

Scrutiny Inquiry Progress Update on Recommendations
Interim/Final Progress Report (6 months on/ 12 months on) delete as appropriate

Select Committee Inquiry Report Completion Date: April 2015 (Cabinet)

Date of this update: 10 November 2015

Lead Officers responsible for this response: Lloyd Jeffries (1, 2, 3, 9); Phil Dart (5a); Richard Ambrose (6)

Cabinet Member that has signed-off this update: Martin Phillips

Accepted Recommendations	Original Response and Actions	Progress Update	Committee Assessment of Progress (RAG status)
<p>1a: That the local emergency team promotes the local number alongside the 0845 number. These numbers should be promoted to all partner agencies and District Councils as well as promoted to all County Councillors and service areas within the county council (particularly Children and Families).</p> <p>1b. The LES number and information about local emergency support (with links to partner agencies and organisations) needs to be given prominence on the county council's website.</p>	<p>The original 01296 395000 can still be dialled and be connected to the call centre. The Local Emergency Support Team will promote the local number in future and the leaflet and website will be updated accordingly.</p>	<p>Already completed and in place. The local number for applications is 01296 382414, alongside the 0845 number.</p> <p>Local Emergency information and partner agency support including on-line application portal available at www.buckscc.gov.uk/les</p> <p>Local Emergency Support applications are being piloted with the digital Firmstep platform.</p> <p>(Lead Officer: Janice Moore, Direct Services Team Manager)</p>	

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<p>1c. The LES team to develop the idea of “Bucks Support” to help improve access to emergency support services for people in crisis via the county council’s website.</p>	<p>The Bucks Network – an officer level partnership – has a well-established task and finish group working on the topic of Welfare Reform, whose work is recognised as good practice nationally. The Council will work with partners through the Network to consider how we can jointly improve access to emergency support services for people in crisis within existing resource</p>	<p>Links to emergency support services are available via www.buckscc.gov.uk/les</p> <p>(Janice Moore)</p> <p>The Bucks Network Welfare Reform Group is currently reviewing its function, following its last meeting in June 2015.</p> <p>The Welfare Reform Group remains the most suitable partnership forum for taking this recommendation forward. The Group is likely to next meet in late November / early December 2015.</p>	
<p>2: That the Local Emergency Support team works with the relevant partner agencies to share their current processes with the aim of reducing duplication of effort where possible.</p>	<p>The Local Emergency Support Team works with relevant partner agencies sharing current practices. In particular, where partners become Local Emergency Support Team referring agencies, this is reducing duplication of effort. This practice will be rolled out further across the county where applicable.</p>	<p>All known partner agencies have received information about the on-line portal access and direct access to LES Mailbox. This is working well since up and running.</p> <p>(Janice Moore)</p>	
<p>3a: That the local emergency support team considers administering the red voucher system along</p>	<p>The Cabinet has considered this but the Local Emergency Support Team are already a referring agent of the red voucher system that operates for the Trussell Trust. Same day vouchers can be</p>	<p>LES have streamlined the process to the Out of Hours service by direct referral from the team if the application warrants same day service.</p>	





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<p>with other partner agencies so that the needs of those facing a 'level one' crisis can be met immediately and statistical information relating to the use of Foodbanks is collected, on a quarterly basis, in a central place.</p>	<p>obtained from Aylesbury and Chesham jobcentres, District Councils and all Citizen Advice Bureau's.</p> <p>Buckinghamshire County Council operates an Out of Hours Service which ensures that anyone fitting the criteria (as per the Local Emergency Support Policy) is able to have immediate access to food via the support worker.</p> <p>Where appropriate, the Local Emergency Support Team will also assist the 'set up' of food banks where the need in rural areas is required.</p> <p>The Local Emergency Support Team currently collects quarterly returns from the Aylesbury Vineyard/One Can Trust and the Chiltern Foodbank and will investigate ways of extending the data collection in order to provide a more comprehensive picture of the use of Foodbanks.</p>	<p>(Janice Moore)</p> <p>With the support LES have given to Central Aid they are facilitating the service in rural areas by promoting this service out in the community. This will include emergency food parcels to the most vulnerable in rural areas.</p> <p>(Janice Moore)</p>	
<p>5a: That the County Council actively promotes Credit Unions as a method of saving and also as an alternative to the existing payday loans.</p>	<p>The Council is already actively promoting Credit Unions as a method of saving and as an alternative to payday loans to its staff, and is supportive of continuing its activity in this area. However, the Council recognises the recommendation goes wider and there is a need to ensure that there is a co-ordinated promotion to residents through service delivery.</p>	<p>The Council has a plan of activity to promote the credit unions to residents, including a series of presentations from the Credit Unions to key frontline staff and providers who work with those residents who may benefit most from their services.</p> <p>(Chris Walking, Policy Officer, Voluntary Sector)</p>	

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<p>5b: The LES team, in conjunction with other partner agencies, should seek assistance from the corporate communications team to develop a communications and engagement plan to target relevant groups and organisations.</p>	<p>The Cabinet is supportive of developing targeted communications and engagements, subject to the availability of resources. This would need to be developed on a wider partnership basis and the Council will therefore take this recommendation forward through the Bucks Network, including with Credit Union involvement.</p>	<p>The Bucks Network Welfare Reform Group is currently reviewing its function, following its last meeting in June 2015.</p> <p>The Welfare Reform Group remains the most suitable partnership forum for taking this recommendation forward. The Group is likely to next meet in late November / early December 2015.</p>	
<p>6: That the County Council explores the possibility of depositing a sum of money from the LES budget with the Swan Credit Union and M for Money Credit Union to allow people to convert their existing payday loans to more manageable loans. This scheme would need to be monitored by the LES team.</p>	<p>The Cabinet is aware that Universal Credit has not yet been rolled out in Buckinghamshire and it is important to ensure that we retain scope within the local emergency support budget to respond to future pressures. Subject to this, we will investigate the potential for supporting the Credit Unions with loan schemes.</p>	<p>BCC is having discussions with the credit unions on establishing a crisis loan scheme. BCC is considering making a subordinated loan to the credit unions to help establish the scheme.</p> <p>This will be discussed further at Cabinet on 9th November.</p> <p>(Richard Ambrose, Director of Assurance)</p>	
<p>8: That the County Council commits to strengthening its partnership working by fully engaging with the existing partner agency</p>	<p>The Council will continue to support the Bucks Network's work on the impact of welfare reforms and crisis support, within existing resources. This partnership group includes representatives from a wide range of partners. The council will continue</p>	<p>The Bucks Network Welfare Reform Group is currently reviewing its function, following its last meeting in June 2015.</p> <p>The Welfare Reform Group remains the</p>	

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<p>networks. Ensure representatives from the mental health team, social care, local emergency support team and the Health and Wellbeing Board are linked in with the relevant external partner agency meetings.</p>	<p>its support for this partnership work and encourage further links with the Health and Wellbeing Board.</p>	<p>most suitable partnership forum for taking this recommendation forward. The Group is likely to next meet in late November / early December 2015.</p>	
<p>9: That the County Council apportions the local emergency support budget to the different levels of support. Level one support to be administered via Service Level Agreements with the partner agencies for them to deliver services and support to people in crisis. Level two support to be allocated an amount of the budget to continue to support people to live independently and to receive the ongoing support and advice. Level three support to receive a proportion of the budget to focus on preventative measures to reduce the future demand on level one</p>	<p>The Council agrees the recommendation to administer Level One with partner agencies for them to deliver services and will explore this with partners.</p> <p>With a proportion of the Local Emergency Support funding allocated to supporting Level One, the remaining Local Emergency Support funding allocation should remain with the Local Emergency Support Team so that there is sufficient flexibility depending on the need/requirement.</p>	<p>Level one support with partner agencies in progress. Procedures along the same lines as the Out of Hours service criteria.</p> <p>To offer short term assistance through our partner agencies with a follow up application to the LEST from them....this will capture on going requirement-level 3 support.</p> <p>(Janice Moore)</p>	

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support.			

RAG Status Guidance (For the Select Committee's Assessment)

	<i>Recommendation implemented to the satisfaction of the committee.</i>		<i>Committee have concerns the recommendation may not be fully delivered to its satisfaction</i>
	<i>Recommendation on track to be completed to the satisfaction of the committee.</i>		<i>Committee consider the recommendation to have not been delivered/implemented</i>