

People and Families Scrutiny Committee

10:30	Thursday, 13 October 2016	Council Chamber, County Hall, Chelmsford, Essex
--------------	--------------------------------------	--

Quorum: 4

Membership

Councillor I Grundy
Councillor R Boyce
Councillor J Chandler
Councillor M Danvers
Councillor A Erskine
Councillor R Gadsby
Councillor K Gibbs
Councillor A Goggin
Councillor C Guglielmi
Councillor T Higgins
Councillor P Honeywood
Councillor R Howard
Councillor M McEwen
Councillor A Wood

Chairman

Non-elected Members

Richard Carson
Marian Uzzell

For information about the meeting please ask for:

Robert Fox, Scrutiny Officer
Jennifer Reid, Committee Officer

Telephone: 033301 31332

Email: jennifer.reid@essex.gov.uk

www.essex.gov.uk/scrutiny



Essex County Council

Essex County Council and Committees Information

All Council and Committee Meetings are held in public unless the business is exempt in accordance with the requirements of the Local Government Act 1972.

Most meetings are held at County Hall, Chelmsford, CM1 1LX. A map and directions to County Hall can be found at the following address on the Council's website:
<http://www.essex.gov.uk/Your-Council/Local-Government-Essex/Pages/Visit-County-Hall.aspx>

There is ramped access to the building for wheelchair users and people with mobility disabilities.

The Council Chamber and Committee Rooms are accessible by lift and are located on the first and second floors of County Hall.

If you have a need for documents in the following formats, large print, Braille, on disk or in alternative languages and easy read please contact the Committee Officer before the meeting takes place. If you have specific access requirements such as access to induction loops, a signer, level access or information in Braille please inform the Committee Officer before the meeting takes place. For any further information contact the Committee Officer.

Induction loop facilities are available in most Meeting Rooms. Specialist head sets are available from Duke Street and E Block Receptions.

The agenda is also available on the Essex County Council website, www.essex.gov.uk. From the Home Page, click on 'Your Council', then on 'Meetings and Agendas'. Finally, select the relevant committee from the calendar of meetings.

Please note that an audio recording may be made of the meeting – at the start of the meeting the Chairman will confirm if all or part of the meeting is being recorded.

Part 1

(During consideration of these items the meeting is likely to be open to the press and public)

		Pages
1	Apologies for Absence	
2	Declarations of Interest To note any declarations of interest to be made by Members in accordance with the Members' Code of Conduct	
3	Minutes of the previous meeting To approve the minutes of the meeting held on 8 September 2016	5 - 12
4	Questions from the Public A period of up to 15 minutes will be allowed for members of the public to ask questions or make representations on any item on the agenda for this meeting. On arrival, and before the start of the meeting, please register with the Committee Officer.	
5	Essex Police Briefing Notes of the Essex Police Briefing to the People and Families Scrutiny Committee on Friday, 12 August 2016. Report PAF/20/16 attached	13 - 18
6	Residential and Domiciliary Care To receive a response to the report of a review by a Task and Finish Group of the People & Families Scrutiny Committee. Councillor Dick Madden, Cabinet Member for Adults and Children, will be in attendance. Report PAF/18/16	19 - 24
7	Housing Related Support for Older People A verbal update for the Committee on the procurement status, following the call-in of the Cabinet Member decision in November 2015.	
8	Scrutiny recommendations tracker and work programme To receive an update on the work programme. PAF/21/16 attached	25 - 26

9

Date of Next Meeting

To note that the next committee meeting is scheduled for Thursday 10 November 2016 at 10.30am.

10

Urgent Business

To consider any matter which in the opinion of the Chairman should be considered in public by reason of special circumstances (to be specified) as a matter of urgency.

Exempt Items

(During consideration of these items the meeting is not likely to be open to the press and public)

To consider whether the press and public should be excluded from the meeting during consideration of an agenda item on the grounds that it involves the likely disclosure of exempt information as specified in Part I of Schedule 12A of the Local Government Act 1972 or it being confidential for the purposes of Section 100A(2) of that Act.

In each case, Members are asked to decide whether, in all the circumstances, the public interest in maintaining the exemption (and discussing the matter in private) outweighs the public interest in disclosing the information.

11

Urgent Exempt Business

To consider in private any other matter which in the opinion of the Chairman should be considered by reason of special circumstances (to be specified) as a matter of urgency.

MINUTES OF A MEETING OF THE PEOPLE AND FAMILIES SCRUTINY COMMITTEE HELD AT AT COUNTY HALL, CHELMSFORD, ON THURSDAY 8 SEPTEMBER 2016

County Councillors:

* I Grundy (Chairman)	* C Guglielmi
* S Barker	T Higgins
* K Bobbin	* P Honeywood
R Boyce	R Howard
* M Danvers	* M McEwen
* A Erskine	* C Seagers
R Gadsby	* J Whitehouse
K Gibbs	* A Wood
* A Goggin	

Non-Elected Voting Members:

Mr R Carson

Ms M Uzzell

*present

The following officers were present in support throughout the meeting:

Robert Fox	Scrutiny Officer
Jennifer Reid	Committee Officer

The meeting opened at 10.30 am.

1. Apologies and Substitutions

The Chairman reported the receipt of the following apologies:

Apologies	Substitutes
Cllr R Boyce	Cllr C Seagers
Cllr R Gadsby	Cllr K Bobbin
Cllr T Higgins	Cllr J Whitehouse
Cllr J Chandler	Cllr S Barker
Mr R Carson	--

2. Declarations of Interest

Councillors A Wood and M McEwen declared a personal interest in respect of Agenda item 7 (minute 8 refers), relating to Adult Community Learning, as members of the Adult Community Learning Forum.

3. Minutes of the Meeting held on 12 May 2016

The minutes of the People and Family Scrutiny Committee meeting of 12 May 2016 were approved, subject to the amendment of one typographical error on page 4, and signed by the Chairman. It was confirmed that the meeting scheduled for 14 July 2016 was subsequently cancelled.

4. Minutes of the Meeting held on 8 July 2016

The minutes of the People and Family Scrutiny Committee meeting of 8 July 2016 were approved, subject to the amendment that the meeting scheduled for 14 July 2016 was subsequently cancelled, and signed by the Chairman.

Matters Arising

Minute 4, page 4, Councillor Danvers raised a question regarding the level of wraparound support provided in an individual case.

Action: Councillor Madden agreed to respond to Councillor Danvers directly.

5. Questions from the Public

There were no questions from the Public.

6. Variation in the Order of Business

Upon the motion of the Chairman, duly carried, it was agreed to vary the order of business to allow agenda item 8 (Safeguarding Member Reference Group) to be considered before agenda item 7 (Adult Community Learning). Minutes 8 and 9 below refer.

7. Residential and Domiciliary Care

Members received PAF/14/16, a report of a review by a Task and Finish Group of the People & Families Scrutiny Committee. The Chairman welcomed Councillor Dick Madden, Member for Adults and Children, and Councillor Malcolm Maddocks, Deputy Member for Adults and Children, to the meeting.

The Chairman gave his thanks to the Task and Finish Group for their work on the report and also to the care home staff and other officers for their impressive responses. The Chairman noted the recommendations and summarised the three main themes:

- On-going issues with recruitment, retention and training of staff.
- The passion of staff to improve lives
- The need to raise the profile of carers in the community and develop relationships with Members.

Councillor Madden thanked the Committee and in particular the members of the Task and Finish group, Councillor Ian Grundy, Councillor Jenny Chandler, Councillor Mike Danvers, Councillor Keith Gibbs, Councillor Maggie McEwen, Councillor Jon Whitehouse, Councillor Andy Wood and David Sollis from Healthwatch Essex.

Councillor Madden explained that following the addition of Adults to his portfolio he had requested that the People and Families Scrutiny Committee look at this area in more detail, resulting in the creation of the Task and Finish group. He commented that all 75 Members of the Council are represented by the Scrutiny Committee and it is helpful for Members to have a deeper understanding of this issue affecting some of the most vulnerable people in Essex. He was moved by the work that had been done and was pleased to see the acknowledgement of officers and staff who are looking to improve the lives of this group of people.

Councillor Madden confirmed he would be providing a full Cabinet Member response to the report to the meeting of the Committee in October but shared some initial thoughts with the Committee on some of the recommendations and actions in the report.

- Friends and Neighbours (FaNs) project funding – Councillor Madden acknowledged the excellent work of FaNs and is keen to see this continue. Advice would be sought from officers and commissioners as this is currently funded by grants but may be able to continue funding through commissioning streams.
- Care top-ups – nationally the cost of care is a big issue and Councillor Madden continued to pursue this as the Essex representative for the Local Government association (LGA). The 2% Social Care levy in the last financial settlement provided some extra funding however there was still a gap and Councillor Madden intended to pursue this further. He recognised that this was an issue for national organisations and independent care homes. The use of reserves to help funding gaps would be limited as these had been partly earmarked and would not provide a long term solution. Councillor Madden recognised the impact of the changes to market rates as a result of The Care Act (2014). He has organised an away day for Cabinet Members to look at the marketplace and how things can be done properly and ethically whilst still being affordable. Councillor Madden invited the Chairman to attend the meeting to represent the scrutiny committee and the Task and Finish group. He confirmed further response to the issue of top up payments would be provided following consultation with officers.
- Inspections – Councillor Madden felt that these have moved on since last year and also confirmed that there is a weekly serious case review which includes risk assessment. Councillor Madden supported in principal the view put forward in the report.
- Members' visits – Councillor Madden agreed that the recommended formal approach to visits was better than current ad-hoc approach. Although there is no statutory obligation for visits Councillor Madden expressed the view that all Members should see this as similar responsibility to the Corporate Parenting responsibility and supported compulsory training on care home visits. Councillor Madden also expressed his thanks to the Members who took part in the pilot.

- Corporate Carers Group – Councillor Madden endorsed the need for an all-party group to engage in this key area and would like to take this through the necessary governance to put in place.
- Care home/ hospice End of Life care – Councillor Madden recognised the importance of the need for joined-up thinking and confirmed the national requirement for collaborative working.
- Schools Initiatives – Councillor Madden felt the proposal made good sense and saw the opportunities in educating children and young people in the care of the elderly.

In summarising, Councillor Madden also confirmed his support for a joint seminar to look at responsibilities under The Care Act (2014) and the continuation of the PROSPER project, and that where annual reports were recommended these should be provided. He confirmed that all of the recommendations and actions in the report would be addressed fully in the formal response. Councillor Madden expressed his gratitude for the report and the assistance it would provide to him in his aim to improve Adult Social Care to a nationally recognised standard.

In response to Members' questions, further discussion was held around funding issues. Members recognised that this was a national issue and were concerned both about short term and long term funding. Councillor Madden confirmed that the LGA have been lobbying the government regarding per capita funding based on demographics which may have been affected during the last funding review, to address the potential extra cost to local authorities with older populations. Councillor Madden commented that the targets introduced by The Care Act (2014) had been delayed until 2020, however this did not lessen the impact only deferred it. He confirmed that every person has a financial assessment when they enter residential care through Adult Social Care. Members were interested to know how much Winter Fuel Allowance and pensions could be contributed and requested further information regarding means testing should an element of top-up fees be considered. Councillor Madden confirmed he would provide further information in his full response to the report. Members also commented on the need for joined up thinking due to the complexity of residential care and the number of agencies involved. The long term pressures that an increasing elderly population put on funding were recognised and the need to look for long term solutions now. Councillor Madden commented on the current strategy to increase provision of independent living accommodation to allow residents to stay in their own homes longer and free up larger properties for families and the requirement for a culture change. It was also noted that whilst there is an increase of over 65's in Essex, the majority of existing residents self-fund.

The following points were also raised by Members:

- Members involved in visiting residential homes were interested to see them and some had attended open days, but were also interested in visiting other homes not involved in the pilot scheme. It was noted that Members were not inspectors but played the role of critical friends.
- It was requested that the Domiciliary Review report be brought to the People and Families Committee before completion to allow contribution by the Task and Finish Group and Councillor Madden agreed to arrange this.

- Members expressed concerns that homes may close due to financial difficulties resulting in lack of available places and queried how provision of resource is monitored across county including private residential homes. Councillor Madden confirmed that this formed part of risk assessment, and that the monitoring of standards and safeguarding includes financial stability. Assistance can be given to ensure that resource is available and this has previously included ECC helping to negotiate a takeover of one home.

Actions:

- *Councillor Madden to arrange the domiciliary care review group to see the T&F Group*
- *Councillor Madden to invite Councillor Grundy to attend the Cabinet away day looking at the financial market, with particular regard to adult social care*
- *Councillor Madden to come back to the October meeting of the committee with a full response to the actions and recommendations of the T&F Group*

Councillor Madden left the meeting.

8. Safeguarding Member Reference Group

Members received PAF/16/16, the 2015-16 report of the Safeguarding Member Reference Group presented by Councillor Malcolm Maddocks, Deputy Member for Adults and Children.

Councillor Maddocks gave an overview of the items discussed at meetings of the group held between April 2015 and April 2016, giving further information on some of the key issues:

- Colchester Hospital Safeguarding – in his verbal update to the group in September 2015, Peter Tempest expressed his concerns regarding the capacity for improvement, however Councillor Maddocks feels there has been some improvement since this time and expects this to continue.
- Presentation on Gangs – the presentation provided to the group at the February 2016 meeting will be included in member development.
- Deprivation of Liberty (DoLs) – the group had received updates on this in February and March 2016. Essex is required by law to complete this however the only way to achieve it would be to take on a large number of extra staff. A visit had been made to Suffolk County Council, who had been assessed as good, to look at how they used risk assessments to prioritise cases. Further investigation is required to consider whether this is an appropriate way forward for Essex.
- Care Homes – Members queried how complaints about care homes were reported and processed. Councillor Maddocks confirmed that in Essex complaints can be taken in a number of methods including online, via social workers and through the call centre. Urgent complaints are dealt with first then all others are dealt with in date order.

The group received regular updates regarding Child Sexual Exploitation (CSE) over the year. Councillor Wood expressed concern that he felt that in his constituency, and the surrounding area, in particular, Social Care teams were

unable to cope with the number of cases where children were at risk of CSE and there was more that the Police could do to assist with monitoring offenders in the area. Councillor Maddocks agreed he would take this forward with the Director for Safeguarding. The Chairman felt that when the Committee met with the Chief Constable he had taken on board their comments and agreed to meet with Councillor Wood outside of the meeting to discuss further. Members also referred to the HMIC report regarding the success of the Multi-Agency Hub for Safeguarding in Thurrock. Members of the hub will be presenting to the Committee in November. Councillor Maddocks confirmed he would put this forward to be considered by the Safeguarding Member Reference Group.

Councillor Guglielmi suggested that the Safeguarding Member Reference Group create links with the Community Safety Hubs (CSH) across Essex. He referred to the Tendring CSH which worked with a large number of partners including an ex police officer brought in to help deal with gang culture issues in the area and agreed to provide contact details to Councillor Maddocks.

Actions: Councillor Maddocks to take up issues related to child sexual exploitation in Tendring with Paul Secker.

Councillor Maddocks left the meeting.

9. Adult Community Learning

Members received PAF/15/16, a report from the Adult Community Learning service (ACL). The Chairman welcomed Councillor Ray Gooding, Cabinet Member for Education and Lifelong Learning, and Peter Cook, Director of Delivery Transitions, to the meeting.

Councillor Gooding confirmed that there is no obligation to provide this service however it meets the needs of a numbers of sectors of the community and the report demonstrated how the service contributes to ECC priority outcomes. The Director of Delivery Transitions confirmed that not all of the statistics were up to date as date for 2015/16 was not yet available.

The Director of Delivery Transitions delivered a presentation (a copy of which to be circulated with the minutes) which summarised the successes and challenges of the service, providing an update since the last report to the Committee. The main challenges facing the service were around funding and increasing take up of courses.

The Director of Delivery Transitions provided further detail around the following key points:

- One of the service's main challenges was funding which has seen a 12-15% reduction in recent years which has limited the ability to provide subsidised education.
- 2015/16 saw 20,000 enrolments by 13,000 adults across Essex and the target for 2016/17 is 22,000.
- 1 in 10 working age adults in Essex have no qualifications, and approximately 120,000, representing 14-15% of the working age population, do not have maths qualifications above the level expected of an 11 year old.

- The potential reduction in immigrant labour following Brexit provides an opportunity to promote the benefits of ACL in helping to train local people to meet the workforce requirement.
- There is currently a government consultation into apprenticeship funding which may result in local authorities having to pay levies.
- There are anticipated changes in current methods of funding to be announced in January 2017. Currently there are two separate funding streams, Community Learning providing non-accredited courses and Adult Skills providing accredited qualifications. It is not yet known how the new funding will work or what level of support per learner will be provided.
- In order to continue, the service faces some difficult decisions. This may result in venue changes or closures, lower subsidisation and an increase in commercial activity.
- Key priorities for the service include improving results, the upcoming Ofsted inspection, following a Requires Improvement grade two years ago, and the three year plan following the January 2017 funding announcements.

In response to Members' questions, the Cabinet Member and Director of Delivery Transitions confirmed further information around funding challenges.

Sponsorship and support from local businesses in providing courses for the local workforce was being considered however due to the current economic climate, this was proving challenging. The service was awaiting the result of a joint tender with local colleges which had been made to the European Social Fund for a £33 million share for Essex of £87.5 million for the current 5 year period for South-East England. There are on-going conversations with libraries, colleges, schools and other organisations such as University of the Third Age and the Women's Institute regarding sharing facilities and creating links, which could include using existing facilities out of hours. For example discussions are being held with Harlow College regarding shared facilities. Community based learning was being explored and one of the highlights of this so far was the 'TechMoms' course offered in the Saffron Walden area which had a high uptake.

Members felt that there was a perception in the community that the service may be concentrating on those with higher needs or those without a minimum level of learning and was not meeting the needs of all sections of the community. The Director of Delivery Transitions confirmed that although the report focussed on the 7 priority outcomes, the service was aware that they had a wide range of customers and care needed to be taken to ensure community, social and commercial requirements were balanced. The changes in funding did provide an opportunity to re-evaluate the service, following awareness of a reliance on repeat learners accessing daytime courses and a move away from evening courses. The service does offer a very wide range of courses and needs to make sure these are accessible to working and non-working adults.

Members were interested in the data regarding enrolments. The Wilson Marriage Centre in Colchester continued to be very successful and attract a high number of learners from outside the immediate vicinity. Members noted that there had been a drop in learners, following the move of ACL Rochford to co-locate with Rayleigh Library, which could in part be explained by the reduction in practical courses available at the new facilities.

Members were keen to see how the 2015/16 data would impact on the statistics in the report and the Director for Delivery Transitions confirmed he would circulate these figures to Members when received.

Action: Director for Delivery Transitions to provide a note to the Committee on the full 2015/16 academic achievement statistics when it is available.

10. Scrutiny recommendations tracker and work programme

The Scrutiny Officer confirmed the following agenda items for the meeting to be held on 13 October 2016:

- Residential and Domiciliary Care, Full response from Councillor Dick Madden, Member for Adults and Children.
- Report on Domestic Violence

The Scrutiny Officer confirmed the following agenda items for the meeting to be held on November 2016:

- Safeguarding reports for both Adults and Children
- Thurrock Multi-Agency Hub for Safeguarding

It was also agreed that a pre-meeting with the Thurrock Hub would be arranged prior to the November meeting of the committee.

11. Date of next meeting

The Committee noted the date of the next meeting: 10.30 am on Thursday 13 October 2016. Venue: Council Chambers at County Hall.

The meeting closed at 12:55pm.

Chairman

Date

	PAF/20/16
Committee:	People and Families Scrutiny Committee
Date:	13 October 2016
Enquiries to:	Name: Robert Fox Designation: Scrutiny Officer Directorate: Corporate Law and Assurance Telephone Number: 033301 34585 Email address: robert.fox@essex.gov.uk

The notes from the Essex Police Briefing to the People and Families Scrutiny Committee on Friday, 12 August 2016 in Committee Room 1

In attendance: Councillor's Ian Grundy (Chairman), Keith Bobbin, Jenny Chandler, Keith Gibbs, Theresa Higgins, Paul Honeywood, Ray Howard, Maggie McEwen, Jon Whitehouse, Andy Wood.

Apologies: Councillor Andy Erskine

Officers in attendance: Robert Fox, Adam Boey

Chief Constable Stephen Kavanagh and Detective Superintendent Lucy Morris from Essex Police were in attendance.

Five questions had been filed with Mr Kavanagh in advance of the meeting and he set-out his answers in his opening statement.

Question 1: What has changed 11 months on from the initial inspection?

The Chief Constable informed the Committee he took full responsibility for the findings of the Her Majesty's Inspectorate of Constabularies (HMIC) in the two reports in question. He stated he had looked at a number of investigations and recognised the shortfalls, particularly in the north of the county. The Independent Police Complaints Commission (IPCC) was contacted after Essex Police had looked at these cases.

Operation Maple was instigated with new investigators to look at:

- I) how children are safeguarded from risk

- II) child protection practice
- III) the effectiveness of child protection practice
- IV) driving improvements

The HMIC report was conducted whilst these improvements were in practice. It has been raised with the HMIC that an inspection carried out in September 2015 and then published in March 2016 reduces the effectiveness of the inspection process.

A broad pattern of high risk behaviours throughout the county has been identified within children's homes. There has been a failure, within the police force, to understand that these children do not always recognise themselves as victims of crime. As a result the mindsets of officers have had to be reset. Domestic abuse responses have often had children being neglected and officers were not dealing with the children in some of these cases. Again, police officers' mindsets have had to be changed in terms of what is important for the children. All of this has had the effect of reigniting the value of what detectives in Essex do. There has been a six-fold increase in officers reporting child sexual exploitation (CSE) in the county, this shows that it is being flagged-up better by officers rather than there being a specific increase of incidents.

There is a new commitment within Essex Police and victims of these crimes have spoken about their experiences to between 1,200-1,500 police officers and other Essex Police staff.

Some £3.5-4million worth of investment has been pulled from one area of the police budget into child sexual exploitation, domestic abuse and public protection. Mr Kavanagh stated child protection, CSE and human trafficking is the responsibility of all; with the police force investing in public protection despite the force being under-funded.

With regard to the inspection on vulnerability the Committee heard that this had a wider remit than the child protection one. An improvement plan has been produced with over 400 individual areas of activity. To date, there are now under 100 remaining. The governance structure has been changed, the relationship with ECC (and the two unitary authority) social care teams are much improved and there is now full reciprocal attendance at key meetings and boards. This has become more cohesive since the appointment of the new ECC Chief Executive. There is 100 additional staff working in specialist public protection roles, showing a significant investment in staff for this area as well as training. These staff are monitored and scrutinised to ensure they have the right skills and support. Front-line uniform officers also need to understand and recognise signs of vulnerability which will require a significant culture change.

There is now a continuous cycle of training which is not just for police officers, for example there is a public protection awareness course for every member of frontline

police staff – Essex Police is probably the only force in the country offering this. It will probably take two years to ensure everybody working for the force is trained. Feedback on the course, to date, has been very positive. Control room staff have training and a structure to allow them to highlight vulnerability at an early stage.

Every police officer has a handbook with a guide on how to deal with different types of vulnerability. Feedback on this has again been very positive. Other police forces have shown an interest in doing something similar. The force is currently active in turning this handbook into an app.

A new Public Protection structure will commence on 19 September which will link child protection with the other areas under the remit of public protection, and will ensure all teams are aligned and talking to each other; thus building an estate that will encourage inter-team working.

Mr Kavanagh stated that officers would have his full support when it comes to making judgements about public protection issues. In the past officers felt their discretion and judgements had been removed and these are now being re-established.

There are daily updates on the number of domestic abuse enquiries outstanding. At the time of the HMIC inspection there were over 400 outstanding DA incidents, this has been reduced to 51 as at 12 August 2016.

There is a dedicated CSE triage team which is closely aligned to the missing children team. This is also aligned to social care teams.

Mr Kavanagh reported that children's homes in London are moving significant numbers of children into Essex without vulnerable persons' plans. The Essex Police Missing Persons Liaison Officers (MPLOs) are doing an invaluable job. When the HMIC revisited in March 2016 they described a sea-change in the response to vulnerability – a change in mindsets; effective processes to safeguard victims of CSE and domestic abuse; improvements in detective capacity; safeguarding arrangements and partnership working greatly enhanced. The report from the revisit was published on 7 July 2016. There is a full child abuse inspection likely to take place in September 2016 as part of the national strategy. Mr Kavanagh expressed his commitment to be outstanding show significant improvement in this inspection.

Question 2: Do Essex Police accept accountability for the concerns raised in the HMIC inspection reports around the training of officers and resources?

Responsibility is accepted; however, it was stated Essex Police cannot work on this alone, and, as such, challenged social care to ensure information sharing is improved. The Chief Constable also challenged the Members of Essex County Council to ensure this is achieved. He also reported that Councillor Dick Madden, Gavin Jones and David Wilde have provided Essex Police with great support as far

as this is concerned. However, he is committed to pushing ECC hard to ensure effective joint working.

Question 3: Do Essex Police attend Child Protection planning meetings? If so how does triangulation work; and does this lead to blurred lines around the responsibilities of the police and social care?

DSI Morris reported on Child Protection planning meetings and stated that case conference attendance has significantly improved. Essex Police attended child protection case conferences 18-months ago, but from January this year attendance has improved to 90%. All meetings are minuted. There is more ongoing interaction between the police and social care with daily meetings on strategies around particular children. Both the police and social care are satisfied that they are fully cognisant of the others responsibilities. New ways of interaction are also being looked at, for example video-conferencing.

Question 4: What systems are in place when it comes to dealing with other agencies? Are there any specific frameworks for inter-agency working? Is there joined-up ICT systems?

Systems are in place for multi-agency working and joined-up IT systems. Partners had a domestic abuse triage team that has now move to a Multi-Agency Referral and Assessment Team (MARAT) and they are now developing a joint IT system.

Question 5: Do Essex Police regularly check the current whereabouts of those on the sex offenders register?

There are 1,200 registered sex offenders in Essex, and the demand on officers is increasing by 30% a year. Additional sex offenders are being uncovered at the rate of one per day. All are risk-assessed against national standards. There are 151 sex offenders in Essex who are considered high risk – there are none considered very-high risk. Those considered to be high risk are visited on a frequent basis. It is also mandatory they notify the police where they are. Essex Police are one of only three forces in the country that utilise polygraphs to manage risk – this is used on a voluntary basis but many on the offenders' list agree to use it. There is also a voluntary tag scheme used. There is no perfect system to monitor the 1,200 people for 24 hours a day, but Essex Police is confident they are doing the best they possibly can for the people of Essex.

Additional Questions from Members of the Committee:

Councillor Bobbin: How do the police get involved with the Youth Offending Team?

Mr Kavanagh responded previous strategies led to the unnecessary criminalisation of young people. Now the restorative justice system and cautioning are being promoted – with the exception of zero-tolerance of knives. In the past custody staff have misunderstood alternatives to incarceration in the cells. There is now a much

better understanding of when to call social care. There is also a network of foster carers who will take on these children, if necessary.

Councillor Higgins: In parishes how are safeguarding officers managed?

Community safety hubs are the places where local officers place a telephone call into can provide safeguarding advice. There is one hub for each of the districts of greater Essex. Officers cover a multitude of issues, including training on the signs to look for in relation to safeguarding and children at risk of exploitation.

Councillor Wood: How is £50m going to be saved but the people of Essex still be protected?

Efficiencies are being delivered in back-office functions and Essex Police has one of the lowest costs in terms of back-office in the country. The Chief Constable stated unless he can get a 3.4% uplift in the precept Essex Police will become merely a responsive service. The lack of investment means the visibility of police officers is low. Difficult decisions will have to be made which he will take responsibility for. The Chief Constable will make the strongest possible case to the Police and Crime Commissioner (PCC) for an uplift in the precept. The police force in Essex is the leanest the Chief Constable has ever seen.

Councillor Gibbs: What is the Essex Police response to incidents of grooming?

There has been an increase in the reporting of grooming incidents. CSE goes up to the age of 18, but the police do concentrate on the lower age groups who might be the victims of grooming. The internet has industrialised online imagery and grooming, and Essex Police has one of the largest online investigation teams in the country.

Councillor Whitehouse: The original report drew a contrast with regard to inter-agency working. Will community hubs replicating what went well in Thurrock be rolled-out across the county?

The model used in Thurrock (MASH) is the one Essex Police would strive for throughout the county. Mr Kavanagh suggested the Committee request an item at a future meeting on the MASH Thurrock model. He stated to take the step towards this model would require extra resourcing but he does have a sense that there is more of an appetite at ECC to invest in partnership working.

Councillor Honeywood: With regard to the exchange of information is there a fear of the Data Protection Act (DPA); and what can be done to break down the barriers if there is such a concern?

It was reported that David Wilde has been running workshops on the DPA and information sharing protocols.

Councillor Chandler: How confident, as a Chief Constable, are you that the mindset of officers means it is less likely that domestic abuse murder cases will happen in the future?

With regard to previous cases Mr Kavanagh stated that lessons have been picked up on the awareness of domestic abuse cases; with the HMIC report expressing the sea-change in response to such issues. The systems and awareness of vulnerability are a world away from where they were eight years ago.

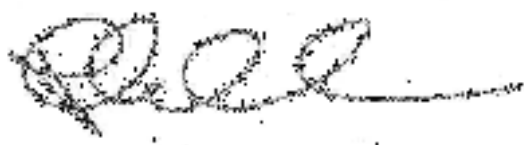
NB: These notes have been shared and agreed with Essex Police.

Dear Cllr Grundy

Re. Response to Task and Finish Group

I would like to thank the Task and Finish Group for their work, which has provided some useful insights. I am pleased to respond to your Group's recommendations and I hope this is helpful.

Kind regards



Dick Madden
Cabinet Member for Adults and Children

RECOMMENDATIONS:

1. The County Council should continue to grant fund the Friends and Neighbours (FaNs) project for a further year at the same level of finance. It should be for the Cabinet Member to decide how best this be continued.

Response:

ECC supports FaNs as one of several approaches to tackling social isolation. As with all investments that support Increasing Independence, ECC needs to demonstrate beneficial impacts and real outcomes for people. This means ECC constantly evaluates effectiveness of all programmes it supports, and continues to work with providers and voluntary partners to help them measure their performance, efficiency and effectiveness.

2. The County Council should introduce a capped care top-up of £30 per resident per week to assist residential care homes which are struggling in the current financial climate. The Task and Finish Group would wish the Cabinet Member for Adults and Children to respond with the reasons behind the current restriction on top-ups.

Response:

The current financial envelope, within which the Council must operate as its public duty, does not allow us to raise rates beyond the National Living Wage requirements. However, ECC will continue to engage with care providers across Essex to discuss options for development of care markets into the future. The Council fully appreciates the difficulties faced by providers.

3. Following any Essex County Council quality inspections the local divisional Member should be made aware of any concerns.

Response:

Members are made aware of service issues through the Care Quality Commission's reports and notifications. However, ECC's approach is to work with care homes/providers when concerns are first raised, and address operational issues at an early stage.

Therefore it is not always appropriate for elected Members to become involved, as many issues are resolved before becoming problematic and a potential impact.

4. Essex County Council Members should all undertake visits to care homes within their divisions that have no known intelligence on them, at least once per year, to assist in the gathering of intelligence on quality. A public report should be received, one a year, on Member visits by the People and Families Scrutiny Committee to enable it to monitor these visits.

Response:

In support of the Care Quality Commission, ECC is looking to work with providers to improve the quality of service in all care homes by having Elected Members visit homes, and provide their views on what they have observed. I am sure we would wish all care home residents receive the same high quality treatment as that provided to our friends and family, and so this is an opportunity for Members to become directly involved and help maintain quality in care homes.

My approach is to seek commitment from Members of their own accord, as I believe the observations from visits will have more depth and quality in this way.

5. The County Council should introduce compulsory training for all Members from May 2017 on visits to residential care homes.

Response:

Compulsory training for all Members regarding visits to care homes is an excellent proposal, which I fully support.

6. The County Council should host a seminar for all Essex borough, city and district Councils to introduce Members, and key officers, of second-tier authorities, and the Clinical Commissioning Groups to responsibilities under the Care Act with regard to care homes.

Response:

Care Act responsibilities have been well-discussed over the last two or more years, in a wide range of forums among health and social care authorities. Primary responsibility rests with the Council, with partnerships essential to ensuring the right outcomes for vulnerable people. A range of communication pathways have been developed and implemented across the County, by ECC and partner agencies – and information-sharing events, such as seminars, form a part of that approach.

I will work with Member Services at the Council to improve information sharing through seminars.

7. The County Council should establish an all-party Corporate Carers Panel along similar lines to the Corporate Parenting Panel to take accountability for those within residential and nursing care in the county.

Response:

I support the establishment of an all-party Panel that would champion outcomes for carers. This is an important step in ECC's efforts to engage with and support those who are unpaid in their responsibilities in caring for others. It would also be important to develop appropriate terms of reference to ensure the Panel is clear and accountable for its described functions.

ACTIONS:

1. The Task and Finish Group invites a response from the Cabinet Member for Adults and Children with regard to the continuation of the PROSPER project.

The Task and Finish Group regard PROSPER as an example of outstanding practice and one that should continue. Prosper is an ongoing commitment to the care homes which has demonstrated measurable benefits for the people living in the homes. With a 5% reduction in falls and a 20% reduction in pressure ulcers with recognition in CQC reports of the work undertaken by Prosper. Further funding will widen the reach of Prosper and continue to provide the support to those homes that have already started to embed the methodology in their homes, with scope to widen the focus to include dementia, manual handling and End of Life Care.

2. The Task and Finish Group invites the Cabinet Member for Adults and Children to respond on Essex County Council encouraging joined-up thinking between care homes and hospices around end-of-life care.

Working alongside St Helena's Hospice, the Quality Innovation team are providing workshops in North Essex around End of Life for Older People providers in that area. In a separate initiative for people with Learning Disabilities and Autism we have developed a stakeholder group comprising of all of the Essex Hospices, Service Users, Providers, Learning Disability Hospital Liaison Nurse Specialists, CQC, and Essex Ambulance service. The aim of this group is to develop an Essex wide toolkit available to anyone but developed especially with this user group in mind. It is apparent that the CCG's and various health services in Essex are all producing different paperwork, pathways and support at different levels and paces. The aim of our group is to pull together the best of what exists and develop initiatives where there are gaps. The toolkit would contain a menu of everything a person would need to know when planning for end of life anywhere in Essex living in independent accommodation or in residential care. It would all be in easy read format, available on line, downloadable, updated regularly and potentially include an App to store emergency details.

3. The Cabinet Members for Adults and Children; and Education and Lifelong Learning should consider initiatives that would bring schools and residential care homes together for mutual benefit.

We support this recommendation and there are lots of good examples from the continent.

In Essex the Quality Innovation team are currently working with young people in Scout and Guide groups across Essex, delivering Dementia Friends and GERT suit (age simulation) sessions to them and then buddying them up with their local older people homes to develop a lasting relationship and taking part in numerous activities including making dementia friendly signage for the home, reminiscence, tea parties, games nights and including the home in their remembrance day parade. This work could be replicated in schools throughout Essex.

We are also developing a pilot session with Further Education colleges to introduce Health & Social Care students to the world of Older People and people with Learning Disabilities and Autism. This will include Dementia education, GERT suit experience, Autism education and sessions from providers who will share their experiences of working in the care and support industry.

4. The Task and Finish Group invites the Cabinet Member for Adults and Children to produce a report for the full Committee on Essex County Council's charging policies on adult care.

There is a business case in development as part of our fees and charging review (MTRS). I would welcome the Committee's views on that report at the appropriate time.

5. The Task and Finish Group would wish it be clarified whether the notes from Member visits to residential care homes could be subject to Freedom of Information requests.

Legal advice is that if members visit care homes and make notes on the visit and they are handed to the Council then they could be subject to FOI. There are a number of FOI exemptions which may apply to these notes (eg personal data) but that would depend on the content of the notes and would need to be considered on a case by case basis.

6. The People and Families Scrutiny Committee should receive an annual update on the effects of the National Living Wage on the care sector.

We agree with this recommendation. It would make sense for the annual update to occur around summer 2017, one year after the NLW has gone live and once the information can be collated.

7. The Task and Finish Group would wish the Cabinet Member for Adults and Children to report to the People and Families Scrutiny Committee on Essex

County Councils policies on supported living with associated costs; and a breakdown of the numbers of people placed in supported living over residential care in the last three years.

Supported Living is as an arrangement where more than one Adult with Disability shares an aspect of care at the same location. The majority of Adults in these schemes in Essex have a learning disability, but a number have mental health, physical or sensory disability or acquired brain injury. The care in Supported Living may be provided specifically to an individual, or there may be an amount of 'core' care that is shared flexibly across a scheme depending on need. Supported Living schemes in Essex are often the result of legacy arrangements, particularly discharge from long-stay Learning Disability Hospitals.

We believe that current arrangements could do more to promote independence for individuals. In addition, placements are often made on a spot basis and we do not have assurance that they offer best value. In order to improve matters we are:

- Working to develop a consistent pricing model that will enable us to better manage the market.
- Put in place a consistent specification for services which will emphasise building independence and progression.
- Developing consistent 'service profiles' that will inform our placement teams and be available for service users and their carers to enable them to make informed choices.
- Promote better use of assistive technology and community resources in line with the 'Good Lives' approach.

8. The Task and Finish Group refers the issue of timely/planned hospital discharges to the Health Overview and Scrutiny Committee.

We agree that this is the appropriate forum for the matter to be considered.

9. The People and Families Scrutiny Committee should review the Action Plan from the Peer Review early in 2017, and continue to monitor on a regular basis.

We agree with this recommendation. Work in this area is ongoing and progressing well.

10. The Cabinet Members for Adults and Children; and Education and Lifelong Learning should consider how progression from education into the care sector be promoted.

We are developing a pilot session with Further Education colleges to introduce Health & Social Care students to the world of Older People and people with Learning Disabilities and Autism. This will include Dementia education, GERT suit experience, Autism education and sessions from providers who will share their experiences of working in the care and support industry.

The Quality Innovation team are also working with the Employment and Skills board who are leading on a care provider workforce plan which is looking at the recruitment and retention of care staff, upskilling and promoting the care sector. We also have submitted an idea to Gavin's Den which has got through to the next round which involves care taster sessions working with job centres, preparing people for a role in care before they are sent to the Domiciliary Care agencies, where currently there is a high drop-out rate once people are faced with the realities of care.

11. The Task and Finish Group should be reconvened to look at domiciliary care once current work at Essex County Council is concluded and reported

This is obviously a decision for the committee but one we would welcome.

For information, the Quality Innovation team are currently involved in supporting the Live at Home market (Domiciliary Care) with various initiatives including:

- Medication workshops
- GERT suit training
- Dementia training
- End of Life support

PEOPLE AND FAMILIES SCRUTINY
COMMITTEE WORK PROGRAMME

	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
MONTH AT A GLANCE (with links to papers)	Cttee Meeting:	Cttee Meeting:	Cttee Meeting:	Cttee Meeting:	Cttee Meeting:	Cttee Meeting:
	10th	none				
	Papers deadline	Papers deadline	Papers deadline	Papers deadline	Papers deadline	Papers deadline
	1st					
	Other activity dates	Other activity dates	Other activity dates	Other activity dates	Other activity dates	Other activity dates
	TBC	TBC	TBC	TBC	TBC	TBC
	SORT by Nov-16	SORT by Dec-16	SORT by Jan-17	SORT by Feb-17	SORT by Mar-17	SORT by Apr-17
Residential and Domiciliary Care Cllr Dick Madden						Implementation review
Essex Police HMIC Reports						
Social Impact Bonds Cllr Dick Madden, Clare Burrell/Tanya Gillett						
Educational Attainment in Essex Cllr Ray Gooding, Chris Kiernan	Impact update				Annual Report on attainment	
New Operating Model for the Youth Service Cllr Ray Gooding, Michael O'Brien	Update requested.					
Changes to Funding to Housing Related Support Funded Older People's Services (Call-in) Cllr Dick Madden, Dave Hill	Update					
Safeguarding Adults Annual Report Cllr Dick Madden, Paul Bedwell	Committee					
Essex Safeguarding Children's Board Annual Report Cllr Dick Madden, Paul Secker	Committee					
Domestic Violence Cllr Dick Madden, Sheila Norris		Report to be received.				
Carers Strategy Cllr Anne Brown, Sharon Longworth	T&F 4		Final Report			
Community Agents Cllr Anne Brown						
Essex Cares Cllr Roger Walters, Keir Lynch (Essex Cares Limited)						
Meals on Wheels Cllr Dick Madden						
Children's Centres and Healthy Child Programme Consultation Cllr Dick Madden, Stavroulla Yiannou						
Housing Related Support Post-16 FP/418/02/16 Cllr Dick Madden						
Member Visits to Care Homes Cllr Malcolm Maddocks						
Child Sexual Exploitation Cllr Dick Madden, Paul Secker						
Portfolio Holder Updates Cllr's Anne Brown, Ray Gooding, Dick Madden						

**PEOPLE AND FAMILIES SCRUTINY
COMMITTEE WORK PROGRAMME**

May-17	
MONTH AT A GLANCE (with links to papers)	Cttee Meeting:
	Papers deadline
	Other activity dates
	TBC
SORT by May-17	
Residential and Domiciliary Care Cllr Dick Madden	
Essex Police HMIC Reports	
Social Impact Bonds Cllr Dick Madden, Clare Burrell/Tanya Gillett	
Educational Attainment in Essex Cllr Ray Gooding, Chris Kiernan	
New Operating Model for the Youth Service Cllr Ray Gooding, Michael O'Brien	
Changes to Funding to Housing Related Support Funded Older People's Services (Call-in) Cllr Dick Madden, Dave Hill	
Safeguarding Adults Annual Report Cllr Dick Madden, Paul Bedwell	
Essex Safeguarding Children's Board Annual Report Cllr Dick Madden, Paul Secker	
Domestic Violence Cllr Dick Madden, Sheila Norris	
Carers Strategy Cllr Anne Brown, Sharon Longworth	
Community Agents Cllr Anne Brown	
Essex Cares Cllr Roger Walters, Keir Lynch (Essex Cares Limited)	
Meals on Wheels Cllr Dick Madden	
Children's Centres and Healthy Child Programme Consultation Cllr Dick Madden, Stavroulla Yiannou	
Housing Related Support Post-16 FP/418/02/16 Cllr Dick Madden	
Member Visits to Care Homes Cllr Malcolm Maddocks	
Child Sexual Exploitation Cllr Dick Madden, Paul Secker	
Portfolio Holder Updates Cllr's Anne Brown, Ray Gooding, Dick Madden	