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#### To all Members of the

#### OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

#### AGENDA

Notice is given that a Meeting of the above Panel is to be held as follows:

**VENUE:** Council Chamber - Civic Office **DATE:** Thursday, 10th November, 2016

TIME: 10.00 am

Members of the public are welcome to attend

#### **Items for Discussion:**

- 1. Apologies for absence.
- 2. To consider the extent, if any, to which the public and press are to be excluded from the meeting.
- 3. Declarations of Interest, if any.
- 4. Minutes from the Meeting of the Overview and Scrutiny Management Committee held on 6th October, 2016. (Pages 1 10)
- 5. A. Items where the Public and Press may not be excluded.
- 6. Public Statements.

[A period not exceeding 20 minutes for statements from up to 5 members of the public on matters within the Committee's remit, proposing action(s) which may be considered or contribute towards the future development of the Committee's work programme.]

#### Jo Miller Chief Executive

If you require any information on how to get to the meeting by Public Transport, please contact (01709) 515151 – Calls at the local rate

Issued on: Wednesday, 2nd November, 2016

Senior Governance Officer Christine Rothwell for this meeting: Tel. 01302 735682

- 7. Stronger Families Update. (Pages 11 18)
- 8. Overview and Scrutiny Work Plan 2016/2016 Update (Pages 19 28)

# MEMBERSHIP OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

Chair – Councillor John Mounsey Vice-Chair – Councillor Charlie Hogarth

Councillors John Cooke, Rachael Blake, Richard A Jones, Neil Gethin, Jane Kidd and Paul Wray

Substitutes – Vice-Chairs of the Overview and Scrutiny Panels Councillors: Nigel Ball, Jane Cox, Majid Khan and Cynthia Ransome

Invitees:

Paul Smilie (UNITE)

#### DONCASTER METROPOLITAN BOROUGH COUNCIL

#### OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE

#### THURSDAY, 6TH OCTOBER, 2016

A MEETING of the OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE was held at the COUNCIL CHAMBER - CIVIC OFFICE, DONCASTER on THURSDAY, 6TH OCTOBER, 2016 at 10.00 AM

#### PRESENT:

Chair - Councillor John Mounsey

Councillors Rachael Blake, Jane Kidd and Jane Cox

#### **ALSO IN ATTENDANCE:**

Councillors Jane Cox and Majid Khan

#### Officers:

Simon Wiles, Director of Finance and Corporate Services
Peter Dale, Director of Regeneration and Environment
Kim Curry, Director Adults, Health and Well-being
Damian Allen, Director Learning Opportunities and Skills (DCS)
Dave Wilkinson, Assistant Director Trading Services and Assets
Victor Joseph, Public Health Consultant
Alan Wiltshire, Head of Policy and Partnerships
Louise Parker, Interim Head of Service Strategy and Performance Unit Manager

#### **APOLOGIES:**

Apologies for absence were received from Councillors John Cooke, Richard A Jones, Neil Gethin and Paul Wray

		<u>ACTION</u>
23	DECLARATIONS OF INTEREST, IF ANY.	
	No declarations were made at the meeting.	
24	MINUTES FROM THE MEETING OF THE OVERVIEW AND SCRUTINY MANAGEMENT COMMITTEE HELD ON 7TH JULY AND 1 SEPTEMBER, 2016	
	RESOLVED that the minutes of the meetings held on 7th July and 1st	

	September, 2016 be approved as a correct record and signed by the Chair.	
25	PUBLIC STATEMENTS.	
	There were no public statements made at the meeting.	
26	FINANCE AND PERFORMANCE IMPROVEMENT REPORT: 2016/ 17 QUARTER 1	
	The Chair welcomed Officers to the meeting and invited Officers to address the Committee with regard to any new information, and address any queries in terms of budget and performance.	
	The report outlined that at quarter 1, the Council was forecasting a year-end overspend of £2.8m which included the Children's Trust £1.8m overspend and Regeneration and Environment overspend of £2.6m. It was noted that these overspends would be offset by £3.1m one-off underspends including Treasury Management £2.3m. The projection included the expected delivery of £36.3m savings towards the £40.2m target, leaving a shortfall of circa £3.9m mainly on Assets programme which was included in the Regeneration and Environment outturn figure and Digital Council savings allocated to Directorates.  Members were also advised that the overall performance of our the service measures were good with 89% exceeding or close to local targets which was similar to the previous quarterly figure. It was noted	
	that Doncaster had it highest employment rate in 11 years, the time taken to process new Council Tax claims had achieved its target and 65% of the Council spend was with local providers. It was also noted that further improvements were required within Direct Payments, Care Leavers in Education, training or employment, sickness and channel shift to online services.	
	Finance and Corporate Services	
	Simon Wiles, Director of Finance and Corporate Services, was in attendance at the meeting and endeavoured to alleviate any concerns and respond to any queries on the matters raised by the Committee. Some of the areas highlighted included:-	
	<ul> <li>Days lost to sickness</li> <li>Digital Council</li> <li>Pensions</li> <li>Overspend within the Children's Trust</li> </ul>	
	The Chair Councillor John Mounsey and Members raised their concern with regard to sickness within some Directorates and asked what interventions were being put in place to tackle this worrying issue. Simon Wiles indicated that didn't have a detailed understanding of the	

reasons why sickness had increased in two departments and it was perhaps a question Directors could provide a response to. Simon explained that it may be down to the nature of work carried out within those directorates. It was also thought that because of terms and conditions changes this may also have an effect on sickness absence. Clarification was sought as to whether meetings took place with Unions since the Employee Relations Committee had been disbanded. Simon responded to the query stating that the Doncaster Consultative Group meet on a regular basis of which there were representatives from the Unions and Jill Parker, Assistant Director HR, Communications meets weekly with all Unions.

Kim Curry, Director of Adults, Health & Well-being stated that the service had carried out a significant amount of work on sickness and the main reasons for sickness within the directorate were stress & anxiety. She also advised that this was also the national profile from this area of work. She stated that access was provided to the Health and Well-being service and staff were given the options of phased returns to work. Kim went on to explain that whilst working practices were and would be in the process of change, members should start to see an improvement within Quarter 2.

In respect of the Digital Council, Councillor John Mounsey asked how the overspend would be addressed. Simon Wiles reported to Members that half of the Council's services can be accessed through digital means and it was envisaged that by the end of the year 85% of services would be accessible digitally. He did stress that there were fewer customers than what he would of liked to be using services such as e-billing and it was clear that further work was required to encourage customers to use digital services. Whilst customers were offered the opportunity and encouragement to access services digitally, the Council would still operate the other forms of contact. Questions were raised as to whether the system of reporting faults etc was working. Simon reported that the system does work, it was how the system was used by staff that required improvement. He stated that a process of enabling progress on jobs to be fed back to customers/complainants was being further developed.

With regard to pensions highlighted at page 22 of the report, Councillor John Mounsey asked what was being done to address this matter. Simon Wiles reported that whilst the costs of future service pensions and pensions deficit payments would increase in the current pensions revaluation, the Council were confident of keeping the total increase within the sum set aside in the provisional 2017/18 budget. It was noted that it would be false economy not to pay the deficit and he envisaged that payments would not be increased.

Members expressed concern and sought an update in relation to the current overspend within the Children's Trust and asked whether meetings between the Council and the Trust were robust and

challenging and whether the Council would be required to fund the Trust further. Simon Wiles reported that because the Trust were independent, the Council were only liable for what was built into the agreement. He stated that the agreement was due to end in March 2018 and the Trust would be required to re-negotiate the underwriting of that agreement by next summer. He advised members that the meetings held between the Trust and the Council were fairly testing and there was good debate albeit difficult to pin down what the action plan was to alleviate the budget pressures. Simon also stated that whilst the quality of care had improved, it was noted that there was concern regarding value for money.

The Chair thanked Simon for his attendance and for his valued input to the meeting.

#### Adults, Health and Well-being

The Director of Adults, Health and Wellbeing, Kim Curry and Victor Joseph, Public Health Consultant were in attendance at the meeting and provided updates to the Committee with regard to any performance and budget issues.

The following areas were considered and discussed:-

Proportion of people using social care who receive direct payments – Members raised a number of queries with regard to performance around direct payments being low. Members were assured that this was being addressed and further training for staff was being provided to assist them with the promotion of the direct payment scheme to customers. It was also noted that this was also included within immediate business improvement projects being taken forward in the Transformational Programme.

Permanent admissions to residential and nursing care homes – Members were advised that the target for this performance indicator would be met and the Council would be closer than it ever had been to the national average. It was further advised that targets within this service had been met for each month since January 2016.

Further discussion took place on 3rd Sector infrastructure and members felt that that community groups established required the support of the Council in order for the service to be fit for purpose. It was advised that there had been debate on infrastructure support and a tender for a phase sector strategy had been started but recently stopped as further consultation was required. It was advised that a further report would be considered later in the year.

Further clarity was sought into how the service would look within 6 month time. Members were advised that as a carer there would be improved access for carer assessments and through discussion with

Social Workers, people would live independently at home for longer and those natural forms of support would be provided through the community. The Council would be working more closely with the NHS and those early stage referrals would be identified quicker through assessments being carried out within local hubs in the community.

With regard to residential care, discussion took place around the suitability of some homes within the borough. It was advised that if there were any concerns raised regarding a home, these would be identified and dealt with at the regular meetings and monitored through a sub-group. It was noted that the power to close a home lied with the Care Quality Commission. It was also advised that there was an over capacity for residential care nationally.

The Chair thanked Officers for their attendance and for their valued input to the meeting.

#### Learning, Opportunities and Skills

The Director of Learning, Opportunities and Skills, Damian Allen was in attendance at the meeting to provide updates to the Committee with regard to any performance and budget issues and how DMBC were working alongside the Doncaster Children's Trust.

Red Measure – Percentage of children's case file audits related requires improvement or better – Members were advised that following the Trust's inspection the quality of practice and assessments were deemed variable for monitoring of case files. It was noted that Ofsted had commented that the process of mediation was good and although a breakthrough of a 10% reduction had been recorded there was still improvements to be made. Members were also advised that in August there had been no inadequate monitoring recorded.

In relation to the meetings that take place between the Trust and the Council, it was asked whether those meetings were robust and challenging enough from the Directors point of view. Members were advised that due to availability of officers and inspection no formal meeting had taken place to look at the Quarter 1 figures albeit regular monthly budget/performance meetings had taken place. It was stated that an Annual Review would be carried out at the beginning of November and a report would be submitted to the Secretary of State by the end of the year. Members were advised that in addition to formal monitoring, the Trust were held to account through the Corporate Parenting Board and Overview and Scrutiny.

Concern was raised with regard to the £1.8m overspend within the Trust. Damian Allen shared those concerns and echoed Simon comments that although the quality of care had improved, the business management of the Trust required much improvement and the Council require an assurance that a strategy and action plan to deal with the

financial pressures was being produced.

Percentage of Care Leavers in Employment, Training and Education – It was considered by Members that the target was too low to start with. Damian was in agreement with Members but some Care Leavers were not always ready for the employment market. He stated that the Team were working closely with Regeneration and Environment on pre-apprenticeships and looking at alternative routes on traineeships.

The Chair thanked Officers for their attendance and for their valued input to the meeting.

#### Regeneration and Environment

The Director of Regeneration and Environment, Peter Dale and the Assistant Director for Trading Services and Assets, Dave Wilkinson were in attendance at the meeting to provide any updates where needed on the areas Members felt were cause for concern.

Red Measure, number of Apprenticeships completing a level 3 or above qualification as part of the Council's internal apprenticeship programme – It was reported that the figures could be better but through the new programme aspirations were being achieved and it was envisaged that this would continue.

A query was made in relation to fly-tipping and what the reason was for the dramatic difference in the figures. Peter Dale stated that there had been an increase in numbers in June-August and this could also have been a result of resources being pulled away to focus on the alley ways within the borough, but through the establishment of the new street scene programme the figures were now back up to the target of 80%.

The Chair, Councillor John Mounsey asked when the infrastructure for a railway would be developed for the IPORT at Rossington. Peter Dale stated that he had asked the company the same question and the response was that it was expected to be within the next 12 months but he would continue to push them on this.

The Committee asked what the current position with regard to the Trading and Assets Revenue Variance. It was reported that action was being taken to improve the report position including general limits on expenditure and the Directorate were working alongside Learning, Opportunities and Skills on Passenger Transport. In relation to school transport although there was little control over this area, collaborative working with Learning, Opportunities and Skills was taking place to reduce the deficit which had already seen a reduction.

Concern was raised with regard to the rise in days lost to sickness and Members asked for an explanation for this. Members were advised that

the 2 biggest factors for sickness within the Directorate were stress and muscular/skeletal. It was reported that Action plans were put in place, monthly meetings take place with the Assistant Director, the correct level of challenge has been established through referrals and return to work interviews and Officers were maintaining contact with those members of staff on long term sick. Members were advised that the figures were starting to reduce and it was hoped that through the introduction of a stress/happiness survey that was being piloted by the Directorate the percentage would reduce further. It was also envisaged that depending on the outcome of the pilot the scheme would be rolled out across the whole of the Council. It was also noted that for those staff who suffer from muscular/skeletal problems, the directorate do give them the opportunity for carrying out lighter duties which would be highlighted within their action plan. The Chair thanked Officers for their attendance and for their valued input to the meeting. **RESOLVED that:-**(1) areas of performance and financial information be noted; All to note All to note (2) the virements approved by the Chief Financial Officer, Chief Executive and Portfolio Holder detailed in paragraph 28 and Appendix B be noted; the new charges as detailed in paragraph 29 and the change to All to note (3) the charge approved in the 2016/17 budget detailed in paragraph 34 be noted; and the new additions to the Capital Programme as detailed in All to note (4) Appendix D be noted. SLHD PERFORMANCE & DELIVERY UPDATE: 2016/17 QUARTER 27 ONE. The Chief Executive of St Leger Homes of Doncaster, Susan Jordan, was in attendance at the meeting, along with Stephen Thorlby-Coy, Head of Business Excellence in order to update the Committee with regard to any performance issues for Quarter 1. Key elements to note from the report were as follows:-Eight of the ten key performance indicators were on target, two were within acceptable tolerance levels and there were no performance indicators below target.

- Performance measure: void rent loss through vacant properties were performing well against its target.
- Performance measure: percentage of current rent arrears against Annual Debit was performing well against target.
- Performance measure: scheduled repairs % of premises kept was near its target.
- Performance measure: Days lost to sickness per Full Time Equivalent was near target.

Following the presentation of the report, Members were afforded the opportunity to ask questions and make comments on the performance report.

Members expressed some concern with regard to the days lost to sickness and asked what measures had been put in place to improve the outcome. Susan Jordan, Chief Executive St. Leger Homes, reported that the target that had been set was challenging and it was envisaged that the outturn would stand at 8.4 days. She indicated that the main reasons for sickness within the service were Stress related and Muscular & Skeletal. She reported that since the writing of the report, the figures had already reduced so the service was going in the right direction. Susan advised Members that monthly meetings take place with Managers to address sickness and all members of staff within the service were members of Westfield, so there was access to Doctors opinions, Physiotherapists and Occupational Health. With regard to Stress, she stated that Stress Risk Assessment were carried out and training was provided. A stress assessment would be carried out with the member of staff and their Line Manager and a clear action plan would be put in place. Members were also advised that for those staff who suffer from muscular and skeletal problems, light duties would be offered to staff and in some cases working from home would be a solution.

Discussion took place in regard to Void Rent Loss and Susan reported to Members that the service were working very hard on voids which had been reduced. Weekly meetings take place with the team to go through each void in turn and it was noted that there was a whole range of reasons why a property had become void but it was pleasing to see movement in the right direction.

In conclusion, the Chair and Members thanked Susan and St Leger Homes staff for all the hard work carried out and were pleased with the outcomes within the report.

<u>RESOLVED</u> the progress of the SLHD performance outcomes and the contribution SLHD makes to supporting DMBC strategic priorities was noted.

All to note

OVER\	OVERVIEW AND SCRUTINY WORK PLAN 2016/17- UPDATE				
Scrutin					
RESOL	LVED that:-				
(1)	All to note				
` '	•	All to note			
	The Se Scrutin Scrutin RESOI (1)	The Senior Governance Officer presented the current Overview and Scrutiny work plan highlighting areas of work undertaken by the Scrutiny Panels since the last meeting.  RESOLVED that:-  (1) the 2016/17 Overview and Scrutiny work plan, be noted; and			



# Agenda Item 7



10th November, 2016

# To the Chair and Members of the Overview & Scrutiny Management Committee Stronger Families Programme Update.

Relevant Member(s)	Cabinet	Wards Affected	Key Decision
Councillor McGuinness	Chris	All	No

#### **EXECUTIVE SUMMARY**

- 1. The Committee will be provided with a presentation giving an update on the Expanded Stronger Families Programme to date.
- 2. In the current 'Expanded Programme' (AKA Phase2), we are asked to turn around 2950 families; this is a massive increase from the first phase programme and as such requires the buy in of all partner organisations.
- 3. We are currently working with over 700 families which is on track
- 4. The Expanded Programme is far more complicated than Phase 1 in that the criteria for eligibility has doubled and the process for claiming *'Payment by Results'* (PbR) is far more difficult as it is on an *'all or nothing'* basis.
- 5. Progress continues but it is slow in these first years of the programme; but this is not out of step with many other areas across the country.
- 6. Although our claim rate to date is low, there have been significant progression and positive outcomes for a large number of families
- 7. An action plan is in place to continue to embed the programme into service delivery and improve the progress of cases coming through services and partner agencies for claims.

#### **EXEMPT REPORT**

8. This is not an exempt report.

#### RECOMMENDATIONS

- 9. That the Committee:
  - i. Note the progress of the Expanded Stronger Families Programme to date (April 2015-October 2016).
  - ii. Comment on the current Proposals for improving the claim rates for the Expanded Programme.

#### WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

- 10. Doncaster Council and its partners are making real progress in developing comprehensive early help and family support based on the Stronger Families whole family ethos. As we know, families with multiple problems require a number of agencies to work with them to support them to change their behaviours and improve their lives; in the past this was often done in isolation to suit service delivery more than the families themselves. The Stronger Families Programme has shown that by improving the coordination of services around families and by embedding a whole family approach using a lead professional model, families can get to know an individual worker and build a working relationship with them. This allows for quicker improvements, reduced duplication and improved outcomes for families. Also the longer term nature of the required outcomes within the programme mean families sustain the improvements far more as they have the continued support of the worker.
- 11. Through phase 1 of the programme hundreds of families were supported to tackle deep rooted complex issues that have affected them often for years. Evidence and direct feedback from families in Phase 1 of the programme shows this lead professional model is strongly favoured. Families are able to get to know the lead professional who works with them to tackle the issues that are affecting their lives. This strong feedback from families recently formed the basis of Doncaster's evidence on the impact of the programme for the forthcoming Public Accounts Committee inquiry.
- 12. The Expanded Stronger Families Programme has a much wider scope which means we can reach and support many more families over the next few years. The programme has changed in that there is now a greater focus on understanding and reducing costs and driving service transformation to sustain the ways of working beyond the life of the programme. Stronger Families is closely aligned to the Early Help work currently being implemented in Doncaster.
- 13. Not delivering the programme effectively will have both financial and reputational impacts for Doncaster and the Council. The current issues relating to the difficulties in identifying families and then tracking them through to a claim appear on the surface to be cultural and process issues. Other areas are also struggling and this suggests some issues relate to the complexity of achieving an 'all or nothing' claim in the present programme.
- 14. We have identified and engaged a good number of families which gives us scope to improve our claims while we look to embed the Stronger Families practices into other services and partner agencies.

#### **BACKGROUND**

15. The National Troubled Families Programme began in April 2012 with the first phase ending March 2015. Across the country the Prime Minister vowed to 'turn around' 120,000 families within that parliament. Doncaster agreed to turn around 870 families within that period. To ensure this we had to work with over 1000 families and we actually turned around well over 900 families.

- 16. The programme has made a vast difference to hundreds of Doncaster families who often had a long history of being in and out of services. Families have been supported to gain employment or improve school attendance or stop any involvement in crime or ASB; however these are often symptoms of root causes such as poverty, mental health or emotional wellbeing issues and vulnerability. Families are encouraged to tackle the root causes of the issues as well as the symptoms and be full partners in the process. As such families felt listened to, active in their improvement and build their resilience for the future; thus reducing the need to access high cost services in the future. This feedback has formed the crux of Doncaster's feedback to the recent Public Accounts Committee inquiry into the Troubled Families Programme.
- 17. The success of the first phase of Stronger Families meant Doncaster was invited to participate in the Expanded Troubled Families Programme, running from April 2015 to March 2020. This Programme is centred on 6 headline family issues determined by Government, these are:
  - 1. Parents and children involved in crime or anti-social behaviour.
  - 2. Children who have not been attending school regularly.
  - 3. Children who need help: children of all ages, who need help, are identified as in need or are subject to a Child Protection Plan.
  - 4. Adults out of work or at risk of financial exclusion or young people at risk of worklessness.
  - 5. Families affected by domestic violence and abuse.
  - 6. Parents and children with a range of health problems.
- 18. Recent media activity has portrayed a very negative picture of the National Programme which the Government have rebuked. A Public Accounts Committee met on the 19<sup>th</sup> October to review evidence of impact of the programme. Doncaster submitted a strong case to show how the programme locally has improved the lives of families.
- 19. The programme in Doncaster is driven by a senior level multi-agency Steering Group chaired by a Senior Manager in DCST, providing direction to the Head of Stronger Families and then reporting through to Cabinet, Overview and Scrutiny and the Team Doncaster partnership boards as well as into partner governance structures.
- 20. To support delivery of the programme the Government provide a grant which is split into three elements:
  - A Service Transformation Grant to support the programme delivery including the provision of a Troubled Families coordinator (Head of Stronger Families), data analysts and the various support staff required to ensure the programme is delivered effectively.
  - Attachment Fees which are upfront payments to enable the programme to engage with families and provide interventions and initiatives that are required.
  - A reward or Payment by Results (PbR) payment which Doncaster can claim when families make significant progress against the issues identified during assessment.

- 21. The programme brings in much needed income into Doncaster through upfront fees and Payment by Results (PbR) which are used to directly support families, improve services and develop staff. The programme could be worth over £6,000,000 to Doncaster if all the potential reward funds are claimed. The budget is held by Doncaster Council but it is expected that this is used to deliver the programme via services and partners supporting the range of family levels as determined by the Government; from complex families either in social care or on the edge of social care, through to 'superlight' families who are need of early help and low level support to prevent them escalating into more complex issues and costly services.
- 22. Families are getting support from services and partner agencies but they are not all working in a whole family way as set out by the Department of Communities and Local Government (DCLG) in the Troubled Families Financial Framework. Families must have a lead worker, whole family assessment and a whole family action plan which must be linked to the Stronger Families outcomes plan to be considered as engaged on the programme. Family progress then needs to be tracked and recorded up to the required timescale (usually 6 months but at least one year for education attendance) and then when the outcomes has been met and sustained, evidence needs to be provided to allow Audit to check and verify the claim to go to Government for reward. This is a long and complicated process; but it is necessary.
- 23. This current programme has a greater focus on Service Transformation and work continues to support services to transform the way they work with whole families to enable this to happen. Enhanced actions are taking place to improve the draw through of families from identification to claim with the Children's Trust and Health colleagues in RDASH.
- 24. Despite the complexity of the programme we are making progress; in the first 18 months of the programme we have engaged with over 700 families in line with the national programme requirements. These families are all receiving support through a lead worker to help them improve their lives. We continue to see improvements across the issues families present with and these figures are reported each quarter to the Stronger Families Steering Group and into the Team Doncaster Boards.

#### **OPTIONS CONSIDERED**

- 25. This programme is determined by Central Government guidelines and so there are limited options for delivery, however local areas have to develop an Outcomes Plan for their area under the 6 headline family issues set by the Government. This has been done in Doncaster collaboratively with Council services and partner organisations.
- 26. Doncaster has agreed through the Team Doncaster partnership that Stronger Families would be a programme of service change around whole families rather than setting up a new service. This approach takes more time as we move to embed a new way of working in services and partner; however this decision is now paying dividends as the Expanded Programme is focused on service transformation and cost savings while improving outcomes for families.

27. This continued focus on service change, whole family working and coordinated approach will help to ensure that Doncaster develops a sustainable approach to family support after the Troubled Families Programme ends in April 2020.

#### **REASONS FOR RECOMMENDED OPTION**

28. This report allows the Board to comment on the progress to date of this Expanded Programme and ask questions relating to progress and future plans.

#### IMPACT ON THE COUNCIL'S KEY OUTCOMES

Outcomes	Implications
All people in Doncaster benefit from a thriving and resilient economy.  • Mayoral Priority: Creating Jobs and Housing • Mayoral Priority: Be a strong voice for our veterans • Mayoral Priority: Protecting Doncaster's vital services	One of the headline issues for the programme is employment and supporting families to get into work or on a programme to work. We work closely with DWP who have seconded two employment advisors into the Programme.
People live safe, healthy, active and independent lives.  • Mayoral Priority: Safeguarding our Communities  • Mayoral Priority: Bringing down the cost of living	The Expanded Programme now has health as a headline indicator to help people live healthier lives and an indicator around financial inclusion to support families who experience financial difficulties. We work closely with health colleagues and others to improve support to families around health issues and finance and debt issues
People in Doncaster benefit from a high quality built and natural environment.  • Mayoral Priority: Creating Jobs and Housing • Mayoral Priority: Safeguarding our Communities • Mayoral Priority: Bringing down the cost of living	The employment and progress to work indicators contribute to this priority, as does the crime and ASB theme. The basis of the programme locally is the Communities Area Teams who provide local coordination and support to families and other agencies out in communities as well as supporting communities to be more resilient.
All families thrive.     Mayoral Priority: Protecting Doncaster's vital services	The whole programme is aimed at improving vital services and supporting families to thrive and build their resilience. This is about working with families to improve not doing to them.

Council services are modern and value for money.	The programme has a focus on cost savings through innovation, more coordination and whole family approaches.
	The programme is a partnership programme lead by Doncaster Council.

#### **RISKS AND ASSUMPTIONS**

- 29. The programme is agreed between the Chief Executive and Government via a written agreement. Failure to deliver will result in financial and reputational losses.
- 30. It is assumed that the new Prime Minister will continue to support the national Troubled Families Programme and ensure continuation of funding.
- 31. Lack of a whole family case management system is impacting on our ability to accurately track and monitor families through to claim

#### **LEGAL IMPLICATIONS**

- 32. Section 1 of the Localism Act 2011 enables a Local Authority to do anything which an individual may generally do.
- 33. Any contracts entered into using this funding must be procured in accordance with Contract Procedure Rules and EU Procurement Regulations as appropriate.
- 34. Any external funding received must be used strictly in accordance with the requirements of the external funder.

#### FINANCIAL IMPLICATIONS

- 35. The latest estimate for Troubled Families Grant income for 2016/17 is £1.31m. This consists of £0.91m upfront Attachment Fee (£1000 per family to work with 909 families) and £0.25m for Service Transformation. The remainder is payment on results and an estimate of £0.15m is included in the latest Stronger Families Plan (£800 per family to deliver results for 191 families). It is anticipated that the remaining families will deliver results in later years of the programme.
- 36. The maximum grant income available to DMBC is £6.31m over the 5 year Phase 2 programme, of which £3.95m is guaranteed and £2.36m is dependent upon achievement of results. Although these figures appear to be high, it should be noted that the funding per family in phase 2 is only 45% of the amount that was received in Phase 1 but the average number of families to be worked with per annum has doubled, with 2950 families needing to be turned around over the 5 year period. An earmarked reserve

of £1.38m was created from underspends from Phase 1 specifically to pump prime the delivery of phase 2, as the fall in funding per family was anticipated, without this funding it is believed that outcomes for families will not be achieved. £0.20m was drawn down from the reserve in year 1 of Phase 2 to meet 16/17 expenditure levels.

- 37. A full 5 year expenditure plan has been produced by the Head of Service, based upon the receipt of the maximum level of income and the use of all the earmarked reserve. This plan reflects the requirement to spend more in years 2, 3 and 4 of the programme to develop capacity in order to implement the service transformation requirements of the programme. This 5 year plan is continually revised to take into account any changes to the delivery and will need to be updated in future to reflect the actual levels of payments by results income if it is different to the level anticipated. At this time the plan also includes a buffer of 12% of the reward payment which is considered prudent and provides a realistic budget within which to manage expenditure.
- 38. It should be noted that it is recommended by DCLG that DMBC turns around and claims reward for 447 families in 2016/17 but the plan is based around a more realistic 193. We have been advised that there is a risk that any unclaimed reward for the remaining families (254 families) may be lost and unable to claim in future years. This is a potential loss of circa £0.2m reward income which would impact in future years of the Phase 2 plan, but this has not been confirmed.

#### **HUMAN RESOURCES IMPLICATIONS**

Human Resources are aware of and support this programme, there are a number of posts specifically funded to carry out Troubled Families work and should the programme end there would be a number of posts at risk.

#### **TECHNOLOGY IMPLICATIONS**

40. As outlined above, there is a requirement for a whole family case management system to improve the ability of the Stronger Families Programme to accurately track and monitor families through to claim. Although the aim is to use the Early Help Module of Liquid Logic, it is understood that this does not currently report against while families. The Stronger Families requirements have been considered as part of an options appraisal for a potential Integrated People's Solution across Adults Health and Wellbeing (AHWB), Learning Opportunities Children and Young People (LOCYP), and Doncaster Children's' Services Trust (DCST), the outcomes of which are being discussed at the Directors meeting on Monday 14 November. Depending upon the outcomes and timescales for this, it may be necessary for consideration to be given by the ICT Governance Board (IGB) for an interim solution for Stronger Families, in order to mitigate the associated risks to the Expanded Programme.

#### **EQUALITY IMPLICATIONS**

41. An equalities impact assessment has been completed for the programme and is monitored and amended regularly as the programme develops. The headline criteria have been set by Government but the indicators within the

Outcomes Plan are open to local determination. There are positive impacts in that the programme aims to improve service delivery around whole families, avoid duplication and improve outcomes. Evidence from Phase 1 suggests this is happening. There are some implications on the characteristic of age in that the definition of a family requires the household to have one dependent child at least under the age of 18. There is no evidence to suggest that other characteristics are likely to be impacted negatively as families may also be characterised as having members with a range of protected characteristics.

#### CONSULTATION

- 42. The following consultation has been undertaken: -
  - The Outcomes Plan has been developed and subsequently reviewed by a large number of partners and agreed by the Stronger Families Steering Group
  - ii. The amended Outcomes Plan has been shared with the Portfolio Holder for Communities.
  - iii. Internal Audit have been consulted and have contributed to the plan review and agreed it is suitable for the purpose of processing claims.
  - iv. The Troubled Families Unit has been consulted and has commented favourably on the Outcomes Plan.

#### **BACKGROUND PAPERS**

43. Troubled Families programme Financial Framework Stronger Families Outcomes Plan.
Public Accounts Committee Evidence Submission.

#### **REPORT AUTHOR & CONTRIBUTORS**

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Kim Curry, Director of Adults health & Wellbeing.



Date: 10th November 2016

# To the Chair and Members of the Overview and Scrutiny Management Committee

#### **OVERVIEW AND SCRUTINY WORK PLAN 2016/2017 UPDATE**

Relevant (Member(s)	Cabinet	Wards Affected	Key Decision
The Mayor		All	None

#### **EXECUTIVE SUMMARY**

1. The Committee is asked to consider the Overview and Scrutiny work programme for 2016/17, receive an update on progress and agree future items for consideration.

#### **EXEMPT REPORT**

2. The report does not contain exempt information.

#### **RECOMMENDATIONS**

- 3. The Committee is asked to:
  - Review the list of unresolved issues on the Overview and Scrutiny Management Committee work plan attached at Appendix A and agree when items be programmed for consideration or removed;
  - Receive a verbal update from the Scrutiny Panel Chairs or Vice Chairs on the work of their Panels.

#### WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. Regular review of the overview and scrutiny work plan enables the Committee to ensure it remains relevant and is responding to important issues for citizens and the borough. The work plan update helps support openness, transparency and accountability as it summarises outcomes from overview and scrutiny activities. Citizens are able to contribute to the work of overview and scrutiny by attending meetings or contributing to reviews.

#### **BACKGROUND**

- 5. Overview and Scrutiny has a number of key roles which focus on:
  - Holding decision makers to account
  - Policy development and review
  - Monitoring performance (both financial and non-financial)
  - Considering issues of wider public concern.

#### **Monitoring the Work Programme**

6. An updated version of the work plan is attached for consideration and for Chairs of Panels to verbally update at the meeting. The Committee is asked to consider the unresolved issues in the appendix and agree when items should be programmed or removed from the list. It should be noted that the work plan highlights those items that have been considered up to end of October, 2016 and those that are planned at the time this agenda is published.

#### **OPTIONS CONSIDERED**

7. There are no specific options to consider within this report as it provides an opportunity for the Committee to develop a work plan for 2016/17.

#### REASONS FOR RECOMMENDED OPTION

8. This report provides the committee with an opportunity to monitor and develop the 2016/17 work plan.

#### IMPACT ON THE COUNCIL'S KEY OUTCOMES

9.

Outcomes	Implications
All people in Doncaster benefit from a thriving and resilient economy.	The Overview and Scrutiny function has the potential to impact upon all of the council's key objectives by holding decision makers to
<ul> <li>Mayoral Priority: Creating Jobs and Housing</li> <li>Mayoral Priority: Be a strong voice for our veterans</li> <li>Mayoral Priority: Protecting Doncaster's vital services</li> </ul>	account, reviewing performance and developing policy through robust recommendations, monitoring performance of council and external partners services and reviewing issues outside the remit
People live safe, healthy, active and independent lives.  • Mayoral Priority: Safeguarding our Communities  • Mayoral Priority: Bringing down the cost of living	of the council that have an impact on the residents of the borough.

 People in Doncaster benefit from
a high quality built and natural
environment.
15: " 6 " 11
<ul> <li>Mayoral Priority: Creating Jobs and Housing</li> </ul>
<ul> <li>Mayoral Priority: Safeguarding</li> </ul>
our Communities
Mayoral Priority: Bringing
down the cost of living
All families thrive.
Manager Bright Brothertine
Mayoral Priority: Protecting
Doncaster's vital services
Council services are modern and
value for money.
Working with our partners we will
provide strong leadership and
governance.

#### **RISKS AND ASSUMPTIONS**

10. To maximise the effectiveness of the Overview and Scrutiny function, it is important that the work plan is manageable and that it accurately reflects the broad range of issues within its remit. Failure to achieve this can reduce the overall impact of the function. National research has identified that over ambitious work plans that include too many items are a common cause of frustration for Scrutiny Members as they fail to achieve any outcomes. The work plan is reviewed at each ordinary meeting giving officers the opportunity to advise on the capacity available to undertake any additional work. This provides an opportunity to ensure work plans are regularly monitored and reviewed.

#### **LEGAL IMPLICATIONS**

- 11. The Council's Constitution states that subject to matters being referred to it by the Full Council, or the Executive and any timetables laid down by those references Overview and Scrutiny Management Committee will determine its own Work Programme (Overview and Scrutiny Procedure Rule 6a).
- 12. Specific legal implications and advice will be given with any reports when Overview and Scrutiny have received them as items for consideration.

#### FINANCIAL IMPLICATIONS

13. There are no specific financial implications associated with this report.

#### **HUMAN RESOURCES IMPLICATIONS**

14. There are no specific human resources issues associated with this report.

#### **TECHNOLOGY IMPLICATIONS**

15. There are no specific technological implications resources issues associated with this report.

#### **EQUALITY IMPLICATIONS**

16. There are no specific equality issues associated with this report. Equality issues are considered by Overview and Scrutiny when it considers individual work plan issues.

#### **CONSULTATION**

17. During May and June 2016, OSMC and the standing Panels held work planning sessions to identify issues for consideration during 2016/2017.

#### **BACKGROUND PAPERS**

18. None

#### **REPORT AUTHOR & CONTRIBUTORS**

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Simon Wiles
Director of Finance & Corporate Services

# **Schedule of Overview & Scrutiny Meetings**

	OSMC	H&SAC O&S	CYP O&S	R&H O&S	C&E O&S
Мау	Fri, 20 <sup>th</sup> May 2016, 11am – Chamber <mark>(CR)</mark>	Mon, 23 <sup>rd</sup> May 2016, 2pm – Sheffield ( <mark>CR)</mark>		Wed, 25 <sup>th</sup> May 2016, 1:30pm Rm 209 <mark>(CM</mark> )	
	Commission Care & Support (FP)	Regional Health Scrutiny;  • Working Together Programme		Work planning – R&H O&S	
	Fri, 10th June 2016 at 9am – Chamber <mark>(CM</mark> )	Mon 6 <sup>th</sup> June 2016, 10am - Rm 410 ( <mark>CR</mark> )	Thurs 2 <sup>nd</sup> June 2016, 9am – Rm 210 <mark>(CM</mark> )		Wed, 1 <sup>st</sup> June 2016, 3:30pm, Rm 210 ( <mark>CR)</mark>
	Work planning - OSMC	Work planning – HASC O&S	Work planning – CYP     O&S		Work planning –     C&E O& S
June	Fri, 10 <sup>h</sup> June 2016, 10am – Chamber (CM)				
	<ul><li>O&amp;S Draft Work Plans</li><li>O&amp;S Membership</li></ul>				
	Mon, 27 <sup>th</sup> June 2016 – Rm 209 <mark>(CR</mark> )				
	Corporate Plan (Refresh)				
ъ	Thurs, 7 <sup>th</sup> July 2016, 10am – Chamber ( <mark>CM)</mark>	Wed 6th July 2016, 10am – Rm 409 ( <mark>CM)</mark>	Mon, 11 <sup>th</sup> July 2016, 10am – Chamber <mark>(CR)</mark>		
Page 🔊	<ul> <li>DMBC Finance &amp; Performance Qtr 4 15/16</li> <li>SLHD Finance &amp;</li> </ul>	Intermediate Care –     changes to current service	<ul> <li>Education White Paper         Update – Implications for             Doncaster     </li> <li>Accountability</li> </ul>		
	Performance Qtr 4 15/16  • Youth Justice Plan		<ul><li>Arrangements</li><li>Childrens Trust Update</li><li>Qtr 4 1516</li></ul>		
Aug	Friday 12 <sup>th</sup> August, 2016 at 10am - ( <mark>CM)</mark>	Mon, 8 <sup>th</sup> August, 2016– 3:30pm <mark>(CR</mark> )			Thurs 11 <sup>th</sup> August 2016 – All Day, Rm 210 <mark>(CM &amp; CR)</mark>

	OSMC	H&SAC O&S	CYP O&S	R&H O&S	C&E O&S
Pa	Budget discussion	Regional Health Scrutiny;  • Working Together Programme (Doncaster supporting this meeting).			Domestic Abuse (one day review)  1. Strategy 2. Meet Victims 3. Meet with Partners:
Page	Thurs, 1 <sup>st</sup> Sept. 2016, 2pm – Chamber <mark>(CR)</mark>	Wed, 21 <sup>st</sup> Sept. 2016, 10am – Rm 008 <mark>(CM)</mark>	Tues, 27 <sup>h</sup> Sept. 2016, 10am – Chamber <mark>(CM)</mark>		
24	Onamber (OK)	Health Inequalities. Incl.	Childrens Trust Update –		
Sept	Core annual 'define & deliver'	description of overall	Split Screen report  • DFE Achievements of		
-	cycle	<ul><li>approach</li><li>focus on the health needs</li></ul>	<ul> <li>DFE Achievements of Children</li> </ul>		
	5,5.5	of BME populations	<ul> <li>Inspections Framework</li> </ul>		
		plans to update the	SEN		
		assessment	School Results (by		

	OSMC	H&SAC O&S	CYP O&S	R&H O&S	C&E O&S
		Veterans	pyramid/sub-groups)		
		Information session to follow:  Health Watch - Chair			
	Thurs, 6 <sup>th</sup> October 2016, 10am – Chamber <mark>(CM</mark> )			10 <sup>th</sup> October, 2016, 9am – Room 008 <mark>(CM)</mark>	Mon, 3 <sup>rd</sup> October 2016, 10am – 3pm, 410 (CM)
Oct	<ul> <li>DMBC Finance &amp; Performance Qtr 1 16/17</li> <li>SLHD Finance &amp; Performance Qtr 1 16/17</li> </ul>			<ul> <li>Economic Plan – Outline</li> <li>Place Marketing – update</li> <li>Additional Housing Update</li> </ul>	Domestic Abuse Review continued:  • 10am – meeting with victims who have experienced domestic abuse and been supported.
	Weds, 2 <sup>nd</sup> Nov 2016, 1pm – Chamber <mark>(CM)</mark>	21 <sup>st</sup> Nov 2016, 3.30pm Oak House Junc 1 M18 ( <mark>CR or</mark> CM)			
	Call-In	CWT Joint Scrutiny			
	Weds, 9 <sup>th</sup> Nov 2016, 5pm – Chamber <mark>(CR)</mark>	Wed, 23 <sup>rd</sup> Nov 2016, 10am – 007b (CR)			
	Devolution	Adult Safeguarding Report			
<b>№</b> age 2	Thurs, 10 <sup>th</sup> Nov 2016, 10am – Chamber (CR or CM)	Doncaster Immediate Care     Changes to Current     Services – Update		Mon, 28th November 2016, 9.30am - Room 409 (CR or CM)	
25	Stronger Families Update	STP (Sustainability and Transformation Plans – TBC  CQC Information session to follow meeting		Homelessness across the Borough	
Dec	13 <sup>th</sup> Dec 2016, 11am - ( <mark>CR or CM</mark> )				

	OSMC	H&SAC O&S	CYP O&S	R&H O&S	C&E O&S
	Budget (formal)				
	Thurs, 15 <sup>th</sup> Dec 2016, 2pm –		Tues, 6 <sup>th</sup> Dec 20 <mark>16, 1</mark> 0am –		
	Chamber (CR)		Chamber <mark>(CM</mark> )		
			<ul> <li>Childrens Trust Update split screen report</li> </ul>		
	<ul> <li>DMBC Finance &amp; Performance Qtr 2 16/17</li> <li>SLHD Finance &amp; Performance Qtr 2 16/17</li> <li>Progress on Digital Council</li> </ul>		<ul> <li>Education &amp; Skills         Commission (Standards         &amp; Strategy)</li> <li>Chairs Safeguarding         Board – Annual report         including CSE Update         (outstanding issues)</li> <li>Outline and Function of         the Performance Account</li> </ul>		
			Board (PAB)		
			CIC – Virtual School		
	Thurs, 19 <sup>th</sup> Jan 2017, 10am – Chamber <mark>(CR)</mark>	Wed, 25 <sup>th</sup> Jan 2017, 2pm – 007b ( <mark>CM</mark> )	H&ASC O&S - Invite Wed, 25 <sup>th</sup> Jan 2017, 2pm – 007b		
<b>Jan</b> Page	Budget (formal)	<ul> <li>Transformation programme as that will cover direct payments and the development of the community led model</li> <li>Mental Health within Children's Services (jt with CYP O&amp;S)</li> <li>Update on Care and Support at home</li> </ul>	CYP O&S Invite for the following;  • Mental Health within Children's Services (jt with CYP O&S)		
<b>y</b> e 26	9 <sup>th</sup> or 23 <sup>rd</sup> Feb 2017,10am– Council Chamber ( <mark>CM or CR</mark> )	Mon, 13 <sup>th</sup> February 2017 time TBC Oak House Junction1 M18 (CM or CR)	Mon, 27 <sup>th</sup> Feb 2017, 10am – Chamber ( <mark>CR)</mark>		Mon, 13 <sup>th</sup> Feb 2017, 10am – 007b (CM or CR)
Feb	Budget (formal - will commence earlier tba)	CWT Joint Scrutiny final proposals	<ul> <li>Children's Trust Update split screen report</li> <li>Children's Trust Annual report</li> <li>Annual Complaints</li> </ul>		Crime & Disorder Meeting     Performance & Update     on Priorities     Community Safety     Strategy

	OSMC	H&SAC O&S	CYP O&S	R&H O&S	C&E O&S
			<ul> <li>Exam Results (&amp; update on actions from E&amp;SC)</li> <li>Council's response to the Education &amp; Skills Commission</li> <li>Effectiveness of Pupil Premium across Doncaster</li> </ul>		<ul> <li>Fly Tipping – Enforcement</li> <li>Hate Crime</li> </ul>
	Thurs, 23 <sup>rd</sup> March 2017, 10am –Chamber ( <mark>CM or CR)</mark>	15 <sup>th</sup> March 2017, 10am – 007b ( <mark>CM or CR)</mark>			H&ASC O&S - Invite 15 <sup>th</sup> March 2017, 10am – 007b - invite
Mar	<ul> <li>DMBC Finance &amp; Performance Qtr 3 16/17</li> <li>SLHD Finance &amp; Performance Qtr 3 16/17</li> </ul>	Public Health Protection Responsibilities (annual) to include:     Vaccinations – how is     data on reactions used     Air Pollution     (performance     targets/impact on public     health  Intermediate Care – changes to current service			C&E O&S Invite for the following;  • Public Health Protection Responsibilities (annual):  - Air Pollution (performance targets/impact on public health

#### Other potential issues to be considered and confirmed

#### Ongoing List of Plans

#### Council Plans:

 Corporate Plan Refresh - 27<sup>th</sup> June 2016, 2pm

#### Statutory Plans: -

- Local Transport Plan TBC
- Community Safety Plan (known as Crime and Disorder Reduction Strategy – Refresh 2016/New Plan 2017) – May refer to Crime and Disorder Committee
- Health and Well-being Strategy not required 2016
- Local Plan (Development Plan) TBC 2017 Maybe carried to 2017/18 work plan

#### Other:

- New Library/Training/Museum/Cultural Centre (FP Item) - TBC
- Equality Action Plan/Equalities -Policy and Governance
- Borough Strategy (Sustainable
   Community Strategy no longer
   obliged to have as a Statutory
   Plan)
- Community Engagement Strategy TBC

Review – Cross Cutting – Developing an Age Friendly Doncaster

Transformation Programme – 7 key projects:

- IAG (Information Advice and Guidance)
- Community Led Support
- Learning Disability part of the commissioning key project
- Commissioning

#### Other

- STP CCG
- District Nurse Access
- New Commissioning Model – Impact on the Council
- Community Led support
- Cancer
- Quality Accounts (annual)
- Updates e.g. NHS England, CCG,H&WB

#### Other: -

- ETE Opportunities for CIC – Career Advice & Guidance (CYP O&S Members involvement)
- Update Ofsted

Joint Scrutiny Work: -

Mental Health within Children's Services (jt with H&ASC O&S) – Possible piece of work/involvement with Youth Council

- Economic Plan Refresh to consult with the Panel (will include element of housing) – Autumn 2016 First meeting 10<sup>th</sup> October to be programmed further when available.
- 2. Housing 28<sup>th</sup> November
  - Homelessness Strategic overview
  - Proposed changes to legislation
- Town Centre Masterplan for consultation awaiting development.
- Green Belt Policy for Local Plan – consultation due prior to Council in June/July 2017

If capacity allows:

Waste – to look at future opportunities through Devolution how can the authority make the most out of joint opportunities.

Vol/Com Strategy – update and impacts of the new grant scheme.