



**MINUTES OF A MEETING OF THE
HEALTH AND WELLBEING SCRUTINY
COMMITTEE
HELD ON 25th JANUARY 2022**

PRESENT: Councillor R Claymore (Chair), Councillors D Maycock, M J Greatorex, J Harper, S Peale, R Rogers and J Wade

The following officers were present: Sarah McGrandle (Assistant Director Operations and Leisure), Tina Mustafa (Assistant Director Neighbourhoods), Paul Weston (Assistant Director Assets), Zoe Wolicki (Assistant Director People), Linda Ram (Public Relations Manager) and Tracey Pointon (Legal Admin & Democratic Services Manager)

Guest: Upkar Jheeta, Head of Primary Care Development, Midlands Partnership Foundation Trust

52 APOLOGIES FOR ABSENCE

There were no apologies for absence

53 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 30th November 2021 were approved as a correct record

(Moved by Councillor D Maycock and seconded by Councillor J Harper)

54 DECLARATIONS OF INTEREST

There were no declarations of interest.

55 UPDATE FROM MIDLANDS PARTNERSHIP FOUNDATION TRUST

The Chair welcomed the guests who were attending this meeting from Midlands Partnership Foundation Trust (MPFT) as requested by the Committee; Upkar Jheeta, Head of Primary Care Development also officers from Tamworth Borough Council Jo Sands, Assistant Director Partnerships and Linda Ram, Public Relations Manager.

Upkar updated on progress that has been made since the last update on 23rd September 2021. Co-produced a model with service users which looks at a whole spectrum of need. It is known from previous experiences that people fall in between the gaps of provision so the model that has been created as overlapping that prevents that gap in provision.

A series of Tender opportunities have now been launched for local organisations to bid for, around helping to support individuals to navigate through health services and also to help with some of the gaps in commissioning. Services out for tender:

- Housing in partnership with Tamworth Borough Council and local housing providers
- Also out for tender Financial Wellbeing, helping individuals to maximise benefits and help to reduce debt
- Life style service specifically for people suffering with severe mental health issues for a bespoke service for individual needs
- Future Focus – to look at local communities providing re-integration back into communities after clinical intervention giving local support. Hoping to have local service providers in place by April 2022.

Communications

Working with TBC to look at opportunities to create awareness around the transformation. At the last meeting innovations that are in place were discussed including, a Communications Officer to focus on how you make people aware of the transformation and make people aware of some of the work that is ongoing.

MPFT is also working in collaboration with Tamworth Borough Council, prompting events on social media platforms initially and developing further in terms of collaboration about joint marketing opportunities. Also discussed communication with any other stakeholders throughout Tamworth Borough Council partnerships and as a Council we will support MPFT to get the message out.

Now moved to a neighbourhood team that covers Tamworth, Lichfield and Burntwood and looking to enhance the team through additional voluntary sector services and it has been progressed to having a local presence.

The Committee sought clarification on the following:

- Committee were concerned that individuals with mental health issues were not having sight of the correct information contact., A piece of work has been commissioned on Health Literacy, and a style guide is being produced to help make sure the information is accessible and easy to read. Before any more literature is produced about the transformation and about how the service is going to change the style guide will mean it will be accessible for all.
- A mental health help line is open 24 hours a day 7 days a week, which is accessible to anyone with a mental health concern this number is

constantly promoted by the trust and voluntary sector organisations. The support has been enhanced to cover other support networks including financial support worker and substance misuse worker to offer extra support. Linda Ram will forward the number to Councillors

- Confirmed that money has been ring fenced to be allocated to the voluntary sector. Also exploring the opportunity of grants for local organisations that may not have the infrastructure to bid for money but are doing excellent work in terms of engagement and there may be opportunities to bid for grant funding over 3 years of the transformation. Commissioned services which should go live in April
- Are Tamworth based organisations involved? A light touch procurement system has been created called - Dynamic Procurement and local providers have been invited to register. It gives some small local groups the opportunity to bid for funding. Work has been ongoing with Support Staffordshire and their website is available to view providers. Tamworth Borough Council are also carrying out a piece of work looking at mapping out smaller local groups who may benefit from this support.

Resolved That

The Committee recommend to Cabinet to consider the feasibility of producing 'wellbeing portal' on Tamworth Borough Council website linked to MPFT Communications Team.

(Moved by Councillor D Maycock and seconded by Councillor S People)

56 RESET & RECOVERY

The Chair welcomed the Assistant Director, Neighbourhoods who gave an overview of the Recovery & Reset Programme to date. The work streams for the Health & Wellbeing Committee to discuss are:

Smart working

Customer Offer

Third Sector and Vulnerability Strategy

Assistant Director – People provided an update on the customer offer project there are four key work streams.

- Service Delivery
- Digital transformation - how we can deliver our services whilst ensuring our most vulnerable customers are supported.
- The environment where the service is delivered from
- Consultation and engagement strand with residents, staff, partners and elected members

The principle around the offer is that it is a portable service. The service can be delivered at any suitable venue. Committed to 5 days a week in the Town Centre with drop in service without appointment, to ensure vulnerable customers are retaining the face to face service.

The community engagement purpose is to get some generic feedback regarding Customer services pre, during and post pandemic and testing data that has been collated. Also getting feedback on an updated complaints policy.

A co-located back office with a town centre reception is the most efficient option. Focusing on digital acceleration. Committed to working with the community to enable them to get better with digital interaction. Constantly reviewing services. At the moment there is a face to face customer offer at the Assembly Rooms customer sign posting service. Signage as been improved following feedback from members for the services that are being providing. Also working with the CIC Together who can sign post customers. Aware there is a risk with using the commercial operation of the Assembly Rooms and the complex needs of some vulnerable customers, continuing to collect data and monitor the impact on the Assembly rooms.

The Offer 2022-2023 will be presented to Cabinet on 7th April and the longer term options will be developed in line with the Cabinet decision around the building utilization.

Working closely with agencies who are dealing with vulnerable residents and those and the organisations are assisting with the trial of the community engagement.

Committee sought clarity on the following

What is the current arrangement that is in place if people have sensitive business to discuss at the Assembly Rooms? It is a sign posting service depending on the nature of the enquiry. Vulnerable customers do have appointments to discuss sensitive queries.

Requested a breakdown of the types of queries that are presented. Council tax queries completing housing forms but has been very limited. This is a short term service that is running to April.

Head of Customer Experience meets with CIC every week to get an update on the types of enquiries that are being received and advises where these queries can be sign posted.

Smart Working

Assistant Director – People provided an update on the smart working stream. The recommendation taken to full Council in August was that the Council would adopt the principles of smart working recognising it was an enabler to decommissioning Marmion House and deliver a more tailored customer offer. Every role as been designated into three categories
43% designated as home workers
22 % designated as Hybrid
36.4% staff designated as site workers.
Now under formal consultation. All staff have an opportunity to appeal.

Committee sought clarity on the following:

A new Health and Safety Policy is to be implemented for Officers working from home. The homeworking allowance will contribute to broad band and utilities costs.

Members were concerned of higher stress and mental health issues through staff working from home. There has been a reduction in sickness absence during the pandemic. Staff are encouraged to talk to each other through teams meetings, one to one meetings on a weekly basis and monthly face to face meetings.

Members asked if there were email protocols in the time taken in answering email queries. Part of the organisational development strategy will include further details.

Third Sector & Vulnerability Offer

Update from Assistant Director – Partnerships, this was accelerated through Covid pandemic and the work with the voluntary sector is still ongoing. At the beginning of the pandemic a piece of work was commissioned around looking at vulnerability and what TBC had direct impact on and what other things affected people's vulnerability.

Vulnerability streams continuing

Age

Financial & Wellbeing

Mental Health

Homelessness Services

Housing Services

The vulnerability project has helped identify people that were not accessing any services before the pandemic. Now looking to model the service linked to SMART Working.

Also looking at adopting a voluntary sector pledge with Support Staffordshire to look at how the voluntary sector could have a voice currently in talks with the Portfolio Holder and looking to take this to Cabinet.

RESOLVED: That

Cabinet consider another location other than that of the Assembly Rooms for interim front of house customer services as quickly as possible.

(Moved by Councillor J Harper and seconded by Councillor M Greateorex)

57 OPEN SPACES & OUTDOOR LEISURE UPDATE

Update from Sarah Mcgrandle Assistant Director – Operations & Leisure

Leisure Services Tender – after failing to receive any returns the 8 companies who had expressed an interest were contacted and the project implementation document documentation and the project plan was updated and went back out to tender and are currently in negotiations with one company this includes Plain Pitches Assessment the Open Spaces Assessment and the Indoor and Outdoor Sports Pitches feasibility

Queens Platinum Jubilee Celebrations

Proposed plan of Celebrations

- Beacon Lighting Event
- Platinum Path – Celebrating the 8 decades of the reign of Queen Elizabeth
- Street parties, big Lunch in the Castle Grounds.

Tamworth in Bloom is back and the floral displays will be supporting the Queens Jubilee and the Commonwealth Games.

Amington Community Woodland

A large piece of open space to be built into the nature park, part of the planned proposals when the Golf course was sold. Funded with Section 106 funding and agreed at Cabinet in February 2019 but was held up due to the pandemic. A report went back to Cabinet in January to refresh the timeline and funding. A name change has been proposed and accepted, it will now be called Amington Nature Park.

It was confirmed that funding for maintenance will be provided by the 106 agreement for the first 10 years.

58 UPDATE FROM THE CHAIR

Motions without notice rule 4.13

Interruption of the meeting rule 4.9.1

RESOLVED That;

The meeting will continue till 9pm

(Moved by Councillor R Claymore and seconded by Councillor D Maycock)

Chair updated on attending an online course with the LGA on Effective Scrutiny. If anyone would like any other information contact the Chair or Vice Chair who will forward slides and information that was extremely useful.

An email has been forwarded to members regarding Health & Wellbeing Board Strategy Consultation, the Chair will forward further details.

59 RESPONSES TO REPORTS OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE

The following Recommendation was delivered to Cabinet on 16th December

that the Committee recommend to Cabinet that Cabinet's attention be drawn to mental health service delivery in Tamworth and request that Cabinet make it a priority for their time and concern.

(Moved by Councillor Dr S Peaple and seconded by Councillor P Brindley)

Cabinet agreed to hold the recommendation in abeyance following feedback of Staffordshire County Council's position in terms of Health in Every Policy discussion and invite the Committee back to a later Cabinet for a further discussion

60 CONSIDERATION OF MATTERS REFERRED TO THE HEALTH & WELLBEING SCRUTINY COMMITTEE FROM CABINET OR COUNCIL

None

61 UPDATE ON HEALTH RELATED MATTERS CONSIDERED BY STAFFORDSHIRE COUNTY COUNCIL

Written update was attached to the agenda which provides an overview of the two Staffs County meetings attended by Cllr D Maycock 29th November and 13th December

Chair to email the date for the Wider Determinants of Health session to be held at County

Chair of Staffordshire County Council Health & Care Overview Scrutiny Committee stated he would help with the communications between the practices involved with the CCG and Cllr D Maycock is still waiting for a response

The Committee requested that the Chair speaks to the County Councillor for Health around attendance at the Health & Wellbeing Committee.

62 FORWARD PLAN

No additional items were identified from the Forward Plan at this time

63 HEALTH & WELLBEING SCRUTINY WORK PLAN - 2021/22

Committee considered the Work Plan Added an update on the Reset & Recovery work streams for the 29th March meeting

64 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED: That members of the press and public be now excluded from the meeting during consideration of the following item on the grounds that the business involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

(Moved by Councillor R Claymore and seconded by Councillor D Maycock)

65 DELIVERY OF DISABLED FACILITIES GRANTS

RESOLVED that the recommendations within the Report be approved.

(Moved by Councillor R Claymore and seconded by Councillor Dr. S Peaple)

Chair