

Date: Tuesday 21 March 2023 at 4.00 pm

Venue: Meeting Room 1, Jim Cooke Conference Suite, Stockton Central Library,
Church Road, Stockton-on-Tees TS18 1TU

Cllr Evaline Cunningham (Chair)
Cllr Clare Gamble (Vice-Chair)

Cllr Jacky Bright
Cllr Lynn Hall
Cllr Steve Matthews JP
Vacancy

Cllr Ray Godwin
Cllr Mohammed Javed
Cllr Paul Weston

AGENDA

- 1 Evacuation Procedure** (Pages 7 - 8)
- 2 Apologies for Absence**
- 3 Declarations of Interest**
- 4 Minutes** (Pages 9 - 18)
- 5 North Tees and Hartlepool NHS Foundation Trust -
Quality Accounts 2022-2023**

Representatives of NTHFT will be in attendance in order to outline performance against the Trust's quality priorities for 2022-2023 and inform the Committee of the emerging priorities for the next year. (Pages 19 - 48)
- 6 Monitoring the Impact of Previously Agreed
Recommendations - Hospital Discharge (Phase 2)**

Progress report for the previously completed Hospital Discharge (Phase 2 - discharge to an individual's own home) review. (Pages 49 - 56)
- 7 Monitoring the Impact of Previously Agreed
Recommendations - Day Opportunities for Adults**

	Progress report for the previously completed Day Opportunities for Adults review.	(Pages 57 - 74)
8	Minutes of the Health and Wellbeing Board	(Pages 75 - 86)
9	SBC Overview and Scrutiny - End-of-Term Report 2019-2023	(Pages 87 - 130)
10	Chair's Update and Select Committee Work Programme 2022-2023	(Pages 131 - 134)

Members of the Public - Rights to Attend Meeting

With the exception of any item identified above as containing exempt or confidential information under the Local Government Act 1972 Section 100A(4), members of the public are entitled to attend this meeting and/or have access to the agenda papers.

Persons wishing to obtain any further information on this meeting, including the opportunities available for any member of the public to speak at the meeting; or for details of access to the meeting for disabled people, please

Contact: Scrutiny Support Officer - Rachel Harrison on email rachel.harrison@stockton.gov.uk

KEY - Declarable interests are:-

- Disclosable Pecuniary Interests (DPI's)
- Other Registerable Interests (ORI's)
- Non Registerable Interests (NRI's)

Members – Declaration of Interest Guidance



Table 1 - Disclosable Pecuniary Interests

Subject	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain
Sponsorship	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council — (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
Land and property	Any beneficial interest in land which is within the area of the council. 'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners (alone or jointly with another) a right to occupy or to receive income.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer.
Corporate tenancies	Any tenancy where (to the councillor's knowledge)— (a) the landlord is the council; and (b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.
Securities	Any beneficial interest in securities* of a body where— (a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and (b) either— (i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/ her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners have a beneficial interest exceeds one hundredth of the total issued share capital of that class.

* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2 – Other Registerable Interest

You must register as an Other Registrable Interest:

- a) any unpaid directorships
- b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority
- c) any body
 - (i) exercising functions of a public nature
 - (ii) directed to charitable purposes or
 - (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a member or in a position of general control or management

Conference Room 1, Municipal Buildings

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Adult Social Care and Health Select Committee

A meeting of Adult Social Care and Health Select Committee was held on Tuesday, 21st February, 2023.

Present: Cllr Evaline Cunningham (Chair), Cllr Clare Gamble (Vice-Chair), Cllr Lynn Hall, Cllr Mohammed Javed, Cllr Steve Matthews JP

Officers: Ann Workman, Rob Papworth (A&H); Darren Boyd, Gary Woods (CS)

Also in attendance: Colin Wilkinson (NHS England Chronic Pain Stakeholder Group)

Apologies: Cllr Jacky Bright, Cllr Ray Godwin, Cllr Paul Weston

ASH 48/22 Evacuation Procedure

The evacuation procedure was noted.

ASH 49/22 Declarations of Interest

There were no interests declared.

ASH 50/22 Minutes- 17 January 2023

Consideration was given to the minutes from the Committee meeting held on 17 January 2023.

Regarding item 5 (Teeswide Safeguarding Adults Board (TSAB) – Annual Report 2021-2022), Members were reminded of the recently circulated additional information provided by TSAB in relation to some of the queries raised during discussions.

AGREED that the minutes of the meeting on 17 January 2023 be approved as a correct record and signed by the Chair.

ASH 51/22 Action Plan for Agreed Recommendations - Scrutiny Review of Care at Home

Cllr Mohammed Javed wished it to be recorded for transparency purposes only that he had a family member who worked as a carer.

The Committee was presented with a draft Action Plan setting out how the agreed recommendations from the recently completed Scrutiny Review of Care at Home will be implemented and target dates for completion.

Specific comments were noted about the following:

- Recommendation 3 (SBC / Care at Home providers consider existing, and potentially new, mechanisms to engage with local colleges / schools to promote opportunities to work in the care sector): The Committee asked if there was any worth in the Council contacting its health partners to establish whether they may

be able to assist with this recommendation. The SBC Director of Adults and Health confirmed that local NHS Trusts and Primary Care services were already part of the well-established Provider Forums and would be consulted.

- Recommendation 14 (A joint letter from the SBC Cabinet Member for Adult Social Care and Chair of the Adult Social Care and Health Select Committee is sent to the relevant care minister and local MPs regarding the key findings of this review, reiterating the need for appropriate future support of the sector): The Committee was informed that the joint letter had been drafted, agreed and emailed to the Minister of State (Department of Health and Social Care) yesterday (20 February 2023). A hard-copy had also been posted, and the letter had since been shared with the Committee and the two local MPs, one of whom had already sent the Minister of State subsequent correspondence with reference to the Committee's work.

AGREED that the content within the presented draft Action Plan in relation to the recently completed Scrutiny Review of Care at Home be approved.

ASH 52/22 Monitoring the Impact of Previously Agreed Recommendations - Care Homes for Older People

Consideration was given to the assessment of progress on the implementation of the outstanding recommendations from the Scrutiny Review of Care Homes for Older People. This was the fourth update following the Committee's agreement of the Action Plan in July 2020, and the following comments / queries were raised in relation to the stated progress:

- Recommendation 2 (That the importance of personalised care be promoted through all contacts the Council and partners have with Care Homes; in particular the development and deployment of a varied activities programme tailored to individual needs and co-ordinated by a designated member of staff): All agreed actions now fully achieved, with specific attention drawn to the resumption of Funky Feet sessions in care homes alongside local nurseries and schools, and the 'Care Homes Legends Games' which took place in November 2022 and will be opened to all providers in June 2023.

- Recommendation 3 (That the benefits of technology for supporting personalised care are championed and promoted to all care homes in Stockton on Tees; in particular, the deployment of electronic solutions for records and medicine management should be supported by the Council): All agreed actions now fully achieved, and in addition to the stated progress, health funding had been secured to develop acoustic falls sensors. As noted, homes were now in a much better position with regards technology and skills to engage with future digital programmes across health and social care.

- Recommendation 5 (That the Council works with all stakeholders to promote and improve the local standing of careers in adult social care): Both agreed actions now considered fully achieved, with a 'soft' launch of the Care Academy website going live last week (mid-February 2023). In terms of impact, good relationships had been developed with Skills for Care, and 50 staff had been

employed into the sector via the recruitment and retention programme.

- Recommendation 6 (That all care homes be required to work towards Dementia Friendly accreditation as part of the new contract arrangements): Both agreed actions deemed fully achieved, with White House and Mandale House now being accredited as 'dementia friendly', and the Council actively working with three other providers. SBC was trying to push this to a wider cohort of providers (not just the original target group of five), and it was confirmed that such a requirement was within care home contracts.

With reference to recommendation 6 and the stated staffing issues within Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) which were prohibiting the future delivery of Positive Approach to Care (PAC) training, the Committee was keen that this was not allowed to fall by the wayside. The Council was encouraged to continue pushing the need for this training with TEWV, and a further update on developments would therefore be required later in 2023.

Reflecting on another comprehensive update, the Committee thanked officers for the work undertaken in response to the original review, with Members pleased to learn of the positive impact of the Committee's recommendations.

AGREED that the progress update be noted and assessments for progress be confirmed (subject to action 19 within recommendation 6 being amended to 'slipped' – this will require a further update later in 2023).

ASH 53/22 Care Quality Commission (CQC) Inspection Results - Quarterly Summary (Q3 2022-2023)

Consideration was given to the latest quarterly summary regarding CQC inspections within the Borough. 16 inspection reports were published during this period (October to December 2022 (inclusive)), and specific attention was drawn to the following:

- The Maple Care Home: The overall service remained 'Requires Improvement', the same grade it received following the previous rated inspection that was published in April 2021. Whilst enough progress had been made for the provider to no longer be in breach of regulation 12 (safe care and treatment), it was still in breach of regulation 17 (good governance). The Manager was implementing processes and procedures, but they needed to become embedded and sustained.
- Beeches Care Home: The overall service remained 'Requires Improvement', the same grade it received following the previous rated inspection that was published in April 2022, though two of the domains ('Caring' and 'Responsive') had both been upgraded from 'Requires Improvement' to 'Good'. Risk and medicines management had improved, but further and sustained improvements were needed. Areas of the home that were previously in a poor state of repair had been improved and made safe for people to use.
- Beechwood House: This was the service's first CQC inspection which resulted

in a 'Requires Improvement' rating. The provider was in breach of regulation 11 (need for consent) as a result of not always acting in accordance with the requirements of the Mental Capacity Act 2005 and associated code of practice. The CQC found that people were not supported to have maximum choice and control of their lives, and staff did not support them in the least restrictive way possible and in their best interests. In addition, the service management and leadership were inconsistent – leaders, and the culture they created, did not always support the delivery of high-quality, person-centred care.

- Parkside Court Extra Care Scheme: The overall service had been downgraded from 'Good' to 'Requires Improvement' since its previously rated inspection (when operating under a different provider) that was published in October 2017. The provider was in breach of regulation 17 (good governance), with the CQC highlighting that staff had not always been recruited safely and pre-employment checks had not always been completed and accurately recorded.

- Rosedale Centre: The overall service had been upgraded from 'Requires Improvement' to 'Good' since its previously rated inspection that was published in July 2021. Significant improvements had been made to ensure records were person-centred and the culture within the service felt open and responsive. Feedback of the Registered Manager was positive.

- Roseworth Lodge Care Home: The overall service had been downgraded from 'Good' to 'Inadequate' since its previously rated inspection that was published in April 2021. The provider was in breach of regulations 10 (dignity and respect), 12 (safe care and treatment) and 17 (good governance), and as a result of its grading, the CQC had placed the service into special measures, meaning it will be kept under review and reinspected within six months. A further consequence was that the service had been suspended from the Framework Agreement for Residential and Nursing Care Accommodation within the Borough of Stockton-on-Tees – no further placements would occur at the home until the CQC published an improved rating.

The Committee drew attention to the final paragraph within the briefing report which referenced the provider's other services which had also been recently inspected by the CQC, and it was suggested that these were looked at in case there were similar issues occurring across their overall offer. Members were reminded that summaries of published CQC inspections are circulated to all SBC Councillors each month (before being included in the quarterly reports considered by the Committee), and that details of these other services would be disseminated once available.

Further reflecting on the information for Roseworth Lodge, the Committee again expressed concern as to why the service had not been fully inspected when issues were clearly evident (it was also noted that the previous inspection published nearly two years ago only focused on the 'Safe' and 'Well-Led' domains too).

For the 'Hospital and Community Health Services (including mental health care)' section of the quarterly report, the Committee acknowledged the upgrading of the Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV): Forensic

inpatient or secure wards service which was now rated 'Requires Improvement' overall instead of 'Inadequate'. It was, however, alarming that the 'Safe' domain remained 'Inadequate', and Members were also concerned by the average satisfaction scores for both patients (75%) and family / carers / friends (61%) surveys (both of which lacked context as only a percentage was provided, not the total number of surveys received).

More encouraging was the upgrading of Butterwick Limited: Butterwick House from 'Requires Improvement' in May 2022 to 'Good'. Whilst the Committee was pleased to see these positive developments, areas of concern remained, with Members mindful of the challenges outlined by the provider (particularly around the recruitment of senior clinical staff) when they addressed the Committee directly back in February 2022.

Attention was then drawn to the PAMMS Assessment Reports section (Appendix 2) – this contained seven inspection outcomes that had been published during the October to December 2022 (inclusive) period (note: a delayed PAMMS report, published during the Q2 2022-2023 period, for Stockton Lodge Care Home (rated 'Requires Improvement' overall) was also tabled for information).

The first three – Chestnut Lodge Nursing Home, The White House Care Home, and Elton Hall Care Home – were all graded 'Good' overall, and though the latter required improvement in the 'Personalised Care / Support' domain, White House was commended for its 'Excellent' rating in this particular aspect of the inspection process (Members noted that White House were one of the dementia-friendly accredited services highlighted in the previous 'Care Homes for Older People' progress update item).

The remaining four PAMMS reports had all been downgraded from 'Good' overall to 'Requires Improvement'. Victoria House Nursing Home, Millbeck, and Willow View Care Home all needed to address issues raised within the 'Involvement and Information' and 'Personalised Care / Support' domains, with the latter also requiring improvement in 'Safeguarding and Safety'. However, of most concern was The Poplars Care Home which had gone from 'Good' across the board to 'Requires Improvement', including a 'Poor' rating for the 'Involvement and Information' domain. It was therefore worrying that the provider's engagement with the SBC Quality Assurance and Compliance Officer and Transformation Managers was minimal.

Prior to the conclusion of this agenda item, the SBC Quality Assurance and Compliance (QuAC) Manager provided the Committee with an update on Ashwood Lodge Care Home. The service had now closed following a number of identified concerns which had led to a 'Poor' overall PAMMS rating and its suspension from the contracting framework which prohibited any new SBC admissions. Prior to closure, a number of professionals were involved to address issues around infection prevention and control, environmental health (food storage / preparation) and fire safety. The Manager had left their post and the Deputy Manager was on long-term sick, and the setting was placed on the Responding to and Addressing Serious Concerns (RASC) process in January 2023. Shortly after, the owners stated they were to close the home.

18 residents had to be relocated, and officers were praised for ensuring this process was undertaken with minimal disruption to individuals. The final resident was moved to another setting in mid-February 2023, and the home was no longer contracted with SBC. The Council had tried to support the staff too, three of whom had now moved over to Green Lodge.

The Committee commended all those involved in managing the situation for both residents and staff, though expressed concern at the loss of 18 beds within the Borough. The QuAC Manager gave assurance that there was still fair capacity across Stockton-on-Tees for such services, and that the relocation of residents had assisted other providers who were experiencing occupancy issues.

AGREED that the Care Quality Commission (CQC) Inspection Results – Quarterly Summary (Q3 2022-2023) report be noted.

**ASH
54/22**

Chronic Pain

Following a proposal put forward in 2022 for the Committee to receive information regarding the management of chronic pain (a condition which reportedly affects high numbers of people across the North East and Tees Valley), Members received a presentation from a member of the NHS England Chronic Pain Stakeholder Group who, after providing some personal context around this issue, covered the following elements:

- What is chronic pain?
- Types of chronic pain
- How common?
- What's it like?
- What works (treatment)?
- What support do people need?
- NHS England toolkit approach (for Primary Care to use as a means of managing this condition)
- Partnership

One of the challenges around chronic pain was that there were conflicting thoughts about its very definition (though it was commonly felt that it refers to a pain which has occurred for longer than three months). An individual can have more than one type of chronic pain, and people can even continue to experience pain in the absence of an injury / disease. Professionals have a good understanding of how nerves work, but nerve-pain is complex to manage.

Pain is understood through the 'biopsychosocial' model which is common in long-term conditions. This comprises 'biology' (how the body experiences pain), 'psychology' (how a person thinks and feels), and 'social factors' (e.g. deprivation, financial stress, relationships). Chronic pain can occur anywhere in the body, but the majority is in the muscles, bones and joints.

It is reported that 34% of people live with chronic pain – 22% of those aged 16+

have a low-impact condition, and 12% have high-impact (the latter having significant ramifications on the way an individual lives their life). Chronic pain affects more women than men, becomes more common as age increases, varies according to ethnicity (more black people have the condition compared to other groups) and is more prevalent in deprived areas (a fact which suggests the rates in Stockton-on-Tees are likely to be higher given deprivation levels).

A key message is that medications are rarely effective and never the whole answer. GPs often do not have the tools, skills or time to help someone live well with chronic pain, and are met with individuals who are trying to describe something in a few minutes that they are experiencing 24-hours a day. However, alternatives that do help (i.e. cognitive behavioural therapy (CBT)) can have long waiting lists. The Occupational Therapist support through Stockton-on-Tees Borough Council (SBC) was helpful within the locality and provided practical assistance to make life easier.

In terms of treatment, having the right kind of conversations (and being asked the right types of questions) with clinicians and those people close to the individuals was vital – this may take several contacts. Also crucial was being supported by clinicians who actively listen, believe, and validate a person's experience of their condition. The general drive to integrate health and care services was particularly relevant for the management of chronic pain, and the importance of physical activity to complement other aspects of support should not be underplayed.

The crux of the NHS England toolkit approach was to pull together a partnership involving health and care providers, the Local Authority and voluntary organisations which can produce a plan to identify those who need help and assist them to live well with chronic pain. A further crucial ingredient was consulting those with lived experience of this condition in the wider community so the right support was known and subsequently available.

The final slide reflected upon what a good quality chronic pain offer might look like to ensure joined-up services that could really make a difference for people with this condition. Central to the vision was the need for affected individuals to be involved in their own journey so they are given the maximum opportunity to live well with pain.

In addition to the presentation, a paper was also tabled which provided commentary on the prevalence of chronic pain in Stockton-on-Tees (though caution was encouraged around the stated data which should be treated as 'ball-park' figures, not absolute numbers). It was thought that around 33,000 people across the Borough were suffering from chronic lower-back pain (of those, around 20,000 had severe pain), the leading cause of disability in the UK. With few available treatments other than exercise, pain relief, occasional steroid injections into the affected joint(s) and various forms of joint replacement, osteoarthritis was almost as prevalent as lower-back pain.

Finally, encompassing all conditions, a study published in 2018 by BMJ Open (<https://bmjopen.bmj.com/content/8/7/e023391>) found the prevalence of chronic pain in North East England to be 47% (note: this study used 2011 data). It may

be assumed that prevalence in Stockton-on-Tees has followed the national trend and increased since then – this would suggest that at least 100,000 people across the Borough were living with chronic pain. If authorities do not recognise this issue, they are therefore failing half the local population.

The Committee expressed its gratitude for the presentation which had highlighted what was clearly a very significant health condition. Indeed, some Members spoke of their own personal experiences of pain and the frustrations of dealing with services (e.g. not feeling listened to, not having enough time to discuss, etc.). Being able to lean-on close family support was a big help when access to professional help was limited.

Members agreed with the need for an individual's arrangements to be reviewed regularly so they feel supported and any changes in their condition can be reflected in future assistance. Encouraging people to acknowledge that they may need help and then know where to go was vital, and peer-group support had the potential to provide further value (as well as addressing possible issues relating to loneliness which may result from life-limiting conditions).

Reflecting on the benefits of physical activity, the Committee drew attention to the already established links with Tees Active, and suggested that there may be scope to use this network within a future chronic pain management partnership. Ensuring those leading activity groups are aware of pain and develop programmes accordingly would also be beneficial.

Considering the significant numbers involved, the Committee asked how this issue could and should be progressed. It was felt that impetus was needed to form the required partnerships between key organisations (which must include input from those experiencing chronic pain), and that the Integrated Care Partnership (ICP) might be the most appropriate vehicle to initiate momentum. Whilst some funding would, of course, be helpful, any investment was likely to be far outweighed by the reduced burden on NHS services. Closing the debate, the SBC Director of Adults and Health noted recent similar discussions at the Health and Wellbeing Board (where NHS colleagues were present) which acknowledged the potential use of the ICP as a platform to take forward the future development of chronic pain management services. Once the anticipated toolkit was released, further development of this issue would also be considered at the Adults Partnership.

AGREED that the chronic pain information be noted.

**ASH
55/22**

Chair's Update and Select Committee Work Programme 2022-2023

Chair's Update

Further to the discussion which followed the presentation of the Teeswide Safeguarding Adults Board (TSAB) Annual Report at the last Committee meeting in January 2023, the Chair had since sought assurances from North Tees and Hartlepool NHS Foundation Trust (NTHFT) around reports of health professionals not conducting home visits for pre- and post-natal checks (instead

requiring expectant / new mothers to go to Endurance House for appointments) which meant the identification of potential safeguarding issues may be being missed. Members also noted challenges involving parking around Endurance House and the reported need for new mothers to use taxis as a result.

Work Programme 2022-2023

Consideration was given to the Committee's current Work Programme. The next meeting, and final one of the current Council term, was scheduled for 21 March 2023 where the feature item would be the annual presentation of key information / data regarding the NTHFT Quality Account. Progress updates for two previously completed reviews, Hospital Discharge (Phase 2 – discharge to an individual's own home) and Day Opportunities for Adults, would also be considered, as would the SBC Overview and Scrutiny – End-of-Term Report (2019-2023).

AGREED that the Adult Social Care and Health Select Committee Work Programme 2022-2023 be noted.

Chair.....

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Agenda Item

Adult Social Care and Health Select Committee

21 March 2023

NORTH TEES AND HARTLEPOOL NHS FOUNDATION TRUST – QUALITY ACCOUNT 2022-2023

Summary

Representatives of the Trust will be in attendance in order to outline performance against the Trust's quality priorities for 2022-2023 and inform the Committee of the emerging priorities for the next year.

The Trust produces a Quality Account as part of this process. The Committee is invited to prepare a statement of assurance for inclusion in the final published version.

Recommendations

- 1) The Committee should consider and comment on the update on performance in 2022-2023 and the priorities for quality improvement in 2023-2024.
- 2) That a statement of assurance be prepared and submitted to the Trust, with final approval delegated to the Committee Chair and Vice-Chair.

Detail

1. NHS Trusts are under a duty to produce yearly 'Quality Accounts' and these are intended to set out:
 - what an organisation is doing well;
 - where improvements in service quality are required;
 - what the priorities for improvement are for the coming year;
 - how the organisation has involved service users, staff and others with an interest in that organisation in determining those priorities for improvement.
2. Being able to consider the Quality Account and associated information is a key way for Members to review the performance and quality of local health services. Quality in the NHS is defined under the headings of Patient Safety, Effectiveness of Care, and Patient Experience.
3. Each year, the Committee has the opportunity to review the quality performance of North Tees and Hartlepool NHS Foundation Trust. The Committee will be provided with a presentation at the meeting.
4. Scrutiny committees have the opportunity to provide a statement of assurance to be included in the published version of the Quality Account.

5. Following the meeting, it is proposed that a draft statement of assurance is prepared and circulated to the Committee, with final agreement delegated to the Chair and Vice-Chair.
6. The Trust's Account from 2021-2022 can be found at the following link (the Committee's last statement of assurance is on pages 145-146 (marked 144-145)):

<https://www.nth.nhs.uk/content/uploads/2022/06/quality-accounts-2021-2022.pdf>

For further background information, the slides and discussion points from last year's Quality Account presentation can be found via the following link (see item ASH 73/21):

<http://www.egenda.stockton.gov.uk/aksstockton/users/public/admin/kab12.pl?cmte=ACH&meet=56&arc=71>

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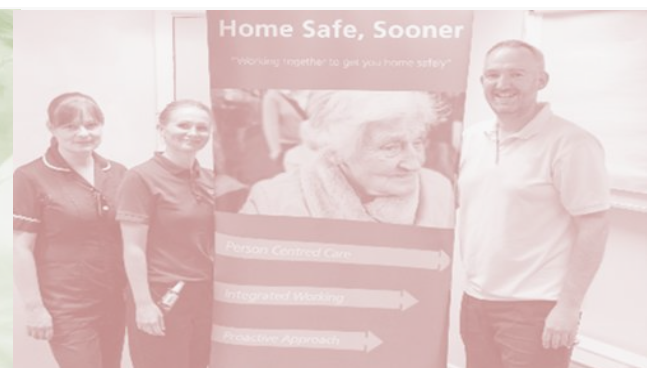
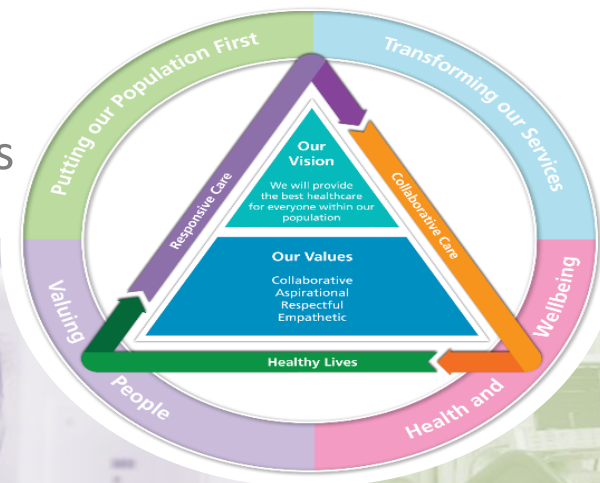
Quality Accounts 2022-23

Keith Wheldon

Head of Performance and Business Intelligence

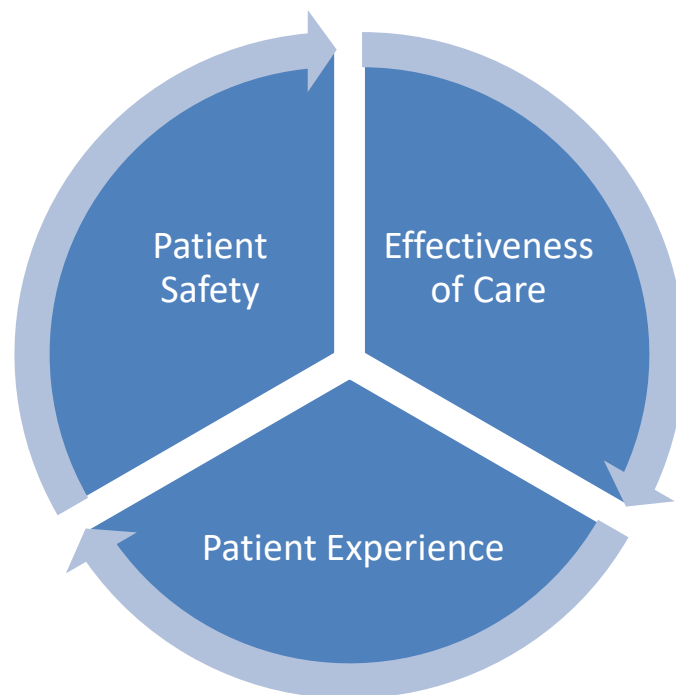
Fiona McEvoy

Associate Director of Nursing, Effectiveness and Clinical standards



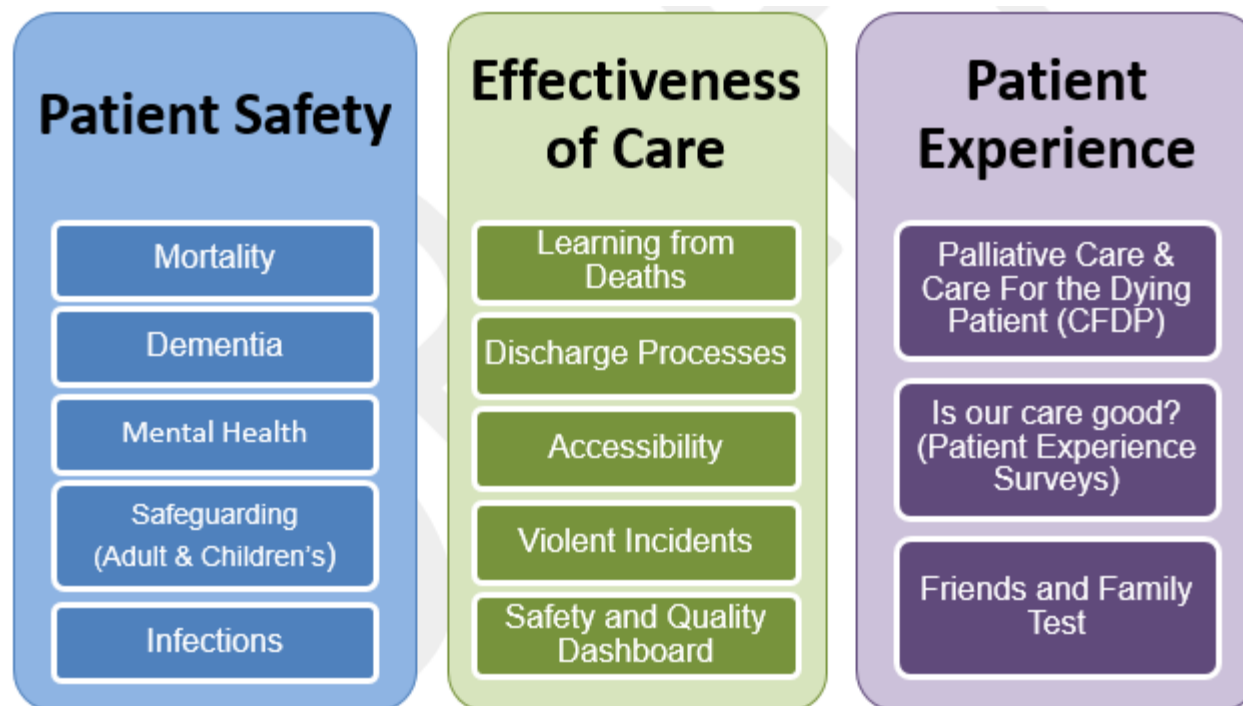
Quality Accounts 2022-23

Three Key Priorities



Quality Accounts Priorities

2022-23



Patient Safety

Mortality Indicators (HSMR & SHMI)

Hospital Standardised Mortality Ratio (HSMR) – In-Hospital mortalities

HSMR – 93.53 (December 2021 to November 2022)

HSMR reporting for December 2020 to November 2021 was **87.82** an increase of **5.71** points.

Summary level Hospital Mortality Indicator (SHMI) –

In-Hospital Deaths and those up to 30 days post Acute Trust discharge

SHMI – 98.11 (September 2021 to August 2022)

SHMI reporting for September 2020 to August 2021 was 99.00 an increase of **0.89** points.

COVID-19 activity in the SHMI

From the July 2020 publication, COVID-19 activity has been excluded from the SHMI. The SHMI is not designed for this type of pandemic activity and the statistical modelling used to calculate the SHMI may not be as robust if such activity were included.

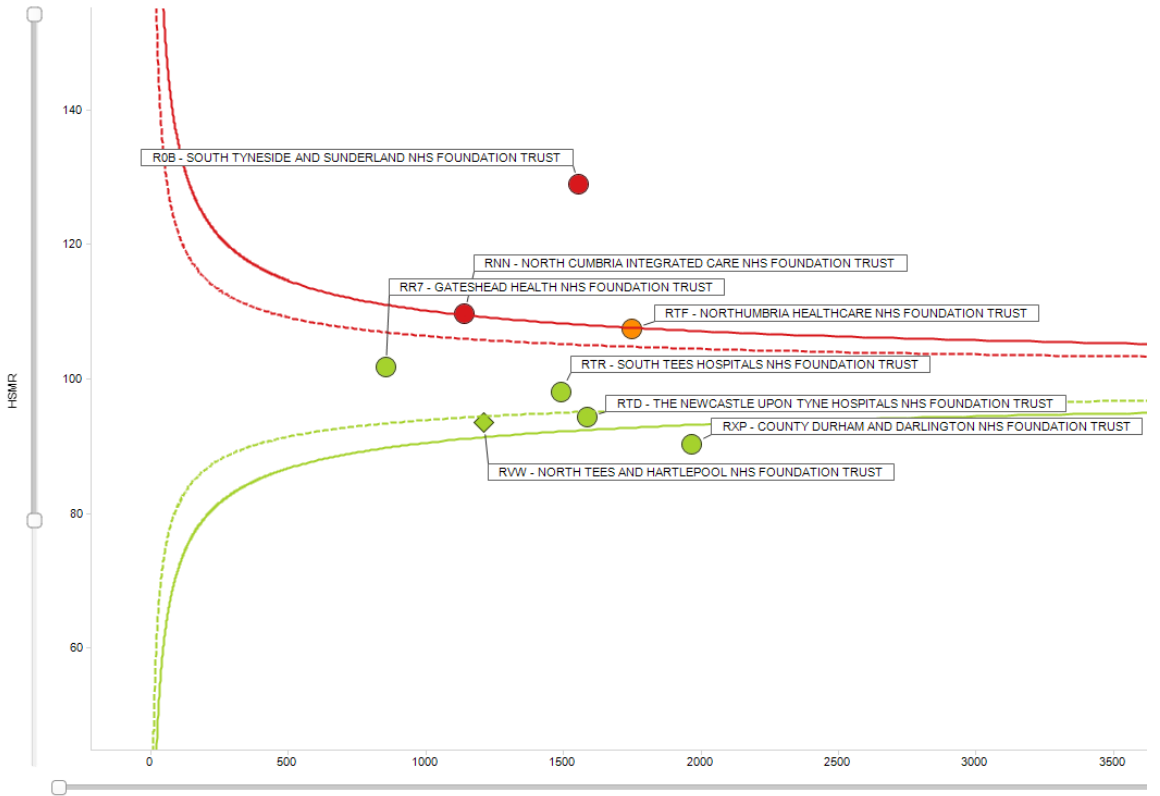
HSMR Indicator

Hospital Standardised Mortality Ratio (HSMR) – In-Hospital mortalities

HSMR – 93.53 (December 2021 to November 2022)



National Range – 72.01 to 130.33



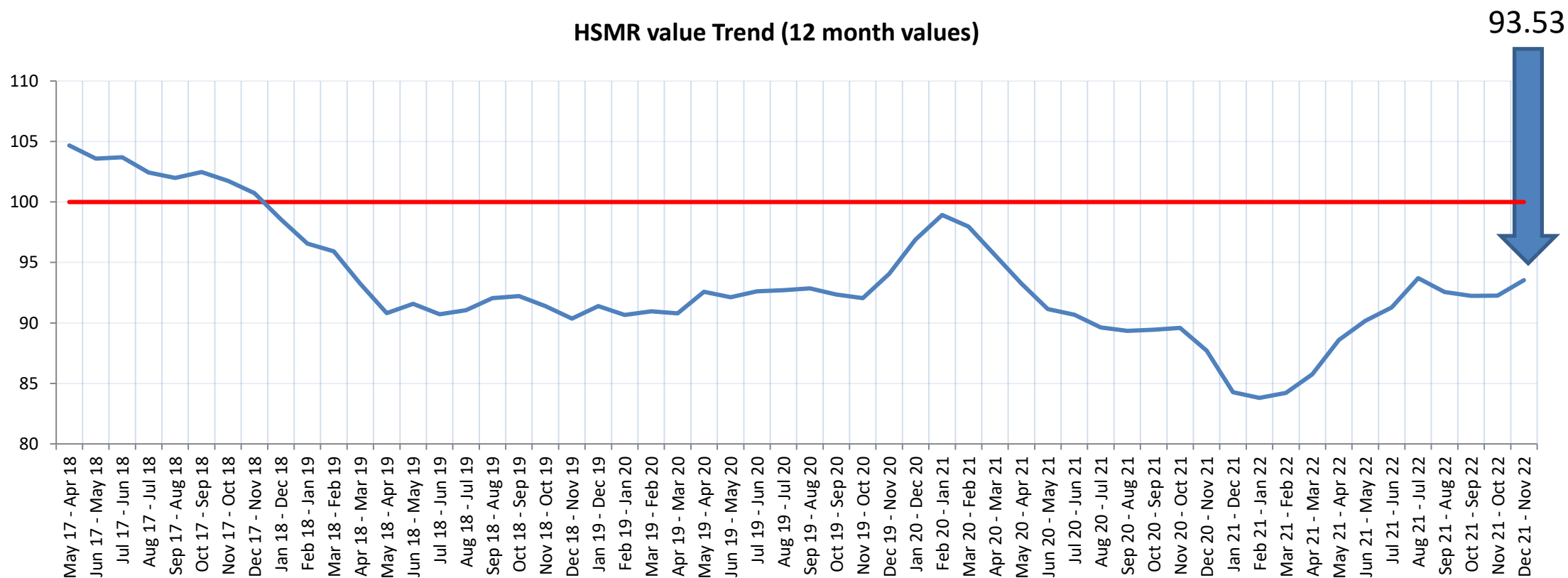
Regional Range – 90.30 to 128.90

HSMR Indicator

Hospital Standardised Mortality Ratio (HSMR) – In-Hospital mortalities

HSMR – 93.53 (December 2021 to November 2022)

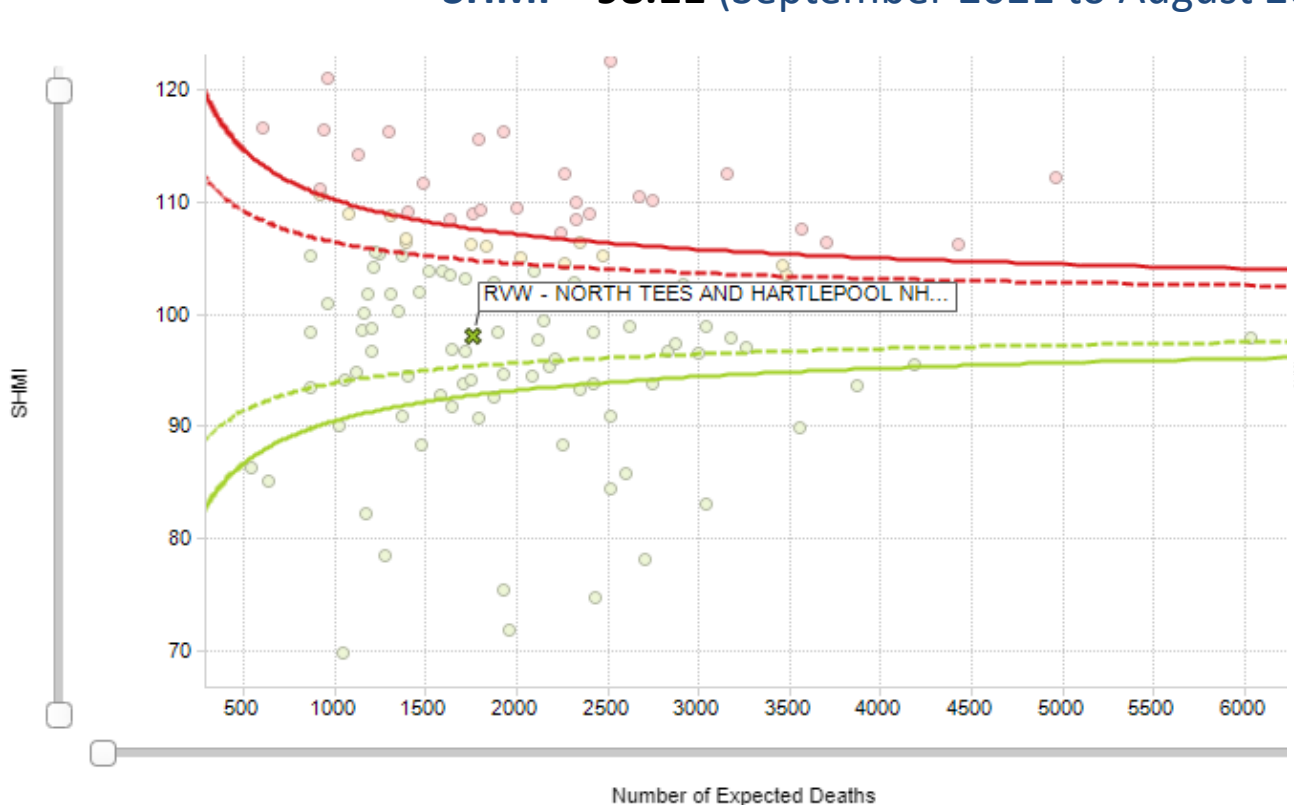
HSMR value Trend (12 month values)



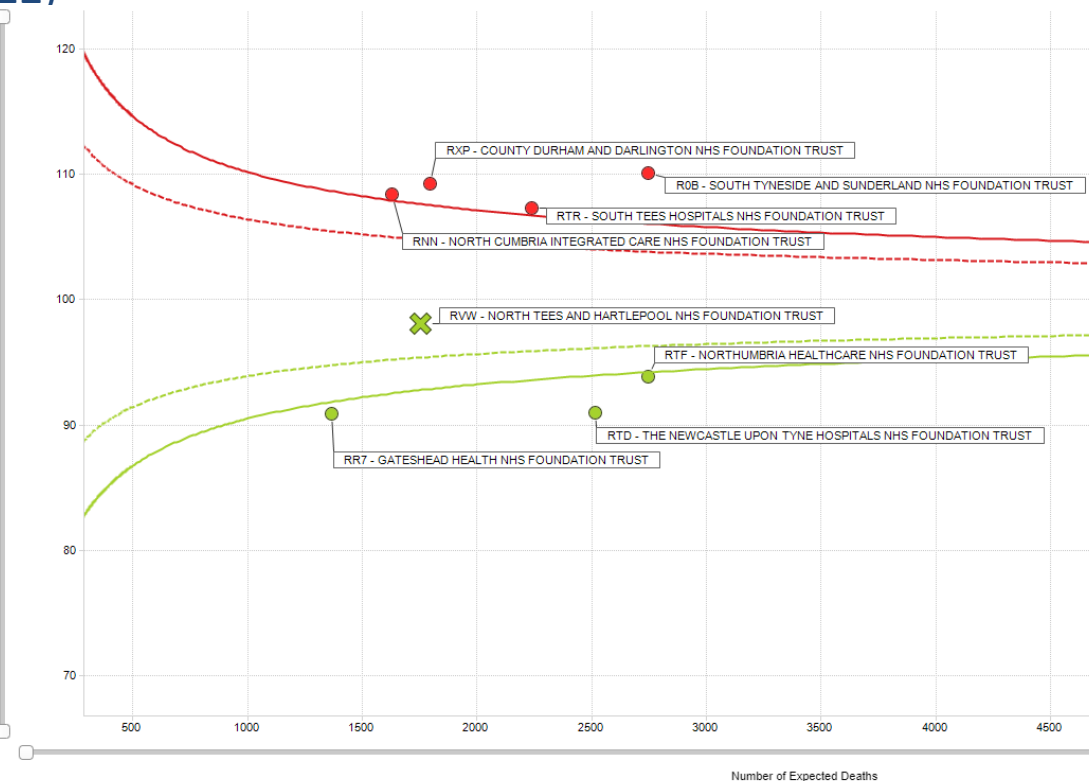
SHMI Indicator

Summary level Hospital Mortality Indicator (SHMI) – In-Hospital Deaths and those up to 30 days post Acute Trust discharge

SHMI – 98.11 (September 2021 to August 2022)



National Range – 69.79 to 122.46

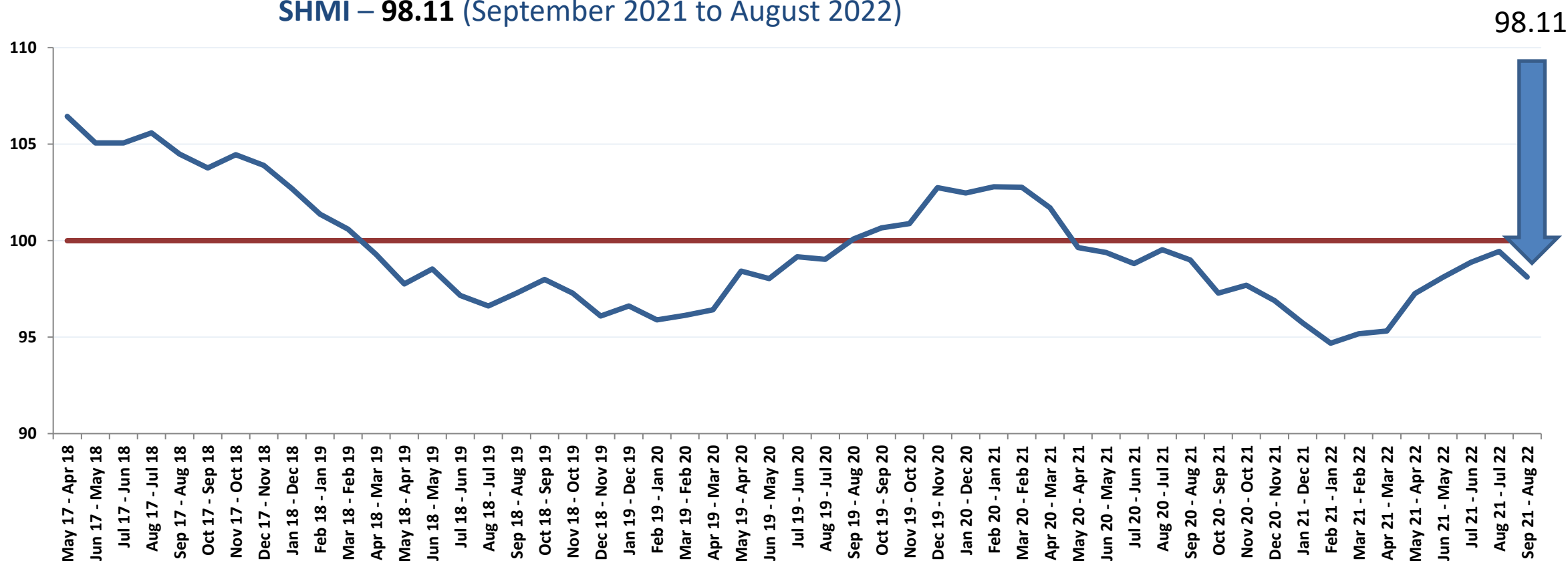


Regional Range – 90.92 to 110.04

SHMI Indicator

Summary level Hospital Mortality Indicator (SHMI) –
In-Hospital Deaths and those up to 30 days post Acute Trust discharge

SHMI – **98.11** (September 2021 to August 2022)

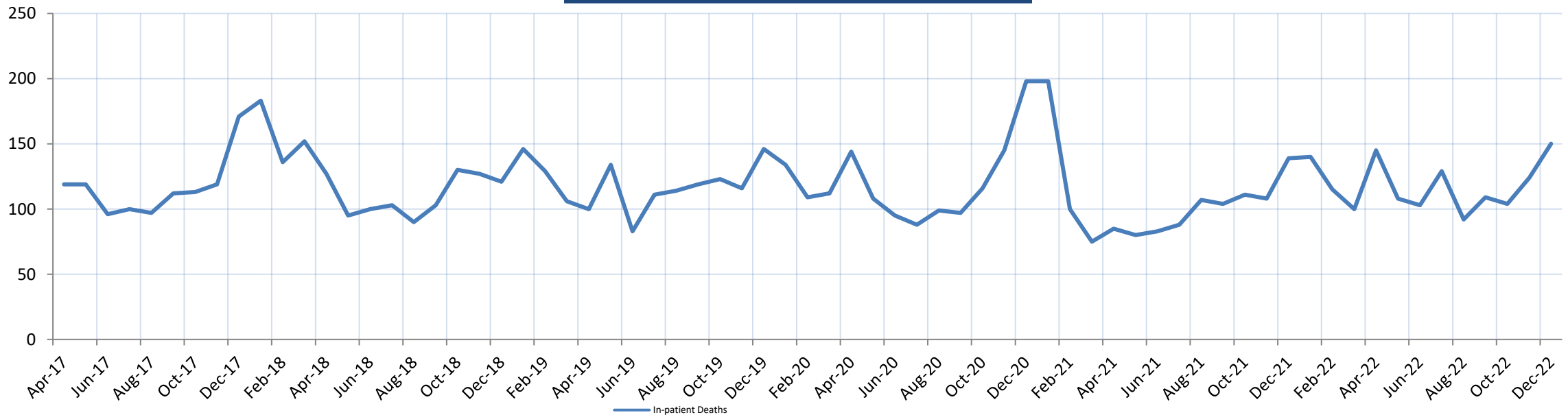


Trust Raw Mortality

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2015/16	119	124	103	92	99	119	95	124	134	134	135	142
2016/17	142	131	123	119	107	97	132	119	144	155	136	136
2017/18	126	128	103	104	105	120	121	129	182	194	138	163
2018/19	135	104	102	114	92	108	139	134	132	149	132	113
2019/20	106	142	90	118	117	124	126	125	157	146	116	118
2020/21	152	113	101	93	102	106	120	154	206	207	110	83
2021/22	95	87	84	100	113	112	120	113	151	151	120	110
2022/23	153	117	111	134	95	115	112	134	167			

	Apr to Dec
2015/16	1,009
2016/17	1,114
2017/18	1,118
2018/19	1,060
2019/20	1,105
2020/21	1,147
2021/22	976
2022/23	1,138

Raw Inpatient Mortality Trend since Apr 17

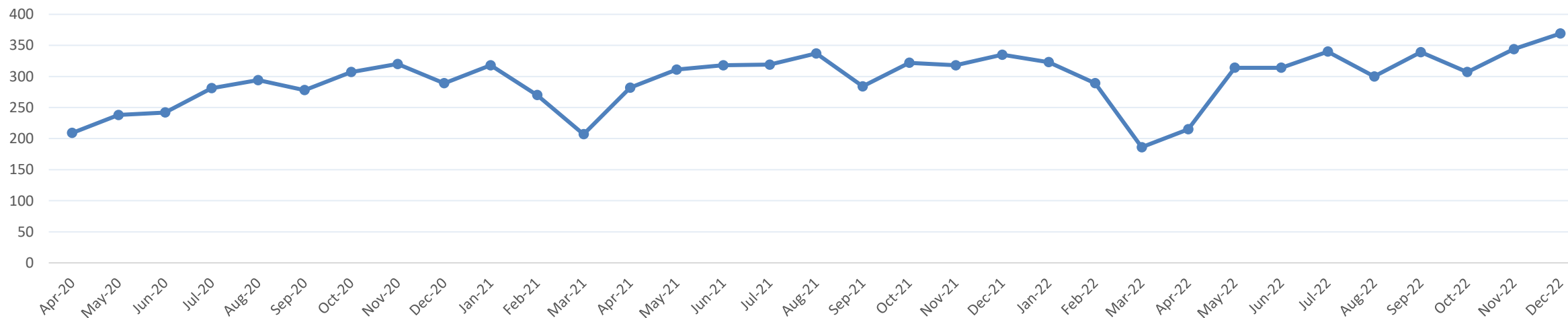


Dementia

The challenges the Trust faces regarding patients admitted with a diagnosis of Dementia/Delirium.

	April	May	June	July	August	September	October	November	December	January	February	March	Total	Apr to Dec
2020-21	209	238	242	281	294	278	307	320	289	318	270	207	3,253	2,458
2021-22	282	311	318	319	337	284	322	318	335	323	289	186	3,624	2,826
2022-23	215	314	314	340	300	339	307	344	369				2,842	2,842

Patients admitted with a diagnosis of Dementia/Delirium



Infection Control – C diff

The following demonstrates the total number of *Healthcare Associated* infections during 2022-2023 compared with 2021-2022.

- Hospital onset healthcare associated (HOHA): cases that are detected in the hospital two or more days after admission
- Community onset healthcare associated (COHA): cases that occur in the community (or within two days of admission) when the patient has been an inpatient in the trust reporting the case in the previous four weeks.

Infection Type	2021-22	2022-23	Year on Year
*Clostridium difficile (C Difficile) HOHA – Hospital onset Healthcare Associated	26	25	-1
*Clostridium difficile (C Difficile) COHA – Community onset Healthcare Associated	18	13	-5

Data is for April to January for both financial years

Infection Control

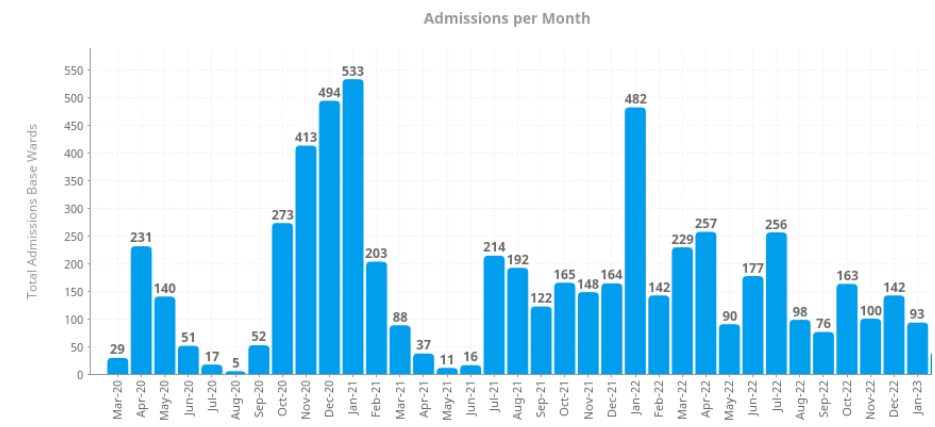
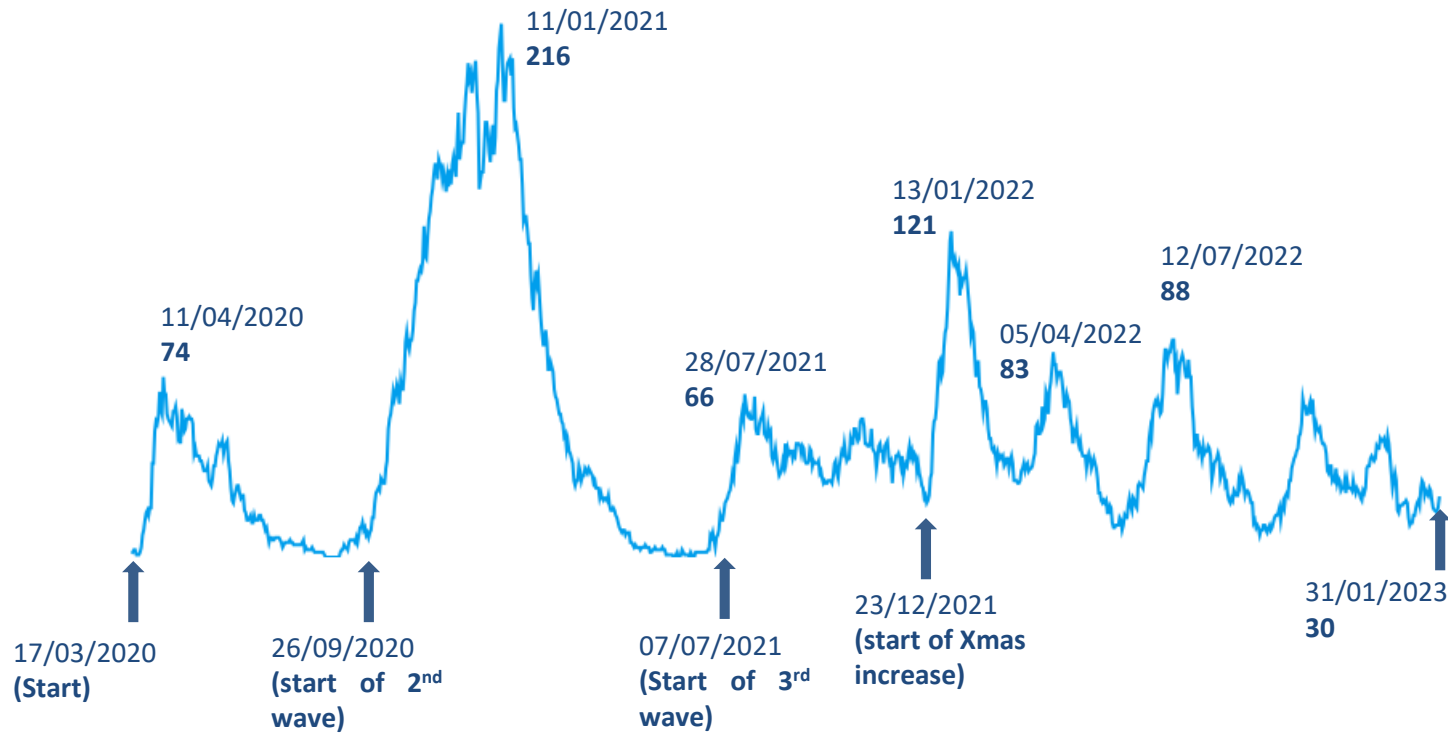
The following demonstrates the total number of *Healthcare Associated* infections during 2022-2023 compared with 2021-2022.

Infection Type	2021-22	2022-23	Year on Year
Methicillin-Resistant Staphylococcus Aureus (MRSA) bacteraemia	0	1	+1
Methicillin-Sensitive Staphylococcus Aureus (MSSA)	20	33	+13
Escherichia coli (E.coli)	61	70	+9
Klebsiella species (Kleb sp) bacteraemia	14	22	+8
Pseudomonas aeruginosa (Ps a) bacteraemia	9	10	+1
CAUTI	227	180	-47

*Data is for April to January for both financial years

COVID-19 Infections

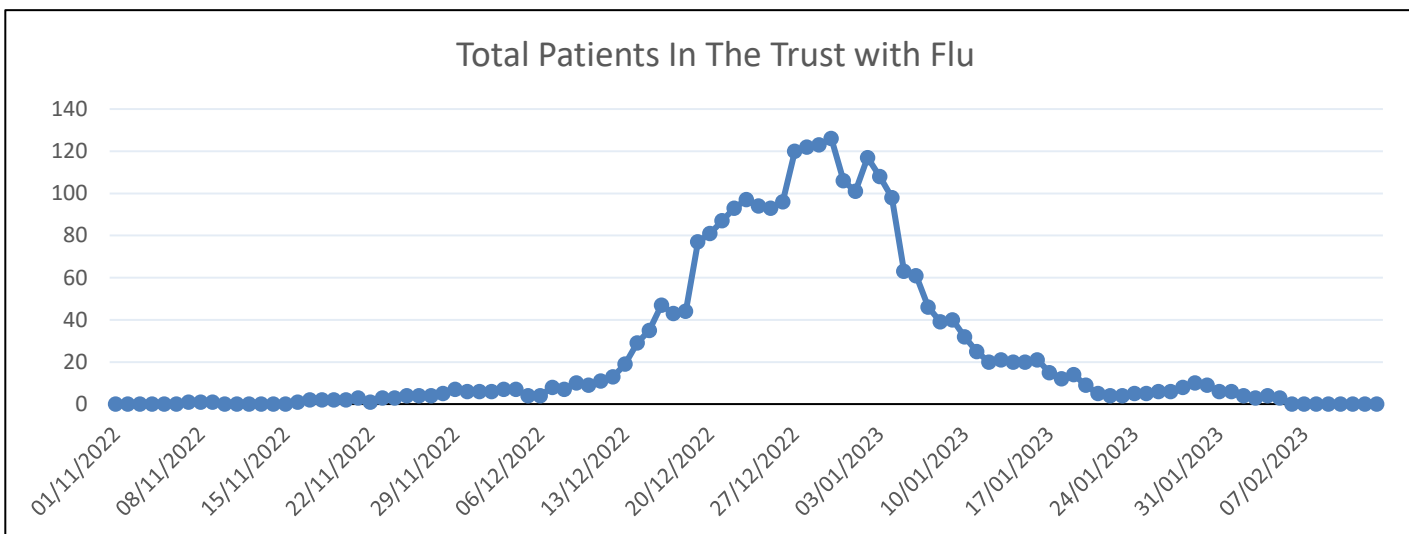
COVID-19 Positive Patients In Hospital



As of this presentation (15 Feb 2023), there are **24** cases in the Trust.

2022-2023 Flu Cases

Total Patients In The Trust with Flu

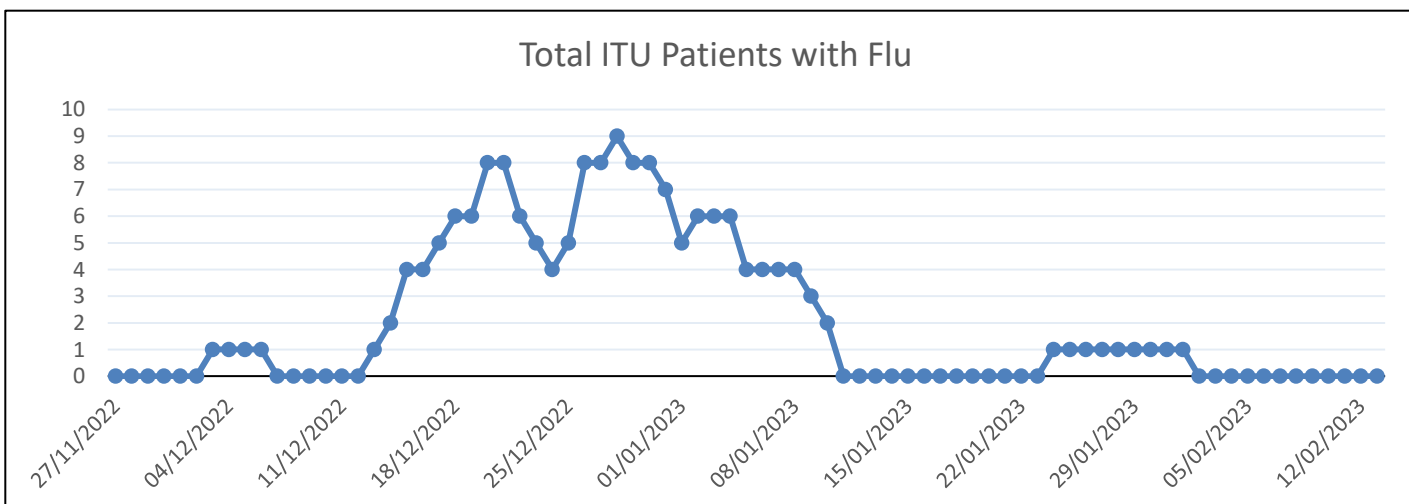


On the 30 December 2022 there were **126** patients in the Trust with Flu.

The single day with the highest number of Flu admissions was the 27 December 2022 with 37.

As of this presentation, there are **Zero** cases in the Trust.

Total ITU Patients with Flu



On the 28 December 2022 there were **9** patients in ITU with Flu.

Effectiveness of Care

Emergency Activity

	A&E Attendance	A&E Admissions	UC Attendance	UC Admissions	Total Attendance	Total Admissions
2019/20	45,264	18,216	127,856	7,285	173,120	25,501
2020/21	34,361	14,069	86,455	3,888	120,816	17,957
2021/22	42,637	16,664	12,1233	6,132	163,870	22,796
2022 - 14/2/23	41,361	15726	118,070	5,967	159,431	21,693
2022/23 Predicted	47177	17937	134674	6806	181851	24744

Attendances to A&E/ UC

Attendances saw a significant increase overall of 45% (year on Year) including those patients going through Resus (increasing by 41%) suggesting higher acuity. Increases in overall admissions can also be seen across the Trust.

Attendances	Dec'21	Dec'22	Diff	% Diff
Type 1 A&E	3,611	4,603	992	27%
Type 3 UC	9139	13,824	4,685	51%
Total	12,750	18,427	5,677	45%

Type 1 Breakdown	Dec'21	Dec'22	Diff	% Diff
Resus	725	1022	297	41%
Majors	2337	2689	352	15%
Paeds	547	920	373	68%

Emergency Admissions	Dec'21	Dec'22	Diff	% Diff
Trust (excl Ambulatory)	3562	4269	707	17%
Type 1 Admissions	1443	1820	377	21%
Type 3 Admissions	351	388	37	10%

Accessibility

Developments and improvements 2022/2023:

- Trust webpage and accessibility
- The Trust contracted language service provider has recommenced training to Trust staff to provide guidance on best practice when working with an interpreter. Virtual training sessions have taken place and face to face training is due to commence with Ward Matrons.
- 18 Accessibility Champions have been introduced to raise awareness around accessibility and reasonable adjustments. The Champions will have received training around the Accessible Information Standards by the end of March 2023.
- The Terms of Reference for the Accessibility Meeting are being refreshed. The meeting is now Chaired by Associate Director of Nursing, Experience and Improvement. The refresh will ensure enhanced senior representation and wider representation from our stakeholders in the community.

Accessibility continued....

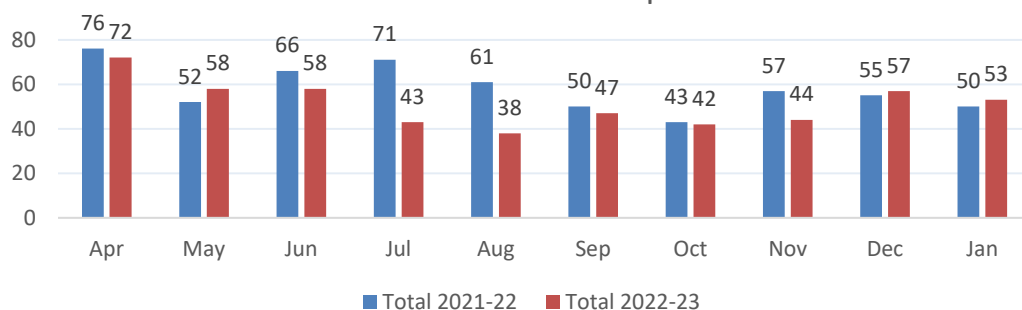
- The Trust engaged the services of an external contractor who undertook a DDA access audit on North Tees, Hartlepool and Peterlee Hospital sites. The audit followed the journey of a patient from the car park/bus stop through to wards and departments. The recommendations from the audit have been graded according to priority level and risk level and remedial work will commence in the first quarter of 2023-24.
- The DDA access report and findings are now factored into any development work to ensure they are addressed whilst undertaking the development work.
- PLACE (patient-led assessment of the care environment) audits have recommenced. The most recent took place in December 2022 and includes external areas, communal areas within the Trust as well as a number of inpatient areas. The findings were fed into the DDA access report for remedial work.
- A review of the Trust complaint process is underway in line with the Parliamentary and Health Service Ombudsman's Complaint Standard Framework. The revised process ensures equal access when raising a concern, complaint or providing feedback as well as a more streamlined and efficient service for all.
- A Patient, Public and People with Lived Experience Steering Group (PPPLE) has been set up to review and refresh the Trust's approach to engagement from full co-production of services to soft touch information giving. The Steering Group will include representation from PPPLE who require reasonable adjustments to access our services.

Violent Incidents

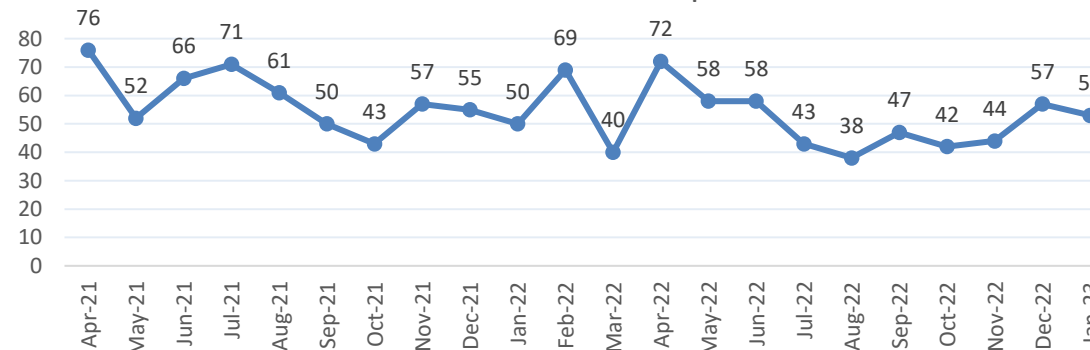
The following demonstrates the total number of *Violent Incidents* the Trust received during 2022-2023 compared with 2021-2022.

	Total	Abuse of staff by patients	Abuse of staff by other person
Apr - Jan 2021-22	581	504	77
Apr - Jan 2022-23	512	448	64

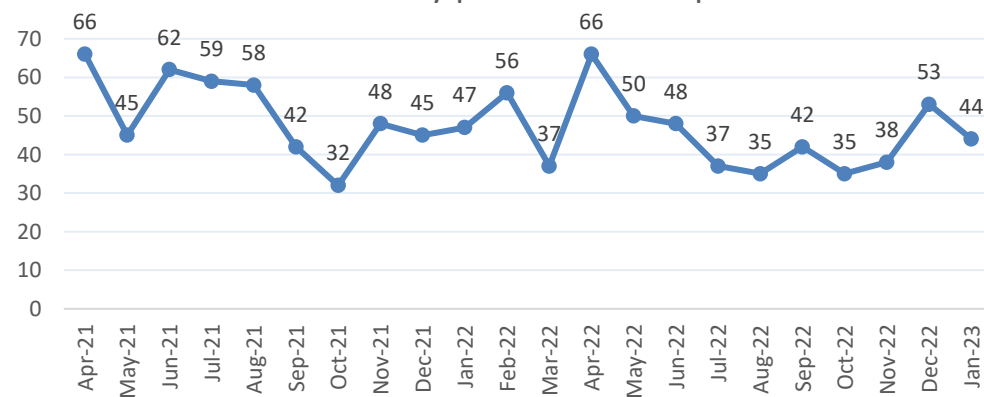
Violent Incidents since April 2022



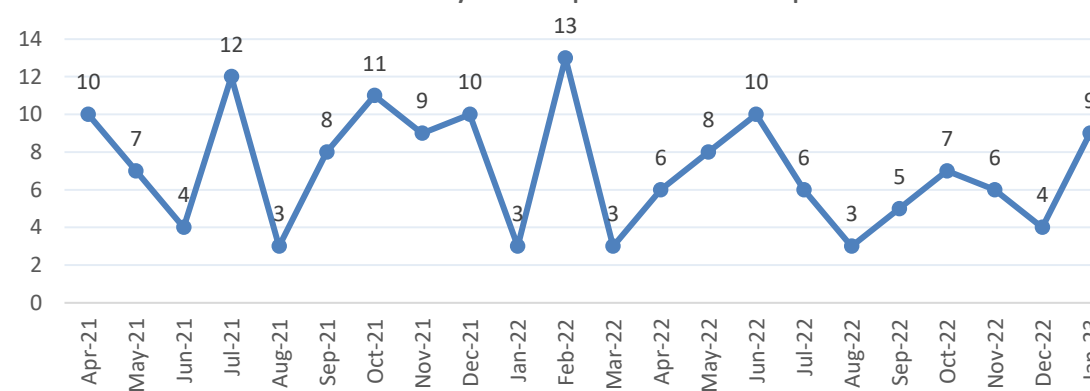
Violent Incidents since April 2022



Abuse of staff by patients since April 2022



Abuse of staff by other person since April 2022



Data is for Apr to Jan for both financial years

Violent Incidents - Events

Adverse event	2021-22	2022-23	Difference
Assault etc with a weapon	6	4	-2
Concerns to do with personal safety	78	40	-38
Disruptive, aggressive behaviour - other	87	50	-37
Inappropriate behaviour and/or personal comments	22	20	-2
Need for use of control and restraint with patient	50	20	-30
Physical abuse, assault or violence - Malicious	9	11	2
Physical Abuse, assault or violence - unintentional	108	115	7
Racial	13	5	-8
Sexual	1	0	-1
Verbal abuse or disruption	207	247	40
Total	581	512	-69

Data is for Apr to Jan for both financial years

Patient Experience

Friends and Family Test (FFT)



Data from April 2022 to January 2023

April 2022 to January 2023

Total Responses	Month									
FFT Response	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23
Very Good	1,137	1,265	1,280	1,284	1,410	1,191	1,469	1,223	1,057	1,395
Good	182	259	229	218	231	177	236	201	200	210
Neither Good nor Poor	30	51	51	43	58	45	53	47	32	51
Poor	24	38	37	31	31	31	24	31	31	26
Very Poor	23	36	37	51	35	34	53	36	53	34
Don't know	3	3	5	5	2	4	3	7	6	5
Total	1,399	1,652	1,639	1,632	1,767	1,482	1,838	1,545	1,379	1,721

Very Good/Good % **92.53%**

Very Poor/Poor % **4.34%**

Complaints

The following demonstrates the total number of **Complaints** the Trust received during 2022-2023 compared with 2022-2022 and 2020-2021.

Complaint Type	*2020-21	*2021-22	*2022-23	2021-22 v 2022-23
Stage 1 - Informal	823	1,006	1,161	+155
Stage 2 - Formal (meeting)	17	67	68	+1
Stage 3 - Formal Response Letter	111	85	82	-3
Total	951	1,158	1,311	

Data is for April to January for all financial years

Complaints

The following demonstrates the top 10 number of **Complaints** types so far for April to January.

All Complaints – Top 10 Subjects

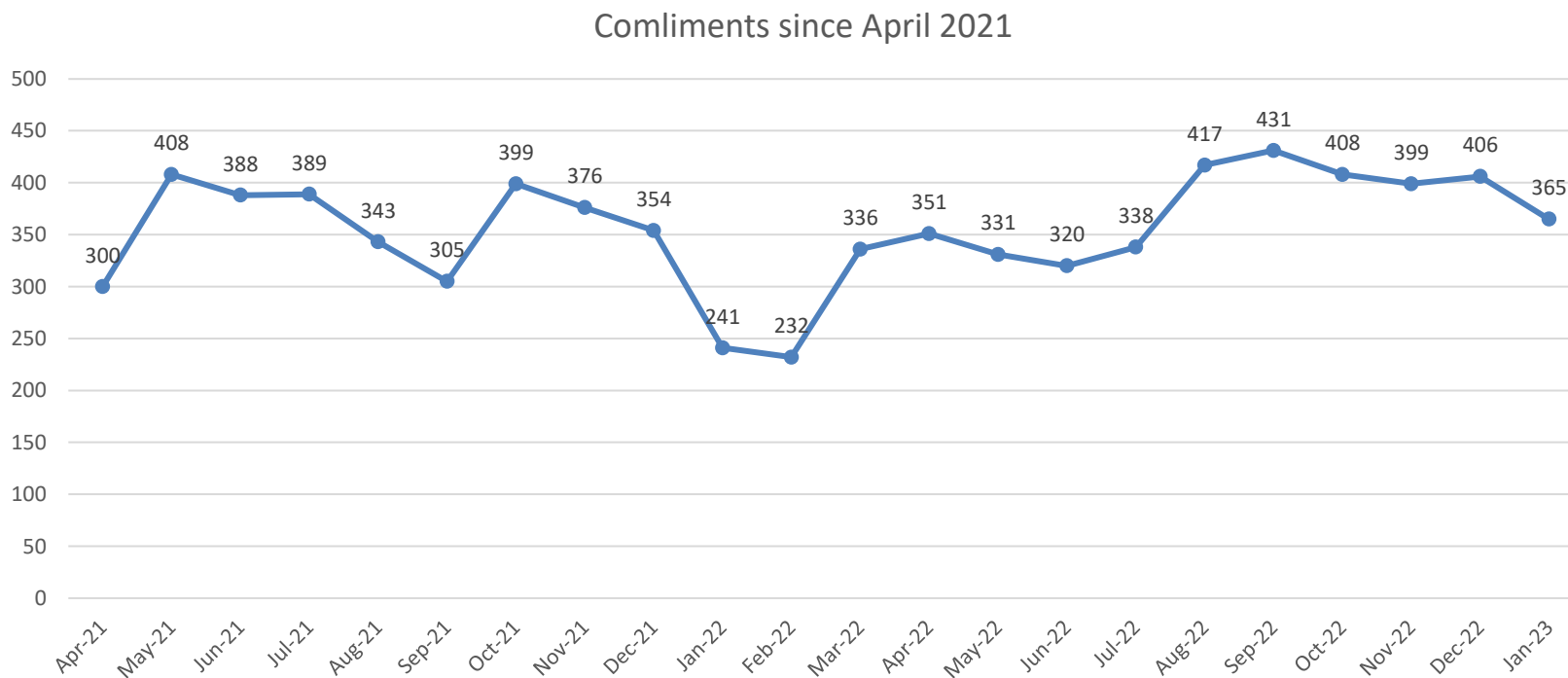
Sub-subject (primary)	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Total
Attitude of staff	12	15	25	33	18	25	13	26	11	16	194
Communication - verbal / non verbal	17	24	10	12	10	22	17	22	15	17	166
Treatment and procedure delays	14	6	4	5	11	13	12	7	8	10	90
Care and compassion	9	5	7	6	7	16	10	7	9	4	80
Competence of staff member	4	8	6	7	5	7	6	5	5	4	57
Length of time to be given apt	2	9	2	6	13	5	0	6	2	8	53
Discharge arrangements	7	3	5	2	6	7	5	0	4	5	44
Outpatient cancellation	6	4	5	1	4	2	4	4	7	2	39
Delay to diagnosis	6	3	7	4	1	1	10	1	1	2	36
Receptionist/administration staff incl attitude and communication	5	4	2	4	3	4	3	4	3	3	35

Sub-subject (primary)	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Total
Attitude of staff	5	18	13	9	12	15	7	12	8	23	122
Length of time to be given apt	5	9	11	9	14	12	20	8	13	7	108
Treatment and procedure delays	9	8	12	13	13	14	7	12	7	8	103
Care and compassion	4	7	2	7	9	6	12	6	9	14	76
Delay to diagnosis	4	2	5	10	12	12	8	6	6	9	74
Communication - Verbal	0	2	1	0	8	8	6	17	6	13	61
Communication - verbal / non verbal	27	18	4	4	0	0	0	0	0	0	53
Competence of staff member	3	6	3	10	9	5	5	4	2	3	50
Outpatient cancellation	6	7	8	8	3	1	7	6	1	3	50
Failure to monitor	5	3	4	4	10	3	5	5	2	6	47

Compliments

The following demonstrates the total **Compliments** received so far for April 2021 to January 2022 compared to the same period for 2020-21.

Total Apr to Jan	
2021-22	3,503
2022-23	3,766



2022-23 Timeline

- Engagement process between February 2023 to March 2023
- 2022-2023 document finalised end of April 2023
- Document sent to Stakeholders to produce their 3rd party statements on.
- 3rd Party Statements back by end of May 2023
- The 2022-23 Quality Accounts to be published on the Trust website by 30 June 2023 deadline



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Agenda Item

Adult Social Care and Health Select Committee

21 March 2023

**PROGRESS UPDATE ON PREVIOUSLY AGREED RECOMMENDATIONS
– REVIEW OF HOSPITAL DISCHARGE (PHASE 2)****Summary**

Members are asked to consider the evidence and assessments of progress contained within the attached Progress Update on the implementation of previously agreed recommendations in relation to the review of Hospital Discharge (Phase 2 – discharge to an individual's own home) (for access to the final report, see the following link: <http://www.egenda.stockton.gov.uk/aksstockton/images/att40837.pdf>).

Detail

1. Following the Cabinet consideration of scrutiny reports, accepted recommendations are then subject to a monitoring process to track their implementation.
2. Two main types of report are used. Initially this is by means of Action Plans detailing how services will be taking forward agreed recommendations. This is then followed by a Progress Update report approximately 12 months after the relevant Select Committee has agreed the Action Plan (unless requested earlier). Evidence is submitted by the relevant department together with an assessment of progress against all recommendations. Should members of the Select Committee agree, those recommendations which have reached an assessment of '1' are then signed-off as having been completed.
3. If any recommendations remain incomplete, or if the Select Committee does not agree with the view on progress, the Select Committee may ask for a further update.
4. The assessment of progress for each recommendation should be categorised as follows:

1	Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
2	On Track (but not yet due for completion)	The evidence provided shows that implementation of the recommendation is on track but the timescale specified has not expired.
3	Slipped	The evidence shows that progress on implementation has slipped.

		An anticipated date by which the recommendation is expected to become achieved should be advised and the reasons for the delay.
4	Not Achieved	<p>The evidence provided shows that the recommendation has not been fully achieved.</p> <p>An explanation for non achievement of the recommendation would be provided.</p>

5. To further strengthen the monitoring process, from August 2020, the Progress Update report will also include references on the evidence of impact for each recommendation.
6. For Progress Update reports following the completion of a review, the relevant Link Officer(s) will be in attendance.
7. **Appendix 1** (Review of Hospital Discharge (Phase 2)) sets out the outstanding recommendations for this Committee. Members are asked to review the update and indicate whether they agree with the assessments of progress.

Name of Contact Officer: Gary Woods
Post Title: Scrutiny Officer
Telephone No: 01642 526187
Email Address: gary.woods@stockton.gov.uk

APPENDIX 1

PROGRESS UPDATE: Review of Hospital Discharge (Phase 2)



SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Hospital Discharge (Phase 2) (discharge to an individual's own home)
Link Officer/s:	Emma Champley / Gavin Swankie
Action Plan Agreed:	January 2022

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 2:	Existing arrangements around the identification of carers when they themselves are admitted to hospital for treatment, as well as options for post-discharge support until they can resume their caring role, be reviewed by all relevant partners to ensure a joined-up approach.
Responsibility:	NTHFT / STHFT / TEWV / SBC
Date:	
Agreed Action:	NTHFT: On every assessment completed by the Home First and Frailty team as soon as the patient arrives in the organisation it is established whether the patient is a carer themselves. This is discussed with the ISPA and is considered when arranging discharge. Information from local partners is also shared during the daily discharge meetings. Process of checking if the person holds a 'carers card' will also be completed. NTHFT staff are given access to SystemOne and are able to access background information to clarify existing arrangements where it is appropriate to do so.
Agreed Success Measure:	NTHFT: All patients being admitted to hospital are asked if they are a carer or they have someone at home who needs support. Audit checks to be completed for assurances that measures to identify carers are being completed.
Evidence of Progress (April 2022):	<p>We are in the process of switching to electronic patient records (EPR) using our electronic system <i>Trak care</i>. The Senior Clinical Professionals who support hospital discharge and the Home First team are involved in the switch across to EPR and will represent the views of the Committee in the design of the new admission and discharge documentation. Target date for go live for EPR is yet to be confirmed.</p> <p>We have extended access to the integrated single point of access (ISPA) - this is now 24/7 and the team are working with the admission areas including the Emergency Department. This means that the team have access to clinical triage staff who can provide more information to support decision-making.</p>

APPENDIX 1

PROGRESS UPDATE: Review of Hospital Discharge (Phase 2)

	<p>Meeting with Jon Carling from Catalyst, in the diary to refresh connections with Carer forums in Stockton.</p> <p>Strong relationships and regular meetings with Partners to share relevant resources and materials.</p> <p>Working copy of adult core admission document.</p> <div style="text-align: center;">  <p>adult admission document 21.docx</p> </div>
<p>Assessment of Progress (April 2022): (include explanation if required)</p>	<p>2 (On-Track)</p>
<p>Evidence of Impact (April 2022):</p>	<p>Positive feedback from areas including the role of the Stroke Association who work with our Stroke teams to support patients, families and carers.</p>
<p>Evidence of Progress (October 2022):</p>	<p>We have daily meetings with locality ISPA to discuss all patients being discharged from hospital, whereby discussions of identifying carers are conducted.</p> <p>The admission document has been reviewed in preparation for transfer to the electronic patient record to include asking if a patient has a carer role to someone. This will be completed upon every admission.</p> <div style="text-align: center;">  <p>HCR430.2 - Nursing Admission Document</p> </div> <p>A research project is underway in partnership with Northumbria University to explore carers and carer organisation views of Hospital discharge. This information will then be used to generate a 'tool kit' of resources that are shared with patients, their families and carers about hospital discharge.</p> <p>SBC Carer engagement Lead to sit on NTHFT Transfers of Care forum.</p>
<p>Assessment of Progress (October 2022): (include explanation if required)</p>	<p>2 (On-Track)</p>
<p>Evidence of Impact (October 2022):</p>	<p>Documentation audits / feedback from carers forum.</p>
<p>Evidence of Progress (March 2023):</p>	<p>Work is underway to implement electronic patient records (EPR) across all adult inpatient areas. The changes recommended in October 2022 will be available on the EPR. Due date for completion Spring 2023.</p>

APPENDIX 1

PROGRESS UPDATE: Review of Hospital Discharge (Phase 2)

	Collaborative working with Stockton Borough council and VCSE Organisations established to maintain arrangements for the identification of carers.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	On-going audits and feedback processes.

Recommendation 3:	Local NHS Trusts develop relationships with Eastern Ravens in order to strengthen the identification, inclusion and support of young carers in the discharge process.
Responsibility:	NTHFT / STHFT / TEWV
Date:	
Agreed Action:	NTHFT: Contact to be made with Eastern Ravens – meeting to be arranged prior to 30 th September to explore building relationships and next steps. Agreed actions and maintain relations to form part of discussion.
Agreed Success Measure:	NTHFT: Recurrent meetings to take place between NTFHT and Eastern Ravens or Eastern Ravens attend a relevant forum in which NTHFT are attendees. Evidence is provided that gives assurances young carers are identified and supported during hospital admission / discharge.
Evidence of Progress (April 2022):	First meeting took place in September 2021 and actions to take away included sharing resources and Trust staff visiting Eastern Ravens to share and discuss good practice. Covid prevented site visits, further contact has been made with Eastern Ravens and a meeting set up in April 2022.
Assessment of Progress (April 2022): (include explanation if required)	3 (Slipped)
Evidence of Impact (April 2022):	Heightened awareness of service, further collaboration and sharing of good practice.
Evidence of Progress (October 2022):	Meetings in April unable to go ahead due to covid. Rearranged meetings in diary for October 2022
Assessment of Progress (October 2022): (include explanation if required)	3 (Slipped)
Evidence of Impact (October 2022):	N/A

APPENDIX 1

PROGRESS UPDATE: Review of Hospital Discharge (Phase 2)

Evidence of Progress (March 2023):	Meeting between Eastern Ravens and NTHFT Representatives 8.3.23, information shared and disseminated across Hospital teams. Contact to be maintained to share any future initiatives.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	Regular meetings and feedback to hospital teams.

Recommendation 4:	Local NHS Trusts make clear to patients and their families / carers whether (and by when) they will receive a follow-up after being discharged, and, for those not requiring immediate health and / or care input, provide appropriate information on who to contact if any significant issues are identified on return home and / or for future post-discharge support (i.e. GP, Community Hub, VCSE links, etc.).
Responsibility:	NTHFT / STHFT / TEWV
Date:	
Agreed Action:	NTHFT: Patients are provided with a discharge leaflet as per the hospital discharge policy which provides details for ongoing support in the community via the ISPA. The ISPA and First contact teams are then able to support the patient if help is required at home utilising services across the voluntary and social enterprise sector (VCSE) and Community Hubs.
Agreed Success Measure:	NTHFT: All patients discharged from hospital are provided with information on discharge, including key contacts.
Evidence of Progress (April 2022):	Hospital discharge policy to be reviewed as per new national guidance. Hospital discharge leaflets to be reviewed as per updated policy.
Assessment of Progress (April 2022): (include explanation if required)	2 (On-Track)
Evidence of Impact (April 2022):	NTHFT discharge policy available.
Evidence of Progress (October 2022):	Discharge Policy has been updated. Discharge leaflets require review following updated discharge policy and feedback from research project.
Assessment of Progress (October 2022): (include explanation if required)	2 (On-Track)
Evidence of Impact (October 2022):	Annual compliance audit to commence 2023.

APPENDIX 1

PROGRESS UPDATE: Review of Hospital Discharge (Phase 2)

Evidence of Progress (March 2023):	Discharge leaflet drafted and once finalised will be ratified as per local processes. Due for completion Spring 2023. Health and social care staff continue to provide contact details for the Single Point of Access to patients and families.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	Audit to be carried out as per interagency discharge policy.

Recommendation 5:	Local NHS Trusts / Healthwatch Stockton-on-Tees provide the Committee with any available discharge-specific feedback from patients / families / carers in relation to those discharged back to their own homes.
Responsibility:	NTHFT / STHFT / TEWV / Healthwatch Stockton-on-Tees
Date:	
Agreed Action:	Healthwatch Stockton-on-Tees: Healthwatch Stockton-on-Tees to complete a post discharge audit for patients / families / carers who have direct experience with a hospital discharge to home address.
Agreed Success Measure:	Healthwatch Stockton-on-Tees: Not specified.
Evidence of Progress (April 2022):	Appropriate public and patient feedback (and more targeted engagement with specific groups of people) in relation to the discharge process is communicated to all relevant responsible bodies/service providers, through regular attendance at the SBC ASCH meetings, other local partnership service meetings, and by presentation of Healthwatch Stockton-on-Tees (HWS) reports (based on public and patient feedback). Based on public feedback and local intelligence, HWS have no additional information to feedback in relation to discharge at this time.
Assessment of Progress (April 2022): (include explanation if required)	2 (On-Track)
Evidence of Impact (April 2022):	Discharge information reported to Healthwatch is made available to partner organisations to support future learning.
Evidence of Progress (October 2022):	Feedback data and intelligence is shared with the committee on an annual basis or when requested. Healthwatch is both proactive and responsive in sharing information and intelligence on hospital discharge.
Assessment of Progress (October 2022): (include explanation if required)	1 (Fully Achieved) <i>The Committee asked that an audit be undertaken before their element of this recommendation was signed-off as 'fully achieved' (the assessment of progress would therefore be amended to 'on-track').</i>

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Evidence of Impact (October 2022):	Committee is sighted on all information Health watch holds on hospital discharges.
Evidence of Progress (March 2023):	No response provided
Assessment of Progress (March 2023): (include explanation if required)	No response provided
Evidence of Impact (March 2023):	No response provided

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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Agenda Item

Adult Social Care and Health Select Committee

21 March 2023

PROGRESS UPDATE ON PREVIOUSLY AGREED RECOMMENDATIONS – REVIEW OF DAY OPPORTUNITIES FOR ADULTS

Summary

Members are asked to consider the evidence and assessments of progress contained within the attached Progress Update on the implementation of previously agreed recommendations in relation to the review of Day Opportunities for Adults (the final report of which can be accessed via the following link: <http://www.egenda.stockton.gov.uk/aksstockton/images/att42653.pdf>).

Detail

1. Following the Cabinet consideration of scrutiny reports, accepted recommendations are then subject to a monitoring process to track their implementation.
2. Two main types of report are used. Initially this is by means of Action Plans detailing how services will be taking forward agreed recommendations. This is then followed by a Progress Update report approximately 12 months after the relevant Select Committee has agreed the Action Plan (unless requested earlier). Evidence is submitted by the relevant department together with an assessment of progress against all recommendations. Should members of the Select Committee agree, those recommendations which have reached an assessment of '1' are then signed off as having been completed.
3. If any recommendations remain incomplete, or if the Select Committee does not agree with the view on progress, the Select Committee may ask for a further update.
4. The assessment of progress for each recommendation should be categorised as follows:

1	Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
2	On Track (but not yet due for completion)	The evidence provided shows that implementation of the recommendation is on track but the timescale specified has not expired.

3	Slipped	<p>The evidence shows that progress on implementation has slipped.</p> <p>An anticipated date by which the recommendation is expected to become achieved should be advised and the reasons for the delay.</p>
4	Not Achieved	<p>The evidence provided shows that the recommendation has not been fully achieved.</p> <p>An explanation for non achievement of the recommendation would be provided.</p>

5. To further strengthen the monitoring process, from August 2020, the Progress Update report will also include references on the evidence of impact for each recommendation.
6. For Progress Update reports following the completion of a review, the relevant Link Officer(s) will be in attendance.
7. **Appendix 1** (Review of Day Opportunities for Adults) sets out the outstanding recommendations for this Committee. Members are asked to review the update and indicate whether they agree with the assessments of progress.

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APPENDIX 1 PROGRESS UPDATE: Review of Day Opportunities for Adults

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Day Opportunities for Adults
Link Officer/s:	Peter Otter
Action Plan Agreed:	June 2022

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 1:	SBC and its relevant partners continue working with people accessing services and their families / carers to understand demand for both traditional building-based day service provision and community-based activities. This should include:	
	a) The creation of co-production groups that can support the future development of day opportunities.	
Responsibility:	Day opportunity providers	Integrated Strategy and Development / Procurement
Date:	July 2022	May 2023
Agreed Action:	Agree and establish involvement and co-production groups linked to in-house providers with reporting lines to ensure information is shared and acted on.	Requirement to establish co-production groups to be included in specifications of future contracts for commissioned providers.
Agreed Success Measure:	All in-house providers able to demonstrate how the views of people who access their services have been used to improve service provision.	All future day opportunity contracts include requirement to establish co-production groups.
Evidence of Progress (March 2023):	<p>We have established involvement and co-production groups in Community Day Options, the Halcyon Centre and STEPs.</p> <p>Any views shared in these groups are initially followed up by the relevant teams. Records of the conversations and follow up actions are shared with the Day Opportunities Steering Group to ensure the views of individuals are</p>	The specifications for future day opportunity contracts have been updated to include a requirement that providers have mechanisms in place to enable people accessing services to regularly share their views with the provider.

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	<p>understood and inform the future development of day opportunities.</p> <p>Due to the support needs of people accessing Allensway involvement and co-production groups have not been successful. As a result, the team at Allensway have used planned observations to record the responses of individuals to different situations and adjust support where required.</p> <p>The Community Day Options team have worked with Inclusion North to run a pilot enabling seven people who access the service to develop their self-advocacy skills and supported eight staff members to reflect on how they can promote self-advocacy among people using the service.</p>	
<p>Assessment of Progress (March 2023): (include explanation if required)</p>	1 (Fully Achieved)	1 (Fully Achieved)
<p>Evidence of Impact (March 2023):</p>	<p>Examples of how services have been changed as a result of what people have expressed are included in the update for Recommendation 1C.</p> <p>Following the Speaking Up pilot people who access Community Day Options have taken part in visiting Preston Hall to advise on what changes would make the venue more accessible.</p> <p>The learning and work to date will be built on by the Council's new Lived Experience Coordinator in the future.</p>	<p>As new contracts are awarded the Council's Quality Assurance and Compliance team will be able to monitor the involvement activities of commissioned providers to ensure they comply with the specifications.</p>
	b) Specific work with those who remain reluctant to return to building-based provision as a result of the COVID-19 pandemic (engagement to learn of obstacles / changes in support requirements).	
<p>Responsibility:</p>	Social Work Teams / Integrated Strategy and Development	
<p>Date:</p>	September 2022	
<p>Agreed Action:</p>	Work with Social Work Teams to fully understand the COVID related reasons why individuals are not returning and identify if changes are needed to how day opportunities are delivered to support the return of individuals.	

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Agreed Success Measure:	Able to demonstrate an understanding of the reasons why people have not returned and the way in which services are provided is reviewed in-light of this information.
Evidence of Progress (March 2023):	Following enquiries with day opportunity providers and Social Work teams, no individuals were identified who had not returned to day opportunities due to Covid related concerns.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	<p>As a result of this work there is now a better understanding of the reasons why some people have not returned to day opportunities following the pandemic. Key reasons identified include:</p> <ul style="list-style-type: none"> • People living in residential or supported living settings and their needs being met as a result • People being discharged from the Halcyon Centre in-line with standard processes but a reduced number of new referrals during to the period when covid-related restrictions were in place • Personal choice / change of circumstances for individuals
	c) Considerations around preferences of those with particular needs (including potential for mixing between those with differing needs) and differing demographics (e.g. younger adults).
Responsibility:	Day opportunity providers
Date:	November 2022
Agreed Action:	Co-production groups and other involvement approaches to be used to identify the preferences of individuals with different needs and across different demographics.
Agreed Success Measure:	Able to demonstrate an understanding of the preferences of people accessing day opportunities.
Evidence of Progress (March 2023):	<p>The Council has been working with providers to listen to people who access day opportunities to understand their preferences and priorities for how day opportunities are delivered.</p> <p>Community Day Options</p> <p>The co-production and involvement group in the Community Day Options service has highlighted the importance of the following key themes:</p> <ul style="list-style-type: none"> • Having a community presence, with individuals stating that they would like to show their skills and be more active members of the community • Having the opportunity to develop their skills further through vocational experiences, training or qualifications • Other activities and topics highlighted by individuals included gardening, pottery, exercise classes, men’s and women’s health and horse riding / grooming

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	<p>Halcyon Centre</p> <p>Feedback from the Halcyon Centre involvement and co-production group highlighted that members of the group missed doing things they had previously taken part in including community clubs and activities, carpet bowls, bingo, walking, accessing the town centre, shopping and visiting friends.</p> <p>STEPS</p> <p>The co-production and involvement group in STEPs have highlighted a number of activities that they wish to be involved in (for example festival of creativity, SIRF carnival, disability week and disability games).</p> <p>Ware Street</p> <p>The family and informal carers of people who access Ware Street were invited to contribute to the design of the updated specification of the service.</p>
<p>Assessment of Progress (March 2023): (include explanation if required)</p>	<p>1 (Fully Achieved)</p>
<p>Evidence of Impact (March 2023):</p>	<p>Outlined below are some examples of the ways which teams have responded to the feedback they have received:</p> <p>Community Day Options</p> <ul style="list-style-type: none"> • Work based experiences and training: Working with Adult Learning and Skills to develop work based learning and training opportunities. • Enterprise activities: Working with Stockton BID and the Council's Culture Library and Events team to support people to take part in enterprise activities (e.g. taking part in Stockton Sparkles Market and hosting a market stall on Stockton High Street). • Accessing community activities: The team have also worked with partners from the VCSE sector to support individuals to access community-led initiatives and activities across the Borough (e.g. taking part in community tree planting initiative, accessing Tees Active facilities, being part of Lawn Bowls club and attending a performance at the ARC). <p>Halcyon Centre</p> <ul style="list-style-type: none"> • Outcomes orientated support: The team have piloted a new referral process so that the service have a clear understanding of what people want to achieve and how the Halcyon Centre can support individuals to develop the skills and confidence that can enable them do the things that are meaningful to them in the future. • Onsite community-led activities: The Halcyon Centre team are working to bring public community-led activities onto the site so that people accessing the centre can be supported to take part in a wider range of activities and develop relationships beyond those who attend the Centre.

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	d) Continuing investigations into access to meaningful opportunities as part of a residential placement.
Responsibility:	Integrated Strategy and Development
Date:	October 2022
Agreed Action:	Action plan for Activity Coordinators Network to be updated to include all residential settings and a focus on supporting access to the wider community and engagement with the voluntary sector.
Agreed Success Measure:	Action plan updated and all providers invited to be part of the Network.
Evidence of Progress (March 2023):	<p>The action plan for the Activity Coordinators Network has been updated and invitations to be part of the Network have been extended to all providers, including providers supporting people with learning disabilities and mental health needs.</p> <p>There are a range of events and meetings taking place throughout 2023 to support activity coordinators and care staff from all providers involved in delivering or supporting activity provision to residents and service users.</p> <p>Activity Exhibition Showcase: - 17th March 2023</p> <p>Activity Coordinator Network: -16th May - 28th September</p> <p>Care Homes Legends Games Event: -9th June 2023</p> <p>Activity coordinators are on a mailing list to receive good practice, ideas and event details from the Transformation Team on areas specific to activity provision.</p> <p>Care homes receive the Adult Social Care monthly newsletter which also contains updates, shared by the management team.</p>
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	<p>Six care homes took part in an intergenerational Care Homes Games tournament in November 2022. Residents who attended loved their experiences, got the chance to socialise with other care home residents and local school children, and take part in a range of physical activity (this tournament is being replicated in June to accommodate the rest of the care homes in Stockton)</p> <p>https://www.teesactive.co.uk/care-home-legends/</p> <p>https://communityleisureuk.org/news/age-is-no-barrier-meet-the-legends/</p>

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	<p>The networking is well attended by the activity coordinators from all the care services in Stockton, allowing them to share ideas and good practice and make connections in order to connect outside of the meetings.</p> <p>The Transformation Team have built close relationships with the VCSE sector and community groups and other organisations in Stockton that are able to deliver activities or support activity provision for our vulnerable adults, allowing us to promote a variety of provision across music, arts, culture, fitness, animals or outdoor.</p> <p>A TQUK Level 2 Certificate for Well-being and Activity Provision in Care (RQF) is in the process of being developed for Activity Coordinators from our Stockton care services to be able to access for free via our Skills and Development team.</p>	
	<p>e) Considerations around the potential for assisting with identified transportation needs (e.g. ensuring public / private transport options are accessible and respond to the needs of people who use day opportunities).</p>	
Responsibility:	Licencing / Integrated Strategy and Development	
Date:	February 2023	
Agreed Action:	<p>Research potential demand for wheelchair accessible vehicles (WAVs) and other needs relating to the use of licensed vehicles to inform future engagement with Stockton Hackney Carriage Association and private hire companies.</p>	<p>Public transport and licensed drivers to be offered training and information sessions to help them respond to the needs of people accessing Adult Social Care.</p>
Agreed Success Measure:	<p>Clear understanding of the needs of people accessing day opportunities in relation to the use / potential use of licensed vehicles.</p>	<p>All licensed trade and bus providers to be offered information and training about the needs of customers accessing day opportunities and the support available to help them respond to those needs.</p>
Evidence of Progress (March 2023):	<p>People accessing Council run day opportunity services have been asked, through their involvement groups, about their experiences of using public and private transport options.</p> <p>Key issues identified included:</p> <p>Taxi</p> <ul style="list-style-type: none"> • Attitude of driver (e.g. being surly, not speaking and not getting out of car to help when needed) 	<p>The Council's Licencing Team have reviewed the content of the new applicant knowledge test and have updated this content to include information that will enable drivers to better respond to the needs of people who access day opportunities. This content is based on the issues that people accessing day opportunities have highlighted as important. The new content will be included when the updated knowledge test system is completed in Summer 2023.</p>

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	<ul style="list-style-type: none"> • Feeling anxious about travelling with a stranger / unsure about social norms • Companies sending inaccessible vehicles or being restrictive about where in a vehicle people can sit • Drivers asking for money upfront and being uncertain about pricing • Availability of Wheelchair Accessible Vehicles and not having up to date information about what companies are available <p>Buses</p> <ul style="list-style-type: none"> • Bus drivers being rude and unhelpful • Difficulty getting on and off (e.g. drivers not allowing enough time before driving and not all drivers lowering the bus) • Poor standards of cleanliness on buses • Problems caused by other passengers who can make people feel uncomfortable • Location of bus stands and quality of information about which buses are due when <p>The issues identified have been recorded and are being used to inform future engagement with transport providers.</p>	<p>An information session has been designed to help taxi drivers gain a better understanding of how they can deliver their services to people who use day opportunities. This will include:</p> <ul style="list-style-type: none"> • Voices of people who access day opportunities explaining what makes a difference for them (through a pre-recorded video) • Dementia Friends session • Guidance on how taxi drivers can deliver their services in a way that is accessible for people who access day opportunities <p>It has been agreed that attendance at this session can count towards the driver's annual mandatory training. Hackney Carriage Association have agreed to promote this session to their members. It is proposed that once the session has been piloted with the Hackney Carriage Association it can be offered to other providers. Initial sessions will be held on 13th, 15th, 28th, 29th and 30th March.</p> <p>An information sheet is being created by the Council's Licencing Team for people who access day opportunities. This sheet, which is expected to be completed by the 13th March 2023 and will include information about the services people can expect from private hire vehicles, what drivers should be doing to help, what drivers can't do and what to do when things go wrong.</p> <p>The Teeswide Dementia Friendly Community Network has agreed to provide awareness sessions for bus providers and contact has been made with the relevant team within the Council to support engagement with these providers.</p>
<p>Assessment of Progress (March 2023): (include explanation if required)</p>	<p>1 (Fully Achieved)</p>	<p>3 (Slipped)</p> <p>Engagement work with bus companies still needs to take place.</p>

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Evidence of Impact (March 2023):	As a result of this work there is now a better understanding of the issues people are experiencing when accessing public / private transport services. This information has been used to inform future engagement with transport providers which is being taken forward by the Council's Licensing Team and the Teeswide Dementia Friendly Community Network.	Feedback from involvement and co-production groups to be sought following the implementation of the changes.
	f) Changes to the existing budget for SBC in-house and commissioned services.	
Responsibility:	Adult Social Care Financial Services / Finance	
Date:	September 2022	
Agreed Action:	Financial data relating to day opportunities to be reviewed and included in regular data dashboard updates provided to senior managers. Review how financial information relating to Direct Payments is recorded and shared to ensure it is regularly reviewed	
Agreed Success Measure:	Regular summaries of financial position across day opportunities, including direct payments, are provided for Senior Managers within Adult Social Care.	
Evidence of Progress (March 2023):	Financial data relating to day opportunities has been reported to the Day Opportunities Steering Group by the Council's Finance team to help monitor spending. To enhance the sharing of this information the Council's Information and Intelligence team are now producing a quarterly dashboard that will include data on day opportunities spending. The initial version of this dashboard is expected to be completed in March 2023.	
Assessment of Progress (March 2023): (include explanation if required)	3 (Slipped) The dashboard is expected to be produced in March 2023.	
Evidence of Impact (March 2023):	As a result of the financial monitoring underspends have been identified in the Community Day Options team and across commissioned services. As a result it has been possible to: <ul style="list-style-type: none"> • Reduce the planned budget for the Community Day Options team for 2023-24 (reflecting reduced demand) • Move all commissioned services away from the support offered during the pandemic and back to payments by usage 	

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Recommendation 2:	There is an assessment of the information provided around personal budgets and the options available to people, ensuring this is disseminated in a variety of formats (not just online).
Responsibility:	Adult Social Care Financial Services / Communications Team
Date:	October 2022
Agreed Action:	<p>Review what information about direct payments is currently available and how it is shared.</p> <p>Update how information is shared based on any identified gaps and potential areas of improvement</p>
Agreed Success Measure:	Information about direct payments is available in a range of formats that align with the preferences of people accessing day opportunities.
Evidence of Progress (March 2023):	<p>Adults Social Care Financial Services have asked people who use direct payments as well as individuals who haven't used a direct payment, but access day opportunities, to review how information about direct payments is currently shared, the content of the information and potential improvements. Key feedback included the need for:</p> <ul style="list-style-type: none"> • Case studies to improve understanding of how direct payments could be used • The use of more practical and less technical language • Social Workers to have a good understanding of direct payments and ability to explain them verbally when needed <p>Working alongside people who use direct payments, the Adults Social Care Financial Services team have used this feedback to update the information about direct payments available on the Council's website and in the Direct Payments Factsheet. The Council's Communications Team are currently finalising the design of this work and will also produce an easy read version of the information.</p> <p>In-line with the feedback received, training around direct payments is also being rolled out to ensure Social Care staff are able to provide good quality verbal guidance to individuals around Direct Payments.</p>
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	Social Workers will be asked to provide feedback following the roll out of the training.

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Recommendation 3:	SBC Adults and Health and Children’s Services directorates reinforce joint-working to identify and support opportunities that are most meaningful to younger people (including a reflection on any updated results from the Disabled Children’s Team online survey), and strengthen the dissemination of information about existing services.
Responsibility:	Children’s Services / Day Opportunity providers / Communications Team
Date:	December 2022
Agreed Action:	<p>Work with Children Services and education settings to improve access to information about options prior to transition through:</p> <ul style="list-style-type: none"> • Open days / sessions within current providers. • Working with education providers and Children’s Services to support the dissemination of information.
Agreed Success Measure:	Younger people likely to access day opportunities and their families / carers will have had information about day opportunities made available to them prior to transitioning into Adult Social Care and the opportunity to visit in-house / commissioned providers.
Evidence of Progress (March 2023):	<p>A ‘Planning for Adulthood’ transitions event has been organised to be held at Abbey Hill School on the 23rd March 2023. The event will provide an opportunity for people to receive information about what day opportunities are available and the options available to people at the point of transition.</p> <p>To support the sharing of information, the content of the promotional materials for Allensway and the Community Day Options team are being updated to provide up-to-date, accurate information about what the teams can offer and how they work. The Council’s Communications Team are currently finalising the design of these materials.</p> <p>Drop-in sessions have been organised for both Allensway and Community Day Options. These will provide individuals and their families / informal carers with the opportunity to visit the services and learn more about what they offer prior to their transition into Adult Social Care. The drop-in sessions will be promoted at the transition event and through collaboration with Children’s services.</p>
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	Feedback on transitions will be collected as part of the work of the Council’s new Lived Experience Coordinator.

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Recommendation 4:	SBC to follow-up with Catalyst regarding the views of the wider VCSE sector around future day opportunities involvement (e.g. promotion of / access to existing VCSE activity, potential funding streams, volunteering).
Responsibility:	Catalyst / Stockton-on-Tees Borough Council
Date:	August 2022
Agreed Action:	Regular meetings to be established between Catalyst and relevant officers from the Council to promote involvement of VCSE in the development of local opportunities.
Agreed Success Measure:	Regular meetings taking place between Catalyst and the Council.
Evidence of Progress (March 2023):	Monthly meetings have been taking place between colleagues from Catalyst and officers from the Council to promote collaboration between day opportunity providers and the VCSE sector.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	As a result of these meetings Catalyst and SBC have collaborated to: <ul style="list-style-type: none"> • Improve information sharing about what community-led activities are available in the Borough, this includes promoting the use of the SID among VCSE organisations • Organise a workshop, due to take place in spring 2023 to promote greater collaboration between day opportunity providers and the VCSE sector

Recommendation 5:	SBC and its relevant health, social care and VCSE partners share and work towards an agreed vision for day opportunities across the Borough through the most appropriate mechanism (existing or new).
Responsibility:	Integrated Strategy and Development
Date:	July 2022
Agreed Action:	Day Opportunities to be included on the agenda for the Adults Health and Wellbeing Partnership.
Agreed Success Measure:	Partners from across health, social care and VCSE sector are aware of the Council's vision and are able to contribute to the implementation.
Evidence of Progress (March 2023):	A presentation on the review of day opportunities and proposed areas of development was delivered to the Adults Health and Wellbeing Partnership in July 2022. This included an opportunity for members of the partnership to identify potential opportunities to share ideas of how they could support the transformation of day opportunities.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)

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Evidence of Impact (March 2023):	As a result of the discussion at the AHWP links have been developed with the Public Health team's Healthy Places scheme with the hope that day opportunity providers will be able to support people to take part in community food growing initiatives.
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Recommendation 6:	All existing SBC in-house and commissioned day service providers ensure they have a mechanism for enabling the families / carers of people accessing services to regularly share their views with the provider, and each other, on existing and future service delivery.	
Responsibility:	In-house day opportunity providers	Integrated Strategy and Development / Procurement
Date:	September 2022	May 2023
Agreed Action:	<p>In-house providers to establish regular forums that enable family members / carers to benefit from peer networks and share their priorities for day opportunities.</p> <p>Providers to establish alternative approaches for families / carers to give feedback where group sessions would not be appropriate.</p>	Requirement to establish family / carer forums to be included in specifications for future contracts for commissioned providers.
Agreed Success Measure:	Providers able to demonstrate how the views of families / carers have been used to improve service provision.	All future day opportunity contracts include requirement to establish family / carer forums.
Evidence of Progress (March 2023):	<p>Drop-in meetings for informal carers / family members have started at the Community Day Option service and Allensway on a quarterly basis. The meetings provide an opportunity for people to share their views on how the service operates, discuss planned developments and speak with other family / carers.</p> <p>These sessions are followed up by newsletters which summarise the conversations for family members / informal carers unable to attend the meetings in person. The newsletters also inform individuals unable to attend how they can share any feedback they have.</p> <p>The Halcyon Centre is inviting family members / informal carers to the</p>	The specifications for future day opportunity contracts have been updated to include a requirement that providers have mechanisms in place to enabling the families / carers of people accessing services to regularly share their views with the provider.

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	<p>carers education sessions held at the onsite LiveWell Dementia Hub. These sessions provide an opportunity for people to meet other carers, access information about living with dementia and</p> <p>Due to the independence of people who access STEPs the team have limited contact with family members / informal carers. The team do however provide information about the Carers Service during initial meetings and as needed. The STEPs team have also started capturing feedback from carers and family members through their lived experience feedback forms.</p>	
<p>Assessment of Progress (March 2023): (include explanation if required)</p>	1 (Fully Achieved)	1 (Fully Achieved)
<p>Evidence of Impact (March 2023):</p>	<p>The views of informal carers / family members will be used by team managers to inform future service developments.</p>	<p>As new contracts are awarded the Council's Quality Assurance and Compliance team will be able to monitor the involvement activities of commissioned providers to ensure they comply with the specifications.</p>

Recommendation 7:	SBC ensures, as far as possible, that work experience undertaken by those individuals accessing day services is appropriately recognised.	
Responsibility:	Day Opportunity providers	Integrated Strategy and Development / Finance
Date:	December 2022	July 2022
Agreed Action:	Achievement scheme to be developed to recognise the successes of people accessing day opportunities (including work experience roles).	Profits made from enterprise activities supported by the Council's day opportunities teams to be put in amenity fund accounts and individuals using the service will be able to decide how they are used for their communal benefit.
Agreed Success Measure:	Achievement scheme in place and the achievements of individuals recognised.	Policies in place to ensure people accessing day opportunities can decide how profits are spent for their communal benefit.
Evidence of Progress (March 2023):	In November 2022 the Community Day Options team asked people who	New guidelines for the use of amenity funds have been produced and implemented for in-house providers

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	<p>use the how they would like to have their achievements to be recognised.</p> <p>Based on the feedback they received the team have produced a new newsletter which will be shared within the bases and with families / informal carers. The newsletter is being used to highlight the activities and achievements of individuals using the service.</p>	<p>including a requirement for teams to ensure that people accessing day opportunities decide how profits from enterprise activities are spent for their communal benefit.</p>
<p>Assessment of Progress (March 2023): (include explanation if required)</p>	<p>1 (Fully Achieved)</p>	<p>1 (Fully Achieved)</p>
<p>Evidence of Impact (March 2023):</p>	<p>Feedback on newsletter to be sought in the March involvement and co-production group.</p>	<p>Following the changes in guidelines the CDOs team have arranged to speak with people who use the service in March 2023 to decide how they would like to use the money generated from their enterprise activities.</p>

<p>Recommendation 8:</p>	<p>SBC strengthens links between existing day service providers through the creation of a new peer group to share good practice / resources (inc. volunteering opportunities as a gateway to employment).</p>
<p>Responsibility:</p>	<p>Integrated Strategy and Development</p>
<p>Date:</p>	<p>June 2022</p>
<p>Agreed Action:</p>	<p>Day Opportunities Peer Network to be established with regular meetings.</p>
<p>Agreed Success Measure:</p>	<p>Network meeting regularly to share good practice and resources.</p>
<p>Evidence of Progress (March 2023):</p>	<p>Peer Network established and Terms of Reference agreed. The objectives of the Network are:</p> <ul style="list-style-type: none"> 1.1. Develop a strong network of managers that supports learning and sharing of best practice 1.2. Provide a source of information, co-developed by the network that provides access to case studies, guidance and evidence and assists innovations and improvement of practice 1.3. Provide spaces for joint working and provide networking opportunities that encourage partnership working across organisations <p>The Network meets every other month and have met four times since it was formed in June 2022. All Council run and commissioned day opportunity providers have attended at least one meeting.</p>

APPENDIX 1
PROGRESS UPDATE: Review of Day Opportunities for Adults

	Attendees have agreed the topics they would like to focus on, this has included strengthening involvement and co-production, carers support, involvement in the review process and building links with community activities.
Assessment of Progress (March 2023): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2023):	All members of the Network who have responded to a request for feedback indicated that the Network has been useful and wished for it to continue. Respondents particularly highlighted the benefit of learning from and sharing ideas with other colleagues and services.

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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Health & Wellbeing Board

A meeting of Health & Wellbeing Board was held on Wednesday, 30th November, 2022.

Present: Cllr Robert Cook (Chair), Cllr Dan Fagan, Cllr Ann McCoy, Cllr Steve Nelson, Cllr Sylvia Walmsley, Martin Gray, Fiona Adamson, Sarah Bowman - Abouna, Jon Carling, David Gallagher, Dominic Gardner, Hilton Heslop (Sub for Julie Gillon), Peter Smith

Officers: Michael Henderson, Tanja Braun

Also in attendance: Melanie John-Ross (Children Safeguarding Independent Chair), Darren Best (Adults Safeguarding Independent Chair), Peter Rooney, Alex Sinclair (ICB)

Apologies: Cllr Lisa Evans, Cllr Jacky Bright, Cllr Andrew Sherris, Julie Gillon, Jonathan Slade, Ann Workman,

HWB Declarations of Interest

36/22

There were no declarations of interest.

HWB Minutes of the meeting held on 19 October 2022

37/22

The minutes of the meeting held on 19 October 2022 were confirmed as a correct record.

HWB North East and North Cumbria Integrated Care Partnership

38/22

Draft Integrated Care Strategy

The Board was presented with the North East and North Cumbria Integrated Care Partnership's Draft Integrated Care Strategy.

Members noted that the strategy had already been through significant consultation and, as a result of this, changes were planned. The Integrated Care Board was also keen to take the opportunity of receiving feedback from the Board.

The specific comments Board highlight could be grouped into the following themes:

1. Focus and content of the strategy
2. The need for partnership
3. Delivery
4. Specific themes

Strategic content

- The Strategy was at such a high level that it was difficult to understand delivery, resource flow, what decisions might be and how it would actually fit with Stockton on Tees and Tees Valley. The difficulties of writing such a strategy, at a regional level, and trying to capture multiple issues and views, was recognised but this approach has resulted in a document that didn't have sufficient relevance, at a local level.

- The lack of reference to Children and Young People, at the front of the

strategy was a major gap. If Partners were to make a realistic attempt at improving the health and wellbeing of their communities, then CYP needed to be a key part of the strategy. The Core 20Plus5 approach was clinically focused and would not, on its own, address issues about health inequalities across a geographical area and reflected the NHS focus of the strategy, as a whole. Adding the CYP to the Core 20 Plus5 approach would not assist, given the inherent drawbacks of the model.

Partnership

- The strategy referred to equal partnership between local authority and health but there was no detail on how this would be achieved. It was also noted that given the importance of the document, in driving forward the ambitions of partners across the region, it was disappointing that timescales associated with it had been so tight and had prevented sufficient engagement and co-production opportunities. This had led to a strategy with some fundamental flaws.
- References to working with the VCSE were welcomed and more detail of how this could be achieved would be needed, perhaps in due course.

Delivery

- Whilst the broad principles of the strategy were welcomed, members commented on the more significant challenges to come around delivery, including:
 - o Having sufficient resources to deliver real change;
 - o How resources are moved around the system to reach communities in most need.
 - o How we address ongoing and seemingly intractable issues around data sharing.
 - o How difficult decisions such as organisational change around hospitals, for example, would be managed, and where decision making would rest
 - o An ask to reconsider targets to ensure they were realistic and deliverable e.g. on healthy life expectancy.
 - o Join up between the regional strategy, sub regional working and place-based working and especially how this would lead to change on the ground.

Priority themes and focus

The Board welcomed the focus on smoking cessation and was keen not to lose sight of the issues around vaping. It was also felt that there were other areas to focus on such as alcohol, and also felt that the specific focus on suicide, as a key measure, whilst important, did not perhaps place enough emphasis on to the impact on life expectancy and healthy life expectancy of issues such as substance misuse, mental health and wellbeing, tobacco, alcohol and those with multiple and complex needs.

Board members also felt that bullet point commitments, for mental health, were very specific and did not adequately reflect the narrative provided in the preceding paragraphs, which described much broader and ambitious plans for mental health. This should be reviewed to ensure the full intentions of the

strategy, in this area, were fully understood.

RESOLVED that:

1. the draft Integrated Care Strategy be noted.
2. the Chair writes to the Integrated Care Board providing details of the Board's feedback, as described above.

HWB 39/22 Hartlepool and Stockton-On-Tees Safeguarding Children Partnership Annual Report 2021 -22

Melanie John-Ross, Independent Chair of Hartlepool and Stockton-on-Tees Children Partnership was in attendance to present the Partnership's Annual Report 2021-2022.

The Board noted the Partnership's priorities:

- Partnership effectiveness, governance and engagement
- Domestic Abuse
- Contextual Safeguarding
- Learning from reviews and best practice

Details of the work that had been undertaken in the priority areas and what impact there had been, was provided.

It was explained that during the current year, 2022 – 23, Neglect was the key priority, with three key areas:

- Evidencing the Child's Lived Experience
- Assessing and Intervening with Neglect – Understanding and responding to the impact of neglect
- Communication and Engagement

Members noted that there was a commitment to strengthening links between the Children Safeguarding Partnership and Adults Safeguarding Board to ensure synergy, avoid duplication and facilitate joint working, where appropriate.

RESOLVED that the Annual Report be noted.

HWB 40/22 Tees-Wide Adult Safeguarding Board – Annual Report 21/22 and Strategic Business Plan 22/23

Darren Best, Independent Chair of the Teeswide Adult Safeguarding Board was in attendance, to present the Safeguarding Board's Annual Report 2021/22 and Strategic Business Plan 2022 – 2025.

Members were provided with safeguarding data, priorities, training and reviews during 2021/22.

The Strategic Business Plan detailed the Safeguarding Board's Priorities 2022 – 2025:-

- Joint Working – A whole system approach
- People – Well trained workforce
- Communication
- Services

Details of work to achieve the priorities was provided, together with assurance methods and intended impact and outcomes.

Discussion and key points:-

- Safeguarding issues were increasing and becoming more of a focus for public services, including Council's and the Police. All services had the problem of diminishing resources whilst needing to deal with increases in demand and complexity.

- Data in the report, relating to concerns and section 42 enquiries, suggested that the trend in Stockton on Tees was reducing, which was contrary to the trend in the Tees Valley and nationally. It was explained that, within Stockton on Tees, there had been a change in recording systems that was likely to have affected the data slightly.

RESOLVED that the Annual Report and Strategic Business Plan be noted.

**HWB
41/22 Domestic Abuse Strategy 2022 - 2027**

The Board was provided with the draft Domestic Abuse Strategy 2022 - 2028

Discussion and key points: -

-The Domestic Abuse Strategy Action Plan was likely to include work around raising awareness of domestic abuse with employers; potentially linked to the Better Health at Work Award.

- The Strategy included a priority relating to perpetrators, but it was suggested that stopping repeat offending should be specifically referenced as a key priority, particularly given the drain on resources and the effect on victim-survivors, that it represented.

- Quality data, that was fit for the purpose, would be important in measuring the impact on the strategic outcomes. It was considered essential that data provided a collective local picture that was agreed by all organisations, working across the system. Where outcomes were not improving there would need to be a deep dive into relevant data to understand what was going on. The high-level priority 5 should reflect this.

- The strategy recognised that individuals may have multiple needs but it ensured specialist support would continue to be available.

RESOLVED that the Domestic Abuse Strategy be approved, subject to necessary amendments being made, relating to repeat offending and sharing and use of data/intelligence.

HWB Healthwatch Annual Report 2021 - 2022

42/22

Consideration was given to the Healthwatch Annual Report 2021 – 2022.

Discussion and key points: -

- Members noted the help Healthwatch had provided to TEWV in terms of understanding population health needs across Tees Valley. Within Stockton on Tees, as part of developing the Community Mental Health Framework, Healthwatch had been key in reaching communities, which had not traditionally accessed mental health services.

- The ICB also referenced the important insight, into communities, that Healthwatch had been able to facilitate, for its predecessor, the CCG.

RESOLVED the report and discussion be noted.

HWB Members' Updates

43/22

North Tees and Hartlepool Foundation Trust and South Tees Foundation Trust were looking to strengthen working links between each other and a consultation process was in progress.

Stockton on Tees Borough Council Social Workers had received two silver awards at the Annual Social Worker Awards.

HWB Forward Plan

44/22

The Board noted the Forward Plan

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Health & Wellbeing Board

A meeting of Health & Wellbeing Board was held on Wednesday, 25th January, 2023.

Present: Cllr Robert Cook (Chair), Cllr Lisa Evans (Vice Chair), Cllr Ann McCoy, Cllr Steve Nelson, Cllr Sylvia Walmsley, Martin Gray, Fiona Adamson, Sarah Bowman - Abouna, Jon Carling, Dominic Gardner, Peter Smith

Officers: Emma Champley, Carol Malham, Gemma McDonald, Aishah Waithe, Antony Phillips, Judy Trainer

Also in attendance: Sarah Jones (Catalyst), Maxine Crutwell (TEWV), Kathryn Warnock, Alex Sinclair (ICB)

Apologies: Cllr Jacky Bright, Cllr Dan Fagan, Cllr Andrew Sherris, David Gallagher, Julie Gillon, Jonathan Slade, Ann Workman

HWB 45/22 **Declarations of Interest**

Cllr Ann McCoy wished it to be recorded for transparency purposes only that she was the Stockton-on-Tees appointed Governor of TEWV and Chair of Stockton and District Advice and Information Service.

HWB 46/22 **Minutes of the meeting held on 30 November 2022**

The minutes of the meeting held on 30 November 2022 were confirmed as a correct record.

HWB 47/22 **Stockton-on-Tees BCF Adult Social Care Discharge Fund 2022/23**

The Board was presented with an update on the recent submission of the Adult Social Care Discharge Fund Templates. Stockton-on-Tees had received £1.4m towards schemes delivering interventions to enable the discharge of patients from hospital to the most appropriate location for ongoing care. The templates, set out as an appendix to the report, provided a description of the schemes and the impact on reducing delayed discharges.

Although recognising that Stockton was a high performing area for hospital discharge, Members welcomed the funding to further enhance and support the care home sector and paid tribute to the partnership working between the ICB and Local Authority on the schemes. In particular, support for mental health discharge, bringing forward the pay increase for care staff and support for fuel costs were highlighted and supported by the Board.

RESOLVED that the allocation of the Adult Social Care Discharge Fund for Stockton-on-Tees to support hospital discharge and expected activities from December 2022 to March 2023 be noted.

HWB 48/22 **Mental Health Transformation Update**

The Board received a presentation providing an update on the progress of the Mental Health Transformation Project for Stockton-on-Tees.

The project aimed to enable organisations to work more closely together, thereby gaining a more rounded appreciation of the needs of individuals experiencing mental ill-health, to avoid duplication, and to extend the range of

services which were able to be provided for the client group.

The presentation outlined:

- The core aims of community transformation
- Community Transformation Vision:
 - o Integrated services delivering collaborative pathways which meet the needs of the local population
 - o Empowering individuals to choose and manage their own personalised recovery, as experts in their own mental health
- Work in Stockton:
 - o VCSE workshop on mental health issues
 - o Establishment of a mental health forum
 - o Establishment of Wellbeing Hub Project Manager
 - o Lived Experience Forum with direct reporting into the Integrated Mental Health Steering Group
- TEWV reconfigured teams and reconfiguration timescales
- Expected outcomes:
 - o Easier navigation for patients and staff, including Community Navigator post
 - o Holistic offer
 - o Improved staff recruitment, retention and wellbeing
 - o Earlier access to support/ guidance and interventions
- Recognition of work to date
- Future plans

Discussion and key points:-

- To date, a virtual hub had been established enabling colleagues from the Council, TEWV, Catalyst and others to meet weekly to consider the needs of individuals. Work was underway to identify premises for a physical hub in Stockton Town Centre to enable individuals to access and interact with service providers to be co-located in the hub. The Board discussed possible locations including potential premises in Dovecot Street and Wellington Square
- The new approach was seeking to build capacity to meet need in the Borough and make it easier for individuals to seek support and access services
- It was emphasised that the navigator role needed to refer individuals into support rather than merely signposting to services

RESOLVED that the progress of the Mental Health Transformation Project in establishing a well-being hub in the Borough be noted.

**HWB
49/22** **Physical Activity Steering Group**

The Board received an update on progress on the actions of the Physical Activity Steering Group. The Group had a broad membership across the Local Authority and the VCSE and continued to meet to progress the overarching aims of:

- Encourage active living to become the norm
- Develop and promote the use of the built environment
- Work with communities that need extra support to be more active

- Continue to invest in accessible, affordable, and inspirational sport and leisure facilities and events

The framework supported the delivery of the ICB Strategy “Better Health and Wellbeing for All”.

The current plan had a 10-year lifespan and the Steering Group intended to change its format to foster more collaboration. The Group would be focusing on and prioritising opportunities and reviewing the outcomes and indicators to measure the impact of the work.

The Board received a presentation on the Healthy Streets pilot project. The project sought to improve the physical and mental wellbeing of residents and reduce health inequalities in some of the most deprived areas of Stockton by improving streets and spaces to make them more welcoming and user friendly.

The project would be managed by Place Development and have a multi-disciplinary working group including Public Health, Place Development and Highways.

The presentation outlined the ethos of the project and the project strategy which included the following:

- Urban design/ spatial analysis to identify streets and spaces for interventions
- Undertake community consultation in the pilot areas to understand the physical and psychological barriers to physical activity within the locality
- Develop a pipeline of costed placemaking interventions within the pilot areas
- Identify potential funding opportunities to deliver the identified interventions to maximise project potential
- Evaluate pilots utilising university researchers to implement a borough wide healthy streets and healthy spaces strategy

Project development and community consultation would be undertaken during spring 2023 with interventions being implemented in 2023/24 followed by evaluation by university researchers during and following the project up to 2025. The pilots would be conducted in Hardwick and Salters Lane and Newtown wards.

Discussion and key points:-

- Hardwick and Salters Lane and Newtown wards had been identified as the pilot wards because they were in the most deprived wards of the Borough, however, learning from the pilots would help to build a local evidence base in order to inform a borough wide strategy
- It was also important to understand how learning would be applied to other communities’ needs recognising that inequality was wider than deprivation alone
- Consideration needed to be given to how success would be measured; it was recognised that there would be “softer” outcomes including positive community feedback
- A range of methods was essential for effective community consultation
- Spaces for children and young people was also an important element to be incorporated.

- Ongoing upkeep and maintenance would also need to be considered.

RESOLVED

- (1) That the progress achieved by the Physical Activity Steering Group be noted.
- (2) That the presentation on Healthy Streets be noted.
- (3) That the development of the Steering Group as set out in the report be supported and approved.

**HWB
50/22**

Tobacco Alliance Update

The Board was provided with an update on the reinstated Tobacco Control Alliance which reported to the Board and provided local strategic oversight of work to address tobacco across partners. The report outlined national context and targets together with local data and action.

Pre-pandemic, a local Tobacco Control Alliance had been in place in Stockton-on-Tees but had been stood down during the height of the pandemic due to Covid management pressures. The Alliance had now held an inaugural meeting in November 2022 and had agreed to work together to lead, co-ordinate, provide supportive challenge and prioritise local approaches to tobacco control.

The Alliance had agreed to start with a focus on smoking in pregnancy and also develop its approach to outcomes monitoring to capture impact of activity across the system, informing the evolving action plan.

Discussion and key points:-

- A whole systems approach to tobacco control needed to be pursued locally in line with the evidence base
- The Board asked for the Alliance to give early consideration on its programme to reducing the uptake of vaping. Concerns raised included:
 - o Potentially misleading messages that vaping is a safe alternative to smoking
 - o Weaker controls on the advertising and sale of E-cigarettes and marketing to children and young people
 - o Lack of research into the long-term effects of vaping
 - o Evidence of non-smokers taking up vaping

RESOLVED

- (1) That the report be noted and the approach proposed by the Alliance be supported.
- (2) That a further update be provided to the Board in relation to actions, smoking in pregnancy, vaping and outcomes monitoring.

HWB Health Protection Collaborative Update

51/22

The Board received a presentation on Winter Health outlining:

- System pressures
- Covid and flu – current position
- Vaccination Uptake
- Step A and Scarlet Fever

Discussion and key points:

- Additional capacity had been put in place to deal with Strep A and was continuing at present
- Clinically vulnerable patients were being targeted for immunisation through personal letters and direct calls from GPs
- Covid prevalence was not based on individual reporting but was based on national testing surveys
- Similar to the Covid vaccine, having the flu vaccine could reduce the prevalence and severity of flu symptoms. Different strains of the virus did impact on the effectiveness of the vaccine

RESOLVED that, in future, holistic health protection updates be presented to the Board including screening and immunisation take-up, in line with the remit and discussions at Health Protection Collaborative.

**HWB
52/22**

Members' Updates

ICS funding has been secured to address health inequalities. Plans were embryonic but would examine inequalities in vaccine take up, with a focus on perceptions and take up at secondary stage and health inequalities for people with multiple complex needs. A further update would be presented to the Board.

The refreshed Domestic Abuse Strategy was due to be launched on 1 February.

A menopause café was being established at Remember Me Tea Rooms using a peer support model.

Leaders were progressing arrangements for the local ICP.

**HWB
53/22**

Forward Plan

The Board noted the Forward Plan.

The Health and Wellbeing Strategy refresh would be presented to a future meeting of the Board.

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Overview and Scrutiny

End-of-Term Report
2019-2023

Executive Scrutiny Committee
Stockton-on-Tees Borough Council
Municipal Buildings
Church Road
Stockton-on-Tees
TS18 1LD

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Foreword

It gives us great pleasure to present this end-of-term report which provides details of the work undertaken by Stockton-on-Tees Borough Council's Overview and Scrutiny function over the last four years.

The 2019-2023 Council term began with a host of new Members taking their place on our scrutiny committees alongside many Councillors who had previously served in such a capacity. This mix of fresh perspectives combined with experience has again proved useful as we have sought to examine another vast range of topics and, ultimately, contribute to making services within the Borough as good as they can be. It was especially good to see the cross-party working and co-operation of all scrutiny members to work together to bring about positive change.

Of course, it goes without saying that the most significant development since the local elections in 2019 was the emergence of COVID-19, the impact of which has been, and continues to be, enormous. Organisations were required to quickly switch priorities, business became far from 'as usual', and ways of working had to be adapted to follow ever-changing national guidance. Against this extremely challenging backdrop, the need to maintain an oversight on local services, as well as understand, and indeed sometimes question, new practices were crucial in continuing to serve the people of the Borough in a safe and timely manner. The use of Microsoft Teams and remote meetings was also crucial in keeping the scrutiny programme on track, and thanks must go to Xentrall Shared Services and their ICT personnel for the swift roll-out and training programmes which enabled a seamless transition.

As detailed within this report, you will see that the Council's Select Committees have again covered a multitude of topics during the 2019-2023 term, many of them involving very challenging and complex issues for which there are rarely straightforward answers. We remain grateful to all those who contributed to the numerous in-depth reviews, whether they be Elected Members or officers of the Council, or representatives of external partners who operate within the Borough. We are lucky to have strong relationships with a plethora of organisations across Stockton-on-Tees and beyond, and are grateful for their understanding of the important role scrutiny has in maintaining and improving good quality local services.

These last four years have witnessed a very turbulent period in the country's history, and we close this latest Council term conscious of some serious issues which require continued focus, not least challenges involving ongoing inflationary pressures, energy costs, climate concerns, and difficulties for public services in terms of recruitment and retention. As we thank all Committee Members (working diligently in addition to their other elected duties) and officers supporting the scrutiny function, we also wish those re-elected and newly elected Councillors well in their future scrutineer roles for 2023 and beyond. Being a 'critical friend' to the Council and its various partners will continue to be an important factor in ensuring we offer the local population services which they need and deserve.



Cllr Mrs Sylvia Walmsley
Chair
Executive Scrutiny Committee



Cllr Maurice Perry
Vice-Chair
Executive Scrutiny Committee

What is Overview and Scrutiny?

Scrutiny helps to ensure that local people receive high quality services. Facilitated through Stockton-on-Tees Borough Council's scrutiny committee structure, it involves Councillors working with local people, the community, Council services and other organisations. The Council's Select Committees meet on a regular basis and also gather information through site visits and a range of engagement activities.

The scrutiny work programme for 2019-2023 has again comprised a range of in-depth reviews, including strategic elements linked to corporate priorities, as well as topical issues of public concern.

Recognising the increasing pressure on the Council's finances, it is imperative that in-depth scrutiny reviews promote the Council's policy priorities and, where possible, seek to identify efficiencies and reduce demand for services. This remains an embedded part of the Select Committees' work.

Members have continued to maintain a focus on the quality and safety of local services, particularly in relation to adult social care, services for children and young people, and NHS provision accessed by local residents.

This balanced programme of work has met the four principles of effective public scrutiny as set out by the Centre for Governance and Scrutiny (CfGS), a social purpose consultancy and national centre of expertise whose purpose is to help organisations achieve their outcomes through improved governance and scrutiny, both in policy and in practice. These state that good scrutiny work:

- Provides constructive 'critical friend' challenge
- Amplifies the voices and concerns of the public
- Drives improvement in public services
- Is led by independent people who take responsibility for their role

'The role that overview and scrutiny can play in holding an authority's decision-makers to account makes it fundamentally important to the successful functioning of local democracy.'

Effective scrutiny helps secure the efficient delivery of public services and drives improvements within the authority itself. Conversely, poor scrutiny can be indicative of wider governance, leadership, and service failure.'

taken from the Ministerial foreword of '*Overview and scrutiny: statutory guidance for councils and combined authorities*' by the Department of Levelling Up, Housing and Communities (DLUHC) published in 2019

Four Principles of Effective Scrutiny

This report describes some of the highlights of our work reflecting the four principles of effective public scrutiny (full details on each year's work programme can be found at Appendix 1-4).

Provides constructive 'critical friend' challenge

The importance of Select Committees constructively challenging executive policy-makers and decision-makers is crucial in holding organisations and individuals to account, which can ultimately play a significant role in service development and improvement. Scrutiny work over the last four years has enabled Committee Members to consider evidence from both internal Council and external sources, discussing and questioning numerous difficult, sometimes sensitive, issues across a diverse range of topics.

Amplifies the voices and concerns of the public

Ensuring that the voice of the public is sought, and indeed heard, is a key function of the scrutiny process, and reviews over the last four years have significantly benefitted from such consultation. Getting the perspectives of local residents and organisations has enabled Select Committees to gain real insight into how people feel about a specific topic (as well as related issues), how it impacts them in their community, and what ideas can be pursued to improve a situation.

An important feature of scrutiny work is the gathering of a range of views that allows Select Committees to fully understand a particular problem or concern. This is achieved by engaging with the public, be they residents, businesses, or external partners of the Council, and can involve a variety of methods such as surveys, Committee visits to sites across the Borough (and beyond), and by using social media platforms.

Drives improvement in public services

The driving force behind effective scrutiny work is the desire to ensure that local services are good or better. All work is conducted on the basis of being a 'critical friend' in order to secure continual improvements in services to residents, whether these are delivered directly by the Council, in partnership with other local organisations, or solely by external bodies themselves.

Is led by independent people who take responsibility for their role

The Council's Executive Scrutiny Committee co-ordinates the overall scrutiny work programme at Stockton-on-Tees. Topics for the in-depth review programme are sought from all Members and officers. Following a prioritisation process that considers all suggestions, the Committee agrees the in-depth topic review programme on an annual basis.

This Committee also has oversight of both performance on the Council Plan and the Medium Term Financial Plan (MTFP), and receives six-monthly updates on both. Executive summaries for all completed scrutiny review final reports are considered for information and shared learning.

SBC Overview and Scrutiny Committees

Overview and scrutiny at Stockton-on-Tees is organised in the following way, with an Executive Scrutiny Committee that agrees the overall work programme, and five themed Select Committees:

EXECUTIVE SCRUTINY COMMITTEE



Chair
Cllr Mrs Sylvia Walmsley



Vice-Chair
Cllr Maurice Perry

ADULT SOCIAL CARE & HEALTH



Chair
Cllr Evaline
Cunningham



Vice-Chair
Cllr Clare
Gamble

CHILDREN & YOUNG PEOPLE



Chair
Cllr Carol
Clark



Vice-Chair
Cllr Barbara
Inman

CRIME & DISORDER



Chair
Cllr Pauline
Beall



Vice-Chair
Cllr Paul
Weston

PEOPLE



Chair
Cllr Marilyn
Surtees



Vice-Chair
Cllr Mrs Jean
O'Donnell

PLACE



Chair
Cllr Chris
Barlow



Vice-Chair
Cllr Mohammed
Javed

The Executive Scrutiny Committee has 18 Members, and each Select Committee comprises nine Councillors – all are politically-balanced.





Care Homes for Older People

2019-2020

(click [here](#) for full report)

The overall aim of the review was to seek to understand the reasons why care homes in Stockton-on-Tees were not achieving the same level of Care Quality Commission (CQC) ratings as the Tees and national average, and to identify what activities could take place by the Care Homes, the Local Authority and wider stakeholders to improve CQC ratings. The SBC Integrated Strategy Team and the SBC Procurement Team were planning activity with local care homes to improve quality of provision, and the involvement of the Select Committee would support this process.

Several factors impacting upon CQC inspection outcomes were found, including poor care planning, lack of personalised care, and poor records management. Most significantly, however, recruitment and retention issues remained key challenges across the sector, with a number of local providers experiencing high turnover of management and staff. The Council was actively working to drive-up standards and performance, and the Committee commended its quality assurance work and the introduction of the Well-Led Programme which had contributed to improved CQC ratings over the last 12 months.

	Outstanding The service is performing exceptionally well.
	Good The service is performing well and meeting our expectations.
	Requires improvement The service isn't performing as well as it should and we have told the service how it must improve.
	Inadequate The service is performing badly and we've taken action against the person or organisation that runs it.

Nine recommendations were made which reflected the importance of strong leadership and management, promoted personalised care and the benefits of technology (particularly around records and medicines management), and sought to ensure appropriate staffing levels were maintained. Improving the perception of a career in adult social care was a further proposal, as was the need for the facilitation of effective dialogue between SBC and the regulator. [Reported to Cabinet: February 2020](#)

Impact...

- Contributed to continued improvement in local care home CQC ratings.
- Supported continued, and widened, access to the Council's successful Well-Led Programme.
- Encouraged the development of varied activities programmes within and outside care homes.
- Stockton Digital Care Homes Group established to implement digital connectivity solutions, and excellent uptake by providers for the Data Security and Protection Toolkit (DSPT).
- Number of care homes utilising National Early Warning Score (NEWS) observations has increased significantly, which has helped staff identify a deteriorating person.
- Called for the Council to promote and improve the local standing of careers in adult social care – six-month pilot focusing on recruitment and retention in the care sector subsequently undertaken.
- Improved relationship between SBC and the CQC regarding intelligence / data-sharing.
- Strengthened reporting of CQC and PAMMS inspection results to Committee.

(click [here](#) for full report)

In an extension to the originally intended Hospital Discharge review (focusing on discharge from hospital to an individual’s own home), this first phase briefly examined the impact of the 2020 COVID-19 pandemic on hospital discharge to care homes, an issue which gained national attention following the UK Government’s response to a surge of hospital admissions in March 2020. The review focused on the national guidance, the process around hospital discharge to care homes, and any potential learning ahead of an anticipated second COVID-19 surge.

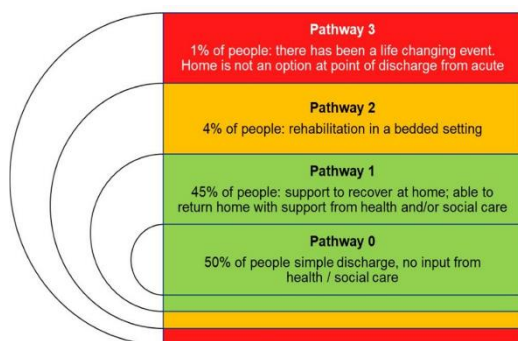


Figure 1: Discharge to Assess model

Some of the Borough’s care homes expressed unease at being pressured into accepting patients without knowing if they were infected, as well as the, at times, unclear nature of discharge arrangements. Already established relationships between local health and care providers, however, were further enhanced via the onset of regular multi-agency meetings from March 2020, and the support provided by North Tees and Hartlepool NHS Foundation Trust was commended, in particular the work of the Infection Prevention and Control team (whose guidance and training was frequently heralded by care homes as part of this review) and the Community Matrons.

Reassuringly, local services in both the health and social care sectors indicated that they felt better-prepared ahead of a second COVID-19 surge following experiences from the first phase, though controlling numbers requiring hospital admission and, in turn, discharge to care homes remained critical. The Committee was mindful, though, that the actions of national Government, and the compliance of the general population to any local restrictions put in place, were outside the control of local health and social care providers, who were ultimately left to manage what remained an unpredictable and fast-changing public health emergency. [Reported to Cabinet: November 2020](#)

Impact...

- Urged the continued regular engagement between local NHS Trusts, SBC and care providers regarding escalation-planning and how this would be managed.
- Enabled local care homes to raise issues and recommended (and subsequently received) responses from North Tees and Hartlepool NHS Foundation Trust regarding communication concerns (which were then fully addressed by the Trust and led to strengthened links).
- Supported regular testing of care home staff and residents, and a quicker turnaround in the notification of test results which became available to providers within 24-48 hours.

(click [here](#) for full report)

The second phase of the Hospital Discharge review focused on the discharge of individuals from hospital back to their own home (not care homes). The Committee’s main aims were to examine the discharge process from local hospitals who provide treatment for the Borough’s adult residents (including the wider communication with relevant partner organisations around hospital discharge), and to ascertain the key issues around discharge from both an NHS Trust and patient perspective to ensure a safe and sustained return home following hospital input. A further element was to explore how carers were identified when needing hospital treatment and the measures required for ensuring the people they care for were supported during their stay in hospital (and potentially for a time following their discharge). Reflecting on the information gathered, the Committee would then seek to determine if any improvements could be made to existing policies and procedures.

Following detailed contributions from a range of local health and care providers, the Committee fully supported the emphasis on getting individuals back to their usual residence at the earliest opportunity (once it was clinically safe to do so) via the *Discharge to Assess* model and *Home First* initiative. Evidence of well-established local NHS Trust and social care co-working (e.g. Integrated Discharge Team, Integrated Single Point of Access, involvement in discharge planning) was once again widely welcomed, as was the planning of discharge from the point of admission (and the stated involvement of the patient and their identified family / carers in these discussions). Enhancing processes around the identification of, and engagement with, young carers and providing clarity around post-discharge follow-up and / or signposting to other routes of support were areas for development. [Reported to Cabinet: July 2021](#)



Impact...

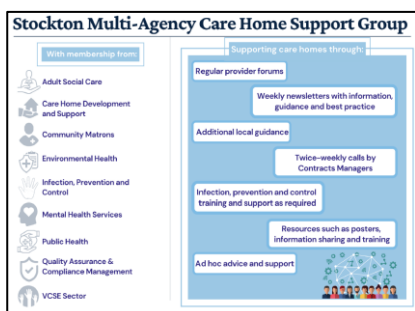
- Local NHS Trust discharge policies reviewed / updated to reflect the Committee's findings.
- Greater focus on identifying carers (of all ages) and raising awareness of / working with carer support services (i.e. Eastern Ravens for young carers).
- Highlighted the successful NTHFT *Home But Not Alone* pilot and urged relevant partners to ensure plans for the continuation of the Five Lamps *Home from Hospital* initiative were in place beyond mid-2022 when funding was due to expire (this was subsequently extended).

Multi-Agency Support to Care Homes during the COVID-19 Pandemic (T&F) [\(click here for full report\)](#)

2021-2022

This task and finish review sought to consider and understand the interplay between the local health and care sector since the emergence of COVID-19, analyse relevant data and intelligence in relation to local care home providers as part of assessing the impact of support provided by key stakeholders, and determine if any improvements could be made to current policies and practice. Care home-related updates provided to the Committee in the previous 18 months, as well as the findings and subsequent actions undertaken regarding two scrutiny reviews the Committee had completed involving care homes, namely *Care Homes for Older People* (pre-COVID) and *Hospital Discharge (Phase 1) (discharge to care homes during the COVID-19 pandemic)*, were also factored in.

Local data demonstrated that, despite widespread concerns aired in the national media regarding individuals being discharged from hospitals to care homes in the early stages of the pandemic without having a COVID-19 test, almost all COVID-19 cases within the Borough's care homes could not be attributed to hospital discharge. Indeed, no evidence was found of any correlation between the first discharge to a care home from a hospital setting and any COVID-19 infection of residents (average time from first discharge to first infection was 49 days).



Strong local partnership-working was again evident, including the support provided via several collaborative groups initiated in response to COVID-19 (not just within the Borough but also regionally). Ensuring such initiatives involved input from care home residents' families / carers was reinforced by the Committee, which also expressed concern regarding the approach of the Care Quality Commission (CQC) during this time and the sense of a shortfall in oversight from the regulator. [Reported to Cabinet: November 2021](#)

Impact...

- Stressed the importance of ensuring the voice of residents and their families / carers is clearly articulated (whether through direct representation or via another appropriate mechanism) in any current and future multi-agency professional group that is convened to support care homes.
- Continued efforts to reach-out to those staff who remained reluctant to receive a COVID-19 vaccination.
- Recommended continuation of the Care Home Protection Group (now known as the Social Care Protection Operational Group) was subsequently realised, with a refreshed Terms of Reference to broaden its scope, and a focus on how best to gain direct feedback from residents and families.

Day Opportunities for Adults (click [here](#) for full report)

2021-2022 / 2022-2023

The main aims for this review were threefold. Firstly, it sought to understand the current model used by SBC to deliver day opportunities, including their purpose, accessibility and promotion. Secondly, it wanted to ascertain the impact of the COVID-19 pandemic which, in light of the development of new remote approaches to support the wellbeing of individuals, had prompted an understandable reflection on what and how day opportunities are offered in the Borough. Finally, the Committee was keen on learning about alternative methods of delivery from a community-based perspective which could potentially herald a move away from traditional building-based 'service-driven' provision.

People using these services are generally some of the Borough's most vulnerable residents and very often have families and carers whose own wellbeing is directly impacted. Enabling a wider range of community-based day opportunities that are meaningful to individuals was fully supported by the Committee, though there was also much evidence of the satisfaction of, and indeed reliance on, existing building-based provision from people who access services and their families / carers.

Several recommendations were made, including the creation of co-production groups that can support the future development of day opportunities, stronger links between SBC Adults and Health and SBC Children's Services directorates to identify and support opportunities that are most meaningful to younger people (as part of transitioning), and follow-up work with Catalyst regarding the views of the wider VCSE sector around future day opportunities involvement. A new provider peer group to share good practice / resources (inc. volunteering opportunities as a gateway to employment) was also proposed. [Reported to Cabinet: May 2022](#)

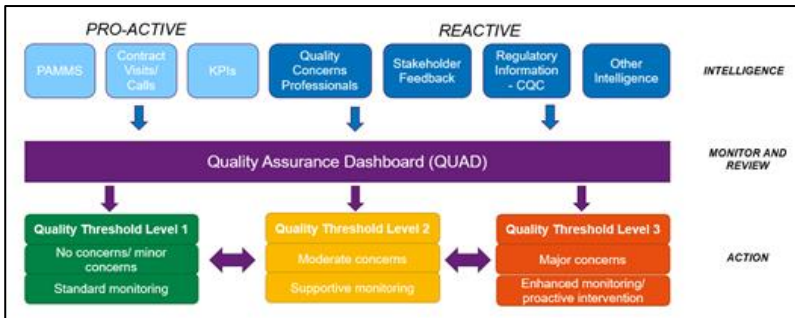


Virtual Site Visit: Allensway (Feb 22)

Impact...

- Specifications for future day opportunity contracts have been updated to include a requirement that providers have measures in place to enable people accessing services to establish involvement mechanisms.
- Regular meetings have taken place between Catalyst and SBC to collaborate on information-sharing and establish stronger relationships between day opportunity providers and the VCSE sector.

This scrutiny topic gave the Committee the opportunity to understand the Care at Home system (regulations, promotion of, access to, funding / costs to the individual (inc. use of direct payments), Council involvement) and how the Council contracts for Care at Home. Assessing the existing quality of provision of the Council’s contracted providers was another key feature, as was ascertaining the impact of the COVID-19 pandemic. The Committee then sought to establish future priorities for this type of service to ensure continued good-quality provision which was available in the right place at the right time.



The Committee learnt about the refreshed contracting approach following reflections upon previous arrangements which highlighted challenges around performance levels and staff travel time. The Council’s management of contracts through a variety of both proactive and reactive intelligence-gathering routes appeared robust, and the lack

of a significant waiting list (around 10 as of November 2022) suggested that the local market was being catered for at present, though with a level of fragility that had developed since the beginning of this year. This was principally down to staff recruitment and retention issues and the significant escalation in costs during 2022.

As well as provider engagement, the Committee was keen to seek the views of those accessing services (and their families / informal carers). Themes to emerge included issues around communication (lack of clarity regarding visit times and changes to visits (times and staff attending); problems liaising with offices), duration of visits (not long enough), and some uncertainty on how to raise a complaint / concern – however, comments about the actual care received were generally positive. In conclusion, the Committee called for authorities to fully support the Care at Home sector (thereby boosting its profile and also helping alleviate pressures on other already stretched parts of the health and care system) or face the possible consequences of a dwindling number of providers operating in the market. [Reported to Cabinet: January 2023](#)



Impact...

- Recommendations made to further boost the profile of the Care at Home sector and encourage joint-working between the Council and providers around recruitment and retention. Improving communications between provider and service-user regarding any changes to planned visits was another focus, as was the facilitation of platforms for all providers to share ideas / learning / concerns, and closer links between the sector and local NHS Trusts.
- Joint letter from the Committee Chair and SBC Cabinet Member for Adult Social Care sent to the Minister of State in the Department of Health and Social Care regarding the key findings of the review and reiterating the need for appropriate future support of the sector.
- Action Plan in relation to the review’s recommendations approved in February 2023 – monitoring of progress to follow in 2023-2024 (and beyond if required).

Further Committee Scrutiny

As well as conducting in-depth reviews, the Adult Social Care and Health Select Committee considers a range of other health and care-related activity which takes place within the Borough. Adopting a collaborative approach with internal services and the Council's external partners, key items include the presentation of annual reports, reflections on the findings of the independent regulator of health and social care in England, and holding providers to account.

One of the most important roles of the Committee is to consider the North Tees and Hartlepool NHS Foundation Trust's (NTHFT) Quality Account. Members receive an annual presentation outlining performance against the Trust's quality priorities and the emerging priorities for the year ahead. The Committee then prepares a statement of assurance for inclusion in the Trust's final published version.

A host of other Annual Reports are presented to the Committee during the year which allows Members to identify areas of good practice and challenge / seek assurance for any elements which are a cause for concern. These are provided by Teeswide Safeguarding Adults Board (TSAB), Healthwatch Stockton-on-Tees, and the Care Quality Commission (CQC), whose representatives have attended Committee to highlight the key aspects of their national 'State of Care' report, as well as comment on the local health and care environment.

Another regular feature of the Committee's work is to consider quarterly CQC reports which give an overview of the regulator's published findings following inspections of local health and care providers. Significantly impacted by the emergence of COVID-19 in early-2020, the Committee has repeatedly expressed concern to the CQC about its level of visibility, the detail of its reports, and the length of time between inspections. Issues have also been raised about the new inspection regime which the CQC has adopted.

In terms of the CQC quarterly report, as the number of published inspection outcomes has reduced since 2020, the Committee has increasingly leant on the Council's PAMMS reports which are now included within these quarterly deliberations. PAMMS (Provider Assessment and Market Management Solutions) is an online assessment tool developed in collaboration with Directors of Adult Social Services (ADASS) East and regional Local Authorities., and is designed to assist in assessing the quality of care delivered by providers. PAMMS assessments consist of a series of questions over a number of domains and quality standards that forms a risk-based scoring system to ensure equality of approach.

In discharging its duty to hold providers to account, the Committee has requested responses from key local organisations which had seen concerns raised by the regulator in relation to their services. Representatives of Butterwick Limited attended Committee in February 2022 to address long-standing CQC concerns at both Butterwick Hospice Stockton (adults) and Butterwick House (children / young people), and senior staff from NTHFT gave a presentation in November 2022 in response to issues raised in relation to the Trust's maternity services. Much time has also been given to the ongoing challenges being experienced by Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), concerns which resulted in the Committee sending a letter to the then Secretary of State for Health and Social Care calling for a public inquiry into the continued failings and lack of notable improvement of the Trust.

**CARE QUALITY COMMISSION (CQC) INSPECTION OUTCOMES
&
STOCKTON-ON-TEES BOROUGH COUNCIL (SBC)
PROVIDER ASSESSMENT AND MARKET MANAGEMENT SOLUTIONS
(PAMMS) ASSESSMENT REPORTS**

QUARTER 3 2022-2023

The CQC is the national inspectorate for registered health and adult care services. Inspection reports are regularly produced, and these are published on a weekly basis.

The CQC assesses and rates services as being 'Outstanding', 'Good', 'Requires Improvement', or 'Inadequate'. Where providers are found to be in need of improvement or inadequate, the CQC make recommendations for improvement and / or enforcement action. Specific actions taken in each case can be found in the relevant inspection report.

Where inspections are relevant to the Borough, a summary of the outcome is circulated to all Members each month. An update from Adult Services is included which summarises the position in relation to service provision and any actions taken at that time.

Quarterly Summary of Published Reports

This update includes inspection reports published between October and December 2022 (inclusive). These are included at [Appendix 1](#) and contain the results of all inspections of services based in the Borough (irrespective of whether they are commissioned by the Council).

During this quarter, 16 inspection results were published. Please note: there is a time lag between dates of the inspection and the publication of the report. In addition, where concerns are identified by the CQC, re-inspections may take place soon after the initial report is published. When the outcomes are made available within the same quarter, the result of the most recent report is included in this update.

The main outcomes from the reports are as follows:

- 11 Adult Care services were reported on (6 rated 'Good'; 4 rated 'Requires Improvement'; 1 rated 'Inadequate')
- 1 Primary Medical Care service was reported on (1 rated 'Good')
- 4 Hospital / Other Health Care services were reported on (2 rated 'Outstanding'; 1 rated 'Good'; 1 rated 'Requires Improvement')

A summary of each report and actions taken (correct at the time the CQC inspection report was published) is outlined below. Links to the full version of the reports, and previous ratings where applicable, are also included.

PAMMS Assessment Reports

SBC are utilising the Provider Assessment and Market Management Solutions (PAMMS) in the quality assurance process. PAMMS is an online assessment tool developed in collaboration with Directors of Adult Social Services (ADASS) East and regional Local Authorities. It is designed to assist in assessing the quality of care delivered by providers. The PAMMS assessment consists of

Page 1 of 46

Domestic Abuse and its Impact on Children (Task & Finish)
 (click [here](#) for full report)

2019-2020

This review was undertaken by a small Task and Finish Group of Committee Members. The overall aim of the review was to better understand the impact of domestic abuse on children and the effectiveness of interventions to inform the Domestic Abuse Strategy and future commissioning decisions.

Evidence was received from Council employees, representatives from Harbour and from the Police. During the course of the review Members were presented with a range of information which depicted the service demand was increasing and the rise in domestic abuse incident reports. Multi-agency working was highlighted as a important tool and early contact could be invaluable.

The review culminated in a number of recommendations aimed at providing training led by the Domestic Abuse Steering Group, establishing clear communication pathways and collaboration opportunities. [Reported to Cabinet: January 2020](#)

Impact...

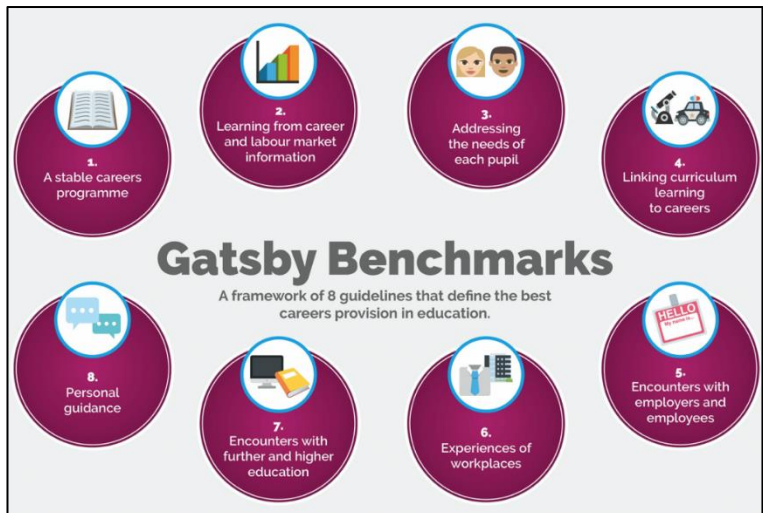
- Families have benefited from the provision of the ALTER programme which has been delivered by Harbour’s Link Worker in Children’s Social Care. Had this provision not been available, there is a risk that the perpetrators of abuse who engaged in the ALTER programme may not have any intervention at all.
- An approach to domestic abuse training will be embedded within the forthcoming Domestic Abuse Strategy 2023-2028.
- The Domestic Abuse Steering Group now receives regular feedback from Cleveland Police and Education Leads on the effectiveness of Operation Encompass and this has been in place from February 2020.
- Opportunities for collaboration and joint working have been considered across the Tees / Tees Valley footprint. Collaboration has brought greater insight and understanding of those impacted by domestic abuse and has directly contributed to an increase in treatment pathways for perpetrators.

Careers Provision
 (click [here](#) for full report)

2019-2020

The overall aim of the review was to develop a clear and joined-up approach across Stockton which supports schools in their role, is clear on the role of all partners including the Council, and how the system can work more effectively for young people.

The Select Committee recognised that a meaningful and positive careers programme improves self-esteem, promotes higher attainment, reduces drop-out rates from schools and colleges and has significant economic benefits. The Gatsby Benchmarks provided the framework for best practice



in career guidance and our recommendations sought to encourage all of our schools and colleges to aspire to meeting these standards. This will, in turn, enable our children and young people to make informed choices and better understand the opportunities that are open to them as they transition from education into employment. [Reported to Cabinet: March 2020](#)

Impact...

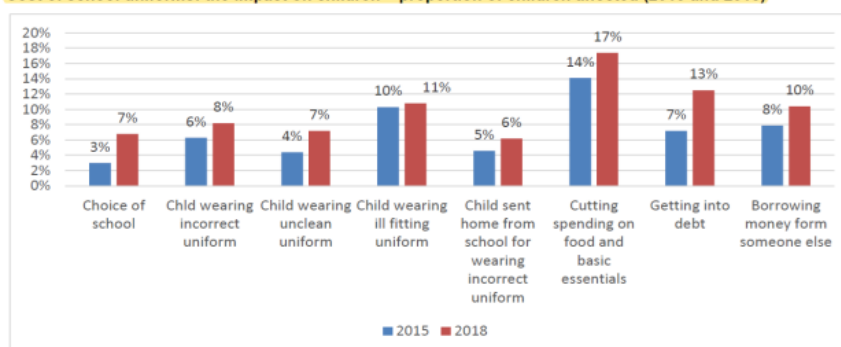
- Destinations data showed a limited impact of lockdowns, on both the 2020 and 2021 school leaver cohorts which suggests the CEIAG work that was completed, was effective.
- All education establishments in the Careers Hub were encouraged to ensure students have access to Independent and Impartial Careers Guidance from a qualified adviser.
- Continue to enable and encourage schools to maintain a lead from senior management teams on their Governing bodies.
- The Council worked with stakeholders to promote opportunities for apprenticeships and work experience across the Borough.
- Significant increases in schools meeting the Gatsby Benchmarks.

Cost of School Uniform (click [here](#) for full report)

2020-2021

The aim of the review was to understand the issues raised by residents about the cost of school uniform and the opportunities locally to support parents in meeting those costs. It was recognised that the Council had a limited role in relation to this issue which was largely a matter for schools. The focus of the review was therefore on working with schools to identify the issues for them and for parents and identifying if there are options to support parents in meeting the costs of school uniform.

Cost of school uniforms: the impact on children – proportion of children affected (2015 and 2018)



N=948 in 2015, 946 in 2018

Through the course of the review, it was found that school uniform played an important role in contributing to the ethos of a school and sets the tone of the school. It was a way of ensuring that children living in disadvantage were not identifiable through their clothing. Schools needed to ensure that uniform was accessible and affordable. The Committee also recognised the importance of providing support to families struggling to meet uniform costs and were impressed by the support offered by Stockton-on-Tees schools and local community organisations. [Reported to Cabinet: December 2020](#)

Impact...

- The Select Committee report was well received by Academy Trusts and Schools. Messages were reinforced at Closing and Gap Sessions, Secondary and Primary Heads meetings and Governors' Briefing Sessions.
- Support was secured from the two local MPs and new legislation was subsequently passed putting the DfE best practice guidance on a statutory footing.

Care Leavers EET

(click [here](#) for full report)

2020-2021 / 2021-2022

The main aim of the review was to examine whether the Council was doing enough and what more needed to be done to further improve performance and outcomes for young people.

The Select Committee found that more work needed to be done for Children in Our Care regarding the transition into independent living. It was recognised that Children in Our Care did not enjoy the inherited opportunities and access to family help and support. Often struggling to overcome issues with mental and emotional health and low aspirations, these children can feel locked out from achieving success.

A number of recommendations were formulated as part of this review which sought to recommend more help for Children in Our Care to become work ready and maximise their opportunities through strengthened partnership working and a sustainable model to increase access to work experience and job opportunities with local employers and partners agencies. [Reported to Cabinet: July 2021](#)

Impact...

- Data used to be recorded on an annual basis but was now live data; continuous tracking had led to significant improvements and transformation
- New structures had brought teams together to meet demand and capacity; a clear vision allowed for workers to ensure that the child remained at the centre of the plan
- There had been an increase in young people moving towards Employment, Education and Training; performance was now above the national average

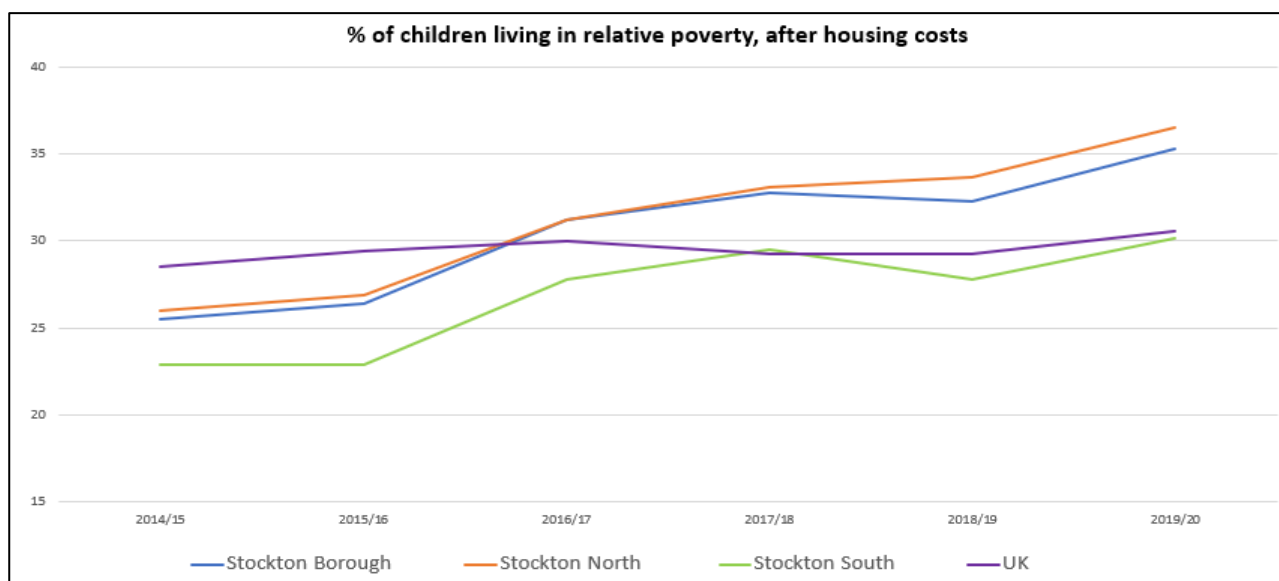
Child Poverty

(click [here](#) for full report)

2021-2022 / 2022-2023

The overall aim of the review was to gain an insight and understand the specific issues relating to child poverty.

Data presented to the Committee showed that a large proportion of children in the Northeast were living in poverty, the second highest rate in the UK. Due to a number of factors the Committee were made aware that this position would worsen significantly due to welfare changes, the increased cost of living, energy prices rising and lack of employment security.



Evidence presented to the Committee demonstrated that the impact of poverty on children is profound. With children experiencing a range of health damaging impacts, negative educational outcomes, long term social and psychological problems, and poor life chances in adulthood.

The recommendations from this review sought to better understand the issues by working with families experiencing poverty, to enhance the support and interventions in place and each year to focus on a key priority for targeted action. [Reported to Cabinet: June 2022](#)

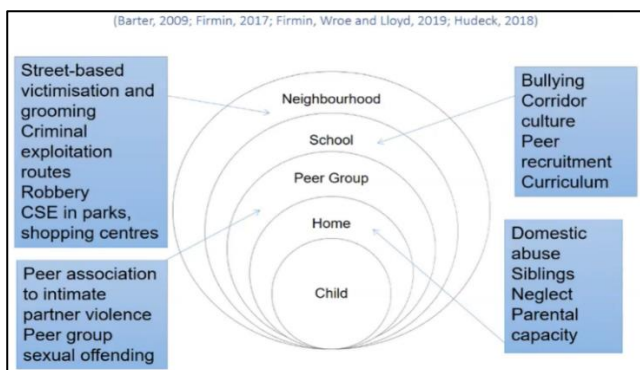
Impact...

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- New structures had brought teams together to meet demand and capacity; a clear vision allowed for workers to ensure that the child remained at the centre of the plan.
- There had been an increase in young people moving towards Employment, Education and Training; performance was now above the national average.

Contextual Safeguarding and Youth Relationships ([click here](#) for full report)

2022-2023

The aim of the review was to assess the Council’s response and approach to the issues of contextual safeguarding. This review examined the factors leading to a focus in this area and understand the work of the multi-agency child exploitation (MACE) hub. Within this context, the review has also examined violent and coercive behaviour in youth relationships.



Evidence presented to the Committee demonstrated as children grow, their sphere of influence expands from their primary care givers along with family and long-time friends to wider influences with access to the internet and mobiles cutting across traditional barriers extending their sphere of influences even further. The review found tackling extra familial risk requires a holistic approach involving a wide range of partners and the community. [Reported to Cabinet: February 2023](#)

Impact...

- The Committee’s recommendations sought to raise awareness of contextual safeguarding and strengthen the local multi-agency response, including that clear outcome measures are defined to determine success of interventions and approaches. Support around this issue for SBC Children’s Services staff and schools was also encouraged, and a community guardian programme within schools and communities across Stockton-on-Tees was proposed in order to provide wider community support.
- An Action Plan in relation to the review’s recommendations will be presented to the Committee for approval early in the new Council term.

Protection of Vulnerable Older Residents Living at Home (click [here](#) for full report)

2019-2020

In response to concerns regarding crime in local neighbourhoods, this review aimed to support local residents who may be vulnerable due to their individual circumstances, including age and housing arrangements. It undertook an assessment of local relevant public services and how they contribute to the protection of the vulnerable, as well as an evaluation of local community infrastructure and whether more support was needed to help promote safety and wellbeing of vulnerable residents.

Throughout the review, contributing organisations stressed the importance of working in partnership, and that the relationships evidenced during the Committee's information-gathering were critical in protecting older people and promoting safety and wellbeing. However, it was also noted that older people living at home may not want help (even though their families may want them to have assistance), and that organisations need to work sensitively to ensure any needs are identified and met, whilst maintaining, as far as possible, an older person's independence.

Twelve recommendations ensued, headed by the need for the Office of the Police and Crime Commissioner (OPCC) and Cleveland Police to provide assurance around the measures put in place to address the failings highlighted in the Force's recent HMICFRS PEEL assessment around identifying vulnerable victims and providing adequate safeguarding. Further requests were directed at the Council and its key partners, Thirteen Housing Group and Catalyst, and a continued push for better information-sharing between local organisations was advised. [Reported to Cabinet: January 2020](#)



Impact...

- Commitment made by all partners to continue to share information in a timely manner. Intra-partnership information-sharing saw further improvements since the emergence of COVID-19, supported by developments in technological aids such as Microsoft Teams which allow for quick and efficient meetings.
- Catalyst's VCSE directory updated – includes befriending and other support services in the local VCSE sector that can be offered to a wide range of residents including those older residents living independently at home. Older people feature as a dedicated category, along with a breakdown of services which provide 'social inclusion'.

CCfA: Obstructive and Illegal Parking around Whitehouse Primary School (click [here](#) for full report)

2019-2020

A Councillor Call for Action (CCfA) provides Councillors with the opportunity to ask for a discussion to take place at scrutiny committees on issues where local problems have arisen, and where all other methods of resolving the issue have been exhausted. The issue of obstructive and illegal parking around Whitehouse Primary School was proposed and subsequently approved for consideration by the Committee, whereupon a detailed investigation ensued involving key stakeholders such as Ward Councillors, relevant Council officers, senior representatives from the school, and residents and parents who were keen to put forward their views.

Pertinent to the problems associated with Whitehouse Primary School was the increase in pupils from beyond the designated admission zone and the geographical nuances of the school, factors

which are extremely difficult to influence. Whilst greater enforcement of illegal parking would be welcomed (at all schools), restrictions around current enforcement resources hinders the Council's ability to penalise such activity as much as many would like. It would also be unfair to single out one school above others for increased enforcement patrols.



Concluding that the suggested Public Spaces Protection Order (PSPO) to ban / regulate parking was not appropriate, the Committee instead agreed a number of alternative measures which both supplemented previous work on this issue, and provided further means of promoting more responsible parking around the school itself. [Reported to Cabinet: January 2020](#)

Impact...

- Termly correspondence sent by the school to parents / carers regarding parking issues (includes development and circulation of a 'parking pledge'), with evidence of more considerate parking based on cumulative impact of all measures.
- School purchased 'little people bollards' to deter inconsiderate parking – concept shared with other schools within the Borough.
- 20mph speed limit on the Barlborough Avenue side of the school since implemented.
- New Junior Road Safety Officers appointed (including at Whitehouse Primary School).
- Research into 'School Streets' initiative (awaiting decision on possible implementation).

Fly-Grazed Horses

2019-2020 / 2020-2021

(click [here](#) for full report)

Fly-grazed horses are those that are being deliberately allowed to graze on land (either on a tether or roaming free) without the landowner's (private or Local Authority) permission. They pose a real risk to public health, whether wandering onto roads due to being grazed on land with inadequate or poorly maintained fencing (as happened during an incident on Durham Lane, Eaglescliffe, in October 2019), or breaking free from tethers. Horses may also be left to graze in public spaces, making footpaths, play areas and nature reserves unsafe for users / pedestrians, and create significant restoration costs caused by damage to Council assets / land.



This review comprised several important elements, the first of which involved the establishment of the Council's and other relevant organisations' roles and responsibilities for fly-grazed horses on both Council and non-Council land. Other aspects included identifying the extent of concerns across the Borough in relation to fly-grazed horses, understanding the costs to the Council in undertaking its statutory

responsibilities (and beyond), and considering more proactive means of addressing fly-grazed horses via education or enforcement options which may be used with horse-owners. Finally, the intention was for this review to provide conclusions and recommendations which could inform the creation of a formal Council fly-grazed horses policy.

In attempting to address the longstanding concerns associated with this practice, the Committee discovered a rather short-term and potted historical approach which lacked an overarching policy that made clear who should be doing what and by when. That said, this issue is not an easy one to address. The Committee respect the rights of individuals to own horses, but also the rights of other residents across the Borough not to be affected by a horse being fly-grazed near to their property, or for people to be at risk of horses escaping from fields after being placed there. The ensuing recommendations sought to establish clearly defined processes, supported and adhered to by all key stakeholders and made available to increase public awareness, which would provide a framework for managing future cases. [Reported to Cabinet: January 2021](#)

Impact...

- Cleveland Police intend to produce a protocol based on Kent Police's response (essentially a recovery and green yard service). Need for policy added to the Police Executive Risk Register.
- Council webpages publicly available containing horse welfare information, advice to landowners and the public, as well as SBC and RSPCA contact details (will be available for hosting formal policy document once live). Since updated to note public information for equine identification law, advice for tethering, grazing on Council Land and advice for private landowners.
- SBC officers continue to support both horse-owners and those impacted by illegal grazing, and retain contact details and close relationships with all horse-owners.
- Cleveland Police senior and operational staff identified to work with SBC Animal Welfare.

Fraud Awareness (Personal)

2020-2021 / 2021-2022

(click [here](#) for full report)

The aim of this review was principally two-fold: firstly, to raise awareness of fraud against the person, and secondly, to ascertain the ways in which local victims of this crime were identified and supported. In addition, the Committee sought to understand the process for reporting (personal) fraud offences, including the role of key stakeholders in the handling of cases, and establish how the public were made aware of the required reporting mechanisms (and how this was reinforced by local organisations, including work around reducing the risk of becoming a victim of fraud). Mindful of the ongoing pandemic, the identification of any local COVID-19-related fraud concerns (and whether any targeted awareness-raising / support may be required) would also be an important factor in this work.

The Committee found that fraud was a complex and, sadly, all too prevalent crime in today's world. The broad range of national, regional and local organisations (a number of whom were listed within the report) involved in countering those manipulative perpetrators of this practice were testament to the frequency in which it was carried out.

Understandingly, this was often in a reactive way as fraudsters continually change their point of attack, seizing upon opportunities that, latterly, had even stooped to seeking gain from a global pandemic. The Committee fully supported every available means to bring such people to justice.



Behind every act of fraud is a victim, a fact that can sometimes be overlooked when analysing crime trends and attempting to nullify perpetrators, and a key message from this review was that everyone was susceptible to this type of crime (not just older people as some would believe). Locally, the Victim Care and Advice Service (VCAS) provided invaluable support to victims, but was subject to potential demand pressures as a result of the drive to increase the reporting of fraudulent activity and continually emerging scams. [Reported to Cabinet: May 2021](#)

Impact...

- Views of the Committee encouraging the sharing of relevant fraud information with SBC (laid out in a subsequent letter from Lead Cabinet Member) expressed to Action Fraud.
- Post-review inspection by the City of London Police stated that Cleveland Police were good at supporting victims and safeguarding the most vulnerable victims of fraud.
- Ongoing efforts to spread the fraud prevention and scams awareness message continue across a range of forums – one particular social media post on a banking scam reached over 10,000 people and was shared widely.
- Article concerning rogue traders carrying out home maintenance and repair work was included in the Spring 2022 edition of Stockton News. An article on Christmas scams was planned for the next Winter edition.
- 16 key scams awareness messages distributed to the SBC Bright Minds Big Futures (BMBF) initiative to aid awareness-raising around fraud crime with young people.

Police Communications in Stockton-on-Tees (Task & Finish) ([click here](#) for full report)

2021-2022

This task and finish review focused on information-sharing and communications in Stockton-on-Tees between neighbourhood policing, local Ward Councillors, local residents and other key stakeholders. It sought to ensure that appropriate information-sharing mechanisms were in place with a view to strengthening effective partnership-working within the Borough.

Cleveland Police Community Engagement Ward Pledge

Every neighbourhood in Cleveland has a dedicated Neighbourhood Policing Team (NPT) that works together with the local community and partners to:

- ✓ Prevent crime and anti social behaviour and tackling criminality
- ✓ Care and support our people
- ✓ Serve the public and put our communities at the heart of all we do
- ✓ Recognise and safeguard vulnerable victims

As a minimum expectation concerning engagement, we pledge to provide:

- ✓ Key message statements from the NPT Chief Inspector to your elected representatives on a monthly basis
- ✓ Regular contact with relevant partners to address neighbourhood priorities
- ✓ An update to the community of progress against the identify progress
- ✓ A two-way mechanism to obtain views, advice and feedback from the community
- ✓ NPT to engage with community and faith groups
- ✓ Advance notice of community engagement opportunities via the Ward newsletter and social media platforms
- ✓ Visible patrols in hotspots for anti-social behaviour and crime
- ✓ Bespoke Ward Newsletters on a bi-monthly basis
- ✓ At least one community meeting per month in each Ward
- ✓ Scanning and analysis of local issues to identify up to three Ward priorities on a bi-monthly basis
- ✓ A designated Police Community Support Officer (PCSO) assigned to every school
- ✓ Engagement opportunities with ongoing youth outreach in our Wards
- ✓ Effective use of social media to engage communities and provide effective feedback
- ✓ Ward profiles to help understand the demographics and engagement needs of each area in the Force

The Committee's Task and Finish Group found that numerous engagement mechanisms were used by Cleveland Police, both internally and externally, in order to carry out and communicate its core functions. Ensuring officers within Cleveland Police recognise the critical role of Councillors as a partnership-tool with which to address policing issues was emphasised, as was the importance of the communications feedback-loop which, if effective, enables confidence to be built between the Force and Councillors / the public.

Concerns were expressed about the Force seemingly being in a constant state of change, with officers across all ranks arriving and departing at an alarming rate which inevitably impacts upon the ability to forge relationships within communities. Whilst alternative methods of communicating (accelerated as a result of the COVID-19 pandemic) were to be embraced, being as physically visible within Wards as possible would continue to be important for Councillors (as evidenced with the Ward Councillor survey undertaken as part of this review) and their residents (as reflected in the desire for more Police visibility via recent consultations) as the Force looks to deliver strong engagement as part of its service plans. [Reported to Cabinet: January 2022](#)

Impact...

- All Stockton district PCSOs asked to make monthly contact with their Ward Councillors.
- Stockton neighbourhood officers have a Victims Code of Practice (VCOP) compliance rate of 100% for their 102 live crimes (as of 02/11/2022).
- SBC Ward Councillor survey (undertaken as part of the review) was repeated in October 2022 – feedback demonstrated that there were still very mixed feelings about the level of communications with Cleveland Police.
- So far in 2023, Stockton Neighbourhood Policing Team have recorded the highest level of face-to-face engagement with the public across the entire force area by a significant margin. Furthermore, other engagement activity has also continued.

Public Spaces Protection Orders (PSPOs)

2021-2022

(click [here](#) for full report)

This scrutiny topic provided the opportunity for the Committee to consider the potential benefits and challenges from introducing a Public Spaces Protection Order (PSPO) within the Borough. It allowed the Committee to understand what a PSPO was (powers designed to stop individuals or groups from committing anti-social behaviour (ASB) in a public space, they can include restrictions on consuming alcohol in a public place or controlling the presence of dogs) and the process which needs to be followed, consider existing ASB it could help to address, and learn about the experiences of other Local Authorities, many of whom had utilised such Orders as an additional tool to respond to crime / ASB in their areas. Crucially, what the review did not set out to do was to decide whether a PSPO should actually be implemented.

The Committee found that, whilst the Council was well-placed to be aware of the community safety issues within the locality and already had a range of options to counter ASB, concerns clearly continue (as evidenced in the report) around the behaviour of a minority of individuals who were having an adverse impact on the Borough's public spaces. Perceptions and fear of crime continued to be high, and, as noted by several contributors to this review, this was as important and significant as actual recorded cases. As such, the case for exploring further options was strong, especially if these options led to more visible and quicker action to instil confidence in the public.

Evidence demonstrated that there were a range of opinions around PSPOs (including widespread concerns that they target vulnerable individuals), and the Council must therefore ensure that, should it wish to proceed with plans for a potential Order within the Borough, it seeks views from a wide variety of stakeholders (i.e. public, local businesses, special interest groups (depending on the issues an Order seeks to prohibit), key partners) to validate any future decision. [Reported to Cabinet: February 2022](#)



Impact...

- To reinforce existing mechanisms for reporting ASB and promote operational successes in identifying and addressing ASB within the Borough, a shared approach for partnership communications has been developed further, including an increase in media releases and leaflet drops / Civic Enforcement Officer visits to hot-spot areas.
- Easy-read flowchart of the existing PSPO consultation, implementation and review procedures finalised and circulated to relevant stakeholders.
- Formal definition of 'aggressive begging' adopted by SBC.

Bonfires on Public Land

(click [here](#) for full report)

2021-2022 / 2022-2023

Like many Local Authority areas, Stockton-on-Tees experiences an increase in bonfires between mid-October and mid-November each year. However, whilst bonfires themselves bring an inherent safety and environmental risk to the local community, associated disorder linked to this practice has become as much, if not more, of an issue for the Council and its local partners to manage during the traditional 'bonfire night' season.



Focusing on bonfire activity upon public land, the aims of this review were to firstly establish the extent of bonfire-related concerns (e.g. personal safety, damage to property, fly-tipping, etc.) within the Borough during the traditional 'bonfire night' season. The Committee then sought to understand what the Council and its partners had historically done to identify, address and reduce bonfire-related issues, and then investigate what, if any, further measures could be put in place to strengthen the management, or reduction, of bonfires during this time period.

In summary, there was a general consensus from all partners who contributed to this review that bonfires themselves were not a major issue within the Borough (greater concerns were expressed in relation to the associated behaviours around bonfires (as well as fireworks)), though the Committee acknowledged that sporadic cases across Stockton-on-Tees had previously provided challenges for the Council and its partners despite the very established annual planning, response and review joint-working. Continuing to focus resources on these identified areas (and any emerging ones), particularly around education and diversion, remained paramount in the drive to further reduce the negative elements which bonfires can clearly foster. [Reported to Cabinet: September 2022](#)

Impact...

- Recommendations called for the Council to review its own public engagement approach to fire safety messaging across all available communication mechanisms (highlighting the dangers of bonfires and the impact on local residents), as well as consider adopting the Shrewsbury Town Council approach in emphasising a zero tolerance towards unauthorised bonfires (including contact routes for permission to light a bonfire on public land and the potential consequences for failing to seek permission).

Tree Asset Management

(click [here](#) for full report)

2022-2023

Whilst not explicitly crime and disorder related (this piece of work was allocated to the Committee in order to balance the distribution of scrutiny topics across the five themed Select Committees), this predominantly internal review provided an opportunity to consider the known issues around maintenance of the Borough's tree stock. Central to this was the substantial growing backlog in essential and routine programmed works that had been identified through the ongoing inspection regime.





The current SBC Tree and Woodland Management Service was a very small team with responsibility for managing tens of thousands of trees within the Borough's towns, highways, parks, cemeteries, open spaces and 400 hectares of woodland. The service was clearly under huge pressure already, and attempts to eat into the increasing delays to essential programmed work were always at the mercy of external factors such as adverse weather (creating potential emergency situations) and season-specific activity, as well as resource limitations. Add to this the Council's additional tree planting commitment in response to the ongoing climate crisis debate, and the emerging issue of ash dieback disease, and the Committee expressed deep reservations over the existing situation regarding management of the Borough's trees.

The current financial climate for Local Authorities made it hard to justify recommending a spending increase anywhere within the Council, though the Committee observed that tree planting was a SBC priority – should this continue to be the case moving forward, it therefore seemed incumbent upon the Council to back this up with an appropriate resource allocation which allowed its officers to undertake the required maintenance of an enlarging tree stock, something which not only strengthens the Borough's move to a cleaner and greener future, but also ensures residents and visitors are kept safe. If this could not happen, then it was imperative that the Council made it clear to its residents what tree management service it could realistically deliver, and that this remains in-line with its legal duty of care. [Reported to Cabinet: February 2023](#)

Impact...

- Recommendations included a refresh of the SBC tree and woodland management policy and procedures to provide clarity around mandatory service requirements, the realistic cycle of essential maintenance, responsibilities regarding trees on private land, and key message throughout this review regarding the planting of the correct species of tree in the right places (helping to minimise future maintenance requirements and revenue costs). Strengthening service resources was also encouraged, and planning around ash dieback was urged.
- Action Plan in relation to the review's recommendations to be approved in March 2023, with update on progress of the agreed actions to be received in 2023-2024.

People Select Committee

Smarter Working in Stockton (Accommodation and Buildings) (Task & Finish) 2019-2020 (click [here](#) for full report)

This review was undertaken by a small Task and Finish Group of Committee Members who reviewed the current arrangements within the context of the Smarter Working programme, and the future needs of the Authority and workforce.

A part of the review, the group visited existing Council buildings (Stirling House, Kingsway, Municipal Buildings, 16 Church Road, Bayheath House) and spoke with members of staff. Visits to North Tyneside Council, Thirteen Group and the Cleveland Police Community Safety Hub also informed the review.

Having reviewed the options available, the Group believed the best solution would be for the Council to move towards having a single main building for its office accommodation needs, as current arrangements were no longer suitable for modern workspace.

Reported to Cabinet: November 2019



Kingsway House

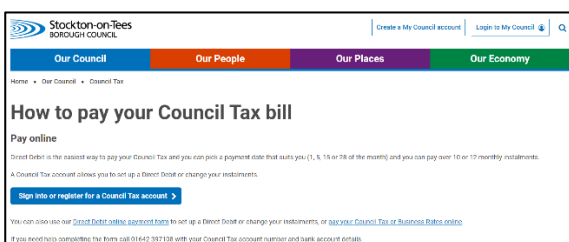
Impact...

- Focus group of over 80 staff, made up of all directorates across SBC, was set up.
- The Smarter Working in Stockton project leads communicate with this group regularly.
- There is an ongoing process of planning and providing appropriate alternative office accommodation.

Local Council Tax Support Scheme (Reporting-In) (click [here](#) for full report)

2019-2020 / 2020-2021

In 2019, the People Select Committee commenced work on a review of the Local Council Tax Support Scheme. It was expected that any changes to the scheme would be introduced from April 2021. However, due to the impact of Covid 19, the Select Committee considered a report in October 2020 on the risks of forecasting, developing, and consulting on changes during the pandemic.



The Select Committee concluded that more time was needed to understand the financial impact of Coronavirus on customers and their ability to pay a minimum contribution, the rise in caseload and any wider welfare reforms that may come through as part of the government's response to the pandemic.
Reported to Cabinet: December 2020

Impact...

- It was agreed that it would not be appropriate to make changes impacting on the financial aspects of the scheme until more was known about the affordability of the current scheme and any alternative proposals.
- In the meantime, it was proposed that funds could be set aside to provide more targeted support to those struggling to pay the minimum 20% contribution using section 13A of the local government Finance Act.

Public Consultation

(click [here](#) for full report)

2020-2021

The aim of the review was to improve performance of the consultation activity itself and of all Council activities that use the results of the consultations.



The review was well-timed following the town centre consultation and this consultation was well received by the Committee. It was agreed that paper versions of consultation forms should be retained for future large-scale consultations where appropriate. The recommendations also incorporated the need to increase engagement with young people and build on the work of Bright minds Big Futures (BMBF).

It was valuable to receive evidence from Ipsos MORI, Bluegrass Research Limited and North Tyneside Council, to learn more about private sector approaches to consultation and areas of good practice in other Local Authorities. [Reported to Cabinet: December 2020](#)

Impact...

- Work has continued to ensure all consultations are fully inclusive, including offering paper consultation forms and public meetings for large-scale consultations.
- The coverage in Stockton News, under the 'Your Views Matter' heading, remains a key a focus to ensure high-quality engagement.
- Consultations have continued to be shared on Council social media channels to help raise the profile of the activity, as well as to encourage participation, show transparency and ensure effective consultation.

Carbon Monoxide Awareness

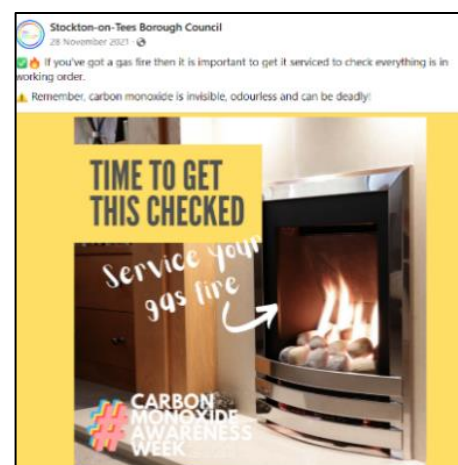
(click [here](#) for full report)

2020-2021 / 2021-2022

This review was undertaken to provide a greater understanding of the work of Stockton-on-Tees Borough Council and external organisations in raising awareness about carbon monoxide poisoning.

The review was enhanced by the attendance of representatives from several Housing Associations and the North East Ambulance Service at evidence sessions. Holding the meetings remotely allowed for an increased number of external contributors to provide information on best practice and answer Members' questions.

The review's recommendations supported a continued promotion of Carbon Monoxide poisoning awareness raising through existing platforms. The Committee also recommended that legislation should be extended to ensure that Carbon Monoxide alarms are fitted in all properties, including holiday homes, for gas and solid burning fuel appliances. [Reported to Cabinet: July 2021](#)



Impact...

- Letters were sent to both local MPs and positive responses were received.
- Lord Greenhalgh, Minister of State for Building Safety and Fire, also responded that the Government has consulted on proposals to extend building and housing regulations to require the provision of carbon monoxide alarms to oil and gas heating installations and to social housing.
- Carbon Monoxide Awareness Week was promoted in the November 2021 Stockton News and via social media channels.

Disability Inclusive Borough (click [here](#) for full report)

2021-2022

This review explored how Stockton-on-Tees Borough Council could contribute to a more disability inclusive borough the Committee were keen to understand hidden as well as physical disabilities. This was a very wide review, and the Committee were acutely aware that the review was part of an on-going journey to make our Borough disability inclusive.



Hearing directly from individuals and disability groups provided an invaluable insight and highlighted that there was no room for complacency. Contributors included Stockton-on-Tees Borough Council Officers, Bright Minds Big Futures (BMBF), Dementia Friendly Stockton Project, Horizons Specialist Academy Trust, Stockton Parent Carer Forum, Daisy Chain, Guide Dogs for the Blind, RNID and Middlesbrough Council.

The review has demonstrated that Stockton-on-Tees Borough Council is committed to putting every person who needs support at the heart of all that they do and providing appropriate support and services to employees and residents across the Borough with disabilities. [Reported to Cabinet: January 2022](#)

Impact...

- The recommendations support a continued promotion of good practice across the Council and wider community, but also, awareness raising and improved communication with disability groups.
- Project group led by Children's Services, with representatives from SBC Adults and Health, are delivering a programme of work to engage with families and stakeholders to co-produce and develop a vision to improve outcomes for children and young people with disabilities, and their families, that prioritises early identification / promotes independence.
- The outline design for the new civic hub includes a changing place facility and one will be considered as part of the new improvements to Preston Park.

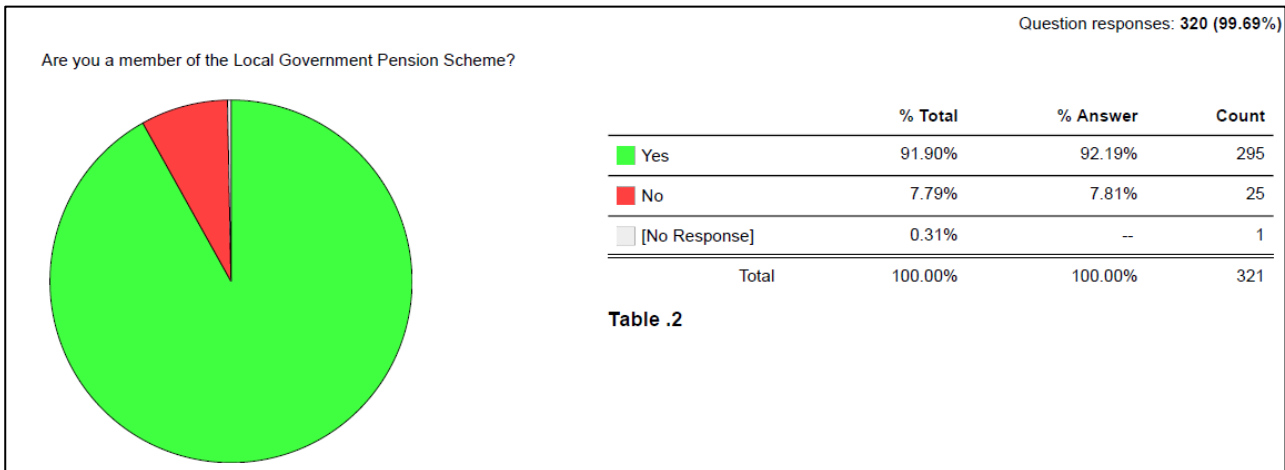
Local Government Pension Scheme (Task & Finish) (click [here](#) for full report)

2021-2022

This task and finish review investigated the reasons why 15% of the Council's workforce had chosen not to be members of the Teesside Local Government Pension Scheme and to consider what steps might be needed to address this.

As part of the review, staff were invited to complete an online survey. Feedback from this survey provided a valuable insight and contribution. The Committee's findings confirmed that affordability

was the main barrier for employees not joining the Scheme. The staff survey also revealed a general lack of understanding and a need for better information to be provided, in plain English.



The review’s recommendations sought to raise awareness of the benefits of the Scheme and to help employees to make better informed choices and improve take-up. [Reported to Cabinet: March 2022](#)

Impact...

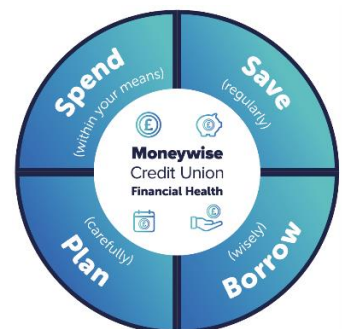
- Increased LGPS membership.
- Increase in the number of employees accessing the AVC scheme.
- It has been confirmed that Stockton-on-Tees Borough Council is the top performing Authority across the whole country. This is based on the number of scheme plans as a percentage of LGPS membership.

Tees Credit Union
 (click [here](#) for full report)

2021-2022 / 2022-2023

The aim of this review was to consider the operation of the Credit Union since the merger with Moneywise in 2017 to ensure that it is serving the needs of the people of the Borough and specifically supporting the vulnerable who rely on it for the provision of loans, banking services and savings accounts at reasonable rates.

The Select Committee concluded that the Credit Union provided local, accessible, and flexible support and noted that since their merger with Moneywise, their financial position had significantly improved with increases in loans, savings and membership. The Credit Union is well thought of by its members and all customers are encouraged to save. As well as the online service, the Credit Union maintains a valuable high street presence which has excellent footfall. [Reported to Cabinet: July 2022](#)

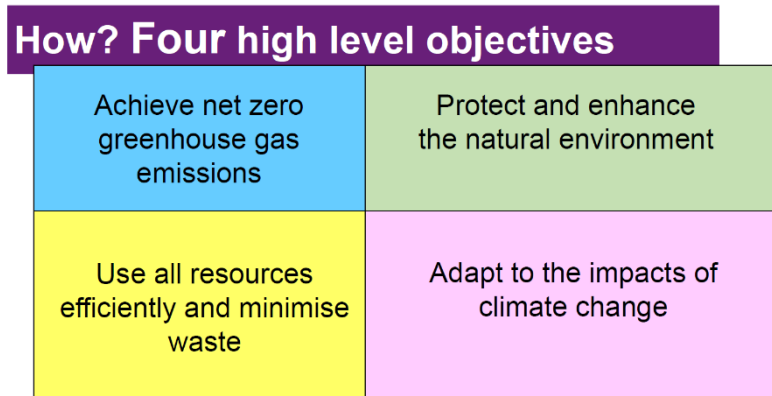


Impact...

- The recommendations and action plan focused on exploring further opportunities to promote the Credit Union and strengthen partnership working with other financial providers and sectors.
- Initial progress update due to be presented to the People Select Committee in March 2023.

(click [here](#) for full report)

The aim of the review was to understand what funding was available for home efficiency improvements and whether this met the needs of Stockton residents. The review also examined the work that was taking place across the Tees Valley to create a local workforce fit for the demands of a green economy of the future.



As part of global efforts to combat climate change, this review focussed on the improvement of home energy efficiency and the development of local employment in green industries. [Reported to Cabinet: February 2023](#)

Impact...

- The Committee’s recommendations centre on awareness raising of grants and alternative fossil fuel-based systems along with writing to government to urge them to improve energy efficiency standards on new housing developments.
- The recommendations have also captured the Council’s continued commitment to deliver its Environmental Sustainability and Carbon Reduction Strategy and ‘green jobs’ workshops and training at all levels, including entry level jobs.
- Action Plan in relation to the review’s recommendations to be approved in March 2023, with update on progress of the agreed actions to be received in 2023-2024.

Area Transport Strategy (click [here](#) for full report)

2019-2020

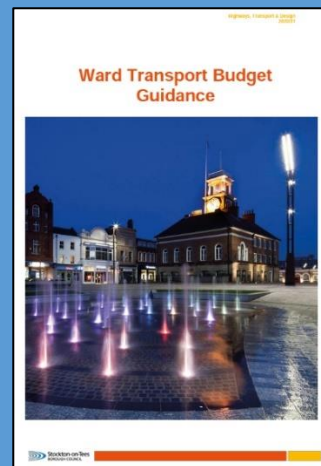
The Area Transport Strategy (ATS) scheme provides the community with an opportunity to influence where the Council targets its limited funding on improving the highway. Whilst the Committee endorsed this fundamental principal of engaging with the public, the evidence received demonstrated a number of challenges and frustrations with the existing scheme. A stakeholder survey was also issued as part of the evidence-gathering process.

The Committee recognised that the Community Participation Budget (CPB) process already enables the public to identify potential solutions to issues across the Borough, and provides a quicker response to community-originated suggestions than the ATS presently allows.

Therefore, the Committee recommend that the existing ATS scheme ceases at the end of the current financial year, with the yearly ATS funding allocation to be transferred to the CPB on a Ward-by-Ward basis determined by population per Ward. [Reported to Cabinet: January 2020](#)

Impact...

- The Ward Transport Budget (WTB) guidance document was circulated to all Ward Councillors on the launch of this budget in July 2020.
- The WTB funding from the Local Transport Plan (LTP) has been transferred into a specific budget account, separate to the Community Participation Budget (CPB).



Business Support and Engagement (click [here](#) for full report)

2020-2021

This review was initiated to examine the Council's overall business support / engagement role, how this was utilised and viewed externally, and whether the necessary resources were in place to satisfy existing and future demand. Of further consideration was the key interface with the Tees Valley Combined Authority (TVCA), both in terms of their business support activity and the funding streams that they either manage or can access.



The Committee received evidence from representatives of the Council's Business and Enterprise Team, as well as from a range of wider business support partners including the Tees Valley Combined Authority, the North East England Chamber of Commerce / Department for International Trade, and Teesside University. To gain insight into the impact of the Council's support offer, the Committee also received contributions from local businesses, though the intended visits to the Fountain Shopping Mall, Drake the Bookshop and Fusion Hive were unable to take place due to COVID-19 restrictions. [Reported to Cabinet: December 2020](#)

Impact...

- The 'Invest in Stockton-on-Tees' website has been launched which includes a feature for current and prospective business owners to search for available property and land.
- The Inclusive Growth Strategy has also been completed.

Planters in Residential Streets (Task & Finish)

2020-2021

(click [here](#) for full report)

This review provided an opportunity to evaluate the current condition of planters across the Borough to determine whether they should be retained, removed, or maintained. Contributions from Council Officers, Parkfield Resident's Association, Cultivate Tees Valley, and Catalyst highlighted the importance of planning and coordinating a sustainable community project and obtaining funding.

A key finding was that it would be beneficial to maintain the planters through sustainable community planter projects. The recommendations reflected this view and invited groups, residents, local businesses and Town and Parish Councils to get involved in the future maintenance of planters. The group also recognised that residents should be consulted informally to gather their views on the proposed options for planters in their wards. [Reported to Cabinet: January 2021](#)

Impact...

- £50,000 was secured from the Queens Platinum Jubilee grant by the Community Partnerships, Cultivate and Sprouts. Part of this grant was to work with residents and businesses on 70 planters across the borough and linked to the Edible Stockton initiative and the Stockton-on-Tees Food Power Network. It is intended that ongoing support will be provided through the Community Partnerships to identify other avenues of funding and options to build on the successes of the project to look at other planters and work to support other residents living in these areas. Ingleby Barwick Town Council have also provided funding towards two planters in Ingleby Barwick.



Wren Street (Before)



Wren Street (After)

Burial Provision

2020-2021 / 2021-2022

(click [here](#) for full report)

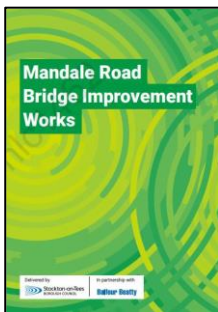
This review provided Members with the opportunity to review the current levels of burial provision within the Borough of Stockton-on-Tees. Members were asked to determine if there was sufficient capacity to allow the Council to continue to provide the appropriate choice to residents. The recommendations reflected the need for a new burial site or sites, primarily in the central or western areas of the Borough. Consideration was given to both the increasing size of the Borough and the addition of the new crematorium. [Reported to Cabinet: May 2021](#)

Impact...

- A review of Council owned land has been completed and it was identified that there were no suitable options and that it was a necessity to consider private land.
- A subsequent review of private land has been undertaken and a handful of potentially suitable options were identified and are being further investigated.
- In addition, several discussions have occurred with Town and Parish Councils on burial requirements and advice has been offered.

Highways Asset Management (including Potholes and Flooding) (click [here](#) for full report)

2021-2022



The aim of this review was to evaluate the opportunities for maintaining the Highways Infrastructure Asset as efficiently as possible, both now and in the future. This review also considered the impact of increasing demands, financial pressures, and climate change issues.

The review uncovered that the existing budget is not sufficient to manage the Highways Infrastructure Asset at a steady state. Therefore, the Council are currently managing a deterioration of the asset, utilising the principals of asset management. [Reported to Cabinet: January 2022](#)

Impact...

- In addition to using recycled rubber in materials, the Council have now moved to the use of warm asphalt on the majority of sites and over the course of the 2022-2023 financial year this has resulted in a saving of 10.2t of CO2 as compared to the use of traditional surfacing materials which is the equivalent of 7 cars off the road.
- The Leader of the Council wrote to both local MPs in September 2021. Subsequent to the letter, the Tees Valley Combined Authority and Stockton as the local highway authority was one of the Mayoral Combined Authorities that moved from the traditional one year highway capital funding mechanism to a five year settlement plan via the City Region Sustainable Transport Settlement. This surety of funding over a longer period will allow for better planning and co-ordinating of works. It will also allow for larger schemes to be programmed as funding profiles can be adjusted within the 5-year funding period.

Residents Parking Zones (click [here](#) for full report)

2021-2022 / 2022-2023

This latest parking-related scrutiny topic was proposed with a view to informing an overdue revision of the existing 'high-level' Council policy on Residents Parking Zones, something which had not been reviewed since 2004. It was seen as an opportunity to examine the eligibility criteria for such a zone, the pros and cons associated with their implementation, and the experiences and approaches of other Local Authorities.



Following engagement with key Council officers, local business groups, and SBC Ward Councillors, the Committee's recommendations were intended to provide a framework for strengthening awareness around what Residents Parking Zones can and cannot achieve, the process following a request for one, and the key elements within the determination and, potentially, implementation of a scheme. [Reported to Cabinet: July 2022](#)

Impact...

- It is hoped that, through this piece of work, clarity around both the benefits and challenges of Residents Parking Zones will help manage public expectations and also assist the Council in terms of administration, maintenance and enforcement requirements.
- An initial progress update is due to be presented to the Committee in March 2023.

Planning (Development Management) and Adoption of Open Space (click [here](#) for full report)

2022-2023

The aim of the review was to examine the work of Stockton-on-Tees Borough Council's (SBC) Planning Service, namely pre-application advice, the effectiveness of the Council's planning support service (resources / performance) and planning enforcement. In addition, the review focussed on the issues surrounding the maintenance and adoption of open space land on new residential developments.

The review included site visits to five residential developments across the Borough to view the differences and similarities between privately maintained and SBC maintained open spaces. The visits provided Members with the opportunity to express some of their concerns (and residents' concerns) over the variances in maintenance levels. [Reported to Cabinet: February 2023](#)



Impact...

- This review has provided the Committee with the opportunity to highlight the need for a greater degree of transparency and accountability regarding the maintenance of open spaces and any changes to charges passed on to residents for this service.
- It has also been recognised that the current pre-application process should be re-evaluated and options for charging for pre-application advice should be explored.
- Action Plan in relation to the review's recommendations to be approved in March 2023, with update on progress of the agreed actions to be received in 2023-2024.

Other Scrutiny Work

Quality Assurance

Historically, and in more recent times, there have been several national serious failures of care in health, adult social care, and children's services. It remains vital that Councils respond to this and ensure that there are local mechanisms for effective oversight of the **quality and safety** of services provided to their residents.

As part of a wider 'web of accountability', scrutiny committees have a role to play in highlighting concerns, monitoring high-level performance, and being assured that commissioners, providers, and inspectors are performing their roles. This relates to external providers as well as contributing towards the increased expectation that Councils ensure rigorous internal review and challenge.

The Children and Young People Select Committee receive regular performance reports in respect of children's services. The Adult Social Care and Health Select Committee receive a range of other reports and updates are provided as part of the enhanced performance management arrangements – these include Annual Reports from the Teeswide Safeguarding Adults Board (TSAB), Care Quality Commission (CQC), NHS Trusts, Healthwatch Stockton-on-Tees, and quarterly round-ups of published CQC and PAMMS inspection reports.

To complement this work and improve their understanding of the issues, Members on Adult Social Care and Health, and Children and Young People, Select Committees have previously undertaken **site visits to frontline services** on a rolling programme. Due to the emergence of COVID-19 in the early part of this four-year Council term, such visits were suspended due to social distancing guidance – it is, however, envisaged that a programme of visits will re-start when the 2023-2027 term begins.

Overview Reports

Recognising the overview role of the scrutiny function, annual **Overview Meetings** provide Members with a summary of all the Council directorates and their associated services related to the theme of each Select Committee.

- Adults and Health
- Children's Services
- Corporate Services
- Community Services, Environment and Culture
- Finance, Development and Regeneration

This provides the opportunity to question Cabinet Members and senior officers on their performance, and understand the challenges and issues arising ahead of the next year's programme.

Adult Social Care and Health Select Committee
Overview Meeting 2022
15 February 2022
Adults and Health

Context

Members are reminded of the Council's Vision that supports decision-making:

- A place where people are healthy, safe and protected from harm
 - This means the Borough will be a place where:
 - People live in cohesive and safe communities
 - People are supported and protected from harm
 - People live healthy lives
- A place that is clean, vibrant and attractive
 - This means we will enjoy:
 - Great places to live and visit
 - Clean and green spaces
 - Rich cultural experiences
- A place with a thriving economy where everyone has opportunities to succeed
 - This means that the Borough will have:
 - A growing economy
 - Improved education and skills development
 - Job creation and increased employment

The Council plays its part in making sure this is achieved by being a Council that is ambitious, effective and proud to serve.

- This means that we will make sure that we provide:
 - Financial sustainability and value for money
 - Dedicated and resourceful employees
 - Strong leadership and governance

Performance Reporting

Performance across the Council Plan was reported on a six-monthly basis to Executive Scrutiny Committee. Please see the link
<http://www.egenda.stockton.gov.uk/aks/stockton/users/public/admin/kab71.p?cmte=SCR>

Monitoring

It is crucial to ensure that once recommendations have been accepted by the relevant organisation (most often the Council's Cabinet), Select Committees have the opportunity to monitor their implementation. At Stockton-on-Tees, this happens through the development of an **Action Plan** which is then agreed by the relevant Select Committee.

This is followed by **Progress Updates** on outstanding recommendations, the first of which is usually presented around 12 months after the Action Plan has been approved (though can be requested earlier). Further progress updates are provided (as deemed necessary by the relevant Select Committee) until all actions can be signed-off as fully achieved.

Training and Development

Following the 2019 elections, the Member Induction Programme incorporated a dedicated scrutiny training session for each Select Committee, which included bespoke information relevant to their individual themes. Facilitated by the Centre for Public Scrutiny (CfPS) (now known as the Centre for Governance and Scrutiny (CfGS)), a dedicated training session for senior Council officers was also held to highlight the role and benefits of the scrutiny process.

A similar programme is being designed for all Members after the 2023 elections, and this will include the foundations of a scrutiny review for each Committee, in addition to dedicated questioning and challenge training, and guidance for Committee Chairs.

Our approach to scrutiny enables us to take a collaborative approach within the Council. This is extended to close working with colleagues across the Tees Valley and the North East as a whole. Members have the opportunity to attend the Regional Scrutiny Networks, regional and national conferences, and events hosted by external organisations such as Quality Account Stakeholder events hosted by NHS Trusts. CfGS training courses (often held remotely) are periodically advertised and available to Members.

Profile of the Scrutiny Function

The Council's scrutiny function continues to receive a wide profile, principally due to regular attendance at Committees from the local media (sometimes leading to even higher-profile coverage, as seen below). This has generated substantial interest in the topics under consideration and the role of Councillors in representing their residents.



Internally, the Scrutiny Team have been involved in several Democratic Services awareness-raising sessions for various Council directorates / departments which has further highlight the role and importance of the scrutiny function amongst Council officers.

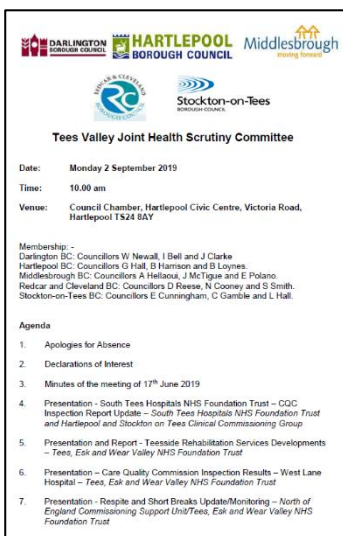
Regional Scrutiny

Joint Health Scrutiny Committees

From a broader perspective, Councillors from Local Authorities across the region scrutinise various health and social care matters via joint committees.

The **Tees Valley Joint Health Scrutiny Committee**, chaired and supported by the five involved Councils (Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland, and Stockton-on-Tees) on an annual rotational basis, plays an important role in holding health and care providers to account and responding to proposals for change. Consideration of health service issues frequently means that local Councillors are reflecting the concern of their residents – an important aspect of scrutiny's role.

The Joint Committee has monitored multiple aspects of activity across the Tees Valley, including:



- Provider responses to Care Quality Commission (CQC) reports
- North East Ambulance Service (NEAS) performance updates
- Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) Quality Accounts
- Respite / short-breaks provision updates
- Roseberry Park remedial works updates (following the Joint Committee's task and finish work in 2018-2019)
- Local COVID-19 response (NHS / Public Health)
- Teesside Rehabilitation Services development
- West Lane Hospital updates (including visit to re-branded site)
- Tees Suicide Prevention Plan
- Community Mental Health Transformation Programme
- Breast Diagnostic Services
- Urgent and Emergency Care Access
- Integrated Care System (ICS) developments

Stockton-on-Tees will be responsible for chairing and supporting the Joint Committee for the 2023-2024 municipal year.

On a wider level, the **North East Regional Health Committee** also exists to, where appropriate, consider issues impacting upon a larger geographical area. The Committee, however, has not been convened during this reporting period.

Cleveland Police and Crime Panel

Until late-2021, we continued to support the Cleveland Police and Crime Panel on behalf of the four Boroughs covered by Cleveland Police (from 2022, support of the Panel was transferred to Redcar and Cleveland Borough Council). The Panel's role is to:

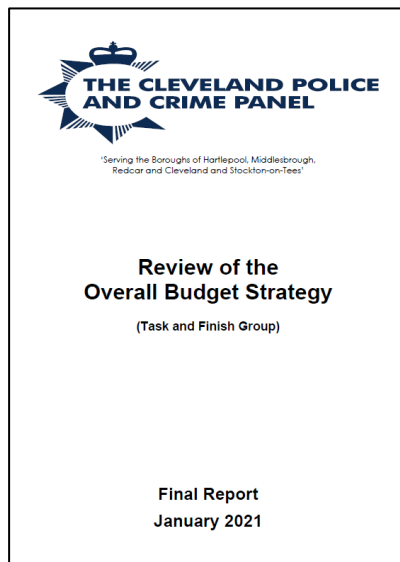
- Scrutinise the Police and Crime Commissioner (PCC)
- Review the Police precept
- Contribute to the development of the Police and Crime Plan
- Considering proposed appointments by the PCC
- Carry-out investigations

Since its inception, the Panel has established a **Budget Strategy Task and Finish Group**. This ensures that each year the Panel's consideration of the PCC precept proposal is informed by more in-depth consideration of the wider budget situation in advance of the formal meeting to agree the precept.

Ahead of the 2021-2022 budget setting process, the Task and Finish Group met three times to receive information about the Police and Crime Commissioner's overall budget strategy for the forthcoming financial year. With contributions from the Acting PCC and Chief Finance Officer from the Office of the PCC, discussion took place about funding and planning assumptions, total funding projections, funding pressures, and the ongoing impact of the COVID-19 pandemic.

In view of the information provided and the discussion that subsequently followed, a majority of the Group recommended that the proposal of the Police and Crime Commissioner to set the Band D Police Element of the Council Tax within Cleveland for 2021-2022 at £265.73 (an increase of £5.19, or 1.99%, over the 2020-2021 level) should be endorsed.

The Group felt that Cleveland Police had made very good progress under the current Chief Constable and were keen to support the Force in meeting demand, as well as helping to ensure that service improvements were maintained and further strengthened. However, concerns remained as to the allocation of resources across the whole of Cleveland, in particular Hartlepool and East Cleveland. The Group strongly urged the Force to ensure, as far as possible, that any additional funding made available through a precept rise benefitted all four Local Authority areas, and that the public could see tangible evidence of a return on their investment.



At the conclusion of each municipal year, the Panel produces an **Annual Report** detailing highlights of its activity during the previous 12-month period. Accessible via the PCC website (<https://www.cleveland.pcc.police.uk/cleveland-police-and-crime-commissioner/office/police-and-crime-panel/>), the last version (2020-2021) published before Redcar and Cleveland Borough Council took on the role of supporting the Panel included the following...



- Role of the Police and Crime Panel
- Panel Membership and Attendance at Meetings
- The Panel's Core Programme
- Annual Report of the PCC
- Police and Crime Plan – Strategic Programme 2020-2021
- Panel Training
- Review into the role of PCCs
- Resignation of the PCC
- Victim Care and Advice Service (VCAS)
- National Police and Crime Panel Conference
- Task and Finish Scrutiny
- HMICFRS Integrated PEEL Assessment Report 2019 update
- Heroin Assisted Treatment (HAT) Programme – Evaluation Feedback
- Complaints

Regional Joint Member / Officer Scrutiny Network

We continue to take part in the **North East Joint Member / Officer Scrutiny Network** which allows Councillors from across the region to share their work. The network also benefits from the input of guest speakers who provide their expertise and insight on important topics – this has included regular contributions from the Centre for Governance and Scrutiny (CfGS) and attendance from representatives of the Department of Health and Social Care (DHSC).

At the most recent network meeting in February 2023, we presented the key findings and recommendations from the Adult Social Care and Health Select Committee's recently completed review of Care at Home. During subsequent discussions, the network Chair encouraged all Local Authorities to use the Committee's work to 'temperature-check' their own local Care at Home markets.

Overview and Scrutiny Team

The Scrutiny Team is based at Municipal Buildings in Stockton and is part of the Council's Corporate Services directorate.



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Supports:

- Adult Social Care and Health Select Committee
- Crime and Disorder Select Committee



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Supports:

- People Select Committee
- Place Select Committee



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For general enquiries, please contact the Scrutiny Team on 01642 528158 or at scrutiny@stockton.gov.uk. Further information can be found by visiting our website www.stockton.gov.uk/scrutiny.

Stockton-on-Tees Borough Council Scrutiny Challenge for a better Borough 2019-20

What is overview and scrutiny?

Scrutiny helps to ensure that local people receive high quality services through the Council's Scrutiny Committees checking that the services and policies meet the needs of local people. It involves Councillors working with local people, the community, Council services and other organisations.

Checks and Balances

The Council's Cabinet make decisions and decide on priorities, and the Scrutiny Committees ensure that they are held to account for delivering them and that any public concerns are represented.



We have **56** Councillors **7** are on Cabinet and the remaining **49** can take part in overview and scrutiny

5

Select Committees



Adult Social Care and Health



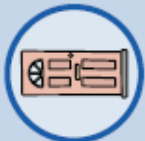
Children and Young People



Crime and Disorder



People



Place

What they do

Service Reviews • Performance Reviews • Frontline Service Visits • Emerging Trends and Issues • Scrutinise External Organisations

7

Service Reviews

- Smarter Working in Stockton – Accommodation & Buildings** – assessed the suitability of office accommodation within the existing ten Council buildings, as well as options for future workspace provision.
- Domestic Abuse and its Impact on Children** – examined the impact of domestic abuse on children and the effectiveness of interventions to inform the Domestic Abuse Strategy and future commissioning decisions.
- Area Transport Strategy** – explored the existing ATS scheme to establish if it was fit for purpose, inclusive, and allowed the public to have the appropriate level of influence, while being an efficient and effective process.
- Protection of Vulnerable Older Residents Living at Home** – looked at local community infrastructure to determine whether more support was needed to help promote the safety and wellbeing of vulnerable residents (with a particular focus on those aged 80 or over).
- Obstructive and illegal Parking around Whitehouse Primary School** – investigated a Councillor Call for Action submitted in relation to long-standing problem parking within the vicinity of the school.
- Care Homes for Older People** – examined why the Borough's Care Homes were not achieving the same level of CQC ratings as the Tees and national average, and identified what activities could be undertaken by the Care Homes, the Local Authority and wider stakeholders to improve quality in our Homes.
- Careers Provision** – looked at the importance of having a meaningful and positive careers programme in order to increase self-esteem, attainment and reduce drop-out rates from education, which also helps children and young people to make informed choices and understand the opportunities that are open to them.
- Contaminated Land** Inspection Strategy as part of an Officer-led reporting in review in January 2020.
- A number of other reviews began during 2019-20 and will be completed in 2020-21. These involve **Hospital Discharge**, **School Uniforms**, **Fly-Grazed Horses**, **Local Council Tax Support Scheme**, **Public Consultation**, **Business Support and Engagement** and **Planters in Residential Streets**.

Executive Scrutiny Committee

- Co-ordinates the overall scrutiny work programme
- Oversight of Council Plan and Medium Term Financial Plan (MTFP)
- Considered a 'call-in' regarding the ongoing Globe restoration in July 2019

Focus on Health

- Performance and quality of local hospital Trusts
- Regional health service changes and reconfiguration of acute services
- Monitoring of CQC care home ratings
- Overview of Adult and Public Health Services

Focus on Police and Crime

- We support the Cleveland Police and Crime Panel:
- Scrutinise the Police and Crime Commissioner
 - Review the Police precept
 - Comment on the Police and Crime Plan
 - Carry out investigations

Stockton-on-Tees Borough Council Scrutiny Challenge for a better Borough 2020-21

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5 Select Committees



Adult Social Care and Health



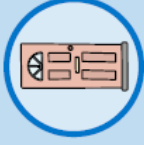
Children and Young People



Crime and Disorder



People



Place



We have **56** Councillors **7** are on Cabinet and the remaining **49** can take part in overview and scrutiny

Executive Scrutiny Committee

- Co-ordinates the overall scrutiny work programme
- Oversight of Council Plan and Medium Term Financial Plan (MTFP)
- Considered the Council's response to and recovery from COVID-19

Focus on Health

- Performance and quality of local hospital Trusts
- Regional health service changes and reconfiguration of acute services
- Monitoring of COC care home ratings
- Overview of Adult and Public Health Services

What they do • Service Reviews • Performance Reviews • Frontline Service Visits • Emerging Trends and Issues • Scrutinise External Organisations

7 Scrutiny Reviews

- **Hospital Discharge (Phase 1)**: examined the impact of the 2020 COVID-19 pandemic on hospital discharge to local care homes, with a focus on the national guidance, the process around discharge to care homes, and any potential learning ahead of an anticipated second COVID-19 surge. <http://www.egenda.stockton.gov.uk/aksstockton/images/att39360.pdf>
- **Cost of School Uniforms**: investigated whether school uniform policies in Stockton-on-Tees were accessible and affordable, and examined the support available for families struggling to meet uniform costs. <http://www.egenda.stockton.gov.uk/aksstockton/images/att39602.pdf>
- **Fly-Grazed Horses**: probed the Council's and other relevant organisations' roles and responsibilities for fly-grazed horses on both Council and non-Council land, and identified the extent of concerns across the Borough regarding this practice in order to inform the creation of a formal fly-grazed horses policy. <http://www.egenda.stockton.gov.uk/aksstockton/images/att39790.pdf>
- **Local Council Tax Support Scheme**: explored the revision of the Local Council Tax Support Scheme and considered the risks of forecasting, developing and consulting on changes during the COVID-19 pandemic. <http://www.egenda.stockton.gov.uk/aksstockton/images/att39593.pdf>
- **Public Consultation**: evaluated, with a view to improving, the performance of the consultation activity itself and of all Council activities that use the results of the consultations. <http://www.egenda.stockton.gov.uk/aksstockton/images/att39595.pdf>
- **Business Support and Engagement**: assessed the Council's overall business support / engagement role, how this was utilised and viewed externally, and whether the necessary resources were in place to satisfy existing and future demand. <http://www.egenda.stockton.gov.uk/aksstockton/images/att39604.pdf>
- **Planters in Residential Streets (Task & Finish)**: investigated the options for retaining, maintaining or removing planters in residential streets, and whether planters could be given a new lease of life by seeking third-party or community involvement. <http://www.egenda.stockton.gov.uk/aksstockton/images/att39786.pdf>
- Several other reviews began during 2020-21 and will be completed in 2021-22 – these involve **Hospital Discharge (Phase 2 – discharge to an individual's own home)**, **Care Leavers EET**, **Fraud Awareness (Personal)**, **Carbon Monoxide Awareness** and **Burial Provision**.

Focus on Police and Crime

We support the Cleveland Police and Crime Panel:

- Scrutinise the Police and Crime Commissioner
- Review the Police precept
- Comment on the Police and Crime Plan
- Carry out investigations

Stockton-on-Tees Borough Council Scrutiny Challenge for a better Borough 2021-22

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5 Select Committees



What they do

- Service Reviews
- Performance Reviews
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Executive Scrutiny Committee

- Co-ordinates the overall scrutiny work programme
- Oversight of Council Plan and Medium Term Financial Plan (MTFP)
- Considered executive summaries from completed Select Committee reviews

11 Scrutiny Reviews

- **Hospital Discharge (Phase 2)**: looked at the discharge process from local hospitals to an individual's own home (not care homes), learned the key issues around discharge from both NHS Trust and patient viewpoints, and explored how carers were identified when needing hospital treatment.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att40837.pdf>
- **Multi-Agency Support to Care Homes during the COVID-19 Pandemic (Task & Finish)**: examined the overall interplay between local care homes and their various health and care partners since the pandemic began, as well as analysing relevant data and intelligence to assess the impact of the support provided.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att41523.pdf>
- **Care Leavers EET**: assessed education, employment or training (EET) support for care leavers and explored whether the Council was doing enough and if more needed to be done to further improve performance and outcomes for young people.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att40870.doc>
- **Fraud Awareness (Personal)**: ascertained the ways in which local victims of this crime were identified and supported, and sought to understand the process for reporting (personal) fraud offences; including the role of key stakeholders in the handling of cases and how the public were made aware of the required reporting mechanisms.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att40515.pdf>
- **Police Communications in Stockton-on-Tees (Task & Finish)**: focused on information-sharing and communications in Stockton-on-Tees between neighbourhood policing, local Ward Councillors, local residents and other key stakeholders to ensure that appropriate and effective engagement mechanisms were in place.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att41976.pdf>

Public Spaces Protection Orders (PSPOs): considered the potential benefits and challenges from introducing a PSPO within the Borough, and the process which needs to be followed should the Council wish to implement such a measure to address existing anti-social behaviour.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att42178.pdf>

Carbon Monoxide Awareness: aimed to gain a wider understanding of the Council's role in raising awareness of Carbon Monoxide (CO) poisoning and the installation of CO alarms, as well as external organisations' responsibilities/ actions.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att40853.pdf>

Local Government Pension Scheme (Task & Finish): investigated the reasons why a portion of the Council's workforce had chosen not to be members of the Teesside Local Government Pension Scheme and considered what steps might be needed to address it.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att42383.pdf>

Disability Inclusive Borough: explored how the Council could contribute to a more disability inclusive Borough.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att41988.doc>

Burial Provision: recognised the importance of making sure the Council provided sufficient burial space within the Borough, the impact on the Council if it were unable to provide the appropriate choice to residents, and considered the allocation of appropriate resources to ensure that any future demand was met and was delivered in a timely manner.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att40517.pdf>

Highways Asset Management (inc. Potholes & Flooding): assessed the opportunities for maintaining the Highways Infrastructure Asset as efficiently as possible (currently and in the future), set within the context of increasing demands, financial pressures, and climate change issues.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att41985.pdf>

Several other reviews began during 2021-22 and will be completed in 2022-23 - these involve **Day Opportunities for Adults, Child Poverty, Bontires on Public Land, Fees Credit Union and Residents Parking Zones.**

Focus on Health

- Performance and quality of local hospital Trusts
- Regional health service changes and reconfiguration of acute services
- Monitoring of QCC care home ratings
- Overview of Adult and Public Health Services

Focus on Police and Crime

For most of 2021-22 we supported the Cleveland Police and Crime Panel:

- Scrutinise the Police and Crime Commissioner
- Comment on the Police and Crime Plan
- Collate and produce the Panel's Annual Report



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Stockton-on-Tees Borough Council Scrutiny Challenge for a better Borough 2022-23

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Care and Health



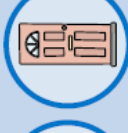
Children and
Young People



Crime and
Disorder



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Focus on Health

- Performance and quality of local hospital Trusts and care services
- Regional health service changes and reconfiguration of acute services
- Monitoring OQC ratings for local health and care providers
- Challenging the regulator regarding new inspection regimes

Reflection and Future Planning

- Produced the Overview and Scrutiny: End-of-Term Report 2019-2023 (including how reviews have impacted upon services)
- Prepared scrutiny induction/ training materials ahead of the new Council term (2023-2027)

10 Scrutiny Reviews

- **Day Opportunities for Adults:** sought to understand the current model used by SBC to deliver day opportunities, ascertain the impact of the COVID-19 pandemic, and learn about alternative methods of delivery from a community-based perspective which could potentially herald a move away from traditional building-based 'service-driven' provision.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att42653.pdf>
- **Care at Home:** examined the Care at Home system and how SBC contracted for these services, assessed the quality of provision of the Council's contracted providers and the impact of the COVID-19 pandemic, and sought to establish future priorities to ensure continued good-quality provision which is available in the right place at the right time.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att44044.pdf>
- **Child Poverty:** as all 12 of the region's Local Authorities, including Stockton-on-Tees, were included in the top-20 areas which saw the biggest increases in child poverty between 2014-15 and 2018-19, this review aimed to gain an insight of and understand the specific issues relating to this topic.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att42858.pdf>
- **Contextual Safeguarding and Youth Relationships:** assessed the Council's response and approach to the issues of contextual safeguarding, and examined the factors leading to a focus in this area and the work of the Multi-Agency Child Exploitation (MACE) hub (within this context, the review also examined violent and coercive behaviour in youth relationships).
<http://www.egenda.stockton.gov.uk/aksstockton/images/att44334.docx>
- **Home Energy Efficiency and Green Jobs for the Future:** investigated what funding was available for home efficiency improvements and whether this met the needs of Stockton-on-Tees residents, and examined the work that was taking place across the Tees Valley to create a local workforce fit for the demands of a green economy of the future.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att44298.pdf>
- **Bonfires on Public Land:** established the extent of bonfire-related concerns (e.g. personal safety, damage to property, fly-tipping, etc.) within the Borough during the traditional 'bonfire night' season, learnt what the Council and its partners have historically done to identify, address and reduce bonfire-related issues, and investigated what, if any, further measures could be put in place to strengthen the management, or reduction, of bonfires during this time period.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att43232.pdf>
- **Tree Asset Management:** an internally focused piece of work, this review ascertained the Council's legal responsibilities and its current policy for the management of public tree stock, examined the inspection and maintenance programme (including the pressures contributing to the existing backlog, and the strategy / resources in place to address this), then considered likely / potential future demand and the impact this may have on required operational arrangements.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att44329.pdf>
- **Tees Credit Union:** considered the operation of the Tees Credit Union since the merger with Moneywise in 2017 to ensure that it was serving the needs of the people of the Borough, and assessed if the Credit Union was specifically supporting the vulnerable who rely on it for the provision of loans, banking services and savings accounts at reasonable rates.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att42996.pdf>
- **Residents Parking Zones:** provided an opportunity to revise the existing 'high-level' Council policy on Residents Parking Zones, and probed the eligibility criteria for such a zone, the pros and cons associated with their implementation, and the experiences and approaches of other Local Authorities.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att42992.pdf>
- **Planning (Development Management) and Adoption of Open Space:** examined the work of the SBC Planning Service (namely pre-application advice, the effectiveness of the service (resources / performance) and planning enforcement), then focused on the issues surrounding the maintenance and adoption of open space land on new residential developments.
<http://www.egenda.stockton.gov.uk/aksstockton/images/att44302.pdf>

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Adult Social Care and Health Select Committee – Work Programme 2022-2023

Date (4.00pm unless stated)	Topic	Attendance
12 April	Review of Day Opportunities for Adults <ul style="list-style-type: none"> • (Draft) Final Report Monitoring: Progress Update – Hospital Discharge (Phase 2) Regional Health Scrutiny Update Review of Care at Home <ul style="list-style-type: none"> • Background Briefing • Scope and Project Plan 	Cllr Ann McCoy / Ann Workman Gavin Swankie / NHS Trusts / Five Lamps Emma Champley / Martin Skipsey
10 May	Monitoring: Progress Update – Multi-Agency Support to Care Homes during the COVID-19 Pandemic (T&F) Review of Care at Home <ul style="list-style-type: none"> • Local Authority CQC Quarterly Update – Q4 2021-2022 PAMMS Annual Report (Care Homes) Minutes of the Health and Wellbeing Board (February & March 2022)	Emma Champley Martin Skipsey Darren Boyd Martin Skipsey / Darren Boyd
14 June	Monitoring: Progress Update – Care Homes for Older People Monitoring: Action Plan – Day Opportunities for Adults Review of Care at Home <ul style="list-style-type: none"> • Five Lamps • PPL • Creative Support • Past provider consultation feedback 	Rob Papworth Peter Otter Pam Rodgers Asfana Ali Jennifer Pearson / Gail Dawson / Michelle Marlborough Martin Skipsey
12 July	CANCELLED	
13 September	Review of Care at Home <ul style="list-style-type: none"> • Service-Users / Families / Carers <ul style="list-style-type: none"> ○ Provider Engagement ○ PAMMS Assessments Feedback ○ Committee Survey Feedback CQC Quarterly Update – Q1 2022-2023 Regional Health Scrutiny Update	Jacqui Warrior / Laura Wilson

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Date (4.00pm unless stated)	Topic	Attendance
	Minutes of the Health and Wellbeing Board (April, May & June 2022)	
11 October	Healthwatch Annual Report 2021-2022 Monitoring: Progress Update – Hospital Discharge (Phase 2) Review of Care at Home <ul style="list-style-type: none"> • Local Authority • CQC (written submission) 	Colin Wilkinson NHS Trusts / Five Lamps / Healthwatch Stockton-on-Tees Martin Skipsey / Angela Connor / Rob Papworth
22 November	NTHFT – Maternity Services: Response to CQC report and Ockenden Review CQC Quarterly Update – Q2 2022-2023 Regional Health Scrutiny Update	Lindsey Robertson / Elaine Gouk Darren Boyd
22 November (informal - after formal meeting)	Review of Care at Home <ul style="list-style-type: none"> • Summary of Evidence / Draft Recommendations 	Martin Skipsey
20 December	Review of Care at Home <ul style="list-style-type: none"> • (Draft) Final Report CQC State of Care Annual Report 2021-2022 Minutes of the Health and Wellbeing Board (July, September & October 2022)	Cllr Ann McCoy Judith Mackenzie / Pippa Jones
17 January	Teeswide Safeguarding Adults Board – Annual Report 2021-2022 Monitoring: Progress Update – Multi-Agency Support to Care Homes during the COVID-19 Pandemic (T&F) Regional Health Scrutiny Update	Darren Best Emma Champley
21 February	Chronic Pain Monitoring: Action Plan – Care at Home Monitoring: Progress Update – Care Homes for Older People CQC Quarterly Update – Q3 2022-2023	Colin Wilkinson Darren Boyd Rob Papworth Darren Boyd
21 March	North Tees and Hartlepool NHS Foundation Trust Quality Account	Keith Wheldon / Fiona McEvoy

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	Monitoring: Progress Update – Hospital Discharge (Phase 2) Monitoring: Progress Update – Day Opportunities for Adults Minutes of the Health and Wellbeing Board (November 2022 & January 2023) End-of-Term Report 2019-2023	Gavin Swankie Rob Papworth

Remaining 2022-2023 Scrutiny Reviews

- Access to GP and Primary Care

Monitoring Items

- Hospital Discharge (Phase 2) (Progress Update) – Mar 23
- Day Opportunities for Adults (Progress Update) – Mar 23
- Care at Home (Progress Update) – TBC

Performance and Quality of Care (standing Items)

- Annual Reports
- Overview of Adult and Public Health Services
- Director of Public Health’s Annual Report
- Teeswide Safeguarding Adults Board Annual Report
- Care Quality Commission Update
- North Tees and Hartlepool NHS Foundation Trust Quality Account
- Healthwatch Stockton-on-Tees Annual Report

Regular Reports

- 6-monthly Adult Care Performance Reports (including complaints/commendations) (new format tbc)
- 6-monthly Public Health Performance Reports (new format tbc)
- Regional and Tees Valley Health Scrutiny Updates
- Quarterly CQC Inspection Updates
- Health and Wellbeing Board Minutes
- Quality Standards Framework (QSF) for Adult Services (new format tbc)

Other Reports (as required)

- Healthwatch Enter and View Reports
- CQC Inspection Reports (by email / by exception at Committee)

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