NON-CONFIDENTIAL



Borough of Tamworth

1 March 2021

Dear Councillor

You are hereby summoned to attend a **meeting of the Council of this Borough** to be held on **TUESDAY**, **9TH MARCH**, **2021** at 6.10 pm in the **ONLINE MEETING**, for the transaction of the following business:-

AGENDA

NON CONFIDENTIAL

- 1 Apologies for Absence
- 2 Declarations of Interest

To receive any declarations of Members' interests (pecuniary and non-pecuniary) in any matters which are to be considered at this meeting.

When Members are declaring a pecuniary or non-pecuniary interest in respect of which they have dispensation, they should specify the nature of such interest. Members should leave the room if they have a pecuniary or non-pecuniary interest in respect of which they do not have a dispensation.

- To receive any announcements from the Mayor, Leader, Members of the Cabinet or the Chief Executive
- 4 State of Tamworth Debate (Pages 3 68)

(Report of the Leader of the Council)

Yours faithfully



CHIEF EXECUTIVE

Access arrangements

If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail <u>democratic-services@tamworth.gov.uk</u>. We can then endeavour to ensure that any particular requirements you may have are catered for.

Filming of Meetings

The public part of this meeting may be filmed and broadcast. Please refer to the Council's Protocol on Filming, Videoing, Photography and Audio Recording at Council meetings which can be found here for further information.

The Protocol requires that no members of the public are to be deliberately filmed. Where possible, an area in the meeting room will be set aside for videoing, this is normally from the front of the public gallery. This aims to allow filming to be carried out whilst minimising the risk of the public being accidentally filmed.

If a member of the public is particularly concerned about accidental filming, please consider the location of any cameras when selecting a seat.

FAQs

For further information about the Council's Committee arrangements please see the FAQ page here

Marmion House Lichfield Street Tamworth

COUNCIL

TUESDAY 9^{TH} MARCH 2021 REPORT OF THE LEADER OF THE COUNCIL

STATE OF TAMWORTH DEBATE

Exempt Information
None.
Purpose
To enable Council to undertake the annual State of Tamworth Debate.
Recommendations
It is recommended that:
Members use the report's contents as the basis for this debate.
Executive Summary
The report contains information on the following areas:
 The demand for mental health and other support services, Covid-19 Community Partnership – Tamworth Social Impact Survey, Public Health England 'Wider Determinants of Health' indicators for Tamworth, Tamworth Crime figures.
Resource Implications
There are none.
Legal/Risk Implications Background
There are none.
Equalities Implications
There are none.
Sustainability Implications
There are none.
Report Author
John Day
Appendices

•	Appendix 1	Information on the demand for mental health and other support
	services,	
•	Appendix 2	Covid-19 Community Partnership - Tamworth Social Impact Survey,
•	Appendix 3	Public Health England 'Wider Determinants of Health' indicators for
	Tamworth,	•
•	Appendix 4	Tamworth Crime figures.

The demand for mental health and other support services

Below is some feedback from Tamworth Borough Council commissioned/grant funded services Tamworth Advice Centre and Samaritans on how the pandemic has affected their clients particularly around mental health. It also contains additional Information from Voluntary & Community Sector Partner Organisations

Tamworth Advice Centre

The Tamworth Advice Centre (TAC) routinely see clients with mental health issues as many people in crisis tend to have mental health issues. Although they record data of which type of mental health issue someone would have, they don't record how this has been impacted within the pandemic. However, what they can tell us through discussing cases with the team is that they have seen mental health issues in clients increase by 100% during the pandemic; putting more stress, anxiety and strain on their client's mental health.

In addition to general clients seen through the service, The TAC has seen 463 individual clients presenting themselves with issues related to COVID 19 since March 2020.

They recorded a total of 1543 issues related to COVID across these clients which averages out to be approx. 3-4 issues per client. These are as a result of the pandemic and how it has affected those clients. They would normally see clients having one or two issues but through the pandemic have found that clients are presenting with multiple complex issues. This is illustrated in the table below:

Total number of COVID related issues presented March 2020 till February 2021

Type of Issue	Number of issues	Number of clients
Benefits & tax credits	328	93
Benefits Universal Credit	362	75
Consumer goods & services	1	1
Debt	264	33
Discrimination & Hate & GVA	2	2
Education	1	1
Employment	27	14
Financial services & capability	128	53
Health & community care	3	2
Housing	221	59
Legal	3	3
Other	109	55
Relationships & family	15	14
Tax	32	28

Grand Total	1543	463
Utilities & communications	45	28
Travel & transport	2	2

Tamworth Samaritans

The table below shows calls to Tamworth Samaritans during the six month period April to September 2020

	Calls	Emails
April	1130	114
May	1030	129
June	846	125
July	964	146
August	731	127
September	835	143
Total	5536	784

The content of calls and emails received by Tamworth Samaritans is often COVID related or it is an issue magnified by COVID. Many of their callers feel isolated and alone and this has been compounded by the usual services they can access being shut. Samaritans usually get a lot of callers with mental health issues but over the last few months they have had many more.

Increase in calls as follows nationally:

- Financial concerns as a result of reduced income,
- Lack of face to face support for young people who self-harm and for other mental health support needs,
- Reduction in face to face support for people with pre-existing medical conditions,
- Loss of informal community networks and groups,
- Self- isolation.

Additional Information from Voluntary & Community Sector Partner Organisations

Communities Together CIC

See Appendix 2 – Tamworth Social Impact Survey

Foodbank

Tamworth Foodbank has seen an increase of service users since the start of the pandemic. Between March 23rd 2020 and 15th February 2021 they have supported a minimum of 4692 people, that consisted of 3037 adults and 1655 children which is a 30% increase on the same dates in the previous year. They have also supported the School Holiday Project in partnership with Heart of Tamworth and Community Together CIC. They have helped feed over 400 children over two school holidays so far.

The size of the parcels given out is dependent on family size; the larger the family the more food they are given. A typical family of four will receive approximately six bags full of food as well as toiletries.

Tamworth Foodbank were able to be extra generous over Christmas by giving out toys and gifts for the children and adults alongside frozen Christmas hampers. All was possible due to the tremendous generosity from the people and businesses of Tamworth.

Tamworth Foodbank have had to work with a reduced team of volunteers, not only because many are in the older age range and have been shielding/isolating but also to keep the workplace Covid-secure. Intensive risk assessments have been undertaken so all staff and volunteers are safe which has enabled them to remain open and serve the people of Tamworth when they most need it. The volunteers have worked tirelessly week in and week out without fail and without them the Foodbank would not be what it is.

Support Staffordshire

- 156 volunteers came forward to support the pandemic, of which 71 have been placed,
- 20 extra organisations have been supported by the fund to get groups up and running again,
- Every organisation in Tamworth has been phoned at least twice to check they are able to offer support,
- Over £13,000 has been given out to enable organisations to become Covid secure.
- Organisations have been trained in mental health and Covid risk assessments,
- Staff members have been able to be an integral part of the partnership to support and develop the Tamworth community.

Volunteering Statistics

	At mid-term report (11/11/20)	Since mid-term report	Total over 6 months
Registered volunteers	109	47	156
referrals	67	16	83
Placed*	24	45	71
Organisations	11	9	20

^{*}placements confirmed via e-mail or telephone. The actual number is believed to be much higher (roughly double), indicated by conversations with charities, but without confirmation from volunteers.

In the initial lockdown there was a great swell of volunteers and people coming forward who wanted to help during a very difficult time and who had the availability due to being furloughed. As time spent under the pandemic has dragged on there has been a dwindling of willingness or availability for volunteering. In part this is because people started going back to work but it is believed it is the case that as restrictions, social distancing and lockdowns have dragged on there has been an effect on morale, one that has dulled appetites for taking action and the seemingly endless task of trying to keep busy. It is also possible that since the announcement that a vaccine had been approved more people have decided to postpone making plans which might include volunteering.

The final quarter of 2020 saw a steep drop-off in terms of numbers of people looking to volunteer. This was not unexpected as there is always a drop in volunteer registrations during the colder months and as people start to switch to holiday and Christmas mode but in 2020 this trend was significantly more pronounced, for obvious reasons. However, in a way this was a good thing as there were significantly fewer opportunities to offer as many charities are suspending operations and volunteer recruitment. Of the few services that are still taking volunteers, several have reported that they are struggling to cope with the number of referrals.

The future is looking brighter for volunteering. Many of the organisations that have been spoken to are in advanced stages of planning for re-opening and some have restarted recruitment with a view to being able to welcome volunteers in the next few months; pre-registering people so that there is a reduced delay when services recommence.

St. Giles Hospice (Anecdotal Information)

One of the first challenges for St Giles Hospice and their Bereavement Help Point partners was to try and ensure that support continued in the community. The series

of lockdowns had an effect on their ability to continue with the help points, but they adapted their services to operate two online help points, which were open, and still are, to anyone across their catchment area.

When they were able, they opened their Tamworth Bereavement Help Point at Sacred Heart and this has remained open since before Christmas. Numbers are down on usual, but with the easing of restrictions, this may change. However, the lower number of face to face attendees is more than compensated for by the rise in telephone support, which continues to remain high.

It is great testament to the volunteers to have continued to facilitate both the face to face and telephone support sessions each week. There has not, as yet, been a major increase for bereavement support. However, this may change as we come out of lockdown and things return to a new normal. Their Bereavement Support Service for Children and young people was also initially quieter than usual, but is now seeing a rise in referrals.

St Giles were asked by University Hospital of Derby and Burton to facilitate sessions around support for people working through Covid. These sessions were not counselling sessions, but more of a psychological 'first aid' approach in enabling people to talk through their experience of working through the pandemic. They proved very popular, it was decided that St Giles could offer similar free sessions to the staff and volunteers of third sector organisations and their partners. These are available to third sector staff and volunteers across Tamworth area and St Giles can also deliver bespoke sessions to businesses. These sessions can be booked through the St Giles Education website. The focus of the support will be primarily to assist staff and volunteers to process their experiences of working through the Coronavirus pandemic.

Staffordshire Council for Voluntary Youth Service (SCVYS)

'Make Your Mark' is an annual consultation for young people aged 11-18 run by the British Youth Council (BYC) and UK Youth Parliament (UKYP). This year, UK Parliament held a larger role in delivering 'Make Your Mark' and hosted the ballot page on their UK Parliament Week page. Young people vote to determine which issues are most important to them from a shortlist of ten, which have also been determined through a process led by young people.

As young people were asked to provide a postcode as well as their school/youth organisation, there are votes included from schools that are not in the Staffordshire area, where the young people provided their home postcode which was within Staffordshire.

The total turnout of votes is as follows:

<u>Area</u>	<u>Total</u>	UK Issues	Local Issues
Staffordshire	600	528	547
Cannock	24	20	23
East Staffs	12	10	11
Lichfield	80	74	69

Newcastle	21	18	21
South Staffs	116	99	112
Stafford	28	26	28
Staffordshire	158	146	141
Moorlands			
Tamworth	161	135	142

The top issues for Staffordshire are below, with total number of votes cast for each issue. Spoilt ballots are not included.

Staffordshire

UK Issues		Local Issues	
Free University	135	Homelessness	113
Support our Mental Health	127	Domestic Violence	107
Take Action on the climate	68	Access to Training and Jobs	86
emergency			
Stop Plastic Pollution	62	Young People's Voices	63
Tackle Child Poverty	55	Childhood Obesity and Food	51
		Poverty	
Tackle Discrimination and Hate	33	Leisure and Culture	50
Crime in the UK			
Increase Racial Awareness in	27	Access to Technology and	27
the Curriculum		Broadband for learning	
Protect Human Rights	21	Transport	26
Votes at 16	0	End the Health Postcode	24
		Lottery	
Include young people in the	0	Improve Places to Go and	0
decision making for the C-19		Things to Do	
Recovery			

CHOICES (Anecdotal Information)

CHOICES is experiencing an increase of young people's referrals for mental health interventions.

Children are experiencing demotivation and lack of routine i.e. sleep patterns, and this is having a negative effect on their mental health resulting in an increase of anxiousness and resilience to deal with the changes that are accruing.

Privately, they have had an increase in those parents referring their children, who are not prepared to wait for an intervention, again higher anxiety and stress related issues presenting.

They believe that this is not the tip of the iceberg, as the transition out of this way of being, in their experience will present further social and emotional issues when reintegrating.

Social skills and communication on a face to face basis could present further issues.

Staffordshire County Council – Early Help Team and Safeguarding Team (Anecdotal information)

Specialist Safeguarding Units

Referral rates have been up and down over the pandemic period. However, an increase in young people at the edge of care (parents wanting young people to leave the family home) has been seen which is felt to be as is an impact of COVID and also an increase in young people being referred in due to mental health issues/self-harm. Not attending school or seeing friends due to COVID has impacted on this.

Early Health Teams

Have experienced the following;

- Peaks and drops in referral pace- based on lockdown dates & school closures.
- Referrals have increased overall,
- Some families have been unable to self-manage their needs due to impact
 of lock down- meaning they may have not had a referral otherwise,
- Increase in mental health referrals- parental and child
- Increase in young people self-harming, anxiety, thoughts of suicide, isolation, sleep problems,
- Virtual support- has worked really well for some but not others, meaning that Child and Adult Mental Health Services (CAMHS) has been inaccessible for some young people,
- The 'action for children' contract start clashed with the pandemic in April so links with this service have not yet been established,
- The school closures has had a significant impact on all areas of family life.
 Parents have all been under extreme pressure not only to home school but to manage 24/7 the difficulties that they may have been having beforehand, as well as trying to keep teenagers at home.

Malachi

In December referrals were up 30% on last year, although there was a decline in referrals during the first lockdown.

Domestic Abuse

Increase in calls to Tamworth Police compared to previous 12 months of 6% (101 calls)

All domestic support services across Staffordshire have seen a 48% rise in all types contact with the services over the eight weeks prior to 31 January 2021 compared to the same period in 2019/20 this includes self-referral, advice to concerned families or general advice.

At the same time, there has been a 31% increase in victim referrals through either self-referral or professional agencies because of domestic abuse disclosure.

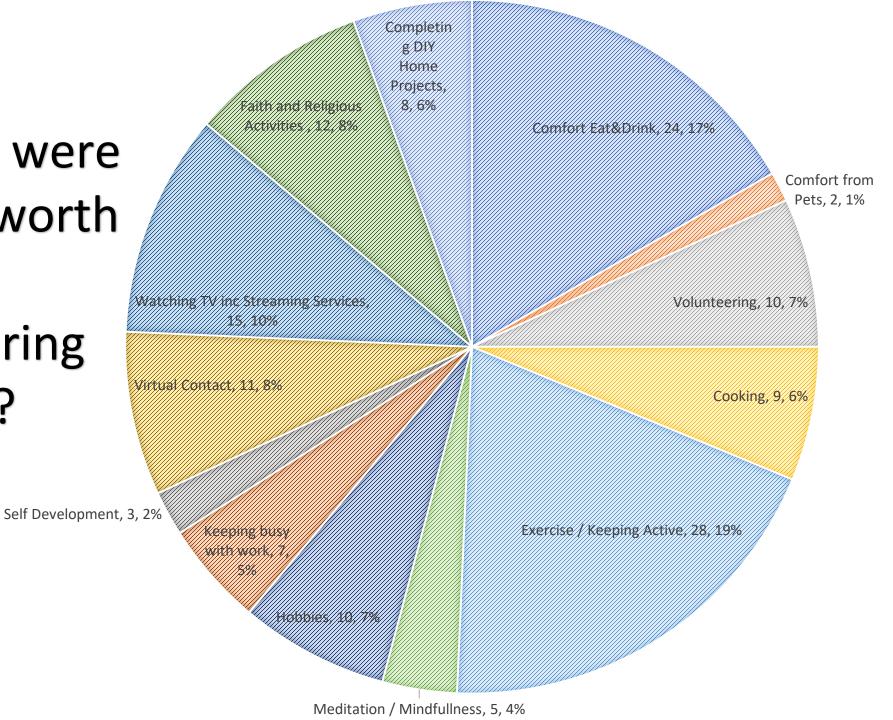
This must be countered by the increase in domestic abuse awareness campaigns during lockdown and the new 'ASK ANI' service also offered by pharmacies.

Agencies are coping at this present time (including refuge provision) although face to face services are not yet being undertaken.

Covid-19 Community Partnership Response and Recovery

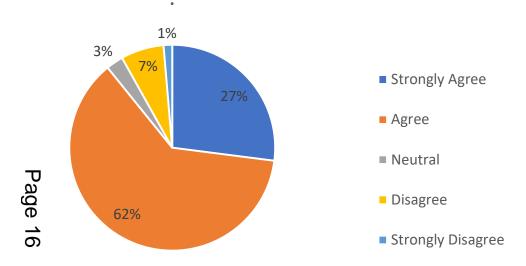
Tamworth Social Impact Survey

- At the start of the pandemic, we registered with Social Suite to carry out a social impact assessment for Tamworth during the pandemic with a survey pool of **542** Tamworth residents who have been completing a survey every week since April 2020 equating to **25,474** surveys completed overall and from the results, we have been able to gauge-
- Challenges faced as a result of social isolation;
- Perceived concerns around catching the virus;
- How people are accessing information;
- What is providing relief during this time;
- Perceived sense of community safety; and
- Perceived impact of the economic implications of COVID-19.
- The next slides will show how people have been coping within our Borough

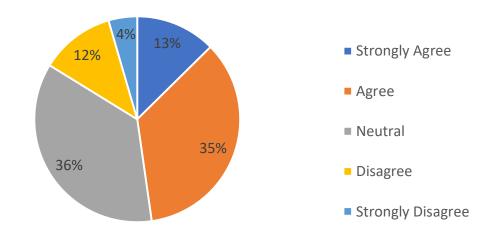


Tamworth Social Impact Survey - Community Safety

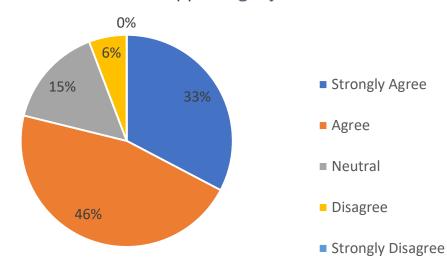
My community has banded together during this time



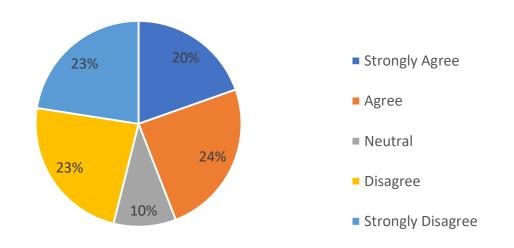
Vulnerable members of my community are well-supported during this time



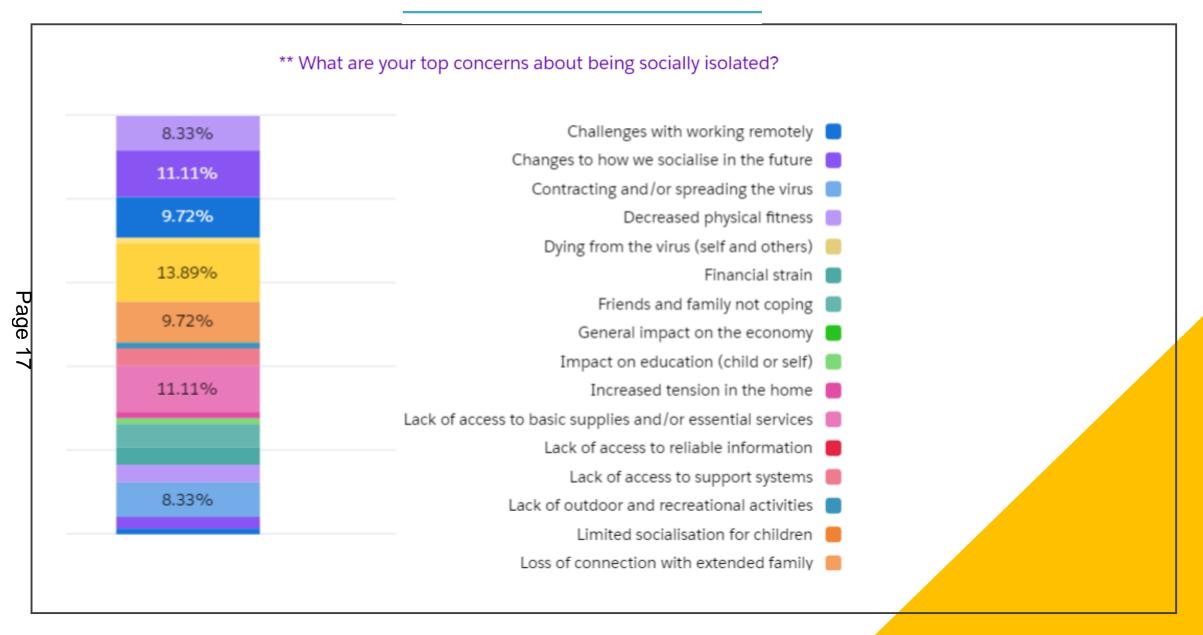
I want to continue supporting my local businesses



I feel safe when I go outside / to the shops during this time



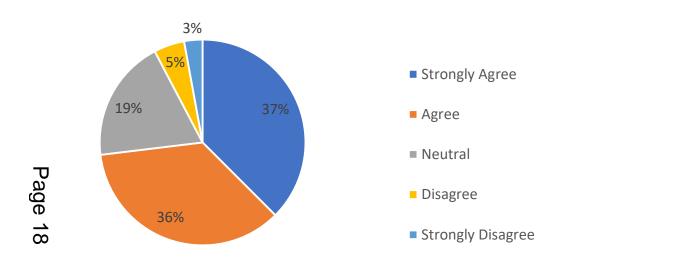
Loneliness and Social Isolation

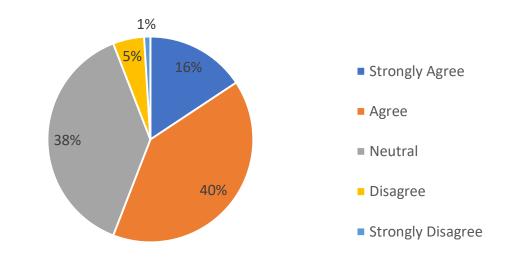


Tamworth Social Impact Survey – Access to basic needs and services

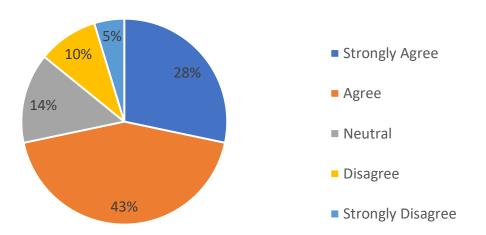
I am confident that I can continue to afford food and supplies

I am confident that my household will not run out of food and supplies

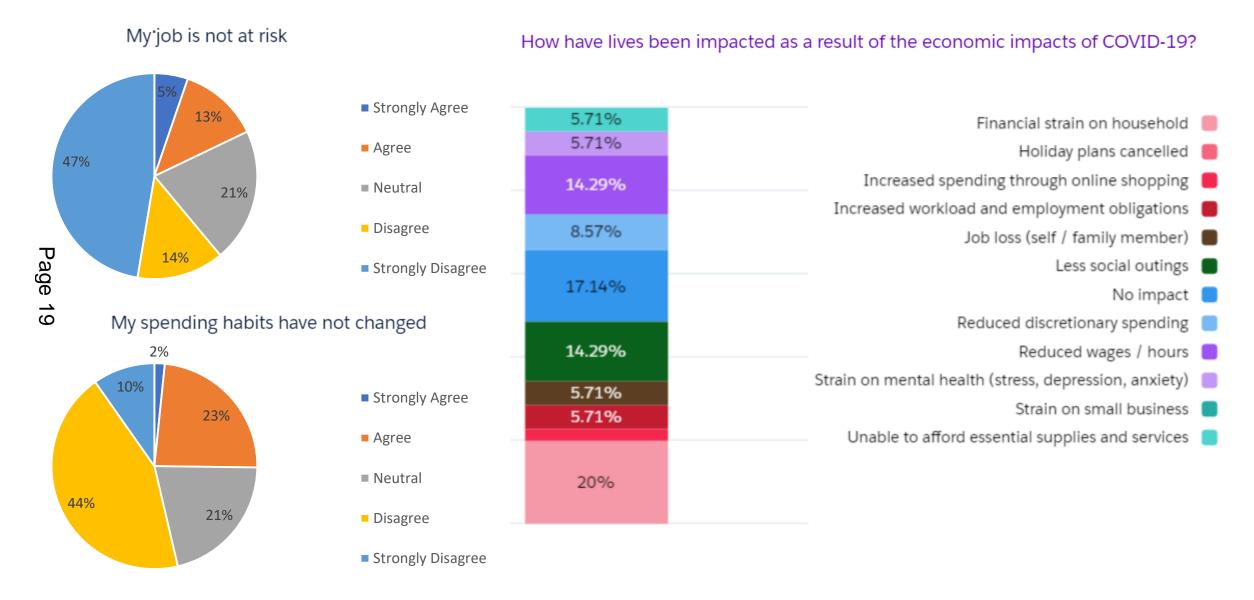




I am confident that my household can continue to access to basic utilities and services

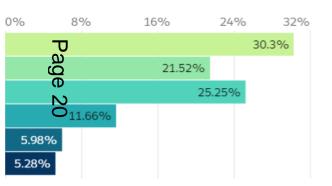


Tamworth Social Impact Survey – Employment and Income

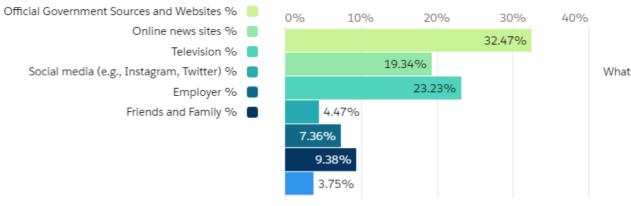


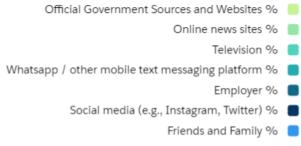
Tamworth Social Impact Survey – Covid-19 Information

Current mechanisms for receiving information about COVID-19









Other stats

Statistic	2019 (April	2020 (April	Percentage
	to June)	to June)	Difference
Unemployment in Tamworth	1,600	2,935	Increase of 83%

Statistic		2019 (April to June)	2020 (April to June)	Percentage Difference
	d Funeral for Tamworth	214	779	Increase of 264%

ONS report on Impact of Coronavirus on Ioneliness and isolation 3rd April – 3rd May 2020 –

- 5.0% of people in Great Britain (2.6 million adults) reported that they felt lonely "often" or "always" between 3 April and 3 May 2020, about the same proportion as pre-lockdown.
- of those asked, 30.9% (7.4 million adults) reported their well-being had been affected through their feeling lonely in the pass seven days
- Working-age adults living alone were more likely to report loneliness both "often or always" and over the past seven days than the average adult; this was also the case for those in "bad" or "very bad" health, in rented accommodation, or who were either single, or divorced, separated or a former or separated civil partner. Both those feeling lonely "often or always" and in the past seven days had lower personal well-being scores including higher anxiety scores than the Great Britain average, but the effect was stronger among those feeling lonely "often or always".
- Both those feeling lonely "often or always" and in the past seven days were more likely than the average to say they were struggling to find things that help them cope during lockdown.
- Around 7 in 10 of those feeling lonely "often or always" "agreed" or "strongly agreed" that they had people who would be there for them, compared with 9 in 10 of the Great Britain average

Numbers of people helped during the pandemic as a result of local partnership working



March 2020 - Present

Overall number of people in Tamworth supported by the partnership – 17,239 (22% of Tamworth Population)

Number of Enquiries Received to the Telephone Support Line - 8,305 (10% of Tamworth Population)

Number of Food Parcels Distributed – 7,424 (9% of Tamworth Population)

People who registered to receive regular befriending check in calls – 835 (1% of Tamworth Population)

People referred via Staffordshire County Council for help who are registered as clinically vulnerable 419 (0.5% of Tamworth Population)

Number of new volunteers who came forward to help during the pandemic – 256 (0.3% of Tamworth Population)



ENQUIRIES BREAKDOWN RECEIVED

199, 2% $_{ extstyle \cap }$ 110, 1%

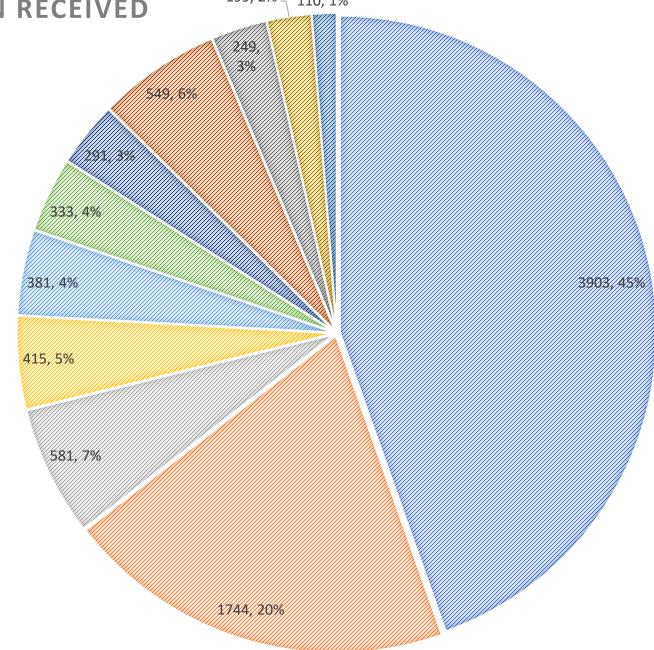


- Mental Health Support
- Unemployment
- Medication Collections

enefit Checks/ Claim Support

7

- Housing Issues Inc Repairs and Homelessness
- Debt / Finance Issues
- Bereavement
- Domestic Services Inc Gutter Cleaning, Dog Walking, Gardening
- Support for people living with dementia



New support services created as a result of the pandemic

Tamworth Telephone Support Line launched 19th March 2020

Tamworth Befriending Services launched 19th March 2020

Emergency Food Parcel Deliveries launched 19th March 2020

Meals on Wheels 15th June 2020

'Drop Shop' Project launched 3rd August 2020

Half Term School Food Parcel Top Up Vulnerable Families Project launched October 2020

Digital assisted technology for virtual zoom sessions launched November 2020

Social Value

£1,027,675

It's difficult to know how many of the enquiries received through the partnership have saved statutory partners and the contribution made in terms of social value because we have been able to tri-age the calls and connect people to the appropriate services without them having to come through to statutory partners and supported entirely by the voluntary sector.



According to NCVO UK Civil Society Almanac report 2020 – Nine in ten UK households have accessed services provided by voluntary organisations at some point, with an estimated saving / volunteer contribution of £18.2bn nationwide.

How could this be interpreted locally – According to the ONS the population of Great Britain is approximately 66 million Divided by the estimated savings of £18.2bn gives a total of £275 per member of the population. From our records 45% (3737) of people were signposted to alternate voluntary sector services this would give a potential social value figure of £1,027,675

Cost Savings Case Study

Primary Care Mental Health Services – Tamworth NHS Social Prescribers

Waiting time for a mental health assessment on NHS currently 8 weeks Average waiting time for counselling sessions following initial NHS Assessment another 8 weeks

Having secured external funding for people to access private counselling sessions whilst requesting statutory and voluntary service mental health support through their GP's and subsequently identified by their Social Prescriber as people who needed an early intervention were referred to Salvus Counselling.

10 out of 19 referrals have then not sought primary care mental health services following the private counselling intervention. We approached an NHS Trust to put a cost saving to the NHS and this what they told us –

4 Hours of band 7 for assessment cost of £4989 6 Hours of counselling sessions band 6 cost of £5017 Total Cost to NHS - £10,006

TOTAL COST SAVING TO OUR NHS PARTNERS £100,060

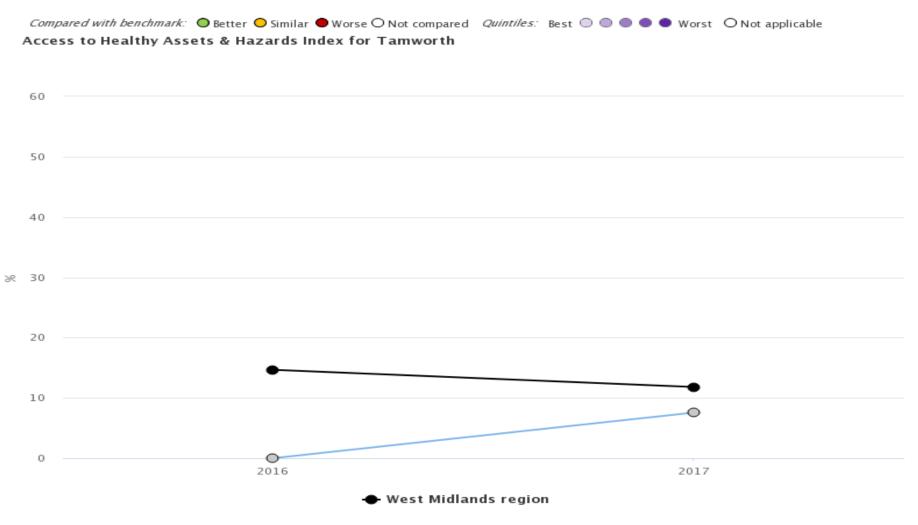
Public Health England 'Wider Determinants of Health' indicators for Tamworth

The wider determinant of health indicators provided by Public Health England are broken down into the following areas

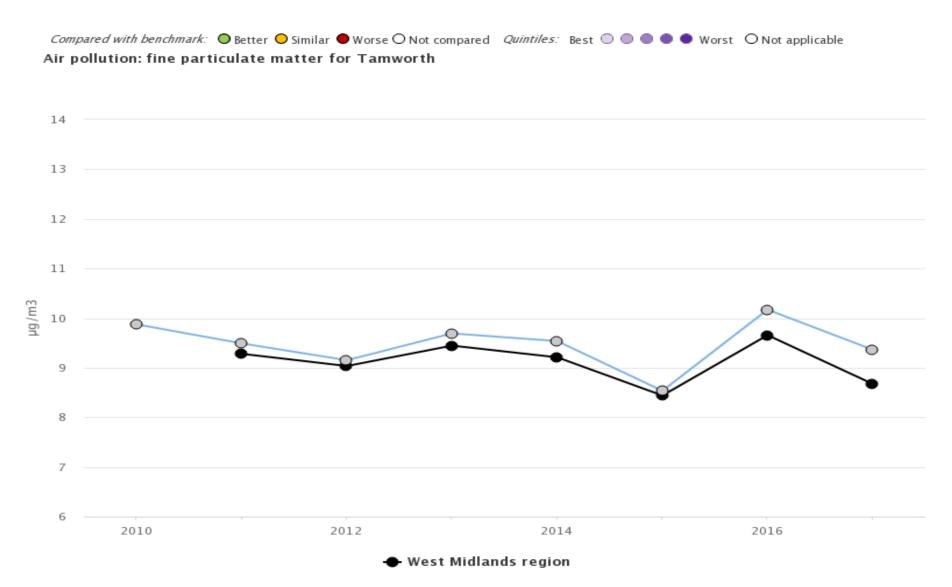
- Natural and built environment,
- Work and the labour market,
- Vulnerability,
- Crime,
- Education,
- Health outcomes.

Graphs showing Tamworth's position in these areas is included in the following pages.

Natural and Built Environment

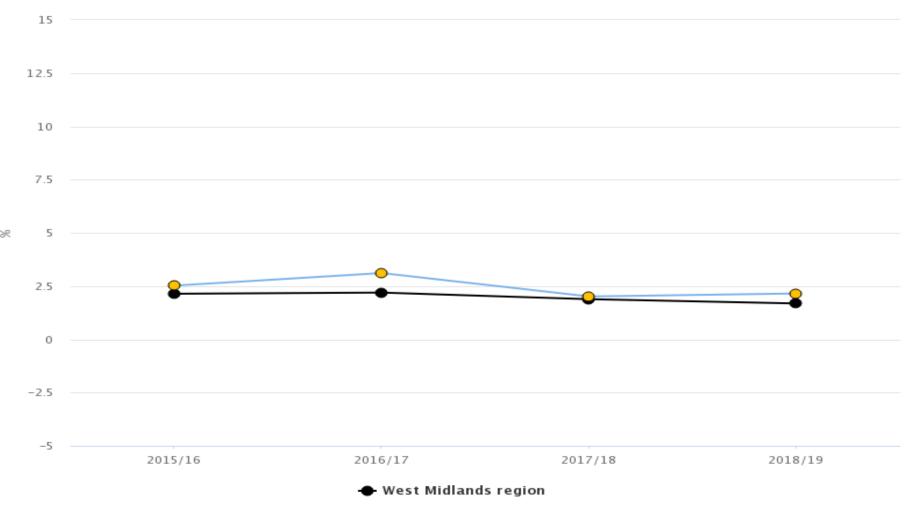


Source: AHAH index data is provided by Consumer Data Research Centre (CDRC: https://data.cdrc.ac.uk/dataset/ahah2)

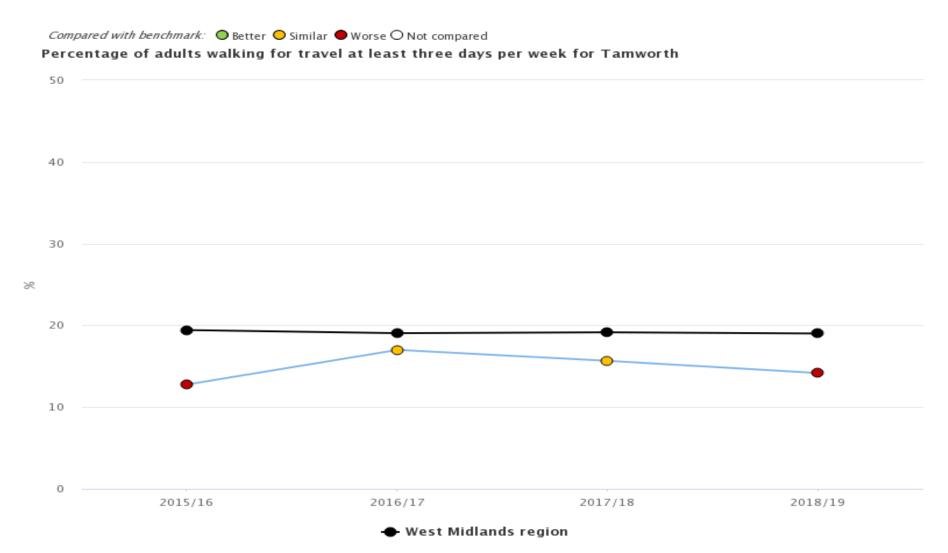


Source: Defra: various instruments used to derive estimates including Polution Climate Mapping model, Automatic Urban and Rural Network and National Atmospheric Emissions Inventory

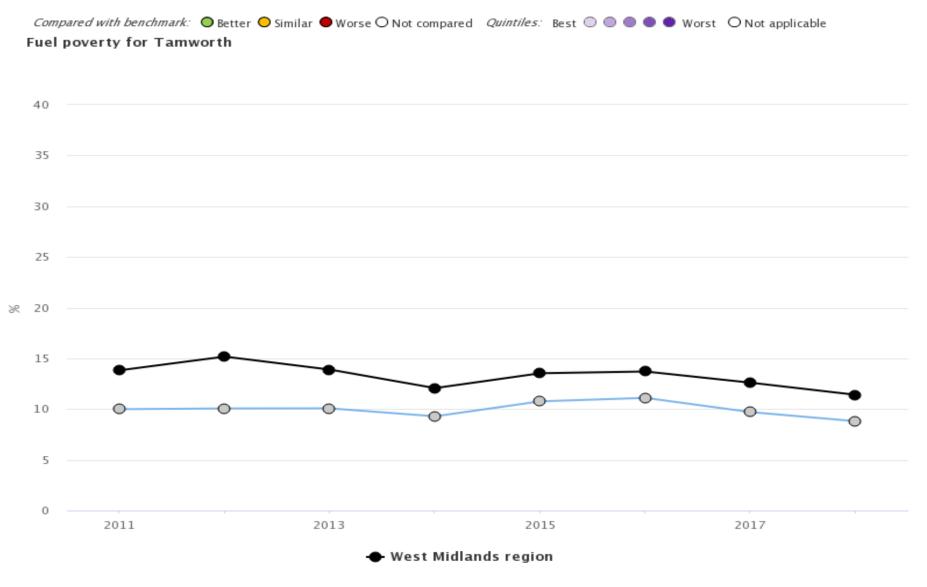




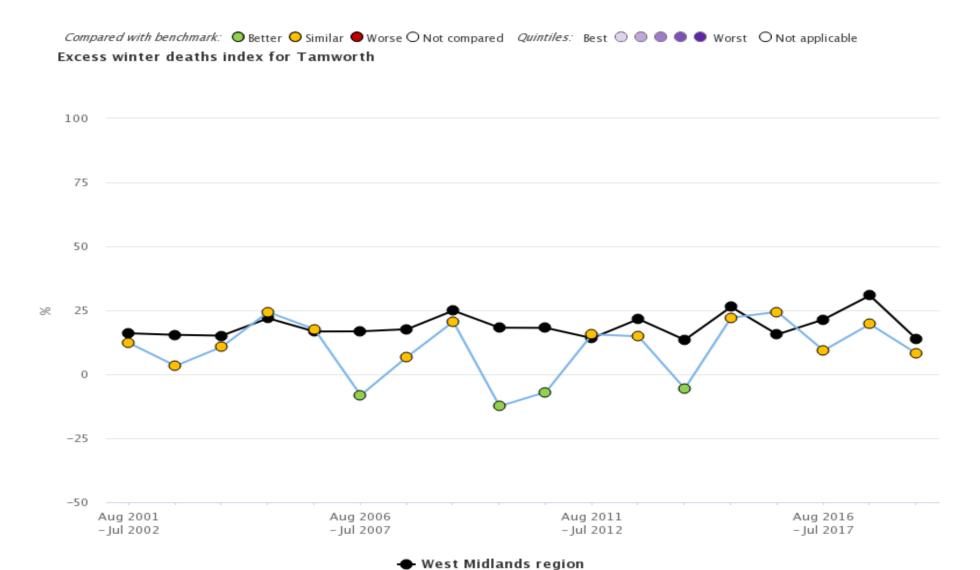
Source: Department for Transport (based on Active Lives Adult Survey, Sport England)



Source: Department for Transport (based on Active Lives Adult Survey, Sport England)

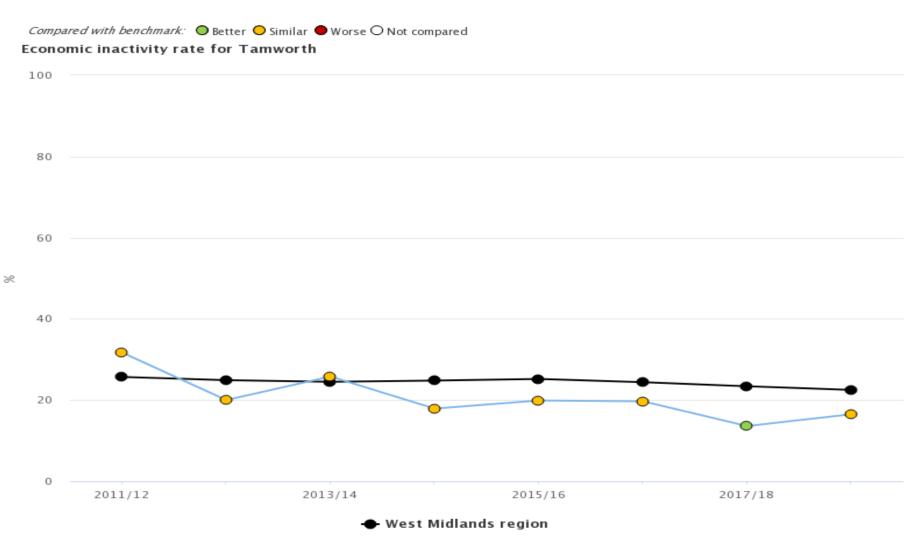


Source: Department for Business, Energy and Industrial strategy



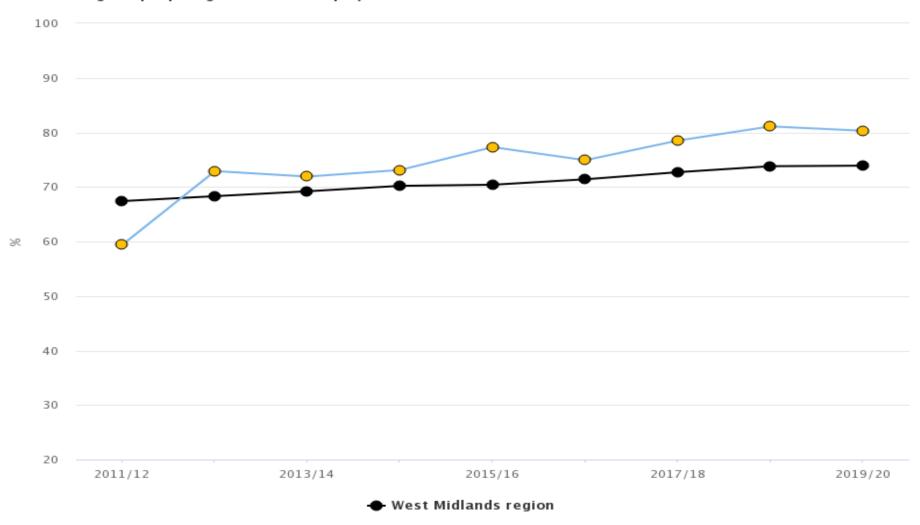
Source: Office for National Statistics: Public Health England Annual Births and Mortality Extracts

Work and the labour market



Source: Data is from the Annual Population Survey (data produced by ONS,





Source: Annual Population Survey - Labour Force Survey

Compared with benchmark:

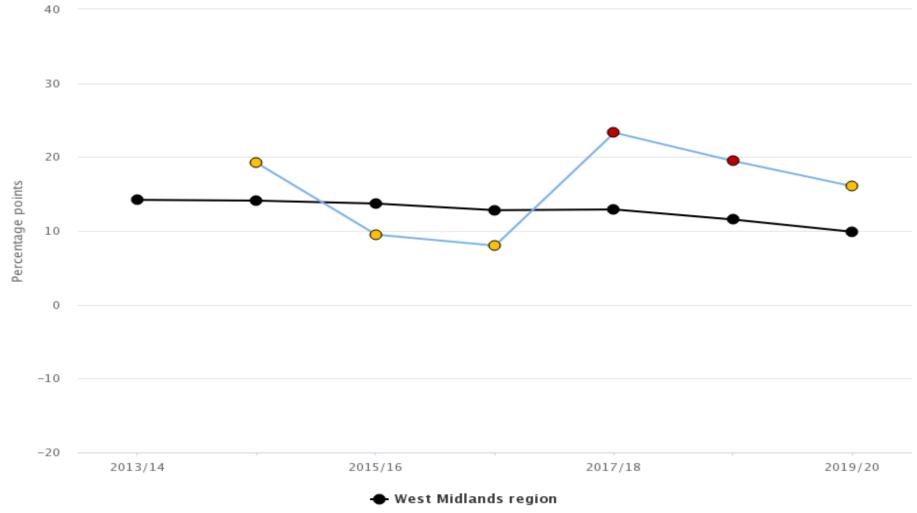
Better

Similar

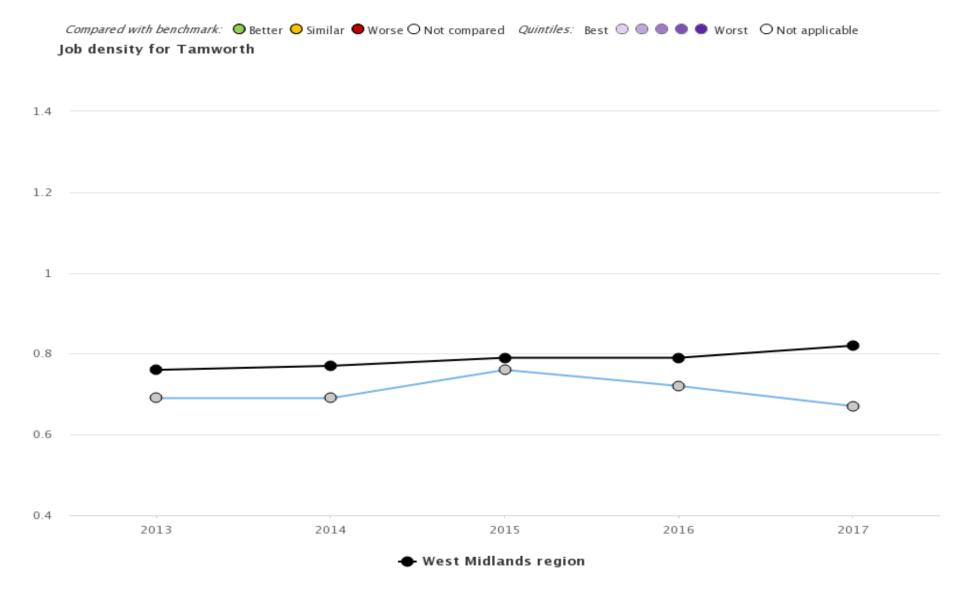
Worse

Not compared

Gap in the employment rate between those with a long-term health condition and the overall employment rate for Tamworth



Source: ONS Annual Population Survey



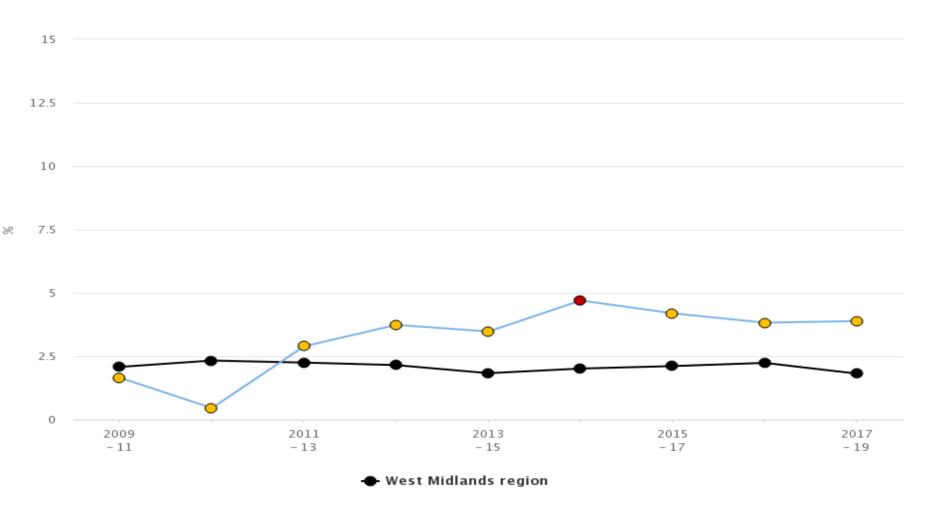
Source: Office for National Statistics, accessed via nomis

Compared with benchmark:

Better Similar Worse Not compared Quintiles: Best

Worse Worst Not applicable

Sickness absence - the percentage of employees who had at least one day off in the previous week for Tamworth



Source: Labour Force Survey - Data provided by ONS

10

æ

Compared with benchmark:

Better

Similar

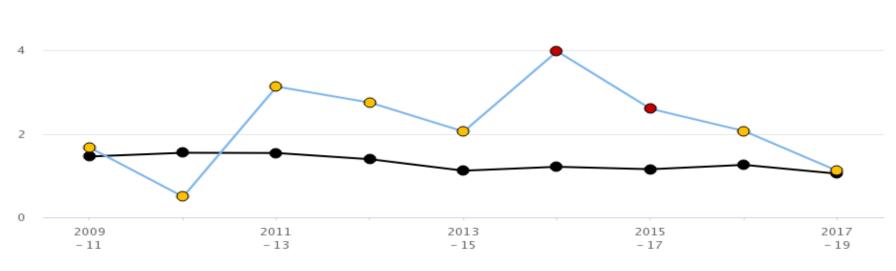
Worse

Not compared

Sickness absence - the percentage of working days lost due to sickness absence for Tamworth

8

6



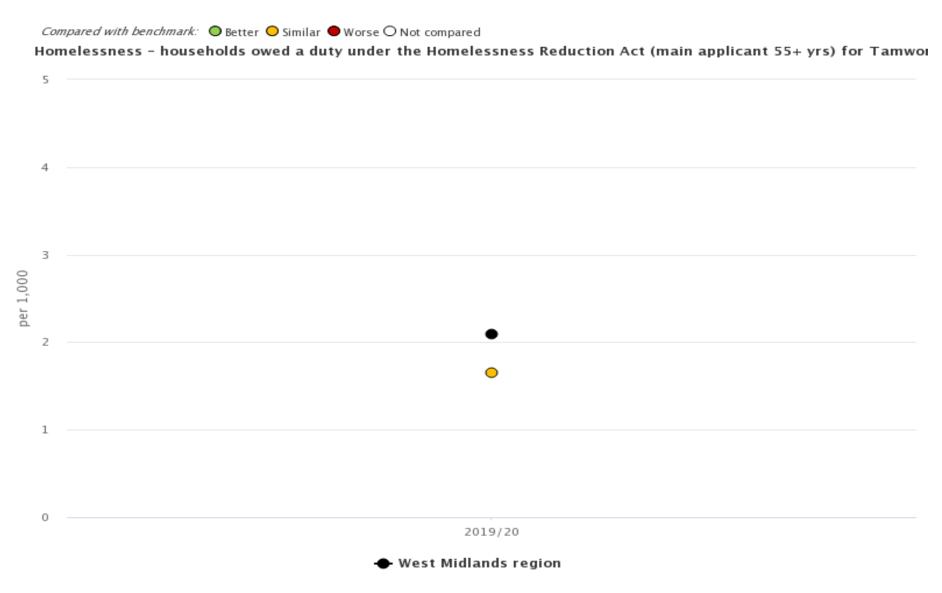
West Midlands region

Source: Labour Force Survey - Data provided by ONS

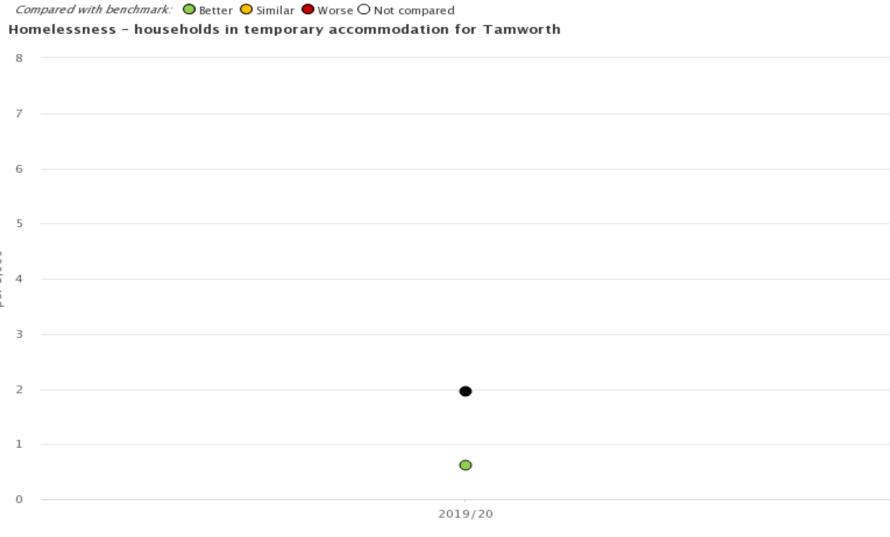
Vulnerability



Source: Ministry of Housing, Communities & Local Government

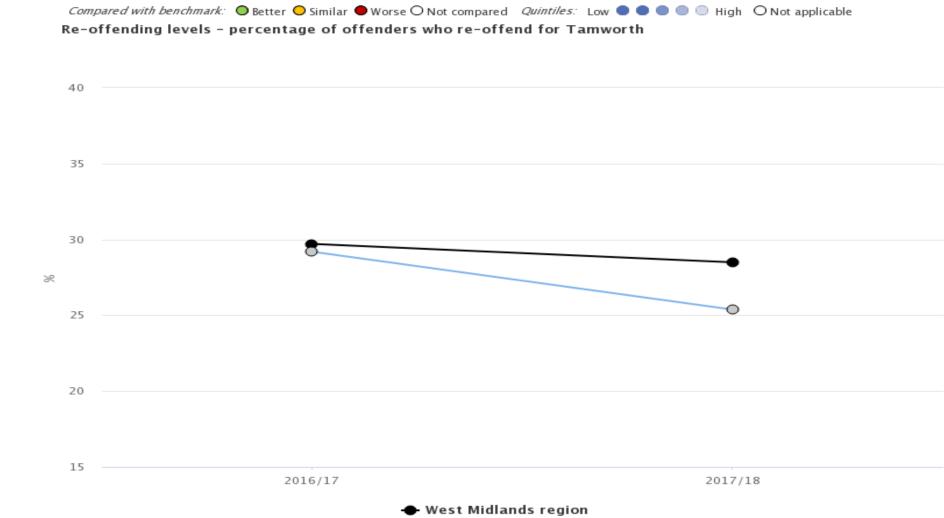


Source: Ministry of Housing, Communities & Local Government



West Midlands region

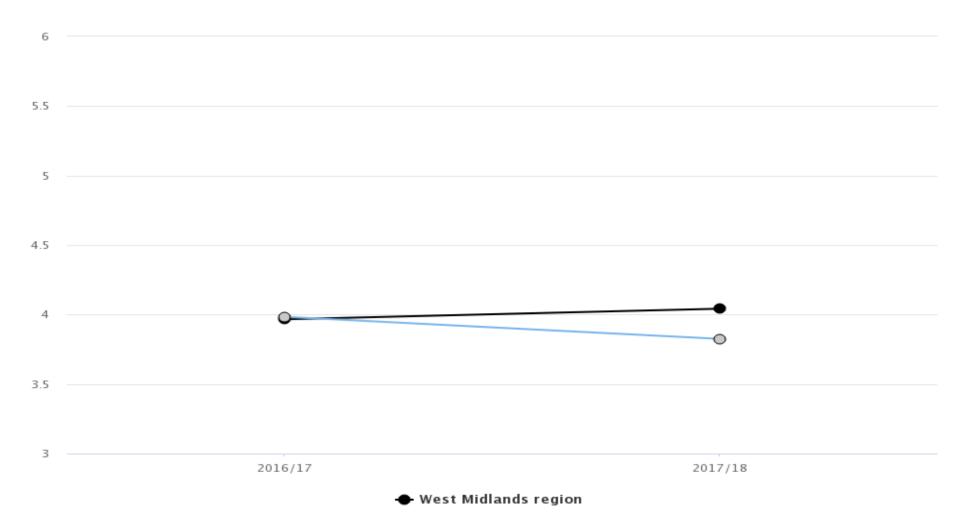
Crime



Source: Ministry of Justice.

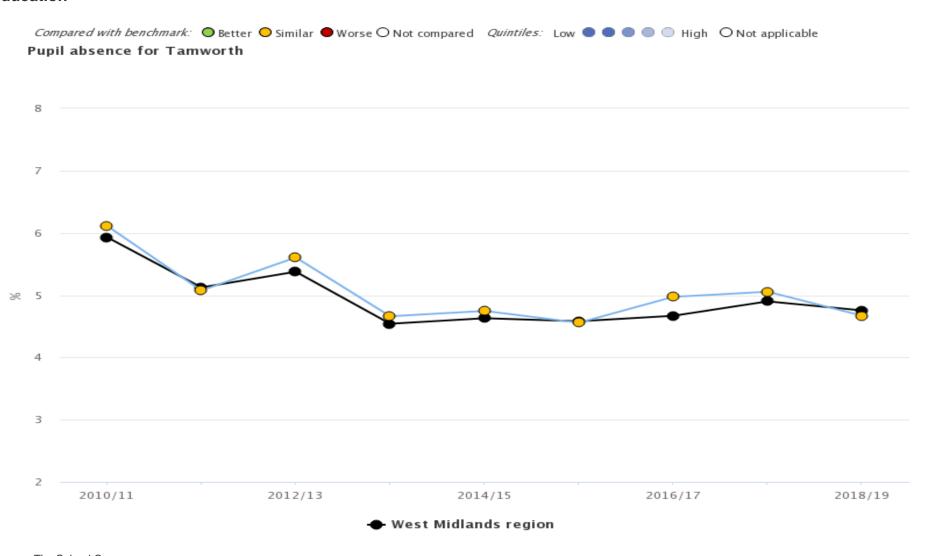


Re-offending levels - average number of re-offences per re-offender for Tamworth



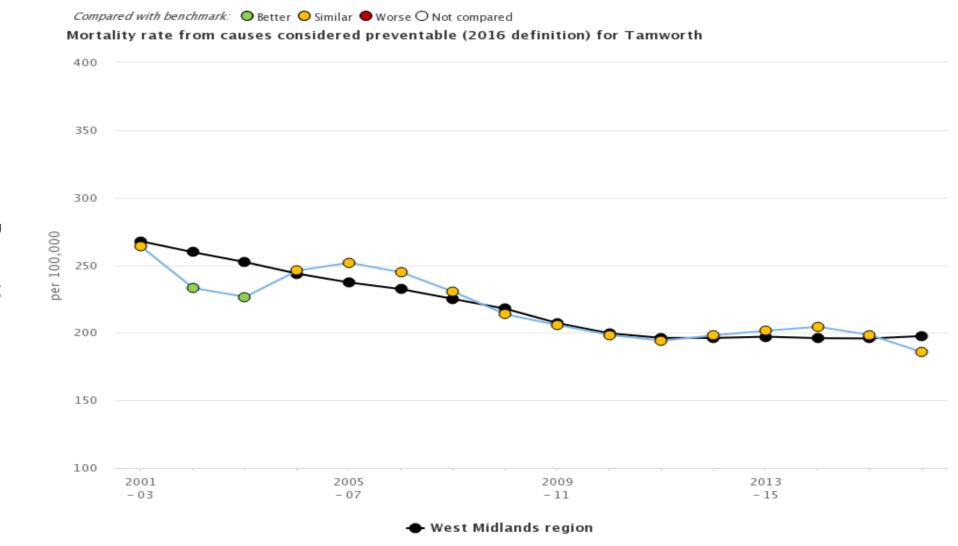
Source: Ministry of Justice

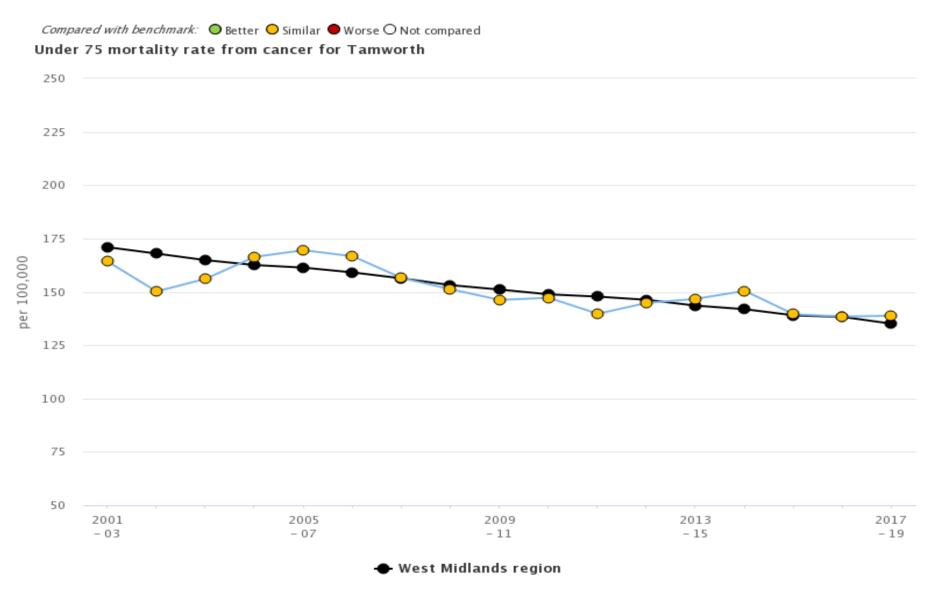
Education

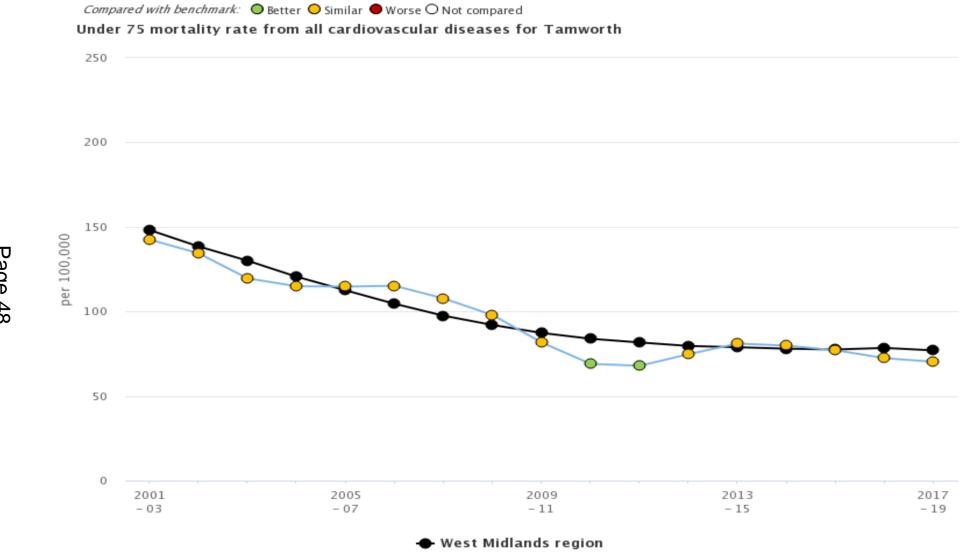


Source: The School Census.

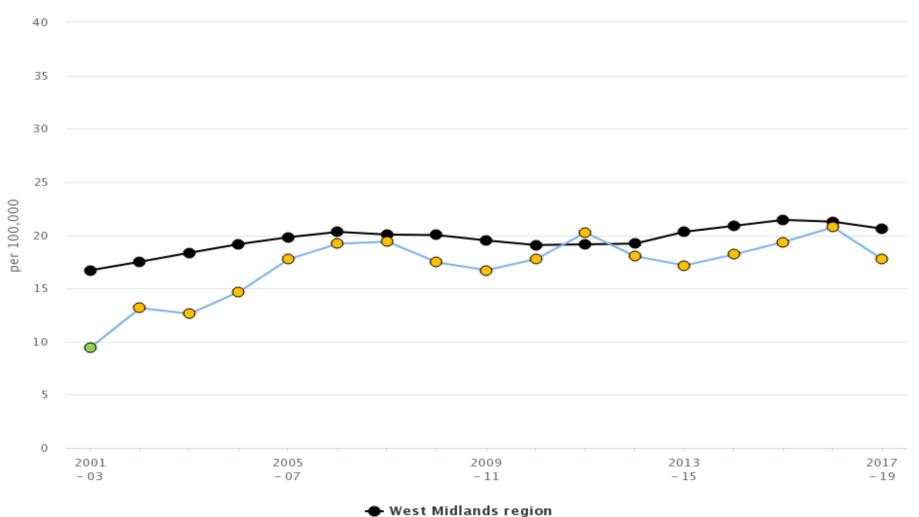
Health Outcomes



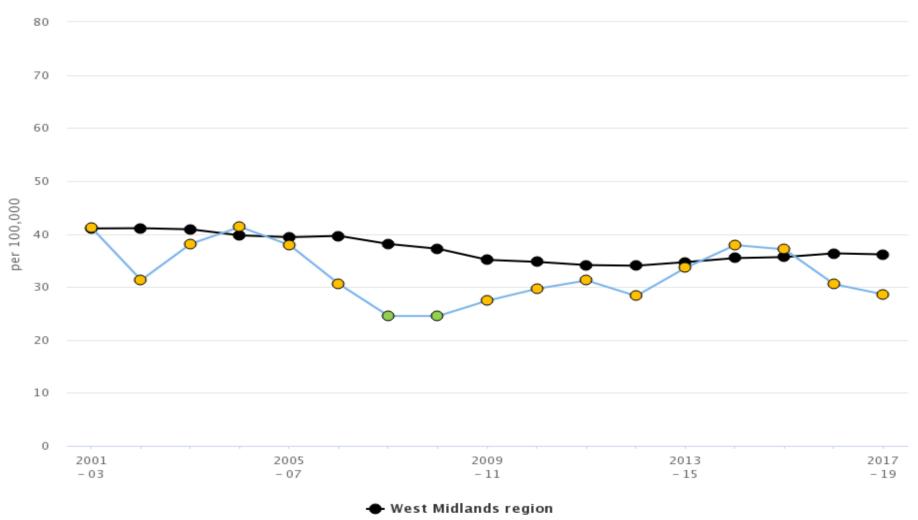












Tamworth Crime figures

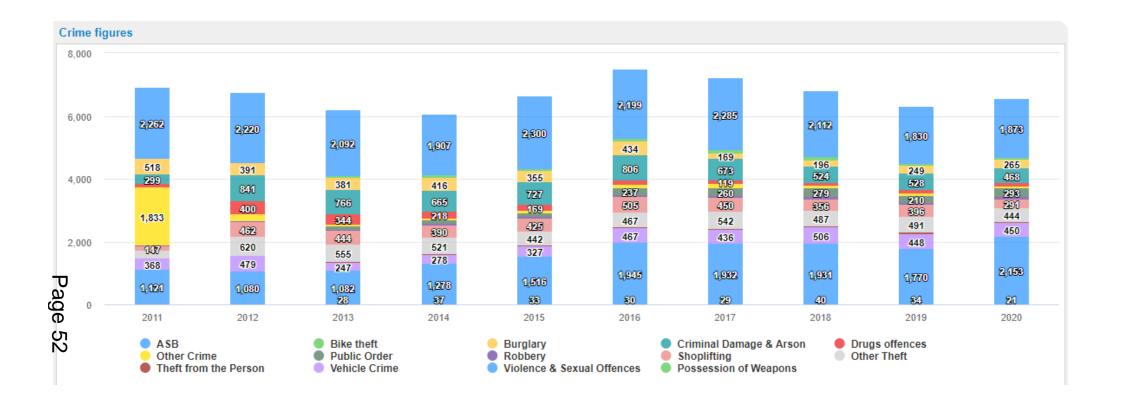
Crime figures for Tamworth are available from Police Data U.K. These are broken down into the following categories:

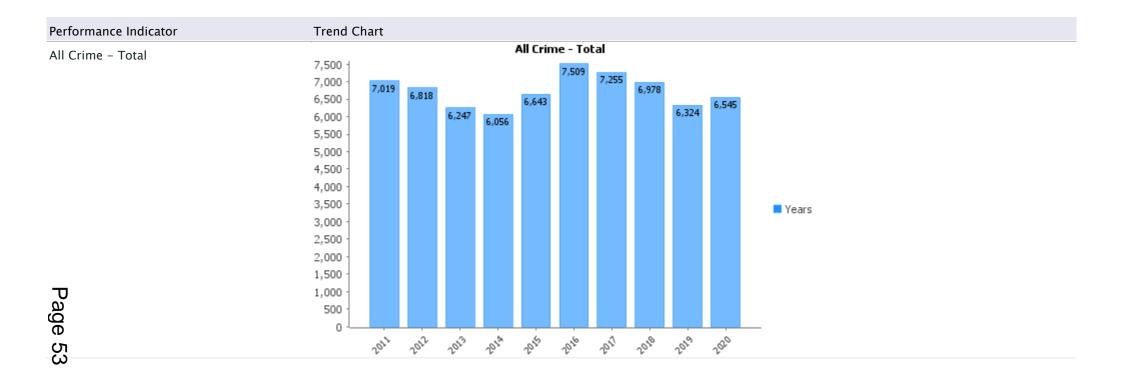
- Total Crime,
- · Anti-social behaviour,
- Bicycle theft
- Burglary,
- Criminal damage and arson,
- Drugs offences,
- Possession of weapons,
- Other crime

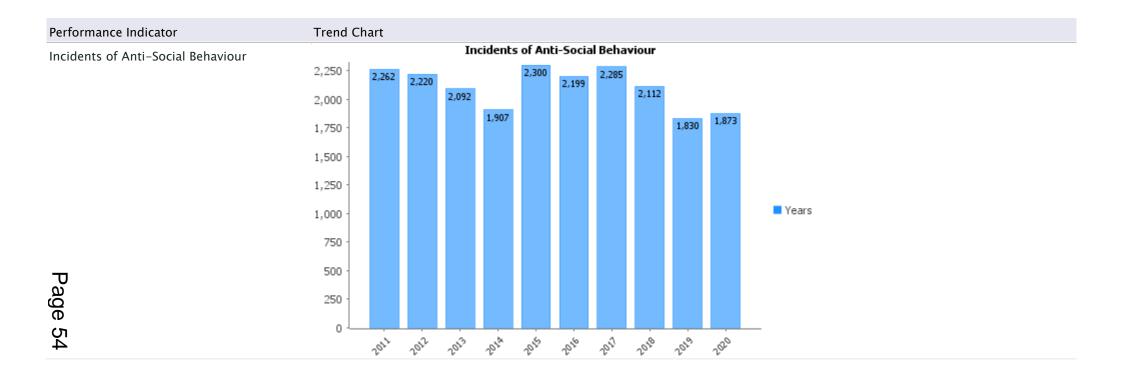
- Other theft,
- Public order,
- Robbery,
- Shoplifting,
- Theft from the person,
- Vehicle crimes,
- Violence and sexual offences.

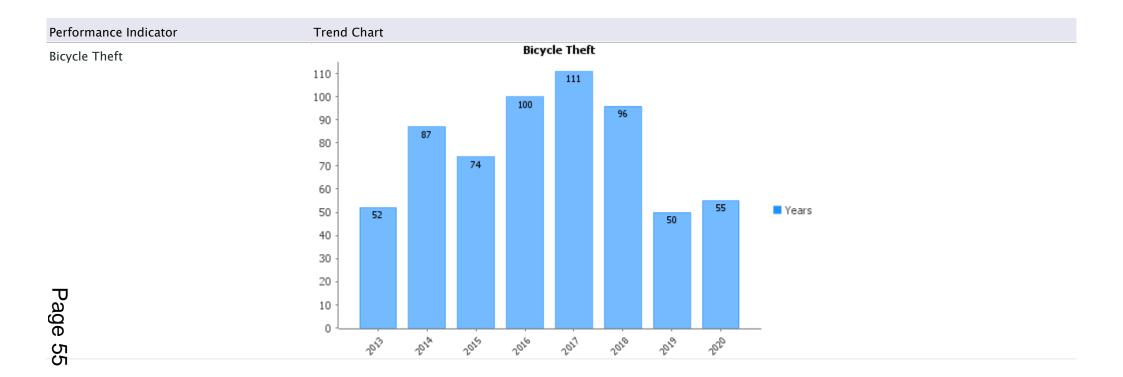
summary chart below shows that over the past few years the categories of anti-social behaviour and violence and sexual offences are the diagnest areas of crime.

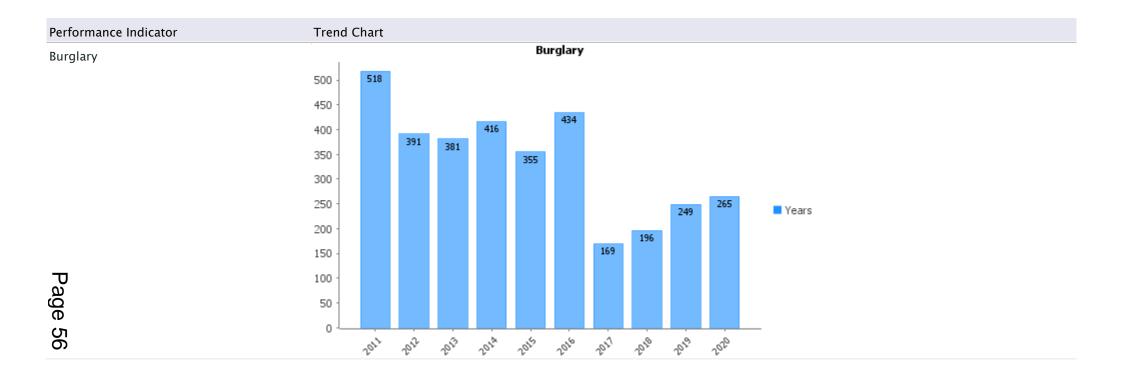
midividual charts for each crime category are shown below the summary chart.

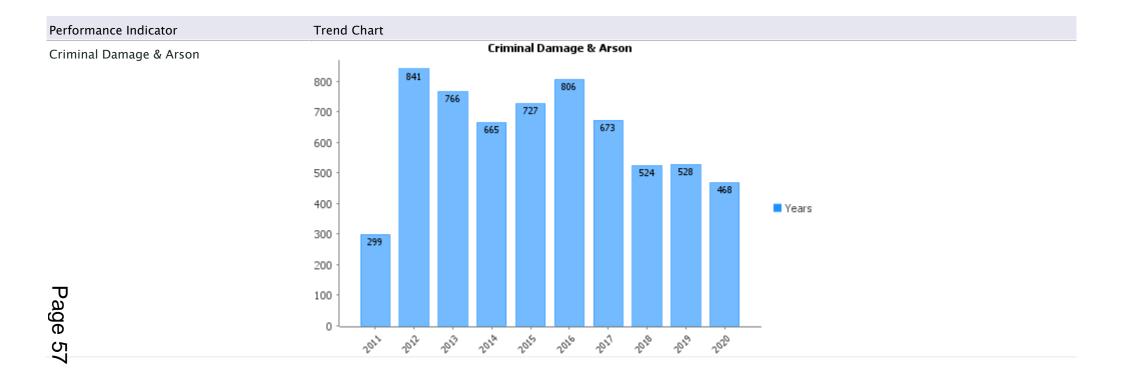


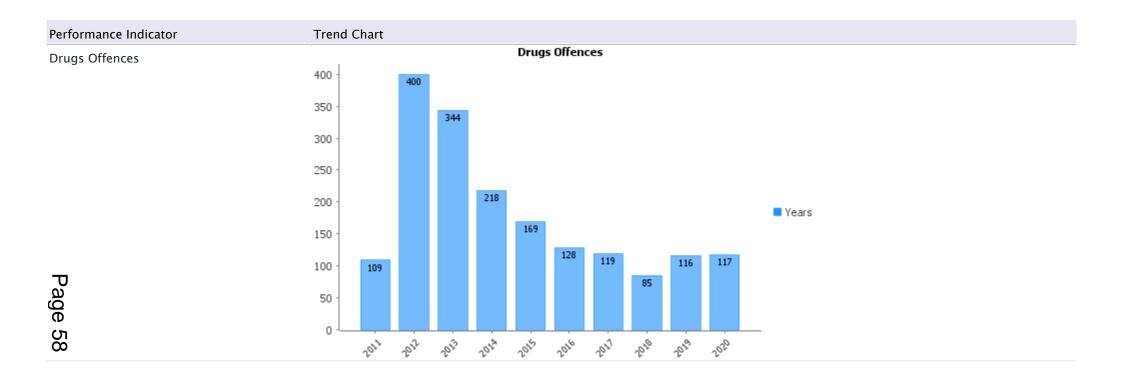


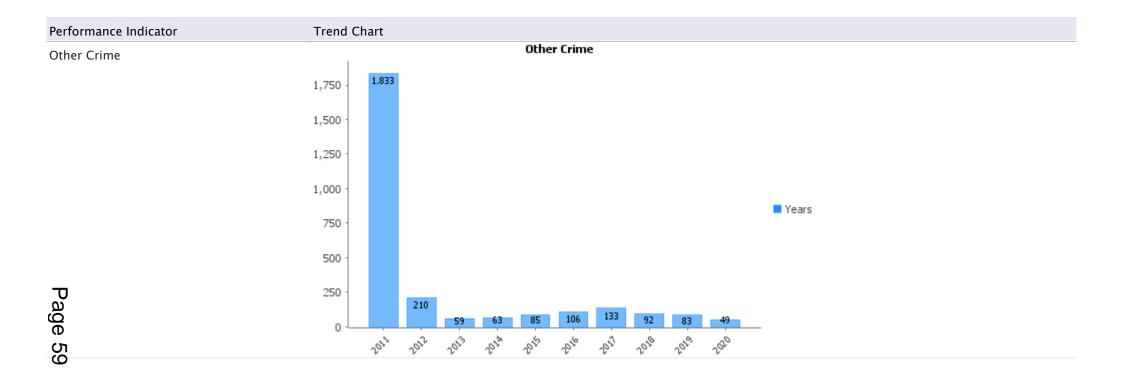


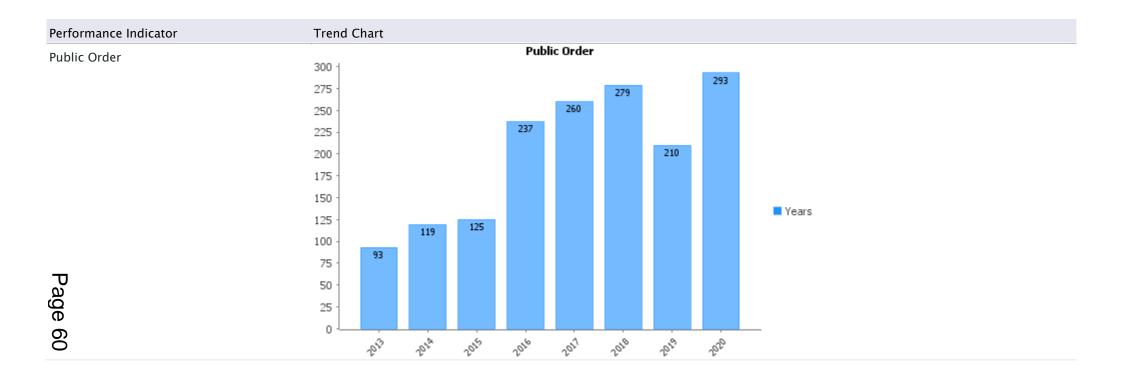


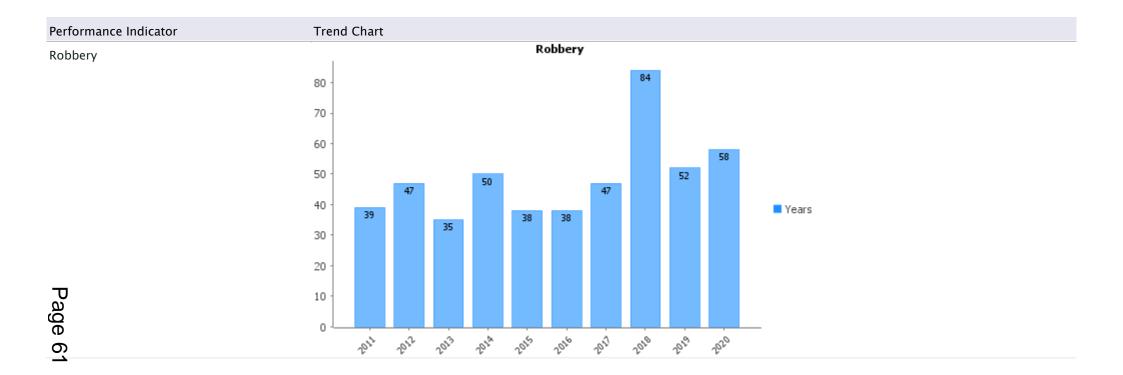


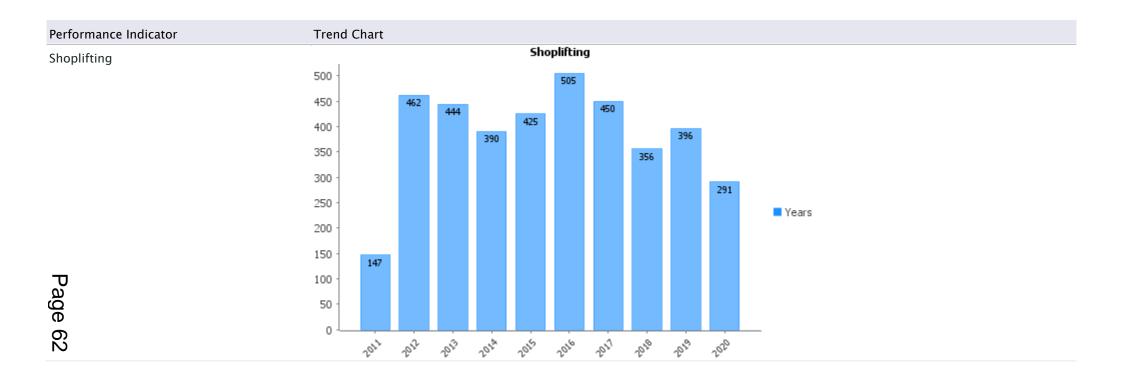


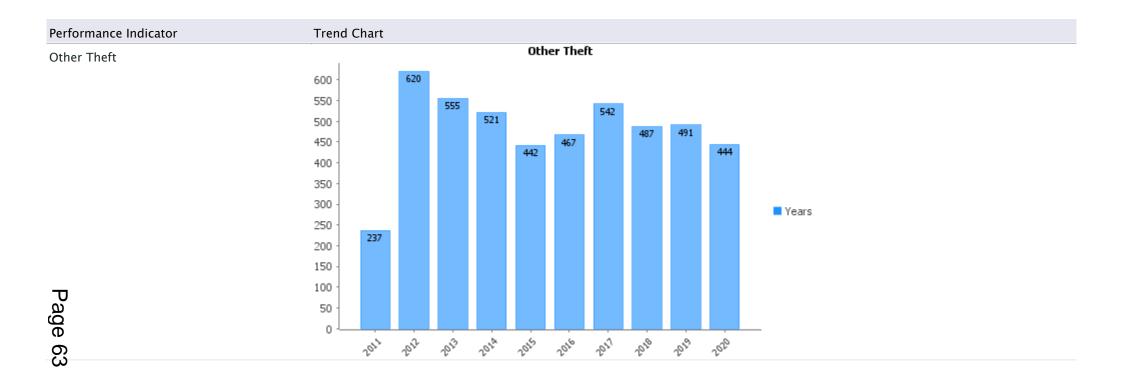


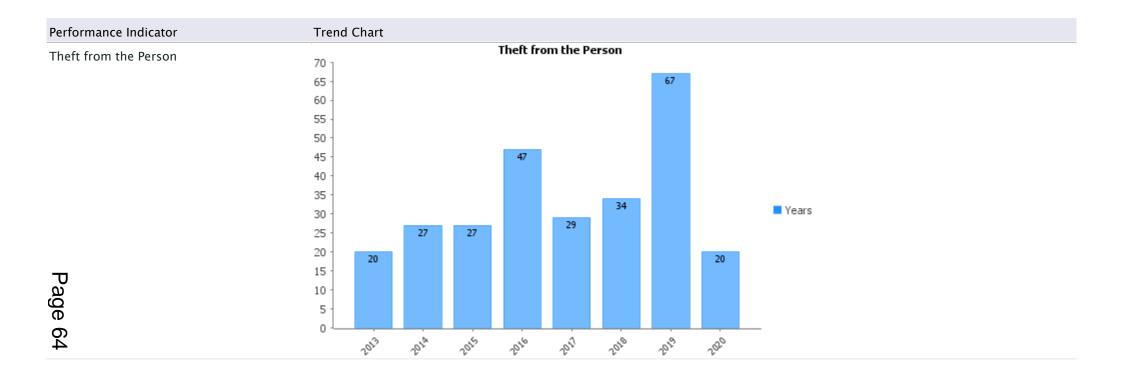


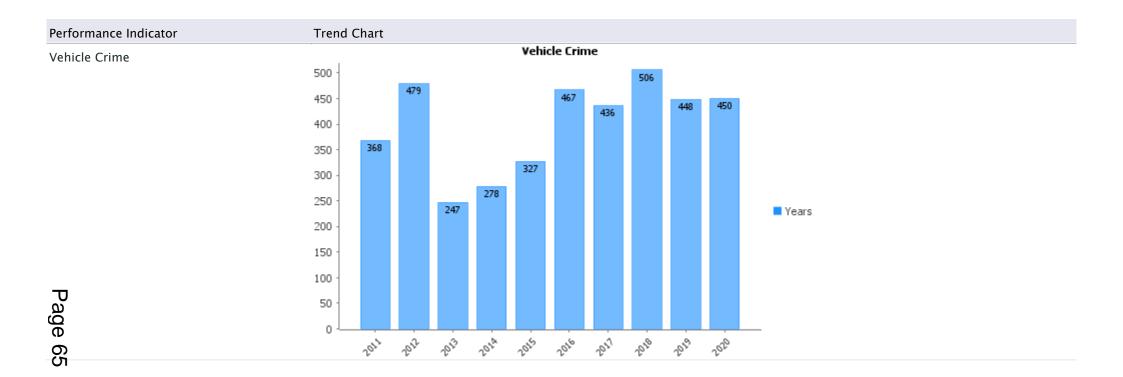


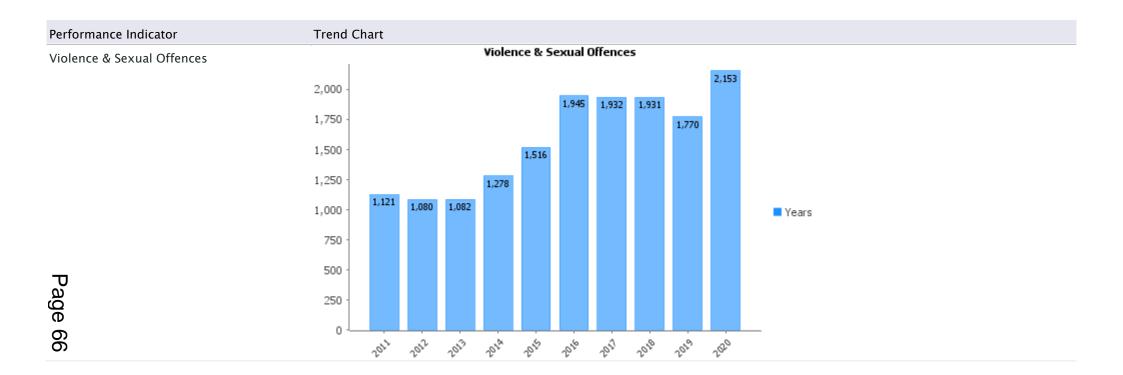


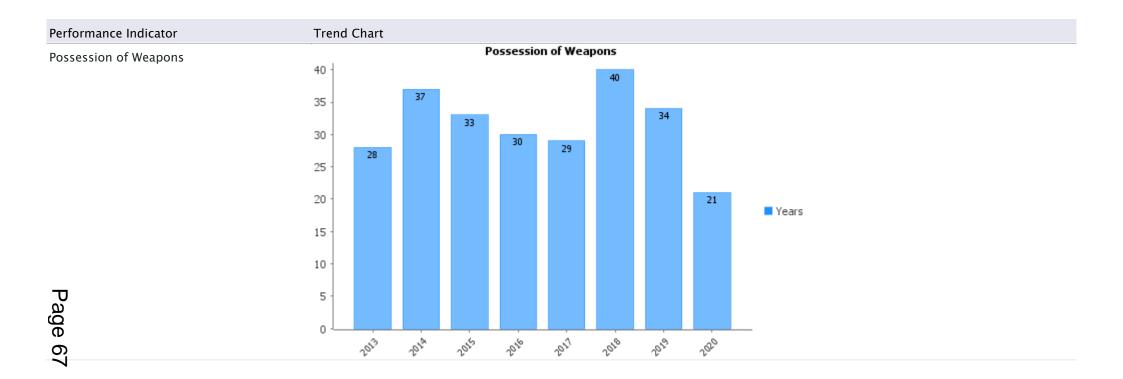












This page is intentionally left blank