



Essex County Council

People and Families Policy and Scrutiny Committee

09:30	Monday, 09 October 2023	Committee Room 1 County Hall, Chelmsford, CM1 1QH
-------	----------------------------	---

For information about the meeting please ask for:

Graham Hughes, Senior Democratic Services Officer

Telephone: 033301 34574

Email: democratic.services@essex.gov.uk

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.

Members of the public will be able to view and listen to any items on the agenda unless the Committee has resolved to exclude the press and public from the meeting as a result of the likely disclosure of exempt information as defined by Schedule 12A to the Local Government Act 1972.

ECC Guest Wifi

For members of the public, you can now access free wifi in County Hall.

- Please log in to 'ECC Guest'
- Follow the instructions on your web browser

Attendance at meetings

Most meetings are held at County Hall, Chelmsford, CM1 1LX. [A map and directions to County Hall can be found on our website.](#)

Access to the meeting and reasonable adjustments

County Hall is accessible via ramped access to the building for people with physical disabilities.

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

Induction loop facilities are available in most Meeting Rooms. If the meeting is taking place in Committee Room 1 you will need to download the **Sennheiser MobileConnect App** from your mobile phones app store in order to access a sound enhancement service for the hard of hearing. You will need to bring headphones or earbuds to the meeting with you. Please speak with a member of the Democratic Services team before the start of the meeting for assistance in using this service.

Accessing Documents

If you have a need for documents in, large print, Braille, on disk or in alternative languages and easy read please contact the Democratic Services Officer before the meeting takes place. For further information about how you can access this meeting, contact the Democratic Services Officer.

The agenda is also available on the Essex County Council website, www.essex.gov.uk From the Home Page, click on 'Running the council', then on 'How decisions are made', then 'council meetings calendar'. Finally, select the relevant committee from the calendar of meetings.

Livestreaming of meetings

In the interests of improving access to the Council's meetings, most meetings will be livestreamed on the [ECC Democracy YouTube Channel](#). Recordings of the meetings once they have finished are also available on the Channel.

		Pages
1	Membership, Apologies, Substitutions and Declarations of Interest	4 - 4
2	Minutes: 14 September 2023 To approve as a correct record the minutes of the meeting held on 14 September 2023.	5 - 10
3	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. Please note that members of the public wishing to ask a question must email democratic.services@essex.gov.uk by noon on Friday 6 October and that questions must relate to an item on the agenda for the meeting.	
4	Youth Services Update	11 - 12
4a	Appendix: Youth Services update - presentation	13 - 26
5	Unpaid Carers Update	

- | | | |
|----------|---|----------------|
| (i) | Discussion with Sue Turner, Healthwatch Essex Ambassador, on her lived experience of being a family carer | |
| (ii) | Report from Cabinet Member and Lead Officer on Unpaid Carers | 27 - 28 |
| (iii) | Appendix: Unpaid Carers update - presentation | 29 - 44 |
| 6 | Work Programme | 45 - 49 |
| 7 | Matters Arising | 50 - 56 |
| 8 | Date of Next Meeting
To note that the next meeting will be held on Thursday 9 November 2023, in Committee Room 1, County Hall. | |
| 9 | 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)

The following items of business have not been published on the grounds that they involve the likely disclosure of exempt information falling within Part I of Schedule 12A of the Local Government Act 1972. Members are asked to consider whether or not the press and public should be excluded during the consideration of these items. If so it will be necessary for the meeting to pass a formal resolution:

That the press and public are excluded from the meeting during the consideration of the remaining items of business on the grounds that they involve the likely disclosure of exempt information falling within Schedule 12A to the Local Government Act 1972, the specific paragraph(s) of Schedule 12A engaged being set out in the report or appendix relating to that item of business.

- | | |
|-----------|---|
| 10 | 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. |
|-----------|---|

Agenda item 1

Committee: People and Families Policy and Scrutiny Committee

Enquiries to: Graham Hughes, Senior Democratic Services Officer

Membership, Apologies, Substitutions and Declarations of Interest

Recommendations:

To note

1. Membership as shown below
2. Apologies and substitutions
3. Declarations of interest to be made by Members in accordance with the Members' Code of Conduct

Cllr Ray Gooding	Chairman
Cllr Marie Goldman	
Cllr Ian Grundy	
Cllr Carlo Guglielmi	Vice-Chairman
Cllr Eddie Johnson	
Cllr Daniel Land	
Cllr Sue Lissimore	
Cllr June Lumley	
Cllr Peter May	Vice-Chairman
Cllr Aidan McGurran	
Cllr Ross Playle	
Cllr Mick Skeels	
Cllr Wendy Stamp	
Cllr Mike Steel	

Co-opted educational representative members may advise and vote on all matters relating to children's services in schools. Two places are available for church Diocesan representatives. Two further places are available for parent governors at maintained schools in Essex (one primary and one secondary school). All places are vacant but a new nomination for a church Diocesan representative has now been received.

Minutes of the meeting of the People and Families Policy and Scrutiny Committee, held at 9.30am on Thursday, 14 September 2023 in Committee Room 1, County Hall, Chelmsford.

Present:

County Councillors:

Cllr Ray Gooding (Chairman)
Cllr Marie Goldman
Cllr Ian Grundy
Cllr Carlo Guglielmi (Vice Chairman)
Cllr Eddie Johnson
Cllr Daniel Land
Cllr Sue Lissimore
Cllr June Lumley
Cllr Peter May (Vice Chairman)
Cllr A McGurran
Cllr A McQuiggan
Cllr Ross Playle
Cllr Michael Skeels
Cllr Wendy Stamp
Cllr Mike Steel

Graham Hughes, Senior Democratic Services Officer, Gemma Bint, Democratic Services Officer were also present throughout the meeting.

1 Membership, Apologies, Substitutions and Declarations of Interest

The report on Membership, Apologies, Substitutions and Declarations was received and noted.

Apologies for absence had been received from Sharon Westfield de Cortez from Healthwatch Essex.

2 Minutes

The minutes of the meetings held on 8 June 2023 were approved as a true record and signed by the Chairman. Notes of private briefings held on 28 June 2023 and 13 July 2023 also were noted.

3. Questions from the public

There were none.

4. Essex Safeguarding Adults Board – Annual Report 2022-23

The Committee considered report PAF/13/23. The following attended the meeting to introduce the item and respond to questions:

- Deborah Stuart-Angus, Independent Chair ESAB

- Elaine Oxley, Director of Safeguarding and Quality Assurance ASC
- Lisa Nobes, Suffolk and North-East Essex Integrated Care Partnership NHS
- Michael Pannell, Detective Inspector Essex Police
- Alison Smith, Chief Inspector Essex Police
- Michala Jury, ESAB Safeguarding Board Manager

As part of introducing the draft annual report for consideration, the Independent Chairman outlined key recent achievements which included:

- Increased collaboration with certain partners and partnership structures this year- for example, the Suicide Prevention Board,
- Introduction of a Coroner's protocol,
- Facilitated increased input from Healthwatch Essex (HWE) to help raise the voice of those trying to access and use safeguarding services. HWE now presented to the Board on a quarterly basis.
- Commenced development of Board Risks Register.

During the subsequent discussion, the following was highlighted, raised and/or noted:

- (i) The ESAB budget remained at £255,248. The Board had not requested an uplift of partner contributions. However, with the projection of increasing referrals the Board would soon need to look for an uplift to ensure sustainability. There was a small amount of income from penalty fines for non-attendance at training courses.
- (ii) ESAB consulted each of the partners before setting priorities which allowed more dovetailing of partner strategy and approaches. However, it was possible that there could be some differentiation in measuring priorities. The key aim for ESAB was to seek assurance and accountability.
- (iii) ESAB were looking to develop a more holistic safeguarding picture across Essex and provide a fuller picture of the lived experience of adults. This would support future strategic priorities.
- (iv) On average there were about 50 adult referrals every day in Essex which represented a 20% increase on the previous year. Most cases related to people being abused in their own home which was reflected in data across the country. The Independent Chairman stated that she had seen increases in neglect and self-neglect since starting her chairmanship in 2015. Part of the new strategy for ESAB would be more community/outward facing as a result.
- (v) Essex was a large county which might at least partly explain why it seemed to receive the most referrals nationwide. Safeguarding partners had worked hard to raise awareness which might also be a contributory factor. Essex was seeing a steady increase in the number of referrals

each year as were other local authorities. The conversion rate of referrals was approximately 25%.

- (vi) It was stressed that ESAB was not an inspection authority. However, the Care Quality Commission were a member of the ESAB.
- (vii) The Essex Partnership University Trust was now expected to attend every ESAB board meeting to update on patient safety and how changes to practice were being implemented and how quality of care was being assessed and measured.
- (viii) The Police had specific teams to work with mental health partners. Attendance at reported mental health incidents would depend on individual circumstances.
- (ix) Members queried the extent of safeguarding partners knowing about placements in refugee holding centres and getting access to those centres, particularly for those with more complex needs. Reference was made to Terminous House in Harlow which, in some ways, could be viewed also as a place of risk. It was highlighted that safeguarding policies also needed to be in place in these centres.
- (x) There was increasing closer engagement with children's services as it was recognised that there were so many crossover issues as someone transitioned to adult.
- (xi) The community and voluntary sector had quickly become the eyes and ears for reporting during the pandemic and this had continued. and this had led to more safeguarding training for those groups.
- (xii) Consideration was being given to develop the outcomes of every SAR into a training module to help embed learning.
- (xiii) Work was underway within the Eastern region to align more closely the process of recording safeguarding referrals.
- (xiv) The backlog for Deprivation of Liberty Safeguards assessments (DOLs) remained around 3200. The level of backlogs compared similarly to other local authorities of similar size and better than some regional partners. Essex was seeing more referrals each year, at least partly attributable to people living longer with more complex needs. In addition, DOLs certification only lasted a year and often needed to be reassessed and renewed. A prioritisation process was in place. There was an increased pool of in-house staff and a large pool of external assessors to help keep pace with increased demand.

Conclusion:

It was agreed that the following would be considered further and/or provided to the Committee:

- (i) To include more prominent reference to the financial challenges being faced by the Board in the finalised annual report and the development of risk register work.
- (ii) The Essex Covid-19 Care Home Report which had been endorsed by ESAB to be presented to the Committee.
- (iii) More information on safeguarding referrals received from asylum and refugee holding centres.
- (iv) The passing reference to the recent Dispatches television programme in the draft annual report be expanded to include more background and context.

The Health Policy and Scrutiny Committee had been briefed on the ongoing Independent review of Essex Partnership University Trust (arising from historical operations as the North Essex Partnership Foundation Trust). A further private briefing for scrutiny members could be considered.

Contributors were thanked for their attendance and left the meeting. The meeting adjourned at 11.25 and reconvened at 11.35am.

5. Adult Social Care Priority area of focus: Safeguarding Adults

The Committee considered report PAF/14/23. The following attended the meeting to introduce the item and respond to questions:

- Cllr Jaymey McIvor, Deputy Cabinet Member, Health, Adult Social Care and ICS Integration
 - Alison Ansell, Director of Adult Social Care
 - Peter Fairley, Director Strategy Policy and Integration
 - Clare Hardy, Head of Strategy and Innovation
 - Elaine Oxley, Director of Safeguarding and Quality Assurance ASC
-
- (i) The new CQC Assurance framework was outlined together with the five key performance themes that had been identified by ECC for further improvement. The first of these was in relation to adult safeguarding.
 - (ii) The safeguarding operating framework was outlined, including triage and response, work with partners and increasing focus on making safeguarding personal. There was also a centralised organisational safeguards team carrying out Section 42 enquiries for cases where the setting was in hospital or Care Home - in other settings it would be social workers and other staff doing the enquiry. The Practice Governance Board would consider learnings and changes necessary.
 - (iii) An increasing number of safeguarding concerns were being received with a 9% increase on the previous year. Essex was above the national average of concerns per 100,000 population.
 - (iv) Safeguarding had a statutory definition and threshold to meet met for ongoing formal safeguarding support. If it had not, then a decision could

still be made to offer some other safeguarding support (this could be obtained from the community and voluntary sector or by the County Council or other partners in a different way). If the threshold had been met for formal safeguarding support, then there would be an assessment as to whether it was high, medium or low risk which would then determine how quickly support would be put in place.

- (v) There was currently a backlog of 1,600 concerns which were in the triage process. A pilot launched in June 2023 was looking to enable earlier triage by placing people with some safeguarding skills at the 'front door'. There was a challenge in recruiting the number of staff needed for this. However, the exercise had already reduced the number of concerns that would have ordinarily gone into the Safeguarding Team and the expectation was that this would continue but there would be an increase in the conversion rate into formal investigations.
- (vi) The community and voluntary sector were commissioned for some safeguarding related work but not statutory safeguarding enquiries. The sector could be involved as part of individual protection plans and in advocacy. As community and voluntary organisations were not registered care providers (and subject to regulatory inspections) the oversight through good contract management was paramount. These organisations tended often to be the 'eyes and ears' in any case.
- (vii) There was reference to recent media coverage on a Chief Constable announcement about his Police force no longer responding to mental health related calls. It was stressed that there were often other reasons why police would still attend such an incident anyway as presentations may be expressed differently and there could, for example, be danger to the person or others. It was suggested that there was increasing police awareness of individual vulnerability and increased recognition of the County Council's and other partner roles in relation to safeguarding.
- (viii) The proportion of outcomes where safeguarding risk had been reduced or removed would not be a consistent figure as it would be impacted by external factors, the capacity of the person concerned, and sometimes adults would choose to remain in a risky environment and then instead the support offer was working with them to manage the risk.
- (ix) As a separate assurance process, feedback was also sought from people who had gone through a safeguarding enquiry.
- (x) There was difficulty in comparing safeguarding performance with other local authorities. There was no consistent national approach although there were attempts to compare to regional and statistical neighbours.
- (xi) ECC was part of a regional network which was sharing how councils were preparing for future CQC inspections and sharing broader knowledge and learning. Three key areas for CQC readiness had been identified by the County Council – further increasing safeguarding

training, implementing a new safeguarding triage pilot (see bullet point V) and exploring the possibility of a safeguarding portal.

Conclusion

It was agreed that the following would be considered further and/or provided to the Committee:

- (i) Whether fast-track health and care training being developed at Essex University could be extended and applied to safeguarding training.
- (ii) If some further narrative to explain the proportion of outcomes where safeguarding risk had been reduced or removed (bullet point VIII above) could be included for future reports.
- (iii) to provide further narrative in future reports on the statistics being presented more generally to give further context, refer to any relevant changes in process and/or recording that might be causing statistical change and indicate if trends were positive or negative.

6 Performance Monitoring falling within Committee's remit, as reported to the Corporate Policy and Scrutiny Committee

The Committee considered and discussed report PAF/15/23 comprising the latest performance update for the *Everyone's Essex – Our Plan for Levelling Up the County: 2021-2025* strategy which are considered quarterly by the Corporate Policy and Scrutiny Committee. It was **agreed** that more information should be sought on the recent unsuccessful bids for funding two Special schools and any impact of that on the provision for SEN pupils in Essex.

7 Work Programme

The Committee considered and discussed report PAF/15/23 comprising the work programme for the committee. A broader education update would be arranged to cover a number of issues and it was **agreed** that that update should include reference to the capital programme as it related to education provision.

Date of Next Meeting

The next meeting was scheduled to be held on Monday 9 October 2023.

There being no further business the meeting closed at 1pm.

Chairman

Report title: Youth Services Update	
Report to: People and Families Policy and Scrutiny Committee	
Report author: Graham Hughes, Senior Democratic Services Officer	
Date: 9 October 2023	For: Consideration and identifying any follow-up scrutiny actions
Enquiries to: Graham.hughes@essex.gov.uk	
County Divisions affected: County wide	

1. Introduction

At Full Council on 11 July 2023 an amended Motion was passed requesting that this Committee considers a report on the Youth Service from the Cabinet Member for the Arts, Heritage and Culture.

2. Action required

The Committee is asked to consider:

- (i) **The update on the Youth Service attached in the Appendix to this report.**
- (ii) **Identify any follow-up scrutiny actions.**

3. Background

- 3.1 A Motion on the Youth Service was moved at Full Council on 11 July 2023. It was then moved that the Motion be amended. The amended motion was put to the meeting and carried and became the substantive motion which was then carried.
- 3.2 An extract from the draft minutes from the 11 July 2023 meeting of Full Council is reproduced below:

2. Youth Service in Essex County Council

Moved by Cllr Dave Harris and seconded by Cllr Aidan McGurran.
'Essex is a diverse county and there are significant differences in the opportunities for our young people to attend youth facilities and participate in activities with other youngsters. Some of our young people are being denied these opportunities because of where they live in the county.

Clearly youth provision is hampered in some areas because of a lack of volunteers and voluntary organisations – compared with communities that are

Youth Services Update

well organised with established links to groups who can set up appropriate facilities for the youth.

The Council therefore asks the People and Families Policy and Scrutiny Committee to consider creating a “task and finish group” to consider Youth Services and Youth Club provision, using information held by Essex Youth Service Officers and details held at District, Borough, and City Councils.

The aim is to ascertain areas of lack of service and viability of volunteer led groups so that Essex County Council officers can provide appropriate support to “level up” youth service provision.’

It was moved by Cllr Mark Durham and seconded by Cllr Louise McKinlay that the motion be amended to read:

‘Since remodelling the Youth Services back in 2015, the numbers of attendances by young people has risen from just over 40,000 to nearly 80,000 which this Council warmly welcomes.

However, Essex is a diverse county and although not yet quantified, there are potentially differences in how this increase has materialised across the County.

The root causes behind any variances are likely to be complex and this Council therefore requests that the People and Families Policy and Scrutiny Committee considers a report to be provided by the Cabinet Member for the Arts, Heritage and Culture which sets out how the current model operates and how resources are deployed across the County.

The aim being to ascertain how improvements can be made and best practice shared to ensure even more young people, across all parts of the County, can access and benefit from high quality and sustainable youth service provision.’

The amendment moved by Cllr Mark Durham and seconded by Cllr Louise McKinlay was put to the meeting and was carried and became the substantive motion. Having been put to the meeting the motion was carried.’

3.3 Expected attendees to support the discussion:

Councillor Mark Durham, Cabinet Member - The Arts, Heritage and Culture.
Julie Auger - Youth Services Manager
Michael O’Brien - Head of Specialist Education Services

4. **Update**

Update is attached in the Appendix.

5. **Appendix**

Power Point presentation: Essex Youth Service

Essex Youth Service

The service is an informal education, personal and social development service which supports young people, predominantly aged 13 to 19.

The service has a very wide and diverse offer of direct delivery and supporting the local community to develop and grow sustainable local youth provisions.

We engage in any area or activity where a youth work solution may be an advantage.

Statutory Duties

Essex Youth Service is part of Education Directorate and performs the statutory duty functions

- **Participation & Tracking**
- **Young Carer Assessments**
- **Section 507B of the Education Act 1996 - Local authorities' guidance when exercising their statutory duty to secure, so far as reasonably practicable, leisure-time activities and facilities for young people aged 13 to 19 and those with learning difficulties or disabilities aged 20 to 24.**

Community Capacity Building Youth Work

Support and enable communities to develop and grow youth clubs and programmes

- Adult & young volunteer training and Youth Work qualifications
- Support with developing new youth clubs, policies and procedures.
- DBS (criminal record) checks, partnership agreements and licenses
- Access to funding
- Curriculum support, staff and physical resources.
- Access to youth center's
- Safeguard training & support and Health & safety guidance .
- Access to ECC mobile youth centres
- Mobile driver training

ECC Direct delivery of specialist youth work programmes

- Youth Work in Hospital project
- Detached youth work
- Youth Work in College
- Social Subscribers



Youth Voice & Participation

Youth participation encompasses the values of inclusivity, equality, empowerment, collaboration, social justice and democracy. It is guided by the principles of recognising the unique perspectives and experiences of young people, promoting their active involvement in decision-making, and creating opportunities for their personal and social development.

Young Essex Assembly

The Young Essex Assembly (YEA) are an elected youth council.

- There are 75 YEA members, representing all districts across Essex.
- They deliver on the priorities identified by young people, create resources, run campaigns and meet with adult elected members to influence decision making.
- They also represent Essex young at the UK Youth Parliament and the Youth Select Committee.

Good Practice Seekers

Local Youth Councils

Staff recruitment & interview panel members



Young Carers Service



- Supporting preschool – 25 year olds
- Personalised support for young carers and their families, developed with them around their needs which are identified through the assessment process.
- Completion of **statutory duty** for Young Carers Assessment of needs and a allocate a dedicated Key Worker if appropriate.
- Provide IAG and support to access other services including referrals to counselling, social care and universal youth provisions.
- Respite activities to give time away from caring role, to meet other young carers.
- Support with transition to adulthood and adult services.

Young Carers Schools Coordinators support schools to achieve the National Young Carer in Schools Awards and provide Young Carer training & workshops for professionals in education settings, Childrens and Adult Social Care and Healthcare.

Targeted Services

Targeted Youth Advisers deliver specialist career IAG support to young people and focus on removing barriers to engagement in EET. TYA's are L6 CIAG qualified

Aims include:

- Provide Impartial Careers IAG
- Improve school attendance
- Support transitions
- Identifying root cause of and address behaviour issues
- Emotional resilience and self-regulation
- Increase self-esteem and confidence
- Improve relationships with peers and adults
- Learning skills to overcome personal challenges
- Build aspirations and motivation to achieve their potential



The Youth Service maintained the DfE Matrix Award in recent inspection

Targeted Delivery

We offer bespoke targeted projects and support to individuals or groups who may struggle to engage with formal learning due to emotional issues, disruptive behaviors or engaging in low levels of crime. All work is lead by qualified Youth Workers or L6 IAG qualified Targeted Youth Advisers.

Programmes delivered:

- Enhanced Education Programme - EEP
- I CAN Project
- Managing Emotions Programme
- Goodman / Sisters In Strength
- Future Ready
- Pre Plan B
- Pathwayz
- Complimentary Education
- Work experience placements
- Refugee's, Asylum Seekers & Ukrainian visitors' assessments and support



This work is growing due to recently securing Levelling Up Funding

Duke of Edinburgh Award

- The Duke of Edinburgh Award is the world's leading youth achievement award for 13 yrs (year 9) up to 25year old.
- ECC holds the Operating Authority License issued by DofE Award central team
- Essex Youth Service undertake all functions of the license requirements.
- 82 schools & community groups deliver under the Essex DofE Licence
- Expeditions Leaders and approved assessors
- Summer programme to remove barriers to access DofE



The Multi-schools Council

The Multi-Schools Council (MSC) was created in 2012 with focus to challenge negative perceptions towards C&YP with SEND and mental health needs. In September 2022 the MSC become part of the Essex Youth Service

Currently there are **452** schools engaged with the MSC with a focus on raising awareness and best practice around:

- Improving School Attendance
- Speech, Language and Communication
- Behaviour in Schools

Every 3 years key priorities are set based on what young people are raising as concerns . The current priorities are:

- Racism
- Keeping Active
- Animal cruelty

The key priorities are driven by our **120** Ambassadors who not only driving change but also help other services become more inclusive.



Participation Tracking

The Participation Tracking team ensure ECC adhere to all statutory duties concerning:

- **September Guarantee** - record all offers of learning for years 11 and 12 cohort, highlighting any without an offer who will require IAG for the up coming academic year.
- **Activity Survey** – record destination of all current year 11 leavers, IAG to be offered to all those that are NEET.
- **Stretch Target Period** - 3 months average statistical data provided to the DfE.
- **Tracking** - fully track all 16 -18 year olds throughout the year including college leavers, all NEET and EET situations and cross border referrals.



Partnership working

ECC Youth Service and ECVYS

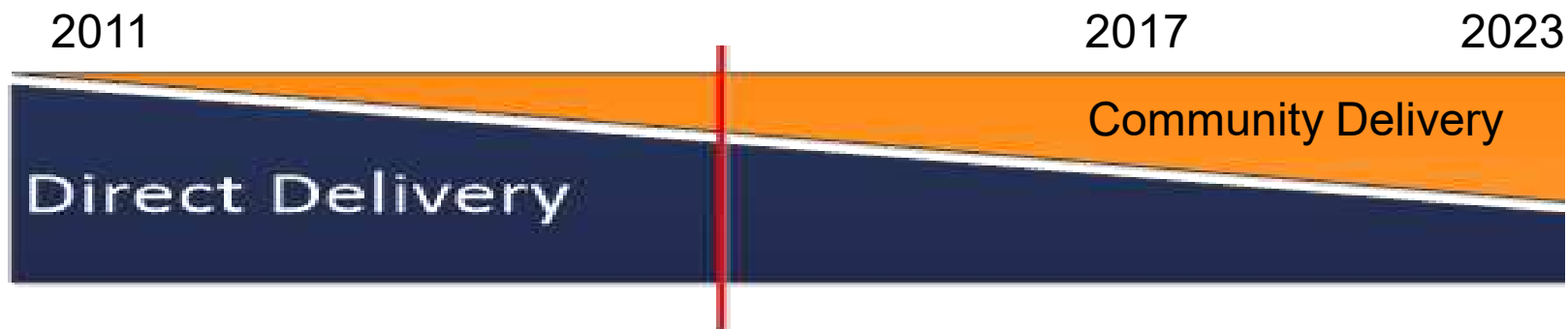
Violence and Vulnerability	Anchor Partnership
Essex Strategic Hate Crime Prevention Partnership	All Age Carers Partnership
Childrens Partnership	Social Care Resource Panel
Safety Partnership	Out of Court Disposal Panel
SETDAB	Stay Safe
Missing and Child Exploitation (MACE)	Essex Provider Network
ESCB Child Exploitation Sub Committee	District & Parish Councils
Skills Partnership	Regional Youth Work Unit

The Journey from Direct Delivery to Community Capacity Building

The vision of Community Capacity Building Model outlined in 2014/15 restructure
2011 2017



The model has been under constant review and adapted to enable specialist work to grow alongside the community development



Youth Service in numbers

Year	Number Participants	Staff FTE	Youth Service Budget
2017-18	41,723	82.5	£2.667,714
2018-19	52,693	104.64	£2,757,444
2019-20	54,957	125.18	£3,194,701
2020-21	62,629	126.13	£3,155,376
2021-22	73,452	121.70	£3,432,128
2022-23	72,819	121.70	£4,061,138

Highlights

- Youth Service staff aligned to other services – PFCC's Violence & Vulnerability Unit, Leaving and After Care, Social Care MDT, Youth Offending Service, Education Access, Economic Growth
- 3 year LU funds to increase reach and pilot new initiatives
- New Local Community Fund to replace the YSG's
- New Regional Youth Work Unit formed & chaired by Essex
- New PH funding to pilot a growth in Youth Work in Hospital model
- CYPN Awards – Youth Work in Hospital team shortlisted
- Young Peoples Healthy Relationships resource
- Multi Schools Council – regional work
- Rapid Response – Refugees and Ukraine Visitors
- Youth Voice – 20th anniversary of YEA



Report title: ASC priority area of focus: Unpaid Carers	
Report to: People and Families Policy and Scrutiny Committee	
Report author: Nick Presmeg, Executive Director for Adult Social Care	
Date: 9 th October 2023	For: Consideration and identifying any follow-up scrutiny actions
Enquiries to: Clare.burrell@essex.gov.uk	
County Divisions affected: County wide	

1. Introduction

In June 2023 the committee reviewed the Council's work to prepare for Care Quality Commission (CQC) Assurance of Local Authority adult social care functions. Adult Social Care (ASC) had undertaken an extensive period of reflection and learning including self-assessment, regional peer challenge activity and a Local Government Association peer challenge. Following the scrutiny meeting it was agreed that the committee would review each of the 5 priority areas of focus identified by ASC. This report is focussing on the offer for unpaid carers.

2. Action required

The Committee is asked to consider:

- (i) **The progress we have made in delivering our All-Age Carers Strategy against the areas we have identified for development to support unpaid carers in Essex.**
- (ii) **Identify any follow-up scrutiny actions.**

3. Background

3.1 Adult Social Care has used the first part of 2023 to reflect and take stock on how the function had reset post pandemic. Essex County Council (ECC) wants to ensure that it is focused on quality, effectiveness, value for money and is enabling personalised outcomes for local people, which will put ECC in the best place possible for the CQC assurance.

3.2 Following this period of reflection ASC has identified 5 priority areas of focus:

- 3.2.1 Carers,
- 3.2.2 Lived experience & coproduction,
- 3.2.3 People waiting and operational service efficiency,

ASC priority area of focus: Safeguarding Adults

3.2.4 Safeguarding

3.2.5 Equality, diversity & inclusions

- 3.3 This report focuses on the work we are undertaking to a) reach more unpaid carers in Essex and b) have an appropriate offer of early support for them. The report sets out the progress we have made in delivering the commitments we made in our all-age carers strategy and subsequently satisfy the requirements of CQC.

Expected attendees to support the discussion:

Nick Presmeg, Executive Director, Adult Social Care

Simon Griffiths, Director for Adult Social Care

Chris Martin, Director for Strategic Commissioning and Policy

Clare Burrell, Head of Strategic Commissioning and Policy

5 Appendix

Power Point presentation: Unpaid Carers report to Scrutiny September 2023

Unpaid Carers

People and Families Scrutiny Committee

Clare Burrell, Head of Strategic Commissioning & Policy
October 2023

Focus for this session

- **Delivering our All-Age Carers Strategy commitments**
- **Engagement and Co-production**
- **Improving identification of unpaid carers**
- **Increasing % of carers receiving support in their own right**
- **Provision of high-quality information, advice, guidance and support**

Background

- Carers not getting the best offer
- Previous strategy lacked tangible deliverables with minimum being done
- May 2022 Published new strategy
- June 2022 Programme delivery commenced
 - Early help at the heart of the work
 - Aims at getting best for carers of all ages

Our six commitments to carers

1



Carers can easily access the information, advice, guidance and support when they need it and early into their caring role.

2



Develop professional practice and processes to improve identification and support to carers.

3



Improve transitions for carers as they move through specific phases or life events in their caring role.

4



Carers will have increased opportunity to access good quality support, including opportunities for breaks, to maintain their own wellbeing and those they care for.

5



Carers' needs and rights will be understood and recognised across Essex communities.

6



Carers will be the experts that influence, shape and be involved in the decisions that are intended to improve their support and wellbeing.

Engagement and co-production with carers to ensure a fit for purpose offer

What we learned from carers

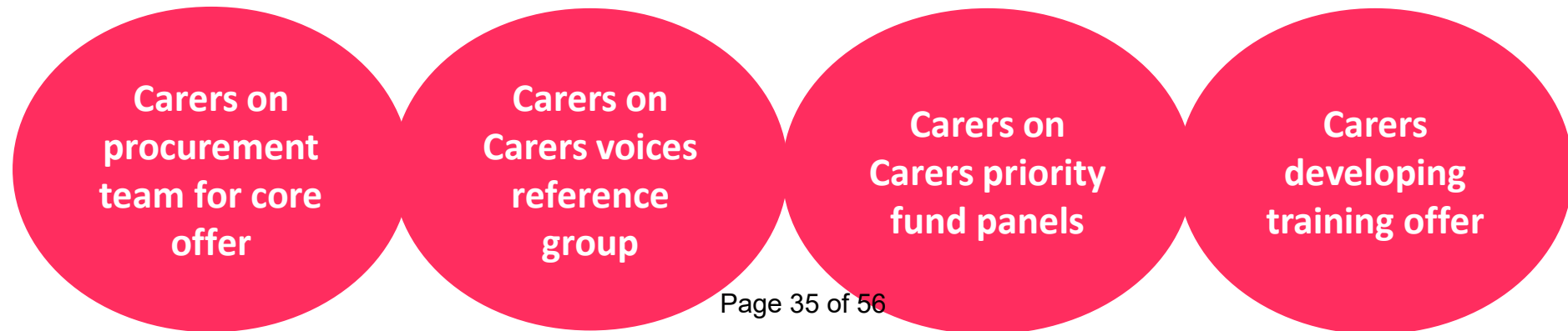
- ✓ **Responsive support:** Ensuring the 'right support at the right time'.
- ✓ **Carer focused:** on their needs as an individual, not the needs of the person they care for.
- ✓ **Equitable:** meaning the same quality of support should be available to carers irrespective of where they live and any protected characteristics such as age, race, religion, culture, gender, sex, disability.
- ✓ **Accessible:** Clear, recognisable, and well-publicised points of contact. Carers should not have to repeat their story or feel they are being 'passed around' to access the right support.
- ✓ **Flexible:** tailored to the needs of each individual rather than adopting a 'one size fits all' approach.
- ✓ **Empathetic and knowledgeable:** a non-judgemental, competent and skilled workforce that understand the challenges carers face.
- ✓ **Continuous Improvement:** Providers of support should be actively listening to the voice of carers and incorporating feedback into delivery, ensuring they are always evolving.

Co-Production journey of our new model for carers

6



Established groups



Carers' voices achieving authentic representation

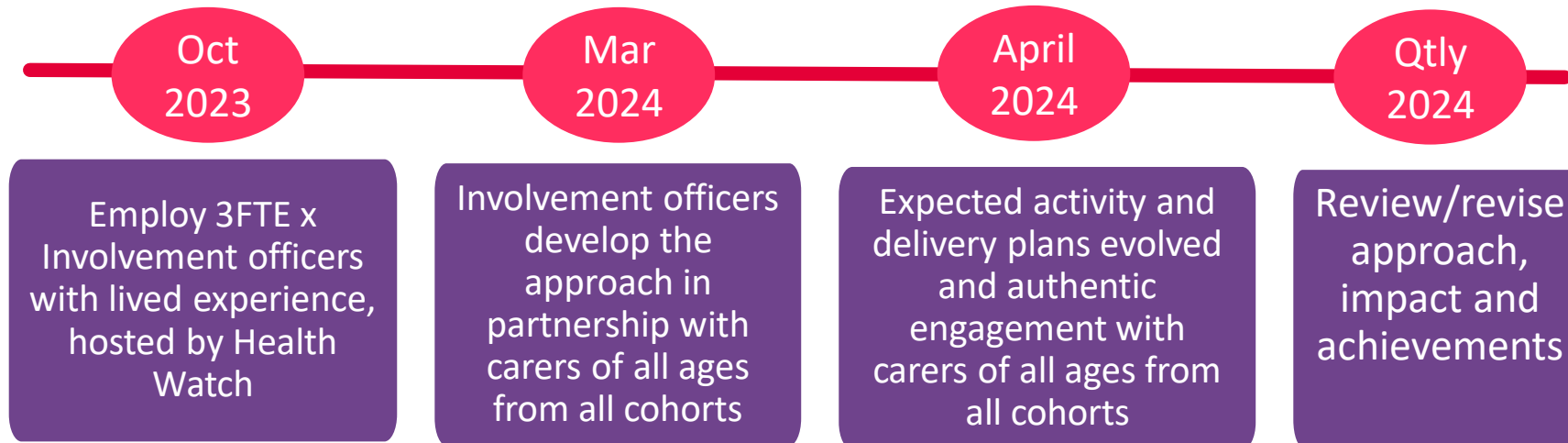
6



**Health Watch to
mobilise with
effect from
October 2023**

Purpose of the Carers Voices Model

Communication feedback loop for partners; expert by experience groups; on-line and face to face presence for promotion and engagement; representation at partnership boards and forums, generate and facilitate focus groups and workshops; engage with co-design and co-production, working in partnership with the Health and Social Care system partners.



Developed by the Carers Voices Reference Group, sub-group of Carers Partnership Board

Improving identification of carers and providing high-quality information, advice, guidance & support

% of Carers receiving support in their own right

Latest census: 24,000 carers identified, 4,000 of whom are young carers

Current reach is approx. 6,500 per annum (though within this there is the potential double counting)

2024 target minimum 14,000 unique through commissioned/grant services

2027 reach minimum 42,000 unique through commissioned/grant services

Ambition is to reach more unpaid carers as the model mobilises and develops

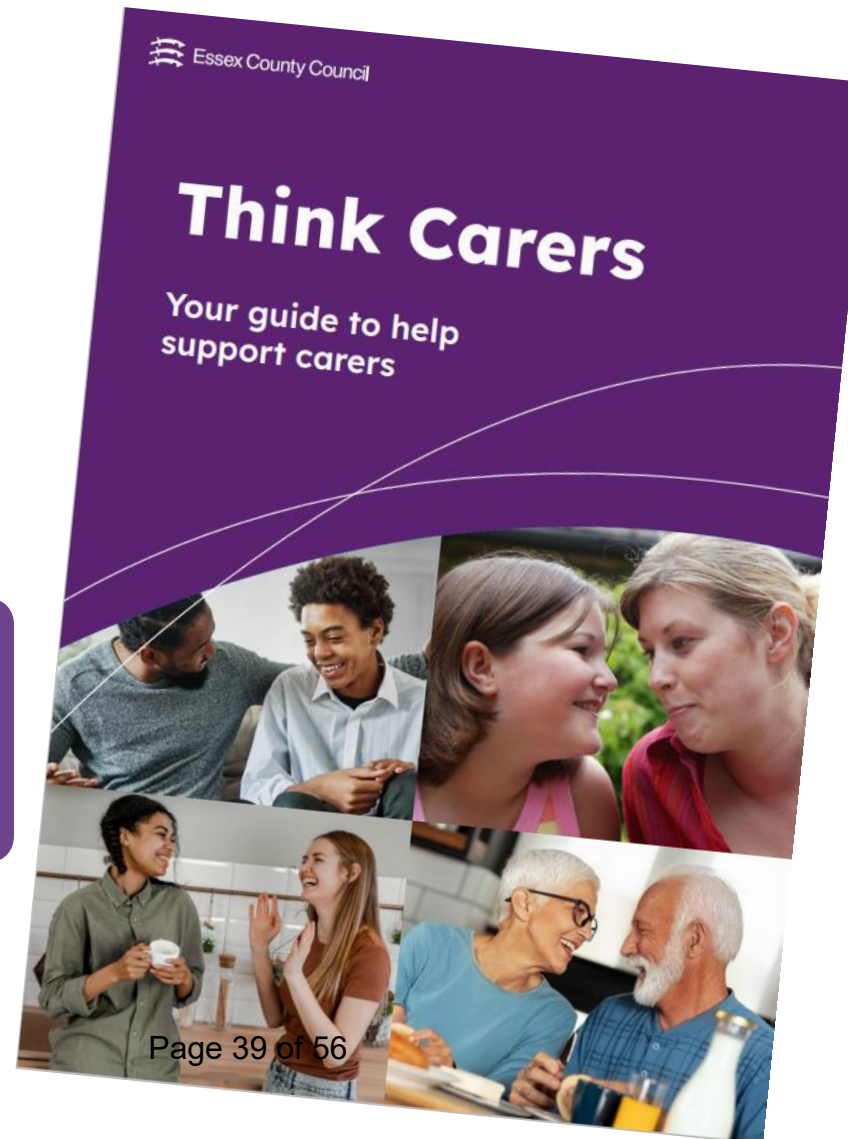
Improving identification of carers



Think Carers Guide developed
by and for professionals and
carers

Purpose to support the
identification of carers early
into their caring role

Improve access to early help
when and where needed



**Incremental
distribution starting
south Essex
October 2023 and
impact monitored
followed by all Essex
January 2024**

Essex Wellbeing Service first point on contact



- Essex Wellbeing Services acts as the front door for resident health and wellbeing
- Expansion of the Essex Wellbeing Service with an enhanced offer for unpaid carers

Went live September 2023 - Soft launch to maintain balanced system until all parts of the Carers offer live April 2024

A first Point of Contact for carers

Universal information, advice and guidance

Access to Public Health lifestyles support

Community agents

Befriending

Signposting to community groups and activities

Specialist Pathway Co-ordinators working with partners to improve identification of unpaid carers

Pathway to core offers of support and/or Adult Social Care for assessment

Carers identified part of business as usual

The new Commissioned Core Offer

1



3



4



Specialist IAG and support

Practical assistance for adult carers to include, applying for benefits, form filling, financial planning, planning for the future.

Brief solution focused support

Supporting carers' **emotional wellbeing** through a range of solution-focused approaches, to include coaching, counselling, conflict resolution & mediation.

Wellbeing grants

Supporting carers' wellbeing by **taking a break** from their caring role and spending time doing something of interest, including leisure activities, outings. **Grants will be up to £500**

Peer support Groups

Maintenance and development of the existing **peer support** offer including face to face and online peer support for people to come together and gain support and friendship and develop interests.

Procurement in September 2023 and providers will start to mobilise new offer in time for April 2024 launch

Commissioned on Integrated Care Partnership footprints: North East Essex, West Essex and Mid & South Essex.

Will embed the offer for carers in Alliance Partnership areas working with local partners across local systems.

Other developments to improve information, advice, guidance and support

Learning & Training offer

First aid
Manual handling
Condition related
Power of attorney
Self-care
Continence
Medicine handling

Start to roll out in February 2024

Virtual Offer

Information advice & guidance.
Digital newsletter
Virtual cuppas
Issue based workshops
On-line 1:1 light touch support

Is a current offer and in process of being recommissioned for April 2024

Local Carers Fund Offer

£1.8m Fund
Allocate to alliance p'ships
Awarding of funds locally
Young and adult carers on panels

Building a local offer and opportunity for innovation.

Go live in November 2024 and new local programmes start in January 2024

Breaks for respite

Provision of breaks for carers

Options being considered

New offer expected to be available to carers from April 2024

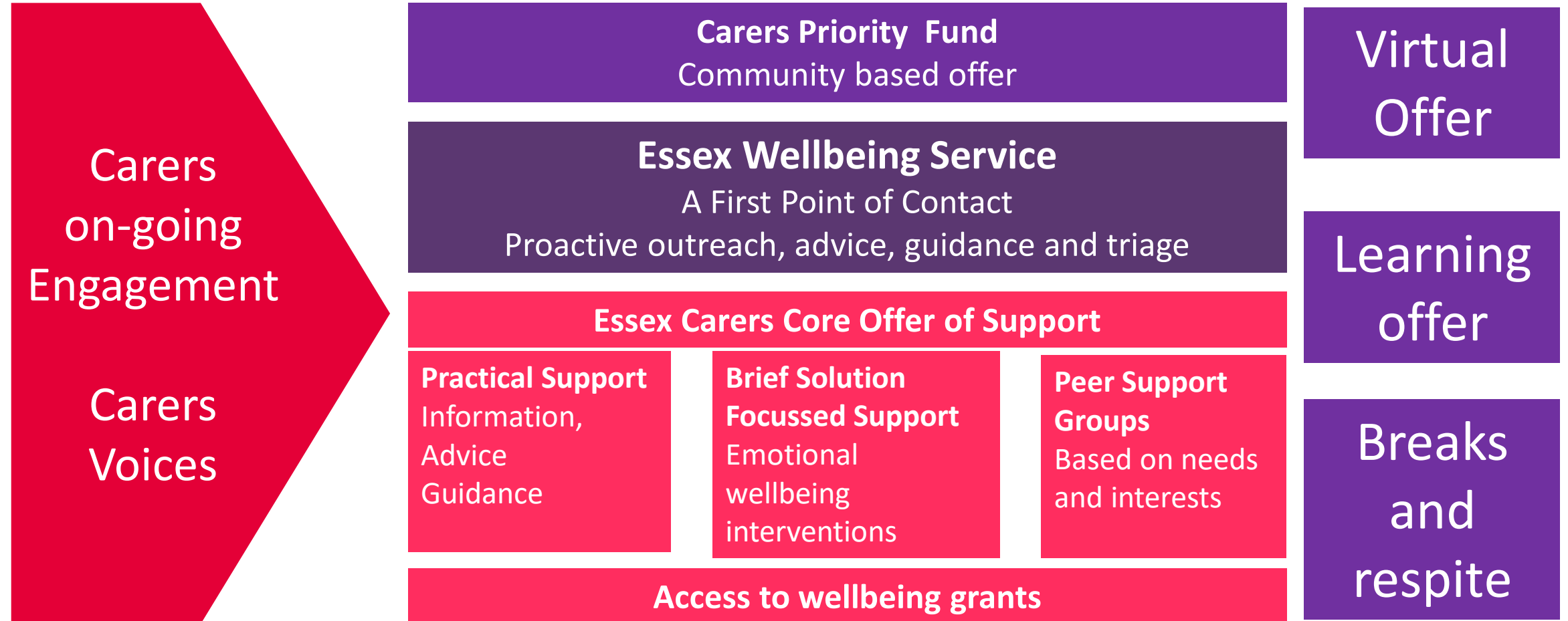
Campaigns

On going campaigns on carers' rights promoting information advice and guidance and services

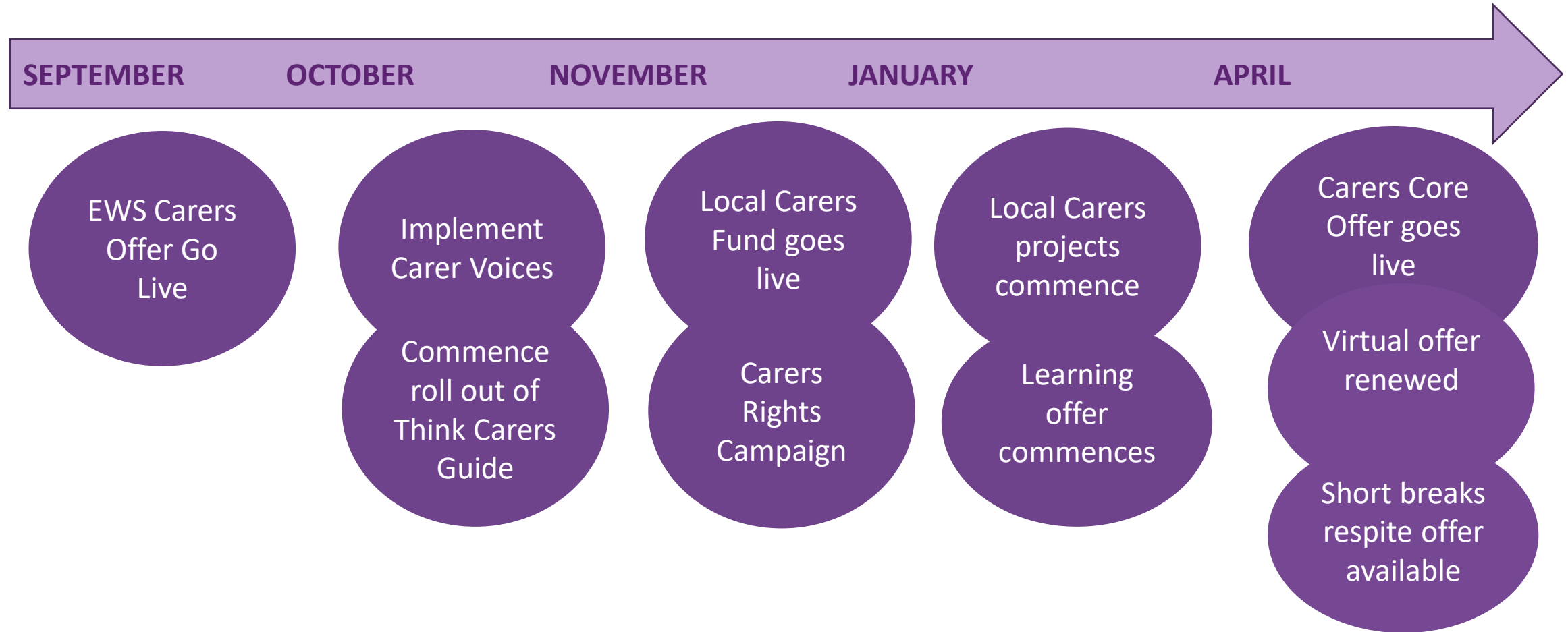
Linking to other campaigns e.g. Domestic Abuse

Next campaign is going live November 2023 for Carers' Rights Week

A cohesive offer for Carers



Going live



Communications for the new offers and resources is carefully planned to mitigate risks of increasing demand before capacity fully mobilises

Report title: Work Programme	
Report to: People and Families Policy and Scrutiny Committee	
Report author: Graham Hughes, Senior Democratic Services Officer	
Date: 9 October 2023	For: Discussion and identifying any follow-up scrutiny actions
Enquiries to: Graham Hughes, Senior Democratic Services Officer at graham.hughes@essex.gov.uk .	
County Divisions affected: Not applicable	

1. Introduction

- 1.1 The work programme for the Committee continues to be developed and the current position is outlined below and overleaf. A private session of the Committee was held on 11 May 2023 to discuss and reflect on the work and organisation of the Committee in the last two years and future approach.

2. Action required

- 2.1 The Committee is asked to consider this report and issues under consideration in Appendix 1 and any further development or amendments.
- 2.2 The Scrutiny Board has asked scrutiny committees to also give consideration as to which work programme items may benefit from communications activity in order to promote the work of the scrutiny function both internally and externally. Members are asked to consider this during discussion on this agenda item.

3. Background

Work has continued to identify priorities and future agenda items. This has included discussions with Committee Members, Cabinet Members and Officers. This work has reflected the adoption of the Everyone's Essex – Our Plan for Levelling Up the County: 2021-2025 strategy at Council on 12 October 2021.

4. Everyone's Essex

The Committee should take account of the Everyone's Essex – Our Plan for Levelling Up the County: 2021-2025 strategy when considering the work programme and future items. Particular attention should be paid to the strategic ambitions (and associated commitments and performance measures) most relevant to the work of the Committee: 'Health Wellbeing and Independence for All Ages', and 'A Good Place for Children and Families to Grow'. A link to the Strategy is here - [Everyone's Essex: our plan for levelling up the county 2021 to 2025: Foreword from Kevin Bentley - Essex County Council](#)

5. Update and Next Steps

5.1 See Appendix 1 for current work programme

See Action Required (above) for next steps.

6. Appendices

Appendix 1 - Current work programme.

People and Families Policy and Scrutiny - Work Programme as at 9 October 2023

Provisional Date	Topic Title	Lead Contact	Purpose and Target Outcomes	Everyone's Essex Commitment	Cross-Committee
9 October 2023	Youth Service	Cabinet Member - The Arts, Heritage and Culture	Further to Full Council Motion to consider update on the service	Family Resilience and Stability/ Promoting Independence,	Not applicable
9 October 2023	Carers	Cabinet Member, Adult Social Care and Health/Executive Director Adult Social Care	To consider performance metrics and trends	Family Resilience and Stability	Not applicable
9 November 2023	Adult Social Care – People Waiting	Cabinet Member, Adult Social Care and Health/Executive Director Adult Social Care	To consider performance metrics and trends	Family Resilience and Stability, and Safety	Not applicable
9 November 2023 - TBC	Essex Children's Safeguarding Board – follow up	Independent Chairman, statutory partners and the Board Manager	To consider actions arising from last discussion and consider annual report	Family Resilience and Stability, and Safety	Not applicable
TBC	The Essex Covid-19 Care Home Report	Cabinet Member, Adult Social Care and Health/Executive Director Adult Social Care	To consider issues arising from the report.	Family Resilience and Stability, and Safety	Not applicable
TBC	Disability Strategy	Cabinet Member, Adult Social Care and Health/Director of ASC for Adults with Disabilities	To consider a further update on the Delivery Plan and identified actions	Promoting Independence, Healthy Lifestyles	Not applicable
7 December 2023	Adult Social Care – co-production	Cabinet Member, Adult Social Care and Health/Executive Director Adult Social Care	To consider performance metrics and trends	Family Resilience and Stability, and Safety	TBC

Date	Topic Title	Lead Contact	Purpose and Target Outcomes	Everyone's Essex Commitment	Cross Committee
TBC	Education	Cabinet Member Education Excellence, Skills and Training	(i) Attainment (ii) Academies, Schools commissioner and ECC role (iii) OFSTED results (iv) School exclusions (v) Children Missing Education (vi) Buildings and Capital Programme	Education Outcomes	Not applicable
TBC	Childcare and Early Years' Strategy	Cabinet Member, Children's Services and Early Years/ EYCC Sufficiency and Sustainability Manager	Support available and reflect on launch of new strategy	Family Resilience and Stability, Education	Not applicable
TBC	SEND Strategy update	Cabinet Member, Education Excellence, Life-Long Learning and Employability/Head of SEND Strategy and Innovation	Support available and reflect on launch of new strategy	Family Resilience and Stability, and Safety	Not applicable
TBC	Lifelong Learning and Belonging Plan	Cabinet Member, Education Excellence, Life-Long Learning and Employability	Follow up on draft plan considered by the Committee on 9 March 2023	Education Outcomes/ Levelling Up the Economy/Jobs/ Infrastructure	
11 January 2024	Adult Social Care – Equality Diversity and Inclusion	Cabinet Member, Adult Social Care and Health/Executive Director Adult Social Care	To consider performance metrics and trends	All	TBC

Date	Topic Title	Lead contact	Purpose and Target Outcomes	Everyone's Essex Commitment	Cross-committee
TBC	Houses for Life	Director Strategy Policy & Integration (People)	May be cross -committee work	Promoting Independence, Healthy Lifestyles	TBC
TBC	County Lines and Drug Gangs	TBC	Use of funds and the work of the Violence and Vulnerability Unit	Family Resilience and Stability, and Safety	Not applicable

Private briefings: A schedule of briefings continues to give background to issues and subjects ahead of formal agenda items .

Further issues not scoped or currently being scheduled

Children in care being placed outside Essex

Backlog in Courts and Justice System

Education - academisation

Possible Task and Finish Group reviews – not scoped or currently being scheduled

Impact of the pandemic on Essex County Council

Suicides in Essex

Report title: Matters Arising	
Report to: People and Families Policy and Scrutiny Committee	
Report author: Graham Hughes, Senior Democratic Services Officer	
Date: 9 th October 2023	For: Consideration and identifying any follow-up scrutiny actions
Enquiries to: Graham.hughes@essex.gov.uk	
County Divisions affected: Not applicable	

1. Introduction

This discussion item was requested by the Committee during the last meeting on 14 September 2023 (see Background below).

2. Action required

The Committee is asked to consider:

- (i) The attached update; and**
- (ii) Reflect on the current process and approach and any steps to help facilitate closure on outstanding matters arising**

3. Background

- 3.1 Ordinarily the Committee receives, attached to the draft minutes from the previous meeting, the outstanding Matters Arising from previous meetings. Whilst some entries are closed quickly, other entries are more longstanding.
- 3.2 Matters Arising are communicated to witnesses soon after the date of the meeting as part of the process to draft the minutes.
- 3.3 In some cases, matters arising can be addressed when witnesses are returning to further present to the Committee. However, the nature of the committee's work, and its wide remit, does mean that there are not really any regular "standing" updates scheduled and there can be a significant gap before some witnesses return to provide subsequent updates.
- 3.4 Increased efforts are being made to close more of these items, but this agenda item today is an opportunity to discuss this further.

Matters Arising

4. Update and Next Steps

The latest table listing Matters Arising is attached in the Appendix to this report.

Some initiatives that may help expedite matters could be:

- (i) Ongoing liaison with Cabinet Office to highlight matters arising at Portfolio Board discussions which may also help identify opportunities when considering upcoming project milestones to prompt further formal updates to come to the Committee;
- (ii) Further align matters arising with the Work Programme and ensure that they are picked up as part of future formal follow-ups. However, the nature of the Committees wide remit and topics may mean that, in some cases, follow-up agenda items may not be scheduled for some time.
- (iii) When members ask for further information or make suggestions for consideration to witnesses, that they seek an indication of timescale for a formal response on those at the time of the request.

5 Appendix

Matters Arising as at 9 October 2023.

OUTSTANDING MATTERS ARISING (page 1 of 5)

Date	Agenda item	Action	Status
14 September 2023	Essex Safeguarding Adults Board – Annual Report 2022-23	To include more prominent reference to the financial challenges being faced by the Board in the finalised annual report and the development of risk register work.	Officers have just been advised so timing TBC
		The Essex Covid-19 Care Home Report which had been endorsed by ESAB to be presented to the Committee.	Officers have just been advised so timing TBC
		More information on safeguarding referrals received from asylum and refugee holding centres.	Officers have just advised so timing TBC
		The passing reference to the recent Dispatches television programme in the draft annual report be expanded to include more background and context.	Officers have just been advised so timing TBC
	Adult Social Care Priority area of focus: Safeguarding Adults	Whether fast-track health and care training being developed at Essex University could be extended and applied to safeguarding training.	Officers have just been advised so timing TBC
		If some further narrative to explain the proportion of outcomes where safeguarding risk had been reduced or removed (bullet point VIII above) could be included for future reports.	Officers have just been advised so timing TBC
		To provide further narrative in future reports on the statistics being presented more generally to give further context, refer to any relevant changes in process and/or recording that might be causing statistical change and indicate if trends were positive or negative.	Officers have just been advised so timing TBC
9 March 2023	Adult Community Learning Strategy	There would be a scrutiny briefing and a consultation process to consider all options before a decision was taken on removing the nursery provision for ACL learners	To be scheduled in due course

Date	Agenda item	Action	Status
	Adult Community Learning Strategy cont..	Further information would be provided on the efficacy of outcomes for apprenticeships and specifically what percentage successfully completed their end point assessment	TBC
		Further information would be provided on how apprenticeships could lead into further opportunities for professional qualifications	TBC
	Life-Long Learning and Belonging Strategic Plan	A further update would be provided in approximately six months and that the Scrutiny Board be consulted on inviting colleagues from the Place Services and Economic Growth Policy and Scrutiny Committee to join the session	To be scheduled
15 February 2023	Disability Strategy	The final Disability Strategy should be clear that it supported the current Market Fields School project, and other similar schemes which provide work experience and job opportunities for local people with disabilities and further utilities the potential of local people.	TBC
		A further update would be given providing a Delivery Plan and identified actions after the formal launch of the Strategy.	To be scheduled
		<p>District/borough councils should be encouraged to include provision for supported housing in their Local Plans;</p> <ul style="list-style-type: none"> - Appropriate specifications and provision for supported housing should also be reflected in the County Council's own Design Guide; - Representation be made on the increasing need for supported housing within the National Planning Policy Framework; - Request that Essex Housing consider if there is a role for it to further promote and influence the increase in supported housing provision. 	TBC

Date	Agenda Item	Action	Status
		Request the Scrutiny Board to consider further scrutiny arrangements for the planning for future housing provision particularly in relation to supported housing for disabled and other vulnerable people.	TBC
11 January 2023	Everyone's Library Service 2022-2026	To provide amended trend data and charts that compared to periods/years before the pandemic and not just 2021	TBC
		That, as part of a future scrutiny session, and further to an upcoming public consultation, to include more information on what users and potential users want from their libraries and what matters to them	To be picked up at the next update on libraries.
		To invite the Chairman of the Education Task Force and appropriate Cabinet Members and officers to discuss concerns about current performance on literacy	To be included as part of scheduling broader education updates
	HCRG Contract for the Essex Child and Family Wellbeing Service	A table showing all 22 Outcomes and target outcomes with all KPIs would be produced	TBC
		More information on the Affinity Programme would be provided to Members	TBC
		Further information on the rate of the contract would be provided to Members	TBC
		Further clarification on the availability of statistics measuring reach, and the number of hard-to-reach families missing out on the early years services who were then later identified needing additional support in later life	TBC
14 December 2022	Early Years and Childcare Strategy 2022-2027: End of Year One Update	Further information be provided on the lobbying undertaken by the County Council with Government, the Local Government Association and other bodies to help drive further improvement in standards and outcomes.	TBC
		Circulate more detailed report of the 2022 EY Foundation Stage profile which measured a good level of development	TBC

Date	Agenda Item	Action	Status
		A further broad update would be arranged in due course	TBC
	SEND Strategy Update	To talk to representatives from the Family Forum in the new year to seek their views on the changes to services being seen and the challenges still being faced.	TBC
		Cabinet Member and officers to come back in six months with a further update to include some analysis of numbers and spend compared with other local authorities	TBC
10 November 2022	Adult Community Learning	A further update would be brought to the committee in the new year including a work plan (particularly on implementation of strategy and related workstreams), progress and impact of actions so far.	Scheduled for March 2023 meeting.
13 October 2022	Domestic Abuse update	Further data on how domestic abuse cases broke down by area to be provided to the Committee.	Timing TBC
		An information leaflet/card would be circulated to food banks before Christmas.	Completed
		Information cards for COMPASS would be sent to members if this had not already been done.	Completed
		To review whether support was provided to those victims who were directed to commercial rental market.	TBC
		Further information on cases where private legal proceeding in family court being brought against victims inappropriately.	TBC
		Opportunities to work with the Refugee Council would be raised with the Domestic Abuse Board.	TBC
		The impact of Court backlogs was discussed regularly at the Domestic Abuse Board. It was agreed an update would be provided on the current situation	TBC
		More detail would be provided on the figures showing a rise of repeat victims.	TBC

Date	Agenda Item	Action	Status
14 April 2022	Essex Safeguarding Children Board update	Information on accessing services in the Dengie area to be provided	TBC
		More knife bins should be placed in smaller towns, including placing them within Essex libraries to prevent vandalism	TBC
		Broader conclusions around (i) MASA arrangements, (ii) further streamlining Board activities, (iii) continued focus on County Lines and (iv) stronger links to Everyone's Essex aspirations and priorities,	Complete - Discussion held between PAF Chairman and VCs and the Independent Chairman
	Our Co-Parenting Strategy – How we do Corporate Parenting in Essex	A Champion within each district/borough for children in care and care leavers should be considered	TBC
		Priority policies on housing allocation to help give young people the opportunity to progress in life be considered	TBC
		That figures be included within the introduction section showing the number of children taken into care in the last three years	TBC
		The paragraph regarding co-grandparents in the Strategy be expanded	TBC
		Further consideration be given to increasing the corporate parenting role at Full Council	TBC
		Further consideration be given to how to encourage other anchor organisations to help and that a guarantee of a job interview could be a significant first step.	TBC