

Agenda

Dorset County Council



Meeting: People and Communities Overview and Scrutiny Committee
Time: 10.00 am
Date: 11 October 2016
Venue: Committee Room 1, County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ

David Walsh (Chairman)
Barrie Cooper
David Jones
Kate Wheller

Steve Butler (Vice-Chairman)
Fred Drane
Ros Kayes

Ronald Coatsworth
Spencer Flower
William Trite

Co-opted Members (Voting on education matters only)
Mary Kahn

Joy Tubbs

Mike Turnbull

Notes:

- The reports with this agenda are available at www.dorsetforyou.com/countycommittees then click on the link "minutes, agendas and reports". Reports are normally available on this website within two working days of the agenda being sent out.
- We can provide this agenda and the reports as audio tape, CD, large print, Braille, or alternative languages on request.

- **Public Participation**

Guidance on public participation at County Council meetings is available on request or at <http://www.dorsetforyou.com/374629>.

Public Speaking

Members of the public can ask questions and make statements at the meeting. The closing date for us to receive questions is 10.00am on 6 October 2016, and statements by midday the day before the meeting.

Debbie Ward
Chief Executive

Contact: Helen Whitby, Senior Democratic Services
Officer
County Hall, Dorchester, DT1 1XJ
01305 224187 - h.m.whitby@dorsetcc.gov.uk

Date of Publication:
Friday, 30 September 2016

1. **Apologies for Absence**

To receive any apologies for absence.

2. **Code of Conduct**

Members are required to comply with the requirements of the Localism Act 2011 regarding disclosable pecuniary interests.

- Check if there is an item of business on this agenda in which the member or other relevant person has a disclosable pecuniary interest.
- Check that the interest has been notified to the Monitoring Officer (in writing) and entered in the Register (if not this must be done on the form available from the clerk within 28 days).
- Disclose the interest at the meeting (in accordance with the County Council's Code of Conduct) and in the absence of a dispensation to speak and/or vote, withdraw from any consideration of the item.

The Register of Interests is available on Dorsetforyou.com and the list of disclosable pecuniary interests is set out on the reverse of the form.

3. **Minutes**

5 - 12

To confirm and sign the minutes of the meeting held on 16 June 2016.

4. **Progress on Matters Raised at Previous Meetings**

13 - 18

To consider a report by the Interim Director for Adult and Community Services.

5. **Public Participation**

To receive any questions or statements by members of the public.

6. **Motions referred from County Council**

a) **Racism and Xenophobia - Motion from Andy Canning**

19 - 26

Councillor Canning submitted the following motion to the County Council on 21 July 2016, when it was referred to this Committee:-

The Council considered a motion submitted by Councillor Andy Canning asking that:

- the Council affirm that the Council are proud to live in a diverse and tolerant society. Racism, xenophobia and hate crimes had no place in the country;
- the Council affirm that Dorset County Council condemned racism, xenophobia and hate crimes unequivocally. The Council would not allow hate to become acceptable;
- the Council affirms its commitment to ensure that local bodies and programmes had the support and resources they needed to tackle racism and xenophobia; and
- the Council reassure all people living in Dorset, regardless of their nationality, that they are valued members of the community.

To consider a report on Dorset County Council's response to Hate Crime.

7. **Progress on Scrutiny Items**

- a) **Working with Dorset's Communities, Social Capital and Community Development** 27 - 40

To provide an opportunity to review co-production with communities, social capital and community development and expand the topic to start to address social isolation and how the Council considers Social Value.
Lead Member - Councillor Steve Butler.

- b) **The Community Offer for Living and Learning** 41 - 88

To consider a report by the Director for Children's Services.
Leader Member: Councillor David Walsh

- c) **Registration Services** 89 - 92

To consider an update on the work of the Policy Development Panel on Registration.
Lead Member: Councillor William Trite

8. **Work Programme** 93 - 102

- a) To receive the People and Communities Overview & Scrutiny Committee's Work Programme.
b) To consider and approve the draft Initial Scoping Documents.
c) To identify any further areas for scrutiny.

9. **Questions from County Councillors**

To answer any questions received in writing by the Chief Executive by not later than 10.00am on 6 October 2016.

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People and Communities Overview and Scrutiny Committee

Minutes of the meeting held at County Hall, Colliton Park,
Dorchester, Dorset, DT1 1XJ on Thursday, 16 June 2016.

Present:

David Walsh (Chairman)

Steve Butler, Ronald Coatsworth, Fred Drane, William Trite, Michael Turnbull and Kate Wheller.

Members Attending

Deborah Croney, Robert Gould, Jill Haynes under Standing Order 54(1)

Trevor Jones

Paul Kimber, County Councillor for Portland Tophill district – minute numbers 9 and 10.

Officer Attending: Helen Coombes (Interim Director for Adult and Community Services), Mike Harries (Director for Environment and the Economy), Steve Hedges (Group Finance Manager), Paul Leivers (Head of Early Help and Community Services), Mark Taylor (Group Manager - Governance and Assurance), Anne Salter (Head of Strategy, Partnerships and Performance) and Rebecca Guest (Senior Democratic Services Officer).

(Notes:(1) These minutes have been prepared by officers as a record of the meeting and of any decisions reached. They are to be considered and confirmed at the next meeting of the People and Communities Overview and Scrutiny Committee to be held on **Tuesday, 11 October 2016.**)

Chairman's Welcome

The Chairman welcomed everyone to the new overview and scrutiny committee and introduced the new Interim Director for Adult and Community Services. He advised members that the revised meetings were a more effective way of working and had been refocused to enable more discussion and debate. Success would be limited only by the members themselves. He encouraged all members to take ownership of agenda items and advised that while training had been given on 26 May 2016, there would be further opportunities for more. The new committee style was a tool for members to achieve their best for their communities.

Apologies for Absence

1 Apologies for absence were received from Barrie Cooper, Spencer Flower, Ros Kayes, Mary Khan and David Jones.

Code of Conduct

2 There were no declarations by members of disclosable pecuniary interests under the Code of Conduct.

With reference to minute 4, Fred Drane confirmed that he had no disclosable pecuniary interest to declare but that he was a carer for his wife and they used carer services.

Public Participation

3 Public Speaking

There were no public questions received at the meeting in accordance with Standing Order 21(1).

A public statement from the Friends of Sturminster Newton Library was received at the meeting in accordance with Standing Order 21(2). The Chairman advised that in the absence of members of the public at the meeting, this statement would be taken at the relevant agenda item (Mobile Library Service – minute 9). The statement is attached to these minutes as Annexure 1.

Petitions

There were no petitions received at the meeting in accordance with the County Council's Petition Scheme.

Terms of Reference

- 4 Members noted the terms of reference for the People and Communities Overview and Scrutiny Committee.

Induction

- 5 The Group Manager for Governance and Assurance gave members a presentation, 'Making a Difference to People's Lives', which focused on how to effectively use the overview and scrutiny functions.

He highlighted the new committee structure and the importance of a member led approach, noting that training for members and senior officers had already been provided, but more may be needed. He also referred to an Overview and Scrutiny Guide that had been produced and circulated to support transition to the new arrangements. It was explained that this was a very new and different approach in order to help members and officers gain a holistic view of the outcome priorities of the County Council and to work closely together to improve the lives of residents and communities we served.

The use of Policy Development Panels and Task and Finish groups was highlighted in order to understand more about how members could make a difference and to allow work to progress in a timely manner outside of formal committee meetings. The overview and scrutiny committees were now cross cutting committees across the authority and a one council view had been taken.

The Group Manager for Governance and Assurance focussed members' attention on the delivery of outcomes and highlighted the 4 overarching principles which the Overview and Scrutiny Management Board had established to guide the work of the new committee:-

- Doing less – but doing it more thoroughly
- When selecting topics there must be a clear link to the corporate plan outcomes, supported by a clear rationale and prioritised accordingly
- Topics must be clearly and concisely scoped to ensure a structured review process
- Reviews should deliver clear conclusions and recommendations for improvement that Executive can consider leading to robust outcomes

He briefly reviewed the Committee's broad terms of reference and the Chairman reaffirmed that the Committee shouldn't duplicate the work of other committees, but the opportunity was there to consider like subjects from different angles, such as housing for better health.

The Interim Director for Adult and Community Services also gave members a presentation to highlight the range of topics that they might consider to review and scrutinise. She reminded them of the wide ranging terms of reference and asked that the term "people of all ages" be used to more accurately describe the age range within the Committee's remit.

The Interim Director referred to the real opportunity to respond and develop plans for the future to ensure communities were safe, healthy, independent and prosperous. She commented on the increasing demand on health and care services and highlighted that issues such as unemployment could be masking other such as poor mental health.

The Head of Strategy, Partnerships and Performance in Children's Services commented on the number of children in care and the associated costs of this. She confirmed this subject overlapped with the Safeguarding Overview and Scrutiny Committee, but stated that they may not have the capacity to consider a review of the care homes. Members may therefore wish to consider life-long outcomes and what officers were doing to support vulnerable children. It was very clear that in order to prevent high costs, early intervention and prevention was key.

In response to a question regarding the budget available to the Committee and supporting officers to carry out their overview and scrutiny role, the Group Manager for Governance and Assurance pointed to the scrutiny scoping and planning document template that included an initial assessment of the level of potential resources and any specific budget requirement associated with proposed scrutiny or overview work. Whilst it was agreed that any budget requirements must be proportionate in terms of the anticipated return on investment, it was important that the committees have the ability to commission the work it feels necessary to deliver against its terms of reference. Equally the Overview and Scrutiny Management Board would discuss and seek to ensure that an appropriate level of resources were available to support the committees in their work and are allocated and channelled effectively across the various committees.

Noted

The Corporate Plan - Priorities for the Committee

- 6 The Group Manager for Governance and Assurance highlighted the Corporate Plan and suggested that members used this as an important background document and focus for discussion when populating the Committee's work programme.

Noted

Outcomes Based Accountability (OBA) Context Report

- 7 Members considered a report which provided background and context in relation to Outcomes Based Accountability which was a key methodology that the Authority had adopted.

Also included within the report was a sample scoping document and report which had been prepared, for illustrative purposes only, in order for members to see how a planning and scoping document could look in relation to helping support the future overview and scrutiny review work of the committee.

The Committee highlighted the importance of taking a holistic review of outcomes against the various services when making decisions and working within defined and constrained financial limits. It was vital that an informed view be taken on the resultant impacts when considering competing priorities and necessary funding cuts. Agreement was shared that the Committee should look more carefully at the causes and forces associated with issues to ensure a recommended resolution did not simply move a problem to another service area. The Group Manager for Governance and Assurance confirmed the methodology outlined within the report would help with this process.

Members commented on the complexity of young people's concerns and the impact these could have on services and financial resources long term, if early intervention was ineffective.

A member suggested that the Committee look at the quality of care, in conjunction with the NHS, with particular relevance to the different service providers, pay and bidding process for contracts. It was noted that the Authority was not good at resilience for care services. Services had to be developed, not just within the Authority's control, but the whole community needed to be encouraged to play its part.

The Cabinet member for Adult Health, Care and Independence stated she believed that the Committee could help build and promote communities to have their own resilience.

Noted

Work Programme

8 The Committee were provided with the opportunity to develop the Committee's draft work programme and to influence proceedings. The Committee suggested the following topics (listed in no particular order):

- Demographic pressures on services – impacts of an increasing population
- Dorset Partnership for Older People Programme – both role & remit; and Community capacity building (community enablement and resilience)
- Social isolation – all ages
- Community Capacity Building

Other issues discussed during the course of the meeting included:

- Community Offer for Living and Learning – Working Group
- Budget Cuts – Prioritisation and Impact Assessment to Corporate Plan Outcomes
- Early Help and Prevention - Children and Young People
- Cost of Care
- The Quality of Care Provided - in conjunction with NHS
- Adoption and Fostering
- Housing – working along-side the Economic Growth Overview and Scrutiny Committee
- Special Educational Needs - accessibility and transport
- Support for Carers
- Technology - connectivity to reduce the impacts of loneliness and isolation
- Community groups – maximisation and development of, better advertisement of

Noted

Mobile Library Service

9 The Chairman informed the Committee that written statements had been received from the following parties and he read these out in full:

- Ian Gardner, County Councillor for Chickerell and Chesil Bank division,
- Pauline Batstone, County Councillor for Blackmore Vale division,
- Ros Kayes, County Councillor for Bridport division; and
- Friends of Sturminster Newton Library.

A copy of the statements were distributed at meeting and are attached to these minutes as Annexure 1.

The Committee considered a report by the Interim Director for Adult and Community Services that asked members to consider how mobile library services would be

provided in the future. The County Council's Medium Term Financial Plan included savings for the library service and changes to the service were therefore necessary. The report focussed on proposed change for the mobile library service and considered the impact of any change on members of the public.

The Head of Early Help and Community Services advised that the proposal within the report would allow the County Council to provide access to library services to those who could not access the service in any other way, within the financial resources available. Through the Dorset Partnership for Older People Programme (POPP) people who were isolated in rural villages had been identified and it was proposed that POPPs would be greater mobilised to help deliver services to these people. The use of Royal Voluntary Service (RVS) volunteers would also be extended.

Consultation with the public and communities had been carried out during April and May 2016 and the Chairman congratulated officers on the way in which this had been carried out. The Head of Early Help and Community Services reviewed the highlights of the consultation responses and advised that the unusual timescale (December 2016 to March 2017) was to ensure that no service was withdrawn until an alternative via communities themselves, was available. A phased approach was therefore proposed.

The County Councillor for Portland Tophill district, Paul Kimber, was invited to address the Committee. He advised that although he had concerns regarding the proposed closures he acknowledged the need for the proposals. He then commented on the work undertaken by friends groups and he asked whether every library had one. He asked members to consider how they could encourage libraries to set one up and reach isolated people, both in rural and urban areas.

Members sought further clarification as to how services to the most vulnerable and isolated would continue, and they were satisfied that steps would be in place via the use of community groups, RVS, POPP or friends and neighbours before any withdrawal of services were made. They asked officers to speak to existing staff to identify vulnerable people to ensure that no one slipped through the cracks.

Some members gave examples where community volunteers in their local areas had enriched both the library service and community living. There was a general acknowledgement that communities had to reclaim responsibility for their services and members were asked to encourage community schemes. The Head of Early Help and Community Services asked members to note that the required level of assistance by the voluntary sector and the pace at which services could be out in place was unknown at this early stage, hence the longer lead in time for withdrawal of services.

Recommended

That the Cabinet be recommended to:

1. note the consultation responses about the proposed changes to the mobile library service;
2. maintain the mobile library service provided by the County Council to residential homes and sheltered accommodation units; and
3. approve the closure of the public mobile library service by end of December 2016 (earliest) and by end of March 2017 (latest) and the development of alternative access to library services where required within the resources available.

Reason for recommendations

To meet the council's Medium Term Financial Plan, ensuring that the County Council achieves a balanced budget.

Community Offer for Living and Learning

- 10 The Chairman informed the Committee that a written statement had been received from the County Councillor for Chickerell and Chesil Bank division, Ian Gardner, which he read out in full to the Committee. A copy of the statement was distributed at meeting and is attached to these minutes as Annexure 1.

The Committee considered a report by the Director for Children's Services that sought members' comments and contribution to the further development of the Community Offer for Living and Learning. The report contained a draft outline business case for the proposals that reviewed how and where service users and local communities could access services in future. The approach required working with community organisations and other public services, with pilot areas to explore and develop the approach suggested in Weymouth, Portland, Beaminster, Blandford, and possibly Ferndown.

The Head of Early Help and Community Services reviewed the ambitious proposals and emphasised that it was not a property programme. He acknowledged that one size would not fit all and work would be undertaken with local people to enable the Authority to respond appropriately and to enable local communities to help themselves. The future direction is for more multi-functional buildings and fewer single purpose buildings. Further details would be informed by engaging with councillors and partners in pilot areas, helping to identify opportunities for action and further developing the business case and what was affordable.

Member engagement and contributions to the approach was envisaged in a number of other ways, including The Way We Work Board and engagement with Cabinet Members on specific areas as appropriate. A further report would be presented to the Committee in October 2016 following the pilot period to detail the final outline business case.

The County Councillor for Portland Tophill district, Paul Kimber, was invited to address the Committee. He spoke to the Committee as the Member Champion for promotion of learning through life and advised that he fully endorsed the proposals and recommended the Committee approve the report's recommendations.

Members discussed the report, commenting positively on the efficient use of the Authority's resources, both people and buildings. They asked officers to ensure that the final business plan was forward thinking, particularly in regards to potential building availability within a future unitary authority. Members agreed that the proposals, if managed appropriately, would serve the community well and reduce expenditure.

A member commented on the importance of a 'one stop shop' to certain individuals who needed to access a range of information in a short period of time. He asked whether this could be extended in order to offer some form of resettlement support for prisoners recently released and whether information could be given to prisoners before their release date.

The Head of Early Help and Community Services advised officers were already working closely with a number of Cabinet Members and also with a number of local members. He welcomed the additional input of Committee members to ensure both a local and strategic balance of views were received. When considering how members could be engaged in the process, it was agreed that a members' working group would be appropriate.

Resolved

That a member working group be set up to engage in the development of the Community Offer. That group to consist of Councillors Fred Drane, Steve Butler, David Walsh and Kate Wheller.

Recommendations

That the Cabinet be recommended to:

1. approve the development of the Community Offer for Living and Learning, enabling officers to prepare the business case as well as engage both locally and on a countywide level;
2. approve progress in the pilot areas;
3. delegate powers to the Director for Children's Services to proceed with action in the pilot areas, if appropriate, after consultation with the Cabinet member for Organisational Development and Transformation, other Cabinet members as appropriate and the local County Councillor(s), subject to the Section 151 Officer being satisfied that there was a sound financial basis; and
4. delegate powers to the Director for Environment and the Economy after consultation with the Cabinet member for Environment, Infrastructure and Highways and the local County Councillor(s) to enter into such property transactions (whether by acquisition or disposal), as necessary, to make appropriate progress with the introduction of living and learning centres.

Reason for Recommendations

The approach was in line with the Council's vision of working together for a strong and successful Dorset. Was part of the action required as part of the Council's Medium Term Financial Plan and contributed to the four corporate outcomes of Safe, Healthy, Independent and Prosperous.

Questions from County Councillors

- 11 No questions were asked by members under Standing Order 20(2).

Meeting Duration: 10.00 am - 12.15 pm

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People and Communities Overview & Scrutiny Committee

Dorset County Council



Date of Meeting	11 October 2016
Officers	<u>Local Members</u> All Members <u>Lead Director</u> Helen Coombes, Interim Director for Adult and Community Services
Subject of Report	Progress on Matters Raised at Previous Meetings
Executive Summary	This report records:- (a) Cabinet decisions arising from recommendations from the People and Communities Overview and Scrutiny Committee meetings; and (b) Outstanding actions identified at the last and previous meetings. Members are asked to note that any other actions arising from previous meetings are either addressed in reports submitted to this meeting or have been included in the Committee's work programme later on the agenda.
Impact Assessment:	Equalities Impact Assessment: N/A
	Use of Evidence: Information used to compile this report is drawn together from the Committee's recommendations made to the Cabinet, and arising from matters raised at previous meetings. Evidence of other decisions made by the Cabinet which have differed from recommendations will also be included in the report.

Progress on Matters Raised at Previous Meetings

	<p>Budget: No VAT or other cost implications have been identified arising directly from this programme.</p>
	<p>Risk Assessment: Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as: Current Risk: LOW Residual Risk: LOW</p>
	<p>Other Implications: None</p>
Recommendation	That Members consider the matters set out in this report.
Reason for Recommendation	To support the Council's corporate aim to provide innovative and value for money services.
Appendices	None
Background Papers	None
Report Originator and Contact	<p>Name: Helen Whitby, Senior Democratic Services Officer Tel: (01305) 224187 Email: h.m.whitby@dorsetcc.gov.uk</p>

Progress on Matters Raised at Previous Meetings

Date of Meeting	Minute Number and subject reference	Action Required	Responsible Persons	Completed (incl. comments)
Thursday 16 June 2016	Minute 9 - Mobile Library Service	<p>The Committee recommended to Cabinet that:</p> <ol style="list-style-type: none"> 1. they note the consultation responses about the proposed changes to the mobile library service; 2. they approve to maintain the mobile library service provided by the County Council to residential homes and sheltered accommodation units; and 3. they approve the closure of the public mobile library service by end of December 2016 (earliest) and by end of March 2017 (latest) and the development of alternative access to library services where required within the resources available. 	Paul Leivers / Deborah Croney	<p>The Committee's recommendation was considered by the Cabinet on 29 June 2016. The Cabinet resolved:-</p> <ol style="list-style-type: none"> 1. That the consultation responses about the proposed changes to the mobile library service be noted. 2. That the mobile library service provided by the County Council to residential homes and sheltered accommodation units be maintained. 3. That the closure of the public mobile library service by end of December 2016 (earliest) and by end of March 2017 (latest) and the development of alternative access to library services where required within the resources available be approved.
Thursday 16 June 2016	Minute 10 - Community Offer for Living and Learning	<p>The Committee recommended to Cabinet that:</p> <ol style="list-style-type: none"> 1. they approve the development of the Community Offer for Living and Learning, enabling officers to prepare the business case as well as engage both locally and on a countywide level; 2. they approve progress in the pilot areas; 3. they delegate powers to the Director for Children's Services to proceed with action in the pilot areas, if appropriate, after consultation 	Sara Tough / Deborah Croney / Rebecca Knox	<p>The Committee's recommendation was considered by the Cabinet on 29 June 2016. The Cabinet resolved:-</p> <ol style="list-style-type: none"> 1. That the development of the Community Offer for Living and Learning be approved,

Progress on Matters Raised at Previous Meetings

		<p>with the Cabinet member for Organisational Development and Transformation, other Cabinet members as appropriate and the local County Councillor(s), subject to the Section 151 Officer being satisfied that there was a sound financial basis; and</p> <p>4. they delegate powers to the Director for Environment and the Economy after consultation with the Cabinet member for Environment, Infrastructure and Highways and the local County Councillor(s) to enter into such property transactions (whether by acquisition or disposal), as necessary, to make appropriate progress with the introduction of living and learning centres.</p>	<p>enabling officers to prepare the business case as well as engage both locally and on a countywide level.</p> <p>2. That progress in the pilot areas be approved.</p> <p>3. That delegated authority be granted to the Director for Children's Services to proceed with action in the pilot areas, if appropriate, after consultation with the Cabinet Member for Organisational Development and Transformation, other Cabinet members as appropriate and the local County Councillor(s), subject to the Section 151 Officer being satisfied that there was a sound financial basis.</p> <p>4. That delegated authority be granted to the Director for Environment and the Economy after consultation with the Cabinet Member for Environment, Infrastructure and Highways and the local County Councillor(s) to enter into such property transactions (whether by acquisition or disposal), as necessary, to make appropriate progress with the introduction of living and learning centres.</p>
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Progress on Matters Raised at Previous Meetings

Thursday 16 June 2016	Minute 10 - Community Offer for Living and Learning	That a member working group be set up to engage in the development of the Community Offer.	Paul Leivers / Fred Drane / Steve Butler / David Walsh / Kate Wheller	Meetings held on 15 July, 19 August and 19 September 2016. There is a report on the agenda for this meeting.
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People and Communities Overview and Scrutiny Committee

Dorset County Council



Date of Meeting	11 October 2016
Officer	Patrick Myers, Head of Design and Development, Children’s Services
Subject of Report	Dorset County Council response to Hate Crime
Executive Summary	<p>This report is intended to update and inform the People and Communities Overview and Scrutiny committee about the county councils response to hate crime and Xenophobia in Dorset.</p> <p>The report focuses on the following areas:</p> <ol style="list-style-type: none"> 1. Background 2. Hate Crime in Dorset, Bournemouth and Poole 3. Hate Crime in Dorset county area 4. Current areas of work 5. Recommendations
Impact Assessment: <i>Please refer to the protocol for writing reports.</i>	Equalities Impact Assessment: The purpose of this report is to inform the committee of current position, no Equality Impact Assessment necessary at this stage.
	Use of Evidence: This report draws on evidence from the Pan Dorset Community Safety Partnership Quarterly Performance Update
	Budget: None to consider.

	<p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council’s approved risk management methodology, the level of risk has been identified as: Current Risk: MEDIUM Residual Risk MEDIUM</p>
Recommendation	<ol style="list-style-type: none"> 1. That officers continue to progress proactively the partnership work around tackling hate crime. 2. That officers continue to monitor the level of reported incidents in the light of the Brexit referendum and the Syrian Resettlement Programme
Reason for Recommendation	<p>Under the Equality Act (2010) the county council have a legal duty to work positively and proactively to tackle all forms of prejudice, discrimination and harassment.</p>
Appendices	
Background Papers	
Officer Contact	<p>Name: Kelly Haggett Tel: 01305 224355 Email: k.haggett@dorsetcc.gov.uk</p>

1. Background

- 1.1 Hate crime can take many forms, including verbal abuse, physical assault, domestic abuse, harassment and damage to property. Such crime is targeted at a person because of prejudice towards a person's race, religion or belief, disability, sexual orientation or transgender identity. All forms of hate crime are unacceptable in any circumstances. Hatred not only has the potential to cause serious physical and emotional harm, it damages communities and undermines the diversity and cohesion we should instead be celebrating in Dorset.
- 1.2 Under the Public Sector Equality Duties of the Equality Act (2010) Sec 149 states:
A public authority must, in the exercise of its functions, have due regard to the need to—
- (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;*
 - (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
 - (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*
- 1.3 Local Authorities, like all public bodies, have a legal duty to take measures to understand and address prejudice and discrimination as service providers, employers and community leaders. Tackling prejudice and making sure Dorset is a welcoming place for everyone is something the county council is strongly committed to.

- 1.4 Recent National trends have seen a rise in the number of reports of hate crime. In the light of the Brexit referendum and the Syrian Refugee crisis this was discussed at a recent County Council meeting (21 July 2016). The Council considered a motion submitted by Councillor Andy Canning asking that:
- the Council affirm that the Council are proud to live in a diverse and tolerant society. Racism, xenophobia and hate crimes have no place in the country;
 - the Council affirm that Dorset County Council condemn racism, xenophobia and hate crimes unequivocally. The Council would not allow hate to become acceptable;
 - the Council affirms its commitment to ensure that local bodies and programmes had the support and resources they needed to tackle racism and xenophobia; and
 - the Council reassure all people living in Dorset, regardless of their nationality, that they are valued members of the community.
- The motion was seconded by Councillor Janet Dover.

- 1.5 Following this a clear statement was made to the press by the County Council that hate crime would not be tolerated in Dorset. The article received positive community feedback on social media.

<https://news.dorsetforyou.gov.uk/2016/07/19/dorset-sets-out-help-for-refugees-and-condemns-hate-crime/>

2. Hate Crime in Dorset, Bournemouth and Poole:

- 2.1 Following the vote to the leave EU in June, there have been several cases of hate crime reported in the press nationwide. Nevertheless, Dorset Police have not reported an increase of hate crime since the referendum. For the purposes of recording and reporting, Hate crime is divided into three categories:

1. Racially or religiously aggravated crime
 - Assault
 - Harassment
 - Public Fear
2. Hate flagged crime
 - Disability
 - Racial
 - Sexual Orientation
3. Hate incidents
 - Prejudice
 - Racial

- 2.2 Whilst figures show a slight increase of hate incidents generally, it does not appear that quarter 1 had a particularly sharp rise. Hate crimes do not show an overall trend across the three local authority areas. However, quarter one ran until the end of June and as the referendum was held on the 23rd June, it could be that quarter 2, will show an increase.

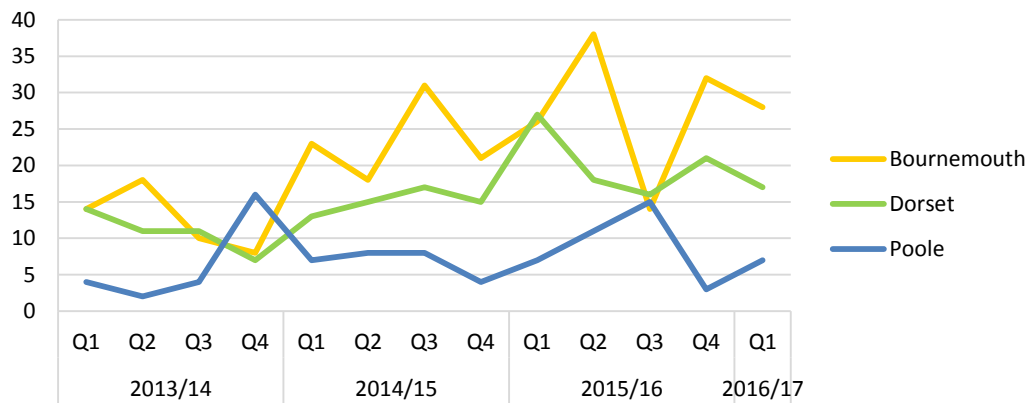
Dorset County Council response to Hate Crime

2.3 Racially or religiously aggravated crime

Racially/Religiously Aggravated	Apr - June 2015	Apr - June 2016
Bournemouth	26	28 (7.7%)
Dorset	27	17 (-37.0%)
Poole	7	7 (0.0%)
Pan-Dorset	61	52 (-14.8%)

Trend 2013-16

Racially/Religiously Aggravated Crime Reported to Dorset Police

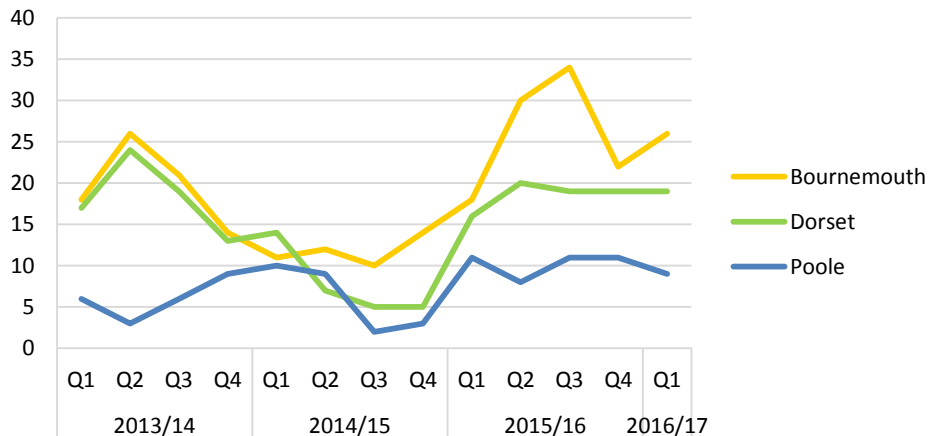


2.4 Hate flagged crime

Hate Crime	Apr - June 2015	Apr - June 2016
Bournemouth	18	26 (44.4%)
Dorset	16	19 (18.8%)
Poole	11	9 (-18.2%)
Pan-Dorset	45	54 (20.0%)

Trend 2013-16

Hate Flagged Crime Reported to Dorset Police

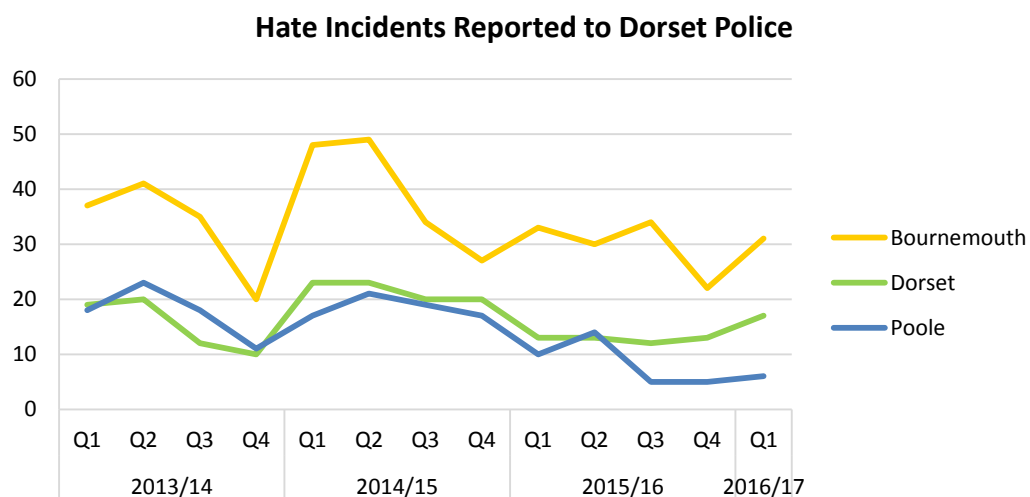


Dorset County Council response to Hate Crime

2.5 Hate incidents

Hate Incidents	Apr - June 2015	Apr - June 2016
Bournemouth	33	31 (-6.1%)
Dorset	13	17 (30.8%)
Poole	10	6 (-40.0%)
Pan-Dorset	63	58 (-7.9%)

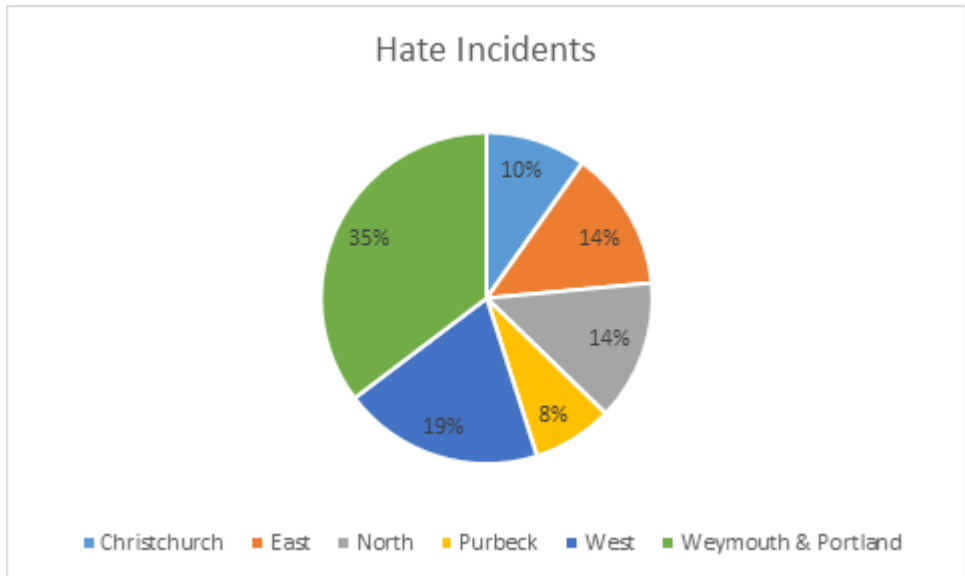
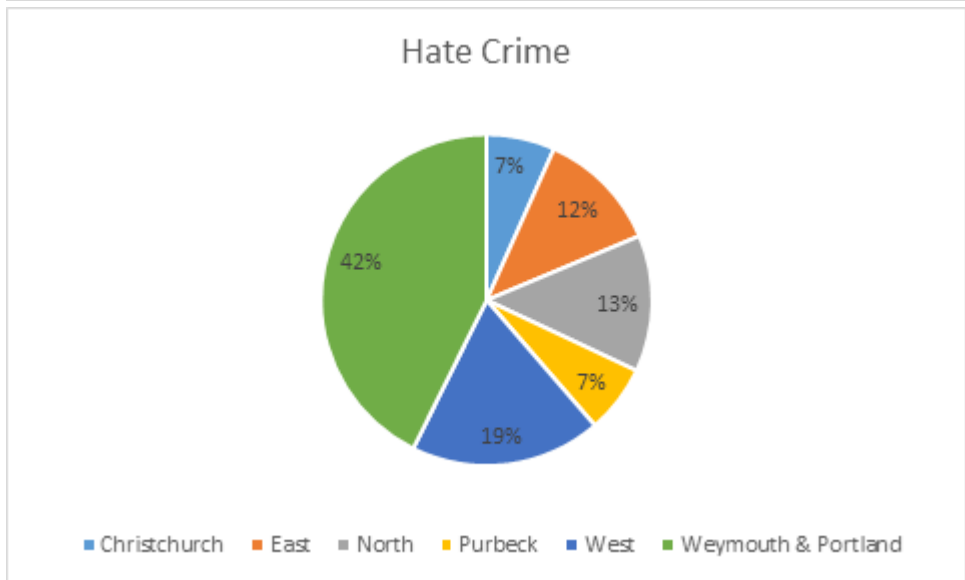
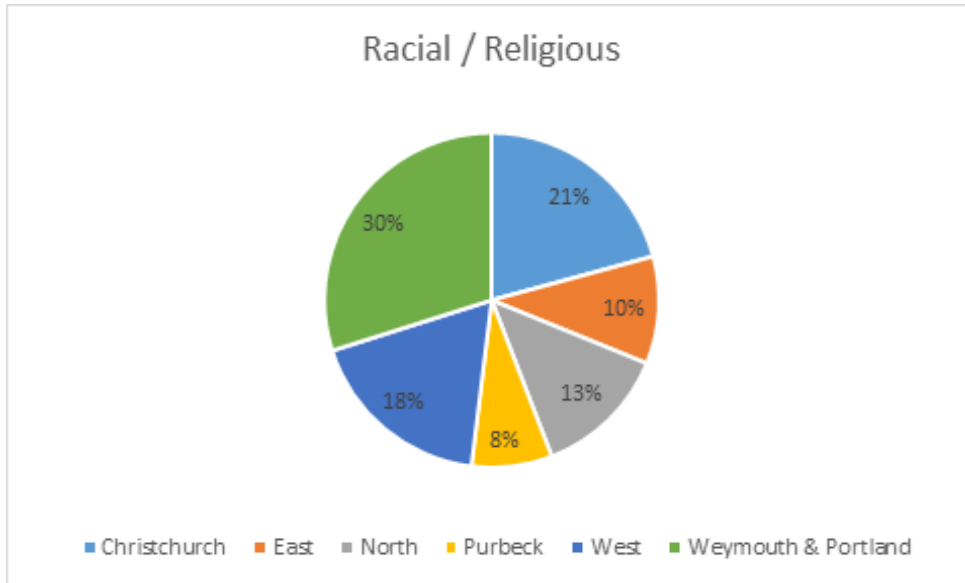
Trend 2013-16



3. Hate Crime in Dorset county area:

3.1 Break down by district for last year 2015-16;

	Racial / Religious	Hate Crime	Hate Incidents
Christchurch	16	5	5
East	8	9	7
North	10	10	7
Purbeck	6	5	4
West	14	14	10
Weymouth & Portland	23	32	18



- 3.2 As the data indicates, Weymouth and Portland had the most incidents across all three groups but this is not surprising as it has the most crimes of any district regardless for most crime types.
- 3.3 With regards to Crown Prosecution Service, the Community Safety Partnerships' annual needs assessments has highlighted hate crime as an area where incidents are very likely to be under reported so partners continue to monitor trends and sustain initiatives they have put in place to tackle the issue, which is detailed in the next section.

4. Current areas of work:

- 4.1 Prejudice Free Dorset is a multi-agency group led Dorset Police aimed at tackling Hate crime and promoting inclusive communities across Dorset. Tackling Hate Crime is a Police priority and Prejudice Free seeks to work with both public organisations and voluntary and community sector groups to provide a victim focussed response to any incidents reported. Representatives from the Community Safety Partnership are part of Prejudice Free and are involved in collaborative work.
- 4.2 The county council have a contract with Dorset Race Equality Council to provide a third party reporting centre for incidents of hate crime (as well as other functions like strategic challenge on equality and diversity issues, and increase participation of Black and Minority Ethnic groups in public life). Dorset REC report incidents to the Police, this is taken up by the Prejudice Free Group.
- 4.3 Specifically in relation to the Syrian Resettlement Programme, the county council is working with Dorset Race Equality Council to provide community engagement events. The events will promote the benefits and positives of immigration in general. The events are likely to include an element of 'myth busting' around migrants and provide a safe area for people to ask questions and learn without rebuke.
- 4.4 The Police are also involved in the Dorset Syrian Resettlement Programme (SRP) and will be feeding into the decision making process on location in terms of community tensions. There has also been a discussion about educating children about refugees in schools so they are more likely to challenge adult perceptions. This will be developed as the SRP develops.
- 4.5 There is also work ongoing internally within the county council around hate crime, following on from the successful relaunch of the Staff Support Groups in November 2015, a decision was made to have a more co-ordinated and collective approach to the groups to ensure consistency. An action emanating from this is closer liaison with other public bodies across Dorset including the Police.
- 4.6 As part of this Dorset County Council has committed to assisting with the forthcoming Dorset Prejudice Free, Hate Crime Conference in October 2016, where we have financially contributed and will be assisting on the day. This also involves promoting and supporting Prejudice Free and ensuring that events such as hate crime week and hate crime reporting are widely publicised

5. Recommendations

5.1 That officers continue to progress proactively the partnership work around tackling hate crime.

5.2 That officers continue to monitor the level of reported incidents in the light of the Brexit referendum and the Syrian Resettlement Programme.

Patrick Myers

Head of Design and Development, Children's Services

September 2016

People and Communities Overview and Scrutiny Committee

Dorset County Council



Date of Meeting	11 October 2016
Officer	Director for Adult and Community Services
Subject of Report	Working with Dorset's communities, Social Capital and Community Development
Executive Summary	<p>This report responds to the request for an overview of the County Council Council's work in this area to enable the Committee to consider which areas it wishes to give scrutiny to.</p> <p>Social isolation is used as an example to enable discussion and to illustrate the scale of the issues.</p> <p>The County Council's vision is working together for a strong and successful Dorset. Working with the communities, the voluntary, community and social enterprise sector and town and parish councils is increasingly important for the County Council.</p> <p>The Committee is seeking to;</p> <ul style="list-style-type: none"> (i) arrive at an informed view of the topic; (ii) through questioning, ascertain what role and contribution each organisation/partner has in reducing the occurrence and impacts from social isolation; (iii) determine whether they feel that the organisations (particularly the County Council) is delivering; (iv) understand what challenges the County Council faces (v) understand what we need to measure to know whether we are making a difference? (e.g., performance measures). <p>This will also enable consideration of possible changes that could be made to improve the outcomes for our residents.</p>

<p>Impact Assessment:</p>	<p>Equalities Impact Assessment:</p> <p>No impact assessment has been undertaken at this initial stage but this will be undertaken as appropriate in due course.</p> <p>The Committee is invited to use this report and the discussion in the committee meeting to identify the area(s) that it feels is of most importance and how further saving can best be achieved. One way is for a task and finish group to undertake further work with a clear brief, work programme and membership to report back to a future meeting.</p> <hr/> <p>Use of Evidence:</p> <p>Available information has been used to map areas of social isolation on maps of Dorset and is included in the appendices.</p> <hr/> <p>Budget:</p> <p>While there are no specific budget implications the size of this subject area and the range of other organisations and individuals on community group time involved means that budget and resources used are significant.</p> <hr/> <p>Risk Assessment:</p> <p>Current Risk: LOW Residual Risk LOW</p> <hr/> <p>Other Implications:</p> <p>Voluntary and community organisations are fundamental in this area.</p>
<p>Recommendation</p>	<p>It is recommended that the Committee:</p> <ul style="list-style-type: none"> (i) decides which areas it would like to examine in further detail, (ii) considers how it would like to take this work forward which may be through a task and finish group and indicates any key matters to assist effective working criteria of a work plan.
<p>Reason for Recommendation</p>	<p>To enable the Committee to consider priorities for its work programme to achieve overview and scrutiny of the work of the County Council in relation to working with Dorset's communities and organisations and the issue of isolation.</p> <p>This is important in view of the County Council's vision of working together for a strong and successful Dorset.</p>
<p>Appendices</p>	<p>Appendix 1: What is co-production? How does it fit with social capital and what principles underpin its effectiveness?</p> <p>Appendix 2: Maps providing an overview of isolation in Dorset</p>

Background Papers	Corporate Plan 2016 / 17
Officer Contact	<p>Name: Patrick Myers, Assistant Director for Design and Development Tel: 01305 228302 Email: p.myers@dorsetcc.gov.uk</p> <p>Name: Richard Pascoe, Head of ICT and Customer Services Tel: 01305 224712 Email: r.j.pascoe@dorsetcc.gov.uk</p> <p>Name: Sue Warr, Service Manager: Early Help Tel: 01305 225925 Email: sue.warr@dorsetcc.gov.uk</p> <p>Name: Mark Taylor, Group Manager Corporate Development Tel: 01305 224982 Email: m.taylor@dorsetcc.gov.uk</p> <p>Name: Paul Leivers, Assistant Director for Early Help and Community Services Tel: 01305 224455 Email: p.leivers@dorsetcc.gov.uk</p>

1. Background

- 1.1. As part of the work of the People and Communities Overview and Scrutiny Committee, a request has been made for an overview of our approach to a number of related areas:
 - a) Community capacity building or community development
 - b) Co-production of services
 - c) Social value
 - d) Social capital.
- 1.2. The purpose of this was to enable members of the Committee to indicate what areas they wished to explore further.
- 1.3. In addition, a request was made to explore how the use of digital technology can enable and facilitate these approaches to working with our residents, with a particular emphasis on social isolation.
- 1.4. It is worthwhile agreeing a working definition of both Co-production and Community Capacity Building and the following descriptions are proposed as a basis for this exploration.
 - a) **Co-production** means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change.
 - b) To achieve this, the council will need to create a different narrative whereby the role of public services is not principally about 'delivery' but about building stronger communities.
 - c) **Community Capacity Building** is created through activities, resources and support that strengthen the skills, abilities and confidence of people and community groups to take effective action and leading roles in the development of communities. Where this happens effectively, communities are more connected and resilient and need our services less. This view also positions people as not being passive recipients of services, but having an active role to play in creating better outcomes for themselves and others. The hidden wealth of communities can help us transform what it is we can deliver and how.
 - d) **Social Value** is a way of thinking about and measuring a broader concept of value that market price, considering economic, social or environmental impact or benefit. Some benefits can be measured in monetary terms but others may not be measurable in monetary terms, for example, an increase in confidence. Such softer outcomes still have value.
 - e) **Social Capital** concerns the links, shared values and understandings that enable individuals and groups to trust each other and so live and work together effectively.
- 1.5. Appendix 1 looks in more detail at co-production, how it fits with social capital and what principles underpin its effectiveness. It is important to highlight the interplay between involvement in service planning and involvement in service delivery and how this results in very different ways of working.

1.6. Appendix 2 includes maps to illustrate the issue of isolation in terms of:

- Loneliness by Census Output Area
- West Dorset map of isolation
- Mental health insight.

1.7. The selection of 'Social Isolation' as a topic, with its links to all the other areas was suggested to try to demonstrate both the integrated nature and complexity of the issue. This will allow the Committee to look at a key issue for the County Council, as expressed in the Corporate Plan, and what we and others can do to reduce its impacts/effects. It is important to highlight that the voluntary and community and social enterprise sector, town and parish councils, volunteering and individuals being good neighbours and engaging in the life of their local community are all part of the picture which need to be noted.

2. Thinking in the context of Social Isolation

2.1. Social isolation is the lack of social interaction, contact, or communication with other people. Those who are socially isolated have an absence of relationships with family and friends, or other forms of social networks. Social isolation may be expressed through physical separation with others, social barriers, or psychological mechanisms.

2.2. However, there are factors that are protective and these need to be considered as part of our approaches to the above. These environmental, social and psychological factors include:

- a) Good interpersonal relationships (supportive relationship with at least one person, perceived social support)
- b) Community tolerance of difference and diversity
- c) Family cohesion (positive parent-child relations)
- d) Social connectedness and social capital
- e) Academic/sporting connections
- f) Belonging
- g) Effective coping skills repertoire (social skills, problem-solving skills).

Protective factors that may reduce the risk of social isolation in older people include:

- a) High income and education levels
- b) Good health
- c) Having a meaningful and diverse social network
- d) Strong social networks with friends and confidants
- e) The number of close relationships with children
- f) Long-term residence in a community
- g) Having a spouse or partner.

2.3. In terms of the Corporate Plan the following extract relates to the topic of isolation.

Outcome: People in Dorset are INDEPENDENT

Priority(s): People are part of inclusive communities

People remain happily independent and stay in their own homes

Population Indicator(s) e.g.

The rate of volunteering in Dorset

Rates of coverage of superfast broadband and 4G mobile network.

3. Role of Digital Technology

- 3.1. Technology has long had the power to help us perform tasks such as calculating our payroll, writing this report or creating architectural plans. What has changed over the last decade or so is how we are now connected through almost universal access to the Internet or mobile connections and the explosion in the affordability and power of handheld computing devices like tablets and smartphones (two thirds of Britons use smartphones to access the Internet – Ofcom 2015).
- 3.2. This connectivity has given rise to the development of software applications which connect people, like simple text messaging software applications (apps) or sophisticated social software like Facebook, which connects families and friends across the world.
- 3.3. This concept of connecting people can be, and is being, used to support the themes in this report such as helping to reduce isolation through access to video messaging such as Skype to keep families in touch, apps that help informal carers organise their support by enabling the sharing of notes, calendars and medication records, apps that allow young people to communicate with their social worker when they need to, web sites that help communities organise themselves and online resources that can help people connect with others with who they share interests, a condition or a concern.
- 3.4. The potential to use the technology that is here today to improve outcomes for people and communities is incredible.
- 3.5. There are challenges, of course. Despite efforts such as our Superfast project to increase the availability of fast broadband and the development of mobile coverage, there remain connectivity 'black spots' and not everyone is comfortable using technology, combined these can mean 'digital isolation or exclusion'. Whilst around 75% of UK adults are using the Internet confidently, we know that 11% have never used it (who are also some of the highest users of our services) and 23% of Dorset residents can't, or won't, get online.
- 3.6. We also need to do more to develop the awareness of this digital potential amongst professionals and our communities – it's the people closest to the need, not the technologists, who will have the ideas. We can then help support the development of these ideas.
- 3.7. We are currently drafting a new digital technology strategy for the council and a strong theme will be how we develop this digital awareness.

4. Examples/work in progress

- 4.1. There is a good deal of activity and work already in progress within the County Council. The following are selected as examples.

Corporate Plan

- 4.2. The corporate plan sets out the key outcomes that the County Council is seeking to achieve by working with other organisations and local communities. Work is underway on talking about the four outcomes in Blandford and in Beaminster as part of the work on the community offer for living and learning. Isolation is emerging as one area of shared concern in this work. Paragraph 2.3 above shows the wording in the corporate plan.

Digital Technology

- 4.3 IntegrAAL - a European funded research project in Bridport and the surrounding areas, looking at how technology can be used to improve how we help older people in the community to stay well and independent. To do this we are using an 'app' to connect people and organisations involved in the delivery of care, enabling people in communities to support an individual whilst being protected from taking on responsibility for that person. An example would be a local newsagent who sees the person each day as they buy a newspaper, who can quickly and easily record on an app that they didn't turn up one day in case there is an issue. Other parts of the care network - care agencies or family - are then alerted so that a more proactive approach can be taken. Service users and carers are involved in shaping the solution and the project has a further 9 months before publishing findings.
- 4.4 Community Channel - a recently completed project, funded by InnovateUK, explored how to tackle social isolation among older people by getting them online as a group, using tablet computers and a simple version of Facebook to stay connected. The project was rich in learning for us: there is an appetite to connect online to chat, provided people know they are using a trusted solution and that they know everyone in the group. This has potential to create peer support groups for isolated people such as carers who cannot get along to groups. It also offers the prospect of a new way of our engaging with community groups, giving them access to our expertise, and that of other agencies and the third sector, in a more immediate and personal way. A project legacy has been to get participants online for the first time, which has transformed their wellbeing as they are now able to connect to family and friends, shop online and pursue interests.
- 4.5 Mind of My Own (MOMO) – an app running on tablets and smartphones that is aimed at 8-21 year olds, making it easier for them to communicate with their social worker. Sometimes young people find it hard to express their views clearly face to face and a social worker can't always be there when the young person wishes or needs to say something. We're one of 37 councils involved in the development of the software.
- 4.6 Digital isolation and inclusion - a pilot digital inclusion project, part of the Superfast work, has recruited, trained and supported around 90 volunteer digital champions who have been helping residents who lack digital skills to get online for the first time. People's lives have been improved by being able to connect to friends, family, support networks and information as well as job and training opportunities. We have also made WiFi available to residents in residential homes and are working with NHS colleagues to see how we may do more to make WiFi available in our shared locations.

Transport Toolkit

- 4.7 Community transport offers practical solutions to communities' needs. It can be flexible in terms of timings and destinations and may also be used to link up with public bus routes and trains. Many areas in Dorset already have popular community transport schemes, ranging from volunteer car schemes and dial-a-ride services, to car-sharing services and car clubs. The Dorset Community Transport Toolkit provides useful help and advice to local volunteers and community organisations to ensure that more travel options are available.
- 4.8 By working closely with communities, we are taking a fresh approach to shape a range of travel opportunities and offering a more flexible community transport network. The toolkit covers everything from gathering evidence and creating a business case, to meeting the legislation and finding funding, to marketing, publicising and launching a

new scheme and will help communities decide which option best suits their needs and understand how schemes can get started and be successful.

POPP and Community Development

- 4.9 We have eight years' experience of community capacity building through the Dorset Partnership for Older People Programme. The partners are the council, NHS Dorset Clinical Commissioning group, the Third Sector and older people. Its approach is 'to build supportive communities to enable older people to remain living in their own homes for as long as they wish' by developing responsive, appropriate, services and activities locally. Originally for people aged over 50, it has been extended for all adults.
- 4.10 Two parts of the programme are contracted to a Third Sector organisation.
- Champions Programme – 19 paid staff working locally, challenging and changing how services are provided. They identify service delivery gaps, develop localised opportunities and build community capacity.
 - Wayfinder Programme – 66 paid staff working locally providing information, signposting and support relating to any service. For example, welfare benefits, social activities, exercise opportunities, transport, carers' issues and lunch clubs. Wayfinders work in GP practices, libraries, shopping centres, etc.
- 4.11 The Manager and six Community Development Workers support developing local capacity building. Three workers cover Dorset between them and three lead on themes:
- Access to Food and Nutrition
 - Volunteer Driver and Car Schemes
 - Loneliness and isolation.
- 4.12 The Community Initiatives Commissioning Fund – 'seed funds' initiatives identified by people and has funded over 600 initiatives, including lunch clubs, table tennis clubs, computer classes, dial a ride and carers support activities.
- 4.13 Annually there are some 63,000 requests for services, activity or information, 1000 people engaged in activities and 163 new volunteer places created.

Social Value

- 4.14 The Public Services (Social Value) Act 2012 places a duty on the County Council to consider how to improve the economic, social and environmental well-being of the area served by them through the process of procurement of goods and services. In June 2015 the Cabinet approved a policy statement and delegated delivery of the action plan to the Commissioning and Procurement Board. Work has been undertaken on this and which has concluded that the way forward is to:
- a) Focus on areas which will contribute to indicators and outcomes in the corporate plan
 - b) Provide guidance for staff as an integral part of a toolkit on commissioning services
 - c) Engage with representatives of the business and voluntary, community and social enterprise sector to promote the approach and listen to ideas and thoughts to maximise success.

5. Issues for consideration

5.1. Members may wish to use the following issues to start discussion:

- a) Local member role
- b) Way of working
- c) The contribution of the voluntary, community and social enterprise sector
- d) Working with other councils
- e) Working with other public services
- f) Working with local communities
- g) How this links with other work currently under way, including work in relation to local government reorganisation.

5.2. The Key Lines of Enquiry (KLOE) that the County Council is using in its corporate planning process and which may also be useful at this point are:

- a) If we do nothing where is the trend heading, is this OK?
- b) What's helping and hindering the trend?
- c) Are services making a difference?
- d) Are they providing Value for Money?
- e) What additional information / research do we need?
- f) Who are the key partners we need to be working with (including local residents)?
- g) What could work to turn the trend in the right direction?
- h) What is the Council's and Members role and specific contribution?

5.3. Following discussion with the Vice Chairman the Committee may wish to consider the following questions:

- a) How could digital technology be used to tackle isolation?
- b) How could the voluntary and community sector best be engaged in tackling isolation?
- c) How could community development to increase community capacity and social capacity be used to tackle isolation?
- d) What are the priority demographic groups or geographical areas?

6. Conclusion

6.1. This report illustrates how the County Council is working to translate its corporate plan into action. Consistent with the County Council's vision, increasingly working with others is the way that we will do this.

6.2. Hopefully at the end of the discussion the Committee will have a better understanding of how the POPP programme, linked with digital solutions and supported by a robust, resilient and effective community self-help network can make a real difference to people's lives.

6.3. A steer from Members is requested on the key areas of interest. One way of proceeding would be through a member task and finish group to undertake work to bring back to the next committee meeting in January 2016. Depending on the area(s) selected it may be appropriate for this task group to include members of the other two overview and scrutiny committees.

- 6.4. Having initially discussed and debated the topic – the Committee can then decide if it is assured, or whether it wishes to establish a dedicated forum to look more closely at the issues to seek to improve outcomes and report back to the Committee – hopefully leading to recommendations to Cabinet.

Helen Coombes

Director for Adult and Community Services

October 2016

What is co-production, how does it fit with social capital and what principles underpin its effectiveness?

Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change. This is illustrated in the table below:

Involvement in Service Planning				
		Professional only	Professionals and users and communities	No Professional Input
Involvement	Service Delivery	Traditional paternalistic or managerial orientated service delivery	Paternalistic or managerial orientated service delivery with user involvement in planning	Bespoke services commissioned by users and delivered by professionals
	Professional only	Community delivery of professionally designed services	Full co production	Technically aided but community planned services
	Professionals and users and communities	Voluntarism-state designs service but commissions others to deliver	Technically aided community delivered services	Self-organising or self-help models of service production
	No Professional Input			

The purpose of co-production is to ensure that there is meaningful engagement of children, young people and their families and other residents in the organisation of services that affect them. Co-production conveys that all people have assets and gifts that can be shared and used to improve for others and their communities.

Co- production is about involving and valuing the contribution and assets of all key actors – people who use services, their carers and families, people who deliver services, people who commission services and the wider community. It is about co-design, co-delivery and co-commissioning (and much more).

Co-production has the potential to create more resilient individuals, families and communities through improving social capital. Social capital is the factor that integrates the various influences on the success and life chances for people. These benefits start very early and in fact ‘child development is powerfully shaped by social capital...trust, networks and norm or reciprocity within a child’s family, school peer group and larger community have wide ranging effects on the child’s opportunities and, hence on behaviour and development’ and the impact of social capital continues throughout the life course.

Building resilience through social capital provides people with the resources to cope with adversity and not allow situations and circumstances to impede progress across a range of outcomes. These processes become an important part of how we find ways to reduce demand for more intensive support because individual, families and communities are more robust and strong.

The **principles** that make co-production effective are:

- a) Recognising people as assets: seeing people as equal partners in the design and delivery of services, not passive recipients or burdens on public services
- b) Building on peoples existing capabilities: rather than starting with people's needs, co-produced services start with peoples capabilities and look for opportunities to help them flourish
- c) Fostering mutual and reciprocal relationships: co-production is about mutual and reciprocal partnerships, where professionals and people who use services come together in an interdependent relationship recognising that all have a valuable role in producing effective services and improving outcomes
- d) Strengthening peer networks: engaging peer and personal networks alongside practitioners and professionals is the best way of transferring knowledge and supporting change
- e) Breaking down barriers: changing the distinction between professionals and recipients, and between producers and consumers of services, by reconfiguring the way services are developed and delivered
- f) Facilitating rather than delivering: enabling professionals to become facilitators and catalyst for change rather than the identified provider of services
- g) Co-production walks the line between user led and evidence informed practice and requires us to change the way we work

Heat map of isolation in Dorset

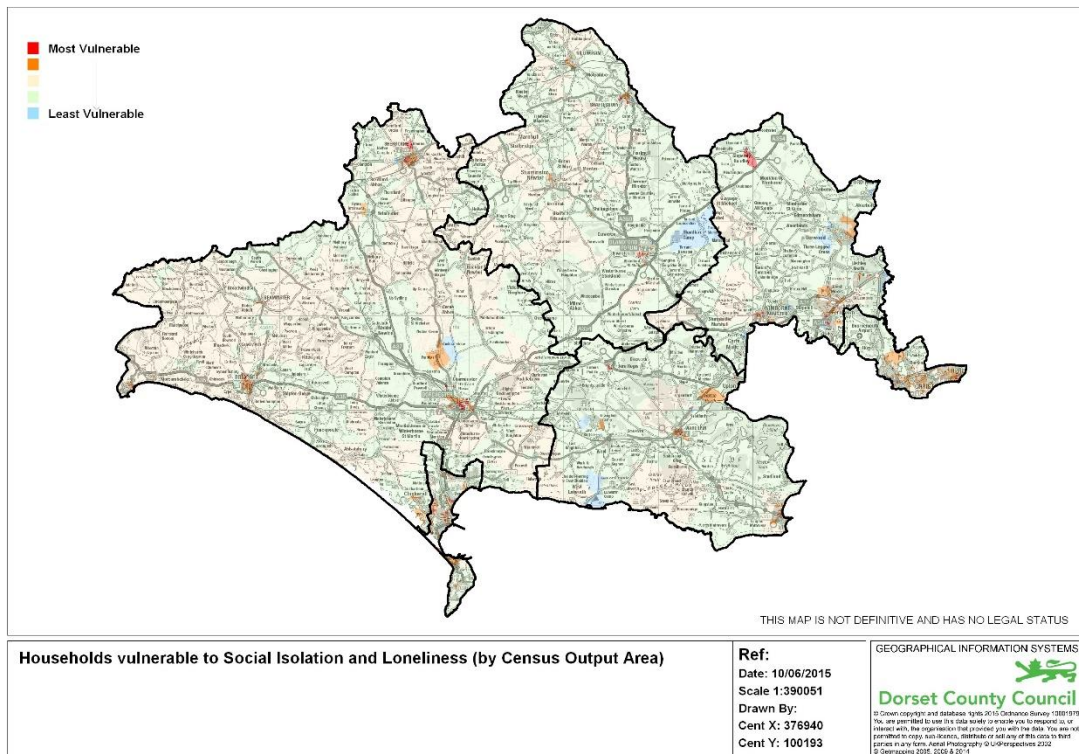


Figure 1 – Loneliness by Census Output Area (COA)

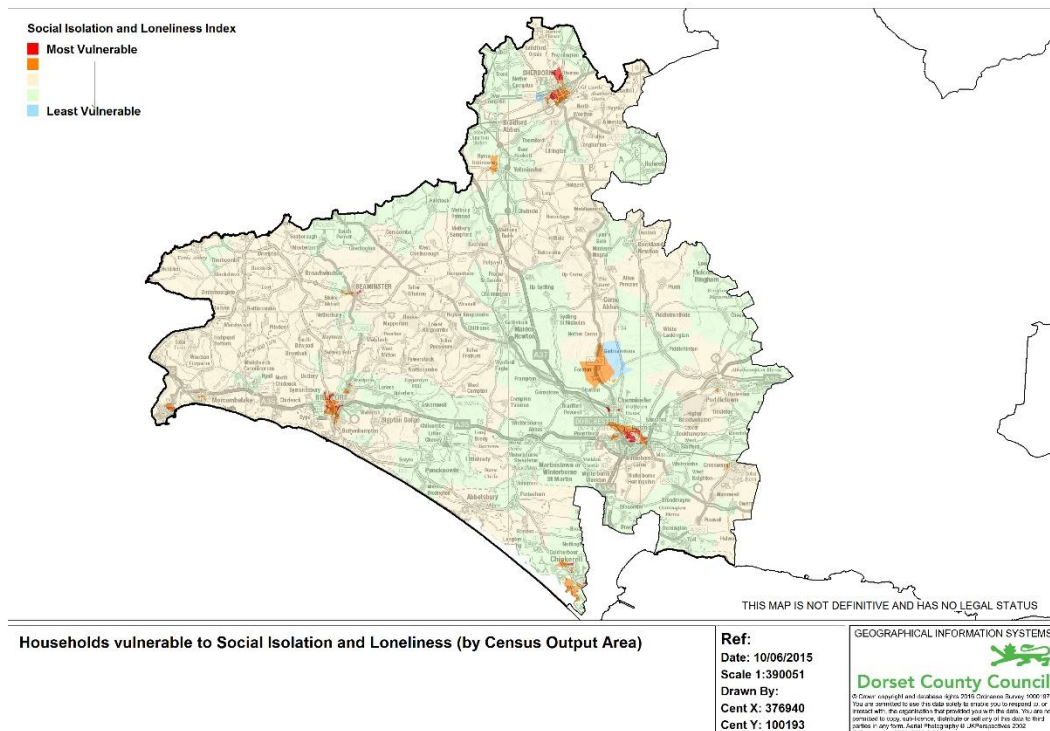


Figure 2 – West Dorset Map of social isolation and loneliness

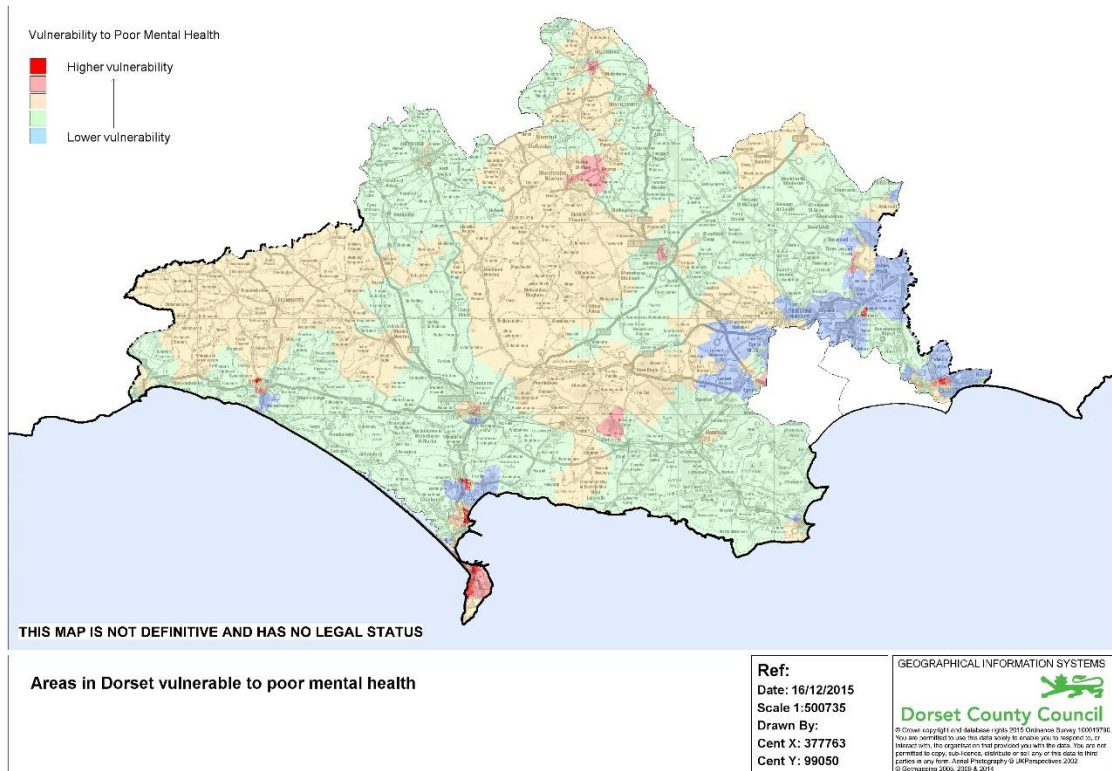


Figure 3 – Mental health insight

People and Communities Overview and Scrutiny Committee

Dorset County Council



Date of Meeting	11 October 2016 – People and Communities Overview and Scrutiny
Officer	Director for Children’s Services
Subject of Report	The Community Offer for Living and Learning
Executive Summary	<p>The Community Offer for Living and Learning is a major element of the County Council’s Forward Together transformation.</p> <p>The Community Offer for Living and Learning has been developed as a positive proposition for the County Council’s service users and local communities. It is about how and where they can access services in future, which challenges the current narrative of cumulative cuts in local government services. The approach requires working with community organisations and other public services. Many public services including the County Council, have their own approach to locality working and delivery of services and the community offer is looking to integrate approaches.</p> <p>In terms of County Council directly delivered or commissioned services which are engaged in this work and which could come together further include: day services, children’s centres, adult learning and libraries. This paper provides the Committee an update of progress since June, and includes the draft outline business case for the programme.</p>
Impact Assessment:	Equalities Impact Assessment:

	<p>An Equalities Impact Assessment for the programme has been produced, and will be presented to the Inequalities Group on 4th November seeking approval.</p> <p>As this work is developed it will be possible to develop the Equalities Impact Assessment further. One part of the approach is to compile a summary of key issues by way of a community profile, including information on demography, social isolation, education and skills, health and housing. Working with partners and local community organisations and leaders will enable discussion of this information and inform consideration of impact on the community, including people with protected characteristics.</p> <p>Changes in services to online or phone means of delivery or through consolidation of services currently provided from a number of single service buildings to fewer multi-functional buildings will have impacts which need to be understood and mitigated.</p> <p>Use of Evidence:</p> <p>In the 2015 Ask Dorset consultation residents were asked – “Do you think it is a good idea to locate different services, such as care homes, libraries, children’s centres and day centres in one community building?” The majority said they thought this was a good idea. The answers from 1600 respondents were:</p> <ul style="list-style-type: none"> • Yes 69% • No 25% • I'm not sure 7% <p>Speaking to respondents at the public events, people had concerns about mixing particular services i.e. older people and children’s. Respondents felt that it might be a good idea to have other non-council services located in a hub also such as a health centre.</p> <p>Budget: The Council’s approved budget and Medium Term Financial Plan requires a number of savings to be made from property and service budgets. The community offer for living and learning is working as part of the Council’s Forward Together Transformation programme.</p> <p>The approach will contribute to the £3.2 million savings in relation to property which are envisaged over the next five years. It will also contribute to savings in service budgets. Further work on the approach is needed to clarify the total savings, their inter-relationship and what is affordable in terms of future service provision.</p> <p>There is the potential to reinvest up to 75% of capital receipts raised through sale of surplus properties if this is judged to be appropriate.</p> <p>The draft outline business case has been developed in the light of work in Blandford and Beaminster and other general work. However further and more detailed options which will be costed and developed and will inform the level of savings that can be generated.</p> <p>The programme has a number of types of savings – those linked to property rationalisation and savings related to other revenue budgets. The property savings are being managed through the corporate way we work programme and the savings on other budgets that are managed through Directorate- led Forward Together savings programmes. The risk of double-counting has been identified and a clear and understood approach</p>
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	<p>as identified above should ensure the right kind of saving accrues to the correct programme.</p> <p>Risk Assessment:</p> <p>Having considered the risks associated with this decision using the County Council's approved risk management methodology, the level of risk has been identified as:</p> <p>Current Risk: HIGH Residual Risk MEDIUM.</p> <p>The current high risk principally relates to financial savings targets as outlined in the budget commentary above, which will not be achieved without service and property transformation.</p> <p>Further work is underway to develop the risk register. Risk will be mitigated by working in the five local areas to learn and develop.</p> <p>Other Implications:</p> <p>The approach has an important element in relation to Property and Assets. Voluntary organisations will be involved through the discussion of potential co-location in a building and/or in relation to partnership work on change in service delivery. Discussions with District and Town and Parish Councils will be important in identifying any other opportunities and the scope and potential for community-managed services in some circumstances.</p> <p>Work through the Joint Asset Management meetings with other public services in Dorset will be undertaken.</p> <p>Engagement, discussion and agreement will be needed with staff and trades unions in relation to some changes.</p>
<p>Recommendation</p>	<p>It is recommended that the Committee:</p> <ul style="list-style-type: none"> (i) Recommends to the Cabinet that approval is given to bidding to and, if successful, committing to activity which is supported by the Cabinet Office and Local Government Association's One Public Estate programme which may be above £0.5 million in value (paragraphs 2.11 to 2.16). (ii) Comments on the draft Outline Business Case to contribute to its further development and specifically on the overall approach to working and extract on benefits and principles set out in Appendix 1 and 2. (iii) Recommends to the Cabinet that authority be given to extending work to take in Wareham and that in the event that any other extension is appropriate that this decision is delegated to the Director for Children's Services and Section 151 Officer after consultation with the Cabinet member for organisational development and transformation (paragraph 4.2).
<p>Reason for Recommendation</p>	<p>The approach is in line with the Council's vision of working together for a strong and successful Dorset, is part of the action required as part of the Council's Medium Term Financial Plan and contributes to the four corporate outcomes of Safe, Healthy, Independent and Prosperous.</p>

Community Offer for Living and Learning

Appendices	Appendix 1: Overview of programme phases. Appendix 2: Community offer benefits, principles and critical factors for success (extract from business case) Appendix 3: Draft Outline Business Case (exempt)
Background Papers	Community Offer for Living and Learning - People and Communities Overview and Scrutiny Committee - 16 June 2016 - report of the Director for Children's Services. One Public Estate: Unlocking the value in public sector assets – Local Government Association, Cabinet Office – January 2016
Officer Contact	Name: Paul Leivers, Assistant Director: Early Help and Community Services Tel: 01305 224455 Email: p.leivers@dorsetcc.gov.uk Name: Roger Sewill, Strategic Estate Management Team Manager Tel: 01305 221951 Email: roger.sewill@dorsetcc.gov.uk

1. **Background**

- 1.1 The Community Offer for Living and Learning has been developed as a positive proposition for the County Council's service users and local communities. It is about how and where they can access services in future, which challenges the current narrative of cumulative cuts in local government services. The concept builds on the Forward Together principles of smarter services, promoting independence and empowering people, and seeks to reconcile the reality that we need to make significant savings with continued high levels of public expectation that services will be maintained, alongside the council's ambition to transform services.
- 1.2 At its meeting on 29 June 2016, Cabinet agreed that the development of the community offer for living and learning is progressed, enabling officers to prepare the business case as well as engage both locally and on a countywide level. Authorisation was also granted to officers to progress in five areas (Blandford, Beaminster, Weymouth, Portland and Ferndown).

2. **Progress since June**

Governance

- 2.1 The Living and Learning Programme Board has been established, and has met monthly since July. It is chaired by the Assistant Director for Early Help and Community Services, has representatives from across Directorates and includes senior officers to provide human resources and financial services contributions to the development of the programme. It has standing invitations to the four relevant Cabinet Portfolio Holders, Councillor Cook, Councillor Croney, Councillor Haynes and Councillor Knox. This Board is responsible to the Way We Work Board and to its chair the Director for Children's Services. This group is vital in developing and refining the detail of the approach.

Community Offer for Living and Learning

- 2.2 The Members Working Group has been established at the request of the People and Communities Overview and Scrutiny Committee. It comprises of Councillor Walsh (Chair), Councillor Butler, Councillor Drane, and Councillor Wheller. The group has met three times since July, has had an overview of the development work and approach of the programme board and provided scrutiny.
- 2.3 Time and care is also being taken in work with local councillors in areas where development work is underway. This is achieving engagement with key local organisations and stakeholders and identifying sensitive topics. The local member also plays a leadership role in the local development workshops.
- 2.4 These arrangements are facilitating innovation and learning from experience, challenge and scrutiny by councillors working with officers.

Development work in the five proof of concept areas

- 2.5 Blandford was selected as the first area. The first stakeholder engagement meeting was held in Blandford on 4 August, with 45 attendees from a range of stakeholders. The local member, Councillor Cooper, introduced the meeting, and there were presentations from the Strategic Director from the Tri-Council partnership, and the Associate Director from Dorset Healthcare NHS Foundation Trust. Representation from many organisations included the Town Council and DT11 Partnership. There was clear support for the approach and drive and commitment to more detailed work and a follow up meeting was held on 2nd September. There is agreement between the stakeholders to work on a shared outcome agenda using the council's four outcomes. With this approach, as well as being supported by the group focusing on community development, service design and communication we will be able to develop an area plan that will set out options for change. Further work with schools is in hand.
- 2.6 The first stakeholder engagement meeting was held in Beaminster on 5 September. A working group will shortly meet and will be represented by: the local member, Beaminster and Villages Local Area Partnership (BAVLAP), Yarn Barton Community Group, a school representative, Children and Adult Services, Skills and Learning. This group will look at the short and long term objectives and how to add value to the existing community work and service provision.
- 2.7 A presentation on the offer was made to the Melcombe Regis Board on 23 September. This was well-received. It was agreed that further work should be undertaken so that the offer would complement work already in hand by the Board and to link this with further engagement with stakeholders on the community offer in the wider area of Weymouth.
- 2.8 In East Dorset both the District and Ferndown Town Council have commissioned a study into how to rejuvenate the town centre. One of the key aspects is likely to be where and how we deliver our services, as we have the library, area office and there is a day centre in the town. The lead for East Dorset and the Ferndown Town Clerk have welcomed the opportunity for Ferndown to be part of the Living and Learning pilot areas.
- 2.9 The opportunity to work with an existing initiative in Wareham has also been identified and further information is given in paragraph 4.1 below.
- 2.10 The offer recognises work is already developed in terms of locality working, e.g., family partnership zones in the County Council and other organisations like the Clinical Commissioning Group (CCG) have their approach to locality working. Work with

partners recognises these and is seeking to integrate on a local basis where this is sensible.

- 2.11 Thinking about the benefits, principles to inform the offer and critical success factors have been developed based on experience to date. These are outlined in more detail as part of the outline business case. This is in line with the intended approach of working with partners and stakeholders to test, develop and refine the approach.

One Public Estate bid

- 2.12 One Public Estate (OPE) is a pioneering initiative delivered in partnership by the Cabinet Office Government Property Unit (GPU) and the Local Government Association (LGA). It provides practical and technical support and funding to councils to deliver ambitious property-focused programmes in collaboration with central government and other public sector partners.
<http://www.local.gov.uk/documents/10180/7666468/2016-09-02+OPE+Phase+5+Prospectus+FINAL.pdf/97f90dcf-19e0-482a-a375-27a41010b94b>
- 2.13 At its heart, the programme is about getting more from our collective assets – whether that's catalysing major service transformation such as health and social care integration and benefits reform, unlocking land for new homes and commercial space, or creating new opportunities to save on running costs or generate income.
- 2.13 This is encompassed in four core objectives:
- creating economic growth (new homes and jobs)
 - more integrated, customer-focused services
 - generating capital receipts
 - reducing running costs.
- Informal discussions with officials leading the scheme suggest that the work that is under way in Dorset on the community offer for living and learning fits the core objectives well. Particular strategic themes identified include:
- Working with the range of organisations across the public services
 - The strong link between health and local government – the importance of prevention at scale in the local Sustainability and Transformation Plan
 - The potential for release of land, in due course, for housing.
- 2.14 In terms of County Council directly delivered or commissioned services which are engaged in this work and which could come together further include: day services, children's centres, adult learning and libraries. This paper provides the Committee an update of progress since June, and includes the draft outline business case for the programme.
- 2.15 While initial bids to this programme, which could provide financial support to the County Council, are below the level for requiring Cabinet approval for sums above £0.5 million, there is the potential for future bids which could see the sum rise above the level for an officer delegated decision. In view of this the support of the Cabinet is requested for future bids to the One Public Estate Programme to be made which may be in the region of £0.5 to £1million.
- 2.16 The deadline for the expression of interest was 7th October, and if successful (and with Cabinet approval), a detailed application will be submitted on 16th December.

3. Draft Outline Business Case

3.1 The draft outline Business Case is attached as Appendix 3. This has been developed significantly since an early version was presented to the Committee in June. This is a live document, and will be amended throughout the life. Members are asked for their comments on the business case. In particular comments are invited on core parts of the business case which are attached at Appendix 1 and 2. For ease the principles and critical factors for success are shown below.

3.2 Principles

We will embed the local offer on the following principles

- a) Focus on people and places by basing services around the way people live their lives & identify with a particular area, and how businesses operate
- b) Share buildings and facilities with partners where possible and work together on the basis that the right people provide the right support at the right time
- c) Encourage all those working in the public sector have a shared agenda, and encourage professionals to share information regularly so that services can be better planned and targeted towards areas of greatest need.
- d) Provide early help, rather than late intervention
- e) Design and run services with the communities and, in some cases, support communities to manage and deliver services themselves
- f) Find out what the local communities can do and add to that
- g) Move away from drawing people into high-cost solutions which are often not best for them
- h) Redesign some services to work more easily and cheaply for people online
- i) Make it easy for people to find what they want or ask for help
- j) Measure our success on how better off people are
- k) Recognise that one size doesn't fit all
- l) Always learn and strive to improve so we can deliver better outcomes for people
- m) Use the resources we have to the best effect.

Critical factors for success

- a) Defining the principles to ensure vital service delivery is not compromised
- b) Setting realistic expectations for each geographically area.
- c) Delivering the financial savings targets
- d) Commitment from senior managers and staff to embrace a new way of working
- e) Meeting the future area community needs
- f) Deliver to an agreed timescale
- g) Working with elected members in their role as championing local interests
- h) Engagement with staff and unions
- i) Partnership and co-production with communities and partner organisations
- j) Understanding that one size doesn't fit all. There will be different solutions in different areas
- k) Effectively communicating the changes to key stakeholders
- l) Reviewing progress regularly.

4. Timescales and next steps

4.1 The Key milestones to be achieved before March 2017 are:

- a) Submit the One Public Estate Bid and any subsequent bidding required
- b) Work with staff in Blandford initially to involve them in the work and enable them to contribute their ideas and suggestions to the approach and then undertake similar work with staff working in the Beaminster area
- c) Allow the Blandford and Beaminster Groups to come forward with option appraisals to inform the Area Business Cases.
- d) Develop the costing and financial modelling
- e) Preparation for public communication, engagement and consultation in the light of how the local approaches are developed
- f) Commence work in the 3 remaining areas – Weymouth, Portland and Ferndown
- g) Look to draw together lessons learnt and ideas from experience, using the emerging sequence of work set out in Appendix 1.
- h) Finalise the outline business case.

4.2 In addition to the initial five areas chosen to prove the concept there is an opportunity to connect work on the living and learning community offer has been identified in Wareham in relation to development of a health hub. The County Council was involved in initial discussions on this in January 2016. While this is not one of the five areas approved for development work in relation to the community offer for living and learning it is recommended that authority is given to extend to this work. This is on the understanding that the Clinical Commissioning Group and local GPs will lead on this work and while the council will need to commit resources to this work it will not be as intensive as required where we are leading in the five already identified areas. It also has the benefit of working in the Purbeck District Council area and would require engagement with that council in relation to the living and learning offer. This would mean that the council had undertaken work with senior officers in all six district council areas which can only assist any future roll-out.

5. Conclusions

5.1 This report outlines the progress made since the last report to the Committee in June 2016. Councillors have been involved locally in this development and in shaping and providing scrutiny to the programme. The response from stakeholders has been positive to the approach and they have committed to further more detailed work in both Blandford and Beaminster. This is encouraging and a clear way forward is apparent as outlined in paragraph 4.1 above. Officers are mindful that it is vital that this work contributes to the savings required by the council.

Sara Tough
Director for Children's Services

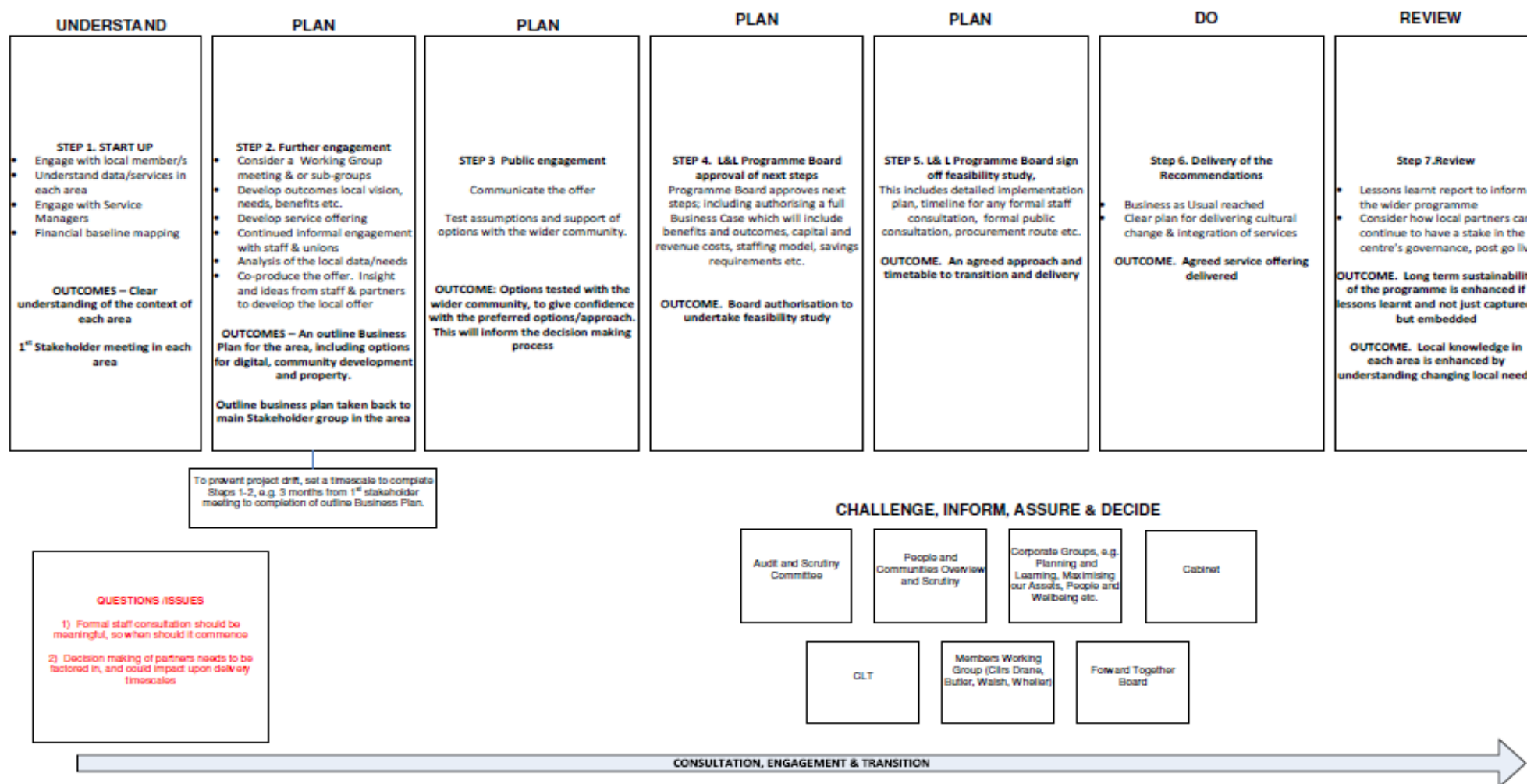
October 2016

Phases of Programme

COMMUNITY OFFER FOR LIVING AND LEARNING CENTRES. PILOT STEPS

DRAFT 1.8

Page 49



Community offer benefits, principles and critical factors for success (extract from business case)

LIVING AND LEARNING. V3.1

Shaping local services in your community; a new local offer

We want to work with other organisations to make public and community assets work better for everybody.

A new relationship, a new local offer, defined by engaging and working with our communities, is needed. There remains a significant amount of funding for services across Dorset but it is essential that we now focus our efforts and funding on addressing collectively agreed priorities and in ways that complement existing relationships and strengths across communities.

At the heart of local offer will be an understanding of what we can do to improve the life chances of people in local communities.

Living and Learning benefits. A core part of the Living and Learning offer will be to review how and where we provide services in communities. This includes communities accessing services such as Children's Centres and Libraries, and more specialist services such as Day Care Centres. Where services will continue to be accessed in communities they will reflect the needs and aspirations of the local community and could include:

- A place to meet and socialise
- A place where face to face services are accessed – by or on the behalf of councils, government or health organisations.
- A place where services can be better located together to improve the people's experience
- A place where residents can be helped to access services, benefits and support online
- A place where volunteer groups and small business start-ups can deliver services

Living and Learning principles. We will embed the local offer on the following principles

- Focus on people and places by basing services around the way people live their lives & identify with a particular area, and how businesses operate
- Share buildings and facilities with partners where possible and work together on the basis that the right people provide the right support at the right time
- Encourage all those working in the public sector have a shared agenda, and encourage professionals to share information regularly so that services can be better planned and targeted towards areas of greatest need.
- Provide early help, rather than late intervention
- Design and run services with the communities and, in some cases, support communities to manage and deliver services themselves

Community Offer for Living and Learning

- Find out what the local communities can do and add to that
- Move away from drawing people into high-cost solutions which are often not best for them
- Redesign some services to work more easily and cheaply for people online
- Make it easy for people to find what they want or ask for help
- Measure our success on how better off people are
- Recognise that one size doesn't fit all
- Always learn and strive to improve so we can deliver better outcomes for people
- Use the resources we have to the best effect.

How this will happen. We will

- Understand the community
 - The current needs, what the future may look like
 - What is already available in the location
- Work with staff, residents and organisations to shape the offer. People will help shape how their needs are met and create better, more affordable solutions together
- Understand what this Living and Learning facility would cost and how it would be managed
- Realign management and finance structures
- Build the brand of this new offer
 - Breaking down barriers
 - Align with existing community networks and communication channels
 - Create 'the place to go to' for all sorts of activities and services
- Create a virtual offer to ensure an overall comprehensive community offer.

Context and reasons for change. Dorset's nine councils spend £920million a year delivering services. This year, the amount of money the Government passed on to Dorset's councils to run services was £51.9million. That's £142million less received in Government funding today than in 2010/11.

Our hard work has made the county council more efficient and by 2019/20 Dorset's councils will have made savings over 10 years of almost £200million. But a further £30.4million must be found between 2019 and 2025.

Other organisations who provide services in your communities are also affected and collectively we must find new ways to support the most vulnerable in our communities otherwise many services will have to change drastically, or even stop altogether.

If we do nothing, essential and valued services will suffer further beyond 2019, or stop altogether.

Forward Together. The Living and Learning offer is part of Dorset County Council's Forward Together programme which aims to transform the way the council works by 2020. Its principles are:

- Greater independence – working hard to support communities and individuals to support themselves
- Smarter services – reducing costs and overheads, making sure we deliver cost effective services
- Empowered people – ensuring staff, communities and partners are valued, skilled and empowered to work together for a strong and successful Dorset.

Community Offer for Living and Learning

There are four outcomes in the council's corporate plan that underpin everything we do. These are that people in Dorset are safe, healthy, independent and prosperous.

Next steps

We have identified 5 pilot areas to work with communities to test our approach. These are Blandford, Beaminster, Portland, Weymouth and Ferndown. The first stakeholder meeting in Blandford took place in August, and Beaminster was in September. Over the next few months we will be working with stakeholders in the other pilot areas, and involving staff in helping us shape the local offer.

This is our vision, but for this to work we need to work with partners to ensure that we are all aligned.

For further information contact

livingandlearning@dorsetcc.gov.uk

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

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People and Communities Overview and Scrutiny Committee

Dorset County Council



Date of Meeting	11 October 2016
Officer	Director for Adult and Community Services
Subject of Report	Registration Services
Executive Summary	<p><u>Introduction</u></p> <p>The Policy Development Panel met for the 4th time on 8 September 2016.</p> <p><u>Update</u></p> <p>The Panel meeting on 6 April supported proposals for public consultation. Public consultation on the following proposals was held between 16 June and 11 August 2016:</p> <ul style="list-style-type: none"> (i) Withdrawal of Tell us Once for Births Service. (ii) Introduction of the Nationality Checking Service. (iii) Reduction in the number of registration offices from 11 to 5 and locating them at Blandford, Bridport, Dorchester, Wareham and Ferndown. (iv) Reduction in the number of ceremony rooms from 8 to 3 and what factors were important in determining their location. (v) Introduction of a two stage marriage process.

	<p>(vi) Charging a full cost recovery fee for marriages.</p> <p>527 responses to the consultation were received</p> <p>The Panel is of the view that it is appropriate to recommend to the People and Communities Committee in due course that :</p> <ul style="list-style-type: none"> (i) The Tell Us Once Service for Births is withdrawn (ii) The Nationality Checking Service is piloted. (iii) A two stage marriage process is introduced. (iv) A full cost recovery fee is charged for marriages. <p>The Panel decided that it wished to give further consideration to the future location of offices. It noted that there may be a cost pressure in maintaining the current number of offices but recognised the importance of giving further consideration to the retention of more than five. The Panel asked officers to provide further information about options and access to the service and as to how costs may be met through new approaches to income. The next meeting of the Panel has been arranged for 31 October 2016.</p> <p>A final report and recommendations of the Panel will therefore be provided to the People and Communities Overview Committee on 11 January 2017.</p>
<p>Impact Assessment:</p>	<p>Equalities Impact Assessment:</p> <p>The draft impact assessment has identified potential impact on access to services for people living in rural areas and on people with lower incomes. Consultation responses have equated impact on older people with issues of access to public transport.</p> <hr/> <p>Use of Evidence:</p> <p>Evidence has been used in the work of the panel, including the results of the public consultation.</p> <hr/> <p>Budget: Registration Service is self-funding. Potential national change in relation to who can conduct marriage ceremonies may have an impact on the income receive by the County Council. The Panel is considering budget issues.</p>

Registration Services

	<p>Risk Assessment:</p> <p>Current Risk: LOW Residual Risk LOW</p>
	<p>Other Implications:</p> <p>Offices are in some places in shared buildings with District and Town Councils and proposals for change are of interest to these organisations.</p>
Recommendation	<p>The Committee is asked to:</p> <p>Note the update provided on the work of the panel.</p>
Reason for Recommendation	<p>To provide a progress report to Committee on the work of its Policy Development Panel.</p>
Appendices	<p>None.</p>
Background Papers	<p>None.</p>
Officer Contact	<p>Name: Paul Leivers, Assistant Director of Early Help and Community Services Tel: 01305 224455 Email: p.leivers@dorsetcc.gov.uk</p>

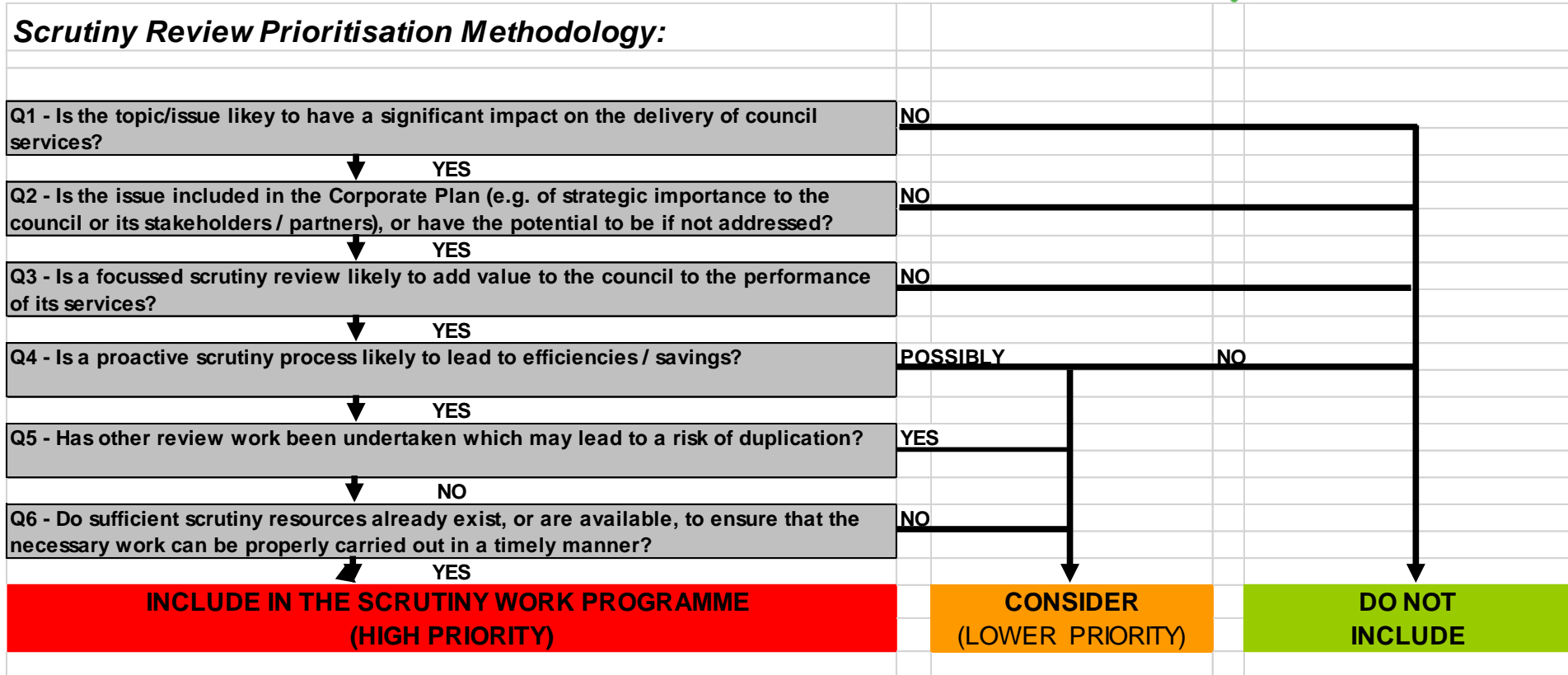
Helen Coombes
Director for Adult and Community Services
October 2016

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People and Communities Overview & Scrutiny Committee Work Programme

Chairman: Cllr David Walsh
Vice Chairman: Cllr Steve Butler

Specific issues previously discussed by the Panel for potential further review:	
Care Review (including - Cost of Care; Quality of Care provided - in conjunction with NHS; and Support for Carers)	For all five items listed to the left members are asked to: <ul style="list-style-type: none"> • Complete the prioritisation methodology • Identify lead Member(s) and lead Officer(s) • Provide a brief rationale for the scrutiny review • Indicate draft timescales • Assign the item to a meeting in the work programme
Demographic pressures on services – impacts of an increasing population	
Adoption and Fostering – working along-side the Safeguarding Overview and Scrutiny Committee	
Special Educational Needs – accessibility and transport	
Fair Charges for Care and Support - Outcomes of Consultation	
Housing – working along-side the Economic Growth Overview and Scrutiny Committee	The Chairman of the Economic Growth Overview and Scrutiny Committee is exploring the scrutiny of housing being led by the Dorset Tri-Borough Partnership (WDDC, W&PBC and NDDC). The Council could take part in the review as a partner, particularly regarding availability of land.
Note: The item raised in relation to 'Demographic pressures on services – impacts of an increasing population' was considered by the Overview and Scrutiny Management Board on 1 September 2016. They concluded that this should be considered as part of the work of the Budget Strategy Task and Finish Group.	



All items that have been agreed for coverage by the Committee have been scheduled in the Forward Plan accordingly.

Date of Meeting		Item/Purpose	Key Lines of Enquiry (KLOE)	Lead Member/Officer	Reference to Corporate Plan	Target End Date
11 October 2016 (10.00am)	1.	<u>Co-Production and Community Capacity Building. To include Social Isolation (incl. digital and tech strategy) and Dorset Partnership for Older People Programme</u> To provide an opportunity to review the Action Plan for Co-Production and Community Capacity Building, but to then expand the topic to start to address social isolation and how the Council considers Social Value. The oversight of POPP as context and background will also be included.	<ul style="list-style-type: none"> • Social Isolation and other types of isolation • Social Value Act • Digital and Technological developments • Dorset Partnership for Older People Programme • Links with service change and Living and Learning Centres 	Cllr Butler / Patrick Myers Head of Corporate Development; Sue Warr Service Manager - Dorset POPP; and Richard Pascoe Head of ICT and Customer Services		TBC
	2.	<u>Motion from Council - Racism and Xenophobia</u> The motion referred to the Committee by County Council on 21 July 2016 from Cllr Canning)	The Committee are requested to consider the motion, receive any necessary background information, and agree a suitable resolution.	Cllr Canning / Kelly Haggett Equalities and Diversity Officer		11/10/16
	3.	<u>Registration PDP</u> Outcome of PDP – from meeting held on 8 September 2016	To complete the review underway into the future of the registration service and following public consultation in summer 2016.	Cllr Trite (Chair of PDP) / Paul Leivers Head of Early Help and Community Services		11/10/16
	4.	<u>Community Offer for Living and Learning & Working Group and Early Help and Prevention - Children and Young People</u> Engagement of appropriate parts of the council working directly and with partners, including town and parish councils to achieve benefits and outcomes in this area. Consideration of different ways to deliver our services as money	The Chairman to report on the progress of group work on living and learning, and scope to scrutinise how this links to early help and prevention for children and young people.	Cllr Walsh / Paul Leivers Head of Early Help & Community Services		TBC

Date of Meeting		Item/Purpose	Key Lines of Enquiry (KLOE)	Lead Member/Officer	Reference to Corporate Plan	Target End Date
		becomes tighter				
11 January 2017 (10.00am)						
20 March 2017 (10.00am)						
26 June 2017 (10.00am)						
11 October 2017 (10.00am)						

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People and Communities Overview and Scrutiny Committee

Initial Scoping Proposal

<p>Item:</p> <p>Fair Charges for Care and Support</p>	<p>Lead Member:</p> <p>David Walsh, Chairman</p> <hr/> <p>Lead Officer:</p> <p>Michael Ford, Service Manager</p>
<p>Suggested Scope:</p> <p>This proposal is already the subject of a report to the Cabinet on 28 September 2016.</p> <p>The proposal will give members an opportunity to shape new adult social care charging policies in the light of the Care Act and the significant budget gap identified in the county council's medium term financial plan. All directorates are working towards budget reduction targets. Increasing charges to some people who can afford to pay them, may help to avoid cuts in services that would affect all adults in need of care and support.</p> <p>The Care Act 2014 gives the council a duty to arrange care and support for adults with eligible needs, and a power to meet non-eligible needs. In each case we have the discretion to choose whether or not to charge, unless the law says that the care or support must be provided free of charge. The proposal is that we review the way we will exercise that discretion, in accordance with the regulations; the statutory guidance and the overarching principle that people should only be asked to contribute what they can afford.</p> <p>The review will consider the council's use of public money to subsidise certain services. Untargeted subsidies do not align with our overall social care policy direction towards 'personalisation' and they tend to undermine our efforts to treat people equitably.</p> <p>The proposed review will consider the following eight areas:</p> <ul style="list-style-type: none">(i) Discretionary 'disregards' in the financial means-test;(ii) Charges for residential and non-residential care;(iii) 'Top-up' payments in residential care;(iv) Administration charges for arranging care and support;(v) Deferred payment agreements;(vi) Charges made by the SUFA team;(vii) Concessionary transport;(viii) Information and advice.	
<p>Methodology:</p> <p>The new policy proposals will be developed on the basis of evidence gathered from practice, research and data analysis. Additionally, and in order to achieve a fair outcome, it is proposed that a key part of the review will be a public consultation, which would:</p>	

- a) provide evidence to inform the completion of the Equalities Impact Assessment;
- b) seek feedback to help shape the proposed policy changes whilst they are still at a formative stage;
- c) contribute to raising the overall level of public engagement in county council policy development.

It is proposed that the review will be shaped by a principle that the Cabinet has previously supported - that we will generally identify the actual cost of care and support services and will then charge that amount to a person, in proportion to their ability to pay, as determined by an individual means-test. With input from members, the review will seek to identify any appropriate exceptions to that principle.

Exceptions to the principle might include certain services to carers; and situations where the Equalities Impact Assessment has identified a need to mitigate against cumulative negative impacts on groups with protected characteristics.

The Executive Advisory Panel that oversees this work has adopted nine 'guiding principles' from Care Act statutory guidance to underpin the development of financial policies. In brief these include: affordability; consistency, transparency; and wellbeing etc.

Timescale:

Implementation of the new policy on 1 April 2017, subject to alignment with the new case management system.

Date approved:

Initial Scoping Proposal

Item:	Lead Member:
Quality and Cost of Care	Lead Officer: Sally Wernick
<p>Suggested Scope:</p> <p>This scope will seek to give members the opportunity to scrutinise and develop their understanding of the quality of care within residential and nursing care in Dorset. It will include both quantitative and qualitative data about quality experienced by both those who have their care commissioned by the NHS and LA and also those who pay for their own care.</p> <p>In addition the scope will include information about the systems in place to improve quality, how performance is monitored and the role of Healthwatch in supporting quality improvement</p> <p>Lastly the scope will include an opportunity to hear through an Inquiry day qualitative feedback and views from a range of stakeholders including providers</p> <ul style="list-style-type: none"> • Residential care, nursing care and support at home • Care Quality Commission ratings • Arrangements for quality monitoring • Analysis and prices – local authority and self funders • CHC integrated work with Clinical Commissioning Group • Role of Healthwatch and customer feedback 	
<p>Methodology:</p> <ul style="list-style-type: none"> • Group work via an Inquiry Day • Presentation of data • Provider Interviews • Healthwatch 	

Timescale: Completed by February 28 th 2017	Date approved: