



DEMOCRATIC AND ELECTORAL SERVICES

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Dear Councillor

PLEASE NOTE CHANGE OF VENUE

OVERVIEW AND SCRUTINY COMMITTEE

The next meeting of the Overview and Scrutiny Committee will be held as follows:

DATE: **THURSDAY, 30TH JUNE, 2016**
TIME: **6.00 PM**
VENUE: **CEDAR ROOM, THE SOUTH BUCKINGHAMSHIRE**

Only apologies for absence received prior to the meeting will be recorded.

Yours faithfully

Jim Burness

Director of Resources

To: The Overview and Scrutiny Committee

Mr Hollis
Mr Harding
Mr Bastiman
Mrs Lowen-Cooper
Mr Read
Mr Sangster
Mr Walters MBE
Mrs Gibbs

Audio/Visual Recording of Meetings

Please note: This meeting might be filmed, photographed, audio-recorded or reported by a party other than South Bucks District Council for subsequent broadcast or publication.

If you intend to film, photograph or audio record the proceedings or if you have any questions please contact the Democratic Services Officer (members of the press please contact the Communications Officer).

Declarations of Interest

Any Member attending the meeting is reminded of the requirement to declare if he/she has a personal interest in any item of business, as defined in the Code of Conduct. If that interest is a prejudicial interest as defined in the Code the Member should also withdraw from the meeting.

A G E N D A

	(Pages)
1. Apologies for Absence	
2. Minutes	
To confirm the minutes of the meeting held on:	(5 - 10)
<i>14 March 2016.</i>	
<i>10 May 2016.</i>	
3. South Bucks District Council Performance Report Annual Report 2015-16	
To note the report of the Acting Chief Executive.	(11 - 12)
<i>Appendix A</i>	(13 - 14)
<i>Appendix B</i>	(15 - 16)
<i>Appendix C</i>	(17 - 22)
4. Advice Services in South Bucks	
To note the report of the Head of Healthy Communities.	(23 - 26)
5. Joint Private Sector Housing Strategy and Financial Assistance Policy	
To consider the report of the Head of Healthy Communities.	(27 - 30)
6. Freedom of Information Management and RIPA Annual Report	
To note the report of the Director of Services.	(31 - 38)
7. Bucks Health and Adult Social Care Select Committee	
To receive the minutes of the Committees held on:	
<i>22 March 2016</i>	(39 - 46)
<i>18 April 2016</i>	(47 - 48)
<i>10 May 2016</i>	(49 - 56)
8. Bucks Children's Social Care and Learning Select Committee	
To receive the minutes of the Committees held on:	
<i>23 February 2016</i>	(57 - 62)
<i>12 April 2016</i>	(63 - 70)
<i>24 May 2016</i>	(71 - 78)

9. **Members Questions and Answers**

An opportunity for Members to raise questions about items:

- during the meeting
- written questions submitted previously
- raised by information items

10. **Work Programme**

To note the work programme timetable.

(79 - 80)

11. **Any other Business**

To consider any matters which the Chairman agrees as urgent in accordance with Section 100B of the Local Government Act 1972

The next meeting is due to take place on Monday, 3 October 2016

OVERVIEW AND SCRUTINY COMMITTEE

Meeting - 14 March 2016

Present: Mr Hollis (Chairman)
Mr Bastiman, Mr Sangster and Mr Walters MBE

Apologies for absence: Mr Harding, Mrs Lowen-Cooper and Mr Read

40. MINUTES

The minutes of the meeting of the Committee held on 1 February 2016 were agreed and signed by the Chairman.

41. JOINT LOCAL PLAN AND HS UPDATES

The Committee received an update on the progress being made on (1) producing a Joint Local Plan with Chiltern District Council and (2) HS2.

(1) Joint Local Plan

Presentations had been made to District Councillors at both Councils, parish councils, MPs and Stakeholders. Public consultation had ended today 14 March 2016 and over 5000 responses had been received.

Other authorities were being engaged in the process in accordance with the Duty to Co-operate. A work programme would be submitted to the next meeting of the Joint Planning Policy Member Reference Group on 19 April setting out key dates including the intention to consult with the O and S Committee at each Council sometime in late September/early October 2016.

During the discussion the Chairman expressed regret that the Green Belt assessment had not been completed and made available before the consultation as without this the HELAA and HEDNA did not make sense exposing the consultation to criticism and complaint.

In addition he expressed the view that the HEDNA and HEELA, though considered benchmark documents, lacked scientific rigour since both rely upon gross extrapolation of crude statistics that do not reflect local sensitivities and, in the case of the latter, interpret heresay as fact with regard to the needs of local businesses.

In response, the Committee was advised of the process that had been followed by ARUP to produce the Green Belt assessment which had subsequently been used to create a range of options and scenarios upon which to consult. Although Arup's final report had not been completed prior to the start of the consultation, the assessments of individual Green Belt parcels and Arup's main conclusions had been available at an early stage. It was also emphasised that housing need and housing demand figures were estimates only at this stage and would be refined as the Joint Local Plan was developed.

The Chairman, in summing up the views of members, felt that the outcome the Committee would like to see is a considerable reduction in the number of houses 'needed' once the impact of green belt and infrastructural surveys are factored in as is allowed for in the production of a Local Plan. If this outcome is not achieved then consideration should be given to the use of an independent consultant to review the

calculations as was the case with the previous Local Plan wherein considerably fewer houses were determined to be 'needed'.

(2) HS2

The Committee received a summary of The Select Committee Final report published on 22nd February. The Final report covered many of the issues affecting South Bucks as summarised below.

- **Heathrow Spur** – In view of the risk of blight that continues the Select Committee (SC) **directs** the Promoter (HS2) not to use the Bill powers to implement passive provision for a Heathrow Spur. The Promoter should take immediate steps to ensure that relevant landowners and communities are fully informed of the change.
- **Heathrow Express Depot relocation** – the report summarises the main concerns including alternative regeneration uses for the site; effects of construction traffic including on air quality; and the visual and other impacts of the depot on canal boat residents. The canal boat residents were aggrieved that they had not been recognised earlier as affected parties which was an unfortunate failing on the part of the Promoter. They may need to be rehoused during construction and they have a legitimate expectation that such rehousing should be convenient, comfortable and suitable to accommodate what may be unusual practical needs. The effect on the community of boat owners should be recognised and addressed. In addition to the £1.4m contribution towards the relief road they expect the local highway authority to address the construction traffic HGV's using Bangors Road south through Traffic Management Orders or weight limits on non- HS2 vehicles. The promoter stated that it would endeavour not to use the road at all unless it became really necessary.
- The issue of indemnity against the liability for the contaminated land at **Thorney Business Park** is expected to be resolved between the parties if not by the House of Lords.
- **Colne Valley CIC** was concerned about the future of Green Belt land in the area. The SC recognised that a solution is needed taking account of ultimate land ownership to address cumulative impacts of construction and to provide some certainty in relation to the GB for those who enjoy its benefits. The promoter has agreed to provide substantial (£6.25m) funding for public realm and highways improvements in this locality.
- The promoter should work with **Western Rail Access** to better coordinate the two projects.
- **Colne Valley**
- It is recognised that train noise will have an adverse effect on the tranquillity of the area. The aquifers should be protected with the promoter taking precautions. The SC recognised that the residents will be adversely affected by the viaduct including canal boat owners and other residents along the GUC. Their needs should be accommodated. Further baseline noise assessments are required and there should be proper monitoring of noise during construction and on operation. Visual screening may also be appropriate. Construction sites should be properly secured.
- **Viaduct design** – the most significant visible engineering feature on the HS2 Phase 1 route. International significance and its design should reflect that.

Local people deserve that its design be respectful and respectable. The Promoter should be open to that challenge.

- **Traffic** –Denham is recognised as having its own set of traffic issues which HS2 will exacerbate particularly congestion on A412, Old Rectory Lane, Cheapside Lane and Tilehouse Lane. The promoter is funding assessments to look at sensitive junctions on the A412. Any damage caused by temporary diversions will be repaired by the promoter. The Promoter should be open to the idea of a shuttle bus from Denham to important locations such as hospitals.
- **Martin Baker** – existing congestion locally means that assistance with provision of alternative or improved access may well become a matter for decision by the Secretary of State. The SC do not believe that it is a matter for the Promoter but benefits would clearly flow from a new access road were the relevant authorities to pursue it.
- **Amenities** – the project will have a heavy environmental footprint in this area. Steps can be taken to leave a legacy of environmental improvement. There should be an aspiration of **no net biodiversity loss** in this area. Better than satisfactory restoration of the West Hyde compound would be another way for the project to address local concerns for the long term.
- **Colne Valley Park Regional Panel** – through this body the project should work to bequeath positive environmental legacies to Hillingdon and its environs. The Panel may also want to consider projects such as improved user access, better visitor facilities and sensible footpath reconfigurations following HS2 construction. The Promoter should consider funding these aspirations.
- **HOAC** – An alternative location has been identified at another gravel extraction site in Denham. Planning consents are still required. The promoter has given assurances of support for taking this forward and for funding. (tens of millions of pounds). The SC hopes it comes to fruition.
- **Denham Water Ski Club – the clubhouse is located under the NW end of the viaduct.** The SC commends the owner who has developed a successful undertaking in a SSSI. The owner should expect cooperation from the promoter in pursuing a planning application for an alternative clubhouse.

RESOLVED that the updates be noted.

42. BUDGET AND SAVINGS UPDATE

At the meeting on 11 November 2015 the Committee had submitted comments to the Cabinet on savings options and the Committee now received an oral update on the progress being made on those options categorised as green or yellow.

The Committee was pleased to note that a majority of the options were on track. There was some slippage in respect of Capswood Offices and the proposals for the Evreham Centre would need to be revisited in the light of BCC's decision to withdraw from the dual use agreement from 2017. Whilst the proposed way forward for Beaconsfield Car Park had been supported by the Resources PAG, the proposal in respect of Gerrards Cross Car Park was felt to need more work in looking at options.

43. BUCKS HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE

The Committee noted the minutes of the Select Committee held on 2 February 2016

44. FRIMLEY HEALTH NHS FOUNDATION TRUST

Sir Andrew Morris, Chief Executive, Frimley NHS Trust, attended for this item to provide a presentation on the progress made by the Trust since his last presentation on 23 March 2015 during which time the Trust had received top marks from the Care Quality Commission (CQC) following their inspection of the hospitals including Wexham Park.

The Trust had taken over responsibility for the hospitals in October 2014 at a time when the results of a CQC inspection showed a number of areas being inadequate or requiring improvement as indicated in a slide. A further slide on the results of the CQC inspections in February 2016 showed all areas being graded either good or outstanding. Sir Andrew's presentation focussed on how the improvements had been achieved and recognised by the CQC.

Sir Andrew emphasised that the change process had not started with addressing the financial deficit – the process had been driven by changing values and patterns of behaviour of staff by concentrating on the following objectives:

- Getting the culture right by concentrating on customer care, treating patients with respect and meeting their needs as individuals
- Improving governance, quality and safety
- Raising and sustaining performance
- Improving the infrastructure
- Recovering financially

With regard to improving the infrastructure, Sir Andrew referred to the following projects:

- Redevelopment of maternity
- New emergency department
- Ambulatory care assessment unit
- Re -development of car park to provide 500 spaces
- Expanding IT provision

During the discussion a number of issues were discussed/clarified including the following:

- Vacancy rate
- Bed blocking
- Emergency Cover
- Progress being made to create better coordination by developing Multi-Disciplinary Teams
- Proposals for Heatherwood including the provision of a 50 bed Elective Unit.
- Proposals for bridging the budget deficit

Sir Andrew concluded his presentation by emphasising that the change process had been driven not by concentrating on financial recovery but by focussing on changing values and behaviours.

The Committee thanked Sir Andrew for his presentation and congratulated the Trust for the progress and improvements they had achieved in such a short period of time.

45. **WORK PROGRAMME**

The Committee received the work programme.

The meeting terminated at 8.20 pm

OVERVIEW AND SCRUTINY COMMITTEE

Meeting - 10 May 2016

Present: Mr Hollis (Chairman)
Mr Bastiman, Mrs Lowen-Cooper, Mr Read and Mrs Gibbs

Apologies for absence: Mr Harding, Mr Sangster and Mr Walters MBE

1. ELECTION OF CHAIRMAN

It was moved, seconded and

RESOLVED that Councillor Hollis be elected Chairman of the Committee for 2016/17.

2. ELECTION OF VICE-CHAIRMAN

It was moved, seconded and

RESOLVED that Councillor Harding be elected Vice-Chairman of the Committee for 2016/17.

The meeting terminated at 7.14 pm

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SUBJECT:	<i>South Bucks District Council Performance Report Annual Report 2015-16</i>
REPORT OF:	<i>Leader of the Council – Councillor Ralph Bagge</i>
RESPONSIBLE OFFICER	<i>Acting Chief Executive – Bob Smith</i>
REPORT AUTHOR	<i>Rachel Prance (01494 732903) Sarah Woods (01494 586 800)</i>
WARD/S AFFECTED	<i>ALL</i>

1. Purpose of Report

The purpose of this report is to outline the performance of Council services against performance indicators and service objectives during the year 2015-16.

RECOMMENDATION

Cabinet is asked to note the performance reports and review the Annual Report which is different to previous years as it is now in an info-graphic format.

2. Executive Summary

Overview of performance indicators (PIs) against targets across the Council:

Portfolio	No of PIs	PI on target ✓	PI slightly below target ◻	PI off target ✗	Unkn own/ Data only
Leader's	3	0	0	2	1
Resources	12	8	1	0	3
Healthy communities	16	4	0	7	5
Deputy Leader/ Sustainable development	10	8	1	0	1
Environment	3	2	0	0	1
Total PIs	44	22	2	9	11

3. Reasons for Recommendations

3.1 This reports factual annual performance against pre-agreed targets. Management Team, Cabinet and Overview & Scrutiny Committee receive regular updates detailing our progress towards service plan objectives, performance targets and strategic risks, in line with our Performance and Improvement Framework. This year the Annual Report is in a different format. Previously, the Annual Report was a 40+ page document, but was reduced last year. This year it has been reduced further to a two sided info-graphic designed to highlight the main achievements for the year and main achievements for the year ahead.

3.2 The Annual Report and two detailed performance tables accompany this report:

- **Appendix A – Annual Report SBDC 2015-16**
- **Appendix B – Priority indicators 2015-16**
- **Appendix C – Quarterly corporate performance indicators 2015-16.**

4. Key points to note this quarter:

- 4.1 Of the nine off-target PIs, three are priority PIs. Please refer to the appendices for full details.
- 4.2 Of the 11 unknown PIs, six are provided for information only; four are not reported this quarter and one is a new PI for this year where the target has not yet been set.
- 4.3 **Leader's**: voluntary leavers as a percentage of the workforce and working days lost due to sickness were off target, the latter mainly due to long-term sick absence. Personnel Committee are kept fully informed.
- 4.4 **Healthy communities**: all five of the off-target PIs relate to housing, please refer to the appendices to view individual reasons. Three are linked to the national increase in demand for temporary accommodation, which a government briefing paper states¹ is 11% nationally year on year at March 2015, with a further 3% increase by June 2015, the biggest single area impacted being London.

5. Consultation

Not applicable.

6. Options

Not applicable.

7. Corporate Implications

- 7.1 Financial - Performance Management assists in identifying value for money.
- 7.2 Legal – None specific to this report.
- 7.3 Crime and Disorder, Environmental Issues, ICT, Partnership, Procurement, Social Inclusion, Sustainability – reports on aspects of performance in these areas.

8. Links to Council Policy Objectives

Performance management helps to ensure that performance targets set through the service planning process are met and any dips in performance are identified and resolved in a timely manner. This report links to all three of the Council's objectives, listed below:

- Objective 1 - Efficient and effective customer focused services
- Objective 2 - Safe, healthy and cohesive communities
- Objective 3 - Conserve the environment and promote sustainability

9. Next Step

Once approved, this report and appendices will be published on the website.

Background Papers:	N/A
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¹ (<http://researchbriefings.files.parliament.uk/documents/SN02110/SN02110.pdf>)

This document aims to highlight our major achievements and performance between April 2015 and March 2016

To find out more about what we are aiming to achieve, see our joint business plan with Chiltern District Council at www.southbucks.gov.uk/prioritiesandperformance

To find out more about our financial performance, see our financial accounts at www.southbucks.gov.uk/statementofaccounts

Performance against targets

We set ourselves 44 key targets to achieve. The full table and results can be viewed at www.southbucks.gov.uk/performance

Key achievements during 2015 - 2016



Chiltern and South Bucks District Councils have combined their senior management; agreed 16 shared service teams, saving around £7.5m since 2012



Supported 341 households to secure housing through Bucks Home Choice, prevented 57 from becoming homeless and assisted 236 households with homelessness applications of which 128 were accommodated



Secured over £2.5m from the Department for Energy and Climate Change to improve energy efficiency in homes and alleviate fuel poverty in 579 households



Started to prepare a joint South Bucks and Chiltern local plan



Our local land charges service is in top 10 of the National Land Information service



Over 11,000 tonnes of waste was reused, recycled or composted



Over 90% of planning applications processed in time



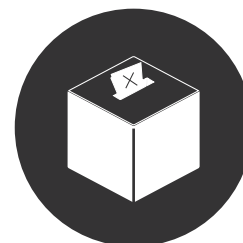
Supported 144 people to obtain disability adaptations and accessed over £800k funding



Worked in partnership with Thames Valley Police to reduce crime and disorder



Introduced new improved recycling collection for flats



Successfully ran the combined parliamentary, district and parish elections in May 2015



Extended the Olympic legacy rowing programme to all senior schools enabling 1,500 young people to participate in fitness activities



Supported the rollout of superfast broadband to 2,389 homes



Won additional mitigation to protect the Colne Valley and the district from the impact of HS2



Draft the joint South Bucks and Chiltern local plan



Continue to make savings in order to deal with on-going reductions in Government funding



Continue to support the rollout of superfast broadband



Ensure our open spaces and leisure facilities are suitable for the needs of our residents now and in the future



Empower our communities to deliver services



Deliver a Housing Strategy to help people in need to secure appropriate housing



Mitigate the impact of major infrastructure works arising from planned development



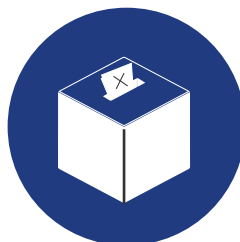
Increase off street car parking spaces in our main centres



Roll out customer web access for parking fines



Investigate alternative uses of council-owned land and buildings to better serve our residents



Manage the EU referendum



Continue to work with HS2 and partners to mitigate harm from HS2

Appendix B - Priority Plis 2015-16 Annual - SBDC

Code	Description	Actual 2014/15	Target 2014/15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Actual 2015/16	Target 2015/16	Traffic Light	Latest Note
Leader's portfolio																			
SbHR1	Working days lost due to sickness absence	14.49	12	16.44	14.34	14.28	14.61	14.93	14.86	15.51	15.2	14.87	14.68	14.5	15.43	15.43	11	<input checked="" type="checkbox"/>	Sickness figures have increased due to some officers being on long term sick due to surgery or acute illnesses. Management Team are aware of the situation, active attendance management in place. 184.29 for March+ 1647.78 =1832.07 (info taken from Tensor)/18.75 (average FTE figure) = 15.43/12*12=15.43
Resources																			
SbRB1	Speed of processing - new HB/CTB claims (cumulative)	20.3	19	15.9	17.7	17.2	17.2	16.8	17	17.4	17	17	17.3	17.5	17.5	17.5	19	<input checked="" type="checkbox"/>	
SbRB2	Speed of processing - changes of circumstances for HB/CTB claims (cumulative)	8.3	8	7	7.9	7.9	7.9	7.9	7.9	8	7.9	7.8	7.9	6.9	6.9	6.9	8	<input checked="" type="checkbox"/>	
SbRB3	Percentage of Council Tax collected (cumulative)	97.90%	98.00%	11.70%	21.10%	30.50%	39.70%	48.70%	58.10%	67.50%	76.80%	85.80%	95.00%	96.80%	97.90%	97.90%	98%	<input checked="" type="checkbox"/>	(57.20%)
SbRB4	Percentage of non-domestic rates collected (cumulative)	98.80%	98.80%	14.10%	20.70%	30.30%	38.70%	47.90%	56.30%	65.90%	74.70%	83.50%	93.00%	95.60%	98.80%	98.80%	98.8%	<input checked="" type="checkbox"/>	(57.60%)
Health Communities																			
SbCmSf 2	Percentage reduction in violent offences against a person, year on year (quarterly)	-7.53%	Data Only			-7%			-17.20%			-21.70%			-33.40%	-33.40%	Data Only	n/a	Violence against a person offences have increased in South Bucks by 33.4 percent. 509 offences previously to 679 offences when comparing rolling years.
SbHS1	Number of applicants with/expecting children who have been in B & B accommodation for longer than 6 weeks (snapshot figure at end of month)	9	0	8	4	5	6	9	11	14	15	10	10	12	15	15	0	<input checked="" type="checkbox"/>	This number remains high due to high demand for temporary accommodation and a lack of suitable social housing vacancies to move households on to. Of these 15 households, 4 currently have offers of self contained accommodation pending and 1 has been deemed intentionally homeless and is being accommodated for a further "reasonable" period only.
SbHS8	Number of households living in temporary accommodation (snapshot at the end of the month)	39	30	44	43	51	51	51	55	53	57	58	57	65	66	66	15	<input checked="" type="checkbox"/>	A rise in demand from homeless households for temporary accommodation and a lack of suitable vacancies in social housing (to move on clients) has resulted in a significant upturn in the number of households in temporary accommodation.
Sustainable Development																			
SbSD2	Special measures: speed of processing major applications, for assessment in Oct/Nov 2016 (cumulative)	87.20%	41.00%	92.00%	92.31%	92.59%	93.10%	93.55%	94.29%	94.44%	94.74%	94.87%	95.00%	95.00%	92.86%	92.86%	51.00%	<input checked="" type="checkbox"/>	Review period is 1st July 2014 - 30th June 2016. If performance falls below 51% at the end of the monitoring period, the Council will be placed into special measures.

Appendix B

Code	Description	Actual 2014/15	Target 2014/15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Actual 2015/16	Target 2015/16	Traffic Light	Latest Note
SbSD5	Special measures: quality of major applications, for assessment in Oct/Nov 2016 (cumulative)	2.70%	19.00%	2.50%	2.44%	2.38%	2.27%	2.17%	2.00%	1.96%	1.89%	1.85%	1.85%	1.85%	1.85%	1.85%	19.00%	<input checked="" type="checkbox"/>	1 major appeal allowed so far out of 54 major applications determined 1st January 2014 to 31st December 2015. Period for appeals overturned against the applications determined in this period to 1 October 2016 to 30th September 2016. The ONE major appeal allowed was a Committee refusal which was made contrary to the officers recommendation. We are awaiting the outcome of only one major appeal at present.
Environment																			
SbWR4	Percentage of relevant assessed land and highways within the district having deposits of litter and detritus that fall below the acceptable level. (Snapshot at end of quarter)	New PI	New PI			8.00%			15.00%			6.00%			7.00%	7.00%	t.b.a.	n/a	The result for quarter one is different to future quarters as the PI was in the design stage during collection and a smaller sample was selected. 7% from 218 inspections in this quarter.

Appendix C - SBDC Quarterly Corporate Performance Indicator Report - (Annual - 2015-16)

Note: Excludes Priority Performance Indicators - see Appendix B

PI code	Name	This PI is slightly below target												Annual target 2014/15	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes	
		2014/15 Value	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value						Mar-16 value
Leader's Portfolio																			
SbCP1 (C)	Number of unique visitors to the main website (by period)	207574	21,997	26,378	19,827	20228	19567	20,193	19,921	18,055	19,281	24,222	26,446	25,337	261,452	data only	n/a	Rachel Prance	261,452 for the year
SbHR2 (C)	Voluntary leavers as a percentage of workforce (extrapolated for year)	13%			17.91%		11.94%				12.74%			10.47%	10.47%	8%	<input checked="" type="checkbox"/>	Judy Benson	14 leavers / 133.75 average headcount * 100 = 10.47/12*12 = 10.47%. This information is stored the G-drive personnel under Status Reports. In March there was 1 retirement.
Resources																			
SbBS1 (C)	Availability of ICT systems to staff from 7.30 am to 6.30 pm (by period)	new PI			99.90%			99.90%			99.90%			99.85%	99.89%	99.50%	<input checked="" type="checkbox"/>	Sim Dixon	New joint working in place, figure same as for CdbS1, will become joint PIs from 1 April 2016.
SbBS2 (C)	Percentage of calls to Steria resolved within SLA period (by period)	new PI	100.00%	100.00%	100.00%	97.80%	92.70%	95.80%	92.70%	92.70%	92.70%	n/a	n/a	n/a	n/a	95%	n/a	Sim Dixon	Steria no longer in place. New PIs from 1 April 2016 will record performance.
SbBS3 (C)	Percentage of responses to FOI requests sent within 20 working days (by month)	88%	95%	93%	100%	100%	61%	98%	77%	93%	92%	70%	61%		90%	90%	?	Sim Dixon	Due to deadlines for processing, this will always be reported one month in arrears. Reporting of the statistics for responses to FOI requests was impacted by two issues: 1. Technical problems following the migration of the Corporate Information Manager to the single network 2. Some areas of CDC have a legacy culture of not answering FOIs unless the requester chases up for a response. It is thought this is primarily due to this PI not previously being monitored at a senior level.
SbCS1 (C)	Number of complaints received (cumulative)	42	8	12	7	3	6	2	4	3	1	3	18	8	75	80	<input checked="" type="checkbox"/>	Nicola Ellis	total for 4th qtr = 29 (Jan - 3, Feb - 18, Mar- 8) +46 = 75 High number for February due to 17 environment complaints linked to non collection of green waste. Total for 2015/16 = 75
SbLD2 (C)	Percentage of canvass forms returned	98.00%												96.00%	96.00%	90%	<input checked="" type="checkbox"/>	Joanna Swift	Reported annually.
SbLD3 (C)	Standard searches carried out within 5 working days (cumulative)	97.10%	100%	100%	100%	100%	100%	99.80%	99.80%	99.80%	99.80%	99.80%	99.90%	99.90%	99.90%	97%	<input checked="" type="checkbox"/>	Joanna Swift	

Appendix C

Appendix C

PI code	Name	This PI is on target												Latest notes	Responsible officer					
		This PI is slightly below target																		
		2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value	Mar-16 value	2015/16 value	Annual target 2015/16	Traffic light (latest actual)		
JLLD1 (C)	Client satisfaction with the shared service. Percentage satisfied or very satisfied.	100%	96%			6 monthly		90.00%							91.00%	90.50%	94%	☐	Work pressures caused delay dealing with specific case, causing satisfaction to dip. Work pressures caused delay dealing with a specific case, causing satisfaction to dip. The delays in question related to requests for advice on 2 CLEUD applications at South Bucks and a TPO at CDC. They were caused by high workloads within the Planning Team at the time when a full time member of staff was on sick leave. Action was taken to deal with this by putting all new UU's and s106 Agreements out to external solicitors. Since introduction of the legal case management and time recording system in March this year the manager can monitor workload and turn round times more effectively.	Joanna Swift
PPF1 (C)	Percentage of faults fixed within SLA period (for implementation when new joint contract starts towards end of 2016)	new PI	new PI			n/a			n/a						n/a	n/a	t.b.a.	n/a	New PI for when the new plant maintenance contract is implemented.	Chris Marchant
Healthy communities																				
SbCL1a (C)	Customer satisfaction rating at the Beacon Centre.	92%	81%						annual PI						82.46%	82.46%	81%	☑	Reported annually.	Martin Holt
SbCL1b (C)	Customer satisfaction rating at the Ereham Centre.	81%	82%						annual PI						66.69%	66.69%	78%	☒	Reported annually. The result is lower than expected because cleanliness levels have fallen below customer expectation as well as quality of equipment, range of equipment, quality of course and range of courses. Some maintenance issues have been picked up in the surveys. Claire Speirs is working with GLL to improve the result for next year.	Martin Holt

KEY	This PI is below target		This PI is slightly below target												This PI is on target		Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes
	2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value	Mar-16 value	2015/16 value					
SbCL1c (C)	Satisfaction rating at the Farnham Park Golf Trust	N/A	77%													77%	?	Martin Holt	A full visitor survey was not carried out at The South Buckinghamshire Golf Course in 2015/16 and this will now take place in 2016/17. The General Manager decided to postpone the survey, until later in 2016, when the green fee increases would have been operational for at least 3 months, and the changes to the operation of The South Buckinghamshire Golf Club would have been made. However, a short survey was sent to all members of The South Buckinghamshire Golf Club How would you rate the overall value for money? - 93% were either good or excellent How would you rate the communication for members? - 82% were either good or excellent	
JLL13 (C)	Percentage of customers satisfied with the service received (Licensing) - (annual)	67%	89%													89%	☒	Martin Holt	Reported annually. The response rate was disappointingly low with just 35 responses which means the figures are not particularly meaningful. The survey has been reviewed and is now easier to complete to encourage more responses. A link to the survey can be found on email signatures and will be added to the website.	
JLL15 (C)	Percentages of licences received and issued/renewed within statutory or policy deadlines (cumulative quarterly)	98.10%	95%			83.20%		97.70%								97%	☑	Martin Holt	8 out of 508 completed outside of stat deadlines.	
SbCmSF 1 (C)	Percentage reduction in burglaries from dwelling, rolling year on year (quarterly)	36.00%	data only			35.10%		24.40%								data only	n/a	Martin Holt	Burglaries in South Bucks have increased by 6.7 percent. Up to 224 offences compared to 210 the previous rolling year.	

Appendix C

KEY	This PI is on target												Latest notes							
	This PI is slightly below target																			
PI code	Name	2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value	Mar-16 value	2015/16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	
SbCmSf3 (C)	Percentage reduction in theft from vehicle, rolling year on year (quarterly)	36.00%	data only			27.70%			25.70%			17.80%			5.10%	5.10%	data only	n/a	Martin Holt	Theft has decreased in South Bucks by 5.1% when comparing rolling years. 388 compared to 408 the previous year.
SbEH2 (C)	Percentage of food premises (risk rating A to C) that are broadly compliant (snapshot quarterly)	90%	89%			91%			94%			93%			96%	96%	88%	☑	Martin Holt	
SbEH3 (C)	Percentage customer satisfaction responses rating the service as satisfied or very satisfied (environmental health)	75%	75%			75%			75%			75%			96%	80%	75%	☑	Martin Holt	
SbHS2 (C)	Number of affordable homes delivered by (i) new build (ii) vacancies generated by local authority scheme (iii) acquisition of existing properties for social housing (cumulative)	23	22			0			0			1			3	3	22	☒	Martin Holt	Figure comprises (i) 0 (ii) 2 vacancies generated by "incentive to Downsize" scheme and (ii) 1 x acquisition.
SbHS3i (C)	Average Length of stay in B & B temporary accommodation for all households (snapshot at end of period)	9.90	4			10.80			6.90			24.00			12.00	12.00	4	☒	Martin Holt	This result reflects the lack of vacancies available in the affordable housing stock and the shortage of emergency accommodation required to meet demand. Total of 12 placements ended during the quarter with combined stay of 1044 days.
SbHS4 (C)	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	0.00	15												0.00	0.00	15	☒	Martin Holt	Reported annually. Officers have had limited resources to be pro-active in identifying and targeting empty homes in South Bucks. This is being kept under review.
SbHS9 (C)	Bucks Home Choice - rolling year on year percentage change in number of applicants (quarterly)	new PI	data only			20.00%			48.00%			21.00%			21.00%	21.00%	data only	n/a	Martin Holt	Total number of live applications increased from 360 to 436 applicants from 1/4/15 to 31/3/16.
Sustainable development																				
JbC1 (C)	Applications checked within 10 working days (cumulative)	83.64%	82%	79.00%	86.30%	83.05%	84.20%	88.20%	88.30%	89.12%	90.44%	91.08%	91.59%	92.28%	92.70%	92.70%	85%	☑	Peter Beckford	
JbC4 (C)	Customer satisfaction with the building control service. (cumulative)	95.16%	93%	94.00%	94.44%	91.23%	91.90%	92.00%	92.70%	94.25%	93.85%	93.33%	92.60%	93.12%	92.70%	92.70%	94%	☐	Peter Beckford	Demanding target. Performance only slightly off target.

KEY	This PI is below target		This PI is on target												Traffic light (latest actual)	Responsible officer	Latest notes			
	Annual target 2014/15 Value	2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value				Mar-16 value	2015/16 value	Annual target 2015/16
SbPP1 (C)	139	139	63														199	?	Peter Beckford	Reported annually. This figure is currently unavailable and will be reported around May/ June.
SbSD7 (C)	91%	91%	80%	95.60%	92.30%	91.30%	92.70%	93.64%	91.54%	92.40%	92.20%	92.80%	91.80%	91.00%	90.30%	90.30%	80%	✓	Peter Beckford	205/227.
SbSD8 (C)	40.30%	40.30%	30%	25.00%	14.30%	23.10%	29.20%	29.00%	27.80%	27.80%	28.90%	28.60%	28.30%	26.90%	24.20%	24.20%	30%	✓	Peter Beckford	15/62.
SbSD10 (C)	94.75%	94.75%	92%	100%	100%	100%	100.00%	98.60%	98.36%	98.07%	98.25%	98.47%	98.60%	98.08%	98.22%	98.22%	92%	✓	Peter Beckford	332/338.
SbSD11 (C)	98.72%	98.72%	95%	97.80%	98.82%	98.88%	98.68%	98.22%	98.31%	98.04%	98.06%	98.21%	98.12%	97.68%	97.88%	97.88%	95%	✓	Peter Beckford	925/945 were processed in time.
SbSD12 (C)	92.17%	92.17%	50%			84.31%			87.50%			81.00%		81.00%	81.00%	81.00%	50%	✓	Peter Beckford	57 received, 48 completed in 20 days, 9 are still within time limit due to overlapping of dates.
Environment																				
SbWR1 (C)	155	155	75	72	69	118	130	84	106	93	73	90	99	66	81	90	125	✓	Chris Marchant	
SbWR3 (C)	51.91%	51.91%	40%	51.58%	54.87%	55.54%	54.12%	55.59%	52.55%	54.00%	53.48%	53.82%	58.16%	52.90%	52.82%	52.82%	50%	✓	Chris Marchant	

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SUBJECT:	<i>Advice Services in South Bucks</i>
REPORT OF:	<i>Healthy Communities Portfolio Councillor Paul Kelly</i>
RESPONSIBLE OFFICER	<i>Martin Holt – Head of Healthy Communities</i>
REPORT AUTHOR	<i>Martin Holt, 01895837354, martin.holt@southbucks.gov.uk</i>
WARD/S AFFECTED	<i>All</i>

1. Purpose of Report

To inform Members of the Overview and Scrutiny Committee of the advice services in South Bucks District Council

RECOMMENDATION

That Members note the report

2. Reasons for Recommendations

Members requested an update on the advice services operating in South Bucks District Council, this report seeks to summarise the range of services available and provides web links to the organisations concerned.

3. Content of Report

- 3.1 Members of the Overview and Scrutiny Committee requested information on the range of advice services operating in South Bucks District Council. Information detailed on the Councils website identifies a range of organisations that provide advice and support <http://www.southbucks.gov.uk/article/4501/Directory-of-Community-and-Voluntary-organisations> ranging debt management, and housing to issues involving the environment.
- 3.2 Additionally the Community Advice Network established by the Citizens Advice Bureau and funded by the Big Lottery seeks to improve access to high quality advice in the Chiltern and South Bucks area by providing a single point of access <http://canhelp.org.uk/>. A wide range of services offered by the partners to the project include: Housing, Benefits, and Debt advice, Carer Support, Age Related, Mental Health and Employment advice.
- 3.3 Additional charities operating in Buckinghamshire, Bucks Carers, Bucks Mind, Age UK, Age Concern, etc. provide web access and telephone advice support with some agencies providing befriender assistance.
- 3.4 The Bucks County Council Family Support Service <https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/home.page> also provides a directory of services operating across the County.
- 3.5 South Bucks District Council seeks to support the range of advice and support agencies through promoting their activities via the website, or celebrating the contribution of organisations and volunteers or directly funding organisations through the Subs and Donations programme. Advice and support organisations that have received grant funding from the Council in 2016/17 are detailed in Appendix 1:
- 3.6 The main organisations the Council refers people to are;

- Community Impact Bucks for volunteering support and funding advice. CIB hold funding advice surgeries each month across both councils
- Both Northgate and L+Q work closely with Three Rivers CAB to provide debt and benefit advice. services refer customers to the Three rivers CAB service or to the outreach locations delivered in GP surgeries or Children’s Centres that may be delivered by Three Rivers or Chiltern CAB
- Mediation Bucks supports dispute resolution through its high hedges and neighbourhood dispute service. Several sections of the Council refer customers to resolve underlying disputes that initially may be referred to the council as a service request relating to ASB or noise, high hedges or planning.
- Wycombe’s Women’s aid supports victims of domestic violence

3.6 Whilst not in receipt of funding during 2016/17 the following organisations have accessed the subs and donations grant fund in the past;

- Beaconsfield Advisory Group – which offer advice and a listening ear to clients who have problems in benefits, housing, debt, employment, legal, marital, loneliness
- Careers Springboard – employment support
- Child Bereavement Trust – for children suffering a bereavement and families of those suffering the loss of a child
- Chiltern CAB – whilst a CCG and L+Q funded service, the council has provided some top up funding for the advisor costs in the outreach surgeries in Burnham, Denham & Iver
- Rape Crisis – advice and support to victims

3.7 Review of the Subs and Donations and Community Development Grants is currently being undertaken which will identify the outcomes delivered by the organisations and the links to the Councils key objectives and priorities. That report will make recommendations as to future priorities for funding.

4. Corporate Implications

Reports must include specific comments addressing the following implications;

4.1 *Financial – no implications*

4.2 *Legal – no implications*

4.3 *And where appropriate; Crime and Disorder, Environmental Issues, ICT, Partnership, Procurement, Social Inclusion, Sustainability– no implications*

5. Links to Council Policy Objectives

- Delivering cost- effective, customer- focused services
- Working towards safe and healthier local communities
- Striving to conserve the environment and promote sustainability

6. Next Step

This is an Information item next steps will be determined by the committee

Background Papers:	It is a legal requirement that we make available any background papers relied on to prepare the report and should be listed at the end of the report (copies of Part 1 background papers for executive decisions must be provided to Democratic Services)
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Organisation	Description	Amount £
Adviza (Time to Talk)	A mental health and emotional well-being counselling service based in schools and colleges providing support to 60 young people across South Bucks. The service is mainly funded by BCC but is restructuring to diversify its funding stream.	2,000
Bucks Mind - support group for people with mental health issues	Advice is provided to clients with mental health issues and family members through the County based service. The grant funding provided by the council is enabling a monthly peer support group for people with mild to moderate mental health difficulties to meet. The group provides an opportunity for approximately 12 local people to meet regularly, to talk, to listen to share experiences and, with Bucks Mind support, to develop the group themselves.	1,200
Bucks Vision	Advice is provided to clients with visual impairment and family members through the central charity; locally the organisation is providing support for between 60-70 people enabling interaction through its social club.	800
Carers Bucks	Provides advice and support to carers of all ages through the central organisation funded by BCC. Locally the organisation is supporting carers groups and the roll out of the Dementia friendly communities project	1,300
Chiltern MS Centre	Supporting 50 clients and carers from SBDC to access treatment and physiotherapy	1,000
Padstones	Provides emergency accommodation and support approximately 50 young person's unable to live at home which may be as a result of neglect, mental health issues etc.	6,000
Relate	Provides counselling for families, individuals, adults and children to approximately 150 people in South Bucks	500
Wycombe Women's Aid	Provide individual and group sessions to enable victims of abuse to recover and re-assess their social, emotional, physical and educational/work needs. In the short and long term they provide a safe space to regain confidence and self-esteem enabling clients to make an active and positive contribution to the community. WWA also provides specialist services for example assisting Asian women address issues of isolation, forced marriage and so called 'Honour Based' violence. WWA services have a direct impact on preventing homelessness in South Bucks, through safety planning and risk assessment enables women to stay in their own homes.	7,000
Three Rivers Citizens Advice Bureau	In 2016/17 the CAB provided assistance the following clients in relation to debt, housing, employment advice: Total number of new clients helped: 2,056 Total number of new issues handled: 2,229 Total number of debt issues handled: 397 (+ 8% on 2014-15)	42,028

	Total number of housing issues handled: 327 (-7% on 2014-15) 89 Housing Association tenants were prevented from being made homeless in 2015/16	
Mediation Bucks	Provides mediation services to residents dealing with neighbour disputes relating to: high hedges, boundary disputes, noise, parking, children, building works, and horticultural disputes. During 2016/17 over 157 residents were supported through mediation achieving agreed outcomes.	5,000

SUBJECT:	<i>Joint Private Sector Housing Strategy and Financial Assistance Policy</i>
REPORT OF:	<i>Healthy Communities Portfolio – Cllr Paul Kelly</i>
RESPONSIBLE OFFICER	<i>Martin Holt, Head of Healthy Communities</i>
REPORT AUTHOR	<i>Louise Quinn, Senior Housing Standards Officer</i> lquinn@chiltern.gov.uk 01494 732209
WARD/S AFFECTED	<i>All</i>

1. Purpose of Report

To notify the Chairman and members of Overview and Scrutiny Committee about a forthcoming consultation on a draft joint Private Sector Housing Strategy and associated policies covering financial assistance, Houses in Multiple Occupation and housing enforcement across South Bucks District Council and Chiltern District Council and seek the Committee's comments on the draft strategy

RECOMMENDATIONS:

- draft joint strategy and policy documents for consideration by Cabinet
- That members note the intention to undertake a 6 week consultation on the joint strategy and associated policies as required by the Policy and Budget Framework procedure rules following the Cabinet meeting on 4 July

2. Reasons for Recommendations

The Private Sector Housing Strategy forms part of the Council's Policy and Budget Framework. Council Procedure Rules provide for the Chairman of Overview and Scrutiny Committee to be notified of proposed revisions to policy framework documents to enable the Committee to make any comments as part of the consultation process.

3. Content of Report

- 3.1 The Council has a statutory duty to regularly review housing conditions in its area and to take action to tackle serious health hazards in housing. The Council's Private Sector Housing Renewal Strategy 2007-2012, which sets out the Council's approach to improving local housing conditions, is now out of date.
- 3.2 Since it was prepared there has been a change of government with resulting changes in national housing policy as well as the introduction of new legislative requirements and increased financial constraints. These changes include the introduction of the Better Care Fund, a new Energy Company Obligation scheme for energy efficiency improvements (replacing the Carbon Emission Reduction Target and Warm Front schemes), the removal of any target in relation to Decent Homes Standard in the private sector, a new requirement to provide further reports under the Home Energy Conservation Act and welfare benefit reforms impacting on private tenants.

- 3.3 There have also been local developments since the strategy was first prepared, not least the introduction of shared working with Chiltern District Council. In a housing context, there has also been the introduction of the Flexible Home Improvement Loan scheme; the development of the Bucks Affordable Warmth Network; the closure of the Home Improvement Agency and Handy person schemes, and an evidenced increase in the number of Houses in Multiple Occupation being rented in the district.
- 3.4 The Private Sector Housing Renewal Strategy therefore requires updating to reflect these changes.
- 3.5 The housing service became a shared service with Chiltern District Council in April 2014 and the shared housing standards service has been operating now for two years under separate private sector housing strategies for each district. However, the objectives of the service are common across both authorities and both districts share broadly the same issues and challenges in improving housing standards. The opportunity is therefore now sought to prepare a joint strategy and associated policies to ensure a common approach across the two areas and consistency in the products and services on offer to residents in both districts.
- 3.9 The joint Private Sector Housing Strategy and associated policies are based on the evidence available from analysis of national and local data carried out as part of the English House Condition Survey, the Home Energy Conservation Act report, officer inspections of properties within the district and reference to historic local house condition surveys.
- 3.11A draft joint strategy has therefore been prepared based on current information about national and local conditions. It has also reflected comments and ideas discussed at the member workshop held on 3 February 2016. The draft joint strategy is contained in **Appendix.1** and the Action Plan to the strategy **Appendix 1a**
- 3.12Amendments are also recommended to the financial assistance policy to provide more flexibility to assist occupants of mobile homes, disabled people requiring adaptations, and help to improve conditions in HMOs. The draft joint financial assistance policy is set out in **Appendix 2**. The main changes are highlighted in **Appendix 3**
- 3.13 Detailed draft joint policies on Houses in Multiple Occupation and Enforcement have also been prepared to provide greater clarity around areas of practice where there is an element of discretion, for example how the Council deals with non-licensable HMOs and Category 2 hazards.
- 3.14The draft Houses in Multiple Occupation and Enforcement policies are contained in **Appendix 4**

4. Consultation

- 4.1 On 3 December 2015, the Healthy Communities Policy Advisory Group received a presentation on the current Financial Assistance policy for comment and discussion. Two of the key local housing standards issues (Disabled Facilities Grants and Houses in Multiple Occupation) were also discussed at the joint Member workshop held in

February 2016. Comments and ideas from both of these consultation events have been reflected in the strategy.

- 4.2 The Healthy Communities Policy Advisory Group reviewed these documents 13 June 2016 and support the approach being taken.
- 4.3 Following approval by Cabinet on 4 July the strategy and supporting documents will be subject to a 6 week consultation via the council's website. Partner agencies, representatives of the Councils Landlord Forum, recipients of housing assistance and the voluntary sector will be consulted. The comments will be reported to Cabinet together with any suggested amendments to policy, together with comments from Overview and Scrutiny Committee. A final draft of the strategy and associated documents will be presented to Council for approval.

5 Options

The Council could continue to operate its own separate strategy and policies. However, operationally, the approach to tackling housing standards is the same across both authorities and there are efficiencies in being able to offer the same products and services as part of one shared service.

6. Corporate Implications

- 6.1 Finance: The proposed consultation would be within current budgetary estimates and involve use of emails, the website and other electronic media.
- 6.2 Legal: The Council has a statutory duty to regularly review housing conditions in its area and to take action to tackle serious health hazards in housing. The proposed strategy and associated documents address this obligation. The Council's Policy and Budget Framework Procedure rules requires Cabinet to publicise a timetable for making proposals to the Council for the adoption of any plan, strategy or budget that forms part of the budget and policy framework, together with arrangements for consultation after publication of those initial proposals. The consultation period shall in each instance be not less than 6 weeks.

7 Links to Council Policy Objectives

This links to the 'Working towards safe and healthier local communities' aim of the Joint Business Plan 2014-19.

8. Next Steps

Following consultation officers will collate the responses and suggest any amendments to the draft policy and associated documents before submission to Cabinet for further consideration and then onto Council for adoption.

Background Papers:	None except as referred to in this report
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SUBJECT:	<i>Freedom of Information Management and RIPA Annual Report</i>
REPORT OF:	<i>The Chairman of the Overview & Scrutiny Committee</i>
RESPONSIBLE OFFICER	<i>Director of Resources Head of Business Support</i>
REPORT AUTHOR	<i>Zoë Bloomfield, 01895 837357, zoe.bloomfield@southbucks.gov.uk Corporate Information Manager</i>
WARD/S AFFECTED	<i>All</i>

1. Purpose of Report

To provide Members with an update on the public engagement with the Freedom of Information Act 2000, Environmental Information Regulations 2004, the Data Protection Act 1998, the Transparency Code of Practice, the INSPIRE Regulations, RIPA, Protection of Freedoms Act 2012.

RECOMMENDATION

To note the report.

2. Executive Summary

This report is a reflexive analysis of the past year's FOI and EIR progress and activities in response to requests processed by the Council.

3. Reasons for Recommendations

This report is to inform Members about the number of requests received and the categorisation of the requester type.

4. Freedom of Information Requests

Cumulative percentage for year 2015/16 - total received was 555 of which 434 were responded to within 20 working days 86%. The service areas that received the most FOI requests were Healthy Communities, Business Support and Customer Services.

From the table below during 2015/16 we observed the number of requests received has fallen. The majority of requests are for commercial information that would be useful for business.

The busiest months of the year for FOIs are

January
February
March

The quieter months of the year for FOIs are

September
December
June

SBDC FOI REQUESTS RECEIVED OVER THE LAST 5 FINANCIAL YEARS

	2015-16	2014-15	2013-14	2012-13	2011-12
Yearly % increase	-9%	-0.3%	37%	15%	14%
April	41	72	40	29	19
May	40	58	29	46	26
June	52	31	42	36	25
July	42	47	48	60	26
August	41	66	54	29	35
September	53	35	33	23	22
October	48	46	37	27	34
November	43	49	65	34	47
December	24	33	51	19	25
January	53	59	90	57	42
February	54	62	69	46	40
March	64	48	50	39	47
Year totals	555	606	608	445	388

Customer Services were getting so many requests for business rates data they began publishing these data sets from April 2015 so that requesters are signposted to the information which means the response time has been significantly reduced. The updates are now published on a quarterly basis.

The Local Government Association (LGA) has been promoting and supporting digital transformation and transparency. The Council accordingly is increasingly publishing its FOI data sets, to enhance proactive transparency and by making more information publicly available and to promote the effective operation of FOI in the public interest.

The Cabinet Office has confirmed that a revised FOIA Code of Practice under section 45 will be developed and it is anticipated there will be more emphasis on openness about certain types of information and withholding information will be harder to justify. The first development is a further consultation exercise from the Department for Communities and Local Government (DCLG) on strengthening the Local Government Transparency Code 2015. The proposals include publication of more information about land and property assets local authorities hold onto the Government's electronic Property Information Management System; requiring existing procurement publication to be in particular forms; the costs of 'in-house' services contracts above £500k; greater detail about parking charges as well as statistics about the enforcement of parking restrictions; and mandating publication through a single landing page. Statistical Information relating to FOI is proposed. The current consultation closes on 8 July 2016 and the Commission for FOI aims to publish the new Code of Practice at the end of 2016.

4.1 The VUELIO FOI tracking systems for both SBDC and CDC councils are now in place and live. VUELIO FOI has helped to streamline 80% of the work process. It has helped to

bring open data and better record management practices into focus across all service areas.

The implementation of VUELIO FOI at both councils precipitated the implementation of the information governance structure in accordance with the new Public Sector Network (PSN) Data Handling Guidelines (November 2014), which provides guidance on information assurance and risk management approaches for local public services.

Each Head of Service is accountable to the Senior Information Responsible Officer (SIRO) for the accuracy and security of information assets within their respective service area and is the Information Asset Owner (IAO). Each service area now has a designated Information Asset Administrator (IAA) who reports to the IAO and is a senior officer working within the service area. A programme of monthly workshop based training began in February 2015 for all IAAs to cover all aspects of information governance and management. At the start of 2016 it was agreed with the IAAs that the frequency of the training be reduced to every two months.

Classroom based training for FOI and Data Protection induction has now been provided for SBDC and CDC officers, including temporary and contract staff by the Corporate Information Manager now working across both councils. Similarly, Data Protection induction training has been provided for all newly elected Members since June 2015.

5. RIPA

The Regulation of Investigatory Powers Act 2000 (RIPA) addresses human rights issues arising from the carrying out of surveillance and the accessing of communications data by local authorities and other law enforcement agencies. The Office of Surveillance Commissioners is responsible for overseeing the use of covert surveillance by designated public authorities in the UK.

Chapter 2 of Part 2 of the Protection of Freedoms Act 2012 (sections 37 and 38) came into force on 1 November 2012. The procedure for the authorisation of local authority surveillance under the Regulation for Investigatory Powers Act 2000 (RIPA) changed and now requires magistrate’s prior authorisation. The SBDC RIPA Policy was revised on 1 March 2016. There were no Regulation of Investigatory Powers Act 2000 (RIPA) investigations conducted for the year 2015-2016 at SBDC.

6. Links to Council Policy Objectives

6.1 The aim is to support corporate information management policy, information governance procedures and strategy.

6.2 The objective is to inform Members and senior management of the response to statutory duties that aligns with the code of Corporate Governance ensuring openness and transparency, encouraging better community engagement and supporting economic activities, thus empowering citizens through increased access to information.

Background Papers:	<p>ICO Model Publication Scheme 2013 The Protection of Freedoms Act 2012 Regulation of Investigatory Powers Act 2000</p>
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	<p>Freedom of Information Act 2000 Environmental Information Regulations 2004 Data Protection Act 1998 INSPIRE Regulation 2009 PSN Local Data Handling Guidelines (August 2014) Local Government Transparency Code 2015 <i>Strengthening Local Government Transparency Consultation on changes to the Local Government Transparency Code 2015</i></p>
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APPENDIX

Explanatory Background information for the applicable legislation

- (a) **The Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR)** give rights of access to information held by public authorities. All requests are dealt with irrespective of who has sent them and why they want the information.

EIR gives access to information and there is an express presumption in favour of disclosure. The EIR is invoked when the request is for information about the environment, specifically

- The state of the elements of the environment, such as air, water, soil, land and biological diversity;
- Emissions and discharges, noise, energy, radiation, waste and other such substances;
- Measures and activities such as policies, plans, and agreements affecting or likely to affect the state of the elements of the environment;
- Reports, cost-benefit and economic analyses used in these policies, plans and agreements;
- The state of human health and safety, contamination of the food chain and cultural sites and built structures (to the extent they may be affected by the state of the elements of the environment).

Thus, requests for planning and environmental health fall under the EIR conditions.

- (b) **The Data Protection Act (DPA) 1998** establishes a legal framework of rights and duties which are designed to safeguard personal data. Under Section 7(1) of the DPA an individual only has a right of access to information held about them and not to information relating to other people. It provides a right to see the information contained in personal data, rather than a right to see or have copies of the documents that include that information.

These requests are more commonly referred to as subject access requests (SARS). A data controller has 40 calendar days in which to provide the requested data. The data controller is allowed to ask for proofs of identity and charge a fee of £10. Processing can only begin once the identity is validated and payment cleared. These requests take an average of 10 working days of officer time to process, (ie £1,800 cost). They are very time intensive to process, which includes the retrieval, collation, and redaction of third-party data. If the requester is not happy with the response they can make a complaint to the ICO.

(c) **The INSPIRE Regulation 2009** provides a technical standards framework to publish geospatial information. The INSPIRE Regulations confer a statutory duty on councils to provide access to its geographical information systems (GIS) and make available via the GIS mapping technology spatial data sets relating to environment and society within its district area under the provision of the INSPIRE Regulations.

The European INSPIRE Directive requires that Member States provide public access to location based data related to the environment. Council data sets will be uploaded Data.Gov.uk to support the UK location infrastructure data. The public will be able to find, share and reuse, location data, including all data published under the INSPIRE Directive.

INSPIRE is based on a number of common principles:

- Data should be collected only once and kept where it can be maintained most effectively.
- It should be possible to combine seamless spatial information from different sources across Europe and share it with many users and applications.
- It should be possible for information collected at one level/scale to be shared with all levels/scales; detailed for thorough investigations, general for strategic purposes.
- Geographic information needed for good governance at all levels should be readily and transparently available.
- It should be easy to find what geographic information is available, how it can be used to meet a particular need, and under which conditions it can be acquired and used.

The Department of Environment, Food and Rural Affairs (DEFRA) is the lead Department in the UK for implementing the INSPIRE Directive, which they propose to do in conjunction with the UK Location Strategy. DEFRA have set up a cross-government governance body - the UK Location Council. Its responsibilities in relation to INSPIRE will include:

- Co-ordinating implementation and ongoing operations;
- Providing contact point for the European Commission;
- Compiling and submitting 3-yearly monitoring reports to EC;
- Co-ordinating UK representation to INSPIRE Committees and working groups;
- Collating material on costs and benefits of the Implementing Rules;
- Responsible for central communications;

-
- Providing policy and technical guidance to support public authorities in meeting their obligations;
 - Promoting skills development.

Work across SBDC and CDC with support from seconded specialist AVDC GIS officer within Business Support continues in order to optimise and develop existing skills, and to benefit from local officer knowledge and to achieve publishing of required GIS datasets.

(d) Local Government Transparency Code 2015 from the Department for Communities and Local Government (CLG) has established the Local Government Transparency Code. This code has been issued using the powers in section 2 of the Local Government, Planning and Land Act 1980 to issue a Code of Recommended Practice requiring local authorities to publish specific information and the code sets out requirements for the following categories of information which must be published:

- Spending on corporate GPC cards on quarterly basis including:
 - date of the transaction
 - local authority department which incurred the expenditure
 - beneficiary amount
 - Value Added Tax that cannot be recovered
 - summary of the purpose of the expenditure, and
 - merchant category (eg computers, software, etc)
- Expenditure exceeding £500 on a quarterly basis
- Procurement information

The council is required to publish details of every invitation to tender for contracts to provide goods and/or services with a value that exceeds £5,000. For each invitation, the following details must be published: reference number; title; description of the goods and/or services sought; start, end and review dates; and local authority department responsible.

The council must also publish details of any contract, commissioned activity, purchase order, framework agreement and any other legally enforceable agreement with a value that exceeds £5,000
- Detail of money raised from parking charges
- Information in relation to trade unions including 'facility time'
- Information on council contract and tenders to make it easier for small and medium firms to bid for work
- Property assets
- Local authority land

The council must publish details of all land and building assets including all service and office properties occupied or controlled by user bodies, both freehold and leasehold; any properties occupied or run under Private Finance Initiative contracts; all other properties they own or use, for example, hostels, laboratories investment properties and depots garages unless rented as part of a housing tenancy agreement; surplus, sublet or

vacant properties; undeveloped land; serviced or temporary offices where contractual or actual occupation exceeds three months; all future commitments, for example under an agreement for lease, from when the contractual commitment is made.

Information to be published annually:

- local authority land
- social housing assets
- grants to voluntary, community and social enterprise organisations
- organisation chart
- trade union facility time
- parking account
- parking spaces
- senior salaries
- constitution
- pay multiple
- fraud



Buckinghamshire County Council
Select Committee
Health and Adult Social Care

Minutes

HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE

Minutes from the meeting held on Tuesday 22 March 2016, in Mezzanine Room 2, County Hall, Aylesbury, commencing at 10.00 am and concluding at 12.25 pm.

This meeting was webcast. To review the detailed discussions that took place, please see the webcast which can be found at <http://www.buckscc.public-i.tv/>
The webcasts are retained on this website for 6 months. Recordings of any previous meetings beyond this can be requested (contact: democracy@buckscc.gov.uk)

MEMBERS PRESENT

Buckinghamshire County Council

Ms A Macpherson (In the Chair)

Mr R Reed, Mr B Adams, Mrs M Aston, Mr N Brown, Mr B Roberts and Julia Wassell

District Councils

Mr A Green
Mr N Shepherd
Dr W Matthews

Wycombe District Council
Chiltern District Council
South Bucks District Council

Members in Attendance

Mr C Adams
Mrs V Letheren



South Bucks
District Council



Appendix Others in Attendance

Mr A Green, Wycombe District Council
Mr N Shepherd, Chiltern District Councillor, Chiltern District Council
Dr W Matthews, South Bucks District Council
Mr T Boyd, Strategic Director (Communities, Health and Adult Social Care)
Ms I Ellison, BU HR Business Partner, People and Policy Representative
Mr S Goldensmith, Lead Commissioner Housing, Housing Related Support and Prevention, BCC
Mr T Snaith
Mr S Coward, Head of the Academic Department, Social Work and Integrated Care
Mr J Drury, Prime Care Support Limited
Ms S Gardiner, Workforce Development Manager, Buckinghamshire County Council
Ms S Aldridge, Buckinghamshire Local Pharmaceutical Committee

1 APOLOGIES FOR ABSENCE / CHANGES IN MEMBERSHIP

Apologies were received from Mrs P Birchley, Ms S Adoh and Mrs S Jenkins.

The Chairman welcomed Mrs V Letheren, Chairman of the Children's Social Care and Learning Select Committee to the meeting.

2 DECLARATIONS OF INTEREST

Julia Wassell declared an interest in Item 7, Recruitment and Retention of Adult Social Care Staff, as she works at Bucks New University.

3 MINUTES

The minutes of the meeting of the 2 February 2016 were confirmed as an accurate record, subsequent to the following minor amendment.

Page 8 - Waddeston Pharmacy – to be amended to Waddesdon.

4 PUBLIC QUESTIONS

Mr Trevor Snaith was welcomed to the meeting. Mr Snaith asked the following question about the closure of Lynton House surgery and lack of Surgery in East end of High Wycombe.

‘The east end of High Wycombe is seeing massive housing growth.

We are faced with the only Surgery in east end of High Wycombe (Bowerdean/Ryemead/Wycombe/Marsh/Micklefield) moving to Wycombe Hospital with reduced services and hours.

We are also faced with Chiltern Clinical Commissioning Group allowing it to happen and also failing to submit for NHS funds for 2016/2017 which can be secured for investment in primary care infrastructure in future years (There is a deadline for submission of April 2016).

A petition and letters to organisations regarding the closure of Lynton House and a call for Chiltern CCG to submit for funding is being ignored. The residents of Wycombe are incensed by the lack of action on this by Local MP and the statutory authorities.

We are calling for BCC to investigate the situation on behalf of residents, for BCC to press for Lynton House to remain and for pressure to be put on Chiltern CCG to make the necessary effort to secure funding and land/building for a Health Centre in the east end of

High Wycombe’.

Mr Snaith asked if pressure could be put the CCG to make an application for the necessary funding grant to secure the infrastructure and funding that would allow for a surgery to be built on land acquired in the east end of Wycombe. Mr Snaith explained that the submission of the application for funding was time critical as applications had to be made by April for infrastructure and support funding and that opportunities to purchase vacant land or buildings in the area could be lost if the timeline was missed.

The Chairman explained that HASC had already sent a letter to NHS England expressing concerns that the consultation did not cover the whole patient population of the area, particularly raising communication concerns regarding elderly residents and those whose first language was not English. The Chairman confirmed that the request had been made for the consultation to be readdressed and extended to encompass the full range of those affected. It was noted that the advice had been received that an overarching plan was being developed by the CCGs in terms of GP provision across the county.

Julia Wassell said that the consultation process had given a good overview for the planning arrangements for the infrastructure in east Wycombe. Julia Wassell explained that a multi-agency infrastructure group with links to the CCCG and Dr Anette Gamell, had the GP surgery on its agenda for a meeting at the end of March.

The Chairman said it would be useful for members of Committee to receive clarity from the CCGs on the longer term plans of GP provision and location across the area as well as the consultation process.

Action

The Chairman to write to the CCCG and NHS England expressing the concerns raised.

5 CHAIRMAN'S UPDATE

Buckinghamshire Hospitals Trust

Following discussions at the February meeting of the Committee, Buckinghamshire Hospitals Trust were asked to submit the strategic plans for Wycombe Hospital to the 22 March meeting of HASC. Members of the Committee expressed disappointment and concern that the strategic plans had not been submitted as requested.

The Chairman reported that she had communicated with the Hospital Trust regarding their Estates strategy in relation to Wycombe Hospital and had been informed that ‘a rebuild had never been spoken about and their Strategy is linked to the development of their clinical strategy which will determine how the future estate develops for the Trust’.

The Chairman had also been informed that the Clinical Strategy was still in the development process and needed to go to the Trust Board for approval before submission to the HASC, which was unlikely to be before mid-spring.

A member whether it was correct to say that there was no plan to develop the Wycombe site in terms of its estate and buildings? The Chairman explained that the Trust had not used the term ‘rebuild’ and the focus was on how services were going to be deployed at the site, perhaps including reviewing how the space could be used differently.

Harlow House

The Chairman reported that the following response had been received from Oxford Health Trust:-

‘Two years ago Oxford Health NHS Foundation Trust made significant improvements in the design of adult and older adult mental health services in Buckinghamshire. These changes included providing seven day services from High Wycombe (Valley Centre, Shrublands and

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Harlow House), as well as our services operating out of Amersham.

We will be continuing to provide seven day mental health service at the same time as creating three distinct service hubs in High Wycombe. The Valley Centre will provide all of our adult services, Shrublands, our older adult services and Harlow House, our children's services. Oxford Health will be investing £1m in capital to improve these three bases and expect that they will be fully refurbished by the end of June 2016.

We will be continuing to provide services in Amersham and are in the process of relocating from the Haleacre site there to newly sourced accommodation'.

Julia Wassell advised that adult mental health services had moved to the Valley Centre and services had been combined with the Acute Day Hospital. Julia Wassell went on to say that children's services would be commencing which would mean there would not be a loss in facility; however it was believed that there was a reduction in service for adults at the Valley Centre. There was also the increase in pressure to discharge patients from the acute day hospital and from patients requiring rehabilitation from the Whiteleaf Centre. This issue needed to be followed up.

The Mandeville Practice

The Chairman reported that there had not been any real change since February and that a new interim provider would be in place from April 2016, once the existing GP Partnership had dissolved. The Chairman explained that NHS England was stating there would be significant change, with 'many' of the existing staff transferring over. The Committee was told that once the interim provider was in place NHS England and the AVCCG would commence a project during 2016 'to determine the future scope of services and potential opportunities for integration and innovation to improve access to services and health outcomes for patients.' It was noted that NHS England had stated that 'Public and patient involvement in this process will be critical and the feedback will be used to shape the commissioning of future services and it will be helpful to share this with the HASC.' The Chairman said that recent telephone conferences had not identified what plans are proposed nor volume of staff who are transferring. The Chairman added that a year was a short amount of time for planning, any integration and implementation. It was proposed that HASC was involved from the early consultation phase and consider proposals before any option was decided upon.

The Bedfordshire and Milton Keynes Healthcare Review

The Chairman reminded Members that from the initial stages of the Review two options for the provision of acute care in Milton Keynes and Bedford had been formulated, with one hospital becoming an Integrated Care Centre, and the other remaining a Major Emergency Centre. The Chairman explained that as the Review progressed, the Bedfordshire Clinical Commissioning Group, Bedford Hospital and Bedford GPs came forward with a third option for an Integrated Acute and Community Services (IACS) model, which would provide streamlined urgent care across primary, community and acute care provision. The Committee heard that a consultation timetable had now been issued and a monthly newsletter would be issued to Councillors. The Chairman explained that the Healthcare Review team had agreed to provide details of the population data being used to formulate proposals in the public consultation documents once they had been produced. Members were told that a list of local contacts had been provided to the CCGs after concerns were raised about the lack of consultation in North Buckinghamshire and that the pre-consultation with key stakeholders on the business case proposals would run from April to June. The Chairman had requested for an update at the June meeting.

Dentistry

The Chairman highlighted the response from NHS practices included in the agenda pack.

A Member of the Committee expressed concern about the response for funding for dentistry in Buckinghamshire as local dentists were closing their books and funding was being reduced in Buckinghamshire compared to other counties in the Thames Valley. It was noted that the growth agenda for housing in Aylesbury Vale also needed to be taken into

consideration.

ACTIONS

- **The Chairman is to write to Bucks NHS Trust as the Committee raised further questions about why future plans for Wycombe Hospital estates had not been received in time for this meeting.**
- **Further clarification would be sought on whether the statement received about Harlow House would mean a reduction in services (Committee and Governance Advisor to action)**
- **A letter is to be sent to NHS England requesting further clarification about the dentistry provision in Bucks & understanding of the growth agenda for local housing (Chairman to action)**

6 COMMITTEE UPDATE

Affordable Housing for Healthcare Workers

The Chairman advised the Committee that in relation to this issue raised at a previous HASC meeting, responses had been received from all District Councils apart from Aylesbury Vale.

Inquiry into Adults with Learning Disabilities – Social Integration

Mrs M Aston who is chairing the Inquiry advised that the report was currently in its draft stage with three major issues emerging from the Inquiry: transport: communication and safeguarding (the greatest concern is safeguarding of those with learning disabilities). Mrs Aston said that the video taken during the meeting with young people as part of the Inquiry would be edited and presented to HASC and Full Council. Mrs Aston thanked Ms J Woodman, Committee and Governance Advisor for the work on the Inquiry. The Chairman thanked Mrs M Aston, Mr B Adams, Mrs A Davies and Mr S Lambert for the work undertaken.

The Chairman highlighted the special meeting of HASC on 18 April to discuss the recommendations from the Inquiry before it is presented to Cabinet.

ACTION:

The Chairman to chase the response from AVDC to the letter sent about affordable housing for healthcare workers.

7 RECRUITMENT AND RETENTION OF ADULT SOCIAL CARE STAFF

Mr T Boyd, Managing Director, Communities, Health and Adult Social Care, Ms I Ellison, Business Partner, Ms S Gardiner, Learning and Development Team Manager, Mr J Drury, Prime Care Support Limited and Mr S Coward, Head of the Academic Department, Social Work and Integrated Care, Bucks New University were welcomed to the meeting.

Members received an update on:

- Position Statement of the ASC Workforce
- Background to Adult Social Care Sector
- The Buckinghamshire Picture
- Bucks workforce overview and key issues
- Risks
- Workforce Strategy & Implementation Plan

During discussions, the following key points were highlighted.

- It is predicted that there will be 124,865 people aged 65+ in Bucks by 2026 - an increase of 31.84%.
- In terms of the Adult Social Care (ASC) workforce nationally, there would be an increase

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in all roles which could be difficult in terms of recruitment. More workers would be needed for all roles.

- There had been an increase in the number of Personal Assistants as a result of Direct Payments.
- There was the issue of an aging workforce as well as an aging population.
- An increase in National Living Wage (NLW) would put pressure on care providers, with a knock on effect on those paid the minimum wage and well as an effect on future contracts and spot purchasing.
- Over 300 establishments were involved in the delivery of ASC in Bucks covering 10,200 jobs.
- The number of care workers was expected to rise by 55% by 2025.
- There was an average turnover of 25.4% of the workforce in Bucks, a figure similar to the rest of the country.
- In terms of workforce churns, 2 in 5 members of staff move role within their sector.
- A large number of care workers would reach retirement age in the next 10-20 years.
- Vacancy rates for ASC were higher than the average of other sectors.
- 80% of care workers were female.
- Staff sickness rates were high as a result of the high pressures on resources. The average sickness rate for ASC workers was 6.7 days of sickness per person per year.
- It was difficult to recruit to senior roles, particularly given the better pay from agencies and the higher rates of pay in London and other neighbouring authorities
- There were a lot of newly qualified social workers but an improved infrastructure needed to be in place to provide them with the necessary support. This would be an area of focus.

Mr Drury explained that Prime Care had been a care provider for 20 years and a platinum provider for 5 years.

Implementation Plan

Ms Ellison referred to the abridged version of the Adult Social Care workforce strategy in the agenda pack which looks at key priorities such as labour demand and supply issues, recruitment and retention planning, working with external providers and partners and the development of a Memorandum of Co-operation (MoC) for adult Social Workers in conjunction with ADASS in the South East region.

Key areas of work included:

- Visits to schools, colleges, universities and recruitment fairs to raise the profile of the sector.
- Working in conjunction with Bucks New University to ensure that students were placed within Buckinghamshire.
- Further work around apprenticeships. There were many young people who could be interested in coming into the sector but were deterred due to perceived difficulties such as DBS checks and mandatory training.
- Closer working with the Job Centre Plus and Further Education colleagues undertaking Level 1 qualifications.
- Introduction classes to the sector as well as English Language courses.
- The development of a more structured approach to career pathways.

Mr Coward gave the following update on work being undertaken by Bucks New University:

- A series of masterclasses which included presentations from noted people from around the county sharing their expertise and skills with Bucks Social Workers. 5 courses were held in 2015 which were well attended. The agreement had been signed for a further set of masterclasses in 2016.
- Pop up classes to update and upskill staff about issues such as Child Sexual Exploitation.
- A Centre of Excellence had been created which provides a pathway for those in Bucks

with little or no qualifications in the social work sector.

- Foundation degree courses were in place in order to ensure that pathways to progress social work qualifications. The courses were initially for children's social workers but had been extended to include adult social workers.
- The key message was about using BNU for community development and to forge partnerships. Ideas on how to take this forward were welcomed.

In response to questions from Members, the following areas were discussed:

- There was learning to be shared from the Children's Services Select Committee Inquiry into Social Worker recruitment.
- Workforce development teams were working closely on career structures and retention packages and lessons were being learnt from work that had already taken place.
- The figures for staff absence in Bucks were of concern. The Strategy needed to recognise the issue of staff absence and stress levels and include innovative and creative ways in which this could be addressed.
- A Health and Wellbeing Strategy for core workers needed to be embedded in the Strategy.
- CHASC as a Business Unit had introduced protected lunch breaks. Signposting was in place to the Employee Assistance Programme as well as supervision and support for staff in terms of career pathways and the identification of effective and efficient ways of working.
- A stress survey was currently being constructed which would help in terms of data collection and where efforts could be focussed to target this issue.
- Staff sickness and stress levels were sensitive and complex issues. There needed to be a sophisticated and qualitative means of addressing this.
- Evidence was needed to support this statement that there was a high level of sickness because of workload.
- Work needed to take place to look at what could be done to raise the profile of the sector, to present it in a positive light and to incentivise recruitment.
- Lack of affordable housing for key workers was an issue.
- Buckinghamshire did not have a bursary scheme for trainee social workers in place.
- The Grow Your Own programme was part of the implementation plan.
- Work needed to be done to explore the possibility of having more male carers in the sector.
- Had thought been given to the local authority setting up its own Social Care recruitment agency?
- The views of young people and carers around the issues they face needed to be taken into account as part of the Strategy.
- One area of work is the Values Based Recruitment (VBR) approach. This was a new system relating to the social care sector introduced by the NHS. It opened the market in terms of recruitment and getting the right people into the workforce. Succession planning was also taking place.
- The Strategy needed to be developed to include more granularity and measures/metrics to show the measures working towards i.e. a reduction in staff sickness levels.
- Demands on the care sector such as the National Living Wage and changes to the pension arrangements were an unknown quantity from which issues could arise.
- In view of the resources available and the number of initiatives included in the Strategy, a sound business model was needed in order for this to be effectively and efficiently implemented.

ACTIONS:

- **To collate a HASC response to current draft workforce strategy (Committee and Governance Advisor to action).**
- **An invitation to the launch of the Bucks CC Social Work Academy (Centre of Excellence) would be sent to Committee Members (Mr Coward and Committee**

8 15 MINS CARE REVIEW: 6 MONTH PROGRESS

Mr S Goldensmith, Service Manager Strategic Commissioning was welcomed to the meeting.

Members of the Committee were advised that the 15 mins Care Review was progressing well.

During discussions, the following comments were made:

- It was encouraging to see that the recommendation to incorporate travel time in the new contract had taken place. Members were advised that how the provider accounted for travel time was now part of the evaluation process.
- Travel time continued to be a high profile issue in the national press. More transparency was needed around this issue as well as appropriate monitoring. Members were advised that contract monitoring had been put in place.
- Members were keen to follow up on how their recommendations had been implemented through more field visits. It was suggested this could be in six months time.

ACTION:

- **A report on travel time would be included as part of the update in September 2016 (Mr Goldensmith to action).**
- **A field visit to the providers, post new contractual arrangements would be arranged (Mr Goldensmith to action).**

9 WORK PROGRAMME

The Work Programme was noted.

Members expressed concern about the following:

- Delays in consultant appointment times at Bucks Hospital Trust (BHT)
- Ambulance Trust response times in the south of the county

ACTIONS:

- **The Chairman is to meet with the Ambulance Trust SCAS and will raise concerns about response times and report back to the Committee.**
- **An update would be requested from BHT on the current resources in specialist units and consultant staff over a 5 year period (Committee and Governance Advisor to action).**
- **A senior officer from Bucks Fire and Rescue Service would be invited to attend the June meeting of the HASC (Mr R Reed to action).**

10 DATE AND TIME OF NEXT MEETING

The next full webcast Committee meeting will take place on 10 May 2016, 10.30am, Mezzanine 2, County Hall, Aylesbury.

CHAIRMAN

3 DRAFT INQUIRY REPORT - ACCESSIBILITY AND PROMOTION OF SERVICES FOR ADULTS WITH LEARNING DISABILITIES

The draft Select Committee Report on Accessibility and promotion of services for adults with learning disabilities was introduced by the Chairman and the Chairman of the Review.

A 20 mins video highlighting the user experience regarding accessibility was shown to the Committee.

During the discussion the following points were made by Members:

- Members were extremely grateful to the officers who have helped them prepare this report and service users and carers for their time
- The need for a sharper 5 minute video concentrating solely on user comments to be presented to Cabinet.
- Cllr Mike Appleyard highlighted the ongoing work to improve the home to college transport service and Members highlighted the importance of improving access to travel support during the transition period from Children's to Adults Services
- An issue of bus passes not starting until 9.30am when college and work placements started before this time was raised by Talkback and Members. It was recommended that this should be investigated and if this was the case, the issue should be added to the inquiry findings.

ACTION – Committee and Governance Advisor to clarify the start time of bus passes and to add findings into the review report if there were discrepancies in the use of bus passes from 9.00 am

- A number of wording amendments were suggested to improve the clarity of the report recommendations. It was agreed that these would be incorporated into the final report to Cabinet.

ACTION – Committee and Governance Advisor to revise wording of recommendations as agreed by HASC and in agreement with the Chairman before publishing review report

Following the discussion the Committee unanimously agreed the following resolution:

To AGREE to publish the Accessibility and Promotion of Services for Adults with Learning Disabilities Report as a report of the Health and Adult Social Care Select Committee, subject to implementation of revised recommendation wording.

4 DATE AND TIME OF NEXT MEETING

The next full webcast committee meeting will be on 10th May 2016 at 10:00am.

CHAIRMAN



Buckinghamshire County Council
Select Committee
 Health and Adult Social Care

Minutes

HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE

Minutes from the meeting held on Tuesday 10 May 2016, in Mezzanine Room 2, County Hall, Aylesbury, commencing at 10.05 am and concluding at 12.28 pm.

This meeting was webcast. To review the detailed discussions that took place, please see the webcast which can be found at <http://www.buckscc.public-i.tv/>
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MEMBERS PRESENT

Buckinghamshire County Council

Ms A Macpherson (In the Chair)

Mr R Reed, Mr B Adams, Mr C Adams, Mrs M Aston, Mrs P Birchley, Mr N Brown and Julia Wassell

District Councils

Mr A Green
 Ms S Jenkins
 Mr N Shepherd
 Dr W Matthews

Wycombe District Council
 Aylesbury Vale District Council
 Chiltern District Council
 South Bucks District Council

Members in Attendance

Mr M Appleyard

Others in Attendance

Dr A Gamell, Chief Clinical Officer, Chiltern Clinical Commissioning Group
 Ms R Rothero, Service Director (Commissioning and Service Improvement)
 Mr G Finch, Contracts Manager
 Ms A Donkin, Programme Director
 Mr F Sarhan, Senior Lecturer, Bucks New University

1 APOLOGIES FOR ABSENCE / CHANGES IN MEMBERSHIP

Apologies were received from Mr B Roberts, Mrs J Blake and Ms S Adoh.



South Bucks
District Council



Appendix 2 DECLARATIONS OF INTEREST

Mrs M Aston declared an interest in item 5 as she was involved in the pharmacy at the care home to which she was a Trustee.

Mr N Shepherd declared an interest in item 5 as his wife used to be the Chief Officer of the Pharmacy Committee.

3 MINUTES

The minutes of the meeting held on 22nd March and 18th April 2015 were agreed as correct records.

Follow-up on actions from meeting held on 22 March

- **Item 4** – A letter had been sent to the Chiltern Clinical Commissioning Group in relation to the closure of Lynton House surgery and a response had been received from Dr Annet Gamell.
- **Item 5** – The Chairman read out the following response from Lee Jones, Assistant Director of Communications, in relation to Wycombe Hospital estates:

“As previously indicated, our estates plans will be determined by the development of our clinical services. Since our last update to the HASC we have launched a major piece of public engagement on developing community hubs and are working with partners on the county’s five year sustainability and transformation plan. Both of these pieces of work, which won’t start to report until late June/July, will support the development of our clinical pathways and will heavily inform our estates plans.”

- **Item 5** – Awaiting a response from Harlow House.
- **Item 5** – Awaiting a response from NHS England regarding dentistry provision.
- **Item 6** – Letter had been sent and a response received from Councillor Neil Blake, Leader of Aylesbury Vale District Council on affordable housing for healthcare workers.
- **Item 7** – Letter had been sent to Councillor Mike Appleyard and Mr T Boyd and they had been invited to attend the June meeting.
- **Item 7** – Members had received an invitation to the launch of the Social Work Academy on 16 June from 10am-12noon at Bucks New University.
- **Item 8** – Mr S Goldensmith would be preparing a report for the September meeting on travel time.
- **Item 9** – The Chairman had met with the Ambulance Trust and a briefing would be presented at the June meeting.
- **Item 9** – The following response had been received from Lee Jones, Assistant Director of Communications in relation to consultant/specialist waiting times:

“Our staffing and capacity for our specialities is based on us meeting our NHS constitutional standards (including referral to treatment waiting times – 18 weeks). Overall the Trust is meeting its 18 week commitment, but there are some individual surgical specialities where we are not.”

The Chairman asked Cllr N Shepherd to write directly to the Trust with his specific concerns.

ACTION: District Councillor Nigel Shepherd to write to Buckinghamshire Health Care Trust directly regarding specialist staffing levels.

- **Item 9** – A senior officer from Bucks Fire and Rescue Service had been invited to attend the June meeting.

The Chairman expressed disappointment in relation to the Lynton House surgery consultation process as the Committee felt it was not inclusive enough and the issue for residents where English was an Additional Language (EAL) was not addressed. Dr Gamell explained that the final decision was currently with NHS England and she agreed to check the timelines for when the decision would be made.

ACTION: NHS England to provide HASC with a decision timetable regarding Lynton House Surgery.

4 PUBLIC QUESTIONS

There were no public questions received in advance of the meeting.

Cllr Julia Wassell commented on behalf of a resident who had expressed concern about the Minor Injuries and Illness Unit at Wycombe Hospital where the X-ray machine regularly broke down.

The Chairman asked that members of the public submit their questions in advance of the Committee meeting to enable an appropriate response to be prepared.

Members were asked to let the Chairman know by 31st May 2016 their views on moving the Committee meeting around the County.

ACTIONS:

- **Committee and Governance Advisor to write to Buckinghamshire Healthcare Trust to raise public concerns with X-ray machine at Wycombe Hospital**
- **Chairman to write to Committee Members to seek views on holding HASC meetings at venues across the County.**

5 CHAIRMAN'S UPDATE

The Chairman updated Members on the following:

- Vascular services – briefing circulated to Members. Mr Geoff Payne would be invited to a future meeting to discuss the issue in more detail if Members had further questions arising from the briefing note.
- The Bedfordshire and Milton Keynes healthcare review would be coming to the 21st June HASC meeting.

The Chairman welcomed representatives from the Pharmacy Committee to discuss the issue of the proposed 6% cuts to pharmacies which was currently under consultation. This had come to the attention of HASC member Mrs Margaret Aston who had requested a local investigation into the issue.

Areas raised during the discussion were as follows:

- The Dept. of Health announced 6% cuts in December 2015, which if implemented would start from October 2016. An extended consultation regarding the proposals was due to close on 24th May 2016.
- Particular impacts on Buckinghamshire included:
 - Closures to small pharmacies in rural areas as their businesses become unviable.
 - Increased burden on GPs, Urgent Care Centres and Accident and Emergency Depts from patients who come to pharmacists for advice for minor ailments
 - Risk to vulnerable residents who never see a GP but visit pharmacists

Appendix

- An increase in wastage of medicines with cost implications
- Delivery of medicines in the post compromising patients understanding of how to take their medicines.
- Possible pharmacy closures based on national figures could be up to 25% which would translate locally into 20 pharmacies closing in Buckinghamshire.

Questions and comments were as follows:

- The extent of national lobbying - Over 1 million signatures would be presented to the Dept of Health expressing concern over the cut.
- The short-sighted nature of the cut which risked increasing the burden on higher cost healthcare
- Concerns regarding on-line services, leading to increasing wastage of medicines and risks of patients not taking medicines appropriately.

Actions:

- **The Chairman to send a letter to the Department of Health expressing concerns about the proposed cuts.**
- **A press statement to be issued outlining the proposed cuts and the Committee's concerns. Committee and Governance Advisor to action**
- **Set-up a small working group of Members to meet with pharmacists after the meeting. Committee and Governance Advisor to action**

SEE WEBSITE FOR FULL CONTENT

6 COMMITTEE UPDATE

No updates were reported at the meeting.

7 SUSTAINABILITY AND TRANSFORMATION PLANS

The Chairman welcomed Dr Annet Gamell, Chief Clinical Officer, Chiltern Clinical Commissioning Group and Ms Ann Donkin, Programme Director, Communities Health and Adult Social Care Directorate.

During the presentation and discussion, the following main points were made.

- 44 Sustainability and Transformation Plans had been defined across England largely based on patient flows into tertiary acute centres.
- STPs must address strategic issues that transcend more than one local system.
- Each footprint had a named 'system leader' to drive development of plans. David Smith, Chief Executive, Oxfordshire Clinical Commissioning Group, was named as the system leader.
- Buckinghamshire was part of a Buckinghamshire, Oxfordshire, Berkshire West 'footprint'.
- STPs would be the single application & approval process for 'growth' funding for 2017/18 onwards.
- The focus for Buckinghamshire would be on reducing spend on bed-based care into prevention and care at home.
- Next steps would be around refining the planning assumptions, setting parameters for modelling different service changes in the local system, considering options for delivering Vanguard models relevant to Buckinghamshire and agreeing the communications and engagement plan.

SEE WEBSITE FOR FULL CONTENT

8 COMMITTEE WORK PROGRAMME

Members noted the work programme.

9 THE CARE MARKET

The Chairman welcomed Mr Mike Appleyard, Cabinet Member for Health and Wellbeing, Ms Rachael Rothero, Director for Joint Commissioning, Mr Graeme Finch, Contracts Manager and Mr Firas Sarhan, Director, Centre of Excellence of Telehealth and Assisted Living (CETAL) at Bucks New University. Members were referred to the report entitled 'The Care and Support Market Place'.

The Chairman welcomed Mr Firas Sirhan who provided Members with an update on assistive technology. He stressed that there was evidence that more patients have long-term conditions which highlighted the need for more technology to assist them.

During their presentation, the following main points were made.

- The NHS and Community Care Act 1990 recommended the development of a range of private and not for profit providers to deliver social care services. This had previously been delivered by Local Authorities directly.
- Local Authorities had moved from being direct providers of care to increasingly purchasers-only of care.
- Due to means testing, some individuals would be required to pay the full cost of their services and many people in these circumstances purchased directly from the market place rather than the Local Authority.
- The County Council currently spent 89% of its current budget on providers in the market place, with the remainder spent on assessments, the social work function and the occupational therapy function.
- 59% of the overall social care budget was spent on placements in residential care.
- The Council did not provide any directly provided services apart from assessment, care management and occupational therapy. Bucks Care was the last remaining in-house service provision. MTP savings were linked to the supply chain.
- The County Council, in partnership with the County Council Network (CCN), commissioned a study across a consortium of 12 Councils to undertake a detailed evaluation of the care home market place and to understand the market implications of what was then phase two of the Care Act.
- There were challenges around how to stimulate demand and the Council had worked with an organisation called Housing LIN looking for older people housing needs over the next 25-30 years. The Council was working with the District Councils and Clinical Commissioning Groups on this project. District Council representatives to be invited to future workshops.
- The service area was remodelling the Council's block contracts to ensure what was on offer was fit for purpose.
- Buckinghamshire was seen as an attractive place for developers of care homes but the care home sector was targeting self-funders which was pushing up Local Authority rates.
- Mr Firas Sirhan circulated an information pack for Members and said that he would be happy to arrange visits to the Living Lab to demonstrate the technology and equipment

ACTIONS:

CHASC Business Unit to circulate to District Councillors the dates of future housing workshops involving Public Health and District Housing Teams

SEE WEBSITE FOR FULL CONTENT

Appendix

10 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED

That the press and public be excluded for the following item which is exempt by virtue of Paragraph 3 of Part 1 of Schedule 12a of the Local Government Act 1972 because it contains information relating to the financial or business affairs of any particular person (including the authority holding that information)

11 THE CARE MARKET

The Chairman referred Members to the confidential appendix which was circulated to Members in advance of the meeting.

12 DATE AND TIME OF NEXT MEETING

The next meeting will take place on Tuesday 21st June at 10am in Mezz Room 2, County Hall, Aylesbury.

CHAIRMAN



Chiltern

Clinical Commissioning Group

NHS Chiltern Clinical Commissioning Group
Chiltern District Council Offices
Ground Floor
King George V Road
Amersham
Buckinghamshire
HP6 5AW

Angela Macpherson
County Councillor
Chairman, Health and Adult Social Care
Select Committee
Buckinghamshire County Council
County Hall
Walton Street
Aylesbury HP20 1UA

Phone: 01494 586700
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5th May 2016

Dear Angela

Primary Care Infrastructure Funding 2016/17

Thank you for your letter dated 11th April 2016 and apologies for the delay in responding to you.

The Estates and Technology Transformation Fund (formerly known as the Primary Care Infrastructure Fund) is a multi-year investment programme to support general practice make improvements in estates and technology. Although originally expected to take place in April 2016, the CCG is awaiting NHS England guidance on how applications should be submitted, this is now expected in early-June 2016. Please follow this link for more information on the fund <https://www.england.nhs.uk/commissioning/primary-care-comm/infrastructure-fund/>

In preparation for submitting bids, the CCG has however been proactive in encouraging practices to submit either plans for improving existing premises or submitting proposals for new builds. We have recently concluded the review of all applications for funding from the Estates and Technology Transformation Fund for the current period and will be submitting endorsed proposals to NHS England as soon as the submission process is known.

The CCG is aware that all practices in High Wycombe are under pressure to meet ever-increasing demands for their services, which is a reflection of the national picture at the moment. In recognition of this, the CCG has endorsed an application to the Estates and Technology Transformation Fund to carry out a detailed assessment of the need for additional primary care services in the High Wycombe area that will take into account:

Appendix

- the future needs of the population;
- changes in wider healthcare provision; and
- proposed new housing developments in the High Wycombe area;

This will help us develop an estates and investment plan that will ensure appropriate establishment of fit for purpose, future-proofed buildings from which to deliver services. This appraisal will also provide us with the rationale to approach developers as part of the planning application process for a contribution towards healthcare costs under S106/Community Infrastructure Levy frameworks.

With regard to Lynton House Surgery, the CCG is aware of the difficulties of running general practice from this particular building in East Wycombe. I am sure you are aware that NHS England commissions GP services and are the body responsible for making decisions around the closure of such services. The CCG's role is to develop strategies that ensure there is sufficient provision of health care services to meet the needs of the location population. The CCG is currently working with NHS England and Better Health Bucks to understand alternative options for the provision of services. Any support that the council can provide would be very much appreciated.

Yours sincerely



Dr Annet Gamell
Chief Clinical Officer



Buckinghamshire County Council
Select Committee
Children's Social Care and Learning

Minutes

CHILDREN'S SOCIAL CARE AND LEARNING SELECT COMMITTEE

Minutes from the meeting held on Tuesday 23 February 2016, in Mezzanine Room 2, County Hall, Aylesbury, commencing at 10.30 am and concluding at 12.30 pm.

This meeting was webcast. To review the detailed discussions that took place, please see the webcast which can be found at <http://www.buckscc.public-i.tv/>. The webcasts are retained on this website for 6 months. Recordings of any previous meetings beyond this can be requested (contact: democracy@buckscc.gov.uk)

MEMBERS PRESENT

Margaret Aston, Patricia Birchley, Janet Blake, Phil Gomm, Paul Irwin, Valerie Letheren (Chairman), Robin Stuchbury, David Watson and Katrina Wood

CO-OPTED MEMBERS PRESENT

David Babb

GUESTS PRESENT

Chris Adams, Lin Hazell and Zahir Mohammed

OFFICERS PRESENT

David Johnston and Yvette Thomas

1 APOLOGIES FOR ABSENCE

Dev Dhillon, Wendy Mallen and Michael Moore.

2 DECLARATIONS OF INTEREST

None.



INVESTOR IN PEOPLE



3 MINUTES

The minutes of the meeting held on 3rd November 2015 were agreed as an accurate record.

4 PUBLIC QUESTIONS

There were no questions from the public.

5 CHAIRMAN'S REPORT

The Chairman thanked the Committee & Governance Adviser for his support as this was his last formal meeting before going on secondment.

The Chairman gave her update, which included:

- Mention of the Local Government Association Peer Review and the Department for Education audit
- Presentation of the Preventing CSE Inquiry to Cabinet in January
- Attendance at the Cyber-Safety Conference which had been organised as a result of a Select Committee recommendation
- The Chairman had visited a Child in Need Social Work Team, the First Response team in High Wycombe and the Multi-Agency Safeguarding Hub

She gave her thanks to the staff members that had met with her on those visits.

6 COMMITTEE MEMBER UPDATES

Ms Wood had visited the MASH and a Child in Need Team.

Mrs. Aston had attended a session on universal care for children and babies.

Mr Gomm had attended the MASH and had attended a visit to a foster family with a social worker. He had also met several foster parents in addition to this.

Mr. Stuchbury had been on visits with social workers and had been visiting academies.

The Members extended their thanks to staff members for spending time with them.

7 CABINET MEMBER UPDATES

7A CABINET MEMBER FOR CHILDREN'S SOCIAL CARE & LEARNING

Ms Hazell stated that the majority of her update would be covered in the forthcoming agenda items of today's meeting. Children's Services were still awaiting the letter from the Secretary of State which would indicate the level of intervention from the Department for Education in Buckinghamshire Children's Services.

Ms Hazell made the following points in relation to the budget settlement for the Children's Social Care & Learning Business Unit:

- It is a demand-led service
- Resources available are tight
- Demand is rising

7B CABINET MEMBER FOR EDUCATION & SKILLS

Mr Mohammed gave his update:

- Adult Learning Ofsted inspection resulted in a 'Good' rating
- An audit plan for the Buckinghamshire Learning Trust (BLT) is now in place
- Regular meetings are taking place between Buckinghamshire County Council Members and Officers and BLT
- There is a forecast overspend on home to school transport
- Money needs to be saved on Children's Centres plan and the plan is not to close any but instead to remodel
- The Youth Counselling service is to be reinstated

Members addressed questions around funding, recording of financial information and governance of BLT.

8 PREVENT AGENDA

The Children's Policy & Equality Manager, Yvette Thomas, presented the report and made the following points:

- Prevent is part of government's counter-terrorism strategy
- It is the only with pre-criminal element and covers young people and vulnerable adults
- Prevent was first introduced in 2008/9 and involved some work with head teachers. It is now very much back on the agenda due to national and global events
- The work with schools involves training key individuals such as the Designated Safeguarding Leads within each
- Approximately 50% of the educational establishments in Buckinghamshire have been covered so far

Members covered the following points in their questions:

- The extra resources given to High Wycombe as higher tier Prevent area
- 'Train the trainer' and how it is being used to maximise the limited resource available to devote to the Prevent agenda

Appendix

- The small amount of government funding made available to the Buckinghamshire local authorities to support work on the Prevent agenda
- The proximity to London and the impact of that on Prevent
- The interface of the Channel Panel and other bodies such as MASH and the Swan Unit
- The similarities between radicalisation and other safeguarding issues
- Online radicalisation and what can be done to address it

SEE PAPERS/WEBCAST FOR CONTENT

9 DEVELOPMENT OF THE CHILDREN'S SOCIAL CARE & LEARNING BUSINESS UNIT UNDER THE FUTURE SHAPE PROGRAMME

Ms Hazell introduced the agenda item by stating that Children's Services is now going into phase 2 which incorporates the Future Shape Programme. There had been an agreement not to move so quickly on children's services in recognition of the fact that the improvement journey needed to progress.

Members discussed the following issues with the Cabinet Members and the Managing Director for Children's Social Care & Learning:

- The type of work undertaken by children's services and that social care clients could not be considered as customers
- The work on school improvement and the income it generates
- The rationale for bringing together learning and social care within a single business unit
- The use of preventative measures to avoid the need for higher tariff services later on
- The implementation of staff ideas and work with the Innovation Team
- Increases in the number of children with special educational needs and disabilities and the response of the Future Shape programme to that
- Where income is currently generated by the Business Unit and where further income might be generated
- Governance of the Buckinghamshire Learning Trust

SEE PAPERS/WEBCAST FOR CONTENT

10 UPDATE ON CHILDREN'S SERVICES IMPROVEMENT

Ms Hazell introduced the item and described to the Committee a year of very intense scrutiny, which had included visits from Ofsted and peer support/challenge from Essex and Cambridgeshire County Councils. There had also been the Local Government Association peer review and an audit commissioned by the Department for Education (DfE). This was alongside monthly meetings of the Improvement Board, visits to the Select Committee, Regulatory & Audit Committee and Cabinet.

There had been very significant efforts to improve which had resulted in improvements in getting children into secure family environments. Work continued on the recording system. Supervision and support for staff had been enhanced. The DfE audit had found that the cases

investigated by them were safe, with no cases referred back for immediate action. Schools, police and health organisations have helped enormously.

Members explored the following issues with the Cabinet Member and Managing Director for Children's Social Care & Learning:

- What constituted a good Children's Service and how long it would take to get there
- Making improvements sustainable
- Performance management of staff and ways in which staff are consulted
- Rates of permanent staff versus temporary staff
- Cultural and equality and diversity issues

SEE PAPERS/WEBCAST FOR CONTENT

11 DATE OF NEXT MEETING

12th April 2016 at 10:30am.

A private meeting of the Select Committee is being held on 29th March to conduct a short inquiry into issues facing the Children's Services workforce.

CHAIRMAN

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Buckinghamshire County Council
Select Committee
Children's Social Care and Learning

Minutes

CHILDREN'S SOCIAL CARE AND LEARNING SELECT COMMITTEE

Minutes from the meeting held on Tuesday 12 April 2016, in Mezzanine Room 2, County Hall, Aylesbury, commencing at 10.32 am and concluding at 12.35 pm.

This meeting was webcast. To review the detailed discussions that took place, please see the webcast which can be found at <http://www.buckscc.public-i.tv/>
The webcasts are retained on this website for 6 months. Recordings of any previous meetings beyond this can be requested (contact: democracy@buckscc.gov.uk)

MEMBERS PRESENT

Mrs M Aston, Mrs P Birchley, Mr D Dhillon (Vice-Chairman), Mr P Gomm, Mrs V Letheren (Chairman), Mr R Stuchbury, Mr D Watson and Ms K Wood

CO-OPTED MEMBERS PRESENT

Mr D Babb

GUESTS PRESENT

Mr C Adams, Ms D Clarke, Mrs A Davies, Ms C Hart, Lin Hazell, Ms M Kuelka, Mr Z Mohammed and Dr E Rowsell

OFFICERS PRESENT

Ms C Douch and Ms S Turnbull

1 APOLOGIES FOR ABSENCE

Apologies were received from Mr P Irwin, Mrs J Blake, Mr M Moore and Mrs W Mallen

2 DECLARATIONS OF INTEREST

There were no declarations of interest



3 MINUTES

The Minutes of the meeting held on 23rd February 2016 were agreed as a correct record.

4 PUBLIC QUESTIONS

There were no public questions.

A comment was made about the lack of public questions and the reasons.

ACTION: Committee Adviser to look into promoting public questions for the Committee

5 CHAIRMAN'S REPORT

The Chairman informed Members of a potential Children's Centre Inquiry and that this would be discussed further at the next meeting on 24th May.

The Chairman also referred to the Children's Workforce Inquiry and recommendations that would be going to Cabinet on 25th April 2016.

6 TO AGREE THE DRAFT REPORT OF THE CHILDREN'S WORKFORCE INQUIRY

RESOLVED:

The Select Committee agreed the Children's Workforce Inquiry report and recommendations as set out in the papers for this meeting and that the report be presented to Cabinet at its meeting on 25th April.

7 COMMITTEE MEMBER UPDATES

Children's Services officers were thanked by the Committee for their time in providing Member briefings. Members agreed that these were important in providing an understanding of children's services work, especially around safeguarding and child sexual exploitation. However, Members expressed their disappointment at the low attendance at the latest briefing.

ACTION: Committee Adviser to send the presentation from the Member's briefing held on 7th April to all Members.

Mr P Gomm updated the Committee on his observations of the setting up of two advisory boards at Children's Centres and the need to improve communications.

Mrs M Ashton informed the Committee that she was working on a task and finish group in Adult Social Care and commented on the need to work jointly with the Health and Adult Social Care Committee on any Transitions issues.

8 CABINET MEMBER UPDATES

The Cabinet Member for Children's Services and the Cabinet Member for Education and Skills gave an update to the Committee as detailed in items 9 and 10

9 CABINET MEMBER FOR CHILDREN'S SERVICES

Lin Hazell updated the Committee on:

- Children's Services briefings on safeguarding and the "journey of the child".
- A new initiative "strengthening families".
- Improving the Council's approach to fostering.
- A rise in the number of children being adopted during 2015/16.
- Permanent managers now in place in the social care assessment teams and MASH.
- The positive comments from the Department for Education Chairman of the Improvement Board.
- No longer any children in secure accommodation.
- An independent audit to be conducted on all children who have been managed through the new Swan unit.

10 CABINET MEMBER FOR EDUCATION & SKILLS

Mr Z Mohammed updated the Committee on:

- The National Funding Formula consultation. Currently 7 out of the 10 schools that receive the least funding nationally were in Buckinghamshire.
- The Government's white paper on the expansion of the academy programme. In response to a question about timescales and potential costs to the Council, the Cabinet Member for Education and Skills replied that conversion of schools to academies was not expected to be completed until 2020-22, with underperforming schools being converted more quickly. Further work would be needed to understand any cost implications to the Council
- The future diminishing role in local authority responsibility for schools around funding.

ACTION: Committee Adviser to send the list of 7 schools in Buckinghamshire that receive the least funding to Members.

11 CHILD & ADOLESCENT MENTAL HEALTH SERVICES

The Chairman welcomed

- Ms C Hart, Joint Commissioner, Child & Adolescent Mental Health Services (CAMHS).
- Ms D Clarke, Head of CAMHS, Oxford Health NHS Foundation Trust.
- Dr E Rowsell, Clinical Lead, Oxford Health NHS Foundation Trust and
- Ms M Kukielka, Assistant Director, Barnardo's Children's Services Buckinghamshire.

Appendix

Apologies were received from Ms. W Woodhouse, Clinical Director, Oxford Health NHS Foundation Trust.

The following points were made during the discussion:

- The new service currently had a pooled budget of £5.4m. Buckinghamshire County Council (BCC) contributed around 30% of funding with most of the rest from the Clinical Commissioning Groups (CCGs). In response to a question around funding and spend, the Head of CAMHS explained that funding was around the national average.
- The service was commissioned to focus on increased support at an early stage before problems escalated, including having link workers in schools. This role was working well and being developed further. New key roles were also introduced for Barnardos, volunteers and apprentices which were also working well.
- The new service was set up to provide a single point of access with specialist pathways to particular services e.g. eating disorders. This had made access easier and simpler to understand for residents.
- Last year the service's caseload was around 3% of Buckinghamshire's 0-19 year old population and there had been an increase of 18% in referrals compared to last year.
- In response to a question about the timescales for getting a service, the Head of CAMHS explained that emergency cases were dealt with within 24 hours. There was also an emergency 24 hours, 7 days per week on-call service. The service was working to reduce the 8 week wait for a routine assessment and it was noted there was a longer wait for neuro-developmental assessments.
- In response to a question about access for looked after children (LAC), the Head of CAMHS explained that LAC and children who are fostered would have the same access as others. However, there was a specific LAC team who would respond within 5 days.
- Children from outside the County who were looked after within Buckinghamshire would have the same access to CAMHS as other children. This was not always replicated in other local authorities for Buckinghamshire children.

ACTION: Committee Adviser to arrange the production of a press release about the presentation from CAMHS.

SEE PAPERS AND WEBCAST FOR FULL CONTENT

12 MISSING CHILDREN, INCLUDING MISSING FROM EDUCATION

The Chairman welcomed Mrs C Douch – Service Director Children's Social Care. Mr D Johnstone's apologies were noted.

The following points were made during the discussion:

- There was a clear link between missing children and children becoming vulnerable to child sexual exploitation.

- For children missing from home or care there was close partnership working with Thames Valley Police through the Missing, Sexual Exploitation Risk Assessment Conference (M-SERAC). Missing children causing concern were discussed at the M-SERAC and a decision made whether to refer to Child Sexual Exploitation services.
- The Buckinghamshire Children's Safeguarding Board had a sub-committee specifically focussing on Child Sexual Exploitation.
- A new electronic data system had been developed to allow better analysis of patterns and themes where children were going missing from home or care.
- Thames Valley Police would always check on absent children. Barnardos would also complete an independent return interview within 72 hours of children returning, although this may not always be a face to face interview.
- In response to a question about whether all missing children were referred to social care, the Service Director Children's Social Care explained that not all would be automatically referred but that referrals would always be made if there were any vulnerability issues.
- The increasingly high numbers of children being recorded as missing from education were thought, in part, to be due to an improved system of recording.
- Schools were required to advise the local authority of any children going missing which then started a standard process of follow up. If there were any concerns around vulnerability, these would be referred to Children's Social Care.
- The timescales for schools to refer missing children to the local authority varied as there was an element of professional judgement by schools as to when a child was considered missing.

ACTION: Service Director to provide timescale data to the Committee.

- There had been an increase in missing children which was being managed by the new Swan Unit set up to deal specifically with children missing and child sexual exploitation. The work of the Swan Unit allowed links to be made at an early stage. A question was raised about the demographic breakdown of missing children.

ACTION: Service Director to provide demographic data of missing children.

SEE PAPERS AND WEBCAST FOR FULL CONTENT

13 PREVENTING CHILD SEXUAL EXPLOITATION INQUIRY 6 MONTH UPDATE

The following points were raised during the discussion:

- Recommendation 3 had not yet been fully implemented but it would be straightforward to implement.
- Recommendation 4. Some good progress has been made but there was still more to do.
- Recommendation 6 & 7. Health partners were included in the Swan Unit and were able to disseminate to other health professionals.

Appendix

Determination on progress was made using a red, amber green (RAG) rating system as follows:

✓ Implemented ★ On track ● May not be fully implemented
▲ not delivered/implemented

RESOLVED:

The Select Committee agreed the following RAG ratings against the 6 months implementation of the recommendations.

Recommendation 1: Tick
Recommendation 2: Green
Recommendation 3: Amber
Recommendation 4: Amber
Recommendation 5: Green
Recommendation 6: Amber
Recommendation 7: Amber
Recommendation 8: Green
Recommendation 10: Green

SEE PAPERS AND WEBCAST FOR FULL CONTENT

14 TENDER OF CHILD SEXUAL EXPLOITATION SERVICE DRAFT BUSINESS CASE

This item was considered in confidential session. See items 16 and 17.

15 DATE OF NEXT MEETING

Tuesday 24th May 2016 10.30am in Mezzanine Room 2, County Hall, Aylesbury.

16 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED

That the press and public be excluded for the following item which is exempt by virtue of Paragraph 3 of Part 1 of Schedule 12a of the Local Government Act 1972 because it contains information relating to the financial or business affairs of any particular person (including the authority holding that information)

17 TENDER OF CHILD SEXUAL EXPLOITATION SERVICE DRAFT BUSINESS CASE

The Committee discussed the business case for the re-tender of the Child Sexual Exploitation service.

CHAIRMAN

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Buckinghamshire County Council
Select Committee
Children's Social Care and Learning

Minutes

CHILDREN'S SOCIAL CARE AND LEARNING SELECT COMMITTEE

Minutes from the meeting held on Tuesday 24 May 2016, in Mezzanine Room 2, County Hall, Aylesbury, commencing at 10.33 am and concluding at 12.44 pm.

This meeting was webcast. To review the detailed discussions that took place, please see the webcast which can be found at <http://www.buckscc.public-i.tv/>. The webcasts are retained on this website for 6 months. Recordings of any previous meetings beyond this can be requested (contact: democracy@buckscc.gov.uk)

MEMBERS PRESENT

Mr D Dhillon (Vice-Chairman), Mr P Gomm, Mr P Irwin, Mrs V Letheren (Chairman), Mrs W Mallen and Mr R Stuchbury

CO-OPTED MEMBERS PRESENT

Mr D Babb and Mr M Moore

GUESTS PRESENT

Mr C Adams, Ms L Eaves, Lin Hazell and Mr Z Mohammed

OFFICERS PRESENT

Ms A Clemmett, Mrs P Cue, Mr D Johnston, Ms C McCarthy, Ms A Sayani and Ms S Sewell

1 DECLARATIONS OF INTEREST

The following declarations of interest were noted:

- Mr D Dhillon - member of the Farnham Common Children's Centre advisory board.
- Mr P Irwin - member of a Children's Centre advisory board.



2 APOLOGIES FOR ABSENCE

Apologies were received from Mrs M Aston, Mrs P Birchley, Mrs J Blake, Ms K Wood and Mr D Watson.

3 MINUTES

Mr Z Mohammed requested a change to the wording in the draft minutes of the meeting held on 12th April 2016 as follows:

- Item 10 – first bullet point to be changed from “The fairer funding consultation” to “The National Funding Formula consultation”

The minutes of the last meeting held on 12th April 2016 were agreed as a correct record pending the change identified above.

4 PUBLIC QUESTIONS

A written public question was put to the Cabinet Member for Education and Skills from Mr J Hoggett as follows:

“Although grammar schools are great schools, the other secondary schools aren't receiving enough support. How does the council intend to deal with the deepening and inexcusable inequalities between secondary schools and grammar schools?

A review of the current system would benefit the community as it would possibly reform the way we do education in bucks and bring us into line with the rest of the country”

The Cabinet Member responded in writing as follows:

“We are really pleased with our grammar and non-selective schools that produce results at KS4 that are consistently more than 10% above the national average. This does not happen by accident but through a policy objective and excellent work by school leaders, Council, Governors with support from the Buckinghamshire Learning Trust (BLT). I would not want to bring Buckinghamshire in line with the rest of the Country that results in a reduction in overall standards by 10 %, and instead to continue working to improve Buckinghamshire results across all our schools.

Our grammars are amongst the lowest funded schools in the Country. The non-selective schools receive considerably more support from increased funding e.g. per pupil Free School meals, Prior Attainment, English as an additional language and Pupil Premium etc and this can be quite significantly more than grammars. On top of that, Buckinghamshire County Council and BLT provide school improvement support to non-selective schools through various projects in e.g. High Wycombe and Aylesbury, and the Standards report shows improvement in results as a consequence.”

5 CHAIRMAN'S REPORT

The Chairman informed Members that all but one of the Committee's recommendations in the Children's Workforce Inquiry Report had been agreed at Cabinet on 25th April 2016.

The Chairman also updated Members on her attendance at a recent Child Protection Conference. The Chairman confirmed that some issues affecting Buckinghamshire, such as social care workforce issues, were also impacting nationally.

Members received an update from the Chairman on her experience of shadowing a front line social worker. The Chairman expressed her appreciation of the work social workers do in difficult circumstances.

The Chairman confirmed the potential items for the Committee's work programme, which would be finalised and included in the published Select Committee Work Programme.

ACTION: Committee Adviser to update the work programme for the next Committee meeting

6 COMMITTEE MEMBER UPDATES

Mr R Stuchbury acknowledged the good work of staff at The Buckingham School in improving its Ofsted rating to good.

Mr P Irwin informed the Committee of increasing difficulties of parking around schools which could get worse as schools increased capacity to take account of population growth.

Members noted that school place provision would need to take account of forecasted population growth and that this would require partnership working with District Council colleagues.

7 CABINET MEMBER UPDATES

Lin Hazell, Cabinet Member for Children's Services updated the Committee on:

- The improvement work being done in the Fostering Service including
 - Continuing programme of recruiting foster carers into the service.
 - The introduction of the Foster to Adopt scheme.
 - Allowing young people to stay with their foster carers beyond the age of 18.
- The increase in the number of children being adopted in Buckinghamshire
- The need to balance the length of time taken to place children for adoption with the need for good quality placements.
- The service's commitment to placing children and young people at the centre of decision making when new strategies and policies were being put in place.

Mr Z Mohammed, Cabinet Member for Education and Skills.

The Cabinet Member confirmed that discussions were always ongoing with District Councils and others in respect of local area plans linked to school place planning. In respect of schools being built or extended, developers were responsible for correcting any snagging issues.

Mr Z Mohammed also updated the Committee on:

- His attendance at the Wycombe Local Area Plan meeting.
- The new Special Educational Needs and Disabilities Local Area Joint Inspections by Ofsted and the Care Quality Commission (CQC).
- A County wide promotion of adult learning courses taking place between 13th and 17th June.

8 CHILDREN'S CENTRES & EARLY HELP

The Chairman welcomed

- Mr D Johnston, Managing Director, Children's Social Care and Learning Business Unit
- Miss C McCarthy, Interim Head of Children's Commissioning
- Mrs M Clemmett, Early Help Commissioning Manager

The following points were made during the discussion:

- Twenty Five Children's Centres were re-tendered last year and contracts awarded from September 2015.
- Contracts were currently with Action for Children (25 centres), Spurgeons (3 centres), 6 schools (running 7 individual centres).
- A review was going to be undertaken to ensure a focus on specific, targeted need and understand any disparity across Children's Centre provision.
- There was a need to meet both demand and savings targets whilst still focussing on early intervention to improve outcomes.
- Children's Centres were being closed nationally but Buckinghamshire were not planning on closing any centres at the moment but looking to remodel, although this could change in future.
- Consultation would be undertaken with users and providers and a wide range of feedback sought.
- The review had only just started and would be taking place over the summer. Findings would be reported during the autumn. There would be opportunities for Members to input to the review.
- Children's Centres were a separate workstream within a wider consideration and review of early help across Buckinghamshire.
- It was slightly too early to be able to judge the performance of the new contracts in place since September, although early indications showed that centres were reaching more vulnerable families.

- Providers were contract managed by Commissioners through quarterly performance monitoring meetings and other engagement.
- There were concerns from some Members about the Children's Centres Advisory Boards and the accountability of providers since re-commissioning.

ACTION: The Interim Head of Children's Commissioning to address Members concerns with providers

- Financial pressures were only part of the consideration of the review. There were other considerations including the growth in demand on social care services, the complexity of cases and the desire for Children's Centres to be able to respond to need and focus on early help with families before problems escalated.
- Assessments of need were made using established assessment tools and this and wider referrals would be closely monitored.
- In response to a question on projected population growth, The Managing Director of Children's Social Care and Learning Business Unit agreed that there was a need to focus understanding on where growth was likely to happen, the nature of the growth and the needs of new communities. The business unit were working closely with health colleagues on this.
- Select Committee Members would visit Children's Centres during June to ask questions and gather opinion to support the review. They would attend a workshop during July with the review team to feedback what they had found.

ACTION: Committee Adviser to liaise with Commissioners to arrange visits and workshop

SEE PAPERS AND WEBCAST FOR FULL CONTENT

9 EDUCATION STANDARDS

The Chairman welcomed

- Mrs A Sayani, Education Champion
- Ms P Cue, Consultant
- Miss S Sewell, Senior Information Officer

The Chairman thanked officers for a well written and informative report.

The Cabinet Member for Education and Skills gave a verbal summary of the report focusing on schools' Ofsted ratings, pupil attainment at Early Years, Key Stages 1, 2 and 4 and post 16 year old.

The following points were made during the discussion:

Appendix

- The Chairman noted that there were some good attainment results overall, although some weren't as good, for example outcomes for disadvantaged children and black and minority ethnic (BME) groups.
- The Council worked collaboratively with the Regional Schools Commissioner's Officer and the Department for Education and had open and positive communications with leaders of all schools. This had allowed the Council and Buckinghamshire Learning Trust (BLT) to help improve under performing schools, even those not under local authority control.
- The Non-selective Secondary School Improvement Plan commissioned from BLT was aimed at improving the performance of schools that required further improvements.
- Recruitment and retention of teachers was a problem in Buckinghamshire and a strategy was being drafted to enable the sharing of good practice.
- All of the recommendations in the Select Committee's earlier Closing the Gap Inquiry report were being used in the BLT's improvement work.
- It was acknowledged that there was still work to do on improving attainment for disadvantaged pupils and therefore disadvantaged pupils were a key priority for BLT in the coming year at every key stage.
- The use of the Pupil Premium for disadvantaged pupils was audited and BLT were sharing good practice on the use of the premium.
- A question was raised about the availability of information giving a breakdown of grammar school results just for those pupils who were resident in Buckinghamshire.

ACTION: Education Champion to look into whether this information was available.

Post meeting note.

Following the meeting, the Education Champion confirmed that this information was not available as data was not collated by Buckinghamshire County Council.

- The BLT worked with all families and children where there was an identified need to improve attainment. No particular groups were singled out.
- Financial support from government to local authorities would reduce in future and so there would be a need to work differently by keeping the schools community together within a Buckinghamshire identity.

SEE PAPERS AND WEBCAST FOR FULL CONTENT

10 CHILDREN'S SOCIAL CARE AND LEARNING FINANCE AND PERFORMANCE REPORT Q4 AND END OF YEAR 2015/16

The following points were made during the discussion:

Education and Skills Portfolio.

- The Cabinet Member for Education and Skills thanked officers for bringing the budget for his portfolio in on target.

Children's Service Portfolio.

- The Cabinet Member for Children's Services acknowledged the overspend in her portfolio which was due to agency staffing costs and increasing demand.
- Looking ahead, the senior management team was looking at the budget and managing it into a 5 year plan.
- Placement costs were an issue and key to reducing this would be to increase in-house foster care provision as well as looking at reducing residential placement costs.
- Historic work practices were impacting on the percentage of repeat referrals not being on target. This in turn was impacting on being able to meet the target for reducing the numbers of children on a repeat child protection plan.
- The percentage of contacts dealt with within 24 hours was below target due to some complex cases which had to be dealt with appropriately.
- There were officers within the Business Unit that worked with and supported parents, as well as those that worked with children themselves.

SEE PAPERS AND WEBCAST FOR FULL CONTENT

11 DATE OF NEXT MEETING

Tuesday 5th July 2016 10.30am in Mezzanine Room 2, County Hall, Aylesbury

12 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED

That the press and public be excluded for the following item which is exempt by virtue of Paragraph 3 of Part 1 of Schedule 12a of the Local Government Act 1972 because it contains information relating to the financial or business affairs of any particular person (including the authority holding that information)

13 CONFIDENTIAL MINUTES

The confidential minutes of the meeting held on 12th April 2016 were agreed as a correct record.

CHAIRMAN

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OVERVIEW & SCRUTINY WORK PLAN 2016-17

Item	Annual Ad Hoc	Meeting Date	June	October	February	March
Performance Indicators	Ad hoc	-				
Budget Monitoring Update	Ad hoc	-				
Budget Proposals	Annual	Feb 17				
Annual Review of FoI/DP	Annual	Jun 16				
Frimley Park Trust Update	Annual	Mar 17				
Ambulance Service	Annual	Oct 16				
Update on HS2/WRATH/Heathrow	Ad hoc	-				
Joint Local Plan Development update	Ad hoc	-				
Planning Enforcement Update	Ad hoc	Oct 16				
Advice Services in South Bucks	Ad hoc	Jun 16				
Welfare Reform Changes	Ad hoc	Mar 17				
Bucks Health & Adult Care Select Cmm Minutes	Every Meeting	-				
Bucks Children's Social Care & Learning Select Cmm Minutes	Every Meeting	-				

Note

1. All Members will receive notification of the publication of the 28 Day Forward Plans and can raise with the Chairman of O&S any items to be added to an O&S meeting agenda.
2. Budget monitoring reports will be circulated to Members of O&S Cmm

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