

Agenda

Health, Care and Wellbeing Scrutiny Committee

Date: **Monday 29 January 2024**

Time: **2.00 pm**

Place: **Conference Room 1 - Herefordshire Council, Plough Lane Offices, Hereford, HR4 0LE**

Notes: Please note the time, date and venue of the meeting.

For any further information please contact:

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Agenda for the meeting of the Health, Care and Wellbeing Scrutiny Committee

Membership

Chairperson **Councillor Pauline Crockett**
Vice-chairperson **Councillor Kevin Tillett**

Councillor Jenny Bartlett
Councillor Simeon Cole
Councillor Dave Davies
Councillor Mark Dykes
Councillor Richard Thomas

Agenda

		Pages
1.	<p>APOLOGIES FOR ABSENCE</p> <p>To receive apologies for absence.</p>	
2.	<p>NAMED SUBSTITUTES</p> <p>To receive details of any councillors nominated to attend the meeting in place of a member of the committee.</p>	
3.	<p>DECLARATIONS OF INTEREST</p> <p>To receive declarations of interest in respect of items on the agenda.</p>	
4.	<p>MINUTES</p> <p>To receive the minutes of the meeting held on Monday 20 November 2023.</p> <p>HOW TO SUBMIT QUESTIONS</p> <p>The deadline for the submission of questions for this meeting is 9.30 am on Wednesday 24 January 2024.</p> <p>Questions must be submitted to councillorservices@herefordshire.gov.uk. Questions sent to any other address may not be accepted.</p> <p>Accepted questions and the responses will be published as a supplement to the agenda papers prior to the meeting. Further information and guidance is available at www.herefordshire.gov.uk/getinvolved</p>	11 - 16
5.	<p>QUESTIONS FROM MEMBERS OF THE PUBLIC</p> <p>To receive any written questions from members of the public.</p>	
6.	<p>QUESTIONS FROM MEMBERS OF THE COUNCIL</p> <p>To receive any written questions from members of the council.</p>	
7.	<p>COMMUNITY BASED SUPPORT SERVICES</p> <p>To provide the opportunity for the scrutiny committee to contribute to the strategic review of Talk Community which is underway.</p>	17 - 44
8.	<p>WORK PROGRAMME 2023/24</p> <p>To consider the work programme for the Health, Care and Wellbeing Scrutiny Committee for the municipal year 2023/24.</p>	45 - 50
9.	<p>DATE OF THE NEXT MEETING</p> <p>The next scheduled meeting is Monday 25 March 2024 2.00 pm.</p>	

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- Inspect agenda and public reports at least five clear days before the date of the meeting. Agenda and reports (relating to items to be considered in public) are available at www.herefordshire.gov.uk/meetings
- Inspect minutes of the council and all committees and sub-committees and written statements of decisions taken by the cabinet or individual cabinet members for up to six years following a meeting.
- Inspect background papers used in the preparation of public reports for a period of up to four years from the date of the meeting (a list of the background papers to a report is given at the end of each report). A background paper is a document on which the officer has relied in writing the report and which otherwise is not available to the public.
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- Have access to a list specifying those powers on which the council have delegated decision making to their officers identifying the officers concerned by title. The council's constitution is available at www.herefordshire.gov.uk/constitution
- Access to this summary of your rights as members of the public to attend meetings of the council, cabinet, committees and sub-committees and to inspect documents.

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The seven principles of public life

(Nolan Principles)

1. Selflessness

Holders of public office should act solely in terms of the public interest.

2. Integrity

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

3. Objectivity

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

4. Accountability

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

5. Openness

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

6. Honesty

Holders of public office should be truthful.

7. Leadership

Holders of public office should exhibit these principles in their own behaviour and treat others with respect. They should actively promote and robustly support the principles and challenge poor behaviour wherever it occurs.

Guide to Health, Care and Wellbeing Scrutiny Committee

Committee membership

Scrutiny is a statutory role fulfilled by councillors who are not members of the cabinet.

The role of the scrutiny committees is to help develop policy, to carry out reviews of council and other local services, and to hold decision makers to account for their actions and decisions.

Council has decided that there will be five scrutiny committees. The committees reflect the balance of political groups on the council.

The Health, Care and Wellbeing Scrutiny Committee consists of 7 councillors.

Councillor	Party
Pauline Crockett (Chairperson)	Independents for Herefordshire
Kevin Tillet (Vice-Chairperson)	Liberal Democrats
Jenny Bartlett	The Green Party
Simeon Cole	Conservative Party
Dave Davies	Conservative Party
Mark Dykes	Liberal Democrats
Richard Thomas	Conservative Party

Scrutiny functions

The committees have the power:

- (a) to review, influence policy or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are the responsibility of the executive,
- (b) to make reports or recommendations to the authority or the executive with respect to the discharge of any functions which are the responsibility of the executive,
- (c) to review or scrutinise decisions made, or other action taken, in connection with the discharge of any functions which are not the responsibility of the executive,
- (d) to make reports or recommendations to council or the cabinet with respect to the discharge of any functions which are not the responsibility of the executive,
- (e) to make reports or recommendations to council or the cabinet on matters which affect the authority's area or the inhabitants of that area,
- (f) to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions and to make reports or recommendations to the council with respect to the discharge of those functions. In this regard crime and disorder functions means:
 - (i) a strategy for the reduction of crime and disorder in the area (including anti-social and other behaviour adversely affecting the local environment); and
 - (ii) a strategy for combatting the misuse of drugs, alcohol and other substances in the area; and
 - (iii) a strategy for the reduction of re-offending in the area

- (g) to review and scrutinise any matter relating to the planning, provision and operation of the health service in its area and make reports and recommendations to a responsible person on any matter it has reviewed or scrutinised or to be consulted by a relevant NHS body or health service provider in accordance with the Regulations (2013/218) as amended. In this regard *health service* includes services designed to secure improvement
 - (i) in the physical and mental health of the people of England, and
 - (ii) in the prevention, diagnosis and treatment of physical and mental illness, and
 - (iii) any services provided in pursuance of arrangements under section 75 in relation to the exercise of health-related functions of a local authority.
- (h) to review and scrutinise the exercise by risk management authorities of flood risk management functions or coastal erosion risk management functions which may affect the local authority's area.
- (i) To track actions and undertake an annual effectiveness review

The remit of Health, Care and Wellbeing Scrutiny Committee

- Adult social care (including adult safeguarding)
- Health and wellbeing board
- Housing
- Adults mental and physical health and wellbeing
- Safe Herefordshire campaign
- Outbreak control plan
- New models of care accommodation
- Talk Communities
- Homelessness
- All ages whole system commissioning strategy
- Independent living services and assistive technology plan
- Adults and communities budget and policy framework
- Statutory health scrutiny powers including the review and scrutiny of any matter relating to the planning provision and operation of health services affecting the area and to make reports and recommendations on these matters

Who attends scrutiny committee meetings?

- Members of the committee, including the chairperson and vice-chairperson.
- Cabinet members, they are not members of the committee but attend principally to answer any questions the committee may have and inform the debate.
- Officers of the council to present reports and give technical advice to the committee.
- People external to the council invited to provide information to the committee.
- Other councillors can attend but can only speak at the discretion of the chairperson.

Minutes of the meeting of the Health, Care and Wellbeing Scrutiny Committee held in Conference Room 1 - Herefordshire Council, Plough Lane Offices, Hereford, HR4 0LE on Monday 20 November 2023 at 2.00 pm

Committee members present in person and voting: **Councillors: Jenny Bartlett, Simeon Cole, Pauline Crockett (Chairperson), Dave Davies, Mark Dykes, Richard Thomas and Kevin Tillet (Vice-Chairperson)**

Others in attendance: M Appleby (Service Director - Social Care Delivery), B Baugh (Democratic Services Officer), H Doyle (Service Director - All Age Commissioning), H Hall (Corporate Director Community Wellbeing), J Higgins (Governance Support Assistant), G Jaques (Registered Manager Shared Lives), J Lilley (Community Wellbeing Communications Officer), J Morse (Senior Commissioning Officer, Residential and Nursing), Councillor I Powell (Cabinet Member Children and Young People), D Webb (Statutory Scrutiny Officer), B Williams (Commissioning Support Unit Manager) and S Wilson (Interim Head of Care Commissioning)

[Note: [Click here for the link to the agenda and to the video recording of this meeting](#); the links provided were correct at the time of publication of this minutes document]

10. APOLOGIES FOR ABSENCE

All committee members were present. Apologies had been received from Councillor Carole Gandy (Cabinet Member Adults, Health and Wellbeing) and Christine Price (Chief Officer, Healthwatch Herefordshire).

11. NAMED SUBSTITUTES

Councillor Ivan Powell (Cabinet Member Children and Young People) was in attendance to represent the executive.

12. DECLARATIONS OF INTEREST

No declarations of interest were made.

13. MINUTES

The minutes of the previous meeting were received.

Resolved:

That the minutes of the meeting held on 11 September 2023 be confirmed as a correct record and be signed by the Chairperson.

14. QUESTIONS FROM MEMBERS OF THE PUBLIC

No questions had been received from members of the public.

15. QUESTIONS FROM MEMBERS OF THE COUNCIL

No questions had been received from councillors.

16. HOME CARE

The committee considered a report on home care services, discharge arrangements during the winter, and Shared Lives services. A presentation was given and the slide pack was published to the webpage for the committee following the meeting ([link to the presentation](#)).

The slides presented by officers from the Community Wellbeing Directorate are identified below, along with a summary of the principal points of discussion.

Home Care

- A The Interim Head of Care Commissioning presented the Home Care slides:-
Legislative Framework; Key Facts; Commissioning History / Arrangements (1); Home Care Framework Providers – Areas; Commissioning History / Arrangements (2); Current Provider Landscape; Overview of Quality of Provision; Legacy Provision; Apr 2021 Estimated Demand to Sep 2023 Delivery; Commissioned Home Care Customers and Weekly Hours; Weekly Cost of Commissioned Home Care; Community Waiting List for Home Care; Challenges; Response to Challenges; Future Plans and Next Steps.
- a.1. It was noted that, unlike the Primary Framework, the Secondary Framework was not based on specific geographical areas.
 - a.2. It was reported that demand had been lower than anticipated (the estimate for April 2021 was 710 people but the actual numbers were 559 in April 2021 and 593 in September 2023) but the total hours were similar (the estimate was 9000 hours but the actual hours were 8282 and 8882, respectively), reflecting the appropriate management of pathways but also increasing levels of acuity.
 - a.3. The Chairperson noted the improvements that had been made in recent years and thanked the officers for their hard work.
 - a.4. An overview was provided of the work of the Commissioning Support Unit (including brokerage, quality and review, and contract support) and the activities undertaken as part of the quality assurance process.
 - a.5. It was noted that the Care Quality Commission (CQC) undertook inspections of providers periodically and there could be changes in the intervening period. In terms of the one provider commissioned by the council currently rated as 'requires improvement', it was reported that the council was working closely with the provider to monitor and support improvements, and intelligence was shared with the CQC to inform the risk profile.
 - a.6. The committee was advised about the due diligence process undertaken for potential new providers prior to appointment to a framework.
 - a.7. It was reported that care providers had to apply for a licence to recruit social care workers from overseas, intelligence on practices was shared via regional networks, and sanctions could be taken against providers if they were in breach of licence conditions.

- a.8. The committee was advised that, at the point of commissioning, an equality impact assessment was undertaken to ensure that diverse characteristics and emerging needs were considered in formulating the specification for the service.
- a.9. It was reported that there were regular fora with providers, there was a complaints process for individual clients, and an external process for obtaining feedback was being introduced. The Vice-Chairperson commented on value of previous scrutiny activity involving providers.
- a.10. The council was working with providers to identify clients that would be prepared to participate in pilots for the use of technology equipment and adaptations. The Chairperson suggested that technology enabled living could be added to the scrutiny work programme. In response to a question about internet connectivity in rural areas, it was reported that the plans included both fixed-line wireless and mobile data solutions.
- a.11. Attention was drawn to the sentence 'One example of [coproduction] already coming into effect has been the expansion of one provider to operate and open an office in an area where there was limited availability of care and significant waiting lists, resulting in no longer having waiting lists in this area' (paragraph 4.29, agenda page 31). It was noted that the challenges were different in each area, particularly given the issues associated with population sparsity.
- a.12. The Corporate Director Community Wellbeing confirmed that work was ongoing to prepare a business case for a potential care facility which could be operated by the council. It was noted that the original proposal was for a facility for older people but it was now considered that some form of facility for people with complex learning disabilities, challenging behaviours, and autism could represent a better use of council resources; there was limited provision within Herefordshire currently, resulting in out of county placements. It was also noted that this initiative could support local workforce development.

Discharge to Assess

- B The Interim Head of Care Commissioning presented the Discharge to Assess slides:- Background; Pathways; Services; Demand; Capacity; Winter Readiness / Preparation.
 - b.1. Although no significant shift was expected in demand in the short term, actual demand would be tracked and modelled over the next twelve months.
 - b.2. It was reported that there was a multidisciplinary team approach to discharge planning, involving patients and carers, and this work was supported by a discharge fund through the Better Care Fund framework. It was noted that patients that met reablement criteria could receive free, short-term care for a maximum of six weeks.
 - b.3. An overview was provided of the mechanisms for Continuing Health Care, including the use of a fast-track tool for individuals who may be entering a terminal phase, and other health and social care pathways.

- b.4. It was reported that council and health partner representatives met regularly to ensure that discharge practices were effective and minimised delayed transfers of care or 'bed-blocking'.
- b.5. It was confirmed that the Health and Care Act 2022 revoked previous procedural requirements for local authorities to carry out long-term health and care needs assessments before a patient was discharged from hospital, with further details provided about the discharge planning process.
- b.6. The Corporate Director Community Wellbeing commented on the distribution of adult social care discharge funding to local authorities and that longer term funding was a significant issue nationally, especially in view of increasing demand, acuity and costs. It was noted that alternative models were being explored to secure value for money but also to ensure equity of access and provision across the county.
- b.7. The Chairperson suggested that discharge to assess could be added to the scrutiny work programme, with input from Hoople Cares and Wye Valley NHS Trust.
- b.8. It was reported that processes were being reviewed, in conjunction with health partners including Primary Care Networks, to ensure safe and effective discharge.

Shared Lives

- C The Registered Manager Shared Lives Shared Lives presented the Shared Lives slides: Background; Key Facts (1); Key Facts (2); Challenges and Response; Future Plans – Shared Lives Plus Review; Future Plans – Homeshare Feasibility Study.
 - c.1. In terms of safeguarding, it was reported that Shared Lives providers underwent a period of detailed assessment, were subject to DBS (Disclosure and Barring Service) checks, employment and character references were obtained, and the service was monitored under CQC regulation. It was noted that a panel, including external participants, considered the approval of providers.
 - c.2. It was reported that the Homeshare Feasibility Study would explore potential issues for stakeholders, including the position with Council Tax. The Chairperson suggested that Homeshare could be added to the scrutiny work programme.
 - c.3. An overview was provided of the process to match an adult who had care and support needs with a Shared Lives provider, and examples were provided of a range of situations where people were enabled to live safely and independently.
 - c.4. It was reported that part of the work with Shared Lives Plus would include a communications plan to attract different types of providers, including short and long term arrangements.
 - c.5. It was noted that there was no age barrier to Shared Lives and some of the models of care and support were outlined.

At the conclusion of the debate, the Chairperson identified potential future scrutiny activity. With attention drawn to the sentence 'Council officers are in the process of

establishing a project within the Community Wellbeing Transformation Programme to review and further develop home care solutions...' (paragraph 4.33, agenda page 32), a committee member suggested that this could be examined through a task and finish group. The Statutory Scrutiny Officer suggested that draft Terms of Reference be prepared for this purpose.

Resolved: That

- a. **The progress outlined in the report be noted;**
- b. **Potential items be added to the work programme long list on:**
 - **Technology Enabled Living;**
 - **Discharge to Assess, with input from Hoople Cares and Wye Valley NHS Trust; and**
 - **The development of a Homeshare model in Herefordshire.**
- c. **Consideration be given to an informal discussion with care providers to discuss challenges and opportunities.**
- d. **The Statutory Scrutiny Officer be requested to prepare draft Terms of Reference for a potential task and finish group on the project to review and further develop home care solutions.**

17. WORK PROGRAMME 2023/24

The committee considered the work programme for the remainder of the municipal year 2023/24, noting additions made to the long list identified under the previous agenda item.

In response to a suggestion about a future item on mental health provision, the Statutory Scrutiny Officer advised the committee that further exploration of discrete topics would be beneficial.

With attention drawn to the item on 'West Mercia Police "Most Appropriate Agency" Policy', scheduled for 20 May 2024, the Cabinet Member Children and Young People noted that this topic was being discussed widely at a national level and offered help to inform the item.

Resolved:

That, subject to the agreed additions to the long list, the work programme 2023/24 be approved.

18. DATE OF THE NEXT MEETING

The date of the next scheduled meeting was identified as [Monday 29 January 2024 2.00 pm](#).

The meeting ended at 4.30 pm

Chairperson



Title of report: Community Based Support Services

Meeting: Health, Care and Wellbeing Scrutiny Committee

Meeting date: Monday 29 January 2024

Report by: Service Director - Communities

Classification

Open

Decision type

This is not an executive decision

Wards affected

(All Wards)

Purpose

To provide the opportunity for the scrutiny committee to contribute to the strategic review of Talk Community which is underway.

Recommendation(s)

That:

- a) **The committee note and comment on the rationale and process for the strategic review of Talk Community and performance information provided in Appendix 1; and**
- b) **The committee determine any recommendations it wishes to make in regard to informing the strategic review**

Alternative options

1. There are no alternative options. The council has key responsibilities around prevention, wellbeing and partnerships as detailed in the Care Act 2014. These general duties are:
 - a) promoting individual wellbeing
 - b) preventing needs for care and support
 - c) promoting integration of care and support with health services

- d) providing information and advice
- e) promoting diversity and quality in provision of services
- f) co-operating
- g) safeguarding adults at risk of abuse or neglect

Key considerations

2. Talk Community has been operating since 2020 with the aim of building more connected communities where everyone can thrive. The work contributes to prevention and reducing demand on statutory services by supporting individuals and communities with their health and well-being. Talk Community respond to community need and work closely with partner agencies delivering health and social care and the Voluntary, Community and Social Enterprises (VCSE).
3. Demand on statutory services continues to increase and as the landscape is changing a review of Talk Community is being undertaken to understand the impact of Talk Community, to make its services and activities visible and inform the future direction of the service. The outcome will be a long term strategy for Talk Community that maximises the council's contribution to reducing demand and improving health inequalities. The review was started in November 2023 and will be completed at end of March 2024.
4. The review process is set out below:
 - a) assessment of the performance of Talk Community
 - b) engagement with internal and external stakeholders, including Talk Community staff, VCSE, Town and Parish Councils, health partners, Talk Community hubs and Talk Community volunteers
 - c) analysis of the strategic and policy landscape in which Talk Community operates to identify strategic drivers
 - d) research into best practice in measuring/evaluating the contribution of empowered communities to prevention and increased community resilience
5. The current Talk Community delivery model supports activities that build community relationships, facilitate partnership working, capacity building of community organisations, provision of information and advice and networking. The work has played a significant role in responding to identified individual and community needs. Case studies demonstrate the value and impact of Talk Community.
6. Talk Community has provided support to households, residents, community groups and volunteers through a range of activity. These include
 - a) provision of financial advice to over 3,900 households
 - b) delivery of roadshows to 460 residents to assist them in dealing with cost of living issues
 - c) maintaining the Talk Community Directory to provide information and advice on a range of issues including health and social care securing 200,000 hits per annum
 - d) facilitating 128 healthy lifestyle groups
 - e) training 1937 residents to make healthy lifestyle choices

- f) assisting 782 community groups to secure funding and investment
 - g) provision of 25,000 opportunities for children and young people to participate in free, positive activities during school holidays funded by the Holiday Activity and Food fund
 - h) established 75 community hubs and digital access points
 - i) trained 268 volunteers in financial advice provision
 - j) connected 25,000 individuals to support services through the hubs
 - k) involved 342 volunteers in supporting the hubs
 - l) trained 254 volunteers in mental health awareness and first aid
 - m) organised 62 Community Action meetings and 7,330 drop-in sessions annually.
7. In addition, Talk Community have managed a number of funds provided for community benefit by national government. These include the covid recovery fund, the Household Support Fund and Holiday Activity and Food fund. These funds have seen c£8.2m investment in community support over the last three years. These funds cease at the end of March 2024. In 24/25 Talk Community will be managing a UK SPF Community Resilience fund to provide small grants for community activity which will enable some of the community initiatives supported by national funding over the last three years to be sustained.

Community impact

- 8. A stated ambition in the council's County Plan 2023/24 is to strengthen communities to ensure that everyone lives well and safely together. The Talk Community model is a central underpinning to this priority.
- 9. The purpose of Talk Community is to support and enable individuals and communities to identify opportunities to improve their health and well-being in a targeted way in localities. The service works closely with voluntary sector and community groups of all sizes and with a network of volunteers offering information, advice and activities in the Talk Community hubs.

Environmental impact

- 10. Talk Community facilitate the delivery of services at local level reducing the need for residents to travel. Where possible information, advice and signposting is accessed online to reduce carbon footprint and the impact on the environment.

Equality duty

- 11. Talk Community works within communities supporting groups that experience deprivation and barriers to accessing services.

Resource implications

- 12. There are no immediate resource implications as a result of this work.

Legal implications

- 13. There are no immediate legal implications arising as a result of this report.

Risk management

14. There are no immediate risks as a result of this work.

Consultees

15. Stakeholder views are being collected to inform the review.

Appendices

Appendix 1 – Strategic Review of Talk Community

Background papers

None identified

**Strategic Review of Talk
Community**
**Health, Care and Wellbeing
Scrutiny Committee**
29th January 2024

Strategic Review of Talk Community

Talk Community has been operational for three years, delivering many benefits for Herefordshire residents across all ages.

The landscape continues to change and evolve, with resource demand pressures and level of need increasing. The time is now right to ensure that the model and approach is fit for purpose to contribute to prevention and reducing demand on statutory services (social care and health) going forward.

22

The review will seek to:

- understand the impact of Talk Community against the aims and objectives agreed by the council in 2020
- make visible and understand the value of Talk Community and its impact
- confirm current and future drivers to inform the model of community engagement to secure maximum impact on reducing demand



Aim and methodology

Aim

Develop a long term, evidence based strategy to guide the Talk Community (TC) approach for the next three years to ensure we maximise the council's contribution to prevention, reducing demand and improving health inequalities. Put in place a robust evaluation and impact measurement framework for TC for the future

Methodology

- undertake an analysis of the external policy landscape within which TC operates;
- collect and analyse quantitative and qualitative data held by TC to understand reach and impact;
- seek views from stakeholders, internal and external to the council;
- engage with TC Hubs, TC volunteers and TC beneficiaries; and
- assess use and value of the TC website and directory.



Strategic context

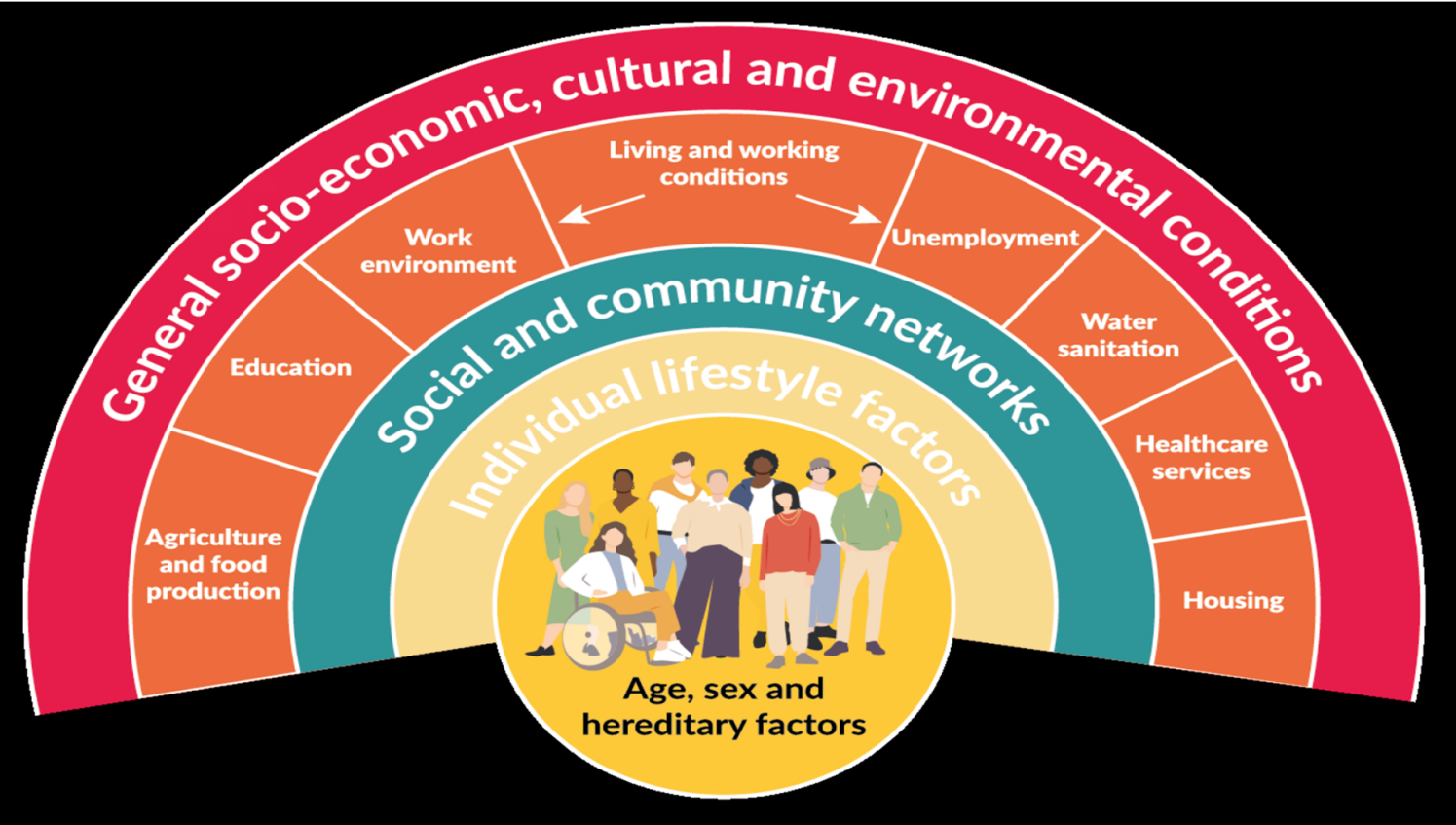
The council has key responsibilities around prevention, wellbeing and partnerships as detailed in the Care Act 2014.

These general duties are:

- promoting individual wellbeing
- preventing needs for care and support
- promoting integration of care and support with health services
- providing information and advice
- promoting diversity and quality in provision of services
- co-operating
- safeguarding adults at risk of abuse or neglect



Need



Vision, aims and outcomes

Vision

Building stronger, more connected communities where everyone can thrive

Aims

Right support in the right place at the right time that:

- Promotes and facilitates independence and wellbeing across all ages
- Puts wellbeing, social value and strengths based approaches in all practice, policy and decision making
- Ensures that early prevention and early intervention are prioritised by connecting people into communities
- Applies a whole population approach that targets and reduces health and social inequalities
- Helps to bridge the gaps in health and wellbeing; care and quality; funding and finance

Outcomes

- People generally remaining well, active and independent for longer within in their local communities
- More people better informed and supported to self-care and self-help to help prevent onset of and deterioration from long term conditions
- Vulnerable people being supported informally in their communities and making less use of formal care
- Reduction in the numbers feeling lonely and isolated
- Increased resilience and capacity in communities



Delivery model

Who we are:

- 5 x Development Officers working across each PCN
- 4 x Community Brokers working with adult social care
- 2 x Engagement officers (Including website, directory and newsletter)
- Lead officer children and families
- Management team

What we do

- Enhance community relationships
- Facilitate partnerships
- Identify and respond to gaps at local level, facilitating statutory agencies to engage more effectively with communities
- Promote community cohesion
- Support community action and advocate for community interests – with information, funding and building relationships
- Distribute national funding informed by identified local needs (HAF, Covid Recovery, Cost of Living, UKSPF etc).
- Strengthen community networks
- Provide information and resources



Talk Community Hubs

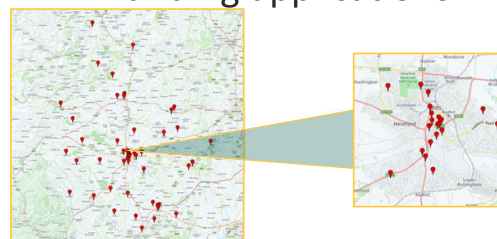
Where we started ...

The core aims for Talk Community hubs agreed in 2020

- to help people in communities to stay well, active and independent
- to help reduce and defer the need for formal health and social care/support and people with existing support needs to stay independent and living at home for as long as possible
- to enable communities to build their resilience and support their local vulnerable people
- to facilitate/enable people to be supported by their communities, within their communities at places where they go

Where we are ...

- 75 hubs across Herefordshire
- 25,000 visits per annum to a Talk Community Hub and being connected to support
- Driven by, and for the community with Talk Community providing essential support:
 - Seed funding
 - Engagement Assistance
 - Networking opportunities
 - Funding applications



Hub case study

Context

A lady visited a hub running a warm space to charge her phone and find warmth

Issues

She shared her circumstances with a volunteer – that she had been made homeless and was sleeping in her car

Support

The hub connected her with the food bank for a food parcel and helped her find temporary accommodation. She was given warm clothes and help in claiming Universal Credit. She was helped to apply for financial assistance through the Household Support Fund.

Outcome

The TC Hubs work closely together, coordinating wrap-around support. She is volunteering at the hub and being given training and employment opportunities, and building connections within her community.

Community Debt Centres

Located in Hereford and market towns for residents seeking early debt and financial assistance

Residents that have benefited:

Number of households	3931
Number of adults	4052
Number of children	4079
Number of pensioners	1752
Number with a disabled Person	2193

£749,666
Debt supported with

£303,518
Financial gain to clients

Households supported with the following advice:

Debt	1328
Household bills	1298
Council tax	827
Benefits checks	2667
Other	1333

Debt Centre case study

Context

A referral came from the local authority for a man who had been ill and had to take time off work

Issues

He was unable to cope financially. He was suicidal, threatening to jump on the railway track

Support

We were able to give him immediate food and working alongside other agencies we ensured he was able to claim the benefits he had not claimed and sort the debt he had amassed

Outcome

As his health improved he was able to go back to work and his financial situation was resolved

Community Action Network Meetings

Bringing together community, third sector and statutory services to connect with peers, share knowledge, ideas and experiences, identify and prioritise local challenges within PCN areas.

- **Average rating of CAN Meetings: 4.3 out of 5 stars**
- Through working with Talk Community those surveyed say they have:
 - Learned about other relevant work in the community: 89%
 - Connected with new services and organisations: 83%
 - Engaged more effectively with the community or partner organisations: 74%
 - Explored opportunities for wider partnership working: 71%
 - Had advice about funding, income generation or sustainability: 61%
 - Had support to develop a new project or idea: 50%
 - Received information or advice about setting up or developing their organisation: 49%
 - Accessed training or received information about training opportunities: 45%
 - Had the opportunity to influence/be involved in planning future service delivery: 35%

Funding delivery

HAF (£1.1 million)

- 25,150 HAF activity places have been booked to date; all included a nutritious meal
- Two fully booked family open days have taken place with 25 activities providers, 7 food and drink providers with 350 children in attendance at each.
- 40 quality assured providers
- Average 1497 children per programme
- 177 children with SEND per programme

Household Support Fund (£5.1 million)

2022 - 2023

- 9,370 holiday FSM vouchers
- 3,200 Pension vouchers
- 6,662 food vouchers
- 1,519 energy costs
- 1,219 essential items
- 233 care experienced young people
- 1066 family food shops
- 560 emergency payments
- 83 WOW events

2023 – 2024

- 9 different programmes of delivery underway

COVID Recovery (£2 million)

- £460,000 Community grants
- Digital Exclusion training and support – through AGE UK (380 Total beneficiaries)
- Partnered with HALO to offer free family swims, swimming lessons for adults, gym memberships for teens, community thank you events
- Partnered with Stride Active to fund the active schools programme
- Mental health support for children and Young People
- Cost of living support

Talk community Directory



35

Additional projects

Let's Talk

A project to engage with children, young people and their families and find out what living in Herefordshire is really like for them

- 18 community events delivered
- 14 focus groups were held
- 1054 survey responses

Money on your Mind

A self-serve toolkit providing easy access to a wealth of local information and resources to assist residents overcome financial difficulties.

25,035 hits

Cost of Living Roadshows

Improve access to cost of living support for residents by bringing advice and information directly to them.

- 17 events held
- 400+ people supported
- 45 Agencies supporting

Early Homeless Prevention

A fixed-term role specifically designed to help those at risk of homelessness at the earliest possible stage. Working in partnership with other agencies to support at least 22 individuals at risk of homelessness

Connecting Business and Charity

Initiative to bring our local businesses and charities together

LinkedIn group with 255 members

4 Networking events held

Loyal Free

An app which supports the local high street and tourism

- 271 businesses promoted
- 1,451 Registered Users
- 7,847 trail interactions
- 1,631 in-app competition entries

Additional projects

State of the Sector Survey

- Research undertaken by Impact consultancy on behalf of HC
- Have a greater understanding of the VCSE sector at county and primary care network level

Funding Support

- Grants online tool
- Local funders forum
- 121 support

QCWBR

Organised a large scale community event to celebrate the Queen's Commonwealth Baton Relay visiting Herefordshire

Community Wellbeing Survey

"Improve understanding of the wellbeing and resilience of Herefordshire's communities, and the residents living in them both prior to and during the emergencies (flooding and Covid-19) in the county during 2020 and 2021."

Campaigns/materials

Focus on health, wellbeing and community initiatives

- Social media campaigns
- Focused website campaigns
- Leaflets/ posters/ advice packs

Talk Parish

Coordinating quarterly parish summits, aiming to foster collaboration and communication between parish and town councils and Herefordshire Council

Talk Community Brokers

The core role of the TC Broker is to link the Herefordshire residents most in need to community groups and services

- Provide a community offer alongside that statutory care package
- Adhoc requests from ART and other colleagues in the Herefordshire Council
- Maintaining a database of services

160

Support plans per month

92

Adhoc request per month



Case study – Youth

Context

Large village in Herefordshire experiencing a huge rise in demand for youth mental health support an unmet need for sexual health

Issues

- Young people have no mental or sexual health services locally
- Travel to nearest support either not possible or not appropriate

Action Taken

- Worked with local groups to identify the specific needs
- Identified and met with services to support
- Training organized for volunteers to support the mental and sexual health needs of young people
- Connected the youth groups with those services

Outcome

- Volunteers receiving training from sexual health services
- Direct support for young people from CLD
- Volunteers more equipped to support the young people

“Talk Community have enabled us to make brilliant connections, extending our reach and helping more people”

Case study – Market Town

Context

A Volunteer based community group in a market town running a weekly 'warm welcome' providing warmth, warm food, support and advice

Issues

- Limited volunteer capacity
- Large numbers of Neets attending
- Multiple and diverse needs presenting

Action Taken

- Worked with local groups to identify the specific needs
- Linked in with landau for Neet support
- Connected other teams to support residents with advice
 - Talk Community Homelessness Prevention
 - Healthy lifestyles Team
 - Taurus social prescribers

Outcome

Young people getting support with

- CV writing
- Confidence and skills building
- Employability skills
- Rent/housing issues
- Children's services signposting to the group

"I actually can't think of any further support I could get. Talk community has been so helpful and inclusive"

Case study – Funding

Context

Community group supporting young and young adult carers

Issues

- Limited access to funding as a community group
- Reliant on other organizations to host bank account and services for them

Action Taken

- Explored all options around the structure of the group and setting up own entity
- Provided advice and support on different constituted structures e.g. charity or social enterprise
- Identified appropriate grants for new project

Outcome

- Successful registered as a social enterprise with a business bank account
- Applications for grant funding submitted
- The group has confidence and knowledge of running a CiC

“Thank you so much for your help and support as always!”

Talk Community has supported...

3931

households to benefit from financial advice through community debt centres

1937

residents attending Healthy Lifestyle Training in hubs

460

residents through cost of living roadshows

203,150

hits recorded on the Talk Community Directory

128

healthy lifestyle groups active in hubs

782

community groups with funding advice

25,150

Holiday Activity and Food (HAF) places, booked

Talk Community has supported...

75

Talk Community Hubs
and digital access
points

254

volunteers trained in
mental
health/awareness/
first aid

268

volunteers trained in
provision of financial
advice

25,000

people per annum
attending a Talk
Community Hub and
being connected to
support

342

volunteers
supporting Talk
Community Hubs

62

Community Action
meetings held per
annum

7,330

drop in sessions per
annum

Issues

End of national funding in March 2024 – c£8.2m investment in community organisations and support

Detailed and robust understanding of ‘prevention’ need

4 Strategic framework for prevention not explicit, shared and understood

How to evaluate the impact of work to reduce ‘prevention’

How to collect and use community ‘intelligence’ systematically to influence strategic and operational planning



Title of report: Work programme 2023/24

Meeting: Health, Care and Wellbeing Scrutiny Committee

Meeting date: 29 January 2024

Report by: Statutory Scrutiny Officer

Classification

Open

Decision type

This is not an executive decision

Wards affected

(All Wards)

Purpose

To consider the work programme for the Health, Care and Wellbeing Scrutiny Committee for the municipal year 2023/24.

Recommendation(s)

That:

- a) **The committee agree the work programme, which will be subject to periodical reviews, as the basis of their primary focus for the remainder of the municipal year.**

Alternative options

1. The committee could decline to agree a work programme for its future committee meetings. This would likely result in unstructured and purposeless meetings.
2. The committee could also decline to determine who they would like to invite to participate in meetings, or which evidence they wish to receive in advance of the meeting. This would likely result in an inefficient use of their committee time.

Key considerations

3. A fundamental part of good scrutiny is planning and agreeing a programme of work for the committee to undertake. A well-considered work programme:
 - a. identifies priorities for the committee's work that align with corporate and partnership priorities, as well as reflecting community concern;

- b. ensures that each identified topic has clear objectives that focus the committee's work;
- c. creates a timetable for the committee's programme of work so that the committee carry out its work at the optimal time; and
- d. provides officers and partners with requirements for evidence that will support the committee in providing evidence-based scrutiny.

Community impact

- 4. Effective scrutiny enables the committee to reflect community concern, one of the four purposes of scrutiny as outlined by the Centre for Governance and Scrutiny.

Environmental impact

- 5. This report contains no direct environmental impacts. However the work that the committee will undertake resulting from agreeing this work programme may have direct impacts. Reports arising from or supporting this work will outline their potential environmental impact.

Equality duty

- 6. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. This report contains no direct equality impacts. However the reports and issues that the committee will consider may have direct impacts. Reports arising from or supporting this work will outline the any associated equality impacts for committee consideration.

Resource implications

- 7. This report constitutes part of the typical function of this committee. Similarly, a programme of work undertaken by committee is an integral part of the council's 'business as usual'. There is no resource implication in setting or agreeing a work programme. However agreed topics in the work programme, in particular any requests for bespoke research or the involvement of outside experts or community groups, may incur resource costs. These will be contained in any reporting or planning of agreed topics within this work programme.

Legal implications

- 8. The remit of the scrutiny committee is set out in part 3 section 4 of the constitution and the role of the scrutiny committee is set out in part 2 article 6 of the constitution.
- 9. The Local Government Act 2000 requires the council to deliver the scrutiny function.

Risk management

- 10. There are no risks identified in the committee agreeing an effective and timely programme of work. However there is a risk to the council's reputation if committees fail to set a work programme, or set a programme of work that does not address local authority, partnership or community priorities.

Consultees

- 11. In drafting this work programme, consideration has been given to:
 - a. The previous work of the Health, Care and Wellbeing Scrutiny Committee;

- b. Priorities suggested by members of the committee; and
- c. Herefordshire Council officers

12. This work programme is subject to ongoing review, which may involve additional consultees.

Appendices

Appendix A - Health, Care and Wellbeing Scrutiny Committee work programme 2023/24

Background papers

None.

29 January 2024, agenda publication 19 January 2024

Topic and Objectives	Evidence required	Attendees*
<p>Community-based support services</p> <ul style="list-style-type: none"> ○ How does Herefordshire Council provide, support, commission and co-ordinate community-based services in Herefordshire? ○ What is the council’s strategy for these services? ○ How does the council ensure that an effective strategy allows for organic growth in these services? 		<ul style="list-style-type: none"> ● Interim Service Director – Communities ● Talk Community Development Lead
<p>Work programme</p> <ul style="list-style-type: none"> ○ Review work programme 		<ul style="list-style-type: none"> ● Statutory Scrutiny Officer

25 March 2024, agenda publication 15 March 2024

Topic and Objectives	Evidence required	Attendees*
<p>Supported housing for working age adults with additional needs</p> <ul style="list-style-type: none"> ○ How do we forecast, commission and meet the housing needs of adults with a learning or with a severe and enduring mental health problem? ○ How do we work with developers to provide the required housing? 		<ul style="list-style-type: none"> ● Service Director – All Ages Commissioning ● Head of Housing
<p>Supporting care leavers</p> <ul style="list-style-type: none"> ○ How do we identify and meet the housing and support needs of care leavers? ○ How do we ensure that the council’s looked-after children leave its care with good life skills? ○ Where needed, how does the council ensure a smooth transition from children’s to adults services? 		<ul style="list-style-type: none"> ● Head of Service, Corporate Parenting ● Service Director – All Ages Commissioning ● Head of Community Commissioning
<p>Work programme</p> <ul style="list-style-type: none"> ○ Review work programme 		<ul style="list-style-type: none"> ● Statutory Scrutiny Officer

20 May 2024, agenda publication 10 May 2024

Topic and Objectives	Evidence required	Attendees*
<p>West Mercia Police “Most Appropriate Agency” policy</p> <ul style="list-style-type: none"> ○ Scrutinise the impact of the change in West Mercia policy regarding responses to welfare, mental health incidents and missing persons. ○ Further scrutinise the effectiveness of the council response to the policy 	<p>West Mercia Police “Most Appropriate Agency” policy</p> <p>Herefordshire Council policy</p>	<ul style="list-style-type: none"> ● West Mercia Police ● Service Director – Social Care Delivery
<p>Work programme</p> <ul style="list-style-type: none"> ○ Review work programme 		<ul style="list-style-type: none"> ● Statutory Scrutiny Officer

*The Corporate Director, Community Wellbeing and Cabinet Member Adults, Health and Wellbeing, both have a standing invitation to the meeting.

Long list items

- Technology Enabled Living
- Discharge to Assess, in partnership with Hoople Cares and Wye Valley NHS Trust
- The development of a Homeshare model in Herefordshire
- Informal discussions with care providers to discuss challenges and opportunities
- Task and finish group terms of reference: home care solutions