



Borough of Tamworth

Marmion House,  
Lichfield Street, Tamworth,  
Staffordshire B79 7BZ.

Enquiries: 01827 709 709  
Facsimile: 01827 709 271

## HEALTH AND WELLBEING SCRUTINY COMMITTEE

17 January 2022

Dear Councillor

A Meeting of the Health and Wellbeing Scrutiny Committee will be held in **Council Chamber, Marmion House, Lichfield Street, Tamworth, B79 7BZ on Tuesday, 25th January, 2022 at 6.00 pm.** Members of the Committee are requested to attend.

Yours faithfully

A handwritten signature in black ink, appearing to be 'AOS', followed by a horizontal line extending to the right.

Chief Executive

### A G E N D A

### NON CONFIDENTIAL

- 1 **Apologies for Absence**
- 2 **Minutes of the Previous Meeting (Pages 5 - 14)**
- 3 **Declarations of Interest**

*To receive any declarations of Members' interests (personal and/or personal and prejudicial) in any matters which are to be considered at this meeting.*

*When Members are declaring a personal interest or personal and prejudicial 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 personal and prejudicial interest in respect of which they do not have a dispensation.*

**4 Update from Midlands Partnership Foundation Trust**

*(To receive a further update from the Midlands Partnership Foundation Trust and Officers of the Council)*

**5 Reset & Recovery (Pages 15 - 22)**

*To receive an update on Reset & Recovery including on the SMART Working, Third Sector & Vulnerability and Customer Service Offer Workstreams.*

**6 Open Spaces & Outdoor Leisure update**

*(To receive a verbal update from the Assistant Director, Operational Services and Leisure)*

**7 Update from the Chair**

**8 Responses to Reports of the Health & Wellbeing Scrutiny Committee**

*(Update on responses to recommendations from the Health & Wellbeing Scrutiny Committee to Cabinet)*

**9 Consideration of matters referred to the Health & Wellbeing Scrutiny Committee from Cabinet or Council**

*(Discussion item)*

**10 Update on health related matters considered by Staffordshire County Council**

*(To receive the Digest from Staffordshire County Council's Health and Care Overview and Scrutiny Committee and an update from County Councillor T Jay)*

**11 Forward Plan**

Please see the link to the Forward Plan:

<http://democracy.tamworth.gov.uk/mgListPlans.aspx?RPId=120&RD=0&bcr=1>

**12 Health & Wellbeing Scrutiny Work Plan - 2021/22 (Pages 23 - 26)**

*To consider items for 2021/22 Health & Wellbeing Scrutiny Committee Work Plan*

**13 Exclusion of the Press and Public**

To consider excluding the Press and Public from the meeting by passing the following resolution:-

*“That in accordance with the provisions of the Local Authorities (Executive Arrangements) (Meeting and Access to Information) (England) Regulations 2012, and Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the consideration of the following business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A to the Act and the public interest in withholding the information outweighs the public interest in disclosing the information to the public”*

At the time this agenda is published no representations have been received that this part of the meeting should be open to the public.

**14 Delivery of Disabled Facilities Grants (Pages 27 - 36)**

*(Report of the Assistant Director, Assets)*

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**Access arrangements**

*If you have any particular access requirements when attending the meeting, please contact Democratic Services on 01827 709267 or e-mail [democratic-services@tamworth.gov.uk](mailto:democratic-services@tamworth.gov.uk). 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.*

*If a member of the public is particularly concerned about being filmed, please contact a member of Democratic Services before selecting a seat.*

**FAQs**

*For further information about the Council's Committee arrangements please see the FAQ page [here](#)*

To Councillors: R Claymore, D Maycock, M J Greatorex, J Harper, J Jones, S Peaple, R Rogers, J Wade and County Councillor T Jay

DRAFT



**MINUTES OF A MEETING OF THE  
HEALTH AND WELLBEING SCRUTINY  
COMMITTEE  
HELD ON 30th NOVEMBER 2021**

PRESENT: Councillors D Maycock (Vice-Chair, in the Chair), P Brindley, M J Greatorex, J Harper, R Rogers, J Wade and Dr S People

The following officers were present: Sarah McGrandle (Assistant Director Operations and Leisure) and Jo Hutchison (Democratic Services, Scrutiny and Elections Officer)

**41 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Rosey Claymore, Sheree People, Jason Jones and County Councillor Thomas Jay.

Councillor Daniel Maycock chaired the meeting in Councillor Claymore's absence and Councillor Dr Simon People attended as Councillor Sheree People's substitute.

**42 MINUTES OF THE PREVIOUS MEETING**

The minutes of the meeting held on 19<sup>th</sup> October 2021 were approved as a correct record.

*(Moved by Councillor P Brindley and seconded by Councillor J Harper)*

**43 DECLARATIONS OF INTEREST**

There were no declarations of interest.

**44 UPDATE FROM THE CHAIR**

The Chair reported that Councillor Claymore, and the two other Scrutiny Chairs, Councillors Goodall and Jay had met with the Executive Director, Communities to discuss the Recovery & Reset project and in particular the proposal for consideration of work stream areas by the three scrutiny committees.

The Chair reported that the proposal was that three workstreams; SMART working, Third Sector & Vulnerability and Customer Service Offer workstreams, were considered at the Health and Wellbeing Scrutiny Committee. Further it was reported that an overall Recovery & Reset work plan for the next 12-24 months would be populated and shared so that the scrutiny committees would have visibility of key decision points in respect of each workstream which could support activities being planned into each scrutiny committee's work plan (as required).

Councillor J Wade joined the meeting at 6.04pm.

## **45 LEISURE SERVICES AND OPEN SPACES OVERVIEW**

The Chair welcomed the Assistant Director, Operations and Leisure, Ms S McGrandle, to the meeting to provide an overview of the work undertaken in respect of leisure services and open spaces and to receive any feedback on further areas of focus which the Committee would like to consider.

The Assistant Director updated the Committee on the recent tender opportunity to appoint consultants to undertake the following work:

1. to renew the Council's open spaces assessment
2. to complete a new indoor and outdoor sports assessment
3. to undertake a leisure feasibility study for the new Gungate proposal

She reported that whilst there were several expressions of interest there were no returns to the tender and feedback was being sought as to the reasons for this. The tendered work would inform the Local Plan and planning decisions. It was reported that the Council was engaging with the companies who had expressed interest, but had not tendered, to understand the reasons, and following that the Council would consider whether to retender the work with different timescales, or whether to pursue other options to deliver the Council's requirements.

The Assistant Director reported on the impact of COVID on leisure services and open spaces, which was heavily impacted by indoor leisure facilities being closed and resulted in all Tamworth open spaces being heavily used. It was reported that street scene staff were impacted by requirements to isolate during the first lockdown, as well as revised working practices. Many volunteers supported at this time and worked with the Council. Following the gradual re-opening over the summer it was reported that there was still a heavier use of outside spaces and facilities than previously and accordingly work had been undertaken and was ongoing to ensure outside spaces were fit for purpose, including installing additional outdoor gym equipment in the Castle Grounds as well as providing additional information to support its use, installing table tennis tables, and additional picnic benches and benches and further the tennis courts in the Castle Grounds would be refurbished in the new year.

The volunteers at the seven local nature reserves in Tamworth had restarted activities from September 2021 and the Council was fully supporting these together with Staffordshire Wildlife Trust.

The cycle path networks in Tamworth, which was part of Staffordshire County Council highways network, was reported to be one of the most extensive in Staffordshire which was largely linked up throughout the town and it was reported that the County Council had offered to complete the missing links.

The Assistant Director reported that more events had been held outdoors over the last 12 months or so, including drive through cinema screening, outdoor theatre, food festivals and food markets, with a temporary outdoor roller rink planned for a week pre-Christmas.

The Assistant Director reported that Tamworth in Bloom would be back for 2022 and that this involved significant community involvement and that this planned to link in with the Commonwealth Games being held in the midlands in 2022.

The Assembly Rooms now had a cinema screen installed which would show daytime Christmas films and would be capable of delivering live screenings.

Overall, the work of the team had looked to adapt to what the local population wanted. The Assistant Director reported that the work being tendered would support looking at what the revised demographic in Tamworth wanted in terms of leisure and open spaces services and it was expected that the impact of COVID would be clear and this would help shape services locally.

The Committee commented and sought and received clarification in the following areas:

- the importance of promoting and supporting Tamworth by focussing on activities around hospitality, leisure and heritage, and the importance of installing benches to support the use of the outside space.
- the importance of publicity when organising live events.
- the Committee welcomed the work to connect the cycle paths and highlighted that it would be important to ensure that all users, cyclists and pedestrians, considered other users on the networks. Clarification was sought any consultation which had taken place with local cycle groups and it was confirmed that this would be undertaken as part of the sports assessment activities.
- The work of the outdoor team was praised, including the implementation of the new initiatives.
- It was agreed that the work which had been put out to tender would be likely to play an important role in shaping the strategic leisure offer locally and as such the Committee would welcome a further update from the Assistant Director on how this work would be taken forward following the lack of any tenders being received.
- Whether consideration had been given to seeking Green Flag status for parks in the town to help support leisure tourism. It was reported that this had been applied for this previously, and that it could be reconsidered, although the local nature reserves were already designated and if correctly marketed, these would support the leisure offer significantly.
- Whether consideration could be given to re-introducing trim tracks to Tamworth's parks. The Assistant Director reported that there were

conversations with local clubs to support schemes such as this, and similar schemes were planned as part of work around the community woodland, on open space on the former golf course.

- It was highlighted that as a borough Tamworth's obesity levels were the highest in Staffordshire and activities to address this would be important. It was noted that the risk assessments undertaken for the cardiac gym had highlighted that the current building and the vulnerability of the users indicated that this could not re-open in its current format.
- What events and activities were planned for the Jubilee and Commonwealth Games where it was confirmed that events were planned which would tie in to the Tamworth in Bloom work and engaging and working with local communities.
- In terms of the local nature reserves it was reported that the council works with Staffordshire Wildlife Trust, and in certain areas additional volunteers were sought, as some volunteers had not returned following the pandemic. However, a new initiative involving younger people as Wildlife Rangers had been launched.
- Further details were sought on Tamworth in Bloom campaign and the long term vision for this given the changing demographic for Tamworth. The Assistant Director reported that Tamworth in Bloom was not all about the flowers and whilst the planting did aim to ensure that the town looked attractive for visitors, there was significant community engagement as part of Tamworth in Bloom and the judging route extended outside the town centre and involved the Community Fire Station and other community groups. There would be sustainable planting in many areas. Work on the nature reserves was a key part, including river re-profiling projects, boardwalk improvements, meadow creation, and this supported the town's success in the campaign. The evolution going forwards would be into what would be more sustainable.
- Requested that consideration be given for the future evolution of the town centre planting, in particular the Castle Ground beds, to include more sustainable planting and engaging with the public around this.
- Whether planting could be considered for additional areas of Tamworth, where it was reported that for all additional planting there were additional maintenance requirements and to extend into areas could be possible with community support from the areas.

The Committee thanked the Assistant Director for her attendance.

## **46 MENTAL WELLBEING THEME**

The Chair reminded members that the Committee had identified mental wellbeing as a theme which it wished to consider through its work plan and accordingly many of the reports and presentations considered so far this year had related to this theme. They included including presentations / reports from:

- the Midlands Partnership Foundation Trust, in respect of the delivery of local mental health services,
- the Assistant Director Partnerships covering the Tamworth Community Safety Partnership plan and other partnership activities to address health inequalities,



- the Assistant Director, Neighbourhoods on homelessness,
- the Assistant Director, Operations and Leisure on leisure and open spaces; and
- the Members Seminar in October 2021 where members received presentations from various local voluntary sector organisations including:
  - Staffordshire Council of Youth Voluntary Services (SCYVS)
  - Support Staffordshire
  - Community Together CIC
  - Heart of Tamworth
  - Tamworth Samaritans
  - Places of Welcome
  - Citizens Advice Mid Mercia
  - Tamworth's Befriending Service
  - And others.

The Chair reported that the Staffordshire County Council Health & Care Overview & Scrutiny Committee had an Inquiry day identified to consider further the Wider Determinants of Health across Staffordshire, and whilst details on the coverage of this Inquiry day were not yet available, it was possible that this could provide further information relevant for the Committee's consideration of the mental wellbeing theme.

This agenda item had been included to provide members with an opportunity to scope out further and identify any additional areas where the Committee wanted to focus further, through working groups or otherwise.

Councillor R Rogers left the meeting at 7.20pm

The Committee revisited suggestions raised at earlier Committee meetings and commented on the following:

- The benefits of encouraging all councillors to complete mental health first aid training to enable councillors to support residents.
- Food security, and also more broadly debt and insecurity issues, which local charities had highlighted were areas where local advice was being sought.
- To build on the experience of the work during the pandemic to support the vulnerable by further co-ordination of the relevant voluntary groups to support mental wellbeing in a focussed way through the partnerships team, by supporting and enabling local organisations to sign post to the relevant local group in Tamworth, and by utilising local support to help local residents access support whether in Tamworth or beyond.
- The benefits of further visible sign-posting in the borough to where mental health support can be accessed. The Committee requested that the Midlands Partnership Foundation Trust (MPFT) be invited back to the next Committee meeting to provide an update on the communication plan for Tamworth of the services available. The Chair agreed to liaise with County Councillor T Jay for his support in engaging Staffordshire County Council in seeking to ensure the delivery of mental health services locally

and to support in the communication to Tamworth residents of the MPFT services which were available.

**RESOLVED** 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 Peuple and seconded by Councillor P Brindley)*

**47 RESPONSES TO REPORTS OF THE HEALTH & WELLBEING SCRUTINY COMMITTEE**

There were no items to report to the Committee.

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

There were no matters referred to the Committee

**49 UPDATE ON HEALTH RELATED MATTERS CONSIDERED BY STAFFORDSHIRE COUNTY COUNCIL**

The Chair reported that there was a written update of the 25 October 2021 County meeting.

In addition the Chair reported that he had attended the Staffordshire County Council Health & Care Overview and Scrutiny Committee meeting on 29 November 2021 which had received an update on Public Health matters in Staffordshire, where broadly speaking there was improvement, in terms of sexual health.

The Chair reported that he had raised two local issues at that meeting:

- in terms of smoking cessation clinics, he had sought clarification in respect of the provision of both pharmacological and behavioural interventions where it was confirmed that both interventions should be available.
- in terms of the re-opening of a local GP surgery and responses which had been sought from the Clinical Commissioning Group (CCG) in that regard, where the chair of the Staffordshire County Committee had agreed to provide his support in communicating with the CCG.

**50 FORWARD PLAN**

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

**51 HEALTH & WELLBEING SCRUTINY WORK PLAN - 2021/22**

The Committee considered its Work Plan and updated it as follows:

## Health & Wellbeing Scrutiny Work Plan

| Work Plan 2021 – 2022  |  |   |
|--|--|---|
| Work Area Themes for the Year  |  |   |
| <b>1. Mental Wellbeing</b>   |  |   |
| Topics   | Target Meeting   | Additional information  |
| Community mental health services transformation – pathways to care in Tamworth | Target – 25 <sup>th</sup> January 2022                         | New invitation to be extended to relevant Officer(s) & representative of Midland Partnership Foundation Trust |
| Leisure Services & Open Spaces   | 30 <sup>th</sup> November 2021 & 25 <sup>th</sup> January 2022 | Invitation to be extended to Assistant Director Operations & Leisure  |
| Substance abuse / addition   |  |   |
| Young people’s experiences in Tamworth   |  | To capture the working groups learnings   |
| Loneliness / isolation   |  |   |
| <b>2. Homelessness</b>   |  |   |
| Topics   | Target Meeting   | Additional information  |
| Overview of services available to rough sleepers / homeless people in Tamworth |  | Suggested invitation to representatives of Heart of Tamworth and/ or other relevant voluntary organisations   |
| Housing Allocations Policy – post implementation review                        |  | Suggested invitation to Assistant Director, Neighbourhoods  |
| Homelessness Winter Relief Update  | 19 <sup>th</sup> October 2021                                  | Invitation to Assistant Director, Neighbourhoods  |

| <b>Other suggested topics for Committee consideration</b>   |   |  |
|---|---|--|
| Green and open spaces   |   |  |
| Attainment and Skills in Tamworth   |   |  |
| Safeguarding updates (2 per year)   | 19 <sup>th</sup> October 2021<br>& 29 <sup>th</sup> March<br>2022 | Invitation to Portfolio<br>Holder and Officers   |
| <b>Specific topics to feed in to Staffordshire County Council (separate from main Themes)</b>                       |   |  |
| <b>Topic</b>  | <b>Date of planned Staffs consideration</b>                       | <b>Additional information</b>  |
| Wider determinants of health in Tamworth, including diet / food vulnerability / healthy eating / social prescribing |   | Extend an invitation to voluntary sector to understand current initiatives eg Community Together CIC |
| Strategic Transformation Programme (STP)  |   | To tie in with County consideration when dates for County consideration known                        |
|   |   |  |
| <b>Possible Working Group topics</b>  |   |  |
| Armed Forces Covenant   |   | Understand the current Staffordshire wide and Tamworth position                                      |
|   |   |  |

| <b>Upcoming Health &amp; Wellbeing Scrutiny Committee Meetings</b> |
|--|
| 25 <sup>th</sup> January 2022                                      |
| 29 <sup>th</sup> March 2022  |

**Upcoming Relevant County Council Meetings**

**Health and Care Overview and Scrutiny Committee – Staffordshire  
County Council**

- 13 December 2021
- 31 January 2022
- 15 March 2022
- 19 April 2022

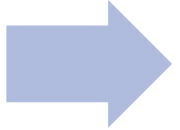
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Chair

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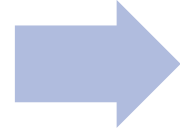
# Reporting

- Programme Team schedule a monthly meeting with Tamworth Assistant Directors (AD)
- TC and AD's complete Highlight Report, update Project Plan



# Reviewing

- Programme Lead reviews Highlight Reports and team completes Programme Summary in readiness for monthly R&R ops meeting



# Evaluating

- Programme Team prepare R&R pack for bi-monthly R&R board and routine via John Day for Scrutiny updates (with usual performance packs)

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## Corporate Scrutiny (inc Budget review)

Recovery & Reset Programme

Finance

Service Redesign

## Health & Wellbeing Scrutiny

SMART Working

Third Sector & Vulnerability

Customer Service Offer

## Infrastructure Safety & Growth Scrutiny

Building Utilisation

Economic & Regeneration

## Audit Governance Committee

Links to corporate planning routine update

Recovery & Reset Board & Scrutiny Proposals for discussion @ December Board following discussion Scrutiny Chairs

Agenda Item 5a

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**Transformation Programme Scrutiny Report**  
**Recovery & Reset Programme & Project Highlight Report**

|                                   |                                     |  |
|-----------------------------------|-------------------------------------|--|
| <b>Project:</b>                   | <b>SMART Working</b>                |  |
| <b>Current Work-Stream/Status</b> | <b>Workstream Lead</b>              | <b>Highlights</b>  |
| TULG T&C negotiations             | <b>Zoe Wolicki<br/>Jackie Noble</b> | All T&Cs have now been agreed and signed off by the Trade Unions, Chief Executive and Leader of the Council. Negotiations have been successful and transparent.  |
| Staff Consultations               | <b>Zoe Wolicki<br/>Jackie Noble</b> | Consultations are progressing well and are running until the 21st January 2022. 125 consultations carried out so far, with a number of staff accepting the terms and conditions and ending their consultation. Final consultations for those that couldn't attend and new starters w.c. 24 <sup>th</sup> January 2022. |
| Communications                    | <b>Zoe Wolicki<br/>Jackie Noble</b> | FAQs are being collated and issued to all staff at regular intervals throughout the consultation.  |
| Resources                         | <b>Zoe Wolicki<br/>Jackie Noble</b> | Project continues to be managed well within existing resources.  |

| Key Action to Date | Planned Activities for next period |
|--------------------|------------------------------------|
|--------------------|------------------------------------|

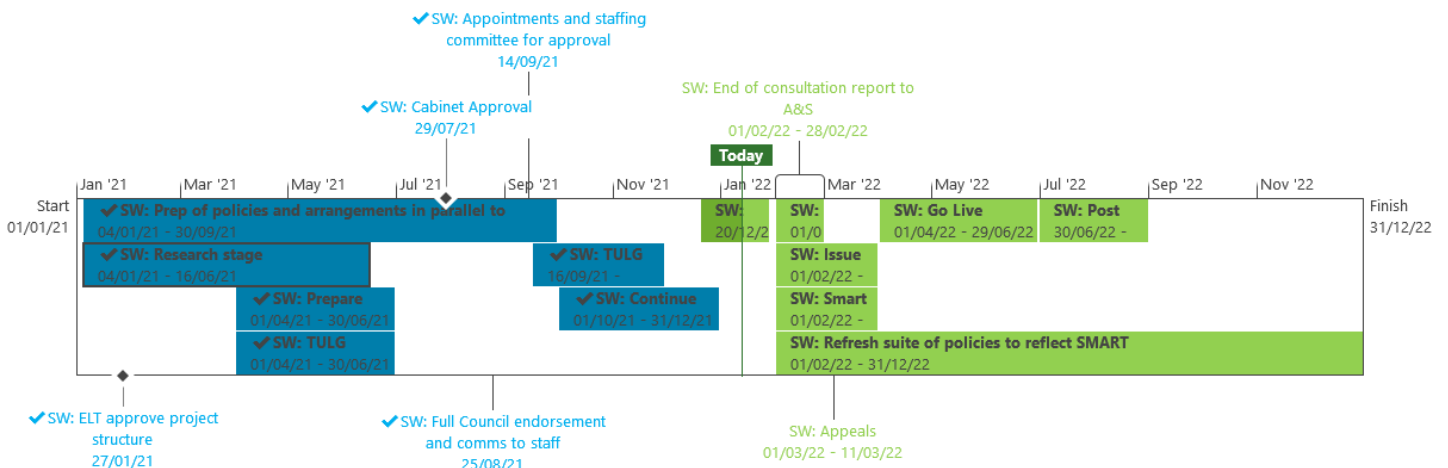
|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Policy design phase was delivered on time and covered key strategic aims while supporting staff through this change.</li> <li>Trade Union consultation and collaboration successful</li> <li>Staff consultations are progressing well and are running until the 21st January.</li> <li>Over 125 1-1s have taken place to date.</li> <li>Positive reaction from most staff.</li> <li>Staff are fully engaging in the process and asking lots of constructive questions which are being answered through the FAQs channel.</li> </ul> | <ul style="list-style-type: none"> <li>Staff 1-1's – this is a labour-intensive period of the project and internal resources have been scoped. HR will accompany managers for the staff 1-1's with an estimated 100+ meetings per HR officer.</li> <li>Staff welfare and resources have been considered and contingencies in place with back-up resource from other CIPD qualified staff and enquiries made with agencies.</li> <li>WC 24/01/22 – Final consultations for those that couldn't attend and new starters.</li> <li>WC 17/01/22FAQs are being collated and issued to all staff.</li> <li>Homeworking contract to be finalised and agreed.</li> <li>Appeal process to commence where applicable.</li> </ul> |
|--|--|

| Amber/Red Areas | Risks including Stakeholder Issues |
|-----------------|------------------------------------|
|-----------------|------------------------------------|

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>None</li> </ul> | <ul style="list-style-type: none"> <li>Potential for a minority of contentious 1-1 meetings. Comms have been joint with Trade Union, all HR staff are fully briefed and additional time has been built in to the 1-1 period. Risk is mitigated and noted.</li> </ul> |
|--|--|

| Recovery & Reset Board Issues | Resourcing Requirements |
|-------------------------------|-------------------------|
|-------------------------------|-------------------------|

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>None</li> </ul> | <ul style="list-style-type: none"> <li>Still managing within existing resources.</li> <li>Agency resource as a back-up if required. We are continuing to go ahead with internal resource.</li> </ul> |
|--|--|

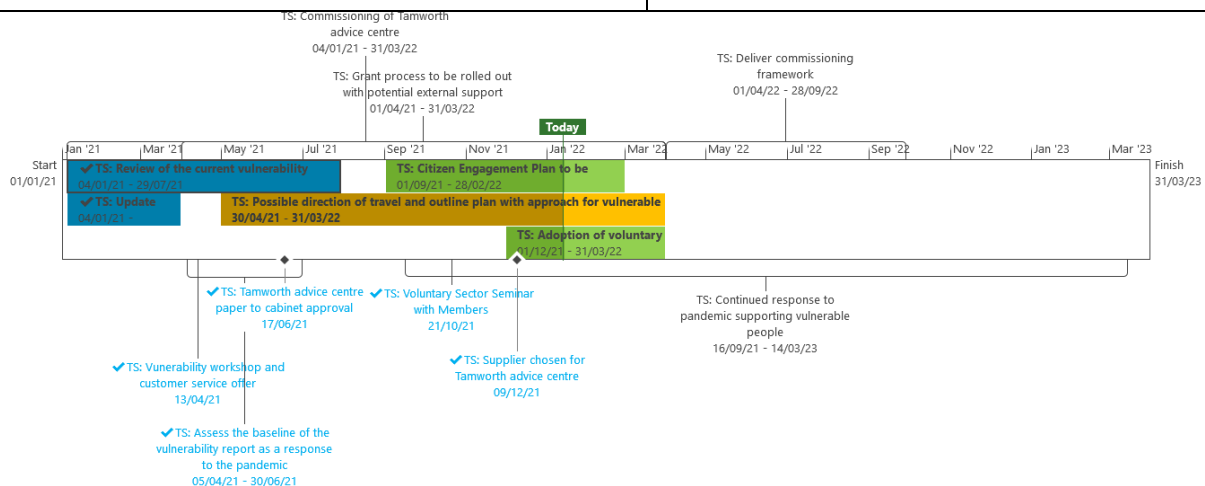


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# Transformation Programme Scrutiny Dashboard Report

## Recovery & Reset Programme & Project Highlight Report

|  |  |   |
|--|--|---|
| <b>Project:</b>  | <b>Third Sector and Vulnerability Strategy</b> |   |
| <b>Key Workstreams</b>   | <b>Workstream Lead</b>                         | <b>Highlights</b>   |
| Define vulnerability and establish a baseline service position, informing a delivery plan  | <b>Jo Sands</b>                                | Now working with Support Staffordshire organisation to understand health inequalities preventing access to services. This will feed into the holistic view of the programme. Ongoing activity.  |
| Model vulnerability service offer in context of the customer services offer  | <b>Jo Sands</b>                                | Ongoing activity linking in with SMART and Customer Services Offer. Regular updates with CS team to identify areas of consultation and utilisation of Support Staffordshire to support this.  |
| Review the commissioning framework to maximise social value  | <b>Jo Sands</b>                                | Development work will be picked up after the vulnerable groups are identified and what other partners are commissioning across their own transformation programmes. Input into the customer service offer and EIA will take priority. Ongoing activity.   |
| Unlock the potential across the voluntary / third sector to enhance purposeful partnerships to support the council's core & statutory offer  | <b>Jo Sands</b>                                | Review underway, mapping previous known partnerships, changes and updated workings post COVID-19. Mental health provision and working with the Health Wellbeing Scrutiny being considered through the MPFT who are undergoing a service transformation to explore possibilities of working in partnership. Input into the customer service offer and EIA will take priority. Ongoing activity.              |
| <b>Key Action to Date</b>  |  | <b>Planned Activities for next period</b>   |
| <ul style="list-style-type: none"> <li>Established a set of questions for the voluntary sector in conjunction with Customer Services for consultation around the customer service offer.</li> <li>Consultation will progress with help from support Staffordshire.</li> <li>Circulated to all HoS a form for completion to outline what our departments do with the voluntary sector and our staff. Circulated and returned.</li> <li>Successfully achieved a partnership award from Western Power to assist people in fuel poverty. This includes training for some staff and voluntary sector partners around fuel poverty champions.</li> </ul> |  | <ul style="list-style-type: none"> <li>Working with Portfolio Holder to adopt the voluntary sector pledge – date to be determined for Cabinet report.</li> <li>Asked voluntary sector to record all contacts which reference our services.</li> <li>Consultation to commence as per achievements</li> <li>Consider the returns from HoS to inform what the VCSE are working with the Council on.</li> </ul> |
| <b>Amber/Red Areas</b>   |  | <b>Risks including Stakeholder Issues</b>   |
| <ul style="list-style-type: none"> <li>Not applicable</li> </ul>   |  | <ul style="list-style-type: none"> <li>Vulnerable residents will not be catered for. All activity in this workstream aims to mitigate this risk.</li> </ul>   |
| <b>Recovery &amp; Reset Board Issues</b>   |  | <b>Resourcing Requirements</b>  |
| <ul style="list-style-type: none"> <li>None</li> </ul>   |  | <ul style="list-style-type: none"> <li>R&amp;R Programme Partnership's officer has been replaced.</li> <li>Project support to continue.</li> </ul>  |



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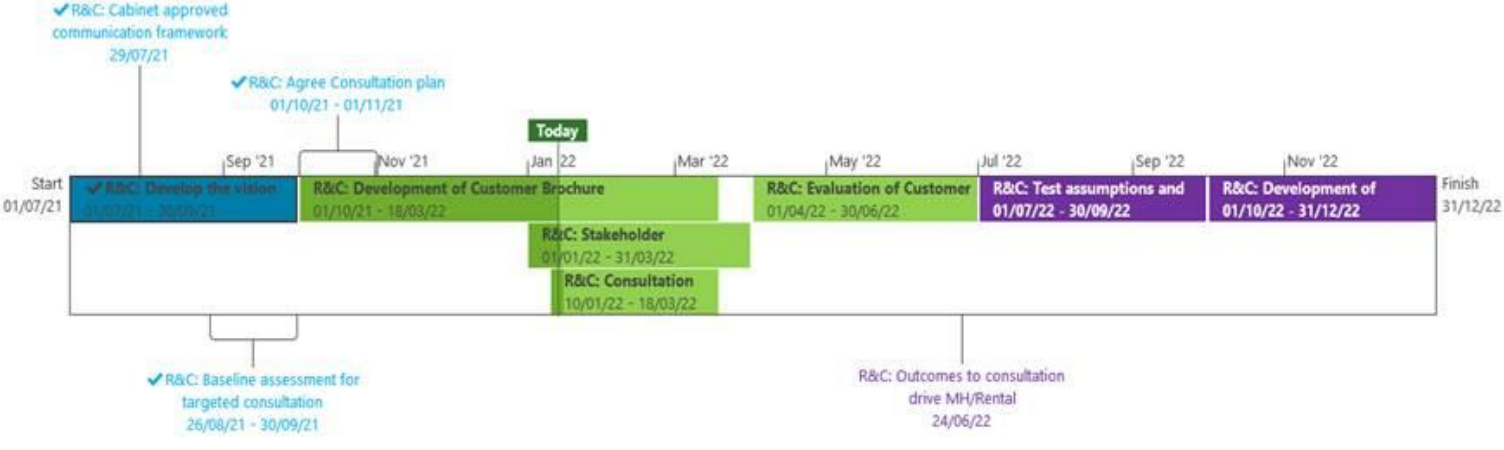
**Transformation Programme Scrutiny Report**  
**Recovery & Reset Programme & Project Highlight Report**

|   |  |  |
|---|--|--|
| <b>Project:</b>   | <b>Reception &amp; Customer Services</b> |  |
| <b>Current Work-StreamStatus</b>                        | <b>Workstream Lead</b>                   | <b>Current Work-StreamStatus</b>   |
| Service delivery (ops & digital)                        | <b>Zoe Wolicki<br/>Ali Millard</b>       | Stakeholder engagement plan being finalised ready for presentation to ED and Portfolio holder at the end of January.                     |
| Digital transformation inc ICT                          | <b>Zoe Wolicki<br/>Ali Millard</b>       | Demos completed. Portal is now live at Phase 1. We have a digital development plan for post live.  |
| Environment – interdependent with building requirements | <b>Zoe Wolicki<br/>Ali Millard</b>       | Connected with building review that Paul Weston is leading, however Customer Offer could be dropped into any suitable site.              |
| Consultation, Engagement & Comms                        | <b>Zoe Wolicki<br/>Ali Millard</b>       | Engagement plan draft has been shared and being finalised. Have started first phase engagement with the agencies via an online survey.   |
| Staffing matters  | <b>Zoe Wolicki<br/>Ali Millard</b>       | Informal skills gap / self-assessment is completed. Training will be developed post review but many actions can be completed internally. |

| Key Action to Date  | Planned Activities for next period   |
|---|--|
| <ul style="list-style-type: none"> <li>Established strategic aims, collaboration with other R&amp;R workstreams to ensure alignment</li> <li>Consultation planning and stakeholder engagement planning</li> <li>Collaboration with portfolio holder and members on key resident requirements</li> <li><b>06/12:</b> Meet with Customer Service Managers to discuss implications on project activities after the plan has been modified.</li> <li><b>09/12:</b> Meet with Tamworth CIC to discuss shared intelligence on vulnerable client groups. Regular meetings now set up.</li> <li><b>06/01:</b> Developed links with local Food Bank and regular meetings set up to coordinate support for vulnerable clients.</li> </ul> | <ul style="list-style-type: none"> <li><b>End-Jan:</b> Meet with Portfolio Holder and ED Org</li> <li><b>End-Jan:</b> Agree final draft of Tell Us Policy ready for public engagement. Circulate with CMT and HoS for comment.</li> <li><b>End-Feb:</b> Utilise repairs review to inform Public Engagement of Customer Offer.</li> </ul> |

| Amber/Red Areas  | Risks including Stakeholder Issues  |
|--|---|
| <ul style="list-style-type: none"> <li>None</li> </ul> | <ul style="list-style-type: none"> <li>Other service areas may not prioritise digital transformation</li> </ul> |

| Recovery & Reset Board Issues                          | Resourcing Requirements  |
|--|--|
| <ul style="list-style-type: none"> <li>None</li> </ul> | <ul style="list-style-type: none"> <li>Potential support for coordinating activities within the project. Linking closely with vulnerability workstream and have CSO resource to assist with engagement activities</li> <li>Exploring support available for data analysis following the close of the public engagement – awaiting further quotations</li> </ul> |



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## Health & Wellbeing Scrutiny Work Plan

| Work Plan 2021 – 2022  |  |   |
|--|--|---|
| Work Area Themes for the Year  |  |   |
| <b>1. Mental Wellbeing</b>   |  |   |
| Topics   | Target Meeting   | Additional information  |
| Community mental health services transformation – pathways to care in Tamworth | Target – 25 <sup>th</sup> January 2022                         | New invitation to be extended to relevant Officer(s) & representative of Midland Partnership Foundation Trust |
| Leisure Services & Open Spaces   | 30 <sup>th</sup> November 2021 & 25 <sup>th</sup> January 2022 | Invitation to be extended to Assistant Director Operations & Leisure  |
| Substance abuse / addition   |  |   |
| Young people’s experiences in Tamworth   |  | To capture the working groups learnings   |
| Loneliness / isolation   |  |   |
| <b>2. Homelessness</b>   |  |   |
| Topics   | Target Meeting   | Additional information  |
| Overview of services available to rough sleepers / homeless people in Tamworth |  | Suggested invitation to representatives of Heart of Tamworth and/ or other relevant voluntary organisations   |
| Housing Allocations Policy – post implementation review                        |  | Suggested invitation to Assistant Director, Neighbourhoods  |
| Homelessness Winter Relief Update  | 19 <sup>th</sup> October 2021                                  | Invitation to Assistant Director, Neighbourhoods  |

**Other suggested topics for Committee consideration**

|   |   |   |
|---|---|---|
| Green and open spaces                         |   |   |
| Attainment and Skills in Tamworth             |   |   |
| Safeguarding updates (2 per year)             | 19 <sup>th</sup> October 2021 & 29 <sup>th</sup> March 2022 | Invitation to Portfolio Holder and Officers       |
| Delivery of Disabled Facilities Grants Report | 25 <sup>th</sup> January 2022                               | Invitation extended to Assistant Director, Assets |

**Specific topics to feed in to Staffordshire County Council (separate from main Themes)**

| <b>Topic</b>  | <b>Date of planned Staffs consideration</b> | <b>Additional information</b>  |
|---|---|--|
| Wider determinants of health in Tamworth, including diet / food vulnerability / healthy eating / social prescribing |   | Extend an invitation to voluntary sector to understand current initiatives eg Community Together CIC |
| Strategic Transformation Programme (STP)  |   | To tie in with County consideration when dates for County consideration known                        |
|   |   |  |

**Possible Working Group topics**

|                       |  |   |
|-----------------------|--|---|
| Armed Forces Covenant |  | Understand the current Staffordshire wide and Tamworth position |
|                       |  |   |

**Upcoming Health & Wellbeing Scrutiny Committee Meetings**



25<sup>th</sup> January 2022

29<sup>th</sup> March 2022

**Upcoming Relevant County Council Meetings**

**Health and Care Overview and Scrutiny Committee – Staffordshire  
County Council**

- 31 January 2022
- 15 March 2022
- 19 April 2022

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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