CCTV system would be initially be installed at the main entrance door of two community rooms at Wimborne Crescent and Winstar Court as refurbishment works were planned for May/June 2017; this would then be followed by Brocklehurst Court which was due to have a major refurbishment during 2017/18. CCTV would then be installed in the other community rooms and sheltered schemes when refurbishment work was carried out to them. The CCTV system would be connected to the Careline office, however it would only be intended to assist with access into the buildings.

Members asked if all the employees working at Careline were employed by CBC on permanent contracts or if agencies were still being used. The Careline and Support Service Manager advised that all employees were employed by CBC and all were on permanent contracts.

Members questioned if a loss in funding from DCC had been included in the budget predictions. The Careline and Support Services Manager replied that this had been mitigated in the report for the review of Careline and Support Services that was approved last year and plans were in place to make the service nearly self-sufficient by 2020.

Members thanked the Cabinet Member for Customers and Communities and the Careline and Support Services Manager for attending to provide the progress report and for answering their questions.

RESOLVED –

1. That the progress report be noted.
2. That feedback from the meeting at Derbyshire County Council regarding funding for the monitoring of Careline alarms be circulated to members.

50 **LOCAL GOVERNMENT ACT 1972 - RE-ADMISSION OF THE PUBLIC**

RESOLVED –

That the public be readmitted to the meeting.

51 **CABINET MEMBER FOR HEALTH AND WELLBEING**

Development of a Health and Wellbeing Strategy

The Health and Wellbeing Manager attended to provide a brief overview of the development of the Health and Wellbeing Strategy; a presentation had been received by the Overview and Performance Scrutiny Forum on 10 January, 2017. Data received from the indices of multiple deprivation indicated that there were large inequalities in life expectancy between the most and least deprived areas and some of the illness averages were significantly worse than authority areas in the rest of England.

Partnership working was crucial to improve health inequalities as borough-wide changes were needed to the way people act in order to improve the health profile. An important factor in improving health was through developing community based actions such as Press Red. This approach was targeted at specific areas and tailored for individual groups that could be varied across the borough. Partnership working was also taking place with the DCC Public Health Team and Sustainability and Transformation Plan Place Group, the redesigned NHS partnership. Falls prevention would be looked at initially as a key part to keeping people safe and out of hospital. Work was being carried out with Sports England to apply for funding for projects.

To address the issues with the alcohol-related harm, work would be undertaken with key groups that have a high demand on services. Also, to improve the feel of the town centre, the possibility of managing alcohol licenses on town centre businesses would be considered.

An internal strategy group including members from all services in the Council would be developed. The work of the group would be overseen by the health and wellbeing partnership.

Members thanked the Health and Wellbeing Manager for attending to provide the update.

Green Spaces and Allotments Strategy

The Principal Green Spaces Officer attended to provide an update on the work that had been carried out by the Greenspaces team and the future plans for the boroughs green spaces.

There had been some funding successes since the committee received the last update in August 2016. Eastwood Park in Hasland had received funding for a wheel/skate park and Stand Road Park had been awarded a small sum of funding for pitch side shelters which was linked to a bigger project. Grants had been received from DCC and Viridor for a new play facility at Langer Lane in Rother Ward.

The Greenspaces team had carried out bulb planting in conjunction with primary and junior schools, friends groups and CBC's Neighbourhoods team. A project was being undertaken at Loundsley Green to create a wetland area; Holme Hall unite, primary schools, friends groups and external contractors were working together to deliver the project.

The Chesterfield in Bloom ceremony was held at Ringwood Hall and was well attended; Chesterfield went on to achieve the gold standard at East Midlands in Bloom. Work had begun to develop activities for this year's entry which included a painting competition for children based around the Women's Tour of Britain which was coming to Chesterfield again in June 2017. Friends groups and tenants and residents groups had been invited to get involved with the view of putting the focus on sustainability and community participation.

Members asked what the life cycle of a bulb was. The Principal Green Spaces Officer advised that 15 years ago a lot of extensive bulb planting took place on the gateways into the town, these bulbs were still thriving. Some of the funding for the bulb planting this year would come from the estate improvement budget.

Members asked if Chesterfield in Bloom received a lot of interest from businesses in the borough. The Principal Green Spaces Officer advised that local businesses are targeted for sponsorship in relation to prize giving and they had always managed to get secure sponsors for the 10 categories. Ringwood Hall had been the main sponsor and often renewed their commitment. Destination Chesterfield had been contacted to get involved however it had not fit with their priorities; the Principal Green Spaces Officer said he would continue to push for their involvement. In addition, getting town centre businesses involved, such as sponsoring hanging baskets, was a challenge.

Members asked if Staveley Town Council could get involved in the Bloom activities through their activity schemes for children in the summer holiday. The Principal Green Spaces Officer would consider involving Staveley Town Council and suggested that they could collaborate on work in King George V Playing Fields or the Staveley Memorial Gardens.

Members thanked the Principal Green Spaces Officer for attending to provide the update and answering members' questions.

RESOLVED –

That the updates be noted and on-going work to improve health and wellbeing be supported.

52 SCRUTINY PROJECT GROUP PROGRESS UPDATES

Councillor Derbyshire, lead member for the Play Strategy Scrutiny Project Group, provided an update. The group members had met with the Principal Green Spaces Officer to discuss the public consultation on the revised Play Strategy; the group would meet again to discuss the results of the public consultation when they were available.

Councillor P Gilby, lead member for the Leisure, Sport and Cultural Activities Scrutiny Project Group, advised that the group members were still waiting for a meeting to be set up with the project board for the new Queen's Park Sports Centre to discuss lessons learnt.

RESOLVED –

That the updates be noted.

53 **SCRUTINY MONITORING**

Councillor P Gilby attended to provide an update on the monitoring of the recommendations from the scrutiny review of the water rates payment policy. The scrutiny review was carried out due to concerns that council tenants may have been evicted from CBC properties for just owing water rates. During the course of the scrutiny project group's work it became clear that this was not the case, however the group also discovered that there was not a formal structure to the contract between Severn Trent Water (STW) and CBC. Conversations would take place between STW and CBC to work towards formulating an agreement. The Director of Finance and Resources would contact STW to set up a meeting to discuss the way forward and steps were being made to continue the agreement with STW.

Members asked what the termination period for the contract would be if STW wanted to cease current arrangements. Councillor P Gilby replied that the first aim was to keep the current contract, but STW had indicated that they wanted to take arrangements for water rates collection back in house for their authority clients in Derbyshire; if this was the case a transitional period of one year would be sought.

Members thanked Councillor P Gilby for attending to provide the progress update on the committee's recommendations.

RESOLVED –

1. That the monitoring schedule be approved.
2. That the Review of Water Rates Payment Policy (EW2) be removed from the monitoring schedule.
3. That Councillor Perkins reports back developments on the water rates contract through her role as scrutiny representative on the Housing Revenue Account Business Plan Steering Group.

54 **FORWARD PLAN**

The Forward Plan was considered.

RESOLVED –

That the Forward Plan be noted.

55 **WORK PROGRAMME FOR THE ENTERPRISE AND WELLBEING SCRUTINY COMMITTEE**

The Committee considered its work programme. The Chair noted that there were currently no items scheduled for the next meeting in April so it may be cancelled. In addition, members were informed that the next work programme action planning day would take place on 1 March, further detail and an email invite would be sent to members.

RESOLVED –

That the work programme be noted.

56 **MINUTES**

The Minutes of the meeting of the Committee held on 6 December, 2016 were presented.

In respect of Minute No. 39, the Chair advised Members that Councillor Dickinson would be carrying out a special project on the future of the old Queen's Park Sports Centre. The Chair would arrange to meet with Councillor Dickinson to discuss scrutiny's involvement in the project.

RESOLVED –

- 1) That the Minutes be accepted as a correct record and be signed by the Chair.
- 2) That the Chair meets with Councillor Dickinson to discuss scrutiny's involvement with the project on the future of the old Queen's Park Sports Centre.