

SHEFFIELD CITY COUNCIL

Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee

Meeting held 18 April 2018

PRESENT: Councillors Pat Midgley (Chair), Sue Alston (Deputy Chair), Pauline Andrews, David Barker, Lewis Dagnall, Dianne Hurst, Talib Hussain, Douglas Johnson and Richard Shaw

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1. APOLOGIES FOR ABSENCE

1.1 Apologies for absence were received from Councillors Steve Ayris, Tony Downing, Mike Drabble, and Adam Hurst, and from Margaret Kilner and Clive Skelton (Healthwatch Sheffield).

2. EXCLUSION OF PUBLIC AND PRESS

2.1 No items were identified where resolutions may be moved to exclude the public and press.

3. DECLARATIONS OF INTEREST

3.1 There were no declarations of interest.

4. MINUTES OF PREVIOUS MEETING

4.1 Subject to a correction made regarding Councillor Talib Hussain's declaration of interest, the minutes of the meeting of the Committee held on 21st March 2018 were approved as a correct record.

5. PUBLIC QUESTIONS AND PETITIONS

5.1 There were no questions raised or petitions submitted by members of the public.

6. SHEFFIELD ADULT SAFEGUARDING PARTNERSHIP - 2016-17 ANNUAL REPORT

6.1 The Committee received a report of the Independent Chair of Sheffield Safeguarding Adults Board which set out the activities and performance of the Board for 2016/17. Present for the item was Simon Richards, (Head of Adult Safeguarding, Sheffield City Council), and Adam Butcher, Blake Williamson, Chris Sterry and Lee Harker from the Safeguarding Adults Customer Forum.

6.2 Simon Richards confirmed that although this report was the most recently published, owing to the cycle of reporting it was already out of date. He advised that the 2017/18 report would be published sometime after May 2018.

6.3 He reported that previous discussions with this Committee had recognised the

need to move away from a regime of reporting on things after they've happened and into an evolving relationship where Members were able to comment on and feed into plans as they developed. As such, Mr Richards advised that the 2018/19 Annual Report would mark a major departure from usual reporting formats, and introduced colleagues from the Safeguarding Adults Customer Forum.

- 6.4 Adam Butcher advised Members that the Annual Report for 2018/2019 was being produced by the Customer Forum, members of which were Adult Safeguarding 'experts by experience' and had an extensive and unique insight of safeguarding adults in Sheffield.
- 6.5 Lee Harker, Blake Williamson and Chris Sterry outlined the Customer Forum's approach; a series of interviews with a range of individuals involved with Safeguarding: commissioners, service deliverers and service users themselves. This approach would ensure that the 2018/2019 Annual Report would not only reflect the voice of these people but will have been produced by them. The Forum operated through a true co-production model, allowing participation to be balanced regardless of power structure in order to enable services to be reviewed, designed and commissioned by those who use and experience them.
- 6.6 The interviews used the same questions for everyone to ensure equality, with every voice given the same weight. Encouraging individuals to talk about their experiences of financial, sexual and organisational neglect or harassment first-hand allowed the individual's voice to be heard, driving change in a meaningful way with real-world solutions, and at the same time empowering others to speak up about their own experiences and interact with the Forum.
- 6.7 Members made various comments and asked a number of questions, to which responses were provided as follows:-
- Previous reports had been produced through a largely officer-driven approach. This led to reports providing organisational perspectives rather than focussing on those who are at risk of abuse or neglect themselves.
 - Simon Richards advised that one of the main drivers for the move to co-production was the need for accountability, to ensure the voice of the customer was heard strongly and enabling an insightful and informed view of what happens. Adam Butcher added that when speaking with potentially traumatic experiences, it was important to hear individuals' voices in addition to statistics.
 - Lee Harker advised that the report was shaped to be as accessible as possible, using plain English and Chris Sterry explained that past reports didn't give the real feelings and impressions of the process which the videos were capturing. Blake Williamson emphasised the importance of this, highlighting that all citizens could become ill or disabled and would want to engage with accessible, effective and friendly services.
 - With regard to capturing a variety of voices during interviews, Adam Butcher advised that this was a challenge being faced. The Forum had set up an Annual Report Working Group which was reflecting on the process as it

developed, and were seeking to ensure a wide pool of customers was being represented. Chris Sterry advised that this was not an easy task; safeguarding by its nature required high levels of confidentiality, so the Forum relied on individuals being willing to speak about their experiences.

- Simon Richards confirmed that the report sought to foster a greater understanding of customers' experiences but could not practically include everything from a first-hand experience; a balance was needed between what the Customer Forum was trying to achieve with what was feasible. Representation and inclusion came from a variety of sources, for instance human trafficking could be included through Police Officer accounts.
- Simon Richards undertook to report back with regards to possible reasons for figures to have changed in October 2016, but advised that there had been changes to how the 'front door' contact operated.
- In response to questions from the Chair, Customer Forum members discussed some of the recent issues they had outlined, including health passports and mate crime, and outlined the priorities they wished would be addressed. These included ensuring the correct checks and balances are in place on an organisational level, making it easier to challenge processes and practices, and making disability equality training mandatory to ensure understanding preceded the point of need. They also included the need to increase the level of accountability of organisations, encouraging honesty about what, why, and how things are being done, and acknowledgement when things are done badly.

6.8 The Chair took the opportunity to thank Customer Forum members for their attendance and their work. It was agreed that future collaboration should take place through informal meetings and Councillors attending a Forum meeting, and that the minutes of today's meeting be sent to the Customer Forum.

6.9 **RESOLVED:** That the Committee thanks those attending for their contribution to the meeting and notes the contents of the report and the responses to the questions.

7. AGE BETTER IN SHEFFIELD

7.1 The Committee received a presentation from South Yorkshire Housing Association (SYHA) which set out the work to date and next steps of the SYHA programme to reduce loneliness and social isolation in people aged 50+. Present for this item were Ruth Hawke and Vic Stirling from SYHA.

7.2 Members made various comments and asked a number of questions, to which responses were provided as follows:-

- Vic Stirling reported that the Big Lottery Fund was funding 14 projects across the UK seeking to reduce loneliness and social isolation. This was the only project being led by a Housing Association, but that did not mean it was limited to those living in social housing. Although the project had four wards and five

groups being targeted, Ms Stirling confirmed that anyone across the City could be involved.

- Members noted that a lot of data was being collected on levels of isolation throughout the duration of individuals' involvement with initiatives, and Sheffield Hallam University was acting as the project's local evaluator. SYHA Officers undertook to share data and information about how effective the project had been over the course of the first three years and the learning so far.
- Vic Stirling confirmed that the project was trying lots of approaches and initiatives, gathering learning from each project and seeing if it could be applied with other groups, or in other areas. Other organisations would then be able to use and build on that information to commission and create future programmes and services.
- In response to a question about targeting people who weren't already linked to an existing group or service, Ms Stirling advised that there were numerous 'on-the-ground' initiatives (including comedy nights, engaging people on the street, and speaking with people on buses) as well as work with existing organisations in order to build on what was already known and being done.
- Ms Stirling acknowledged the danger of leaving a gap in the provision of services once funding had run out, and advised that as such the next three years were focussing on legacy, sustainability, and adding value to existing services for the long term.
- Members noted that there was no single project which had been more effective than others, but there had been a number of successes which would enable people to become more community-minded rather than providing a service which would end once funding ran out.
- SYHA officers gave a number of examples, including frontline staff who were already going into homes for services and repairs being trained to recognise signs of loneliness and/or social isolation; enabling people to set up their own community groups; and a counselling programme which began in an individual's home and, over the course of a few weeks, helped encourage them to access services in the community. Ms Stirling also advised that intergenerational initiatives were also being increasingly explored.
- In response to a query about the causes of loneliness and social isolation, Vic Stirling advised that there were a number of life factors involved with causes of loneliness and social isolation (i.e. bereavement, retirement, children leaving home etc.) but that, generally, loneliness was both increasing and being increasingly recognised.

7.3 SYHA were seeking Members' feedback as to the next three years of the project. Members urged officers to promote the initiatives throughout the City and, in particular, in GP surgeries and waiting rooms. Members also encouraged intergenerational projects where possible and asked the Housing Association to

report back in due course with their action plan for the City.

- 7.4 **RESOLVED:** That the Committee thanks those attending for their contribution to the meeting, notes the contents of the presentation and the responses to the questions, and invites the South Yorkshire Housing Association to report back at a future meeting and present their action plan for the City.

8. PLANS FOR DEMENTIA SUPPORT IN THE CITY

8.1 The Committee received a report of the Director of Commissioning, Inclusion and Learning which set out Sheffield City Council's (SCC) draft approach to support people with dementia and their families. Present for the item was Councillor Michelle Cook (Cabinet Advisor for Health and Social Care), Emma Dickinson (Commissioning Manager, SCC), Nicola Shearstone (Head of Commissioning for Prevention and Early Intervention, SCC), and Jim Millns (Deputy Director of Mental Health Transformation and Integration), who worked across NHS Sheffield Clinical Commissioning Group, Sheffield City Council and Sheffield Health and Social Care NHS Foundation Trust.

8.2 Members made various comments and asked a number of questions, to which responses were provided as follows:-

- In response to a question concerning the workstreams over the next six months, Nicola Shearstone confirmed that 'Prevention' and 'Early Identification & Living Well' were being led by Sheffield City Council and 'Assessment & Transitions' and 'High Dependency' were being led by the Clinical Commissioning Group.
- Emma Dickinson confirmed that poor lifestyles could contribute to dementia, in particular high blood pressure and vascular disease, and that a generally active lifestyle was beneficial.
- With regards to the national statements, Members discussed their experiences both from their own lives and from their casework. In particular they noted the person-centric approach and its importance in day to day life as well as care.
- Ms Dickinson advised that safeguarding was included implicitly in the draft approach, but undertook to make this more explicit, raising awareness of the risk of abuse or safeguarding issues and facilitating intervention at the appropriate time, before critical help was required.
- Members noted the need to involve provider organisations with regards to Dementia-friendly communities in order to raise awareness in staff and empower them to offer assistance. Emma Dickinson advised that this was one of the intentions under the high level priorities, building capacity and awareness beyond statutory services.
- With regard to the fragmentation of health services, Ms Dickinson advised that community-based roles could help address the need for closer engagement with families coping with dementia, and Nicola Shearstone added that this

would ensure expertise in dementia care was available to everyone and discussions were being held at the earlier stages of care.

- 8.3 **RESOLVED:** That the Committee (i) thanks those attending for their contribution to the meeting, (ii) confirms that the national statements reflect the needs of Sheffield, and (iii) notes the contents of the report and the responses to the questions.

9. **WORK PROGRAMME REVIEW AND ANNUAL REPORT 2017/18**

- 9.1 The Committee received a report of the Policy and Improvement Officer which provided the Committee with a summary of its activities over the municipal year for inclusion in the Scrutiny Annual Report 2017/18.

RESOLVED: That the Committee:

(a) notes and endorses the content for inclusion in the Annual Report; and

(b) requests that: (i) comparison of GP surgeries, (ii) how commissioned services handle complaints, (iii) domestic violence (with particular focus on violence against men), (iv) City-wide emergency preparedness, and (v) operational details regarding the Urgent Care consultation, be added to the Work Programme for 2018/19.

10. **DATE OF NEXT MEETING**

- 10.1 It was noted that the next meeting of the Committee would be held on a date to be arranged.
- 10.2 Members noted that Councillor Pauline Andrews was not seeking re-election on 3rd May 2018 and therefore was attending her last formal meeting of this Committee.
- 10.3 **RESOLVED:** That the Committee places on record its thanks and appreciation (i) for the work undertaken by Councillor Pauline Andrews during her time on this Committee, (ii) to Council officers for their work over the last year, and (iii) to the Chair for her leadership of the Committee.
- 10.4 Subsequent to the meeting, the Chair extended thanks on behalf of the Committee to the Healthwatch representatives for their participation over the last year.