

## OVERVIEW PANEL

**Day:** Monday  
**Date:** 27 July 2020  
**Time:** 2.00 pm  
**Place:** Zoom

Item No.	AGENDA	Page No
1.	<b>APOLOGIES FOR ABSENCE</b> To receive any apologies for the meeting from Members of the Panel.	
2.	<b>DECLARATIONS OF INTEREST</b> To receive any declarations of interest from Members of the Panel.	
3.	<b>MINUTES</b> The Minutes of the meeting of the Overview (Audit) Panel held on 18 November 2019 to be signed by the Chair as a correct record.	1 - 6
4.	<b>SCRUTINY UPDATE</b> To consider the report of the Director of Governance and Pensions / Assistant Director for Policy, Performance and Communications.	7 - 20
5.	<b>SCRUTINY ANNUAL WORK PROGRAMMES</b> To consider a report of the Director of Governance and Pensions/ Assistant Director for Policy, Performance and Communications.	21 - 24
6.	<b>SCRUTINY - FEEDBACK AND LEARNING FROM COMMUNITIES ON COVID-19</b> To consider a report of the Director of Governance and Pensions / Assistant Director of Policy, Performance and Communications.	25 - 30
7.	<b>URGENT ITEMS</b> To consider any additional items the Chair is of the opinion shall be dealt with as a matter of urgency.	

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## OVERVIEW PANEL

18 November 2019

**Commenced:**  
14:00

**Terminated:** 14:45

**Present:** Councillors Ricci (Chair), Cartey (Vice-Chair), Fairfoull, Glover, Homer, Ryan and Warrington

**In Attendance:** Steven Pleasant      Chief Executive  
Sandra Stewart      Director of Governance and Pensions  
Simon Brunet      Policy Manager

**Apologies for Absence:** Councillors Cooper, Fitzpatrick, Welsh

### 11. DECLARATIONS OF INTEREST

There were no declarations of interest.

### 12. MINUTES

#### REOLVED

**That the minutes of the Overview Panel held on 9 September 2019 be approved as a correct record with the removal of Mike Pavasovic from the list of those in attendance.**

### 13. SCRUTINY UPDATE

Consideration was given to a report of the Head of Policy, Performance and Intelligence, which updated the panel on the work undertaken by the Council's two Scrutiny Panels for the period September to November 2019.

It was reported that both the Integrated Care and Wellbeing Scrutiny Panel and the Place and External Relations Scrutiny Panel had two formal meetings in September and November. Members of the Overview Panel were given an outline of the work undertaken by the Panels.

On the 12 September 2019, the Integrated Care and Wellbeing Panel met the Chief Operating Officer of Tameside and Glossop Integrated Care NHS Foundation Trust to receive an update on the Urgent Treatment Centre in relation to patient journey outcomes. The Panel met with the Assistant Director of Policy Performance and Communications to discuss the Corporate Plan, Performance Scorecard and Co-operative Council's. The Assistant Director of Finance delivered an update on the position of the 2019/20 budget and the Panel submitted a response to the consultation on Domestic Abuse Services.

On 7 November 2019, the Integrated Care and Wellbeing Panel met with the Consultant for Public Health who delivered feedback on the Domestic Abuse Peer review. The Panel gave a response to the consultation on VCSE in Greater Manchester. Members of the Panel received an update on the Corporate Performance Scorecard quarterly review and the Greater Manchester Scrutiny from the members that attended the meetings.

The Place and External Relations Panel on the 10 September 2019 met with the Executive Member for Finance and Economic Growth and the Assistant Director of Finance for an updated position on the 2019/20 budget and met the Assistant director for Policy Performance and Communications for an update on the Corporate Plan, Performance Scorecard and Co-operative Council. The Panel responded to the consultation on a New Rent Standard that was submitted on 30 July 2019.

On the 5 November the Place and External Relations Panel received feedback on the Healthy Spaces peer review from the Consultant for Public Health. The Panel submitted a response to the consultation on a New deal for Renting Submitted on 12 October 2019. The Panel received an update on the Corporate Performance Scorecard and on Greater Manchester Scrutiny from Members that attend the meetings. The Panel received a report from the Local Government and social Care ombudsman on the reporting methods and scrutiny oversight going forward.

The Scrutiny Panels had recently submitted formal responses to the following regional and national consultations. Efforts were made to ensure input and insight was sought from relevant services and partners to inform the submissions. These responses were appended to the report VCSE in Greater Manchester **Appendix 1** and A New Deal for renting **Appendix 2**.

Each Panel was mid-way through a review, for which a working group had been established to plan and deliver all activity, with findings and recommendations to be signed off by the main panel. The Integrated Care and Wellbeing Panel were reviewing Foster carer Recruitment and Retention, the Place and External Relations Panel were reviewing the Quality and Standards in the Private Rented Sector.

## **RESOLVED**

**That the Overview Panel note the content of the report and summary of scrutiny activity.**

### **14. SCRUTINY INTERIM REPORT - IMPROVING QUALITY AND STANDARDS IN THE PRIVATE RENTED SECTOR**

Consideration was given to a report of the Chair of the Place and External Relations Scrutiny Panel / Executive Member for Housing Planning and Employment / Executive Member for Neighbourhoods, Community Safety and Environment, which commented on the Executive Response and the interim report on Improving Quality and Standards in the Private Rented Sector (PRS).

The Chair of Place and External Relations Scrutiny Panel in introducing the report outlined the local picture of Tameside's housing stock. It was explained that the PRS in Tameside had grown with 14.2% being privately rented. St Peters ward was reported to have the highest proportion of privately rented properties and was significantly above the borough average. The reason for the increase in size of the PRS was not known, nor was the quality of the rented accommodation, there was no requirement for tenants to notify the council that they were renting making it difficult to measure and collate data on the size of the rented sector.

With regards to complaints, Tenants could ask their local authority to inspect a property under the Housing Health and safety Rating system and Environmental Health could take action if a home was judged to be unsafe. Between 2012 and 2017 the Council received 1,073 complaints, with an inspection conducted for each and a total of 6 Improvements Notices issued. Improvement Notices were issued in 1.4% of the cases with was below the national average of 4%. Members highlighted that many tenants were nervous of making complaints as they do not want to be evicted from the property.

A discussion ensued on the map which highlighted the areas with the higher levels of privately rented property than the Tameside average. Members asked if work could be undertaken which would focus on Ashton and Stalybridge whilst taking into account the relative number of housing. Discussion ensued on Government policies which could have led to an increase in the PRS and expressed concern on the impacts of single occupiers living in the PRS.

The Policy Manager that there was a growing need for the Council to review standards within the PRS and to determine the long-term impacts for residents housed in poor quality or substandard accommodation. The PRS had grown in Tameside over recent years, with high levels of privately

rented properties across multiple locations of the borough. There was a high likelihood that recent growth in the PRS had resulted in more areas being above the borough average, when compared with the data from the Census 2011. It would become increasingly important to ensure more recent information and data is captured on the PRS in Tameside. Further, closer consideration was required to understand and assess future impacts on older residents and single occupiers living in the PRS. The Policy Manager explained that due to this the interim report on Improving Quality and Standards in the Private Rented Sector recommended that:

1. the Council could benefit from targeted work undertaken across areas with the highest proportion of privately rented properties, to gain views and insight from tenants and landlords to inform scale and size of presenting issues on quality of accommodation in the PRS.
2. the Council should seek to review the range and utilisation of enforcement and non-statutory measures to improve quality in the PRS, as part of the considerations being given to the development of a selective licensing scheme.
3. should circumstances arise, based on a need to review evidence (recommendations 1 & 2), the Executive consider options and benefits of the Council introducing a selective licensing scheme in designated areas of the borough. To reflect on the 'Independent Review of the Use and Effectiveness of Selective Licensing', and possible need for a comprehensive evidence appraisal, feasibility study and impact assessment to be undertaken.
4. the Executive fully involve Scrutiny in development stages and consultation to inform a future approach to improving quality and standards in the PRS. Scrutiny would undertake further detailed work in this area.

## **RESOLVED**

**That the Overview Panel note the recommendations detailed in Section 7 of Appendix 2**

### **15. LGSCO – INFORMING THE WORK OF SCRUTINY**

Consideration was given to a report of the Director of Governance and Pensions / Assistant Director of Policy, Performance and Communications, which gave Members a summary of proposals for LGSCO reports and recommendations to be reviewed on a regular basis to inform the work of scrutiny.

It was stated that the LGSCO was the final stage for complaints about councils and other organisations responsible for the provision of public services. The LGSCO also investigate complaints about adult social care providers including care homes and home care agencies. A complaint about an organisation or partner acting on behalf of a council or authority should also be signposted to the ombudsman. When considering the number of outsourced and commissioned services it was becoming increasingly important to ensure contracts fully incorporate how complaints about a service would be dealt with and that the service provider was aware that a complainant could be directed to the Ombudsman.

Members were advised that the main statutory functions for the ombudsman were:

- to investigate complaints against councils and some other authorities
- to investigate complaints about adult social care providers from people who arrange or fund their adult social care (Health Act 2009)
- to provide advice and guidance on good administrative practice

The LGSCO issue a decision for every complaint received. Prior to a final decision being made, a draft decision could be sent for fact checking to the authority in question and the complainant. The reporting method for a decision would depend on the individual circumstance of the complaint. The LGSCO would determine the scale and impact of a complaint and whether there was a need to ensure key learning points were made available for other authorities to review and take action. The

LGSO could issue a decision as either a Statement of reasons, Focus report or a Public report, the majority of complaints received the LGSO would report outcomes from an investigation in the form of a statement of reasons.

It was explained that complaints raised by the public and service users could be an important source of information to help councillors identify issues that were affecting local people. Complaints could therefore play a key part in supporting the scrutiny of public services

The LGSCO direct a range of questions and approaches to inform the future work programme of scrutiny panels. In addition to current methods used to inform scrutiny work priorities, it was both reasonable and practical to suggest that a consistent and responsive approach was needed to review LGCSO reports and recommendations. Scrutiny would now review decisions made by the LGSCO on a monthly basis, to inform in-year work priorities. This would also contribute to the evidence gathered throughout the municipal year when developing annual work programmes.

Upon reviewing the LGSCO reporting methods, it was clear that the statement of reasons was specific to each individual complaint and outcome. The attention of scrutiny will concentrate primarily on the shared learning detailed within the focus reports and key questions for good practice.

It was report that as at the date of Overview Panel (18 November 2019) scrutiny had now identified shared learning from the following focus report. The review of local government and adult social care complaints for 2018-19 have also been shared with service leads, which provided detail on a number of landmark cases and draw attention to good practice:

- Focus report - Not going to plan? Education, Health and Care Plans two years on,
- Review of Local Government Complaints 2018-19
- Review of Adult Social Care Complaints 2018-19

The focus report “Not going to plan? Education, Health and Care Plans” had now been shared with the appropriate service to review and respond. It was planned for the response to be tabled at the next meeting of the Integrated Care and Wellbeing Scrutiny Panel on 7 November 2019. Going forward, a section would be added to the Scrutiny Update report ensuring that Overview Panel were kept informed of Scrutiny activity relating to LGSO reports.

## **RESOLVED**

**That the Overview Panel note the content of the report and approve the future role of Scrutiny to review LGSCO decisions to inform and improve local service delivery.**

## **16. LEARNING FROM PEER REVIEWS**

Consideration was given to a report of the Director of Governance and Pensions / Assistant Director for Policy, Performance and Communications, which provided Members a summary of learning from the recent peer reviews of Domestic Abuse and Healthy Spaces in Tameside and to provide details on the role of scrutiny to monitor recommendations and outcomes.

Tameside Council had recently commissioned two peer reviews, domestic abuse and health spaces. This work had been led by the Population Health Service. Scrutiny had taken an active role in the two peer reviews.

Members were advised that the Integrated Care and Wellbeing Panel had looked at the domestic abuse review with the findings discussed at their meeting on 7 November 2019. Domestic abuse was an area the panel had also addressed this municipal year through the submission of a formal response in August to a national consultation undertaken by the Ministry for Housing, Communities and Local Government (MHCLG) – ‘Future Delivery of Support to Victims and their Children in Accommodation-Based Domestic Abuse Services’. It was stated that the key next steps following the domestic abuse review were:

- A Strategic Task & Finish Group
- A new strategy with longer term vision.
- To make a case for investment.
- Address current gaps, prevention and perpetrators
- Move to coordinated community response, co-production and workshops.

It was reported that the Place and External Relations Panel had looked at the healthy spaces review with the findings discussed at their meeting on 5 November 2019. The chair of the panel – Cllr Glover – was interviewed by the peer reviewer as part of the process. The panel had undertaken other work regarding air quality this year which included a detailed discussion at their meeting on 11 June 2019 regarding the Greater Manchester Clean Air Plan (GMCAP). Subsequently the panel submitted a formal response later that month to the GMCAP consultation. The key next steps following the domestic abuse review are summarised below:

- Increased collaboration between teams
- To agree a system narrative and vision, with clear goals, a system level plan and strengthened governance and leadership
- Build on existing system-wide strategies and opportunities
- Learn from and build on good practice in other areas
- Strengthen data and intelligence, research and innovation
- Engage the community
- Focus on high-impact areas and quick win

## **RESOLVED**

**That Overview Panel are asked to note the content of the report and future involvement of the Scrutiny Panels to monitoring outcomes.**

## **17. CORPORATE PLAN PERFORMANCE SCORECARD**

Consideration was given to a report of the Director of Governance and Pensions / Assistant Director for Policy, Performance and Communications, which provided an update on progress to implement and embed the Corporate Plan Performance Scorecard across Tameside & Glossop Commission.

A total of 56 indicators measured the overall performance and impact of the Corporate Plan. A new column had been included in the spreadsheet to show national performance against each indicator where applicable. The RAG rating demonstrated the performance of Tameside & Glossop Strategic Commission compared to the national average. Of the 56 indicators being measured in the Corporate Plan; 45 could be measured against the national average. From the 45 indicators; 12 were performing better than the national average, 26 were performing below the national average and 7 are in line with it.

It was stated that the key changes in performance were:

- Reduction in the proportion of the population being inactive (31.4% to 28%).
- An increase in the percentage of children's services audits rated good or outstanding (20% to 50%).
- Increase in the maximum mean download speed for internet services (34.1 Mbps to 38.2 Mbps), which exceeded the national average (37.1Mbps).
- Reduction in the percentage of 2 year olds benefiting from funded early education (85% to 77%).
- Provisional KS2 results showed a reduction in the percentage of children achieving the expected standard in reading, writing and maths (64% to 63%).
- Provisional KS2 results show a reduction in the percentage of children achieving the expected standard in reading (73% to 71%).

As a joint scorecard that sat across the Council and CCG, a quarterly reporting timetable was now in place to ensure members of Executive Cabinet and the Strategic Commissioning Board were provided with the opportunity to review progress and outcomes in order to consider overall delivery and impact of Corporate Plan.

Both Scrutiny Panels would receive a quarterly update on the scorecard. Scrutiny Panels would receive the scorecard at the next available meeting once it had been received by Executive Cabinet and the Strategic Commissioning Board. Scrutiny Panels would continue to use performance data to inform current activity and when developing the annual work programme.

**RESOLVED**

**That the Overview Panel note the content of the report and scorecard at Appendix 1.**

**18. URGENT ITEMS**

There were no urgent items.

**CHAIR**

Cha

# Agenda Item 4.

<b>Report To:</b>	<b>OVERVIEW PANEL</b>
<b>Date:</b>	27 July 2020
<b>Reporting Officer:</b>	Sandra Stewart, Director – Governance and Pensions Sarah Dobson, Assistant Director – Policy, Performance and Communications
<b>Subject:</b>	<b>SCRUTINY UPDATE</b>
<b>Report Summary:</b>	To receive for information, a summary of the work undertaken by the Council's two Scrutiny Panels for June and July 2020.
<b>Recommendations:</b>	That Overview Panel is asked to note the content of the report and summary of scrutiny activity. All related documents can be viewed within the appendices.
<b>Links to Corporate Plan:</b>	Scrutiny work programmes are linked to the Council's corporate priorities. Scrutiny activity seeks to support effective decision making and priorities across Tameside.
<b>Policy Implications:</b>	The work programmes comprise activity that seeks to check the effective implementation of the Strategic Commission's policies and if appropriate make recommendations to the Executive with regards to development, performance monitoring, outcomes and value for money.
<b>Financial Implications: (Authorised by the Borough Treasurer)</b>	There are no direct financial implications as a result of this report. Any costs incurred by the Scrutiny Panels must be met from existing budgets.
<b>Legal Implications: (Authorised by the Borough Solicitor)</b>	There are no immediate legal implications arising out of this report.
<b>Risk Management:</b>	Regular updates to Overview Panel provide assurance that scrutiny is progressing with an effective work programme, supporting good decision making and service improvement.
<b>Access to Information:</b>	The background papers relating to this report can be inspected by contacting Paul Radcliffe, Policy and Strategy Lead by:  Telephone: 0161 342 2199  e-mail: <a href="mailto:paul.radcliffe@tameside.gov.uk">paul.radcliffe@tameside.gov.uk</a>

## 1. INTRODUCTION

- 1.1 The Scrutiny Update provides a platform for appropriate insight, activity, outcomes and proposals to be relayed. This method of reporting supports the improved responsiveness of scrutiny work and also prevents any delay in the communication of key messages.
- 1.2 The report, by nature, aims to provide members with a general summary of scrutiny activity and proposals. It remains that all reports produced by scrutiny panels as a result of in-depth review will be tabled separately at the earliest opportunity.

## 2. SCRUTINY ACTIVITY

- 2.1 Scrutiny in practice remains mindful of the suitability and appropriateness of timings with regards to the impact and value of planned activity. This includes the selection and order of topics and updates to be received during the year. The annual work programmes and priorities were agreed at the June meetings and this coincides with consultation activity for which a valued response and input can be achieved. The tables below provide a summary and chronology of scrutiny activity.

**Figure 1: Breakdown of activity at the formal Scrutiny Panel meetings**

<b>PLACE AND EXTERNAL RELATIONS</b>	
<b>9 June 2020</b>	<b>28 July 2020</b>
<ul style="list-style-type: none"> <li>Scrutiny Panel agree a list of topics and future priorities for the annual work programme.</li> </ul>	<ul style="list-style-type: none"> <li>The Panel to meet Cllr Oliver Ryan, Executive Member, Finance and Economic Growth; Cllr Ged Cooney, Executive Member, Housing, Planning and Employment; and Jayne Traverse, Director of Growth, to receive an overview of the impact of Covid-19 and lockdown on the economy, including:               <ul style="list-style-type: none"> <li>- Business and employment support</li> <li>- Safety measures including work places</li> <li>- Impact and challenges going forward</li> <li>- Best steps for medium and long-term</li> </ul> </li> <li>To receive the Panel's formal response to the Council's Safe Streets consultation.</li> </ul>
<b>INTEGRATED CARE AND WELLBEING</b>	
<b>11 June 2020</b>	<b>30 July 2020</b>
<ul style="list-style-type: none"> <li>Scrutiny Panel agree a list of topics and future priorities for the annual work programme.</li> <li>The Chair confirmed that the fixed Children's Working Group will remain in place for 2020/21. The terms of reference and membership, <b>APPENDIX 1</b>.</li> </ul>	<ul style="list-style-type: none"> <li>The Panel to meet Karen James, Chief Executive, Tameside and Glossop Integrated Care and NHS Foundation Trust, to receive an overview of the hospital's response to Covid-19 and plans to bring routine back on stream, including:               <ul style="list-style-type: none"> <li>- Urgent response to Covid-19</li> <li>- A&amp;E attendances, cancer referrals, routine appointments and surgery, links with primary care</li> <li>- Supporting NHS staff (mental and physical wellbeing)</li> <li>- Impact on BAME communities</li> </ul> </li> <li>To receive the Panel's formal response to the Healthwatch Covid-19 survey.</li> </ul>

### **Consultation and Engagement**

- 2.2 Scrutiny will remain suitably informed of open consultations at a local, regional and national level. The Scrutiny Panels have recently submitted formal responses to the following local consultations. Efforts were made to ensure input and insight was sought from relevant services and partners to inform the submissions.
- Safe Streets in Tameside – 2 July 2020, **APPENDIX 2.**
  - Healthwatch Covid-19 consultation – 8 July 2020, **APPENDIX 3.**

### **Keeping Scrutiny Members Informed**

- 2.3 All Scrutiny Panel members receive a monthly update email, with the purpose of raising awareness to a variety of materials to support their role, provide access to scrutiny resources and the ongoing opportunity for councillors to contribute and share any open consultations and engagement exercises. This will continue to include a wide variety of topic areas for consideration.
- 2.4 The update email also includes links to Greater Manchester Priorities and the work of the Combined Authority Scrutiny Panels. This email provides a further opportunity to inform members how the work of scrutiny is shared and reported within the Council. The most recent update was sent in June 2020, **APPENDIX 4.**

## **3. RECOMMENDATIONS**

- 3.1 As set out on the front of the report.

## CHILDREN'S WORKING GROUP – 2020/21

### TERMS OF REFERENCE

#### RATIONALE

The Children's Working Group is instructed as a fixed sub-group of the Integrated Care and Wellbeing Scrutiny Panel for 2020/21. The group will have a specific remit to consider matters relevant to Children's Services and Education.

Seeking the lived experience and wishes of children and young people about the services they receive must be an active driver for decision-making and service development. The group will look to ensure that there are sufficient and adequate mechanisms in place to encourage participation, with the aim to inform service delivery.

To do this the working group will meet with stakeholders, review existing documentation and assess a range of information and evidence. The group does not make decisions about service provision but will provide comment and recommendations to support services in capturing the views and experiences of children and young people.

#### SCOPE & OBJECTIVES

The scope and objectives of the Children's Working Group are to:

- Create a fixed membership to include elected members from the Integrated Care and Wellbeing Scrutiny Panel, co-opted young people and co-opted adults.
- Seek to identify and establish a working list of topics for consideration.
- Deliver statutory functions when educational matters are considered.
- Promote 'critical friend' challenge to the improvement process.
- Ensure young people and adults feel safe and able to voice any concerns.
- Encourage broader participation opportunities for young people.
- Review the variety of methods available for residents and young people to communicate their views.
- Ensure that Children's Services continue to use the findings from participation and engagement in strategic and operation improvement, as well as in individual case decisions.
- To encourage participation to a range of local and regional consultations.

#### OVERSIGHT AND REPORTING

The Chair of the Integrated Care and Wellbeing Scrutiny holds responsibility for the oversight and approval of activity undertaken by the Children's Working Group. The working group is to be chaired by the Chair of the Scrutiny Panel.

The Children's Working Group will establish a work pattern whereby every meeting will have set objectives and measured outcomes. Findings and actions from the meeting will be tabled and presented at the next available meeting of the Integrated Care and Wellbeing Scrutiny Panel, for information and sign off. To prevent any delay in reporting, all findings and papers will be shared directly with the Chair of the Integrated Care and Wellbeing Scrutiny Panel prior to submission.

#### STATUTORY ROLES

As part of the Children Act 1989 it is the duty of the authority in its care of children and young people, to listen to and base improvements on the wishes and feelings of children and young people on matters that affect them. A further statutory requirement for the Integrated Care and Wellbeing Scrutiny Panel is to include co-opted representatives when dealing with educational matters.

## **ACTIVITY**

The Children's Working Group will:

- Ensure that designated groups and networks for children and young people are being listened to and adequately supported to have their voice heard on a strategic level. This includes testing whether individuals and groups are being listened to by the bodies responsible for implementing change.
- Ensure that the voice and lived experiences of young people are acted upon on an individual level. To include examination of how this is evidenced across Children's Services and Educational services.
- Include evidence from external challenge mechanisms and regulators, for example complaints; whistleblowing; Serious Case Reviews; examples of respectful challenge and judicial reviews.
- Benchmark new and innovative ideas for gathering the experience of residents and young people at strategic and operational levels.

## **MEMBERSHIP**

The membership of the working group is:

- Cllr Teresa Smith (Chair)
- 6 x Councillors from the Integrated Care and Wellbeing Scrutiny Panel.
- Co-opted young people
- Co-opted adults (parent governors and representatives of Roman Catholic and Church of England faith schools, as set out under the provisions of the Local Government Act 2000).

## **MEETINGS**

There will be four fixed meeting dates for the 2020/21 municipal year, to be held on a Thursday with a start time of 6pm and to last no longer than 2 hours. The group will meet in private, as is standard for a scrutiny working group.

The group may hold additional meetings when deemed appropriate for the subject being considered.

## APPENDIX 2

**Councillor Warren Bray**  
Executive Member  
Transport and Connectivity

**Ian Saxon**  
Director  
Operations and Neighbourhoods

**Chair of the Place and External Relations Scrutiny Panel**

**Councillor Mike Glover**

Tameside One  
Market Place  
Ashton-under-Lyne  
OL6 6BH

Email: mike.glover@tameside.gov.uk  
Phone: 0161 342 2199  
Ask for: Paul Radcliffe  
Date: 2 July 2020

Dear Councillor Gwynne,

### **Safe Streets in Tameside**

I write on behalf of Tameside Council's Place and External Relations Scrutiny Panel. Members have remained suitably informed of the proposals and future measures aimed at primarily supporting residents to maintain responsible social distancing whilst walking, cycling and using public transport throughout the borough.

The Scrutiny Panel seeks to submit a formal response to the Safe Streets consultation. This letter therefore aims to provide a summary of collective discussion points and to express any issues and concerns raised by panel members. I would be extremely grateful if on receiving this letter you are able to take the appropriate action to ensure the collective response is suitably recorded and submitted. It is also hoped that the response can be referenced within future reports and may support wider governance requirements in terms of engagement and feedback used to inform decision making in this area.

In order to address the significant and far-reaching impacts of Covid-19, scrutiny must adapt accordingly to consider appropriate matters with a keen eye on recovery, as well as community and economic resilience. Panel members have received regular feedback from residents and communities based on learning from the impacts, local response and range of challenges the Council is likely to face going forward.

It is pleasing to report that recent feedback has highlighted the positive and proactive response of the Council and partners in providing direct support and signposting to some of our most vulnerable, isolated and 'at risk' residents. Where possible the Council can aim to lead by example in making bold and innovative decisions that enable residents to feel safe and confident to explore social and economic mobility options throughout the easing of lockdown measures and beyond.

For schemes of this nature, the Scrutiny Panel would encourage services to establish and maintain a clear dialogue with communities throughout development stages. This can help to ensure learning from local knowledge is captured and also creates a platform to deliver key messages and targeted information to residents. It is also felt that active listening to what residents say allows for

a set of practical and innovative solutions to remove any barriers to daily life and the ability of individuals to regain social contact, access to employment and leisure.

There is also no doubt that work in this area is closely connected to national and regional initiatives regarding poor air quality and the development of a Greater Manchester Clean Air Zone. An opportunity has also clearly presented itself to build on the Greater Manchester Bee Network at a local level.

Having recently reviewed work priorities and finalised a work programme for 2020/21, the Scrutiny Panel has reached a consensus that the recovery from Covid-19 provides an opportunity to build on a range of initiatives. This includes developing long-term and sustainable projects that seize on the opportunity around walking and cycling.

Members are particularly aware that there is a significant need to raise general awareness and to support behaviour change. I have listed some of the main points below, which are to be viewed as individual responses from members, under the collective of the Council's Place and External Relations Scrutiny Panel.

- Panel members are supportive of the positive and proactive steps being taken by the Council to safeguard residents and visitors when walking, cycling and accessing public transport within the borough. The temporary proposals detailed within the consultation aim to build confidence and ensure that safe social distancing measures can be adhered to and maintained.
- The impact of Covid-19 and associated lockdown measures has resulted in an unprecedented reduction in vehicle usage at a local, regional and national level. Whilst this has been a secondary effect in response to the health crisis, feedback has shown that communities have welcomed a reduction in air and noise pollution, traffic and congestion. It is extremely encouraging to see a rise in the number of residents walking and cycling across the borough.
- There is an opportunity for the Council and key stakeholder to build on previous clean air proposals in order to reinforce walking and cycling as a viable and long-term option. It is unlikely that such an opportunity will present itself again in the near future.
- While maintaining a high level of ambition and expectation, a scheme of this nature should be informed by resident feedback and perception. Consideration to review any existing physical and/or psychological barriers that may prevent walking and cycling as an accessible option or alternative (i.e, journeys in excess of a set distance). The importance of key messages that walking, cycling and cars are complementary travel options and not mutually exclusive. A shift from car to bike need not be ideological, but something on which support and advice can be given to encourage residents to take what may be a cautious yet positive first step.
- The Council to work cooperatively with key stakeholders, such as other public sector bodies and local businesses. No organisation should plan to work in isolation. There is an opportunity to build on local solidarity in that this is everyone's problem to solve and a collection of individual changes will have a greater impact on outcomes for all Tameside.
- It is recognised that travel improvements need to support inclusive economic growth.
- It may be that a scheme of this nature could benefit from a public spokesperson or figurehead, similar to that of the Bee Network in order to build traction and to act as a catalyst to promote behaviour change. This may include case studies of how individuals and households have transformed the way they view and access local travel options.
- Resident perception may be that Tameside has what appears to be a relatively fixed network of roads and footpaths available for walking and cycling. Local topography may also create problems when connecting people to places. This requires a detailed level of planning and possibly an online platform to house a comprehensive tool for route options. Future proposals

require an equal amount of attention and consideration across all areas, helping to build assurance that while some plans remain temporary there is a local commitment to create cost effective, long-term and sustainable solutions for our network.

- To review potential challenges associated with the introduction of temporary cycle lanes on the carriageway. Panel members are extremely keen to find viable and long-term solutions that aim to integrate a variety of travel options between a set start and finish point, which may need to connect off road and scenic routes to more integral road infrastructure and pinch points.
- That consideration be given to residents who may have reduced capability or lack confidence to walk or cycle. To explore options with health and leisure partners to develop introductory fitness courses and 'learning to cycle' classes. It may be that future consideration is given to a cycling grant or loan scheme, to be managed at a central level or in conjunction with local businesses encouraging employees to review travel options.
- That where appropriate, the Executive involve scrutiny in future consultation and development stages.

If further clarity is needed on any of the above points, please do not hesitate to contact me.

Yours sincerely,

**Councillor Mike Glover**  
**Chair – Place and External Relations Scrutiny Panel**

## APPENDIX 3

**Liz Windsor-Welsh**  
Accountable Officer

**Peter Denton**  
Healthwatch Manager

**Chair of the Integrated Care and Wellbeing  
Scrutiny Panel**

**Councillor Teresa Smith**

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Ashton-under-Lyne  
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Email: mike.glover@tameside.gov.uk  
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Ask for: Paul Radcliffe  
Date: 8 July 2020

Dear Liz,

### **Healthwatch Tameside Covid-19 Survey**

I write on behalf of Tameside Council's Integrated Care and Wellbeing Scrutiny Panel. Members have remained suitably informed of health implications and impacts associated with Covid-19. This includes a range of local measures and decisions aimed to support residents as part of the borough's coordinated response.

The Scrutiny Panel seeks to submit a formal response to the Healthwatch Covid-19 survey. This letter therefore aims to provide a summary of collective discussion points and feedback received from local communities. I would be extremely grateful if on receiving this letter you are able to take the appropriate action to ensure the collective response is suitably recorded and submitted.

Scrutiny of health services at a local level is driven by strong and effective partnerships working together to inform, influence and strengthen decision making and provision. Activity is routinely planned to review information, performance data and substantial development or variation in health services to minimise the impact on patients. There is also an ongoing need to consider how the views and experiences of residents are captured and best used to improve outcomes.

The Scrutiny Panel considers engagement with relevant health services, commissioners and health providers to be a continuous process. In order to address the significant and far-reaching impacts of Covid-19, scrutiny must adapt accordingly to consider appropriate matters with a keen eye on recovery, as well as community resilience.

Work priorities are agreed in line the development of an annual work programme for 2020/21. This will remain under continuous review with activity is to be planned and conducted in a way that is timely, supportive and proportionate. Scrutiny will consider how well partnerships are working; oversee the systems that contribute to smooth effective decision making and bring influence to find positive solutions.

A significant number of Tameside residents have been directly impacted by a range of economic and health inequalities, which have been further exacerbated by Covid-19 and ultimately increase an individual's level of vulnerability. In particular, those linked to long-term respiratory conditions

and diabetes. In addition to the governments shielding programme, a large scale assessment was undertaken to identify 'at risk' residents by using a number of indicators. These included people who may already have been receiving a level of formal or informal support, plus those who had contacted the Council and partners directly to inform of a basic need for food, medication and/or wider support.

When collating feedback from communities it has been important to reflect on some of the local challenges, with attention drawn to the following areas (3 July 2020):

- A total of 1,952 households have been supported with food parcels and 446 with prescriptions. Residents in need of support is reducing on a daily and weekly basis.
- The number of GP appointments made in April 2020 was at its lowest level in 2 years; with an associated reduction in GP referrals.
- A sharp drop in A&E attendances, levels are starting to rise.
- Reporting a proportionately high number of deaths in care homes (44% higher than same period in 2019). Over 80 deaths related to Covid-19.

Panel members have recently submitted feedback and lived experiences from communities based on the impact and response to Covid-19. This has proved timely and coincides well with the Healthwatch survey. I have listed relevant points below which I hope you will find useful for the future planning of healthcare services.

### **Responding to Covid-19**

- The Council's response and speed in which the Humanitarian Hub was established, along with support from volunteers and businesses has been a real accomplishment and something to be proud of.
- The crisis has helped generate a resurgence and increased levels of solidarity and sense of community.
- Positive outcomes and innovations, such as online support groups offering help and advice to residents.

### **Health Systems**

- There are a number of future concerns linked to a range of possible impacts that Covid-19 and lockdown measures will have on the mental health and wellbeing of residents.
- A consensus that assessing and supporting the mental health of residents must remain in place as a future priority for the commissioning of health services. To overlook this would be detrimental to both the health and economic recovery of the borough.
- Concerns were raised with regards to the avoidance of Primary Care, reduction in routine appointments and cancer referrals. It is accepted that while Covid-19 has somewhat alleviated aspects of non-urgent demand, the future pressure on key services due to delayed diagnosis is likely to have significant implications on health outcomes for residents.
- Some work may be required in order to understand the equality impacts of Covid-19. Emerging evidence reported nationally has presented an understandable cause for concern within BAME communities and those undertaking key worker roles. It is also unclear as to how the future assessment of risk for disproportionately affected groups can be planned and delivered at a local level. This includes safety measures for all work places and public transport.
- With a significant number of older and vulnerable residents having been shielded for at least 3 months, there will be a need to consider issues associated with loneliness, social isolation. In addition to any ongoing worries around future access to food and medication should a second phase emerge.

If further clarity is needed on any of the above points, please do not hesitate to contact me.

Yours sincerely,

**Councillor Teresa Smith**  
**Chair – Integrated Care and Wellbeing Scrutiny Panel**

### June 2020

Welcome to the June 2020 Scrutiny Update.

The regular updates aim to keep you informed of upcoming activity, including engagement and consultation with regards to local, regional and national decision making. All of the open consultations listed below are available for you to access and complete, with the opportunity to raise greater community awareness and participation where possible. For further information and to have your say please follow the relevant links below.

I hope this is something you will continue to find useful and please let me know if you require any further information.

### **Guidance and Resources on COVID-19 (Coronavirus)**

- [Covid-19 advice on working safely for employees, employers and businesses](#)
- [Updated figures on the number of Coronavirus cases and risk in the UK](#)
- [How to protect yourself or check if you need medical help](#)
- Guidance on [staying alert and safe \(social distancing\)](#) and for [self-isolation](#)

There is also guidance available on local websites as detailed below:

Tameside Council at <https://www.tameside.gov.uk/coronavirus> - includes links to service change information, how to volunteer, support for businesses, council tax recovery, mental health support, wellbeing, how to contact the Council for support and more.

NHS Tameside & Glossop CCG at <https://www.tamesideandglossopccg.org/> link on homepage.

Tameside & Glossop Integrated Care NHS Foundation Trust at <https://www.tamesidehospital.nhs.uk/> information on homepage

Other things to be aware of include:

- Tameside & Glossop Strategic Commission's (Tameside Council and NHS Tameside & Glossop CCG) [One Equality Scheme Annual Review 2020](#) is now live on both the Council and CCG websites. This was approved by Executive Cabinet and Strategic Commissioning Board at the end of May. Under the terms of the Equality Act 2010, all public bodies are required to publish certain pieces of equality related information. One Equality Scheme ensures that both the Council and CCG fulfil their obligations - particularly to publish one or more specific and measurable equality objectives at no more than four years from the date of first publication. This annual update provides a round-up of how the organisation is meeting its equality objectives over the previous 12 months.
- TfGM has issued advice for those Greater Manchester residents with a disability travelling on public transport in light of the new requirement for wearing face coverings (effective **15 June 2020**). Under the new rules, exemptions will apply to those who have conditions such as breathing difficulties, mental health conditions such as anxiety disorders, impairments that

would make it difficult to use a face covering, and so on. You can find more details on this information [here](#).

- Greater Manchester Health & Social Care Partnership has put together an information booklet comprising of the mental health support and advice available to a range of groups, for example adults, bereavement, gambling addiction older people and carers and so on. This can be found [here](#).

### **10 GM Funding**

A partnership of local support and development agencies in Greater Manchester, have come together to produce a bulletin providing all the information on funding opportunities available for VCF organisations, including how to apply. The opportunities are listed by grounds for support, such as Covid-19, arts, children & young people and so on. You can find the latest bulletin [here](#).

### **Open Consultations**

[New walking & cycling measures to allow safe social distancing](#) – The outbreak of Covid-19 has meant we have had to make changes to our lives, including staying apart from loved ones. As social restrictions from government ease, we are also required to make changes to ensure all our residents are kept safe when out and about in Tameside. Changes to roads and pavements are essential to supporting the local economy as people gradually return to work. Having safe routes on foot or by bike are essential, particularly for those who have been unable to work during the height of the lockdown period and are now returning to work. Local residents are invited to have their say on these proposed changes to make a safer borough for everyone. Deadline: **2 July 2020**.

[COVID-19 survey](#) – Due to the outbreak of Coronavirus (COVID-19), we have all been asked to 'Stay at Home, Protect the NHS, and Save Lives'. This short survey from Healthwatch Tameside will help them to understand and gather information about what you think could make the situation easier to live with. They want you to say what is working well, as well as what could be improved. Paper copies of this consultation will be made available in due course, and questions can be talked through over the phone to support as many responses as possible. Deadline: **ongoing**.

[Healthwatch Tameside General Survey 2020](#) – Healthwatch Tameside is asking local people about their experiences of health and care services. The questionnaire will ask what services respondents have used in the past year, as well as what was good and what could be improved about these services. They will then combine the results from this survey with other information on how well local services are performing to produce a report on the subject. Deadline: **Ongoing**.

[Healthwatch Tameside young people's health & care survey 2020](#) - Healthwatch Tameside want to find out what young people think about health and care services they have used during the past 12 months. The questionnaire will ask about which services respondents used in the past year, their views on service quality, and what changes could be made. They will then combine the results from this survey with other information on how well local services are performing to produce a report on the subject. Deadline: **Ongoing**

[Manchester Pride online consultation](#) – Manchester Pride is setting out a new three-year vision and as such want to hear from as much of the LGBTQ+ community as possible. They want to know what you want more of, what you want less of, how you want to express yourself, and to better understand the many communities Manchester Pride represents in order to meet their needs. This survey will cover all things Manchester Pride and will be an invaluable tool in helping them to develop all of their programmes to better represent and support the LGBTQ+ community. Deadline **ongoing**.

## **National Engagement and Consultations**

There are currently a number of pieces of work being led by government departments and agencies that you may wish to take part in. For further information and to have your say please follow the relevant links below:

[\*\*National Health Data Consent Survey\*\*](#) – The CLIMB Project is a Cambridge-based team funded by the UK Medical Research Council working to improve mental and physical care and research using health data. They are conducting a national survey in order to gather patient and public opinion on sharing NHS and HSC (Northern Ireland) health data across the UK. They are seeking your views on issues such as who you would be willing to share your data with, ideas on what a health data consent form might look like, and your current understanding of health data sharing, amongst other issues. Deadline: **30 September 2020**.

[\*\*Integrating Care for Trans Adults\*\*](#) – This survey is being undertaken by researchers from the Open University, the LGBT Foundation and Yorkshire MESMAC as part of a larger study. In this study we are looking at how different services can work together to support trans people better. These services include gender identity services but could also include GP services, other health services, mental health services and support provided by the voluntary sector. You can participate if you are over 18, if your gender does not correspond with the gender you were assigned at birth and if you currently live in the UK. To find out more, you can visit this link. Deadline: **ongoing**.

All live and past consultations are available for viewing at the [\*\*Big Conversation\*\*](#) pages on the Council's website.

## **Regional Scrutiny**

The Council appoints representatives to each of the Greater Manchester Combined Authority (GMCA) Scrutiny Panels and also scrutiny arrangements for Pennine Care. The links below provide you with access to the most recent meeting papers for each of the panels.

[\*\*Corporate Issues & Reform Overview & Scrutiny\*\*](#)

[\*\*Economy, Business Growth & Skills Overview & Scrutiny\*\*](#)

[\*\*Housing, Planning & Environment Overview & Scrutiny\*\*](#)

## **Scrutiny Resources**

In addition to the past training events, I will look to share any available material with you. This will include any material to support you in your role during the course of the year.

Recent publications:

- [\*\*Centre for Public Scrutiny \(COVID-19\)\*\*](#)
- [\*\*Coronavirus: information for councils\*\*](#)
- [\*\*Councillor's workbook on mentally healthier places\*\*](#)
- [\*\*Accessing support: the role of the voluntary and community sector during COVID-19\*\*](#)
- [\*\*Tackling domestic abuse during the COVID-19 pandemic\*\*](#)

# Agenda Item 5.

<b>Report To:</b>	<b>OVERVIEW PANEL</b>
<b>Date:</b>	27 July 2020
<b>Reporting Officer:</b>	Sandra Stewart, Director - Governance and Pensions Sarah Dobson, Assistant Director – Policy, Performance and Communications
<b>Subject:</b>	<b>SCRUTINY ANNUAL WORK PROGRAMMES</b>
<b>Report Summary:</b>	To receive for information, the annual work programmes of the Council's Scrutiny Panels.
<b>Recommendations:</b>	That Overview Panel are asked to note content of the work programmes and planned activity of the Scrutiny Panels.
<b>Links to Corporate Plan:</b>	Topics included within the work programmes remain linked to the Council's corporate priorities. Scrutiny activity seeks to support effective decision making and to improve outcomes for residents and service users.
<b>Policy Implications:</b>	The work programmes comprise activity that seeks to check the effective implementation of the Strategic Commission's policies and if appropriate make recommendations to the Executive with regards to development, performance monitoring, outcomes and value for money.
<b>Financial Implications: (Authorised by the Borough Treasurer)</b>	There are no direct financial implications as a result of this report. Any costs incurred by the Scrutiny Panels and service must be met from existing budgets.
<b>Legal Implications: (Authorised by the Borough Solicitor)</b>	<p>The role of the scrutiny panels is a requirement under the Local Government Act 2000 with the purpose to act as balance in the executive structure which is reinforced in the Localism Act 2011.</p> <p>The programme of works as set out in this report will enable the panels to undertake their function.</p> <p>In addition part 4(g) of the Scrutiny Procedure Rules set out in the Constitution requires the Chair of each Scrutiny Panel to submit an annual Work Programme for approval.</p>
<b>Risk Management:</b>	The Chairs and Deputy Chairs of the Scrutiny Panels will be informed of the progress in implementing the work programmes.
<b>Access to Information:</b>	<p>The background papers relating to this report can be inspected by contacting Paul Radcliffe, Policy and Strategy Lead by:</p> <p> Telephone:0161 342 2199</p> <p> e-mail: paul.radcliffe@tameside.gov.uk</p>

## 1. INTRODUCTION

- 1.1 Tameside Scrutiny Panels are required to publish an Annual Work Programme of planned activity for the municipal year ahead. The programme of work will cover a two year rolling period that is to be reviewed, updated and agreed on an annual basis.
- 1.2 The annual work programmes have been developed to reflect priority issues across the Council, Strategic Commission and external partners. Work will continue to improve the flexibility, responsiveness and reporting methods of all scrutiny activity undertaken during 2020/21. Discussion from the panel meetings held in June 2020 have directly informed the list of topics and planned updates 'check and challenge', for the year ahead.
- 1.3 Each year a range of emerging topics and issues may require the attention of scrutiny. It is therefore important to ensure efforts are best placed to support and influence effective decision making, with the added focus on improving outcomes for residents and communities.

### **The role of Scrutiny during COVID-19**

- 1.4 Guidance published by the Centre for Public Scrutiny (CfPS) is aimed at managing some of the challenges associated with undertaking effective scrutiny during COVID-19. In order to address the significant and far-reaching impacts, scrutiny must adapt accordingly to consider appropriate matters with a keen eye on recovery, as well as community and economic resilience.
- 1.5 Work priorities will remain under continuous review throughout this period and Councillors are encouraged to plan and conduct activity in a way that is timely, supportive and proportionate. Scrutiny will consider how well partnerships are working; oversee the systems that contribute to smooth effective decision making and bring influence to find positive solutions.
- 1.6 Maintaining a form of effective scrutiny is critical for several reasons:
  - Decisions will be made which are likely to have an impact on the lives of residents and the places they live.
  - The Council and its partners should be trying to draw on the perspective of a broad range of stakeholders in response to the crisis.
  - Scrutiny activity does not take the Executive and senior officers away from the task in hand. Councillors have a vital role in feeding into and supporting the response to communities and the scrutiny provides a mechanism for this work to feed into overall strategy.
  - The crisis will not be ending any time soon.
- 1.7 It is expected that the current crisis will generate a consolidation of scrutiny's usual role, with a tighter focus on a smaller range of issues. Overall this involves a shift to recognise that scrutiny can respond accordingly by undertaking:
  - **Outreach** to get an understanding from local communities about the kind of issues and challenges experienced.
  - **Support** oversight of the system response to COVID-19. Understanding and supporting the Council and its partners as they respond to the unprecedented situation, providing assistance with complex issues and resolution of challenges faced.

## 2. SCRUTINY WORK PROGRAMMES

- 2.1 At the Scrutiny Panel meetings held in June 2020, all panel members were provided with the opportunity to comment and contribute to the list topics included in the work programmes. A separate request was made by the Scrutiny Chairs for members to take time outside of the meeting to provide feedback on lived experiences from communities

related to COVID-19. Feedback has been collated and presented in a separate report to the Executive.

- 2.2 The topics listed in section 3 of the report present a range of subject areas whereby COVID-19 is thought to have had a direct or indirect impact on service delivery and/or accessibility. There are a range of options available to each scrutiny panel as to how activity is planned and undertaken, with a further need to consider timescales and future reporting. The Chairs will continue to work closely with panel members in order to determine the best approach on how activity is undertaken.
- 2.3 Plans will remain in place to keep scrutiny members informed on the range of engagement and consultation activity taking place both within the Council and across partners. Where deemed appropriate, the wider development of scrutiny may include project support and service development work undertaken at the request of the Executive as a critical friend.
- 2.4 Scrutiny activity will continue to adopt a combination of approaches to review service and performance updates, respond to formal consultations, focus reports of the Local Government and Social Care Ombudsman and areas in need of more in-depth review. This includes a responsibility for:
- Engagement and consultation – to provide responses to pre-decision activity
  - Research and insight to a particular issue
  - Review of decisions and recommendations
- 2.5 Scrutiny activity will continue to be undertaken outside of the formal meetings, with all findings and recommendations presented to the full panel for comment and approval. This flexibility can allow for speedier and timelier work to be undertaken, creating an enhanced opportunity to both influence and inform the impact of decisions being made. It is also necessary to monitor and evaluate outcomes from past activity and to review the implementation of recommendations.
- 2.6 Scrutiny in practice will be mindful of the suitability and appropriateness of timings, with regards to the impact and value of planned activity. This includes the selection and order of topics and updates to be received during the year ahead. The programme of work is ambitious and it is not expected for all topics and subject areas to be covered during this period, but more an agreed list from which to select work items.

#### **Planned activity**

- 2.7 At the June meetings each panel agreed the topics to be considered during the first part of the municipal year, as detailed below.

#### **Place and External Relations Scrutiny Panel**

- Impact of Covid-19 and lockdown on the economy

#### **Integrated Care and Wellbeing Scrutiny Panel**

- Hospital response to Covid-19 and plans to bring routine back on stream

- 2.8 It was agreed at the Integrated Care and Wellbeing Scrutiny Panel meeting on 11 June 2020 that the fixed Children's Working Group will remain in place for 2020/21. The group will include co-opted young people and adults
- 2.9 On occasion a topic may require the attention of both scrutiny panels in order to examine a range of impacts. At such a time, a decision will be made to assign a lead panel based on both remit and the subject matter. All aspects of activity will be made available to panel members to consider and respond.

### 3. ANNUAL WORK PROGRAMMES – 2020 to 2022

<b>Integrated Care and Wellbeing Scrutiny Panel</b>
<ul style="list-style-type: none"> <li>• Hospital response to Covid-19 and plans to bring routine back on stream               <ul style="list-style-type: none"> <li>- i.e, A&amp;E attendance, cancer referrals, routine appointments and surgery</li> <li>- Supporting NHS staff (mental and physical wellbeing)</li> <li>- Impact on BAME communities</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Primary care response to Covid-19 and plans to support increased diagnosis of conditions</li> </ul>
<ul style="list-style-type: none"> <li>• Impact on Schools / education (re-opening)               <ul style="list-style-type: none"> <li>- Access to learning / digital</li> <li>- Vulnerable children</li> <li>- Educational attainment / bridging the gap</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Care home resilience now and post Covid-19</li> </ul>
<ul style="list-style-type: none"> <li>• Adapting Care at Home while living with Covid-19               <ul style="list-style-type: none"> <li>- Isolation / loneliness</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Safeguarding and welfare of children and families – stress / pressure in households</li> </ul>
<ul style="list-style-type: none"> <li>• Lockdown impact on mental wellbeing and programme of supporting provision</li> </ul>
<ul style="list-style-type: none"> <li>• Mass testing / Test and Trace – how it will work / how it will be managed</li> </ul>
<ul style="list-style-type: none"> <li>• The Panel to receive regular updates during the year regarding new and emerging areas</li> </ul>
<b>Future consideration / follow-up</b>
<ul style="list-style-type: none"> <li>• Children’s mental health</li> </ul>
<ul style="list-style-type: none"> <li>• Early years provision</li> </ul>
<ul style="list-style-type: none"> <li>• Recruitment and Retention of Foster Carers</li> </ul>
<b>Place and External Relations Scrutiny Panel</b>
<ul style="list-style-type: none"> <li>• Impact of Covid-19 and lockdown on the economy               <ul style="list-style-type: none"> <li>- Small business and employment support</li> <li>- Covid safety measures including work places</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Adapting public transport to meet the needs of the re-opening economy while maintaining social distancing</li> </ul>
<ul style="list-style-type: none"> <li>• Building on Clean Air at a local level               <ul style="list-style-type: none"> <li>- Long-term and sustainable projects to seize opportunity around walking and cycling</li> <li>- Connection to wider projects</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Waste and Recycling – behaviour / fly tipping</li> </ul>
<ul style="list-style-type: none"> <li>• Where next for key development sites – e.g. Godley Garden Village               <ul style="list-style-type: none"> <li>- Maximising the social and economic benefits</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• The Panel to receive regular updates during the year regarding new and emerging areas.</li> </ul>
<b>Future consideration / follow-up</b>
<ul style="list-style-type: none"> <li>• Improving quality and standards - private rented sector and empty properties</li> </ul>
<ul style="list-style-type: none"> <li>• Community Safety Partnership / Strategy               <ul style="list-style-type: none"> <li>- Outcomes related to domestic abuse / homelessness</li> </ul> </li> </ul>
<b>Cross Panel</b>
<ul style="list-style-type: none"> <li>• Feedback from the community on their experiences of Covid-19 (impact on BAME groups)</li> </ul>
<ul style="list-style-type: none"> <li>• Humanitarian response to Covid-19 (learning for the future)</li> </ul>
<ul style="list-style-type: none"> <li>• Isolation / Loneliness – impacts of reduced social contact, WFH, schools etc</li> </ul>
<ul style="list-style-type: none"> <li>• Balancing council and public sector budgets               <ul style="list-style-type: none"> <li>- Consultation and engagement with Scrutiny Panels</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Financial and economic impact on individuals and families               <ul style="list-style-type: none"> <li>- Deprivation and vulnerability</li> </ul> </li> </ul>

# Agenda Item 6.

<b>Report To:</b>	<b>OVERVIEW PANEL</b>
<b>Date:</b>	27 July 2020
<b>Reporting Officer:</b>	Sandra Stewart, Director - Governance and Pensions Sarah Dobson, Assistant Director – Policy, Performance and Communications
<b>Subject:</b>	<b>SCRUTINY – FEEDBACK AND LEARNING FROM COMMUNITIES ON COVID-19</b>
<b>Report Summary:</b>	To receive a summary of feedback from scrutiny panel members based on lived experience and learning from individuals and communities across Tameside.
<b>Recommendations:</b>	That Overview Panel are asked to: <ol style="list-style-type: none"><li>1. Note the content of the report and feedback from communities detailed in section 3.</li><li>2. Agree that the feedback be shared with the Council's Executive for information and to inform future strategy and service delivery where necessary.</li></ol>
<b>Links to Corporate Plan:</b>	Scrutiny activity seeks to support effective decision making and to improve outcomes for residents and service users.
<b>Policy Implications:</b>	Scrutiny activity seeks to check the effective implementation of the Strategic Commission's policies and if appropriate make recommendations to the Executive with regards to development, performance monitoring, outcomes and value for money.
<b>Financial Implications: (Authorised by the Borough Treasurer)</b>	There are no direct financial implications arising from this report. Any recommendations arising from the learning shared in this report should be considered on a case by case basis, ensuring the financial implications are considered as part of the business case for change.
<b>Legal Implications: (Authorised by the Borough Solicitor)</b>	This is a high level report to assist Members in reviewing the council's actions. As such there are no immediate legal implications arising out of the main body of this report as no decisions are being sought save the sharing of this report with the Executive.
<b>Risk Management:</b>	The Chairs and Deputy Chairs of the Scrutiny Panels will be informed of the progress in implementing the work programmes.
<b>Access to Information:</b>	The background papers relating to this report can be inspected by contacting Paul Radcliffe, Policy and Strategy Lead by:  Telephone:0161 342 2199  e-mail: paul.radcliffe@tameside.gov.uk

## **1. INTRODUCTION**

- 1.1 The Council's scrutiny function is well positioned to respond to local challenges and has an important role to provide direct insight and support to the Executive on a range of key matters. Improving outcomes for residents remains at the forefront of all work priorities, with scrutiny members being well placed to provide essential feedback on the lived experience of individuals and communities based on the impacts of Covid-19 and the local response.
- 1.2 Scrutiny panel meetings resumed in June for the 2020/21 municipal year. In addition to work programme development, a request was made by the Scrutiny Chairs for all panel members to take time outside of the meeting to note experiences on impacts and the response to Covid-19 in Tameside and subsequent recovery measures.
- 1.3 The table below summarises the feedback and insight from scrutiny panel members, received in June 2020. Key points have been separated into the following categories:
- Responding to Covid-19
  - Health Systems
  - Economy
  - Children and Families
  - Vulnerabilities (elderly/shielded, BAME, homelessness, domestic abuse)
  - Future consideration
- 1.4 It is acknowledged that some points lack a certain level of detail and they are to be received as direct and timely feedback from communities. Key messages aim to inform future planning associated with the response and recovery to Covid-19 in Tameside. Scrutiny Chairs therefore consider it appropriate that the overarching insight and perception of communities should be shared with the Council's Executive at the earliest opportunity.
- 1.5 At this stage, there is no requirement for the Executive to respond to the report and it is hoped that the learning points can be shared with relevant service areas. Scrutiny work programmes for 2020/21 will pick up a number of measures in place to improve Covid-19 related outcomes.

## **2. BACKGROUND**

- 2.1 The Scrutiny Panels feel that it is important to provide some additional context in terms of Tameside's starting position, pre Covid-19, based on a range of health and economic risk factors that will ultimately determine how severe and long-standing impacts associated with the pandemic are likely to be.
- 2.2 It is nationally recognised that while all efforts have been made to respond to Covid-19 as a health crisis and serious threat to life, it is now coming to light that future challenges have the likelihood to be profound and far-reaching for the resilience of households and communities. This relates directly to some of the expected and delayed external factors such as uncertainty of future employment, housing, education and timely access to healthcare and support.
- 2.3 As a Council, we have continued to maintain an effective level of local intelligence, insight and performance monitoring. The strength of local partnerships and cooperative working allows us to be best placed to draw on a wealth of information that will ultimately support a local recovery plan.

### Identifying future risks

2.4 The summary of information and data below is aimed to provide a collective and clear picture on areas of future concern, which allows for a level of comparison to be made when taking account of:

- Health inequalities and the future demand on services
- Access to future employment and associated rise in the local claimant level
- Delivering safe environments for residents to work and travel
- Equality impacts and the mitigation of risk for outcomes associated with Covid-19

### What we know

2.5 As a borough we continue to face significant challenges related to health outcomes, skill levels and employment. Covid-19 has presented an unparalleled level of pressure to front line services and the local response has been commendable. Our communities have continued to show a level of compassion and determination needed to ensure we can get through this together. This is evidenced by the speed in a which the Humanitarian Hub was established and the coordination between public sector bodies and voluntary agencies.

2.6 When collating feedback from communities it has been important to reflect on some of the local challenges, with attention drawn to the following areas (3 July 2020):

- A total of 1,952 households have been supported with food parcels and 446 with prescriptions. Residents in need of support is reducing on a daily and weekly basis.
- The number of GP appointments made in April 2020 was at its lowest level in 2 years; with an associated reduction in GP referrals.
- A sharp drop in A&E attendances, levels are starting to rise.
- Reporting a proportionately high number of deaths in care homes (44% higher than same period in 2019). Over 80 deaths related to Covid-19.
- A reduction in referrals made to Children's Services linked to most pupils not being in school.
- Tameside has a high proportion of small and medium size businesses, with £42.8 million paid in business support grants.
- There has been a noticeable shortfall in Council Tax recovery compared with expected levels.
- At the end of May 2020 - 27,700 residents had been reported as furloughed (3<sup>rd</sup> highest in GM). Potential for redundancy, with a knock on effect for employment support, welfare rights and debt advice.

## 3. FEEDBACK AND LEARNING FROM COMMUNITIES (JUNE 2020)

### Responding to Covid-19

- The Council's response and speed in which the Humanitarian Hub was established, along with support from volunteers and businesses has been a real accomplishment and something to be proud of.
- The crisis has helped generate a resurgence and increased levels of solidarity and sense of community.
- Positive outcomes and innovations, such as online support groups offering help and advice to residents.
- Agencies and communities have responded well with regards to food provision and delivering medication to some of our most vulnerable and isolated residents.
- Enhanced cooperation and partnerships have had a positive impact on community spirit and cohesion.

- A positive message based on the sharing of best practice and finding workable solutions to problems.

### **Health Systems**

- There are a number of future concerns linked to a range of possible impacts that Covid-19 and lockdown measures will have on the mental health and wellbeing of residents.
- A consensus that assessing and supporting the mental health of residents must remain in place as a future priority for the commissioning of health services. To overlook this would be detrimental to both the health and economic recovery of the borough.
- Concerns were raised with regards to the avoidance of Primary Care, reduction in routine appointments and cancer referrals. It is accepted that while Covid-19 has somewhat alleviated aspects of non-urgent demand, the future pressure on key services due to delayed diagnosis is likely to have significant implications on health outcomes for residents.
- Some work may be required in order to understand the equality impacts of Covid-19. Emerging evidence reported nationally has presented an understandable cause for concern within BAME communities and those undertaking key worker roles. It is also unclear as to how the future assessment of risk for disproportionately affected groups can be planned and delivered at a local level. This includes safety measures for all work places and public transport.
- With a significant number of older and vulnerable residents having been shielded for at least 3 months, there will be a need to consider issues associated with loneliness, social isolation. In addition to any ongoing worries around future access to food and medication should a second phase emerge.

### **Economy**

- General feedback from the business community has been positive with regards to the local response and measures put in place for guidance, support, eligibility and access to grants/funding.
- Concerns that the impact Covid-19 has had on the mental health and wellbeing of residents has potential to spread further. This may create a direct and adverse link with an expected rise in unemployment following closure of the government's furlough scheme and economic recovery for the borough.
- Residents have concerns about uncertainty connected with the relaxation of lockdown measures, in particular around the insecurity of employment, housing, financial support and debt.
- Some residents may find themselves without support (gaps in the governments systems and approach). What options have been made available to those who may not have been eligible for the furlough scheme and/or small business grants.
- Hardship projections with regards to future unemployment and claimant levels.

### **Children and Families**

- There has been a positive response from local schools, with continued pastoral support, wellbeing checks and food support where needed.
- Concerns of parents associated with children returning to school – information being received and the need for consistency and oversight in messages relayed from schools.

- Broader understanding and expectations to the way youth workers and social workers will interact with children and families online in lieu of face-to-face working for the foreseeable future.

### **Vulnerabilities**

- To review the need for a collaborative approach to assess and remove any potential barriers (physical or psychological), in supporting our elderly, shielded and vulnerable residents to become more socially mobile as lockdown restrictions start to ease further.
- Care homes will require vital and continued support from the Council and partners.
- The Council has responded well to residents presenting as homeless and those with immediate housing needs. This may require periodic review to ensure interventions have been sustainable and to monitor new cases based on future financial impacts of Covid-19.
- Some older residents have expressed confusion about the details of being shielded and the implication of future changes to reconnecting individuals and households.
- Impacts of a rise in the level of alcohol being consumed at home during lockdown, with the hope that this will start to reduce – possible link to increases in domestic abuse.
- There has been a short-term spike in issues related to fly tipping and the disposal of waste. Communities are pleased with the Council's response and support positive messages to highlight impacts this places on the Council and costs to remove. Also to promote the reporting of issues via the app.
- To share any critical learning points from the Council's work with charities and community groups to ensure support is reaching the people who need it most.

### **Future Consideration**

- A need to plan for the challenges we are likely to face going forward and particularly how we work to mitigate the problems that lockdown has imposed.
- Creating a phased plan that looks at how we rebuild confidence, particularly for vulnerable and elderly people who have been shielded; for parents and school staff in order to get children back to school.
- Building on air quality initiatives to seize on a real opportunity to reduce car journeys and invest in sustainable walking and cycling solutions. To include practical issues related to public transport and getting residents back to work. Making alternative journey a viable option, more appealing and easier to access.
- To champion all walking and cycling initiatives. Tameside's corridor for cycling is a bold and ambitious plan to make our borough more cycle friendly.
- A need to assess impacts and feasibility of foodbanks being able to continue responding to increased levels of demand. To develop a sustainable approach to future social and economic support (including food).
- The future financial hardship and wider impacts on all community groups and charities.
- Continue publishing positive images and good news stories on the response of public services and communities to Covid-19.
- A possible need for more area specific communications that addresses resident perceptions of covid-safe spaces.

#### **4. RECOMMENDATIONS**

4.1 As set out on the front of the report.