

WAVERLEY BOROUGH COUNCIL

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE - COMMUNITY WELLBEING
- 12 SEPTEMBER 2017

(To be read in conjunction with the Agenda for the Meeting)

Present

Cllr Andy MacLeod (Chairman)
Cllr Liz Wheatley (Vice Chairman)
Cllr Val Henry

Cllr Mike Hodge
Cllr Denis Leigh
Cllr Ross Welland

Apologies

Cllr Sam Pritchard, Cllr Simon Thornton and Cllr Bob Upton

11. MINUTES (Agenda item 1.)

The Minutes of the Meeting held on 26 June 2017 were confirmed as a correct record and signed.

12. APOLOGIES FOR ABSENCE AND SUBSTITUTES (Agenda item 2.)

Apologies for absence were received from Councillors Sam Prichard, Bob Upton and Simon Thornton. Councillors Patricia Ellis and Nabeel Nasir were in attendance as substitutes.

13. DECLARATIONS OF INTERESTS (Agenda item 3.)

There were no declarations of interests in connection with items on the agenda.

14. SCRUTINY REVIEW - FACTORS AFFECTING HEALTH INEQUALITIES IN THE BOROUGH (Agenda item 5.)

The Committee received a presentation from Karen Simmons, the Surrey County Council public health lead for the Waverley area. The presentation was regarding health inequalities and the Districts role in its contribution to Public Health.

The Committee was reminded that a review to address health inequalities in the Borough had been agreed at its last meeting. The starting point for this review was information from Public Health England for the Waverley District in the Health Profile 2016. It stated that Life expectancy in the Borough was 7.4 years lower for men and 11.8 years lower for women in the most deprived areas compared with the least deprived areas. These statistics were surprising and so the Committee had agreed that they needed to explore the following areas in more detail:

- 1) How the wider determinants of health such as housing, employment, cost of living, environment, which included social isolation, transport infrastructure & social capital, and career development & opportunity, contributed and

- affected the health and mental health of residents and overall life expectancy.
- 2) The second area related to how our lifestyles and health behaviours affect life expectancy , such as smoking and drinking
 - 3) And thirdly looking into how accessible health and mental health care is for our residents.

Since that meeting, Alex Sargeson, the Scrutiny Policy Officer, had produced a scoping report and the following Councillors had agreed to form a working group to take the work forward: Councillors Andy Macleod, Liz Wheatley, Patricia Ellis, Nabeel Nasir, Nick Williams and Sam Pritchard

The Scoping Report detailed the rationale and background to the review, the Terms of Reference and the Key themes to explore as well as a list of people/organisations that they may wish to invite as witnesses.

The Committee thanked Karen for her presentation which Members had found very informative and agreed that they should go forward with the scope as proposed. They also felt that the Presentation would benefit being received by the Executive at a future meeting.

15. PERFORMANCE MANAGEMENT REPORT - QUARTER 1, 2017/18 (APRIL - JUNE 2017) (Agenda item 6.)

The Committee received the quarterly performance report which provided an analysis of the Council's performance in the first quarter of 2017/18 in the Service Area of Community Services. Nora Copping, the Council's Policy and Performance Officer, presented the findings to the Committee and she outlined some possible changes.

The Committee considered the report and agreed that the following additional indicators be included in future reports:

Careline:

1. the Total number of clients which in the past couple of years remained at the steady level of around 1800 clients at any given time
2. the number of calls per quarter
3. the Critical faults dealt with within 48 hours, for which a 95% quarterly target

Waverley Training Services:

1. the overall Apprentice success rate at 80% quarterly target recommended
2. the Apprentice timely success rate, measuring achievement of qualification in the expected timescale with the recommended quarterly target of 75%
3. the Number of apprentices on study programmes, with a yearly target of 30 apprentices, which breaks down to 7.5 apprentices per quarter.

Leisure:

1. the Numbers attending weight management or other wellbeing classes and activities

The Committee also agreed that they should have a performance indicator for the number of GP referrals to leisure centres and information regarding usage of health and wellbeing activities provided by the leisure centres. Furthermore, in the next report there would be more information provided about the drop in performance for the number of visits to Farnham Leisure Centre.

16. SAFEGUARDING POLICY FOR CHILDREN AND ADULTS AT RISK (Agenda item 7.) (Pages 7 - 16)

The Committee received a report summarising the Council's safeguarding responsibilities and proposed a new combined Safeguarding Policy for Children and Adults at Risk. The Council currently had two Policies which were adopted in late 2014 and merging these would adhere to Surrey County Council's adopted and recommended format and, therefore, would ensure a consistent safeguarding Policy was adopted by District and Boroughs through the County. Furthermore, the new Policy updated current procedures to reflect best practice, clarified the reporting process and highlighted the differing forms of abuse and indicators as well as summarising other related policies and strategies.

Andrew Smith, the Head of Strategic Housing and Delivery and Lead Safeguarding Officer, provided Members with a presentation on the reasons for the Safeguarding Policy and the governance arrangements. He also outlined the key changes and the procedure to follow if a person had a safeguarding concern. Members noted that there was a Surrey Multi Agency Safeguarding Hub (MASH) in place and was the single point of contact for reporting concerns. Further details are attached to these minutes in the slides.

The Committee thanked Andrew for the presentation and was in full support of the approach being taken. They found the joined up procedure much easier to follow and it clearly listed what someone should do when concerns were raised. Accordingly, the Committee

RESOLVED that the Safeguarding Policy be endorsed.

17. COMMUNITY MEALS SERVICE UPDATE (Agenda item 8.)

The Committee received an update on the transfer of the community Meals Service and progress to date. Members were advised that the new service transferred on 16 January 2017 with the offer of a 5 day a week service which provided a hot freshly cooked meal and optional afternoon tea. The service was provided from the following:

- Brightwells Gostrey Centre – Farnham Area
- Haslewey Community Centre – Haslemere Area
- Rowleys Centre for the Community – Cranleigh Area
- Waverley Borough Council staff restaurant – Godalming Area

The Committee was informed that officers had worked with the new providers to assist with the development of business plans and cashflow forecasts to determine the levels of grant funding to support the transition of the service. The Council

provided start up funding of £4,000 to each organisation for the first 3 months of the financial year and maintained the same level of funding previously for the Royal Voluntary Service (RVS) Meals on Wheels Service for 2017/18 to support the first full financial year of the service. It also provided £40,000 to purchase equipment necessary to deliver the service.

Since the new service had been in place, the following key points were noted:

- Clients accessing the service 110 – each provider has seen a high turnover of clients using the service;
- 10,283 hot meals delivered across the borough – this increased significantly in the second quarter (1 April – 30 June);
- 748 frozen meals delivered; and
- 1,026 teas delivered.

Looking forward, the team was looking at marketing campaigns and leaflet drops to encourage new clients. The feedback they had received was largely positive with clients increasing the amount of days that they receive meals due to them being 'much nicer' than previously. Family members of clients had reported that the meals were much healthier and their parent looked healthier and increased energy.

The Committee raised some concern about the need for volunteers to take the meals to the clients, and in some areas this could be some distance. Officers advised that they had placed an article in Your Waverley to encourage volunteers and that the Council ran a volunteering scheme which was well received. Lessons had been learnt too in the first few months about ensuring meals stayed warm and this had been resolved.

The Committee confirmed its support for this service and suggested that officers looked to speak to GPs for referrals where it was felt necessary. They could also attend town/village events to promote the service and leaflets could be placed in Town and Parish Councils and notice boards. Members were pleased that they could continue to run the service and were pleased with the positive feedback that had been received.

18. SERVICE LEVEL AGREEMENT GRANT FUNDING (Agenda item 9.)

The Committee RESOLVED that a Service Level Agreement Group be established to consider the funding for SLAs and the following be Members of this Group: Councillors Mike Hodge, Denis Leigh, Val Henry, Nabeel Nasir and Patricia Ellis.

19. PUBLIC TOILETS IN GODALMING, FARNCOMBE AND HASLEMERE (Agenda item 10.)

The Committee received an update on the recent closure of the public toilets in Godalming, Farncombe and Haslemere. Members were advised that conversations with Town and Parish Councils continued and it was likely that the lease would be transferred to them. It was noted that this process had been followed in Farnham and Cranleigh successfully and the toilets could remain open.

20. COMMITTEE WORK PROGRAMME (Agenda item 11.)

The Committee reviewed the Committee work programme. It was felt that they should receive an update on the Ambulance response times. Members noted that there would be a member briefing from the police on Community Engagement arranged and all were welcome to attend.

The meeting commenced at 7.00 pm and concluded at 9.00 pm

Chairman

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SAFEGUARDING POLICY FOR CHILDREN AND ADULTS AT RISK

Community Wellbeing Overview and Scrutiny

12 September 2017

Andrew Smith

Head of Strategic Housing and Delivery

Lead Safeguarding Officer



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Object of Safeguarding:

To prevent and reduce risk of harm to adults and children from abuse or other types of exploitation and impairment of development, while supporting individuals to maintain control over their lives and enabling them to make informed decisions without coercion.

Why does Waverley need a Safeguarding Policy?

It is a statutory responsibility for local authorities to have effective safeguarding arrangements as set out in the Children's Act 1989 and 2004, and the Care Act 2014.

Although a key responsibility for the Council, safeguarding is everybody's business.



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Governance

Surrey County Council is the statutory authority for safeguarding and all 11 borough and district councils are partner agencies of the County Council's Safeguarding Children Board and Safeguarding Adults Board.



The new Policy

- combines two existing policies relating to children and vulnerable adults into one
- updates current procedures to reflect best practice
- clarifies the reporting process and
- highlights the different forms of abuse and indicators of abuse
- signposts to related and useful policies and strategies

The Policy...

...has been developed in accordance with Surrey County Council guidance regarding:

- the safeguarding training programme
- recruitment procedures that will safeguard children and promote welfare
- details of the designated safeguarding officers
- the procedures that staff and members must follow if they believe a child or adult may be at risk

How we meet our safeguarding obligations

We do not investigate, diagnose, counsel, interfere, problem solve, 'try and protect' ...

We do report and refer to the MASH

How to make a referral relating to children or adults at risk

You have a Safeguarding concern

This could be a suspicion, an allegation, an observation or a disclosure of abuse or risk of abuse

Is there an immediate risk of harm?

Yes

Call **Emergency Services on 999** and following the call to Emergency Services, report the concern to one of the designated safeguarding officers (See page 5)

If you are a member of staff, then also complete an internal reporting form which is on Backstage under *Report It* to be sent to the safeguarding team.

If you are an elected member, call **Emergency Services on 999** and report the concern to one of the designated safeguarding officers (See page 5)

No

If you are a member of staff, talk to your Line Manager and if it is decided there is a concern (The Safeguarding Team can be contacted for advice if needed), report it on Backstage and make the referral to the **Surrey Multi Agency Safeguarding Hub (MASH)** on **0300 470 9100** or a social worker if known to social services.

If you are an elected member, report the concern to one of the designated safeguarding officers (See below)

If further information or action is required from you, the MASH will contact you.

Surrey Multi Agency Safeguarding Hub (MASH)

The MASH is the single point of contact for reporting concerns about the safety of a child, young person or adult.

It co-locates agencies: Adult Social Care, Children's Social Care, Health and Surrey Police.

There is also a virtual team of partners who support the MASH via information sharing, including Education Workers, Independent Domestic Violence Advisers, Youth Support Services, Probation Service, Ambulance, Hospitals, Surrey Fire and Rescue Service, Trading Standards, schools and colleges, a Data Analysis team as well as four Early Help Co-ordination Hubs.

Surrey Multi Agency Safeguarding Hub (MASH)

Its aim is to identify need, risk and harm accurately and to facilitate the most appropriate and timely intervention.