



Agenda Item No:04

Bristol City Council

Minutes of People Scrutiny Commission

Monday 7th September 2015

Scrutiny Members Present:-

Councillor Alexander(Chair), Councillor Watson, Councillor Joffe, Councillor Glazzard, Councillor Morgan, Councillor Kirk, Councillor Greaves, Councillor Phipps, Jenny Smith, Cllr Means

Members:

Assistant Mayor Massey, Cllr Negus, Cllr Pearce, Cllr Kent

Also in Attendance:

Tony Jones Clinical Commission Group, From Bristol Clinical Commission Judith Brown – Director of Operations, Fiona Hallaran – Programme Director re-commissioning Children’s Community Health Services, Margaret Kemp – Programme Manager, Mike Pingstone – Procurement Manager; Judith Brown – Expert Witness; Sally Lewis OBE Independent Chair of Bristol Safeguarding Children Board; Louise Lawton, Independent Chair of Bristol Safeguarding Adults Board:

Officers in Attendance:-

Angela Clarke - Interim Service Director, Care, Support Children & Families; Joint Commissioning; Mike Hennessey – Service Director Care, Support & Provision; Paul Jacobs – Service Director Education & Skills; David Martin Regeneration, Jackie Turner Service Manager - Secondary Learning, Becky Pollard – Director of Public Health, Kathy Eastwood Service Manager – Health Strategy, Kate Spreadbury Service Manager – Safeguarding Adults, Claudette Campbell – Democratic Services, Romyne de Fonseca Policy Advisor – Scrutiny.

1. Apologies for Absence & Substitutions

Apologies were received from Cllr Phipps substitution Cllr E Means, John Readman Strategic Director: People, Roger White co-optee Education, Netta Meadows Service Director, Nick Hooper Service Director, Karen Blong Policy Advisor – Scrutiny.

2. Public Forum

PQ 1.1 Andy Burkitt – Agenda Item no.8 Re-commissioning Children’s Community Health Service

PS 2.1 Judith Brown – Agenda Item no.8 Re-commissioning Children’s Community Health Service

3. Declaration of Interest

Cllr Morgan declared membership on the Health & Wellbeing Board

4. Minutes

Resolved:

That the Minutes of the meeting of the commission held on the 13th July 2015 be agreed as a correct record and signed by the Chair.

5. Action Sheet

The Action was noted

- Request for Homeless definition that was shared via the Members bulletin to be widely publicised.

6. Whipping

None

7. Chair’s Business

The Chair and Members informed officers that they have been made aware of sheltered accommodation being allocated to tenants who are under the designated age limit. **Action: - Gillian Douglas to advise Karen Blong**

At the request of Angela Clarke, Interim Service Director, the agenda item 14 was taken as the first order of business.

8. Update on re-commissioning Children’s Community Health Services

The Members of the People Commission were joined by the members of the Neighbourhood Scrutiny Commission to receive a report in two parts:-

- Part 1 – Update on the re-commissioning of Children’s Community Health Services for April 2017 onward
- Part 2 - Progress on Children’s Health Services for the Interim period 2016-17

The current service provided by Community Children’s Health Partnership (North Bristol NHS Trust and Barnardo’s that commence 2008/9 comes to an end in March

2016. The service covered the Bristol and South Gloucestershire areas included CAMHS – Child and Adolescent Mental Health. The North Bristol Trust gave notice in May 2015 on the contract. An Interim provided to be sought to support the Community Children’s Health Partnership (CCHP).

Fiona Hallaran, Programme Director of Bristol Community Services Procurement, led the presentation team, provided an explanation of the consultation process. Members were shown the consultation website found at www.yourhealthyfuture.org and given an overview of the online website.

The following was noted from the discussion that followed.

- a. Members were reassured that those children with learning difficulties and/or disabilities and those without internet access would have their thoughts and opinions captured through work with schools and youth clubs. The consultation team had discovered as a result of the preparation work, engaged in from April 2014 with the wider community, youth council and others, that people preferred the ease of access possible with on-line consultations.
- b. The team informed members that they did not commission educational services but that they continued to work with school nurses and health visitors in all aspects of the work they do. The Director of Public Health reassured members that on completion of the review links would be made with education to support joined up working.
- c. The commissioning team continued to engage in consultation process and would provide key details on operation of the service at the end of the period.
- d. General concern that with the reduction in services across the NHS how the commissioning team would monitor the quality of care after the contract had been awarded. Members were assured that good practice ensured that key performance targets formed a part of all contract terms whether NHS providers or private companies. Monitoring took place monthly from commencement thereafter continuing quarterly as the contract delivery period continued. Care quality and performance would be managed not only by the commissioning team but by the CQC. Improvement plans are the tool used to encourage improved performance.
- e. Members sought clarity on why North Bristol Trust (NBT) would withdraw from providing a service that was noted as outstanding only a few months previously and although a letter had been provided it did not provide a clear reason for the decision to not to provide an interim service until a provider is found.
- f. The Commissioning team informed Members that they could not speak on behalf of NBT but had determined the decision to withdraw was based on two elements. First, NBT’s development of Southmead Hospital involved them in acute care and they were working hard to continue to improve services for

adult care. Secondly, care for children now centred at the Children's Hospital and not in Southmead. They therefore no longer had children's services.

- g. Members shared their concerns on the interim providers and were given an explanation on the process. There were 10 providers who expressed an interest only 3 provided outline bids from which two were shortlisted. The procurement rules prevented the names of those involved leading to this point being identified. Those shortlisted would be subject to the process established by government protocol for contracting services that would include questions and provisions of details on the companies tax & business accounts position and their suitability to provide the service.
- h. The commissioning team agreed with Members that no service provision would be possible without the dedication and passion of staff. The commissioning process would consider how a service provider managed recruitment and retention after a change of service provider.
- i. Members felt strongly that key staff and the retention of them were of significant concern for continued good service provision as they managed the safeguarding of patients
- j. The commissioning team expressed their disappointment that NBT would not provide the 12 month interim service to allow for a robust consultation process. It was unusual for provider to act in this way but the team could not give any guarantees that this would not happen again.

Resolved:

- i. **That the presentation was noted.**

9. Bristol Safeguarding Children Board 2014-2015 Annual Report

Sally Lewis OBE Independent Chair spoke to the presentation and Annual Report provided to the Commission.

The Ofsted inspection directed that improvements were to be made in the way the annual report was presented directing the Board to give greater emphasis to the work done by partner agencies in their provision of safeguarding. The Board's position is that of repository of information, on information on Safeguarding across the Bristol area.

The Board had worked hard to strengthen the voice of the children by continuing to work with the shadow board. The Board aspires to demonstrate to young people and the wider community that the Board does more than sits in a room to conduct business.

The Board had been involved in 2 serious case reviews. The decision was taken not to publish details of one of the case reviews because the individuals involved could be identified. The lessons learnt exercise was primarily for the professional services

involved. The Board intends to maintain an open and transparent culture of learning from any serious case review.

The shadow board contributed to the discussion on the question on 'how much control should the child have' and how that should be translated into service delivery. Should service delivery be child focused or child directed.

The Boards 'communication engagement task group' would be responsible for promoting the work of the Board to share the message that 'safeguarding – everyone's business'. The media often concentrate on high profile issues and not wider areas of concern. The task group would work to improve the public understanding of what safeguarding means. To promote the good work undertaken by partner agencies working in this area and with the Board.

The Board views the business plan as a coherent and achievable strategy based on the principle 'if we say it we are going to it and it will be done'.

The following were noted from the discussion that followed the presentation:

- a. Members acknowledged the good quality of the report.
- b. Members noted the work that continued on promoting the issue of FGM, led by Integrated Bristol Charity who had been nominated for a Liberty Human Rights Award for the work.
- c. Members acknowledged the work of the Troubled Families team who continue to work in partnership with partner agencies with continuing successful.
- d. The Board was not involved in the recent Bristol high profile school sexual exploitation case therefore not able to comment on the case specifically. The Board worked to provide appropriate training courses but often teachers timetables did not provide any flexibility to participate. The Board would continue to work with its education sub group members to promote the training courses and promote its link with educational establishments.
- e. The communication task group would work to ensure focus on the whole range of risks and hazards that children face. Anywhere where abuse can go ahead unchallenged would be considered. Many incidents that cause harm to children happen in the home and on the highway. Many children are subject to emotional abusive and neglect in different forms such as failure to receive proper nutrition.
- f. The work of the Life Skills Centre Bristol based at the Create Centre acknowledged as an organisation continuing to do good.
- g. The Board sub group worked with the Gypsy & Traveller community to address issues in that community with the work so successful that the tools used formed the basis of a national risk assessment tool kit.

- h. The remodelling of the police service allowed the Board to work with it to remodel the service.
- i. Members welcomed the annual report requesting further details on the scorecard, on the performance of the partner agencies working with them in the safeguarding arena.
- j. The Board noted that the analysis of information provided by partner agencies required in depth work that could only be provided from an expert data analyst. When this resource is in place the annual report would then provide concise well analysed information.

Resolved:

- i. The report was noted**
- ii. That the Commission endorsed the appointment of Data Analyst to provide proper integrated business information.**

10. Bristol Safeguarding Adults Board (BSAB) Annual Report 2014-15 and Bristol Safeguarding Adults Board (BSAB) Strategic Plan 2015-16

Louise Lawton, Independent Chair of BSAB, presented the report and presentation to the Commission Members. The Annual Report summarise the work of the non-statutory board and the individual BSAB partner agencies prior to the implementation of the Care Act 2015. The report details the achievement of the BSAB and that of the partner agencies, and sets out the strategic plan for 2015/16.

The Board provided challenge to service providers and brought together equity of partnership around safeguarding issues. Worked to review practices and develop policy and procedure across the local regional boarders. The Board liaised with and interfaced with the Bristol Safeguarding Children Board sharing best practice and learning.

The Department of Health consultation of 2010 found that people receiving service felt 'done to', because what they wanted to achieve with regards outcomes, failed to be considered. Service provision must shift to provide a personal service that included service-users views on their desired outcome. In this way the voice of the adult and/or family is heard by the service practitioner(s).

Work being done to establish principles of information sharing between partner agencies into a service called MASH.

The region followed national trends with the increase in alerts.

The implementation of the Care Act moved the actions of the Board from a position of 'should do' to 'must do' mandatory obligations. The Strategic Plan devised in

consultation with partner agencies and service users, would be based on 3 core strategic priorities:-

- Develop a Board that is collaborative, accountable and learning
- Ensure service user and community involvement in all our work
- Ensure improved safeguarding practice

The Board is now responsible for the commissioning of Safeguarding Adults Reviews>Returns(SAR's), a gathering of information on incidents locally and nationally for local authorities learning and sharing of expertise among partner agencies.

The Board will continue to challenge itself on performance. The implementation of the strategic plan with its key priorities would be the key vehicle to engage scrutiny and wider communities and partners. The question to ask is 'how can you contribute to the plan'. The Annual Report is the mechanism to spread the work of the Board and partners.

The following points were raised during the discussion that followed.

- a. Members thanked the Chair for the report and the input from partner agencies.
- b. Members were informed that two qualified nurses, trained in the principle of the Sussex Tool assessment practice worked with the safeguarding team. They visited care homes assessed the wellbeing of older clients looking at possible risks to health. The principle states, that a failure in care could cause a domino effect leading to a hospital visit or at worse death.
- c. Members shared their concern about the number of staff working as part of the emergency nursing team across the four regional areas. Before mid-night 3 are on shift but that reduces to 2 thereafter. 2 nurses covering the region of a population of 1.2 million would be considered a safeguarding risk. Concerns were raised about staff recruitment and retention in such a pressured environment. **Action – Cllr Kirk and Jenny Smith requested a visit to the emergency duty team. Mike Hennessey**
- d. Members were advised that Mike Hennessey would be meeting with South Gloucestershire on the issue of the emergency nursing team and would raise the commission concerns with them.
- e. The Chair confirmed that this area of concern would be noted and the commission can judge the Board on how they monitor this issue.
- f. With 19 Mental Health service providers the challenge was hearing the voice of the client. **Action – Members to be advised of the representative from Bristol Mental Health Partnership. Louise Lawton.**
- g. The Chair explained that it was imperative that individual Board members communicate key messages with the organisation they represent. The Board would continue to challenge their activities with the question 'so what?' and

'how do we ensure we make a difference?' In 12 months-time the aim would be to report on how the message had feed through.

Resolved:

- i. **That the report was noted.**

11. Q1 Performance Progress Report for the year 2015-16

The Commission was presented with the quarter performance progress report that gave a summary on the main areas of progress towards delivery of the Corporate Plan 2014-17.

- a. Members sought answers on how temporary accommodation was charged and how tenants moved on to fixed accommodation. **Action: Members to be provided with details on charges in this area. Gillian Douglas**
- b. The discharge to assess accommodate were provided on a temporary basis without charge. The challenge with the process is arranging for clients to move on to alternative accommodate and/or support.

Resolved

- i. **That the updated report would be noted.**

12. People Directorate Risk Register

The Commission received the report from Mike Hennessey who explained the rating system.

Resolved:

- i. **That the Commission noted the report.**

13. Integrated Education & Capital Strategy

The Commission received a presentation on the report from Jackie Turner Service Manager Secondary Learning and David Martin Regeneration. The report details the development of the strategy to meet the Council's statutory duty to ensure sufficient education provision in the City for all ages from Early Years to Post 16, Adult Learners and Special Needs provision.

Significant issue in the report are:

1. The growth in birth rates in Bristol has had a significant impact on the need for additional school places.
2. There has been a strong response to this with an additional 10,000 primary school places added over recent years.
3. The growth in birth rates has slowed, but the existing increased numbers of children are set to impact on secondary school provision.

4. Additional secondary school places are therefore required by 2020.
5. Additional early years and SEN places are also required by 2020 to respond to growing statutory pressures.
6. The condition and suitability of some educational provision requires investment to ensure it can continue to offer the highest quality environments.
7. Improvements to the learning estate will significantly strengthen Bristol's status as a Learning City.

The following was noted from the discussion that followed:

- a. More families were now choosing to apply for secondary schools within the Bristol region because of the improvement in Bristol schools educational attainment. 90% of Bristol's secondary schools were judged to be good or outstanding, above the national average.
- b. Service Managers are working with the 21 schools, 18 of which are academies, on the strategy.
- c. With the increase in immigration to Bristol and the expected impact from the increased birth rate it is predicted that some areas will feel the impact on available spaces as early as 2017. By 2018 the projected shortfall will be 236 places equivalent to additional 11-16 secondary school.
- d. Members were concerned that the report did not provide any information on where an additional secondary school could be built but only reaffirmed what the previous commission had predicted.
- e. Members sought assurances that consideration had been given to the flight of families from the private education sector to a new school similar to the position with Redland Green School(RGS). The school had failed to provide any additional provision for local need.
- f. Figures were sought on the impact of new development in the Filton and surrounding area. **Action: Jackie Turner to advise**
- g. Members sought details of the provision for special educational needs requirement planned in the strategy. **Action: Annette Jones to provide details for the Members.**
- h. Members were advised that improvements and/or extensions to existing school buildings built with PFI funding was proving challenging.
- i. Joint working with the Academies and LA schools to provide the Department of Education with solid projections to support the future funding required.

Resolved:

- i. **That the report be noted.**

14. Update on Kids Company

Gary Davies manager for Trouble Families was unable to attend but Angela Clarke, Service Director for Interim Service Director, Care, Support Children & Families, spoke to the report.

- a. Kids Company supported young people aged from 17-24 age range. Although the service would be a loss to Bristol but they were providing a service that was not cost effective working with a caseload of 4 to1 staff member.
- b. Members acknowledged the work done by Gary Davies team requesting that they were thanked on behalf of the commission for stepping in and ensuring that there was a replacement provision in place for service users of Kids Co.

Resolved:

- ii. **Members welcomed the report and the work undertaken by the Trouble Families team.**

The meeting ended at 13:40

CHAIR