





**Brighton & Hove
City Council**

Overview & Scrutiny Commission

Title:	Overview & Scrutiny Committee										
Date:	26 January 2015										
Time:	2.00pm										
Venue	Council Chamber, Hove Town Hall										
Members:	Councillors: Mitchell (Chair) <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Janio</td> <td style="width: 50%;">Hawtree</td> </tr> <tr> <td>Brown</td> <td>Powell</td> </tr> <tr> <td>K Norman</td> <td>Summers</td> </tr> <tr> <td>Wilson</td> <td>Davey</td> </tr> <tr> <td>Bowden</td> <td></td> </tr> </table>	Janio	Hawtree	Brown	Powell	K Norman	Summers	Wilson	Davey	Bowden	
Janio	Hawtree										
Brown	Powell										
K Norman	Summers										
Wilson	Davey										
Bowden											
Contact:	Giles Rossington Head of Scrutiny 01273 291038 giles.rossington@brighton-hove.gov.uk										

	<p>The Town Hall has facilities for wheelchair users, including lifts and toilets</p>
	<p>An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter and infra red hearing aids are available for use during the meeting. If you require any further information or assistance, please contact the receptionist on arrival.</p>
	<p style="text-align: center;">FIRE / EMERGENCY EVACUATION PROCEDURE</p> <p>If the fire alarm sounds continuously, or if you are instructed to do so, you must leave the building by the nearest available exit. You will be directed to the nearest exit by council staff. It is vital that you follow their instructions:</p> <ul style="list-style-type: none"> • You should proceed calmly; do not run and do not use the lifts; • Do not stop to collect personal belongings; • Once you are outside, please do not wait immediately next to the building, but move some distance away and await further instructions; and • Do not re-enter the building until told that it is safe to do so.

AGENDA

33	Apologies and Declarations of Interest		
34	Minutes		1 - 8
	To consider the minutes of the last meeting (copy attached).		
35	Chairs Communications		
36	Public Involvement		
	To consider the following matters raised by members of the public:		
	(a) Petitions: to receive any petitions presented by members of the public to the full council or at the meeting itself;		
	(b) Written Questions: to receive any questions submitted by the due date of 12 noon on 16 January 2015;		
	(c) Deputations: to receive any deputations submitted by the due date of 12 noon on 16 January 2015.		
37	Member Involvement		
38	Report of the 2015-16 Budget Scrutiny Panel		9 - 46
	Report of the Assistant Chief Executive (copy attached)		
39	Report of the Scrutiny Panel on Social Value		47 - 120
	Report of the Assistant Chief Executive		
40	Trans Equalities Scrutiny Panel: Annual Implementation Report	121	-
		170	
	Report of the Assistant Chief Executive in progress in implementing the agreed recommendations of the Trans Equalities Scrutiny Panel		
41	Traveller Strategy Scrutiny Panel: Annual Monitoring Report	171	-
		224	
	Report of the Assistant Chief Executive on progress towards implementing the accepted Traveller Strategy Scrutiny Panel recommendations		
42	Implementation Update on Toilet Scrutiny Recommendations	225	-
		246	
	Report of the Assistant Chief Executive on progress towards		

implementing the agreed recommendations of the Toilets Scrutiny panel

Contact Officer: *Jan Jonker, Head of Strategy* Tel: 29-4722

Ward Affected: *All Wards*

43	Equality and Inclusion Policy Progress Report	247	-
	Report of the Head of Corporate Policy & Communities (copy attached)	256	

The City Council actively welcomes members of the public and the press to attend its meetings and holds as many of its meetings as possible in public. Provision is also made on the agendas for public questions to committees and details of how questions can be raised can be found on the website and/or on agendas for the meetings.

Agendas and minutes are published on the council's website www.brighton-hove.gov.uk. Agendas are available to view five working days prior to the meeting date.

Meeting papers can be provided, on request, in large print, in Braille, on audio tape or on disc, or translated into any other language as requested.

For further details and general enquiries about this meeting contact Giles Rossington, (01273 291038) or email scrutiny@brighton-hove.gov.uk

Date of Publication 19 January 2015

BRIGHTON & HOVE CITY COUNCIL
OVERVIEW & SCRUTINY COMMITTEE
2.00pm 20 OCTOBER 2014
COUNCIL CHAMBER, HOVE TOWN HALL
MINUTES

Present: Councillor Mitchell (Chair)

Also in attendance: Councillor Janio (Deputy Chair), Brown, K Norman, Wilson, Bowden, Hawtree, Powell, Summers and Davey

Other Members present: Councillors

PART ONE

27 APOLOGIES AND DECLARATIONS OF INTEREST

Councillor Gill Mitchell Chair of the Overview and Scrutiny Committee welcomed everyone to the meeting.

27.a Declarations of Substitutes

There were no substitutes

27.b Declarations of Interests

Councillor Bowden declared an interest as the Chair of the Economic Development and Culture Committee with the lead responsibility for the seafront.

27.c Declarations of Party Whip

There were none.

27.d Exclusion of Press and Public

In accordance with section 100A(4) of the Local Government Act 1972, it was considered whether the press and public should be excluded from the meeting during the consideration of any items contained in the agenda, having regard to the nature of the business to be transacted and the nature of the proceedings and the likelihood as to whether, if members of the press and public were present, there would be disclosure to them of confidential or exempt information as defined in section 100I (1) of the said Act.

RESOLVED: That the press and public be not excluded from the meeting.

28 MINUTES**MINUTES**

Councillors were reassured that Scrutiny would check the minutes template to ensure that their attendance was fully recorded. Councillor Janio confirmed that he had been in attendance at the previous meeting.

Subject to the amendment above, the minutes of the meeting held on 14th July 2014 were agreed and signed by the Chair.

29 CHAIRS COMMUNICATIONS

The Chair explained that agenda item 35 on School Playing Fields would be taken next to enable the officers involved to attend another meeting after this.

Giles Rossington, Acting Head of Scrutiny, then provided a verbal update on developments from the Trans Equality scrutiny panel. A very positive meeting had taken place between the Chief Operating Officer, NHS England, a representative of the Trans community and Nicky Cambridge of the Policy Team. He had also spoken to Geraldine Hoban of the Clinical Commissioning Group (CCG) who confirmed that extra mental and emotional support was being provided to those on the pathway and the plans were being amended accordingly. It had been confirmed that specialised services were commissioned nationally though and so there was little that regional teams could do. However the commissioning was being re-organised which would lead to co-commissioning in a year or two. The local CCG was committed to do all it could to provide an effective service, for example providing a satellite service. He confirmed that this was very positive feedback and he would distribute full notes when they became available.

OSC Deputy Chair Councillor Tony Janio stated that a member of the Conservative Group, not the Labour Group, ought to take the position of OSC Chair.

30 PUBLIC INVOLVEMENT

There were no items.

31 MEMBER INVOLVEMENT

There were no items.

32 REPORT OF THE SCRUTINY PANEL ON SEAFRONT INFRASTRUCTURE

Councillor Mitchell introduced this scrutiny panel report. The report was wide ranging and attracted the views of a wide range of stakeholders. The scrutiny had involved a shocking visit to the propped structures on the seafront, as well as the newly refurbished Arches. Tensions had been uncovered between how the seafront was managed and the budgets involved. A key recommendation was to establish a co-ordinated management programme. The seafront

needed to be a higher priority in terms of planned maintenance while growing its ability to generate an income. Lessons had been learnt from the regeneration of London Road. Given the sums involved, the council needed to be bid ready. The panel had benefitted from Dr Angela Benson, a university co-optee, who had been able to provide up to date information on how tourism works and suggest the need for a survey. Councillor Vanessa Brown, another panel member, emphasised the challenging and complex needs of the seafront and the importance of a long term solutions to issues such as the collapsed road. A coherent plan was needed alongside an investment strategy which could attract the full range of funding sources. One had to balance the good news of the Arches with the issues facing Madeira Terrace and Shelter Hall. Councillor Ian Davey, also on the panel, emphasised the historic underspend on the seafront which had led to the scale of investment needed now to reconstruct and renew the seafront. He was keen to see the public realm improved, especially in linking the town to the seafront.

Members warmly welcomed the report and then raised a number of issues, including:

- Transport concerns: such as the wish to have seen the issue of the pinch points on the seafront road included as well as the traffic flow round the seafront and work being done to Valley Gardens
- The possible impact of ring fencing, that if one reserved £1.5million for the seafront then would need to find an extra £1.5million for extra care
- While crowdsourcing is an interesting suggestion, the Saltdean Lido now needs £10million. A local lottery was another fund raising suggestion
- Should parking be included in the revenue streams when looking at ring fencing? Even though the Seafront Development Initiative of 1992 referred to exorbitant charges
- The need to have a coherent plan for the whole seafront and possible developments such as Black Rock and King Alfred could give us the chance to spread opportunities down to Saltdean
- Exploring the opportunities to sell off certain seafront premises, or explore other means of income generation. Although concern was then expressed that a key part of the income stream from the seafront was the rental income from the council owned properties. It was felt that a change of ownership could be an option for assets that were not fulfilling their potential
- The seafront could benefit from securing similar protections to those for Stanmer Park, to give assurance that work would continue in this vital location even when there was any political change
- Concern about the accessibility of the seafront, given the evidence provided by Dr John Hastie - that the panel should have asked for a commitment to accessibility being a vital issue in the ten year plan for the seafront

RESOLVED: That OSC endorse the report and refers it on to the appropriate policy committee(s).

33 REPORT OF THE SCRUTINY PANEL ON SHORT TERM HOLIDAY LETS (PARTY HOUSES)

Councillor Bowden, as the Chair of the panel, introduced the report and thanked their scrutiny team for their work. He had received a number of complaints in his ward about Short Term Holiday Lets, only to find that no one department owned this problem. The panel had not been able to resolve the legal issues as secondary legislation was probably needed. He welcomed

the establishment of a trade body, which had been one of the aims of the panel. While a degree of self-regulation was needed, this needed monitoring. The newly established trade association - Brighton and Hove Holiday Rental Association (BHRA) – were being asked to ensure that operators act as ‘good neighbours’. Concerns included that they were springing up in inappropriate areas and these properties were no longer available for family use. It was felt that if they were a business then should be subject to business rates and other relevant charges.

Members thanked officers for producing such a clear and useful report which had drawn their attention to this issue and welcomed the establishment of the BHRA. It was noted that similar problems could arise with language schools. The recommendation regarding notifying neighbours of short term holiday lets was welcomed.

RESOLVED: That OSC endorse the report and refers it on to the appropriate policy committee.

34 GROUNDWATER QUALITY

Giles Rossington began by explaining that the report was a compendium of expert views on ground water. The council was not the lead body for this issue and the panel would need to work closely with groups such as the Environment Agency and Southern Water.

Geoff Raw, the Executive Director for Environment, Development & Housing, thanked Giles for the report and confirmed that there was not a lead Director for this issue or a lead organisation for the city. Many of the issues were historical, including farming practices and nitrates in aquifers. The council was already working closely with the Environment Agency, Southern Water and South Downs National Park and were engage in discussions about how the council managed its farmland, the biosphere and the natural infrastructure.

Members emphasised the need to work with other authorities in the area to get to grips with this issue. Geoff Raw also reassured members that while the partner organisations were not encouraging us to set up a specific Scrutiny Committee they would be happy to participate in discussions with us.

RESOLVED: That OSC establish a sub-group of members supported by Overview & Scrutiny to scope groundwater quality and if the sub-group believe there is the potential for members to add value to the ongoing work to establish a scrutiny panel.

35 COMMUNITY USE OF SCHOOL PLAYING FIELDS

Jo Lyons, Assistant Director for Education & Inclusion, began by explaining that the report produced by Michael Nix (Head of Education Planning and Contracts) was a factual summary of the current situation and the legalities of the situation. She explained that the funding and the legal responsibilities for playing fields had been delegated to schools, at the same time their funding was delegated. The key considerations for schools, in relation to playing fields were children’s safety and the availability of the fields.

Members then asked a number of questions. Firstly a member expressed concern whether this report was creating a false impression: he mentioned the village green application in relation to the school playing fields in Old Shoreham Road, and how access to these fields had improved

following road improvements, including the cycle track. Concern was also expressed whether school's offering use of their indoor facilities was a sufficient substitute for the use of outdoor space. Would there be public consultation? Parks such as Hove Recreation Ground were open to the public and to dogs and yet also had pitches where games were played. Officers were also asked whether the panel would look at the practices of other local authorities.

Michael Nix confirmed that the Village Green application relating to the Cardinal Newman Playing Fields was in abeyance while the authority was in talks with local community groups. The authority had provided a draft formal agreement and this was being discussed with Friends of the Field and other community representatives. Public parks are designated as accessible to the public, unlike playing fields, but lessons could be learnt from them. The report set out that it was the responsibility of each school to decide the accessibility of their fields because they managed the space and were liable if there was an accident. Other local authorities had not been formally consulted but it was likely that they too would consider the needs of the curriculum and child safety to be the highest priority.

Other observations by members included:

- Rather than general community consultation, a school should be able to decide if it wished to undertake specific consultation about its fields
- Concerns over dog fouling and the risks they could pose to school children if not properly controlled
- School playing fields should just be opened up for special events such as summer fetes
- The need to investigate the safeguarding issues that public access would raise
- That the BHASVIC field had not been formally recognised as an open space, but had become a de facto open space because of the broken fence
- Would the school bear the costs of policing any opened up space, e.g. to prohibit dogs or enforce closing hours
- Could schools gain an extra income for enabling groups to access their facilities e.g. gyms, in the months when they would be close
- The community library in Mile Oak is shared with the school, showing the benefits of joint school and community use.

Michael Nix confirmed that schools bore the cost of policing and managing playing fields when given the funding for managing them.

RESOLVED: That there should not be further scrutiny of this issue.

36 LETTING AGENTS: REQUEST TO ESTABLISH A SCRUTINY PANEL

Bill Parsons, volunteer Social Policy Co-ordinator, from the Citizen's Advice Bureau (CAB) introduced this report. The General Help Unit at CAB receive requests for advice on a wide variety of issues. The top four issues are:

- Debt
- Employment
- Welfare Benefits
- Housing

In the housing sector, a major ongoing problem was repairs and maintenance. He had found the scrutiny report of 2011 on lettings agents and was keen for the issue and the recommendations of the report to be revisited. Giles Rossington explained that the 2011 report had not been monitored as closely as would happen today. The key recommendation was to work with Brighton Housing Trust (BHT) to establish an ethical lettings agency, which had not happened following the failure of the lettings agency BHT set up in Eastbourne. He believed it would be very useful to revisit the 2011 report given that Brighton & Hove has one of the highest proportion of renters in the country with almost three in 10 of the city's private housing stock on the rental market and the evidence of problems reported to advice centres.

Concern was expressed by a member, as to whether this subject was too political at this current time. Giles Rossington confirmed that the Head of Law thought there was no constitutional reason why a scrutiny panel could not look at an issue which had been raised by a political party.

Further comments raised by members:

- There was a petition to Full Council on this issue
- Concerns about deposits being returned to tenants
- The potential for more unscrupulous treatment of, and discrimination against, vulnerable people and low income households
- Increasing council waiting lists and rising house prices were forcing people into this sector
- Some landlords and lettings agents not taking responsibility for waste collection issues
- Importance of supporting CAB by looking at this issue

RESOLVED: That OSC establish a sub-group of members supported by Overview & Scrutiny to scope the CAB request for a scrutiny of Letting Agents then subject to these findings, the sub-group establish a scrutiny panel to further investigate this issue.

37 FOR INFORMATION: FOLLOW UP TO JULY 2014 SCRUTINY OF CORPORATE PERFORMANCE REPORT

Sickness data

Sue Moorman, Head of Human Resources & Organisational Development, informed the committee that the Q2 2014/15 data has shown a reduction in sickness from 2.75 days in 2013/14 down to 2.46 days. The main reasons for sickness were stress and musco-skeletal conditions. Q2 data also has shown a slight decrease in short term absence. But generally there is a consistent pattern of approximately 40% of absence being attributable to short term sickness and 60% long term sickness. Actions to further address the issues included:

- Training has been delivered to over 100 managers in Adult Social Care, Housing and Cityclean which have higher levels of absence
- Providing managers with improved data to enable them to drill down and better manage sickness absence in their service areas
- The addition of the 'number of return to work interviews' carried out to directorate monitoring reports to enable managers to manage sickness in a more proactive way

- Sickness leads in HR to support each Directorate to scrutinise sickness data and take appropriate action on sickness cases
- Improving occupational health referral times
- Supporting City Management Board initiative to work with partners to share information and good practice on absence management.

Concerns raised by members included:

- Whether buildings contribute to sickness levels. Sue Moorman confirmed that HR were looking at any correlation between Workstyles and absence patterns
- Whether target setting encouraged people to reach those target levels of sickness
- The need to improve working conditions and find out why people were off sick and stressed

Employees experiencing discrimination, bullying or harassment

Liz Boswell, Policy & Projects Manager, explained that a personal safety event had been held with partners, including the NHS, Fire & Rescue Service and the Police recently and was attended by over 100 people. This event received very positive feedback and had focussed on tools for minimising the impact of discrimination, bullying and harassment in the workplace. The need to report such incidents had been emphasised, so that the organisation can take action.

Equalities Monitoring

She informed members that there were two red indicators:

- The level of BME staff – following the creation of a workforce equalities action plan in 2013, arising from the Global HPO audit of the experience of our BME workforce, it was recognised that in year one significant work was needed to improve the quality and robustness of our data relating to the workforce profile. The year two priority was to re-engage with the community to find out potential barriers to employment. This included a community and voluntary sector event in September to find out how the council was viewed as an employer and to listen to people's experiences of our recruitment process. This information will be used to inform changes to the council's recruitment and selection policies and processes.
- The LGBT profile of staff- it was recognised that the 13% target was a stretch target. The Census did not provide data but Count Me In Too survey reported approximately 16% of residents declaring themselves to be LGBT. Encouraging staff to provide this sensitive information was key to measuring how LGBT applicants fare in the recruitment process.

Members welcomed this useful information but concern was expressed about whether staff felt pressured to disclose sensitive details. They were reassured that it was not mandatory and any reluctance to reveal personal information was respected.

Liz Boswell then explained that there had been significant changes in the city's economically active population, for example the doubling of the BME population in the last 10 years. The council is aiming to get the organisation's workforce to reflect this. Whilst the council encourages its employees to disclose their equality data to help us make better decisions on

improvement activity, we also respect individuals' rights not to tell us. We therefore always provide the opportunity for staff to declare that they do not wish to disclose this information.

In response to a question, Liz explained that to gain information on Trans applicants and staff, we ask people if they identify as the same sex as they were assigned at birth. The council recognised that it needed to engage with the community to better understand the issues for Trans staff and those applying for jobs. The ethos was to have a workforce which accurately reflected the profile of the economically active population in the city, which was why targets had been set. Sue Moorman reassured members that the aim was to encourage staff to disclose their characteristics and understand the benefits of doing this. All this information was kept confidential.

Members expressed concern about the rise in % of employees who reported experiencing discrimination, harassment and bullying in the last year and whether this was connected to increased stress levels in the organisation. Sue Moorman explained that they were working to determine whether this behaviour was coming from external people or customers, or if it was the result of conflict between staff. The annual staff survey is about to close and this will provide a good source of information. For conflict in the workplace, mediation is promoted to deal with issues early where this is practicable so as to avoid the need to go into formal procedures. Where allegations are made about conduct these would be investigated formally under the council's disciplinary procedure.

The meeting concluded at 4.15pm

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of

Subject:	Report of the 2015-16 Budget Scrutiny Panel		
Date of Meeting:	26 January 2015		
Report of:	Assistant Chief Executive		
Contact Officer:	Name:	Giles Rossington	Tel: 29-1038
	Email:	Giles.rossington@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

Note: The special circumstances for non-compliance with Council Procedure Rule 3, Access to Information Procedure Rule 5 and Section 100B(4) of the Local Government Act 1972 (as amended), (items not considered unless the agenda is open to inspection at least five days in advance of the meeting) were that it was not possible to agree the scrutiny report in time to meet committee deadlines, given the very limited time-frame the panel was required to operate within.

1. PURPOSE OF REPORT AND POLICY CONTEXT

- 1.1 At the October 2014 committee meeting, OSC members agreed to establish a scrutiny panel to examine the council's 2015-16 budget plans.
- 1.2 Once endorsed by OSC, the scrutiny panel report will be referred to (February 2015) P&R where the report and its recommendations will be considered, and more generally used to inform debate around the council's Budget Strategy at Full Council.

2. RECOMMENDATIONS:

- 2.1 That Overview & Scrutiny Committee agree the scrutiny panel report (**Appendix 1**) and refer it to Policy & Resources Committee for consideration.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 At its October 2014 meeting, OSC agreed to establish a panel of members to scrutinise the 2-15-16 draft budget plans. Cllrs Gill Mitchell, Dee Simson and Leo Littman agreed to sit on the panel with Cllr Mitchell as Chair.
- 3.2 The panel held three evidence-gathering meetings in December and January, hearing from a number of witnesses including the Leader of the Council, the Chief Executive, policy committee chairs, directors and heads of service.
- 3.3 The panel's report is included as **Appendix 1** to this report; a full list of witnesses as **Appendix 2**; and minutes from the three panel meetings as **Appendices 3, 4 and 5**.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

- 4.1 This cover report presents the scrutiny panel report for endorsement. OSC members have the option of agreeing or of refusing to endorse and refer on the report.

5. COMMUNITY ENGAGEMENT & CONSULTATION

- 5.1 Community Works were asked to sit as a co-optee on this year's scrutiny panel, but were unable to do so due to other commitments.

6. CONCLUSION

- 6.1 OSC members are requested to endorse the scrutiny panel report and refer it to P&R.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 There are no financial implications to this report as the only decision is to refer/not refer to P&R.

Legal Implications:

- 7.1 If Overview & Scrutiny Committee cannot agree on one single final report for submission to P & R, then up to one minority report may be prepared and submitted for consideration with the majority report.

*Lawyer Consulted: Oliver Dixon
21/01/14*

Date:

Equalities Implications:

- 7.2 The scrutiny panel report includes information on the potential impact of budget plans on particular equalities groups, and also consideration of the budget Equalities Impact Assessment process.

Sustainability Implications:

- 7.3 The scrutiny panel report includes consideration of the draft budget plans in the context of the Corporate Plan commitment "Creating a more sustainable city".

Any Other Significant Implications:

- 7.4 None

SUPPORTING DOCUMENTATION

Appendices:

1. The report of the 2015-16 budget scrutiny panel
2. List of panel meetings and witnesses
3. Minutes of the panel meeting 12.12.14
4. Minutes of the panel meeting 06.01.15
5. Minutes of the panel meeting 08.01.15

Documents in Members' Rooms

None

Background Documents

1. The draft budget strategy for 2015-16

Appendix 1

Report of the Budget Scrutiny Panel 2015-16

A) Introduction

The Panel

The 2015-16 budget scrutiny panel consisted of Cllrs Gill Mitchell (Chair), Dee Simson and Leo Littman. The panel held three evidence-gathering meetings. The first of these explored the strategic context for the budget plans with the council's Leader and Chief Executive. The second and third meetings focused on the spending plans of specific departments with the input of the relevant Policy Committee Chairs, Directors, and Heads of Service. Services represented at these meetings included Adult Social Care, Housing, Children's Services, Policy & Communities, Community Safety, and Public Health. Senior officers from Finance & Resources attended and contributed to all three meetings. A full list of witnesses and details of meetings is included as **Appendix 1** to this report. Minutes from the panel meetings are included as **Appendices 2, 3 and 4**.

The Financial Context

This year's budget plans have been formulated in the context of very significant year-on-year reductions in local authority funding, with more than £20 million of savings to be made in 2015-16 and similar economies required across the next several years.

Although local authority funding is experiencing particular large reductions, there is pressure on budgets across the public sector, with less money available across local systems to provide services.

At the same time, demand for some public services – particularly for health and social care – is rising rapidly. This is partly due to an ageing population, although the causes of rising demand are complex.

It is clear that the council cannot absorb these levels of year-on-year funding reductions and continue to deliver the current levels of service. The council is responding to these challenges in several ways: by increased collaboration with public and third sector partners; by modernising council services; by seeking to increase the revenue-generating potential of key services; by seeking to develop a more complete understanding of demand for services and of how this demand might

be better managed; and by moving to a very different understanding of the relationship between citizen and state.

The following section of the report explores what witnesses to the scrutiny panel told members about these challenges, and what the council is doing in response to them via its budget planning. It also looks at how achievable this year's plans are. The concluding section contains the panel's recommendations to Policy & resources (P&R) decision-makers.

B) Challenges/Themes

1 Collaboration

Collaboration across the public sector. The council's Chief Executive, Penny Thompson C.B.E., told the panel that collaboration across the local public sector was increasingly important. There have been significant advances in this agenda over the past few months. These include the development of the city Health & Wellbeing Board (HWB), the City Management Board (CMB), and the Safe in the City Partnership. In addition to these broad partnership bodies, there has been really effective co-working in a number of more specific areas, including the Better Care Fund, the Stronger Families Stronger Communities programme, and the recently completed review of Special Educational Needs and Disability (SEND) services for children and young people.¹

Increased collaboration between public services is important not just because we need to use diminishing resources in the most effective ways, but because all public sector organisations need to make significant changes, and it is not sensible for organisations to change in isolation from one another. However, the ultimate aim here may well be for really effective joint working rather than the formal integration of organisations.²

The starting point for budget planning has been the Sustainable Communities Strategy priorities, a set of goals shared by key public sector partners across the city and by all political groups.³

In subsequent meetings the panel heard in more detail about some of the collaborative work that has been taking place in the past few months. For example, Denise D'Souza, Executive Director of Adult Services, informed members of discussions with the Brighton & Hove Clinical Commissioning Group (CCG) around future funding for intermediate care⁴ beds in city Resource Centres. The CCG is

¹ Evidence from Penny Thompson (PT): 12.12.14 point 3.11

² PT 12.12.14 point 3.11

³ PT 12.12.14 point 3.6

⁴ Short term community beds to support people coming out of hospital who are not yet ready to return home, or who require assessment to determine how best to support them going forward.

being asked to agree to increase its funding for these beds to more accurately reflect the split between patients with primarily health needs (NHS-funded) and those who primarily require care (council-funded, subject to a means-test). This will allow the council to put forward a significant budget saving (£1M) without reducing levels of service.⁵ Similar negotiations are underway with regard to the CCG under-writing elements of the Community Care Budget and pump-priming some of the Better Care Fund initiatives, provided that the council works effectively with NHS commissioners to help reduce hospital admissions and to improve hospital discharge times for people with complex health problems.⁶

Pinaki Ghoshal, Executive Director of Children's Services, informed the panel about recent improved partnership working with schools, and about the potential to do even more. For example, schools are the biggest referrer to the city Early Help Hub (EHH) and also spend a good deal on early help services (although they don't necessarily badge them as early help). However, this provision tends to be undertaken by individual schools in isolation from other agencies, and sometimes from other schools. If the council, the Clinical Commissioning Group and schools came together collectively to commission early help services then we would potentially see much better outcomes for young people.⁷

The panel very much welcomes these initiatives and many others across other services detailed by witnesses. It is clear that there has been a step-change in the degree and the ambition of collaborative working in the past few months and that it is producing increasing significant and concrete results. It is also evident that there is the potential to do still more.

Collaboration across local authorities. As well as working more closely with our public sector partners in the city, it is obviously also important that we co-work effectively with neighbouring councils. Again, the panel heard about lots of activity in this area. For instance, Denise D'Souza informed members about plans to share an independent Adult Safeguarding Board Chair with East Sussex; about the regional joint working to implement the Care Act; and about the recent decision to co-commission a new Integrated Community Equipment Stores service with West Sussex County Council.⁸ In a similar vein, Linda Beanlands, Commissioner for Community Safety, told the panel about arrangements to share the post of Violence against Women and Girls Commissioner with East Sussex County Council.⁹

In general the panel heard that there are opportunities to achieve significant economies of scale for services delivered to a population of 500,000 plus.¹⁰ Since

⁵ Evidence from Denise D'Souza (DD): 06.01.15 point 8.7

⁶ DD 06.01.15 point 8.7

⁷ Evidence from Pinaki Ghoshal (PG): 08.01.15 point 13.8

⁸ DD 06.01.15 point 8.9

⁹ Evidence from Linda Beanlands (LB): 08.01.15 point 13.28

¹⁰ DD 06.01.15 point 8.9

the population of Brighton & Hove is considerably less than this, there appears to be an obvious impetus to work jointly with our neighbours on a wide range of projects.

Panel members welcome the work that has gone on here. This will clearly become even more important in coming months, driven at a strategic level by the developing Greater Brighton Economic Board partnership.

Collaboration within the council. As well as working effectively with our external partners, it is important that different sections of the council work well together, something that is challenging in such a large and complex organisation. The panel heard a good deal about projects to better align council departments, or to transfer responsibilities for a service to a team better positioned to deliver high quality outcomes.

For instance, Cllr Bill Randall, Chair of the Housing Committee, told members that the recent transfer of responsibility for homeless prevention services (those services formerly funded by 'Supporting People' grants) from Housing to Adult Social Care (ASC) makes good sense in terms of best supporting a very vulnerable client group who are often too challenging to be supported by Housing workers alone.¹¹

A number of the more significant transfers of responsibility within the council involve Public Health (PH). For example, the panel heard that services for street outreach and prolific offenders that had previously been funded by Community Safety will now form part of the PH substance misuse contract.¹² Dr Tom Scanlon, Brighton & Hove Director of Public Health, told the panel that he had gladly taken the opportunity to brand PH as a council service, without losing sight of its core purpose to improve population health.¹³

Collaboration with the Community & Voluntary sector and directly with communities. Richard Butcher Tuset, Head of Policy & Research, told the panel that local community & voluntary sector organisations (the 'third sector') are vital to the city, with every £1 spent with the sector estimated to generate an additional £13 in other benefits. However, given the scale of savings required from the council and from other public sector bodies, public funding for the sector will inevitably come under increasing pressure in the coming years. It is important that we support the third sector to transform itself to meet these new challenges, and a key element of this will involve understanding more precisely what community & voluntary sector organisations offer to the city and how to target support most effectively.¹⁴

The council has already invested in Community Works to support third sector transition. The local authority is also reviewing the current three-year grants programme. In general there is likely to be a shift from grant funding to

¹¹ Evidence from Cllr Bill Randall (BR): 06.01.15 point 8.18

¹² LB 08.01.15 point 13.25

¹³ Evidence from Dr Tom Scanlon (TS): 06.01.15 point 8.32

¹⁴ Evidence from Richard Butcher Tuset (RBT): 08.01.15 point 13.14

commissioning (via the successful Prospectus model) in order to ensure the delivery of more specific outcomes. The council is also actively looking at national and international best practice in terms of identifying alternative income streams to support the third sector – for example the potential of encouraging more philanthropic support of the sector, particularly in terms of infrastructure projects.¹⁵

In addition the council is currently reviewing all its third party spend, including third sector spend, as part of the corporate Value for Money work. This review will seek to identify opportunities to increase efficiency and reduce duplications across all the council's contracting and commissioning.¹⁶

The council uses a matrix impact approach to focus on key third sector organisations across the city, looking at how healthy they are, how resilient to change they are likely to be, and what can be done to support them to remain sustainable.¹⁷ Going forward it is vital that the council is as clear as possible about its intentions with regard to third sector funding: in order to plan effectively the sector needs to understand whether particular income streams, such as three-year grants, are going to be retained or discontinued.¹⁸

This year's budget planning has included increased engagement with the third sector via Community Works, and movement in the direction of a more truly collaborative approach to budget-setting, although the tight time-scales involved mean that this process is inherently challenging, and it is clear that there is more to be done here.¹⁹

Cllr Jason Kitcat, Leader of the council, stressed that supporting the third sector is very much a two-way conversation: he is eager for the sector to respond positively to the budget plans, putting forward its own ideas about future levels and types of support.²⁰

Linda Beanlands informed members of the successful series of 'One Voice' meetings, which have brought the council's Chief Executive and Executive Leadership Team together with representatives of city faith and BME communities. There is scope to build on this work to create more opportunities for communities to talk directly to public sector decision-makers.²¹

2 Modernisation

In a world of diminishing resources it is important that the council is a lean and effective organisation, that departments work coherently together and that the services we fund and the models of service provision (e.g. whether internally

¹⁵ RBT 08.01.15 point 13.15

¹⁶ RBT 08.01.15 point 13.16

¹⁷ Ibid point 13.17

¹⁸ Ibid point 13.19

¹⁹ Ibid point 13.18

²⁰ Cllr Jason Kitcat (JK): 12.12.14 point 3.13

²¹ LB 08.01.15 point 13.32

provided, provided via a cooperative or mutual or commissioned externally from the community & voluntary or independent sectors) are supported by a robust evidence-base.

Other sections of this report deal with what the council is doing to ensure that departments collaborate effectively and that decisions about our services are based on the most up-to-date and accurate information. Cllr Kitcat stressed to the panel that the focus of this year's budget savings has been on re-designing services to optimise their efficiency. The council is committed, via the budget and other initiatives such as the corporate modernisation and value for money programmes, to developing service models that best support the goal of maintaining and improving outcomes with diminishing funds.²² To support this end, some services key to the delivery of organisational change, such as Communications, have not been required to make significant savings.²³

Penny Thompson emphasised the point that, although this is technically a one year budget plan, it has very much been developed in the context of the next four to five years. In many ways, this year's budget is a precursor of the types of change that will need to happen over the coming years – for example the delivery of more and more services digitally.²⁴ It is important to understand that by no means all these changes are about managing declining resources; initiatives such as the increasing personalisation of services, the move away from building-based provision, and the shift to digital will all save money, but they will also deliver better outcomes for residents.²⁵

3 Income Generation

One obvious response to reductions in government funding is for councils to seek to increase their capacity to generate income. Cllr Jason Kitcat told the panel that the council was actively looking to generate income in a number of areas: for example, through developments including the i360, the seafront arches, Brighton Centre/Black Rock, and the King Alfred. The council is now looking to support major projects to go beyond a break-even position.²⁶

Cllr Kitcat stated that the budget plans also effectively protect the council's Economic Generation and European teams, services which are key to delivering additional income.²⁷ Elsewhere, plans are in place to develop the revenue-earning potential of services – for example CityClean collecting commercial waste. However, for commercialisation to be a realistic prospect, services need to have a really good

²² JK 12.12.15 point 3.3

²³ PT and JK 12.12.15 point 3.18

²⁴ PT 12.12.15 point 3.8

²⁵ PT 12.12.15 point 3.16

²⁶ JK 12.12.15 point 3.17

²⁷ JK 12.12.14 point 3.17

record for reliability, which means that it may not be possible to proceed immediately with this type of initiative.²⁸

Geoff Raw, Executive Director of Environment, Development & Housing, told members that the council already sought to bid for any available national or regional funding, and is committed to ensuring that new responsibilities, such as landlord registration schemes, are as far as possible self-financing. Going forward, the potential for differentiating between core and non-core Housing Revenue Account (HRA) services, and for introducing elements of charging for the latter will need to be explored, although it is vital that this is undertaken with the support of council tenants.²⁹

Penny Thompson told the panel that it was important that the council sought to maximise its income-generating potential. However, income generation is not a panacea: it cannot conceivably outweigh the loss of income through government grant reductions. It must also be recognised that key services such as adult and children's care will never be financially self-sustaining.³⁰ Nigel Manvell, Head of Financial Services, added that the goal of moving towards self-sustainability was an organisational aim rather than something for every individual service.³¹

4 Intelligence

With funding across the public sector diminishing, and only limited short-term opportunities to significantly increase income, it becomes more and more vital to understand what support local people require, how best to provide that support, and which organisations and sectors are best placed to support it. Public sector commissioners need to know which interventions work and which don't in order to allocate limited resources efficiently. With demand increasing in key areas, it is also increasingly important that the funders understand why more people want support and the options available to manage and reduce demand, via managing people's expectations, encouraging self-support and through better prevention.

It is therefore crucial that organisational and citywide intelligence is as powerful and as effective as possible, and that the public sector is rigorous in using it to inform the difficult decisions ahead.

Cllr Kitcat told the panel that the budget plans were based on our best understanding of the effectiveness of interventions. So for example, investment in effective preventative services such as Early Help and the Stronger Families Stronger Communities (SFSC) programme has been maintained, whereas preventative services which can't show such an evidence-base have unavoidably seen their

²⁸ JK 12.12.14 point 3.10

²⁹ Evidence from Geoff Raw (GR): 06.01.15 points 8.25 and 8.23

³⁰ PT 12.12.14 point 3.17

³¹ Evidence from Nigel Manvell (NM): 12.12.14 point 3.17

funding reduced.³² Penny Thompson added that intelligence also shows us both how much our citizens value cultural services and the significant role that they have to play as preventative services.³³

Nigel Manvell, Head of Finance, told members that accurately measuring the financial, social and economic benefits to the council and the broader community of particular interventions can be complex, requiring the use of Social Return on Investment (SROI) models that are still being developed nationally. However, it is important that commissioners continue to develop more and more sophisticated tools, even if in the interim we have to rely on less precise measures of performance, such as achieving the government's process-based SFSC targets.³⁴

Linda Beanlands explained to the panel the increasing importance of intelligence to the work of Community Safety, citing ongoing work with the Police & Crime Commissioner and with Sussex Police to share information more effectively to support work on serious & organised crime and on child sexual exploitation. Linda Beanlands stressed the need to think innovatively – for example by training Environmental Health officers in trafficking matters so that they can identify potential issues when undertaking their regular hygiene inspections of restaurants.³⁵

Dr Tom Scanlon told the panel that Public Health had been re-positioned to be the locus of the council's intelligence function, with staff moving across from other departments to augment the existing PH intelligence and research functions.³⁶

Sarah Tighe-Ford, Equalities Coordinator, told the panel that having good intelligence will be key to mitigating the impact of current and future budget savings plans on particular vulnerable groups. Women, disabled people, older people, and children & young people are the groups at most obvious risk as these they use council services the most.³⁷ Richard Butcher Tuset added that it was important that these equalities impacts are mapped across all local public services not just the council. The City Management Board has already undertaken good work here, but more will need to be done.³⁸

5 Citizen and State

Assuming that the pattern of reducing government spending continues, the relationship between individuals who receive services and the public sector organisations that commission or deliver them is bound to alter in the next few years, as diminishing funds across the public sector mean that fewer people receive state services, and the nature of these services changes. Inevitably this will mean either

³² JK 12.12.14 point 3.12

³³ PT 12.12.14 point 3.12

³⁴ NM 12.12.14 point 3.14

³⁵ LB 08.01.14 point 13.30

³⁶ TS 06.01.15 point 8.32

³⁷ Evidence from Sarah Tighe-Ford (STF): 08.01.15 point 13.22

³⁸ RBT 08.01.15 point 13.22

that people learn to live without some services, or that individuals and communities come together to provide them themselves.

This is by no means a wholly negative process: greater personalisation and more direct contact with services via digital media has the potential to much better reflect people's wants and needs in terms of the services they receive. It may also be the case that a significant change in the relationship between citizen and state would have happened in the absence of public sector funding reductions: an ageing population and other major demographic changes mean that many public services would have been stretched beyond their limits whether or not their funding was reduced. There is no obvious alternative to individuals taking more responsibility for their own wellbeing and that of their local communities.

The council has crucial roles to play in enabling and supporting this change. In part, this will involve developing a much better understanding of demand – analysing why people use services, how much of this use is essential, and what tools are available to manage, reduce or redirect demand. In part, it will also involve the council adopting different attitudes to community demands. Richard Butcher Tuset told the panel that this should include supporting community resilience by adopting a 'can do' attitude to community ideas; the council is currently often so risk averse that it risks blocking worthwhile community-led initiatives.³⁹

There will also need to be a change in public attitudes, with the expectation that the council will deliver non-essential services replaced with an understanding that many things that people currently expect from the state will in future be the responsibility of individuals and families. For example, Pinaki Ghoshal told the panel that there was the opportunity to make significant savings in the home-to-school transport budget without having a negative impact on those who genuinely rely on the service. The council will continue to support those with a statutory entitlement, but other parents will need to recognise that the responsibility for getting their children to and from school is, and should be, theirs.⁴⁰

Achievability

It is important to ask whether budget plans are realistic, particularly when the council is being required to make such large savings year-on-year, when demand is increasing in often unpredictable ways, and when overspends are predicted on key 2014-15 budgets.

Cllr Kitcat told the panel that delivering the budget savings would be a challenge, particularly as demand for adult care services continues to grow. This is particularly

³⁹ RBT point 13.21

⁴⁰ PG 08.12.15 point 13.4

the case when policy committees reject plans, agreed in outline at Budget Council, to re-design services to increase efficiency and reduce costs.⁴¹

Cllr Rob Jarrett, Lead Member for Adult Social Care, agreed that there were particular pressures on the system which meant it would be foolish to be complacent. Even if all the identified budget savings are achieved, pressures on other parts of the system may result in significant overspends.⁴²

Denise D'Souza informed members that budget planning for ASC is inherently difficult because a small number of complex cases can transform an under-spend into an over-spend, with the cost of individual care packages potentially exceeding £500,000 per year.⁴³

Pinaki Ghoshal told the panel that demand for high needs specialist care services could be extremely volatile. Demand can also be influenced by events outside the council's control – for example a high profile case of child abuse elsewhere in the country can increase local referrals of children into care. These risks cannot be wholly mitigated, although they can be reduced by better partnership working and by initiatives such as the multi-agency safeguarding hub (MASH)⁴⁴

C Conclusions and Recommendations

The budget planning process and presentation of the budget.

As this year's budget scrutiny review progressed, panel members were struck – even more so than in previous years – by the degree to which the detailed information they received from witnesses enhanced their understanding of some of the key budget proposals. In particular, there were several instances in which it was explained that apparently detrimental 'cuts' to services were actually transfers of funding responsibility from one department to another, or from the council to a partner body, and that there was in fact no negative impact upon the services provided.

The assurance provided by these explanations of some of the budget savings was very welcome; it is clear that a lot of work has gone into ensuring that the council's savings plans have as little negative impact on services to city residents as possible. Of course, it is precisely this kind of opportunity for members to engage in depth with the budget proposals that the budget scrutiny process is intended to provide.

Nonetheless, panel members did feel that there was a particularly stark gap between the council's savings plans as detailed in the draft budget papers and the detailed,

⁴¹ JK 12.12.14 point 3.16

⁴² Evidence from Cllr Rob Jarrett (RJ): 06.01.15 point 8.13

⁴³ DD 06.01.15 point 8.13

⁴⁴ PG 08.01.14 point 13.12

narrative explanation of these plans in the context of the complex web of public sector budgets across the city.

This is not intended as a criticism of the budget report itself: members recognise that the report format is largely prescribed, and that finance officers are required to produce draft budget plans under quite extraordinary time-pressures. Officers should be commended for producing really clear and comprehensive plans at such an early point in the budget process.

It is also the case that producing more detailed budget papers would probably result in diminishing returns: the budget plans are already challenging enough to read; adding more detail would discourage people from engaging with them. Indeed, a good deal of additional contextualising information is already available in the form of the council's excellent Equality Impact Assessment (EIA) process. The problem is not the availability of additional information, but the complexity of the situation.

This is particularly so because it is clear that we have moved well beyond the point where the council's budget plans can sensibly be considered as a discrete entity: the plans of our city partners are key to understanding many of the changes that the council is seeking to make.

Panel members do not have any specific suggestion to make which might improve the budget papers themselves: it may well be that they are as good as anyone could reasonably make them. However, members would like to suggest that next year's budget planning process should seek to make available, to elected members and to interested members of the public, more information about the planning of our key city partners and about the inter-relations between their strategic and financial planning and that of the council. Given the complexity of these relationships, the ideal form for this would be a series of engagement events: it is much easier to understand the thinking behind the budget plans when it is explained face-to-face by the people in charge of delivering change.

Next year will see particular challenges for elected members, since the May local elections are bound to deliver many new Councillors for whom the council's budget setting processes will be largely novel. Panel members believe that key to supporting members to understand next year's budget process will be to start briefing as early as possible – potentially in the induction programme for new members – and to ensure that it is a major theme of member development and performance reporting throughout the year. For example, members wonder whether it might be possible to augment the regular Targeted Budget Management (TBM) reports to Policy & Resources Committee with information which outlines how our key partners are progressing with implementing their financial and strategic plans, and what this means for the council.

Finding new ways to talk to elected members will be particularly important because this may be the last year in which it will be possible to undertake an independent budget scrutiny process.

RECOMMENDATION 1 – Budget planning for 2016-17 and subsequent years should include a series of member seminars at which council officers and partners can detail the progress of their collaborative work and its impact on budget plans.

Intelligence

A point emphasised repeatedly by witnesses at panel meetings was the importance of intelligence - of understanding as precisely as possible what the level of need is across the city, and what the most effective ways of addressing that need are. Increasingly, intelligence needs to be shared across the public sector and third sectors, with neighbouring authorities, and directly with local residents.

The panel heard about some excellent work ongoing to preserve and improve the council's intelligence functions. This planning focuses on positioning Public Health as the core of the council's data gathering and analysis capacity.

The panel very much supports this work. As council and other public sector budgets reduce, it becomes all the more important that we have the best possible intelligence, and that we share it as effectively as we can with our partners. The council also needs to be more aware than ever of good practice at a regional and national level. There is a strong case for protecting and even for increasing funding for services which support officers to make the best possible operational decisions. It is equally vital that the council retains the capacity to support elected members from all political groups to make well-informed strategic decisions and be involved in the development of policy.

RECOMMENDATION 2 – the council's intelligence functions are key to delivering the levels of savings required. The council should continue to fund these services at the current level at the very least.

Achievability

Achieving this year's budget plans will inevitably present a challenge, particularly given the volatile nature of demand for aspects of adult and children's care services, and the high cost of providing very specialist support in these areas. The panel welcomes the work that is being undertaken to mitigate these risks, such as the development of the MASH, and attempts to rationalise the costs of disability placements and residential care.⁴⁵

⁴⁵ PG 08.01.15 point 13.12

One area that does concern panel members is how realistic it is to put forward savings for 15-16 which assume the in-year re-structure of services. The panel questions how possible it is to re-structure a service and deliver savings almost immediately. In panel members' experience, re-structures generally take much longer than anticipated and, even if they do eventually deliver really significant savings, they may not do within the timeframe of the 2015-16 financial year.

Cumulative Impact

The panel remains worried about the cumulative impact of this year's budget savings, coupled with reductions in other public sector budgets and the impact of welfare reform, on vulnerable groups. Of particular concern are women and children living in more deprived communities.

Whilst the panel welcomes assurances that the cumulative impact of public sector savings is being monitored closely, members would like to see this work reported back to elected members before we begin the formal part of next year's budget planning – for example by a report to P&R on the equalities impact of the 2015-16 budget savings across the local public sector.

RECOMMENDATION 3 – The council should report back to September 2015 P&R committee on the impact on protected groups of the 2015-16 budget savings and those of our public sector partners.

Appendix 2

2015-16 Budget Scrutiny: List of Meetings and Witnesses

12 December 2014

- Cllr Jason Kitcat, Leader
- Penny Thompson C.B.E., Chief Executive
- Nigel Manvell, Head of Finance

06 January 2015

- Cllr Rob Jarrett, Lead Member for Adult Social Care
- Cllr Bill Randall, Chair of Housing Committee
- Denise D'Souza, Executive Director, Adult Services
- Geoff Raw, Executive Director, Environment, Development & Housing
- Dr Tom Scanlon, Director of Public Health

08 January 2015

- Pinaki Ghoshal, Executive Director, Children's Services
- Richard Butcher Tuset, Head of Policy & Research
- Sarah Tighe-Ford, Equalities Coordinator
- Linda Beanlands, Community Safety Commissioner
- Peter Castleton, Community Safety Manager

BRIGHTON & HOVE CITY COUNCIL
SCRUTINY PANEL ON THE 2015/16 BUDGET

3.00pm 12 DECEMBER 2014

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillor Mitchell (Chair)

Also in attendance: Councillor Simson

PART ONE

1 PROCEDURAL BUSINESS

- 1.1 There were no substitutes or declarations of interest and the press & public were not excluded from the meeting.

2 CHAIR'S COMMUNICATIONS

- 2.1 There were none.

3 BUDGET DISCUSSION

- 3.1 Witnesses were:

- Cllr Jason Kitcat (JK), Leader, Brighton & Hove City Council (BHCC)
- Penny Thompson CBE (PT), Chief Executive, BHCC
- Nigel Manvell (NM), Head of Financial Services, BHCC
- James Hengeveld, Head of Finance – IMFP, BHCC

- 3.2 JK introduced the 2015-16 draft council budget, explaining that this was a budget in the context of very significant year-on-year reductions in local authority funding. The budget is not a stand-alone document, but is intended to be read alongside the Corporate Plan and the council's Medium Term Financial Strategy, which together represent the administration's vision for the future of the council.

- 3.3 All council departments proposed savings plans for this year's budget, with the focus being on improving or maintaining outcomes for local people rather than the minutiae of service details. Improving outcomes with lower funding is likely to require service redesign, and this is central to this year's budget planning. This is not a 'salami-slicing' budget: services that will play a key role in the development and redesign of the authority (e.g. Communications) have necessarily been protected to some extent.

- 3.4 The draft budget has once again been published at a very early stage to allow people to engage with it. Currently there is still a significant gap between the savings required and those offered up in the budget plans.
- 3.5 Given that the main political groups are currently unable to agree on Council Tax (CT) levels for next year, the draft budget papers model all three likely CT scenarios (a 5.9% increase, a threshold increase and a freeze).
- 3.6 PT advised members that the Sustainable Communities Strategy (SCS) was the starting-point for corporate and budget planning. Given that 2015-16 is an election year it was particularly important to ensure that budget planning was based on a set of priorities commonly owned by all political groups and by our key city partners.
- 3.7 PT stated that the council's role would inevitably become more circumscribed in the next few years. The relationship between citizen and state also needed to change significantly across public services, with a much greater stress on 'personalisation': individuals taking more control of and responsibility for their support and for their local communities.
- 3.8 PT advised members that this was technically a one year budget plan, but that the context was the next four to five years. In many ways this budget is a precursor for the types of change that will need to happen in the coming years – for example the delivery of more and more services digitally.
- 3.9 In response to a question from DS on the digitally excluded (particularly in deprived communities) JK responded that the number of digitally excluded people is in fact quite small, with 80% plus of people both on-line and keen to self-serve. For those who are excluded support is available from city libraries and community services such as Whitehawk Inn and The Bridge. Moving to digital services has the potential to save a considerable amount of money without impacting negatively on the most vulnerable.
- 3.10 In answer to a question from GM on the extent to which the budget plans sought to move the council in the direction of becoming a self-sustaining business model, JK told members that plans were in place to develop the revenue-earning potential of services – for example CityClean collecting commercial waste. However, services need to have a really good record for reliability before considering commercialisation. There may also be opportunities for some adult social care services to increase revenue as part of the initiatives that form the local Better Care Fund project.
- 3.11 In response to a question from GM about collaboration across the local public sector, PT pointed to the work already under way via the city Health & Wellbeing Board (HWB), City Management Board (CMB), the Stronger Families Stronger Communities (SFSC) programme, the recently completed joint review of SEN and Disability Services, and the Safe in the City Partnership. The entire public sector needs to make major changes, and it is not sensible for organisations to change in isolation from one another. However, the aim may well be for really effective joint working rather than organisational integration.
- 3.12 In answer to a question from DS about preventative services, JK stressed that the budget plans do support the preventative agenda. However, not all investment delivers the same results, and it is increasingly vital that we target resources at what has been

proven to work – for example Early Help and the SFSC programme. PT added that the Early Help Hub was a good example of the current focus on preventative work. It was also important to recognise the key role cultural services have to play in prevention and the importance that citizens attach to them.

- 3.13 JK also noted that this connected to the broad question of how best to fund and/or support the 3rd sector across the city. JK is eager for the sector to respond positively to the budget plans, putting forward its own ideas about future levels and types of support.
- 3.14 In answer to a query from GM about the effectiveness of the Stronger Families Stronger Communities programme (and in particular, Payment By Results [PBR] funding), NM told the panel that PBR payments are triggered when SFSC families meet certain Government targets, and that the council has thus far been successful in attaining its targets. However, this is a process rather than an outcomes measure; calculating the actual financial, social and economic benefits to the council and the broader community of the SFSC interventions requires the use of complex Social Return on Investment (SROI) models. These are still being developed nationally.
- 3.15 In response to a question from DS about reductions to services in more deprived areas, JK confirmed that there had been engagement with agencies including the police and that the potential risk implications of these savings had been discussed. Discussion has included talking about the potential to use budgets across the public sector more intelligently.
- 3.16 In answer to a question from GM on how achievable the budget plans were, JK commented that they did present a challenge, particularly as the demand for ASC services continues to grow, and because elected members have voted against recommended re-designs of services to make them more efficient. However, there is really good joint working emerging, particularly in terms of the HWB and the suite of Better Care Fund initiatives. Also, now that equal pay has been resolved, CityClean is in a much better position to develop.

PT added that many other local areas have already delivered this type of change and that there is the managerial will to drive change in the council. It is also the case that by no means all the changes are about managing declining resources; initiatives such as the increasing personalisation of services, the move away from building-based provision, and the move into digital will all save money, but they will also deliver better outcomes for service users.

- 3.17 In response to a question from DS on how the budget encourages greater income generation, JK answered that the council was actively looking to generate income in a number of areas – e.g. the i360, the seafront arches, Brighton Centre/Blackrock, King Alfred. The general approach to projects was now to look to go further than breaking even. The budget plans effectively protect the Economic Regeneration and European teams - teams which deliver a good deal of additional income.

PT told the panel that this area was covered in the Corporate Plan and Medium Term Financial Strategy rather than in the budget plans. However, it was important not to exaggerate the potential of income generation: this could be significant, but it could not conceivably outweigh the loss of income through government grant reductions. It must

also be recognised that some services, such as adult and children’s care, will never be financially self-sufficient.

NM noted that the concept of moving towards self-sustainability was aimed at achieving this at an organisational level rather than individual services becoming self-sustaining.

- 3.18 In answer to a query from GM about why some services, such as Communications, had been protected from cuts, JK responded that the Comms budget had been significantly reduced several years ago and there was limited scope to make further reductions. There is also limited scope to increase revenue without seeing more obtrusive advertising around the city. The Communications budget is spent wisely, particularly in terms of the dissemination of key public health messages.

PT added that it was also vital to retain the capacity to undertake effective internal Comms – we know that staff value good communication. In addition, the growth of social media presents significant challenges and risks, with particular risks associated with managing social media poorly.

4 DATE OF NEXT MEETING

- 4.1 The next meeting will be held on the 6th January 2015 (10-12)

The meeting concluded at 4pm

Signed

Chair

Dated this

day of

BRIGHTON & HOVE CITY COUNCIL
SCRUTINY PANEL ON THE 2015/16 BUDGET

10.00am 6 JANUARY 2015

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillor

Also in attendance: Councillor Littman and Mitchell

PART ONE

5 PROCEDURAL BUSINESS

5.1 There were no declarations of interest and the press & public were not excluded from the meeting.

6 MINUTES OF THE PREVIOUS MEETING

6.1 The draft minutes of the panel meeting of 12 December 2014 were agreed.

7 CHAIR'S COMMUNICATIONS

7.1 There were none.

8 BUDGET DISCUSSION

8.1 Witnesses at this session were:

- Cllr Rob Jarrett (RJ), Lead Member for Adult Social Care
- Denise D'Souza (DD), Executive Director Adult Services
- Cllr Bill Randall (BR), Chair of Housing Committee
- Geoff Raw (GR), Executive Director Environment, Development & Housing
- Dr Tom Scanlon (TS), Director of Public Health

Adult Social Care

8.2 RJ explained that adult social care (ASC) services were experiencing intense pressures due to funding reductions, increasing demand for services, and significant new responsibilities in relation to Deprivation of Liberty Safeguards (DOLS), and the implementation of the Care Act. Moreover, the entire local health and social care system is experiencing similar pressures, and it is important that our strategies for dealing with

problems for ASC do not simply increase pressures elsewhere in the system. ASC is currently projected to overspend across the current financial year, in part because council committees have declined to approve the implementation of plans previously agreed in principle at Budget Council which would have enabled in-year savings to be made.

- 8.3 For the coming year, ASC planning will continue to focus on supporting people to maintain independent lives in the community rather than going into residential care, with an additional focus on the increased use of tele-care technology to support independent living.
- 8.4 ASC staff are frequently working beyond their contracted requirements to ensure that services are delivered, and there is therefore little prospect of making significant staff cost savings.
- 8.5 Given the high levels of pressure across the system, there would be a significant risk involved in wholesale service re-design at this point (some re-design will be necessary in response to the Care Act and to BCF).
- 8.6 Because of the degree of strain the health and social care system is experiencing we need to be very cautious about the achievability of the ASC budget saving plans.
- 8.7 DD outlined some of the specific pressures currently being experienced by ASC. These include:

Deprivations of Liberty Safeguards. A recent court judgement in relation to DOLS has seen the number of assessments increase from around 35 per annum to 35+ per month. There is a significant financial cost to these assessments, but also a severe drain on senior manager capacity (approximately 500K for the year 14/15 – this is an additional cost to the local authority which will recur and which is not covered by central government funding).

Care Act. The Care Act introduces significant new responsibilities for local authorities from 01 April 2015, particularly in terms of the number of assessments that may need to be carried out. Some transformation funding has been centrally provided, but it is not yet clear what level of funding will be provided to discharge the new responsibilities.

Better Care Fund (BCF). BCF requires the council and the city Clinical Commissioning Group (CCG) to develop a series of new initiatives aimed at reducing hospital and residential care admissions by better supporting people in the community. This work is progressing well, with active and positive engagement from the CCG. The CCG is providing additional funding to pump-prime BCF work.

Community Care Budget. The growth of demand on this budget that has been experienced in recent years has slowed somewhat this year, and the CCG has agreed to underwrite a significant proportion of the service overspend (1-1.3M) provided that the council works with them (via BCF) to reduce hospital discharge times for people with complex health problems.

Learning Disability (LD). An independent review of LD services has recently been completed and high-level intentions to re-design services will be reported to February 2015 Health & Wellbeing Board (HWB). The service re-design plans will seek to give learning disabled people greater control over their support and to encourage more people into employment. This will entail changes to the current models of care – e.g. a diminishing role for day services.

Resource Centres. A review of short-term bed use is currently ongoing. The council is talking to the CCG about funding for some ASC-funded beds that are used by people with significant health needs – the aim being for the CCG to agree to underwrite costs for beds which are supporting the delivery of NHS care.

- 8.8 GM noted that she was reassured to hear that so much has been achieved in terms of ASC and CCG co-working in recent months.
- 8.9 In response to a question from LL on the potential for co-working across local authorities, DD informed members that there was effective work ongoing here, with the potential to do even more. Examples include sharing the cost of homeless prevention services with neighbouring authorities, sharing an independent Chair for the Adult Safeguarding Board with East Sussex County Council, the regional implementation of elements of the Care Act, and the recent decision to co-commission a new Integrated Community Equipment Store service with West Sussex County Council. Generally speaking, there are opportunities to achieve significant economies of scale for services delivered to a population of 500,000 plus, and therefore an impetus for Brighton & Hove to work jointly with its neighbours on a number of projects.
- 8.10 In answer to a question from DS about the potential negative impact on individuals and on voluntary and community sector organisations of supporting more people in the community, DD acknowledged that this was a significant issue. This forms a core strand of the BCF plans, with a major focus on reducing loneliness, and equal footing for third sector organisations when planning for the integration of support services. There will be a similar focus in any LD service re-design which will support learning disabled people and their families and carers to lead fulfilling lives.

RJ added that the council was encouraging third sector organisations to work more closely with one another in order to reduce duplication and ensure that limited resources are used in the most efficient way. Funding for carer support and for advocacy has been maintained for the past three years to ensure that service users remain able to make their voices heard.

- 8.11 In response to a question from GM about savings from contract changes, DD told the panel that some savings (130K) had been identified through a rationalisation of ASC commissioning teams. There may be the potential to make further savings in terms of quality monitoring, which is a role which the Care Quality Commission (CQC) is now responsible for across ASC. However, the CQC is not yet in a position where it can deliver this effectively, so there are no immediate savings here. There may also be potential savings to be achieved when the CCG co-locates with the council, although again this savings are not currently realisable. Other contract savings (230K) will be achieved by re-negotiating contracts that are due to end or by transferring responsibility for some services to Public Health (PH).

- 8.12 In answer to a query from GM on the potential to continue to reduce the number of people going into residential care, RJ informed members that there is still some scope to reduce admissions, but that this will inevitably diminish over coming years.

DD added that Brighton & Hove has a high proportion both of people living alone and of people living in converted buildings – both potentially problematic for maintaining independent living. There is an opportunity here to use supported housing to accommodate more of this client group.

Much has been done in recent years to reduce the rate of city admissions into residential care. However, rising incidents of dementia present a real challenge to this trend.

Although the city is not currently experiencing major demographic pressures in terms of a growth in the number of older people, we are seeing steadily increasing demand from younger people with complex physical disability or LD needs. These placements can be very high cost, and there is no obvious way to reduce demand via better preventative services. However, there is a conversation to be had as to where in the local health and care economy the funding for this group should come from. It is also important that ‘younger older’ people are encouraged to keep fit and healthy.

- 8.13 In answer to a question from DS on the achievability of savings plans, RJ told the panel that it would be foolish to be very confident that the savings can be achieved – there are simply too many pressures on the system. Even if all the budget savings are achieved, pressures on other parts of the system may result in overspends.

DD added that budget planning for ASC is inherently difficult because a small number of complex cases can transform an under-spend into an over-spend: with the cost of individual care packages potentially exceeding 500K pa. However, we are in the fortunate position of having a really good partnership with our local NHS commissioners – and also fortunate that our CCG is on a good financial footing.

Housing

- 8.14 BR explained to the panel that housing services were inexorably linked to adult and children’s care provision, with 16% of city households including a disabled resident, a figure which rises to 41% for council properties.
- 8.15 There are a large number of people in the city who are in mainstream housing but who require significant support (typically due to alcohol/substance misuse and/or mental health problems).
- 8.16 Similarly there are lots of older people who are not in dedicated Sheltered (or ‘senior’) housing, but who require similar types of support to that offered to Sheltered scheme residents.
- 8.17 There is a clear need to support vulnerable people who are not in dedicated supported housing then, and this will require co-working with adult and children’s social care, with NHS bodies and with the third sector. It is also important that we ensure that our

dedicated supported housing facilities are as good as they can be – for example the recent work converting Sheltered flats with shared washing facilities to include self-contained showers.

- 8.18 The transfer of responsibilities for ‘Supporting People’ homeless prevention services to ASC makes good sense in terms of best supporting a very vulnerable client group who are too challenging to be supported by Housing alone. Going forward it is essential that the role of different agencies, and in particular of third sector organisations, is more clearly defined, and that all services work effectively together eliminating the duplication that is currently present in the system. Recent work with PH shows that this integrated approach can be really effective.
- 8.19 Making the planned ‘supporting people’ savings (including significant commissioning savings in 2016-17) will be challenging, but we are well placed to manage the process effectively. We are also fortunate that Brighton Housing Trust (BHT) was recently successful in bidding for Big Lottery Fund money to support homeless prevention across Sussex. Working in concert with neighbouring authorities will also be key: many of the city’s homeless population are from elsewhere in Sussex, often from places that don’t offer very much in the way of homelessness support.
- 8.20 BR is sceptical of the merits of plans to end the service which offers housing advice and support to people released from Lewes Prison. Many of these people have a local housing connection or will in any case end up in the city, and there is a real risk of the council incurring significant long-term costs if this group is not appropriately advised and/or housed.
- 8.21 The decision to delete the housing sustainability team is also an unfortunate one, but sadly inevitable given the risks inherent in contracts that were negotiated by West Sussex County Council.
- 8.22 In terms of the Housing Revenue Account (HRA) this year’s budget plans support the continued transfer of funding from management costs to maintenance and renewal, with more being spent on maintenance and new building than at any time in the past 10 years, and more new council homes being built than for many years.
- 8.23 GR added that it was important that the council adopted a consistent approach to housing and that it planned in the context of the next few years. For example, steps are being taken to link ‘supporting people’ services to the Better Care Fund in order to protect them, as far as possible, from the challenging savings required of the council in the next 3-4 years. The council will need to continue to identify efficiencies, and to continue to use the HRA appropriately to support council tenants and leaseholders. It is also important that we distinguish between HRA funding for the essential maintenance of properties and for other services which add additional value (and where we may need to contemplate an element of charging). It is particularly important that the uses we put HRA funds to continue to be supported by council tenants, and to this end the council will need to strive to be more transparent about how funding is used.
- 8.24 In response to a question on ‘supporting people’ savings from DS, DD told the panel that commissioners from ASC, Housing, PH and Children’s Services had come together to look at the whole range of these services. Savings would be achieved by reducing the

number of contracts (there are currently over 70), by eliminating duplication, by ensuring that we identify our best value contracts and commission to this standard across the board, and by de-commissioning some services where performance is too low.

More broadly, there is a general push to move to a more outcomes-based commissioning model which should significantly improve performance and offer opportunities for efficiencies.

When re-commissioning it is also important that the council considers not only the current financial position but also our projected finances in several years' time; there is little point entering into contracts that we can afford now but will not be able to fund in subsequent years.

BR added that the third sector was also engaged in a similar process of rationalisation and integration via the Moneyworks and other initiatives. GR agreed that it was vital that the sector responded to the situation – its offer would have to change as the funding available for services inevitably declines.

- 8.25 In answer to a question about the potential to grow income, GR told members that it was difficult to quantify the potential for additional income. The council already bids for any available funding, and is committed to ensuring that new schemes (e.g. landlord registration) are, as far as possible, self-financing. The potential to charge for certain none-core HRA services is also something that will need to be explored.

BR added that the decision to charge Registered Social Landlords (RSLs) to advertise in the Homemove magazine is another move to maximise the council's income.

In terms of capital projects, GR told members that there may well be the opportunity to draw in additional resources; we are already seeing considerable RSL and private sector interest in building new homes as part of the New Homes for Neighbourhoods initiative.

- 8.26 In response to a question from LL on the potential to continue to make savings from integration, BR told members that this was hard to quantify. However, integration is as much about providing a seamless service for customers as it is about saving money.

- 8.27 In answer to a query from GM on temporary accommodation (TA), GR informed the panel that there was a significant supply issue here, with rising rents across the city making it less attractive for landlords to tie up their properties in long-term TA leases to the council. It was important that the council acted to guarantee landlords a secure income from TA leasing, but there were limits to what we can do as we cannot realistically pay in excess of Local Housing Allowance levels.

- 8.28 GR told members that the council would have to think more innovatively about housing in the coming years, potentially co-investing with RSLs or the private sector to develop properties for key workers or other groups would provide the council with an income-stream as well as increasing housing supply.

- 8.29 GR identified the growth of our city universities as a major pressure in terms of housing supply, with Brighton and Sussex seeking to increase student numbers by more than

12,000, but only planning to create an additional 6,000 dedicated student housing places. However, as well as being a pressure there is the potential here for the council to become involved directly in the student housing market, although this would inevitably mean using sites that might otherwise be used for other purposes.

BR added that he would like to see university expansion take place outside the city – for example around university sites in Hastings – the continued expansion of universities within the city may not be sustainable. The Strategic Housing Partnership is actively engaging with the universities and with student unions on this issue, but with little success to date.

- 8.30 In response to a question from DS on how realistic the budget saving from increasing Traveller site rents was likely to be given the temporary closure of Horsdean required to develop the permanent site (and the failure to reach agreement on an alternative temporary transit provision). GR agreed that this saving was unlikely to be achieved and offered to re-think it.
- 8.31 GM noted that she was reassured to hear that so much work was going on, particularly around ‘supporting people’ services.

Public Health (PH)

- 8.32 TS told members that he had gladly taken the opportunity to re-brand PH as a council service, without losing sight of its core purpose. Areas of particular focus included positioning PH as the locus of the council’s ‘intelligence’ function, with staff from other departments augmenting the existing PH intelligence and research functions; a review of preventative services such as smoking cessation, with a greater emphasis on key interventions (such as workplace support and interactions with people planning to have operations); closer working with care services, particularly around preventing ill-health; and better links with schools (something that would have been very difficult had PH remained an NHS services) – for example the development of ‘parental contracts’ at Varndean and Dorothy Stringer schools aimed at discouraging parents from supplying their children with alcohol.
- 8.33 In response to a question from GM about the end of the PH funding ‘ring-fence’, TS told the panel that he thought it likely that the ring-fence would eventually go, but that restrictions on the use of PH funding are likely to remain for the foreseeable future.
- 8.34 In answer to a query from GM on co-working across the council and with the third sector, TS told members that a good deal of co-working was under way – with for example PH taking over responsibility for some ‘supporting people’ services. PH was working closely with the third sector and with the council’s Communities team to support change.
- 8.35 GM thanked all the witnesses for coming to the meeting and playing their part in a frank and informative discussion.

9 DATE OF NEXT MEETING

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of

BRIGHTON & HOVE CITY COUNCIL
SCRUTINY PANEL ON THE 2015/16 BUDGET

10.00am 8 JANUARY 2015

COUNCIL CHAMBER, HOVE TOWN HALL

MINUTES

Present: Councillor Mitchell (Chair)

Also in attendance: Councillors Littman and Simson

PART ONE

10 PROCEDURAL BUSINESS

- 10.1 Cllr Simson declared an interest as a trustee of the Youth Collective.
- 10.2 The press & public were not excluded from the meeting.

11 MINUTES OF THE PREVIOUS MEETING

- 11.1 The draft minutes of the 06 January meeting were not yet ready to be agreed – panel members will consider these and the draft minutes of the 08 January meeting at a later date.

12 CHAIR'S COMMUNICATIONS

- 12.1 There were none.

13 BUDGET DISCUSSION

- 13.1 Witnesses at this meeting were:

- Pinaki Ghoshal (PG), Executive Director Children's Services
- Richard Butcher Tuset (RBT), Head of Policy & Performance
- Linda Beanlands (LB), Commissioner Community Safety
- Peter Castleton (PC), Community Safety Manager
- Sarah Tighe-Ford (STF), Equalities Coordinator, Communities Team

Children's Services

- 13.2 PG told members that Children's Services spending could be classified under three areas: schools; high need specialist services; and less specialist work in areas such as

early help, prevention, support for young people with Special Educational Needs (SEN), schools support, youth services, and children's centres.

- 13.2 There is relatively little opportunity for the council to make savings in schools spending: most of this funding is ring-fenced for specific purposes. There is the potential to make savings in specialist services over the longer term via more effective early help and preventative services reducing demand for high-cost specialist interventions such as taking children into care, and the council and partners are very much engaged in this area: e.g. via the development of the Early Help Hub (EHH) and the MASH (multi agency safeguarding hub), and the formation of an integrated 'adolescent' support service for our most vulnerable young people. However, in the short-term, there are relatively few savings to be made while demand remains at current levels.
- 13.3 In consequence, a large percentage of the savings planned are inevitably focused on the third category of services. Key elements here include a focus on more efficient provision of home-school transport; a re-design of SEN services following the recent SEN review (due to be reported to a joint meeting of Children's Committee and the Health & Wellbeing Board on 03 February 2015); the development of a Service Level Agreement (SLA) with schools that accurately captures the cost to the council of schools support; and improved intelligence, such as that already coming through the EHH, which will be used to improve commissioning.
- 13.4 In answer to a question from DS on the achievability of home-school transport savings, PG told members that there were achievable without significant negative impacts. There is a local culture of expectation in terms of the local authority providing transport to school, but whilst it is important that the council continues to support those who need and have a statutory right to support, in general the onus should be on parents taking responsibility for travel to and from school.
- 13.5 In response to a query from LL about the cumulative impact of savings plans on vulnerable children and families, PG told members that these risks would be mitigated by the ongoing work to ensure that services delivered to families are better integrated, more efficient, and more effectively personalised. For example, where children exhibit challenging behaviour we will be moving to offering more support to help families understand and manage their own children's needs rather than just supporting a range of professionals to deal with it outside the home.
- 13.6 In answer to a question from LL on the dangers of making short term savings before long term improvements are in place, PG assured members that he was alert to this danger. The MASH and the EHH provide an important safety net here – much more effectively so than the services they replaced.
- 13.7 In response to a question from GM on the impact of a series of savings on low income women and families, PG told members that we need to be clear about the financial situation we are facing: there is less money available to us and we need to make hard choices. It is important that we use the funds we do have in the most efficient way possible – and this relies upon us having and using the best possible intelligence. We also need to benchmark our services against those in other areas to ensure that we get best value for money. For example, most local areas do not fund extended services for schools; this is something that schools could do more to support locally. Similarly, the

council is an outlier in subsidising its community learning services. Other city providers run a successful service without subsidising their offers and it seems sensible to follow their lead.

- 13.8 In answer to a question from GM on the changing role of schools, PG agreed that there were opportunities to encourage schools to do more to share the cost of a range of services that they benefit from. Since PG came into post he has been very active in strengthening the council's challenge to schools. We have seen a marked improvement in partnership working, but much more could be done. For example, schools are the biggest referrer to the EHH and already spend a good deal on early help (although they don't necessarily badge it as such). However, this provision tends to be undertaken in isolation from other agencies and sometimes from other schools. If the council, the Clinical Commissioning Group (CCG) and schools came together collectively to commission early help services then we would potentially see much better outcomes for young people.
- 13.9 In response to a query from DS on savings to third sector Youth Services, PG told members that Youth Services should be a key part of city early help provision. It is important that we move to a model in which youth workers are embedded in the early help system.
- 13.10 In answer to a question from DS about the pattern of referrals into the EHH, PG told the panel that referrals were largely in line with city demographics, with younger children and families being referred for help as well as teenagers. There are important links here with the Stronger Families Stronger Communities programme.
- 13.11 In response to a query from GM about youth offending, PG told members that there had been a significant reduction in the numbers of young people coming into the system, so much so that it will be possible to delete some vacant posts in the YOS team. Re-offending rates remain high, although the trend is positive. It is important that we maintain a focus on this area. GM agreed, noting that the figure for new entrants had fallen across the country, largely because the police have new powers to deal with offenders outside the court system.
- 13.12 In answer to a question from LL on the achievability of budget projections for high needs specialist services, PG informed members that this was a volatile area that could be impacted by events outside the council's control (for example, a high profile abuse case such as that of 'Baby Peter' could increase the number of children referred for and taken into care). Whilst these risks cannot be wholly mitigated, they can be reduced by better partnership working and by initiatives such as the MASH. It is also important that we manage residential costs properly (a similar point applies to disability placements).
- 13.13 In response to a query from DS about the potential risk of schools opting out of buying council support services, PG told members that most schools do not currently opt out although they could do. It is important that the council offers high quality, value for money support to schools and also important that the council understands the costs associated with providing services: currently some services are financially self-sustaining; others are effectively subsidised by the council, but necessarily so as they mitigate risks for which the council is liable; and others are run at a loss – a position which is not tenable in the long term.

Communities

- 13.14 RBT told members that the community and voluntary sector is very important to the city, with every £1 spent with the third sector estimated to generate £13 in other benefits. However, given the scale of the savings required from the council and other public sector bodies, public funding for the sector will inevitably come under increasing pressure in the coming years. It is therefore vital that we understand what the third sector (including social enterprises and faith groups) offers the city and how best to support it through a period of significant change.
- 13.15 In consequence, the council has invested in Community Works in order to support third sector transition. The council is also reviewing the current three year grant programme. In general we are likely to see a move away from grants to commissioning the sector (via the commissioning prospectus) to deliver specific services or outcomes. The council is also actively looking at national and international best practice in terms of identifying alternative income streams to support the third sector – for example encouraging philanthropic support for infrastructure projects.
- 13.16 In addition, the council is looking at its third sector contracts and commissions as part of the Value for Money (vfm) third party spend review. This review will seek to identify opportunities to increase efficiency and reduce duplication across the council's contracting and commissioning.
- 13.17 The council is also using a matrix impact approach to focus on key third sector organisations across the city, looking at how healthy they are, how resilient to change they are likely to be, and what can be done to support them to remain sustainable.
- 13.18 This year has also seen consultation with Community Works with regard to the draft budget plans. The tight time-scales for the budget make this process inherently challenging, but some good progress has been made since last year, and we are starting to move in the direction of a more collaborative approach to budget setting with our third sector partners. More needs to be done though.
- 13.19 Going forward, the council will need to decide what services beyond those required by statute it wants to continue to support – the third sector needs to understand whether particular funding streams, such as three year grants funding, are going to be retained or discontinued.
- 13.20 The future is likely to see a growing role played by faith organisations across the city, and the council will need to further develop relationships with this sector.
- 13.21 In response to a question from DS about how the budget plans support community resilience, RBT told members that it was essential that the third sector was in a position to support increased community resilience. The city has a good track record of the city community and voluntary sector effectively managing significant change, for example in terms of the recent rationalisation of advice services. The move from grants funding to commissioning will also support the council's ability to target support where it is most needed. Future public sector funding for the third sector is likely to further community resilience by focusing on support for employment.

It is also important that the council supports community resilience by adopting a ‘can do’ attitude to community plans. The council is too often so risk adverse that it risks blocking worthwhile community-led ideas.

- 13.22 In answer to a question from LL on the impact of budget savings plans on women in disadvantaged communities, STF told members that certain groups of people are the heaviest users of council services – women, disabled people, older people, young people. Significant reductions in council funding will inevitably have a disproportionate impact on the groups that use services the most. However, it is important that the council identifies and monitors trends in terms of Equality Impacts, so as to best understand where it most needs to intervene. Having really good intelligence, and talking directly to communities, is key here.

RBT added that it was increasingly important that Equality Impacts were mapped across public services, not just the council. Good work has already been undertaken via the City Management Board, but more needs to be done.

Community Safety

- 13.23 LB told members that the council’s plans to change Community Safety provision were only part of the picture across the city; changes to police, probation and the court service also needed to be factored in. This adds complexity and makes it even more important that the council works together with its partners to mitigate the impact of savings plans.
- 13.24 Resources for Community Safety are reducing, but demand is increasing in key areas. These include: domestic violence, sexual violence, child sexual exploitation, serious and organised crime, modern slavery and trafficking, harmful traditional practices, and re-offending by serious offenders. We need to target resources in these areas.
- 13.25 Some Community Safety work has been included in the recently re-profiled Public Health Substance Misuse Services contract (elements of services for street outreach and for prolific offenders). This represents good value for money without any negative impact on service delivery. There may be the potential to include some of the Communities Against Drugs work in the SMS contract.
- 13.26 Budget plans include a proposal to delete a vacant Prevent (domestic terrorism) post. However, there is the prospect of some Home Office funding here.
- 13.27 Transferring some responsibilities to the PH team has meant that capacity has been maintained in reducing hate crimes and in community engagement.
- 13.28 The council commissioner for violence against women and children is now a shared post with East Sussex County Council, reducing the burden of costs.
- 13.29 Environmental Project Officers have been transferred to the council’s Communities team to make best use of the considerable overlap with this service.

- 13.30 In response to a question from LL about protecting and enhancing intelligence functions, LB told members that high quality intelligence was very important. We are working with the Police & Crime Commissioner and with Sussex Police to share intelligence more effectively, particularly in terms of Serious and Organised Crime and Child Sexual Exploitation. Services have also been thinking innovatively here: for example by training Environmental Health officers who inspect restaurants and other businesses to be aware of trafficking issues.

- 13.31 PC told members that Community Safety has doing more work to support the police – and particularly Police Community Support Officers to manage their most difficult cases. There is also a growing role in supporting ‘mainstream’ services such as Housing Associations and the council’s Housing service.

- 13.32 In response to questions about Community Safety’s role in building community resilience, LB told members that the service had been involved in the successful ‘One Voice’ meetings bringing together the council’s Chief Executive and Executive Leadership Team with representatives of BME and Muslim communities. There is scope to do more in terms of bringing communities together with public sector decision-makers.

- 13.33 In answer to a question from DS about the potential cumulative impact of budget plans on particular groups, such as women, LB told the panel that she shared their concerns, but hoped that effective planning across agencies, pooled budgeting, better integration with safeguarding services, and a greater focus on early intervention would ameliorate some of this impact.

14 THE NEXT STEPS

The meeting concluded at Time Not Specified

Signed

Chair

Dated this

day of

Subject:	Scrutiny Panel report on social value		
Date of Meeting:	27 January 2014		
Report of:	Head of Policy and Communities		
Contact Officer:	Name:	Julia Riches	Tel: 29-0451
	Email:	Julia.riches@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 The initial request for a Scrutiny Panel to look at the implementation of the Public Services (Social Value) Act 2012 came from the Community and Voluntary Sector Forum (now known as Community Works).
- 1.2 The Panel comprised Councillor Bill Randall (Chair), Councillor Anne Meadows and Councillor Dee Simson. (Councillor Christina Summers took part in the initial scoping meeting but pressure of work meant she then stepped down as a Panel member).
- 1.3 The Scrutiny Panel report is attached as **Appendix 1**.

2. RECOMMENDATIONS:

- 2.1 That Overview and Scrutiny Members Committee endorse the report and forward it to the relevant policy committee for consideration.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The Panel set out to consider what social value means to Brighton & Hove City Council, what best practice exists and how to put the Social Value Act to best use in procurement and commissioning. There is already a substantial body of research into social value, what it means and how it can be used. The Panel had no desire to replicate work or to undertake an academic exercise into what is meant by social value. Rather it tasked itself with taking a quick 'snapshot' of what is happening in the council (and to a limited extent its partners), to emphasis best practise, and to make suggestions for the way forward.
- 3.2 The Panel held a private scoping meeting and two evidence gathering sessions. On 4 September 2014 they heard from Andy Witham, Category Manager for Adult Social Care, Corporate Procurement; Anne Richardson-Locke, Commissioning Manager, Adult Social Care; Judith Cooper, Contracts Manager, Adult Social Care; James Cryer, Partnership Manager, Mears; Geoff Raw, Executive Director, Environment, Development and Housing; and Annie

Alexander, Public Health Programme Manager. On 18 September 2014 they heard from Laura Williams, Representation and Partnerships Manager, Community Works and Caroline Ridley, Impact Initiatives; Michelle Pooley, Community Engagement Co-ordinator and Sam Warren, City Neighbourhood Co-ordinator; Geraldine Hoban, Chief Operating Officer, Clinical Commissioning Group.

- 3.3 The recommendations in the report are aimed at providing clarity around social value, included adopting a definition, providing a glossary and considering measuring, weighting, and measurement. The full set of recommendations can be found at p28 of the Scrutiny Report.

4. COMMUNITY ENGAGEMENT & CONSULTATION

4. The Panel heard from a number of people and organisations in a short timescale. No formal consultation process was undertaken by the Panel. A number of related consultations were ongoing during the Panel's inquiry.

5. CONCLUSION

- 6.1 In line with normal procedure, we are asking that the OSC endorses this report and refers it on to the appropriate BHCC Policy Committee(s) for consideration.

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 7.1 The financial implications of the recommendations from the scrutiny panel will be assessed in the context of the Council's budget strategy when the recommendations are considered by the policy committees.

Finance Officer Consulted: **Anne Silley**

Date:

Legal Implications:

- 7.2 Once OSC has agreed its recommendations based on the work of the scrutiny panel, it must prepare a formal report and submit it to the council's Chief Executive for consideration at the relevant decision-making body.

Lawyer Consulted:

Oliver Dixon

Date:

Equalities Implications:

- 7.3 The Social Value Act should be viewed as a tool to facilitate discussions with other organisations in the city on how to provide the best services possible – with enhanced benefits for individuals and communities locally.

Sustainability Implications:

- 7.4 None identified in this covering report.

Any Other Significant Implications:

SUPPORTING DOCUMENTATION

Appendices:

1.

Documents in Members' Rooms

None

Background Documents

1.

Appendix



**Report of the Overview and
Scrutiny Committee**

January 2015

Scrutiny Panel – Social Value

Contents

Chair's Foreword	p3
Executive Summary	p4
Background to this Panel	p5
Public Service (Social Value) Act 2012	p5
What do we mean by social value?	p7
The national picture	p9
Social value in B&HCC procurement and commissioning	p9
The 'prospectus' approach to commissioning	p11
Adult social care prospectus commissioning	p11
Communities and Third Sector Prospectus	p13
Other examples using social value in commissioning	p14
Other initiatives	p16
Social value Weighting	p16
Measuring social value	p18
Monitoring social value	p20
Learning from others	p21
Brighton & Hove Clinical Commissioning Group	p22
A social value toolkit?	p23
A social value framework?	p24
Challenges and opportunities	p25
Conclusion	p27

Recommendations	p28
Bibliography	p30
Glossary	p31
Minutes and Evidence	
4 September 2014 minutes	p33
18 September 2014 minutes	p43
Written evidence	p52

Chair's Foreword

The importance of social value in the commissioning process has never been greater or more widely recognised. At a time when budgets are under constant pressure, it is even more critical to remember that the lowest offer is not necessarily the best one and that worth cannot be judged on price alone.

Social value brings other considerations to the table, among them the extra benefits it delivers through investment and jobs in local communities by using local providers, for example, rather than national organisations with little knowledge of our city and whose main interest is the bottom line rather than the service provided.

In this context, the Social Value scrutiny was set up to look at the ways in which Brighton & Hove City Council already uses social value in commissioning some of its services and to study the best practice of other organisations. We discovered that a great deal of work has already been done in some corners of the council and in other places. We have drawn on that work in producing this report, which calls for a more uniform, transparent and measurable use of social value across all the council's services.

My thanks to the other panel members, Cllr Anne Meadows and Cllr Dee Simson, for their ideas and their contribution to the discussions. It's fair to say there is a great deal of common ground and enthusiasm among all of us for the wider use of social value as a commissioning tool and the role it can play in building a fairer and stronger city. I am also grateful to the many individuals and organisations who gave evidence to the scrutiny. We have benefited greatly from their experience and expertise.

Very importantly, I must thank Julia Riches, Acting Senior Overview and Scrutiny Officer, who has done such a very good job on producing this important scrutiny report in a very tight timeframe.

Cllr Bill Randall

Executive Summary

The Public Services (Social Value) Act 2013¹ set a legal requirement on public bodies to consider economic, environmental and social benefits when procuring services. As a commissioning body, Brighton & Hove City Council already has some good examples of using social value. However, there is no clear statement, framework or agreed definitions of what social value means to the council.

There is already a substantial body of research into social value, what it means and how it can be used. The Panel had no desire to replicate work or to undertake an academic exercise into what is meant by social value. Rather it tasked itself with taking a quick 'snapshot' of what is happening in the council (and to a limited extent its partners), to emphasis best practise, and to make suggestions for the way forward.

In these times of financial constraints, the Panel believes that the Social Value Act needs to be viewed as a tool to facilitate discussions with other organisations in the city on how to provide the best services possible - with enhanced benefits for individuals and communities locally. Within the context of challenging finances, finding innovative ways to build social benefits into services as well as delivering value for money becomes even more pressing.

The Panel is very aware of the fiscal challenges ahead - and the need for robust business cases - but they are strongly of the view that this does not conflict with the concept of social value. Using social value as a tool to lever in extra benefits wherever possible – be that in terms of more apprenticeships or reducing social isolation in elderly people in the city or using local suppliers – should be seen as an integral part of procurement.

If social value is to be worth anything, it must be unambiguous: deliverable, measureable and verifiable. There is some way to go before the council is in this position. A clear statement of what social value means to the Brighton & Hove City Council needs to be made and work undertaken to set out how to embed social value as a 'golden thread' throughout the procurement and commissioning processes. Social value can only be a meaningful aspect of the procurement and commissioning process if it is clearly defined and there is measurable evidence of the impact.

¹ Known as the Social Value Act

Background to the Panel

- 1.1 The initial request for a Scrutiny Panel to look at the implementation of the Public Services (Social Value) Act 2012² came from the Community and Voluntary Sector Forum (now known as Community Works).
- 1.2 The Panel comprised Councillor Bill Randall (Chair), Councillor Anne Meadows and Councillor Dee Simson. (Councillor Christina Summers took part in the initial scoping meeting but pressure of work meant she then stepped down as a Panel member). They set their terms of reference as:

“In light of the Social Value Act, to consider what social value means to B&HCC, what best practice exists, and how to put the Act to best use in procurement and commissioning.”

Public Services (Social Value) Act 2012

- 2.1 The Public Services (Social Value) Act 2012 (referred to as the Social Value Act) received Royal Assent on 8 March 2012 and came into force on 31 January 2013. It is described as:

“An Act to require public authorities to have regard to economic, social and environmental well-being in connection with public services contracts; and for connected purposes.”³

- 2.2 In essence, the Act requires public sector agencies, when commissioning a public service, to *consider* how the service they are procuring could bring added economic, environmental and social benefits.⁴ When considering this, the authority must only consider matters which are relevant to what is proposed to be procured and:

² Hereafter known as the Social Value Act

³ <http://www.legislation.gov.uk/ukpga/2012/3/data.pdf>

⁴ The duties apply only to public services contracts and framework agreements which are subject to the Public Contracts Regulations 2006. The duties do not apply to contracts which are not covered by the public procurement rules, including contracts with a value below the relevant threshold. The Act applies to public service contracts and those public services contracts with only an element of goods or works over the EU threshold. This currently stands at £113,057 for central government and £173,934 for other public bodies. This includes all public service markets, from health and housing to transport and waste. Commissioners will be required to factor social value in at the pre-procurement phase, allowing them to embed social value in the design of the service from the outset

*“The authority must also consider those matters to the extent to which it is proportionate, in all the circumstances, to take those matters into account”.*⁵

2.3 Whilst this report is considering social value, it is important to emphasise that it is one of three benefits that should be considered (alongside economic and environmental benefits). It is also important to note that this Act is one of a number of pieces of legislation and guidance on considering social value in commissioning, including EU procurement law and the Duty of Best Value.⁶

2.4 The Government’s advice for commissioners and procurement officers states that the Social Value Act applies to the pre-procurement stage of contracts for services *“because that is where social value can be considered to greatest effect”*. The advice given says:

*“Commissioners should consider social value before the procurement starts because that can inform the whole shape of the procurement approach and the design of the services required. Commissioners can use the Act to re-think outcomes and the types of services to commission before starting the procurement process.”*⁷

2.5 The Panel understand that social value is one of three benefits that should be considered under the Social Value Act. This report is looking explicitly at the social value aspect but the other aspects could be areas for detailed consideration in the future.

Recommendation 1: The Panel recommends that wherever services are procured and commissioned by the council, a clear mission statement is made at the very start of the process that social value is a key underpinning principle.

2.6 There is a body of work looking at what social value is, what definition should be used and how it can be monitored and measured: some local authorities have done a considerable amount of work in this area. This report draws on this work and has no desire to suggest anyone ‘reinvents the wheel’. Although Brighton & Hove City Council (B&HCC) is not at the forefront of work on social value, there are pockets of best practice to be shared.

⁵ Procurement Policy Note – The Public Services (Social Value) Act 2012 – advice for commissioners and procurers. Information Note 10/12 20 December 2012

⁶ The Local Government Act of 1999 sets out a general Duty of Best Value for specified local government organisations to “make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.”

⁷ Procurement Policy Note – The Public Services (Social Value) Act 2012 – advice for commissioners and procurers. Information Note 10/12 20 December 2012

- 2.7 It is worth highlighting that as the Panel was going through this process, the Government announced a review of the Social Value Act. The review is looking at whether the Act should be extended to cover contracts for goods and services and how it may be extended in a way that continues to support small businesses and voluntary, charity and social enterprise (VCSE) organisations to bid for public contracts. It intends to report early in 2015.⁸ This is an opportune time for B&HCC to take check where it is in terms of social value and to learn from other local authorities.

What do we mean by social value?

- 3.1 The Social Value Act and associated guidance deliberately does not define social value. The *Public Services (Social Value) Act 2012: One Year One* states that:

“We have deliberately avoided prescriptive guidance or instruction from Whitehall For commissioners to consider the added social value they could achieve when commissioning services, and to do so in a way that goes beyond ‘ticking the box’, we will need culture change and local leadership rather than instruction from the centre.”⁹

- 3.2 Brighton & Hove City Council has not chosen to date to adopt a single definition of social value but the Panel believe it would be helpful to do so. Community Works told us:

“the lack of a clear local definition or principles around social value is confusing and it would be helpful to have a clearer idea of what social value is.”¹⁰

- 3.3 Geoff Raw, Executive Director Environment, Development and Housing, whilst discussing the need for robust business cases noted that: *“there needs to be a calculation and a clear definition of social value.”¹¹*

- 3.4 Whilst the Panel understand the difficulties around defining social value, it would be useful to come to a clear definition of what, as a council and a city, we mean by social value. Working with partner organisations, including the voluntary and community sector and the Clinical Commissioning Group (CCG), the council should agree a broad definition of social value that can be used across the organisation. **Reaching a definition of social value is a key first step in understanding how best to deliver social value.**

⁸ Lord Young, the Prime Minister’s Advisor on Enterprise will lead a review of the Social Value Act

⁹ *The Public Services (Social Value) Act 2012: One Year One. January 2014*

¹⁰ Minutes 18 September 2014

¹¹ Minutes 4 September 2014

3.5 There are a number of definitions already in use – some of these are listed at the end of this report.¹² The Panel felt the following definition of social value was very clear and should be considered by Brighton & Hove City Council:

“Social value is the additional benefit to the community from a commissioning/ procurement process over and above the direct purchasing of goods, services and outcomes.”¹³

Recommendation 2: The Panel recommends that Brighton & Hove City Council adopts a definition of social value. The following definition is suggested:

“Social value is the additional benefit to the community from a commissioning/ procurement process over and above the direct purchasing of goods, services and outcomes.”¹⁴

3.6 It is important that social value is an integral part of the procurement and commissioning process: making a clear statement of what is meant by social value is key to this. The Panel would also suggest that for each procurement or contract it is clearly stated what social value would look like for that contract. The social value aspect of the procurement must come from both those commissioning the service and those tendering for the contract. It is important that there is a partnership between those procuring services and those tendering for services that will foster innovation.

3.7 Community Works noted that:

“It feels like there is confusion around language and terminology amongst all sectors in the sphere of social value.”

3.8 The Panel agree that there are a number of different terms used for what is often the same or a very similar thing and it would be helpful to set out exactly what is meant by each term. Social value, social capital, and social return on investment are but a few of the terms used but not easily differentiated. The procurement team already do this to a certain degree so it would be relatively straight forward to add to this list – and disseminate it more widely. Common

¹² See Glossary p31

¹³ From the NHS North West <http://www.vsnw.org.uk/files/Social%20Value%20Summary%20Easy%20Read%20-%20NHS.pdf>

¹⁴ From the NHS North West <http://www.vsnw.org.uk/files/Social%20Value%20Summary%20Easy%20Read%20-%20NHS.pdf>

language and terminology would aid the process of embedding the concept of social value into existing practices.

Recommendation 3: The Panel recommends that a glossary of terms used in social value, commissioning and procurement should be devised and publicised. This glossary should draw together all currently used terms and put them in one easily accessible place.

The national picture

4.1 A survey carried out by the Social Value Portal in July 2014 shows that fewer than 30% of local authorities have a policy in place to guide procurement and contracting teams, and some are unaware of the Act altogether. Only 28% of local authorities have actually developed a social value strategy with the vast majority (72%) either still developing or having not yet developed a strategy.¹⁵ In addition, a report by the Sustainable Business Partnership states that business is generally finding that the way in the which the Act is being applied is inconsistent amongst local authorities and that there is little agreement on terminology, reporting standards or bid requirements:

“This is ultimately leading to frustration and additional bespoke work for each submission.”¹⁶

4.2 The Social Value Portal survey concluded that whilst there was good awareness of the Act amongst local authorities, there was a requirement for much more guidance around some of the key implementation issues such as measurement techniques, procurement and bid guidance, and legal issues. The issue of guidance is likely to be addressed by Lord Young’s review of the Social Value Act.

4.3 The Panel suggests that, in a current national vacuum, it is even more important that B&HCC work with their partners to rise to the challenge of social value and provide clear and unambiguous guidance on what is meant by social value and how it will be measured.

Social Value in Brighton & Hove City Council procurement and commissioning

¹⁵ <http://socialvalueportal.com/wp-content/uploads/2014/10/Social-Value-Portal-Local-Authority-Survey-160914.pdf>

¹⁶ *Doing Good is Good Business* Roundtable. Public Services (Social Value) act – Review and Cross Party Recommendations. Sustainable Business Partnership July 2014

- 5.1 Brighton & Hove City Council's Corporate Procurement Strategy 2014-2017 sets out the council's strategic framework for procurement. It states:

"Responsible procurement is the purchase of goods, works and services in an environmentally and socially responsible way that also delivers value for money. It will assist the council in delivering improved social and environmental wellbeing in the local community."

A major aim is to improve accessibility for local businesses and SMEs when tendering for contracts. This will be achieved by ensuring full adoption and implementation of the Public Services (Social Value) Act 2012 through the Commissioning and Procurement process."¹⁷

- 5.2 Andy Witham, Category Manager for Adult Social Care, Corporate Procurement, B&HCC, told the Panel that social value can be built into the process either as part of the evaluation process, or through the contract management approach. If social value is deemed a core requirement, it is built into a contract, if not it can be contracted managed at the end – or both.

- 5.3 In a paper submitted to the Panel it states:

"The key to successfully delivering additional social benefit through the commissioning or procurement process is ensuring that social value benefits are at the core of the processes. Identifying them as one of the key drivers of an exercise means that you have the opportunity to sculpt the process you are about to commence in order to suit the issues (social and otherwise)."

- 5.4 It goes on to say:

"Whether the council is using social value in the award criteria or through performance and contract management, it is important that suppliers are fully aware of the importance the council places on social value and how this will be delivered through the contract. It will still be necessary to inform bidders of the role of social value from the outset to ensure they are capable of making an informed judgement of whether to take part in the process."¹⁸

- 5.5 B&HCC has a Sustainable Procurement Toolkit that defines sustainable procurement as:

"Sustainable procurement broadens the typical criteria of price and quality to take into account social, economic and environmental factors."¹⁹

¹⁷ Corporate Procurement Strategy 2014-2017 p3

¹⁸ Paper from Corporate Procurement

¹⁹ Brighton & Hove Sustainable Procurement Toolkit p5

The ‘prospectus’ approach to commissioning

- 6.1 The Panel heard that there were a few examples where social value had been incorporated into commissioning services. In particular, certain contracts have been awarded using the ‘prospectus’ approach to commissioning services. The prospectus approach is focussed on the delivery of outcome-based services and is intended to foster the involvement of the voluntary and community sector in developing sustainable and innovative models of service delivery.
- 6.2 Whereas in traditional procurement, weighting is usually divided between quality and cost components, a prospectus approach includes the dimension of “social capital” to support the evaluation process. This includes how organisations can promote choice and control for local people, capitalise on the connections among people and their social networks, build collaboration and demonstrate how a thriving voluntary and community sector can best support people to improve their lives.

Adult social care prospectus commissioning

- 6.3 The first prospectus commissioning undertaken by B&HCC was in May 2012 for mental health services and carer services (often called the May 2012 Prospectus). It involved the Brighton & Hove Clinical Commissioning Group (CCG) and B&HCC jointly re-commissioning services. In May 2013 a further adult social care Commissioning Prospectus covered four areas: advocacy services, activities for older people, a city-wide co-ordination function, and psychosocial support in Black and Minority Ethnic communities (referred to as the May 2013 Prospectus.)
- 6.4 Judith Cooper, Contracts Manager, Adult Social Care, explained to the Panel that the 2012 Prospectus was a new way of working and inevitably they were on a learning curve. One example of this learning was that in the 2012 Prospectus they had service users and lay people on a panel which was specifically asked to consider the two social value questions. A different set of people looked at the questions on price and quality. The following year, when the prospectus approach was used, the same people looked at all questions. The Brighton & Hove Community and Voluntary Sector (CVSF)²⁰ worked with the council during the process – and to provide feedback on what areas they felt worked and could be improved.

- 6.5 The May 2013 Commissioning Prospectus sets out its key aims as:

²⁰ Now known as B&H Community Works

“To commission services that: improve the lives of local people; develop partnership arrangements; ensure that local people have choice and control over the services they need.”²¹

6.6 It also states:

“We seek to improve the capacity we have to meet emerging need in the city through recognising, valuing and building on our wealth of social capital. Consequently, whilst funding applications will still be evaluated against value for money and quality criteria they will also be critically measured in terms of the contribution they will make to building social capital in the city.”²²

6.7 Social Capital is defined in the Prospectus as:

“the connections among people and their social networks; a willingness to do things for each other and a sense of trust coming from this.”²³

6.8 The Prospectus approach used 30% price, 30% quality and 30% social value as determining criteria. It was also a two-way process which gave applicants the opportunity to ask questions and re-submit applications.

The prospectus approach is evolving and following comments and feedback, particularly from the CVSF, the May 2013 approach contained structured questions (such as: how will your proposal contribute to social value development in Brighton & Hove?) followed by a hint section suggesting how this may occur (for example, by using community networks).

Part of this evolution shows that, in hindsight, contract management was not well followed through in the early use of the prospectus approach. As Judith Cooper noted:

“We can ask people to explain the services they offer and can assess this. The problem is when a service is up and running how do you maintain the golden thread of social value? This is a real issue going forward.”²⁴

6.9 Debbie Greening, Commissioning Manager, B&HCC explained:

²¹ Commissioning Prospectus May 2013, p4

²² Commissioning Prospectus May 2013 p4

²³ p5

²⁴ Minutes 4 September 2014

“There can be misunderstandings around social value and how it is measured but this is part of the learning... There is a huge emphasis on developing partnerships and identifying gaps and sensible synergies.”²⁵

- 6.10 In a report produced by Collaborate and the Transition Institute, the comment is made that:

“.. acting on social value should feel like a challenge to us all. This is because at root, the very idea requires us to look outside of the service lens, beyond our current roles and responsibilities, and ask whether we truly understand the lives of citizens.”²⁶

Communities and Third Sector Prospectus

- 6.11 Michelle Pooley, Community Engagement Co-ordinator B&HCC told the Panel that :

“most of our work with the voluntary sector is built on the idea of social value. Much of the work in commissioning is about social value.”²⁷

- 6.12 The most recent piece of work is the B&HCC Communities and Third Sector Prospectus which built on the learning from the Adult Social Care Prospectuses of 2012 and 2013. It also states:

“.. whilst funding applications will still be evaluated against value for money and quality criteria, they will also be critically measured in terms of the contribution they will make to social value in the city.”

The Glossary in the Prospectus states:

“Social value – the National Association of Voluntary and Community Action (NAVCA) notes social value is about maximising the impact of public expenditure to get the best possible outcomes, considering more than the financial transaction. It includes, but certainly isn’t limited to: happiness, wellbeing, health, inclusion, and empowerment. These types of value often accrue to different people, communities, government departments or organisations and are not always easy to measure.”²⁸

²⁵ Minutes 18 September 2014

²⁶ *Social Value: A commissioning framework. Pt 1: Lessons from Lambeth.* Toby Blume and Anna Randle. Collaborate is a CIC based at London South Bank University that promotes effective and sustainable collaboration between the public, business and social sectors. The Transition Institute’s mission is to support a growing network of people involved in forming new models of public service organisations.

²⁷ Minutes 18 September 2014

²⁸ Brighton & Hove City Council Communities & Third Sector Commissioning Prospectus p32

- 6.13 Social Value is weighted at 30% and asks the question “How will your proposal contribute to developing social value in Brighton & Hove?” The appraisal criteria states:

“Is there evidence that use of the following local social value elements would add value to the project: knowledge and experience; community engagement structures; beneficiary accountable structures, for example, resident/service user led groups and organisations; networks; volunteers; access points or bases etc; local employment opportunities.”²⁹

Other examples using social value in commissioning

- 6.14 A further example of commissioning a service that included social value is the Shared Lives and Kinship services contract which set the assessment criteria as 35% price, 35% quality, and 30% social capital. Within the social capital weighting it was divided into two criteria: favouring mutually supportive relationships in the community (15%); and promoting social cooperation in Brighton and Hove (15%).³⁰

- 6.15 The Panel recognise that there are examples in the council of using social value that are not ‘branded’ as such. James Cryer, Partnership Manager at Mears told the Panel about their successful apprenticeship scheme. This was built into the housing repairs and maintenance contract that Mears has with the council. The contract included 200 apprenticeships over the 10 year lifetime of the contract. The contract is currently at year 4 and to date 80 people have completed, or are on, an apprenticeship. 29 have been retained and 2 were offered jobs by sub-contractors.³¹ The Mears contract is a good example of a large contract embracing social value at its core with positive, measurable results.

- 6.16 Another example is the One Planet Living policy.³² The foreword to the Brighton & Hove Sustainability Action Plan states:

“However One Planet Living also incorporates social and economic sustainability - such as sustainable materials, local food, water use, culture and community, equity and the local economy, and health and happiness. It’s a clear framework that we can use to build on the progress that’s already

²⁹ Brighton & Hove Communities and Third Sector Prospectus Application Form

³⁰ Shared Lives (Tender Contract) report to Policy & Resources Committee 11 July 2014

³¹ Minutes 4 September 2014

³² Minutes 4 September 2014

been made towards sustainability - and use to set out ambitious goals to go even further.”³³

Recommendation 4: The Panel recognise that there are examples of good practice using social value in the council and suggest these should be highlighted so others can learn from them.

6.17 Nonetheless, the Panel feel there is more that the council should be doing to embed the concept of social value. As Andy Witham, Category Manager for Adult Social Care, Corporate Procurement, B&HCC, told the Panel:

“There is more we could be doing, including looking at what social value means to the city. As a team and with commissioners they need to work to see how social value can link into the corporate priorities – how to get the ‘golden thread’ running through the council.”³⁴

6.18 The Panel is of the view that that social value has an important role to play in procurement and commissioning in Brighton & Hove City Council. There is no doubt that some of this work is being done, but it is in isolated pockets around the council and more must be done. The council needs to ensure that all staff commissioning and procuring services have a clear understanding and awareness of what social value means to the council and how it can be used to meet the council’s priorities. With a unified vision of how social value can potentially be used meet key corporate priorities, further innovative ways of providing services within diminishing resources may be unlocked.

6.19 As part of this process, B&HCC must state clearly what social value means for it and what organisations need to provide in terms of social value. It is the council’s definition that service providers will need to meet – rather than organisations telling the council what social value they will deliver.

The council must also be very clear that social value will be embedded in in-house services wherever possible: it is not only something that is expected from outside suppliers.

Recommendation 5: The council must make a clear statement on the importance of social value and ensure that all staff commissioning and procuring services have the necessary understanding and tools to ensure social value is clearly examined and quantified.

³³ <http://www.brighton-hove.gov.uk/sites/brighton-hove.gov.uk/files/PandR%20version%20OPL%20SAP%283%29%20with%20Forewords.pdf>

³⁴ Mins 4 September 2014

Recommendation 6: The Panel recommends that a task and finish group is set up, consisting of procurement officers, commissioners and partners to look at what steps need to be taken to ensure social value is embedded across all council processes. In addition, this must be directly linked to B&HCC corporate priorities.

Other initiatives

- 6.20 James Cryer, Partnership Manager, Mears also informed the Panel about a range of other initiatives Mears run, for example, there is a Key Performance Indicator on 'serving our community' so each person has 2 days paid work in the community; 'Mini Mears' is a scheme to talk to children about work and what they would like to do; and work has been undertaken to renovate Moulscroomb Boxing Club.³⁵
- 6.21 The Panel was interested to hear about Mears's community work and would like to see this applauded. It led the Panel to discuss how much such existing initiatives – and those undertaken by other organisations in the city – could be built on. The Panel suggest that conversations should take place to discuss how such initiatives and social value already being undertaken by other organisations can be unified and brought under one strategic framework that directs social benefits to areas of greatest need. Whilst this is no doubt a huge undertaking, it is worth exploring if it is possible to have a city-wide approach to harnessing the valuable work already underway by partners such as Mears.
- 6.22 In short, whilst in no way denigrating the community and social work undertaken by many organisations in the city – both companies and community and voluntary organisations - the Panel feels that in this time of diminishing resources, steps should be taken to look at what the council's key priorities and areas of need are and look at how to dovetail activities with areas of need. To be truly effective, social value needs to have a 'whole city approach' – with clear targets.
- 6.23 It is important to avoid duplication and to align actions and social value as far as possible. In order to do so, it is necessary to have a clear understanding of what is currently happening and how these actions can be co-ordinated to fit into wider priorities.

Recommendation 7: The Panel recommends that existing community and social value work undertaken by partners and organisations in the city should be identified where possible. As this is a large piece of work, B&HCC should consider working in partnership with others, for example the universities, to undertake this project.

³⁵ Mins 4 September 2014

Social value weighting

- 7.1 There is currently no consistency in the weighting of social value. Caroline Ridley of Impact Initiatives told the Panel:

“...the older people’s contract for St John’s weighted social capital at 18%; the Youth Collective contract weighted social capital at 22% and in some cases it is up to 30%. The current proposal for supported housing for vulnerable young men does not weight social value/capital at all.”³⁶

- 7.2 Community Works noted:

“We believe weighting social value within commissioning and procurement processes is a significant nut to crack. Particularly whether it is expected to be included in each contract, whether it is prescribed centrally or on a contract by contract basis.”³⁷

- 7.3 As the Clinical Commissioning Group (CCG) pointed out, (see page 22 for further information) it is imperative that social value is defined early on in a contract and it weighted accordingly. Geraldine Hoban, Chief Operating Officer of CCG said:

“The weighting of social value can change – it was 20% in MSK but it is likely to be 30% in mental health services but 14% in dermatology.”³⁸

- 7.4 In addition, it must be noted that there are benefits to contractors and potential contractors if they can show how they are ‘adding value’ in service provision. James Cryer of Mears explained that as part of the quality scoring process, contractors can distinguish themselves by added value such as apprenticeships.

- 7.5 It is important to state clearly at the start of the procurement process what weighting is given to each aspect of the criteria. The minimum figure of 20% for social value has been suggested to the Panel. However, whilst the Panel feels this would be an appropriate level, it does not wish to be too prescriptive by setting a minimum, and the Panel would rather highlight the importance of clearly including social value within the weighting system.

³⁶ Minutes 18 September 2014

³⁷ Community Works paper p5

³⁸ Minutes 18 September 2014 (MSK - musculoskeletal)

Recommendation 8: The Panel recommends that a social value weighting is clearly stated for economic, social and environmental wellbeing. As part of this, an explanation of what weighting is given and the reasons behind this should be provided for each service.

Measuring social value

8.1 The Panel is very aware of the problems around measurement of social value: nonetheless measurement is crucial. There are a number of different tools for measuring social value. The New Economics Foundation devised a Social Return on Investment (SRI) tool that uses proxy measures and matches an outcome with a proxy measure with a monetary value. In the housing sector, HACT has produced a guide that uses a bank of values they call the Social Value Bank which works alongside a Social Value Calculator to produce an Impact Valuation Statement that declares “the social impact of your community investment activities.”³⁹ This uses “Wellbeing Valuation” which

“allows you to measure the success of a social intervention by how much it increases people’s wellbeing.”⁴⁰

8.2 Value for money is the key driver in decisions today. Social value can only reach its potential if it can be shown that it delivers a measureable value and that the benefits can be proven (not postulated). The outcomes achieved must also be outcomes the council desires or needs to provide.

Many witnesses reiterated this:

8.3 Geoff Raw, Executive Director, Environment, Development & Housing gave the example that exploring more neighbourhood governance means being clear on what social value is and what the expectation is. He said:

“There needs to be a calculation and a clear definition of social value. As council spending decreases, community involvement will increase.”⁴¹

He also told the Panel “a lack of a clear framework makes it difficult to measure”.⁴²

³⁹ *Measuring the Social Impact of Community Investment: A Guide to using the Wellbeing Valuation Approach* – HACT (HACT is a charity, social enterprise and industry-focused think/do tank established by the housing association sector.)

⁴⁰ *Measuring the Social Impact of Community Investment: A Guide to using the Wellbeing Valuation Approach* – HACT p6

⁴¹ Minutes 4 September 2014

⁴² Minutes 4 September 2014

- 8.4 In a paper submitted to the Panel by Michelle Pooley, Community Engagement Co-ordinator and Sam Warren, City Neighbourhood Co-ordinator, B&HCC it states:

“Currently it would appear that some procurement and commissioning is embedding social value into contracts but this is not constant across B&HCC and it is not always explicit. In addition, the social value is not always captured and measured once the contract is in place and delivering therefore we have no clear understanding of the impact.”⁴³

- 8.5 Debbie Greening, Commissioning Manager, B&HCC explained that the Prospectus approach:

“was a successful piece of procurement work but we weren’t good at measuring outcomes and social value as there wasn’t the tools to do so. A toolkit would be very helpful and welcome and social value is a principle all commissioners support.”⁴⁴

- 8.6 There is some work underway: a performance management framework is being developed and the ASC Prospectus is looking at measuring social value.⁴⁵

- 8.7 Annie Alexander, Public Health Programme Manager, B&HCC noted that:

“There are a number of different tools for measuring social value and the council needs to look at what there is and what is feasible for us to do. Questions include what will the money we invest grow in terms of social value? How do we evaluate that? Measurement is crucial and we are nowhere near answering these questions at the moment.”⁴⁶

- 8.8 The CCG agreed that measuring social value was challenging and provided some examples of social value measures for consideration in service redesign/procurements.⁴⁷ These included a social value outcome of ‘increase community resilience’ and suggested some social value measures including: reduction in social isolation; improved mental well-being; number of people regaining employment among others.

⁴³ Social Value Scrutiny paper 18/9/2014 p 1

⁴⁴ Minutes 18 September 2014

⁴⁵ *Ibid*

⁴⁶ Minutes 4 September 2014

⁴⁷ Agenda papers for 18 September 2014

- 8.9 Andy Witham, Category Manager for Adult Social Care, Corporate Procurement, pointed out to the Panel that *“as we move to a more outcome-based process it will become easier to evaluate”* social value and it will be more visible.⁴⁸

The paper submitted by the Procurement Team noted:

*“To ensure that social value objectives are delivered, it must be possible to measure and quantify the outcome they pursue.”*⁴⁹

- 8.10 *The Future of Social Value* report by Social Enterprise UK made the clear point that:

“Central to the measurement issue is that it needs to work for both sides:
• *the providers want it to inform and improve their work and business, not just be something demanded of them or imposed*
• *the commissioners need the evidence base to be able to justify their decision-making, and for that evidence to have some credibility and rigour.”*⁵⁰

- 8.11 There is no easy answer to how to measure social value. It must be a clear part of discussions between commissioners and those wishing to provide a service. Measurement must be at the forefront of thinking when devising criteria for evaluation.

RECCOMENDATION 9: If social value is to be embedded in procurement and commissioning processes it must be measurable. If the value can not be clearly measured, social value will never be used to its full potential. The Panel recommends that guidance is produced to suggest ways that social value can be measured during the life of a commissioned service.

Monitoring social value

- 9.1 Another key consideration is how to monitor social value and, going forward, how social value builds in the future and how that can also be monitored. This is closely tied in with the measurement of social value and should be seen as part of the same carefully constructed process.
- 9.2 A number of people made the point that we need to improve our monitoring. Michele Pooley told the panel *“when awarding contracts, social value needs to be performance managed and we haven’t done much of this.”*⁵¹

⁴⁸ Minutes 4 September 2014

⁴⁹ Paper submitted by Andy Witham, Corporate Procurement

⁵⁰ <http://www.fusion21.co.uk/media/40224/the%20future%20of%20social%20value1.pdf>

⁵¹ Minutes 18 September 2014

9.3 Debbie Greening, Commissioning Manager, B&HCC noted:

*“Financial elements can be monitored but it is very difficult to measure less tangible benefits. It can be done through the procurement process and we need a structured framework around social value.”*⁵²

9.4 Michelle Pooley and Sam Warren told the Panel they were developing a *“performance management framework for the Communities and Third Sector Prospectus Commission which includes ongoing measures to oversee the social value outcomes”*.⁵³ The Panel looks forward to seeing this work completed.

9.5 It is clear that monitoring must be considered at the same time as measuring social value. If the social value element of a contract is not subject to robust monitoring procedures, there will be no evidence to show that a commissioned service is delivering on all its intended outcomes. The monitoring process must be clearly stated and agreed at the very start of the procurement process.

Recommendation 10: Monitoring procedures must be clearly stated and agreed at the start of any procurement of services. These must be robust, appropriate and timely.

Learning from others

10.1 There has been a substantial body of work around social value: some of these resources are listed at the end of this report. For example, a Social Value Portal has been launched which aims to bring resources and learning together.⁵⁴

10.2 Anne Richardson-Locke, Commissioning Manager Adult Social Care, B&HCC told the Panel about a recent conference on commissioning with the third sector that had considered social value and how far it has been embedded nationally. A survey conducted on the one year anniversary found only half of the commissioners felt confident about the Act. It was suggested that there was more need for ‘horizontal commissioning’ with commissioning across departments and not just individual contracts.⁵⁵

⁵² Minutes 18 September 2014

⁵³ Social Value Scrutiny 18/9/2014 paper submitted

⁵⁴ www.socialvalueportal.com

⁵⁵ Minutes 4 September 2014

- 10.3 The idea of 'horizontal commissioning' is an interesting one and the Panel would like to see this explored further. Annie Alexander commented:

“Horizontal commissioning is interesting – if a Joint Strategic Needs Assessment highlights a particular issue, how can the work of the council contribute to this? For example, do we procure services from an organisation that looks at the mental health and wellbeing of staff and the community? It is about using money cleverly to address city priorities.”⁵⁶

- 10.4 Annie Alexander, Public Health Programme Manager gave the example of Durham County Council requiring contractors to include employee health and wellbeing in their application. Durham County Council has a sustainable commission and procurement strategy. They also have a section on specific commitments including whole life costs, and employee health and wellbeing such as the Mindful Employer Initiative.⁵⁷

- 10.5 Croydon Council has developed a Social Value Toolkit: Andy Witham was one of several to commend Croydon as having “a good policy that incorporates social value.”⁵⁸ This report looks at the idea of a toolkit later.

- 10.6 Knowsley Council has developed (along with partners) six key social value outcomes (increase in community resilience; reduction in demand for public services; impact of volunteers; impact of community businesses; private sector investment in communities; residents making socially responsible decisions) with twenty nine social value measures.⁵⁹

- 10.7 In a report considering lessons from Lambeth on social value commissioning it states:

“Put simply, for us, social value is about securing maximum impact on local priorities from the use of public resources.”⁶⁰

Brighton and Hove Clinical Commissioning Group (B&H CCG)

- 11.1 The CCG Governing Body Meeting in November 2013 agreed a paper on implementing the Social Value Act. The report stated:

⁵⁶ Minutes 4 September 2014

⁵⁷ Minutes 4 September 2014

⁵⁸ Minutes 4 September 2014

⁵⁹ Knowsley: An Emerging Approach to Social Value

⁶⁰ *Social Value: A commissioning framework. Pt1: Lessons from Lambeth.* Toby Blume and Anna Randle. Collaborate and Transition Institute P11

“By maximising the impact of added social benefit in our commissioning and procurement processes we will deliver not only better quality local healthcare services but reduce demand for health and social care within the city.”⁶¹

It went on to say:

“When social value is considered it not only maximises the impact of our commissioning decision on the health and wellbeing of our population but it can also help to level the playing field for potential providers such as NHS providers, third sector organisations, charities and social enterprises as they often have elements of social value hard wired into them.”

- 11.2 It stated the need to communicate a clear and unambiguous message about the CCG’s attention to include social value in procurement methodology and to incorporate measures of social value in the CCG’s evaluation of bids and resulting contracts. Geraldine Hoban, Chief Operating Officer of the CCG emphasised this point. She told the Panel:

“Social value is a key underpinning principle of how the CCG operates and how we see ourselves..... The CCG are clear that social value is weighted and organisations will be asked to demonstrate social value and it will be measured. It is important to be upfront about this and be very clear that social value will be monitored.”⁶²

- 11.3 The Clinical Commissioning Group (CCG) has written into its Sustainability Plan 2014-17 that:

“All new procurement to include measures of social value. These are to be described in the service specification and explicitly weighted in the evaluation of bids. The Procurement Governance Committee will oversee the inclusion of Social Value measures in all new procurements.”⁶³

- 11.4 The Panel applaud this statement and believe that B&HCC should seek to emulate the CCG in this area. The CCG and the council work closely together in partnership already and the Panel would like to see this widened to include working on social value – including broadening understanding and identifying common goals. The strong partnership is an excellent base for taking work on social value forward. In addition, other organisations in the city, including Community Works, should be brought into a wide conversation on what is meant by social value – and what can realistically be achieved.

⁶¹ Governing Body Meeting Tuesday 26 November 2013

⁶² Minutes 18 September 2014

⁶³ Brighton and Hove CCG Sustainability Plan 2014-17 para 2.2

A social value toolkit?

- 12.1 Some councils and organisations have produced social value toolkits. The Procurement Agency for Essex has a toolkit that sets out the three main areas that need to be considered prior to commencing the procurement process to ensure that the requirements of the Act are followed.”⁶⁴ Croydon Council produced a Toolkit that “*should be taken as the clearest possible indication that Croydon Council is committed to maximising the social value or social benefit available from its commissioning and procurement activities.*”⁶⁵ The Toolkit states:

“As you work through this toolkit you should identify one consistent message – in order to successfully secure social value and benefit through your commissioning and procurement processes, you need to think about it from the outset and embed a clear and unambiguous message about your intention to do so every time you communicate with the market.”

A social value framework?

- 13.1 The Communities, Equality and Third Sector team submitted a paper to the Panel in which they suggested that it would be helpful to have one clear definition of social value across the council (see Recommendation 2) They suggest that this could be part of a practical document that sets out principles and a framework of how to embed social value into all commissioning and procurement. They suggest:

“..the development of a set of principles and a framework which would include a menu of suggested activities that would meet social value outcomes. This would support commissioners and officers procuring services to understand how to embed social value into their processes and to give guidance of the type of extra outcomes that could be viewed as social value benefits.”⁶⁶

- 13.2 Andy Witham told the Panel that in hindsight, in the adult social care prospectus approach “*the social value aspect was not as strong as it could be as there was no clear set of principles on what social value means.*”⁶⁷
- 13.3 Geoff Raw explained that when a decision is made to spend money, capturing where the benefits are is critical. “*There will be difficult decisions and a robust framework to justify decisions would be very helpful.*”⁶⁸

⁶⁴ Public Services (Social Value) Act Toolkit (v7) – Procurement Agency for Essex

⁶⁵ Inspiring and Creating Social Value in Croydon: A Social Value Toolkit for Commissioners

⁶⁶ Paper submitted to Panel meeting on 18 September 2014

⁶⁷ Minutes 4 September 2014

⁶⁸ Minutes 4 September 2014

13.4 Some suggest social value indicators can be devised. One company, Jb eventus, have identified 6 indicators against which organisations can develop clear social measures that demonstrate change and impact. These are: choice and being in control; being active; health and well-being; being connected and building relationships; learning and development; and employment opportunities and status.⁶⁹

13.5 Kirklees Council has set social value objectives as:

“Promoting employment in Kirklees and supporting youth employment; Supporting the Kirklees economy – maximising the impact of the Kirklees Pound; Investing in ways that most benefit our local communities the most; Growing our relationship with the voluntary and community sector and local business.”⁷⁰

13.6 It should be considered whether a framework could usefully be devised which incorporates some of the other recommendation for action in this report, such as a clear definition of social value, a glossary, a set of case studies highlighting best practice, clear principles for incorporating social value from the onset, and tools for measuring and monitoring contracts going forward. It would be a practical document with a checklist to aid people to think even more creatively.

Challenges and opportunities

14.1 Undoubtedly the biggest challenge facing the council is that of diminishing resources in a time of increasing demand. The Panel believes that social value could be an important tool to lever in additional benefits through the commissioning of services. In an ideal world, benefits accrued from social value create a virtuous circle by reducing demands on services through empowerment and enablement. It is also worth noting that as long as the social value aspect is an integral part of a service, there is the opportunity to use social value in the more challenging and larger commissioning areas of environment and housing.

Social Enterprise UK in its report *Communities Count: The four steps to unlocking social value* states:

“Social value is increasingly understood to be one of the most useful tools we have for turning the country around by promoting economic growth alongside

⁶⁹ Social Value – Made Real. Ensuring that what is measured is valued and meaningful to all. Jb eventus.p9

⁷⁰ <http://www.kirklees.gov.uk/business/businessWithCouncil/pdf/socialValueGuidance.pdf>

*social wellbeing and minimising environmental damage; while helping Britain face the future with confidence.*⁷¹

The Panel is, however, under no illusions that social value is a panacea.

- 14.2 It is very clear to the Panel that this inquiry has raised more questions than it has answered. There is no common language or set of tools for measurement of social value and questions that need to be addressed include the key one of where does value for money intersect with social value?

Geoff Raw, Executive Director Environment, Development and Housing told the panel that:

*“Social value is an interesting idea but everything at the moment is pulling in the direction of a tough commercial approach. The question is does the business case stack up?”*⁷²

- 14.3 Other questions include how can major contracts start to make a contribution to the issues facing the city, for example mental health? How can the social value be linked to the Joint Strategic Needs Assessment?

Geraldine Hoban, Chief Operating Officer of the CCG, agreed that there were challenges in implementing the Social Value Act. It is important to ensure social value is tracked through the whole process. She also suggested that it can be challenging to get social value criteria agreed with some partners but nonetheless a clear measure of social value in contracts and procurement is important.⁷³

Caroline Ridley of Impact Initiatives made the point that:

“If social value isn’t considered then fragmentation between sectors may be increased and the opportunity to take a ‘total place’ approach to solving entrenched social challenges would be lost.”

The Panel believe that procurement is a very powerful tool that gives B&HCC greater opportunities to work creatively with others in the city. Organisations such as the CCG and Community Works are keen to collaborate on the issue of social value and B&HCC should be at the forefront of these discussions.⁷⁴

⁷¹ Communities Count: The four steps to unlocking social value – Social Enterprise UK and others p4

⁷² Minutes 4 September 2014

⁷³ Minutes 18 September 2014

⁷⁴ Minutes 18 September 2014

Conclusion

The Panel set out to look at what social value means to B&HCC, what best practice exists and how to best put the Social Value Act to best use. During the Panel's inquiry, the Government announced a review of the Social Value Act: it is clear that as a council, we are not alone in grappling with the challenges inherent in fully embracing the nature of the legislation.

Nonetheless, there are a number of actions that could be taken quickly that could facilitate further understanding of the opportunities offered by the Act. For example, agreeing a definition of what is meant by social value for our council – and our city; providing a clear glossary of terms, and examining how a 'golden thread' of social value can run through the procurement processes and clearly link to the council's corporate priorities.

In the face of diminishing resources and increasing demands, the Social Value Act should be seen as a prompt to look even more innovatively at how the services the council – and its partners in the city – deliver and what more can be added.

Recommendation 11: The Panel recommends that there is a report back in 12 months outlining progress made on further embedding social value into procuring and commissioning services.

Recommendations

Please note these recommendations are in the order they appear in the report, not in order of importance.

Recommendation 1: The Panel recommends that wherever services are procured and commissioned by the council, a clear mission statement is made at the start of the process that social value is a key underpinning principle. (page 6)

Recommendation 2: The Panel recommends that Brighton & Hove City Council adopts a definition of social value. The following definition is suggested: “Social value is the additional benefit to the community from a commissioning/ procurement process over and above the direct purchasing of goods, services and outcomes.” (page 8)

Recommendation 3: The Panel recommends that a glossary of terms used in social value, commissioning and procurement should be devised and publicised. This glossary should draw together all currently used terms and be put them in one easily accessible place. (page 9)

Recommendation 4: The Panel recognise that there are examples of good practice using social value in the council and suggest these should be highlighted so others can learn from them. (page 15)

Recommendation 5: The council must make a clear statement on the importance of social value and ensure that all staff commissioning and procuring services have the necessary understanding and tools to ensure social value is clearly examined and quantified. (page 15)

Recommendation 6: The Panel recommends that a task and finish group is set up, consisting of procurement officers, commissioners and partners to look at what steps need to be taken to ensure social value is embedded across all council process. In addition, this must be directly linked to B&HCC corporate priorities. (page 15)

Recommendation 7: The Panel recommend that existing community and social value work undertaken by partners and organisations in the city should be identified where possible. As this is a large piece of work, B&HCC should consider working in partnership with others, for example the universities, to undertake this project. (page 16)

Recommendation 8: The Panel recommends that a social value weighting is clearly stated for economic, social and environmental wellbeing. As part of

this, an explanation of what weighting is given and the reasons behind this should be provided for each service. (page 17)

Recommendation 9: If social value is to be embedded in procurement and commissioning processes it must be measurable. If the value can not be clearly measured, social value will never be used to its full potential. The Panel recommends that guidance is produced to suggest ways that social value can be measured during the life of a commissioned service. (page 20)

Recommendation 10: Monitoring procedures must be clearly stated and agreed at the start of any procurement of services. These must be robust, appropriate and timely. (page 21)

Recommendation 11: The Panel recommends that there is a report back in 12 months outlining progress made on further embedding social value into procuring and commissioning services. (page 27)

Bibliography

Public Services (Social Value) Act 2013

The Public Services (Social Value) Act 2013 – advice for commissioners and procurers. Information Note 10/12 December 2012

Brighton & Hove City Council Sustainable Procurement Toolkit

Public Services (Social Value) Act Toolkit (v7) – Procurement Agency for Essex

Inspiring and Creating Social Value in Croydon – A Social Value Toolkit for Commissioners

Knowsley Council: Social Value Statement. Knowsley MBC Procurement Strategy 2012 to 2014

Corporate Strategy for Commissioning and Procurement 2012 -2015. Durham County Council.

Measuring the Social Impact of Community Investment: A Guide to using the Wellbeing Valuation Approach – HACT. Lizzie Trotter, Jim Vine, Matt Leach, Daniel Fujiwara (<http://www.hact.org.uk/social-value-bank-practice-notes>)

Social Value – Made Real. Ensuring that what is measured is valued and meaningful to all. Jb eventus.

Communities Count: The four steps to unlocking social value – commissioned by Social Enterprise UK in partnership with the Chartered Institute of Housing, PwC, Wates Group and Orbit Group. 2014

Social Value: A commissioning framework. Pt1: Lessons from Lambeth. Toby Blume and Anna Randle. Collaborate and Transition Institute

A Social Value Guide – Kirklees Council

(<https://www.kirkless.gov.uk/business/businessWithCouncil/pdf/socialValuePolicyStatement.pdf>)

The Future of Social Value – Social Enterprise UK

<http://www.fusion21.co.uk/media/40224/the%20future%20of%20social%20value1.pdf>

http://socialvalueportal.com/wp-content/uploads/2014/10/Doing-Good-is-Good-Business-_The-Public-Services-Social-Value-Act.pdf

Glossary

Contract management – the contract forms the framework within which the council and supplier can work together for continuous improvement and mutual benefit. The process of contract management involves monitoring the supplier’s performance against the standards laid down in the contract conditions and specification (Brighton & Hove City Council Sustainable Procurement Toolkit)

Procurement is the acquisition of goods, works and services to fulfil the wants and needs of stakeholders. (B&HCC Corporate Procurement Strategy)

Prospectus approach - the prospectus approach is focussed on the delivery of outcome-based services and fosters the involvement of the voluntary and community sector in developing sustainable and innovative models of service delivery.

Social Benefit – is defined in the Croydon Council Toolkit as “the outcome of this process of achieving social value”.

Social value is defined in a number of ways:

“Social Value is the additional benefit to the community from a commissioning/ procurement process over and above the direct purchasing of goods, services and outcomes.”⁷⁵

Knowsley MBC defines Social Value as:

“Outcomes, measures and activity that will create strong and well-connected public, private and social sectors that enable communities to be more resilient.”

Birmingham City Council has a Social Value Policy which states: *“for the purposes of this policy we refer to this improvement of wellbeing as social value.”⁷⁶*

Demos states:

“Social value refers to wider non-financial impacts of programmes, organisations and interventions, including the wellbeing of individuals and communities, social capital and the environment. These are typically described as 'soft' outcomes, mainly because they are difficult to quantify and measure.”

⁷⁵ From the NHS North West <http://www.vsnw.org.uk/files/Social%20Value%20Summary%20Easy%20Read%20-%20NHS.pdf>

⁷⁶ www.bssec.org.uk

The London Borough of Croydon has created a Social Value Toolkit. In the Toolkit they use the definition of social value as created by The Sustainable Procurement Task Force:

*“a process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits to society and the economy, whilst minimising damage to the environment”.*⁷⁷

⁷⁷ <http://www.croydon.gov.uk/contents/departments/business/pdf/socialvalue.pdf>

Minutes and evidence

BRIGHTON & HOVE CITY COUNCIL
SCRUTINY PANEL ON SOCIAL VALUE
10.00am 4 SEPTEMBER 2014
COUNCIL CHAMBER, HOVE TOWN HALL
MINUTES

Present: Councillor Randall (Chair), Councillor Meadows and Councillor Simson

PART ONE

1 PROCEDURAL BUSINESS

There were no declarations of interest. No substitutes are allowed on Scrutiny Panels. Councillor Christina Summers had stood down due to work commitments

2 CHAIR'S COMMUNICATION

The Chair welcomed everyone to the Panel meeting. This was the first public meeting of the Panel. At its scoping meeting, the Panel had set terms of reference as: *"In light of the Social Value Act, to consider what social value means to B&HCC, what best practice exists, and how to put the Act to best use in procurement and commissioning."*

One definition, used by Croydon to define Social Value is: *"a process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits to society and the economy, whilst minimising damage to the environment."*

It is the concept of making the most of every penny in the city and there are good examples such as the MoneyWorks Partnership which brings together a range of local partners to deliver joined up services that support Brighton and Hove residents to improve their financial situation and make the most of their money.

The Chair asked that each person introduce themselves and speak for 5-10 minutes and then the Panel would ask questions.

3 SPEAKERS

Andy Witham, Category Manager for Adult Social Care, Corporate Procurement, B&HCC

Anne Richardson-Locke, Commissioning Manager Adult Social Care, B&HCC

Judith Cooper, Contracts Manager, Adult Social Care, B&HCC

James Cryer, Partnership Manager, Mears

Geoff Raw, Executive Director, Environment, Development & Housing

Annie Alexander, Public Health Programme Manager, B&HCC

Andy Witham - The Social Value Act became law in March 2012 and came into force in January 2013. It states that local authorities must “consider” social value when procuring services over the EU threshold (£170,000). There is a duty on the procurement team to consider how services add to economic, environmental and social value and they work closely with commissioners, eg, on the Commissioning Prospectus.

There is more that we could be doing, including looking at what social value means to the city. As a team and with commissioners they need to work to see how social value can link into the corporate priorities – how to get the ‘golden thread’ running through the council.

Social value can be built into the process either as part of the evaluation process so contractors say how they will add social value (eg number of apprenticeships) or it can be done at the end of a contract through the contract management approach (as they do in Croydon). So if social value is deemed a core requirement then it is built into a contract, or if not it can be contract managed at the end (or both).

More could be done to help commissioners to understand what social value means to the city and the council. It would be helpful to have a clear set of values. A clear definition and statement of priority would be useful.

Q – does social value apply to smaller contracts?

Andy Witham – no there is no statutory duty. They continue to review processes to allow SMEs to be successful so pre-procurement processes are streamlined for smaller scale organisations. They are trying to remove some of the barriers and help SMEs.

Q – Is social value built into the tender process?

Andy Witham – the ASC Prospectus asked about social value and what they would give back. There was a value and it was weighted. In hindsight, this was not as strong as it could be as it was difficult to link it up to the corporate priorities. Questions were asked such as how would you work with the local people/engage with local communities etc? The social value aspect was not as strong as it could be as there was no clear set of principles on what social value means.

Q – have you looked at what other local authorities are doing?

Andy Witham – yes. For example, Croydon have a good policy that incorporates social value. We are not there yet in B&HCC and it would be very useful to have a policy on social value.

Q – what was the weighting used for social value? Are there any other eggs other than Mears.

Andy Witham – 30% and no other examples.

Anne Richardson-Locke – Chris White MP recently did a useful presentation on the impact of the Act. The Act was not envisaged as an additional burden but to acknowledge good practice and there are some good examples, such as Croydon who have developed a tool kit. A mechanism has been established for evaluating commissioning using mystery shoppers who do spot checks on procurement documents. In addition, suppliers can challenge commissioners if they do not feel they are using the Social Value Act. A survey conducted on the one year anniversary found that only half of the commissioners felt confident about the Act. More work is needed and looking back, social value was not defined well enough in the Prospectus which made it more difficult for suppliers and also difficult to evaluate.

There is a need for more horizontal commissioning – not commissioning in silos. Commissioning should go across departments and not just individual contracts. Some local authorities (eg West Midlands, have appointed a social value champion). Case studies and peer reviews should be shared and it is crucial members are involved from the beginning.

Some questions arising from the presentation for B&HCC: how much have we embedded the Social Value Act? (other than the Prospectus is it part of other commissioning, specifications etc?) How much understanding do commissioners have of the Act? Do members or other stakeholders have knowledge of the Act? How much horizontal commissioning are we doing? Could we have a Social Value Act Champion?

Comment – new Larchwood was an example of adding social value without realising it when it was rebuilt. We need to look at the broader picture and also look at how we work with partners such as the Police.

Q – are there difficulties in recognising and evaluating social value?

Anne Richardson-Locke – there are good examples in Adult Social Care, particularly the work with providers of day activities for older people, and Jane MacDonald has done work on this and is coming to the next Panel meeting.

Andy Witham – as we move to a more outcome-based process it will become easier to evaluate and more visible.

Chair – another example is The Bridge where the catering was developed and now provides catering elsewhere such as The Keep. This involved all local people and is an example of getting more than one outcome from expenditure.

Judith Cooper – two major pieces of work that included social value were the May 2012 Prospectus and the May 2013 Prospectus. In 2012 the Prospectus approach was a learning experience. East Sussex County Council had their Prospectus approach but it was too early to learn from that. B&HCC and the CCG together re-commissioned mental health community services. There was a lot of user engagement. The approach taken was 30% price, 30% quality and 30% social value. This first Prospectus was a learning curve. With the mental health community services they had service users and lay people on the Panel and these groups of people were specifically asked to consider the 2 questions on social value. A different set of people looked at the questions on price and quality. This approach did not work well as it was two different sets of people. For the 2013 Prospectus everyone involved assessed all questions.

The Prospectus approach was a two-way process and this was critical. It provided an opportunity to look at applications and ask questions and then applications were re-submitted.

The CVSF were asked to do an evaluation of the Prospectus approach and there were some positives but they also felt that social value needed to be more clearly defined. The second Prospectus was better.

For advocacy services in 2013 there was a form with structured questions such as: How will your proposal contribute to social value development in Brighton & Hove? This was followed by a hint section suggesting ways this may happen (eg using community networks).

The process in 2013 was a much better. The commitment to include social value in commissioning services is there - but the process is not right yet. One recent example is the tender of the shared lives contract that went to July 2014 Policy &

Resources Committee. It is a regular procurement but clearly gives 35% weighting to price, 35% quality and 30% social value.

Q – are you already looking at outcomes?

Judith Cooper – we haven't followed through very well in terms of contract management. Whilst we are good at counting the number of people accessing services, we are less good at following up on social value. This will be part of the next stages: learning and improving. Contracting management of social value needs to improve.

Q – evaluation is difficult – what are your thoughts?

Judith Cooper – we can ask people to explain the services they offer and can assess this. The problem is when a service is up and running how do you maintain the golden thread of social value? This is a real issue going forward.

Q – what is the feedback from those applying?

Judith Cooper – some people felt that the process in East Sussex was easier and we are learning from that. A positive is that because it is an open process people felt questions could be asked. Overall feedback recognises that it is a good thing but further work is required. Community Works thought social value had to be more clearly defined.

Andy Witham – we are talking to East Sussex and learning from them and providers have appreciated the openness of the process.

Comment – the HACT give a monetary value to each element of social value which is difficult but an interesting idea.

Annie Alexander, Public Health Programme Manager, B&HCC - It is very important that we identify a way to measure social value. When the commissioning prospectus process was evaluated, it was a snapshot in time and there weren't the tools to consider what difference will this investment make? What will it be over time and how can we measure it and put a monetary value on it? We need to think about what social value means for the city. The New Economics Foundation has devised a Social Return on Investment tool but it is very complex. It uses proxy measures and they match an outcome with a proxy measure with a monetary value. The HACT talks of other tools. There are a number of different tools for measuring social value and the council needs to look at what there is and what is feasible for us to do. We should be asking what will the money we invest grow in terms of social value? How do we evaluate that? Measurement is crucial and we are nowhere near answering these questions at the moment.

The concept of horizontal commissioning is interesting – how we commission across the council - and it is important to remember that social value is one of 3 parts of the Act and all three - social, economic and environment - need to be considered.

The majority of the council's large procurement is delivered by the private sector. In Durham they put in a requirement that employee health and wellbeing was part of the contract. In Brighton & Hove mental health is an issue in the city. Could we use our big contracts to start to make a contribution to the issues facing the city (such as mental health)? How can procurement become more holistic and can we link the Social Value Act to the JSNA? There is huge potential but at the moment we are looking at relatively small contracts and relatively socially minded organisations.

Chair – one example is asking every contractor to pay the living wage. Cleaning contracts contain this.

Annie Alexander – Costs of not doing it doesn't remove the costs but moves them to another part of the system. There are other authorities that have done work: Croydon has a comprehensive tool kit; Durham has a sustainable procurement strategy and Wakefield has done work too. Procurement is a very powerful tool and we could use it further to help tackle entrenched problems in the city such as unemployment, skills gap, and mental health. We could do much more here. We need to be clear about monitoring social value commitments early and more will grow from this.

Looking at how social value builds into the future we need to find a way of monitoring cause and effect. There is a balance – if too much is put onto organisations they won't enter the process. We need to be very clear but not over-prescriptive.

Chair – it is also important that other organisations are involved and it is a whole system approach.

Annie Alexander – ideally it should be a whole city approach. In Durham, they have a section on specific commitments including whole life costs, broken down into social, economic and environment: employee health and wellbeing such as the Mindful Employer Initiative is a requirement.

Andy Witham – we have examples here such as the One Planet Living policy. It is about linking it to social value and making sure it all connects.

James Cryer – there are two main contracts with B&HCC. The gas contract covers the north and east of the city and the repairs and maintenance contract covers the entire city and has been in place since 2010. As a commercial organisation if we measured social impact we could publicise it – there is a lot that Mears do that could be publicised. Internally there are KPIs on 'serving our community' for example, each person has 2 days paid work in the community. Each branch has a budget to spend on community work which can be anything from a reading club at a school to running a project. 'Mini Mears' is a proposal to talk to children about work and what

they would like to do – getting children to think about becoming a plumber or an electrician etc. Other examples include renovating Moulsecoomb Boxing Club, an open day at the Crew Club and links with the Brighton Sea Cadets. Electrical apprentices have to do commercial (as well as residential) work so re-wired the Sea Cadets base. A race day with City Academy in Whitehawk raised money to take children on an outward bound course. Mears are also targeting loneliness so are supporting cafes on the Bristol Estate such as JAVA Café Woodingdean and also want to support the Bristol Estate Association to run a breakfast café.

The 'Waste House' was built entirely out of waste in the grounds of the Faculty of Arts in conjunction with the University with students and apprentices working together.

There are knock on effects, for example, insulating homes not only has fuel bills dropping, but improves the look of the estate and reduces the carbon footprint. Reducing fuel poverty has been achieved as a result of the insulation programme.

Mears tender submission included a commitment to 200 apprentices over the 10yrs of the contract. There is an opportunity to make this an obligation in future contracts. This is year 4 of the contract and 80 people have completed or are on an apprenticeship. 29 have been retained (7 this year) and 2 were offered jobs by sub-contractors. It would be interesting to track the future of apprentices. After 3 years with Mears, apprentices want to work and have the work ethic. Some want to start their own businesses so Mears are hoping to give business support or guaranteed work to help people set up on their own.

One area that has been more difficult is children in care becoming apprentices. This scheme hasn't been successful and needs to be re-branded and be clear that these places are funded by bursaries and are in addition to the other apprenticeships. Mears also pay the living wage as a minimum to all directly employed staff (with the exclusion of those on the UK Apprentice rates) minimum wage and provide 'Mears Assist' which provides all staff with access to legal, financial and mental health advice if required.

The Estate Development Budget has been used on physical projects on housing revenue land but could also be used for helping youth clubs etc. Mears try and engage with the B&HCC Payback Team but more could be done if this was formally part of the contract. They are looking to use the Payback initiative to do landscaping and ground work.

Q – was the apprenticeship scheme the only commitment of that sort in the contract?

James Cryer – most organisations of the size of Mears would offer apprenticeships. There wasn't an obligation to do so, but it helped to score higher in the quality side of the submission.

Q – would Mears like to be obliged to do certain things?

James Cryer – as part of the quality scoring contractors can distinguish themselves by added value. There should be a minimum requirement but you also want to encourage innovations and not be too prescriptive.

Comment – whilst apprenticeships are part of the offer, they also benefit the company.

James Cryer – morale is better if a company is motivated by more than just profit. If a bid is awarded on price and quality you need to have effective means of measuring quality. Community benefits can be measured but it can be subjective with differing views from different people. One added advantage of apprentices is on the administrative side where they have trained existing staff in IT. They bring lots of new skills and also motivate mentors too.

Annie Alexander – the council need to be celebrating more what we do well as well as looking at what could be done better.

Judith Cooper – 10years is long enough to get some solid work done. Most of the ASC contracts are for 3 years only which makes it more difficult.

James Cryer – historically on previous gas contracts nationwide, a typical 3 year contract meant by the time it was all working well on KPIs and it was time to look at added value, the contract was nearly finished. There is a big benefit to a long contract – and it could have a ‘break clause’ in it.

Mears runs a fleet of 80 vans and they could be used to promote key messages across the city. Mears have 16,000 people and half work in Mears Care – ‘care and repair’. They try to cross-reference people who have care packages to help people. They try to tie up services – they could be further information in the Empty Homes Pack, eg in Whitehawk they included a brochure for the Whitehawk Inn. Mears would welcome looking at joint initiatives with ASC. Often Mears are involved in projects because they are approached with ideas, for example the waste house happened that way. Mears are in a good position to identify vulnerable people and are happy to talk to ASC about joint initiatives.

Geoff Raw, Executive Director Environment, Development and Housing, B&HCC – social value is an interesting area but everything at the moment is pulling in the direction of a tough commercial approach. The question is does the business case stack up? Experience is that our capability to write very good business cases is not always there. Sometimes the policy steer for the social and political side alongside the business case hasn’t been thoroughly worked through. There is less money around so it is harder to put the case with less resources. How can you count benefits that are broader than financial return?

The Panel could advise on a more systematic way of capturing social value and how we can capture this in reports.

Traditionally, we do well in regeneration with the wider benefits, such as apprenticeships. In housing, investment in renewing or new stock includes training opportunities and support to help tenants, not just cashable benefits. However, a lack of a clear framework makes it difficult to measure. There are a number of mechanisms to measure a financial impact of social value but it would be helpful if the Panel made a recommendation around methodology. There are questions around what is social value?

Q – it is possible to do social value and financial value and best value. Both are very important and social value can bring savings in other areas. They are not mutually exclusive. Durham used specific expectations in contracts.

Geoff Raw – when a decision is made to spend money, capturing where the benefits are is critical. With diminishing resources, members need to say where the money will be found, not where more is spent. There will be difficult decisions and a robust framework to justify decisions would be very helpful. We need to think more positively about where we spend to save. The NHS were looking at reducing costs to do more preventative work – but how do we know that it actually will deliver the money that has to be saved? If we invest to save then we need to be confident that the right benefits are delivered.

Q – longer contracts provide more benefits – are there any thoughts of making grants longer term?

Geoff Raw – ELT have been discussing the issue of grants (which is contentious). We need to look at whether the funding is providing the best value for money for the spend. Do we eliminate grants in favour of outcome-based contracting and look widely across the whole spend on the third sector? Do we know what we are getting from grant-aiding? How can we evaluate spend with the third sector? The totality of funding needs to be considered – are contracts overlapping or duplicating? If contracts are extended, we need to be very clear what would be better by doing so – be precise about outcomes (eg better efficiencies, cheaper leases etc).

James Cryer – there is an expectation of year on year savings built into the contracts. In the gas contract, the price has come down considerably. One example of 'Invest to save well' in the gas contract has been a reduction in central heating repairs because boilers were installed with 7 year warranties so there are no call-outs. There are multiple benefits with more efficient boilers have lower bills, lower co2 emissions as well as fewer call-outs

Geoff Raw – everyone has to consider getting better value. Exploring more neighbourhood governance means being clear on what social value is and what the expectation is. There needs to be a clear agreement that holds organisations to account. A framework with clarity and accountability. There needs to be a calculation and a clear definition of social value. As council spending decreases, community involvement will increase. As council and public spending reduces and

community funding increases we need to think about how we measure and evaluate this (and how we lever it in from communities).

Annie Alexander – in addition to the social aspect, there is the economic and environmental aspect. The Act is about all three aspects and if we are providing a service it is about social, economic and environmental impacts. We need to think broadly and look at ways of contributing to the broad values. Horizontal commissioning is interesting – if a JSNA highlights a particular issue, how can the work of the council contribute to this? For example, do we procure services from an organisation that looks at the mental health and wellbeing of all staff and the community? It is about using money cleverly to address city priorities. There is currently no mechanism to do this in the city.

Geoff Raw – what mechanism should we use? In the context of reduced budgets, the budget strategies could draw out more clearly what the social value, economic value and environmental value may be. We need robust business cases to say what savings will be produced.

Q – how can we change our thinking? Are we too short-term?

Geoff Raw – during the budget-making process, how long can an administration budget be set out for? If we set a 5yr budget whilst we have a minority administration, the other political parties will use this. In a time of political uncertainty, and a minority administration it is difficult for officers to be bolder in investments. Is there a way of getting some political consensus to allow budgets to be set for longer periods?

Q – should we be including the community in discussion of what they can do for themselves and us? Rather than always what we do for the community?

Geoff Raw – to what extent is the city and its communities ready to take on board things the council used to do? What strategies do we need to employ? There are choices and balances and we need to engage the community as part of how we manage with less resource.

Chair – thank you to everyone for a really useful and informative session. The next meeting is 18 September 2014.

BRIGHTON & HOVE CITY COUNCIL
SCRUTINY PANEL ON SOCIAL VALUE
11.30am 18 SEPTEMBER 2014
COUNCIL CHAMBER, HOVE TOWN HALL
MINUTES

Present: Councillor Randall and Councillor Simson

PART ONE

5 PROCEDURAL BUSINESS

Procedural Business

There were no declarations of interest.

Cllr Anne Meadows sent her apologies

6 DRAFT MINUTES FROM 4 SEPTEMBER 2014

There were no amendments to the draft minutes.

7 CHAIR'S COMMUNICATION

The Chair welcomed everyone to the second meeting of the Scrutiny Panel looking at Social Value. At the first meeting, the Panel heard from Corporate Procurement, Adult Social Care, Public Health, and Mears. It was a most interesting and informative meeting discussion about what more the council could do, how to incorporate a 'golden thread' through the process, and the idea of horizontal commissioning.

The Chair asked everyone to speak for 5-10 minutes and then take any questions.

8 SPEAKERS

Laura Williams, Representation and Partnerships Manager, Community Works and Caroline Ridley, Impact Initiatives.

Laura Williams - Statistics from Taking Account 3 shows there are 2,300 groups and organisations in the city. It is very diverse sector that contributes £127m to the B&H economy which equates to 2.2%. 71% of grants income and 62% of contract income comes from outside of the city and volunteers donate 110,400 hours per week. Social value is core to what the voluntary and community sector (VCS) do and the Act provided a welcome opportunity. The sector is built on strong local ownership by residents and there is a key methodology of 'doing it for themselves' and being user led and a strong history of being trusted and valued..

There are challenges around social value: the lack of a clear local definition or principles around social value is confusing and it would be helpful to have a clearer idea of what social value is. It is not clear what is being valued and what value is being sought. There is no common language and it would be helpful to build consensus around the language used in determining social value. There is lack of common approach or a set of tools for measurement and a number of questions such as: how the created social value is channelled? Are procurement and commissioners on the same page? Where does value for money (VFM) and social value intersect? How can social value grow the social sector? How can the Panel influence other partners, such as the Police, Colleges and Probation? How can businesses get involved in mentoring and donating equipment? How can we move beyond apprenticeship and training opportunities being offered as evidence of social value by the private sector to improving Corporate Social Responsibility more widely?

Caroline Ridley – there is no consistency in the weighting of social value – the older people's contract for St John's weighed social capital at 18%, the Youth collective contract weighted social capital at 22% and in some cases it is up to 30%. The current proposal for supported housing for vulnerable young men does not weigh social value/capital at all.

Laura Williams - Other local authorities have built social value into procurement from the beginning, including in goods and works contracts. In Durham, Knowsley, Essex and Worcestershire procurement strategies include social value. There needs to be clear policies and joined-up thinking across different agencies. Other local authorities have clear statements on policy around 'doing business' with us. In Knowsley they set a benchmark figure so all contracts have to include 10-20% weighting. Contractors could be asked to implement the 'spirit' of the Social Value Act should be in their own procurement to encourage ethical supply chains.

If social value isn't considered then price would be the main deciding factor and the full potential from a contract may be lost. The legacy and long history and understanding of how the VCS contributes could be lost as social value often helps them. One organisation told Community Works that the additional social value they create is often 50% of why a contract works. In addition, if social value isn't considered then fragmentation between sectors may be increased and the opportunity to take a 'total place' approach to solving entrenched social challenges would be lost. It also wouldn't help the local SME/VCS that are people led and owned.

The sector would like to see a corporate approach with a set of values and principles built on inclusivity. A partnership approach would be great and Community Works are very happy to be involved. The change you would like to see should be identified and a framework may be helpful – as long as it is flexible. Every contract should ideally include a minimum social value weighting of at least 20%. Leadership and buy-in is important and lessons can be learnt from the feedback on the Prospectus approach.

Q – should there be a level weighting regardless of the contract or a variety of levels depending on the contract?

Laura Williams – each contract needs to have some flexibility but if a minimum level is not set, it may not be taken seriously enough. There should be a case by case approach but with a minimum level set.

Q – corporate social responsibility is important. How can we write into contracts what our expectations are from social value and the 'extra'?

Laura Williams – a collective sense of the sorts of things that we are looking to improve, eg 3 core outcomes could be set by a local authority so all social value had to adhere to these. The minutes of the previous meetings showed Mears had done a lot which is to be applauded but the efforts may have been led by improving HR practise and staff development not necessarily driven by a wider societal and environmental ambition.

Q – Mears have 10yr contracts – do you have thoughts on the length of contracts?

Laura Williams – the third sector would love to have longer contracts as by the time you are well underway it is time to plan an exit strategy. 10yrs is not common for services around people but 5yrs would be very helpful.

Caroline Ridley – Mears are on a different level. 10yrs for the contracts we have would be too long but 5yrs with a review and break clause it would be really beneficial to achieving social value.

Q – 5yrs with a break clause would give room for more social value over and above the contract.

Laura Williams – time taken in management processes associated with tendering could then be put into the service or drawing in funds from elsewhere to achieve more social value. The values and principles in the city are important and if a strong message is sent that everyone's contribution will help across the city it can be powerful. Many organisations could sign up to the concept of 'total place'.

Chair – the concept of 'total place' is an interesting one. In Manchester they are looking to pool all budgets across the city and in Finland the local authority runs all health services. The definition of social value is key as it the core values/outcomes the council promotes.

Michelle Pooley, Community Engagement Co-ordinator, B&HCC and Sam Warren, City Neighbourhood Co-ordinator, B&HCC.

Michelle Pooley – most of our work with the voluntary sector is built on the idea of social value. Much of the work in commissioning is about social value. The most recent piece of work is the Commissioning and Third Sector Prospectus. Within the context of the Prospectus, they identified social value but part of the approach to embed social value was how they engaged with beneficiaries and some residents to develop what social value may be. They made sure the funding applications included social value, money and VFM. Social value was weighted at 10% but quality was also linked to social value.

Sam Warren – 10% was set but actually it could be said that the whole 100% was social value because the work commissioned had implied social value. There needs to be a minimum but with flexibility.

Michelle Pooley – 20% is suggested as a minimum. When awarding contracts, social value needs to be performance managed and we haven't done much of this. Measurement tools are important. When we look at social value we need to look across all contracts and look at what we want social value to be irrespective of sector. It is about maximising the local investment of public assets and utilising the skills and opportunities in health, ASC and the business sector. For example, when doors are delivered to residents, what else do we do with that opportunity: what do residents want? We would look at the types of facilities in social housing, we work with the residents so they have ownership - the third sector could do this.

Chair - Due East is an example of participatory budgeting and were talking about Whitehawk work being subcontracted to residents. Local investment in local assets is very important.

Michelle Pooley – an outside firm could have to think about how to develop shareholders and develop capacity locally. A set of principles and a framework that would include a ‘menu’ approach of suggested activities that would meet social value outcomes. This would support commissioners and officers procuring services to understand how to embed social value into their processes and to give guidance on the type of extra outcomes that would be viewed as social value benefits. (Oldham do this).

Some examples of this menu include individuals and communities enabled and supported to help themselves and each other, and thriving local business (for further information see attached paper)

There should be a practical document (rather than a high level strategy): a toolkit to sit alongside the procurement strategy with a checklist to encourage people to think more creatively. A checklist could help with the understanding of social value and what it can achieve.

The Commissioners Network are discussing the performance management framework. They could discuss how you measure social value? What is additionally? How can we look strategically at moving money around to commission/procure the right services?

The ‘Local Multiplier 3’ is an economic development tool. The principle is that a multiplier is applied to turnover to ensure money stays locally. For the community and voluntary sector it is around £6m and the multiplier is 1.5.

Q – it is about thinking differently and it isn’t easy to get people to take social value on board. How can we influence people to do so? Should social value be considered in reports alongside financial implications?

Chair – we could consider adding social value to reports to ensure people think about it – think what added value this will achieve?

Sam Warren – we recommend that the Commissioning Network develop principles and a framework alongside procurement and everyone uses this.

Michelle Pooley – procurement is key to this and getting commissioners to think through the issues from the beginning. The Act covers economic, social and environmental considerations. Current reports talk about EIAs and engagement so could put in a reference to social value and VFM so it becomes part of a VFM conversation. If social value is built into the need to do more for less money it will be more sustainable.

Q – how do we performance manage social value? Are we aware of what is happening and do we follow it through? How do we make sure that the right steps are taken to achieve our outcomes?

Sam Warren – it is a difficult issue. It is easier with longer contracts and they are trying to develop a process. There should be a consistent use of tools – but it will take time as will gathering evidence.

Chair – a framework would provide consistency and it needs to become standard practice. A framework and a baseline to operate from will need a culture change.

Michelle Pooley – horizontal commissioning is at the root of this process. We need to look at what outcomes we need for residents and then look at what is working. There is a huge amount of knowledge in the council and we need to use this and work with businesses and the third sector. The relationship between the contracts managers and the commissioners is important. Services are commissioned with engagement information but there could be closer working. We need to work out and show social value in an economic way to be seen to be more effective.

Sam Warren – there are a number of tools and websites that look at allocating a monetary value to social value and we should look at this.

Chair – there is a lot of work already underway in this area but we need more consistency.

Michelle Pooley – there are different process and we need to employ a like for like approach. One option is to run pilots across different tenders and see what works best in Brighton & Hove.

Chair – we need to have a toolkit to use across different sectors. If there were one set of rules it would give greater transparency and consistency.

Debbie Greening, Commissioning Manager, B&HCC – B&HCC and the Clinical Commissioning Group (CCG) developed a joint Prospectus. The aim was to develop community services in a more joined-up way and emphasise uplifting health and wellbeing throughout the process. The funding came from both the council and the CCG - pooled resources to get the best deal. There was recognition of the strength of local community and voluntary sector to increase social value. The bids were evaluated with set criteria around quality, cost and social value that all had equal weight.

There can be misunderstandings around social value and how it is measured but this is part of the learning. This is a new process for us and we will learn and improve. There is a huge emphasis on developing partnerships and identifying gaps and sensible synergies. Economies of scale are very effective.

Caroline Ridley – they were informal partnerships. The ASC Prospectus didn't have a formal partnership but the bids referenced each other's works and plans, eg sharing buildings, and resources. The services provided are what people want where they want them.

Debbie Greening – it was a successful piece of procurement work but we weren't good at measuring outcomes and social value as there wasn't the tools to do so. A toolkit would be very helpful and welcome and social value is a principle all commissioners support.

The commissioning of Home Care Services did not include social value as the Act wasn't in place, but it was intrinsic to parts of it, eg, the Home Care Tender had partnership working and voluntary organisations and asked for supporting evidence. Recruitment and training was part of the procurement and they looked at providers who offered retention and career progression as this is a key issue for the city. The living wage is paid to core workers. There were also questions around improving quality of life, engagement and better use of facilities to reduce isolation for those who are house-bound. There is already a 'golden thread' in adult social care.

Q – How have you measured this?

Debbie Greening – this hasn't been successful. Financial elements can be monitored but it is very difficult to measure less tangible benefits. It can be done through the procurement process and we need a structured framework around social value.

There are an enormous range of home care providers from large national providers to small and voluntary sector providers. Paying more attention to social value was helpful for these smaller organisations who had an advantage with their local connections and knowledge.

Geraldine Hoban, Chief Operating Officer, Clinical Commissioning Group (CCG) – social value is a key underpinning principle of how the CCG operators and how we see ourselves. When the Act came into force, one of the first things the CCG did was take a report to the Board (as the Governing Body) that recommended that: social value was threaded through how and what the CCG commission; through how the CCG are as an employer; and how they worked with the 46 GP practices in the city. The report outlined what the Act meant and what the CCG needed to do. There is a huge potential to add value to how we spend money (£350m of public money invested in the city). Direction can be given in contracts on how to spend that money even more wisely, and how organisations can help their employees' wellbeing. Joining with partners in the city has huge potential. We need to state clearly that every £ spent adds benefit and that social value is a key part of the criteria to judge tenders against. The CCG are clear that social value is weighted and organisations

will be asked to demonstrate social value and it will be measured. It is important to be up front about this and be very clear that social value will be monitored.

How to measure social value is challenging – some examples are given in the agenda papers eg proportion of employees from the local area or reducing social isolation – this was in the contract awarded for MSK services in the city. Back to work is also key and a broader understanding of the illness and people's lives was woven into the specification for MSK. The CCG is also signed up to the Living wage and this is also in all tenders. Social value measures are woven into the tender specification, along with other outcomes such as reduction in carbon emissions. The messages from the very beginning need to be clear that social value will be measured and it is very important to be clear about this at the start. The CCG learnt the lesson that it is important to be clear at a high level but it needs to be a clear thread from the tender, through the specification to the measurement. All the CCG's standing instructions have been changed to reflect this. The weighting of social value can change – it was 20% in MSK but it is likely to be 30% in mental health services but 14% in dermatology.

There are challenges – it is important to be very clear early on and follow through the whole process. Also it is not so easy to work with some areas where the CCGs aren't as wedded to social value as B&H. In these cases it can be challenging to get social value criteria in and in one case they didn't manage to get the criteria agreed. Within the city, we have a much stronger power and discretion on specifications.

As the CCG is more confident and clear they are more upfront with partners. Social Value is embedded in procurement and the clear message is sent out. There has been concern over large organisations delivering cheap services but clear measures of social value in contracts and procurement makes it very clear who you want to do business with.

As an employers, the CCG pays the Living Wage and has a strong focus on health and wellbeing (eg mindfulness sessions and yoga at lunchtime); there are opportunities for trainees and apprenticeships with City College. Social Value is also about the organisation. There is more work to be done with GPs and there is a huge opportunity in terms of GPs seeing their role as an employer and in daily contact with patients. A new role has been developed of a Clinical Lead for Sustainability who will make connections between areas. The CCG are also looking at public health and equalities and the role of GPs.

Q – some GPs look outside the box. Cllr Simson is talking to her GP about how Councillors and GPs can work together.

Geraldine Hoban – it is still early days with social value woven into contracts and over time we can sell this to partners. Social value can be driven by ethics and values but it is also better for the city. People who are better supported need services less.

A small number of CCGs are leading the way: some feel constrained by procurement law. If you are clear and upfront about why who are doing this and how it is related to what you are doing, there is no legal issue.

Q – has there been any negative response from bidders?

Geraldine Hoban – not so far because we have been transparent and upfront. You need to be very clear that it is not just a high level sentiment but is in the nuts and bolts of a contract. The potential to be innovative in B&H is high. The CCG are keen to collaborate with others and work across the city looking at how to measure social value.

Caroline Ridley – It would be good to find a way to link those providing services with the voluntary sector.

Michelle Pooley – social value needs to include the business sector as well as the voluntary sector. Opening dialogue at the earliest stages would be excellent.

Geraldine Hoban –the contract for mental health services included formal partnerships with the third sector and this was stated up front. So you can be clear about what you want to see: it is harder to level social value in at a later stage. The third sector can be supported to describe and quantify social value which will make them stronger partners in the city.

Laura Williams – Community Works has amended its strategic offer to develop more partnership working with local business on behalf of our members. We would love to work in partnership to achieve effective implementation of the Social Value Act.

Chair – many thanks to you all for coming and for a really informative and interesting session.

9 ADDITIONAL INFORMATION

10 ANY OTHER BUSINESS

Written evidence

Social Value Scrutiny 18/9/2014

Communities, Equality and Third Sector team have worked to develop the Communities and Third Sector Policy and subsequent Communities and Third Sector Prospectus which was signed off at Policy and Resources Committee in December 2013. This prospectus built on the learning from the ASC Prospectus 2012 and 2013. With this further emphasise and work on Social Value was developed.

This is an extract from the Communities & Third Sector Prospectus document that shows how we explained our requirement to ensure social value was integrated into the delivery of the core outcomes:

“The Public Services (Social Value) Act 2012 encourages all public bodies to consider how the services they are commissioning might improve the environmental, social and economic well-being in the area. It expects commissioners to think about how scarce resources can be allocated and used to best effect and reminds them to look not only at the price of a service but also at the collective benefit to a community as a result of a service being commissioned.

As part of this commissioning process, we have conducted numerous engagement and consultation processes with key stakeholders. This has shown the additional value and implications of this work in terms of social value. In commissioning these services Brighton and Hove City Council wish to implement the Act by considering what social benefit the bidding applicant can bring. “

Consequently, whilst funding applications will still be evaluated against value for money and quality criteria they will also be critically measured in terms of the contribution they will make to social value in the City.

In the development of our performance management framework we will continue to measure and consider the impact of commissioning social value alongside the core delivery of services.

Should we have a “corporate prospectus” that sets out an overarching strategy for B&HCC’s approach to social value?

Having worked on the ASC and Communities & Third Sector Prospectus it would appear to be necessary and helpful to have one clear definition of social value across B&H City Council. This doesn’t need to be a strategy but a practical document that would set out principles and a framework of how to embed social value into all commissioning and procurement.

How is social value currently used in awarding contracts?

Currently it would appear that some procurement and commissioning is embedding social value into contracts but this is not constant across BHCC and it is not always explicit. In addition the social value is not always captured and measure once the contract is in place and delivering therefore we have no clear understanding of the impact.

Do we want/need a council-wide approach?

We would also recommend the development of a set of principles and a framework which would include a menu of suggested activities that would meet social value outcomes. This would support commissioners and officers procuring services to understand how to embed social value into their processes and to give guidance on the type of extra outcomes that could be viewed as social value benefits.

Some examples of this menu could include:

<p>Individuals and communities enabled and supported to help themselves and each other</p>	<p>X% of service users supported to self-help Coordinate and run a befriending scheme to reduce social isolation (and thus prevent the consequences of social isolation) for x number of older people x% of customers directed towards lower-cost forms of contact (eg. phone or web rather than face-toface), including training service users to use IT as necessary Support x number of service users to engage in volunteering Support x number of service users into work experience / paid work / training Work with x number of service users to design / deliver the service Deliver the service on a localised basis so that the average distance to travel to access the service is reduced by x miles x% of residential social care users supported to live independently</p>
<p>Thriving local businesses</p>	<p>Support x number of new business</p>

	<p>start-ups by running practical workshops with enterprise clubs</p> <p>Support the local economy by spending x% of total expenditure in the local supply chain (i.e. within the City) - this could be measured with tools such as LM3</p> <p>Support the local supply chain by spending x% of total expenditure in a 10-mile radius / within the City</p>
--	---

How can social value be weighted?

This would need to be looked at as part of the development of the principles and framework but the recommendation is that there would be a minimum weighting on all procurement and commissioning of maybe 20%.

How can monitoring of social value outcomes be best built into commissioning process?

We are currently developing a performance management framework for the Communities and Third Sector Prospectus Commission which includes ongoing measures to oversee the social value outcomes. This could be used and developed as part of an overall framework for BHCC to offer guidance to commissioners and officers procuring services. We would recommend the development of a set of Principles and Framework could be developed through the commissioner’s network.

What happens if we don’t embed social value into council procurement?

If we don’t embed social value into the all relevant (over 175k) procurement and commissioning processes we will not be maximising our investments in a way that would produce additional value for our communities and citizens. In addition we would not meet the legal requirement set out in the Social Value Act.

How social value measured and what is is being measured? (I.e. benefits perceived by service users or wider benefits and costs to society or both?)

As mentioned early we are working on a Performance Management Framework for the Communities and Third Sector Prospectus Commission. The ASC Prospectus is also measuring the impact of the social value in their commissioned work. This could be used and developed as part of an overall framework for BHCC to offer guidance to commissioners and officers procuring services.

Communities and Third Sector Prospectus Commission

Contribution to Developing Social Value in Brighton and Hove

The commission itself **embodies the principles of social value, empowerment and capacity building** of people, groups, organisations and communities to deliver positive impact on people, profit and planet across the City. This proposal demonstrates how this impact can be maximised through the engagement of trusted organisations with strong local connections and high degree of participation and involvement. By resourcing partner organisations that are already embedded within the social and cultural fabric of the City, maximum impact for investment will be achieved.

Knowledge and Experience

The partners to this bid all bring a strong track record of successful, evidence based delivery and long history of positive relationships and networks across the city. This proposal will allow us to build on our separate achievements and ultimately grow social benefit through the integration of programmes, the creation of solid and intuitive referral pathways, the ability to attract additional and complimentary revenue streams and increased opportunities to participate at whatever level groups and individuals choose.

The partners and sector deliver clear **socio-economic benefits** to the city. From the 2008 Taking Account: economic and social audit of the sector:

- The community and voluntary sector provides **£98million** in social and economic value to the city
- There are **19,200 volunteer positions/57,600 hours of volunteer time** given every week, which is worth **£24 million** in the city
- Throughout our work we seek to support the sector, e.g. we use local groups for catering at our events and wherever possible hire community venues to support local charities.

One of the planned outcomes of a community empowerment programme whether advice, community development or training is increase in skills and confidence leading to a broad range of positive additional social outcomes.

A good example is in employment. The partnership will aim to build on existing links through the education hubs in Whitehawk and Hangleton with Job Centre and Job Centre Plus to maximise potential for residents to take part in local training, volunteer and return to paid work across the City.

We **promote health and wellbeing** in the city and seek to **reduce health inequalities**, e.g. by community development engaging residents in activities together, and by Community Works at the strategic level by influencing **health and wellbeing strategies and services** in the city.

Our proposal has significant wider **social benefits**, based on expertise we have developed across our work programmes in recent years: We will collectively support hundreds of **volunteers** over the 3 year contract. Volunteering provides a major impact on volunteers themselves;

- improving both **mental and physical well-being** and thereby enhancing **quality of life** for the individual
- improving **self-confidence and skills**, offering a sense of social value and it can be a route back into employment for those out of work
- volunteering has particular benefits for more **vulnerable and socially isolated** individuals, helps them **feel more connected and part of the community** and can provide them with opportunities that they would not otherwise have
- Volunteering opportunities can help individuals **develop their literacy and numeracy skills**.

Community Engagement Structures

Strong, integrated infrastructure, community development and engagement will have benefits throughout the City in terms of direct employment, increased volunteering and a broad offer of needs led local services.

The ‘collective benefit’, as required by The Public Services (Social Value) Act 2012, to the community is delivered in this partnership not just by individual organisations but by the synergy of their coming together and via the impact of their development work. The joining up of services and support and the streamlining of structures allows for **easily understood and followed routes**. Social value will be enhanced by better described and understood referral leading to easier access to services and support.

TDC, HKP and WHI all work in the most deprived areas of the City where the key to success is planned work over time. Community development builds skills and capacity of local people and its success in doing so is based upon relationships and trust. People living in more geographically isolated, economically deprived parts of the City can be wary of parachuting initiatives and their trust is generally earned not given. Participation is voluntary and memories are long. Skilled Community development work takes this into account and this bid benefits from strong local ties and local links. With its unique role and experience in facilitating partnership, Community Works helps individuals and organisations to see the bigger picture in the city and work together effectively to achieve maximum social benefit.

All partners have strong **strategic relationships** which will be brought to bear, across statutory agencies and at multiple levels, in addition to relationships within the voluntary and community sector. Alongside these traditional relationships all partners are committed to increasing links with business with neighbourhood partners learning from the Whitehawk Inn’s success in this area and Community Works corporate partnerships programme.

CUPP are named partners in the work and the synergy of links with the University mean that work will benefit from their expertise and the University benefits from working with key community based organisations in the key deprived areas of the City. WHI has recently completed a data research project in partnership with CUPP and has benefitted from ongoing input from the University of Brighton.

Local Employment Opportunities

All three Community development organisations have a national profile for their success in working with deprived communities and bring different specialisms to the partnership. TDC has developed WICO, an accredited training programme that **offers residents a route to professional qualification and a job**. HKP is an award winning model community development organisation that mirrors ideal practise throughout its structures and WHI brings over a decade of experience in delivering advice, empowerment and training programmes to the most deprived part of the City.

Skilled, dedicated staff teams

Each organisation brings a wealth of experience of working in with and for the sector. We employ the right people with the right skills to deliver. All partners have a track record of recruiting, training and retaining qualified, skilled staff. All partner organisations are living wage employers and are committed to ongoing learning, training and development of all staff.

Networks

The newly created Community Works is built upon a foundation of over a decade building representation structures and providing leadership for the sector.

Community Works has a large, strong and **engaged membership and high positive profile** in the sector and wider City. The work completed by TLI project with partners mean that the services being offered have been tested and prioritised and this bid benefits from the legacy of that joint working. Central to our social value offer is the creation of a formal network of support building on work and processes started with the TLI process. In coming together behind Community Works all partners are signing up to collaboration and mutual sharing. This partnership offer is fully detailed in the relevant sections and shows the breadth of support this proposal has achieved. Over the three year funded period key to our success will be capacity building of the necessary partners to give the City the offer it needs and deserves. We provide greater **community resilience** through the continued development of **complex networks**, and the mitigation of potential negative consequences of the current financial climate.

- Community Works' 5 networks (Communities, Small Community Groups, Commissioning, Children and Young People and Volunteer Co-ordinators) will build cohesion and social capital.
- The new online neighbourhood forum will encourage learning from shared best practice and challenges.
- The reflective practice group sessions run by TDC and the shared training will improve communication and cross partner referrals amongst practitioners and partners. The VCS Support Services Strategic Network will join up delivery across the city and link strategically, as will core partners meetings.

Beneficiary Accountable Structures

Within each neighbourhood area TDC, HKP and WHI bring long histories of successful delivery and ongoing empowerment work. Within each area strong partnerships with stakeholders exist which allow work to grow from mutually understood community need. By funding this partnership the City Council will be committing resource to a network of organisations that are governed and led by local communities and by definition committing to the principle that local residents and organisations themselves are able to collectively identify their own needs and develop their own solutions.

A recent analysis by Demsoc and BHCC into the HK area as part of the We Live Here pilot found that networks were ‘unusually highly developed in Hangleton and Knoll and that there was **‘a very high degree of connectivity’** unique in the communities that they mapped in Brighton and Hove.’

This was attributed to the long history of community work and the way that HKP facilitated networks and fostered relationships between residents and groups. The City Council’s Neighbourhood Governance Pilot was able to establish collaboration between community and council quickly leading to creative and positive solutions to local problems. The benefit of the developed infrastructure and community networks was credited to the role of TDC development staff and previous work there.

Community Works has over 340 members who are all community groups and voluntary organisations in the city. Over half these members are active in Community Works and committed to the movement for social justice which it represents. Community Works is reputed nationally for having maintained and developed a uniquely strong voice for the local sector. The governance models of the core organisations increase social value by bringing a **broad range of cross sector experience and skills into the organisations** and the community and growing accountability:

Community Works is a member led organisation by constitution as it is governed by VCS member organisations, who are beneficiaries of its support and leadership services.

- TDC is governed by key neighbourhood activists from across the City representing the neighbourhood communities they serve. This has created a City network of activists that steers TDC strategic direction.
- HKP is owned by the community at every level of operation. We have 10 Trustees of whom 8 are both local residents and key community activists. On our Board are representatives from the 50 plus steering group, The Multicultural Women’s Group, Youth trustee, Knoll Community Association, Hangleton Community Association, Knoll Park group, Hakit learner and our Chair who is also Chair of Community action. The representative structure for the HK area is Community Action which is backing this proposal along with the Board.
- WHI’s strategic mission is to work with individuals, families and the community to enable them to be successful, fulfilled, valued and empowered. WHI is governed by a board drawn from partner organisations across the city, representatives from local business and residents of the Whitehawk and Bristol Estates elected by service users.

Volunteers and Interns

All organisations in the partnership bring a team of volunteers that support their work directly. HKP supports eleven volunteers that will directly increase capacity for delivery of this bid. TDC currently has 6 volunteers and also works with university student volunteers on specific projects (CUPP research in Colden/ Consultations on Bates & Saunders). WHI has 15 years’ experience of enabling residents and service users to volunteer both within WHI and in other organisations: in 2013, WHI supported 82 resident volunteers with IAG and training, thus supporting 70 organisations across the City.

WHI hosts a placement student from the University of Brighton, School of Education each year: a mutually beneficial research project is designed and developed during a 3 month placement. Community Works has a team of 12 volunteers and an internship with Sussex University, in addition to supporting student volunteer placements on specific projects.

We support volunteers to go on to find employment after volunteering for us. We provide references for all our volunteers and provide additional training eg in IT etc. to help improve job prospects. We work with both universities to give students practical experience of working with the public / in the sector, which also improves their **employment prospects** on graduating. Our strong volunteering focus also supports delivery of **Joining the Dots**: Triple Impact Volunteering Strategy 2010-2015.

Access Points, Bases and Additional Funding

Social benefit is created when different streams of funding start to join up on the front line and have knock on impacts on outcomes for residents, groups and organisations. This commission clearly aims to maximise the ability of CVS groups and organisations to increase the amount of external money they bring to the City as well as create a commissioning ready sector that is able to deliver effective, efficient public services. This brings a clear economic benefit to the City and support for this proposal impacts on a wide range of other activity.

During the funded period we have a clear aim of improving our links with business, maximising the potential for skills share, volunteering and resources. This proposal benefits from links to both statutory and grant funded sources through all the partners. These complimentary activities include:

- Brighton and Hove Youth Collective and their joint programme of participation ensuring youth voice and activity
- Adult Social Care funded activity joining up programmes that fund older peoples work.
- CCG funded work around patient participation in their GP surgeries
- CCG funded work around developing community models for supporting people with dementia
- CCG funded work to support BME people with positive mental health activity
- NLDC (Neighbourhood Learning in Deprived Communities) funding to support training opportunities
- Financial Inclusion and Advice funding.
- Big Lottery partnership project funded to engage and support adults with barriers to participation into learning, volunteering, social inclusion
- National Lottery funded youth programmes
- TSB grant funding for empowerment, IT and other training courses.
- Children in Need youth programmes
- A range of small grant funders ranging from Eileen Dodgson, Awards for All, Sussex Community Foundation, Community First, Healthy Neighbourhood fund, O2 etc
- A range of consultancies

- Partnership with Sussex Community Foundation and development of a Local Giving campaign
- Chamber of Commerce partnership projects such as Ride the Wave support programme to Social Enterprise.

Physical Assets

This partnership links with key **Community Buildings** across the City supporting them by rental of rooms (eg Community Base/Emmaus/New Larchwood/ six community spaces in Whitehawk) and encouraging grassroots activity within them.

Community development organisations also capacity build volunteer management committees of facilities (St Richards/St George's Hall, Hollingdean Community Centre) and help them form and raise funds for development of facilities that are accessible and fit for purpose (Holy Nativity Community Centre/ The Vale).

Community development organisations are able to draw in external funding for improvements to facilities like parks (Hollingdean Skate Park/ Haig Community Garden)

For the first time **community development activity in Whitehawk will have a physical base** in the Whitehawk Inn, enhancing the development offer. WHI delivers training, workshops and community group meetings in five key community buildings - Manor Gym, Robert Lodge meeting rooms, Valley Social Centre, Whitehawk Library, Roundabout Children's Centre - as well as its own.

Community Works is located within **Community Base** who are a strategic partner in this bid. Investing in Community Base via rental income will help sustain the building as a home for 30+ charities in the city. We are also working closely with Community Base to develop the shop-front facilities as an Advice Hub, where our Volunteer Centre service will be co-located.

Environmental Impact

All partner organisations have an environmental policy and there is an expectation that all members of the partnership will work together to share resources and minimise waste at all levels of operation.

Within neighbourhoods, food and open space projects mean that residents are encouraged to volunteer to improve and support their own lived environment. Most neighbourhoods have an allotment group and recycling and waste reduction campaigns with City Clean. Community development support encourages grassroots groups to use online communications where possible to reduce paper usage.

[Paper submitted by Sam Warren and Michelle Pooley]

Paper submitted by Community Works

Achieving Social Value

Paper from Community Works to the Social Value Scrutiny Panel

September 2014

Contact: Laura Williams - Representation and Partnerships Manager

A note from Community Works

Creating Social Value through understanding what is 'valued' by communities and developing tailor made local solutions is fundamental to the city's third sector¹. We welcome taking part in the Scrutiny Panel process of articulating, debating and shaping what can be valued and how such value can be created for local communities. In turn we hope that this can be embedded in commissioning and procurement practises which recognise wider social, economic and environmental contributions that benefit everyone.⁷⁸

It would be foolish for us not to recognise the challenging environment we are all operating in. But to only focus on reducing public spending and cutting regulation and bureaucracy without thinking about creating Social Value would seem to miss a trick. We need now more than ever for our local residents and third sector to be active, healthy and resilient so that there continues to be a response to the increasingly diverse patterns of need in the city. Community Works believes that the Scrutiny Panel has an ideal opportunity to consider how to join up public policy and delivery. Moving beyond narrow fiscal based interpretations of value for money, Social Value based commissioning frameworks can ultimately recognise and champion social outcomes and resident involvement and their value to Brighton and Hove.

Social Value recognises that outcomes can be generated by the private sector, the third sector, informal community networks and well as by the public sector. Community Works works towards this end and helps any organisation or individual across the city make a difference to local lives and issues. It can be community groups and voluntary organisations and volunteers to businesses and public sector organisations. Anyone can come to us to give their time, expertise and energy towards making the city a better place for everyone.

Food for thought - Social Value Examples

NAVCA² suggests that "Social Value requires commissioners to look beyond the primary outcomes for which services are commissioned to secondary, and potentially, tertiary benefits". They use the following examples of commissioning intentionally for social value-added:

□ *A mental health service which employs people with a history of mental health problems to help deliver the service. The social value of this commissioning process amounted to improved wellbeing for the latter through enhanced job prospects and reduced social isolation.*

⁷⁸ ¹ Third Sector Definition: "With its roots based with the voluntary and community sector, the term is now being used widely to include social enterprises, networks, residents' and tenants' associations, co-operatives, mutuals and includes organisations that provide public benefit and are managed by its members". Source: Taking Account 3

² NAVCA Briefing 1: Introduction to Social Value

□ *In a re-tendering of a furniture contract for supported accommodation, social value was provided by the contractor establishing a base in a deprived community and employing staff and engaging volunteers from that community.*

□ *A Housing Arm's-Length Management Organisation contracted a private sector company to undertake repair work. The successful contractor offered social value in the form of promoting careers in construction and trades to local schools, giving a commitment to employing local apprentices and working in conjunction with local communities.*

Other examples are available from Social Enterprise UK:⁷⁹

□ *An NHS trust commissions a patient group to plan and run a series of consultation events. The patient group can then use its profits to increase its beneficial activities in the local community, rather than an events company that doesn't have local roots using the profit elsewhere or giving it to their shareholders.*

□ *A Council re-tenders a 7 year contract for transport services including Special Educational Needs and adult day centre transport. They include a question in the tender (weighted at 10%) asking bidders to demonstrate how their model aids efficiencies and adds value. It was won by a social enterprise with a focus on increasing access for the most marginalised and creating employment opportunities for those furthest from the labour market.*

Further examples from the Cabinet Office⁸⁰ include:

□ *A Council tenders a £150 million housing repairs contract and uses a consultation process to fully develop social value considerations. Prospective suppliers produce innovative ideas that add extra value to the service. A significant response from providers, proposes a range of outcomes including: Providing energy efficiency advice for residents; Initiatives that target fuel savings for customers; DIY skills workshops for residents; Neighbourhood improvement projects; Early-stage incubation for social enterprises and Curriculum and literacy support in schools.*

□ *A Council tenders for a delivery partner for a Green Deal programme. The process, informed by the council's Social Value Policy, resulted in a contract which in addition to providing the Green Deal energy efficiency service itself, delivers additional value through creating supply chain opportunities for local SMEs and VCSEs, encouraging its business partners to invest in new green energy facilities, and engaging schools and young people in energy efficiency.*

□ *A Council tenders for a new banking services contract. The assessment of bids was weighted in favour of service quality, with 60% of the assessment criteria based on quality, and the remaining 40% allocated to price. Nevertheless, the winning bid enabled the council to net an annual saving of 26%, whilst securing additional social value outcomes proposed by the bidder. The proposals included work with local schools and colleges to develop students' employability and money management skills, creation of new apprenticeships and partnership working with local stakeholders to improve employment and social inclusion outcomes.*

⁷⁹ 3 SEUK Public Services (Social Value) Act 2012 – A brief guide

⁸⁰ 4 HM Government The Public Services (Social Value) Act 2012: One Year

The challenges and potential solutions as Community Works sees them

Through our support and development work with the local third sector and other strategic connections we hold we have created a set of helpful bullet points by way of background to some of the key challenges. In the table below we have also then suggested potential solutions. Key

Challenges

The concept of Social Value has no single authoritative definition and there is no national perspective as to how the implementation process works. This is both an opportunity to shape what we would like to see locally but also invites confusion and unhelpful interpretation.

Social value in the context of commissioning remains very much a work-in-progress. With the voluntary and community sector, commissioning social value has largely used the prospectus model which has been helpful however, without some clear underlying principles and local policy we are concerned it may fall off the priority list.

The Social Value Act tells us that Social Value will be different for each contract or agreement but there is a lack of clarity over how best to determine what is possible within initial pre-commissioning processes.

Co-production and co-design to determine social value is key but the understanding of, skills and levels of commitment to co-production and co-design are varied.

Potential Solutions

Set a clear definition of Social Value locally and a vision of the kinds of value that could be unlocked for local people whether they are a service user or a resident.

Creating Social Value pages on the newly revamped Council website that are available to everyone whether they are a Council Employee, Resident or potential provider could add to the cross sector approach.

Another useful resource is <http://socialvaluehub.org.uk/> which frames the Social Value agenda neatly.

The creation of a Social Value 'Policy' for BHCC could set a central direction which can then be championed across Council departments. The statement should recognise both private and third sector provision.

A renewed statement about the Council's view on commissioning would be helpful at this point as achieving social value goes very much hand in hand with commissioning and procurement practises. Refreshed guidance for all staff who commission (they may not always have the title of Commissioner) on when they can and can't engage with potential providers and what they can and can't do under the law would be helpful.

A glossary with agreed definitions could be produced.

We could also see social value for a given contract being defined during the specification development, in consultation with users and then weighted accordingly and assessed with service user input.

Paper submitted by the CCG

Governing Body Meeting - Tuesday 26th November 2013

Title: Implementing the Public Services (Social Value) Act 2012 in Brighton and Hove	
Recommendation: The Governing Body is asked to: <ul style="list-style-type: none">a) Note the implications of the Public Services (Social Value) Act 2012 on the commissioning processes of the CCG;b) Note the amendments to our commissioning and procurement processes;	
Summary: The Public Services (Social Value) Act of 2012 (attached as Appendix 1) came into full effect on 31 January 2013. The Act, for the first time, places a duty on public bodies to consider social value in procurement and related activities. In commissioning services, public bodies now need to consider how procurements will add value and improve the broader economic, social and environmental wellbeing of the area. The paper describes changes we need to make to the CCG's commissioning and procurement processes in order to comply with our new duties under the Act as well as ensuring we are making full use of the opportunity this presents for improving the health and wellbeing of our City. The Procurement Governance approved the changes to procurement processes at its meeting on 22 nd October and agreed to include a scrutiny on social value within its remit.	
Board sponsor: Geraldine Hoban, Chief Operating Officer	
Author: Geraldine Hoban	Date of report: 15/10/13
Review by other committees: Procurement Governance Committee – 22 nd October 2013	
Health impact: By maximising the impact of added social benefit in our commissioning and procurement processes we will deliver not only better quality local healthcare services but reduce demand for health and social care within the City.	

<p>Financial implications:</p> <p>These will be tested through individual procurement processes. In considering social value alongside more traditional criteria such as value for money, we may not always award the tender to the cheapest bid. We will however, through the process be able to demonstrate and quantify the added social value resulting from our decisions.</p>
<p>Legal or compliance implications:</p> <p>We need to make these changes to our commissioning and procurement processes in order to comply with the Social Value Act.</p>
<p>Link to key objective and/or assurance framework risk:</p> <p>Improving the health and wellbeing of our population.</p>
<p>Stakeholders:</p> <p>There has been no broader engagement per se as we are obliged to make these changes. However, implementation of the Social Value Act will be a key part of the CCG's Sustainability Plan which we aim to discuss further with key Stakeholders and the Public.</p>
<p>Patient and public engagement:</p> <p>See above.</p>
<p>Equality impact assessment completed:</p> <p>N/A</p>
<p>Protected Characteristic affected by this proposal:</p> <p>One of the criteria for added social benefit is related to how traditionally excluded communities will be specifically addressed in any tender processes. It is therefore expected that our proposed changes to procurement processes will have a positive impact on protected groups.</p>
<p>Action required to mitigate affect : N/A</p>

From CCG:

Implementing the Social Value Act in Brighton and Hove

1. Background

Ensuring value for money in public service delivery is now a more pressing policy concern than ever before. Measures of social value - which take into account a broader understanding of the benefits to society from how a service is delivered - are increasingly being considered alongside traditional criteria such as financial value as commissioners seek ever more impact for every pound of public money spent.

When social value is considered it not only maximises the impact of our commissioning decisions on the health and wellbeing of our population but it can also help to level the playing field for potential providers such as NHS providers, third sector organisations, charities and social enterprises as they often have elements of social value hard wired into them.

Increasingly public bodies are being guided to take a broader and more integrated approach to commissioning in order to make the best use of public money. Councils have received more direct guidance regarding their duties under Local Government Acts such as Best Value Act (2000) and the Localism Act (2011). However, the Public Services (Social Value) Act 2012 which came into full effect in January of this year, builds on earlier duties and takes a whole public sector approach. It requires public authorities to have regard to economic, social and environmental wellbeing when procuring, or making arrangements to procure the provision of goods or services. At the earliest stage in the process public bodies need to make it clear that they will be considering how the service being procured will improve the economic, social and environmental well-being of the relevant area and how the process of procurement itself might help to secure that improvement.

In fully utilising the opportunities presented by the Act, Public Bodies can help enable local communities to become more resilient and reduce demand on public services through opportunities for skills development and training, reduced unemployment, increased standards of living, reduced isolation, greater self care etc – as long as they are proportionate and relevant to the service or local area.

2. Implementing the Act

We are obliged that from the outset of commissioning and procurement processes to co-design services with patients and the public and build elements of social value into our care pathways and service specifications.

We need to communicate a clear and unambiguous message about our intention to include social value in our procurement methodology whenever we communicate with the market and to incorporate measures of social value in our evaluation of bids and resulting contracts.

In particular we need to amend our service re-design and procurement processes to ensure that:

- 2.1 Specific and relevant elements of added social value are considered when developing service specs. There is no mandated list of social benefit as these will be specific to the service in question. However, some of the aspects we could consider are suggested in Appendix B. The list draws on elements of social value included in previous local joint tenders with the Council and provides examples from other commissioning organisations tender exercises.
- 2.2 Adverts announcing our intention to procure services must make reference to our expectation that potential providers will demonstrate outcomes related to social value.
- 2.3 Further explanation is provided in PQQ documentation so that all bidders are clear about the importance of demonstrating added social value in their tender bids.
- 2.4 We include a dedicated (and appropriately weighted) section within evaluation criteria that addresses the added social value of potential providers. The criteria needs to be proportionate and linked to the subject matter of the contract.
- 2.5 Contracts placed with providers as a result of procurement processes have elements of social value embedded in them and form part of the performance monitoring requirements.

3. Recommendations to the Governing Body:

The GB is recommended to:

- a) Note the implications of the Public Services (Social Value) Act:
- b) Endorse the proposed changes to the commissioning and procurement processes of the CCG that were approved by the Procurement Governance Committee;

4. Next Steps

Following approval by the Procurement Governance Committee and GB to the recommended amendments to our commissioning and procurement processes the CCG will need to ensure all staff and clinicians working within the CCG are aware of the Act and its implications for our ways of working. This will be a key part of the Training and Development Programme delivered in house to the CCG in 2013. In addition we will need to discuss further with

our suppliers of Procurement Advice (Solent Supplies via the SLA with South CSU) to ensure we are getting the very best procurement and legal advice around the inclusion of social value through our contract with them.

Appendix B

Examples of Social Value Measures for Consideration in Service Redesign/Procurements

Social Value Outcome	Social Value Measure
Increase Community Resilience	Reduction in Social Isolation
	Improved mental well-being
	Number of people re-gaining employment
	All employees receiving Living Wage
	Use of peer-support mechanisms
	Use of personal budgets
	Proportion of employees from local area
	Retention of local suppliers
	Engaging, supporting and developing local SMEs (Small and Medium Size Enterprises)
	Engaging, supporting and developing local community associations, neighbourhood projects and third sector organisations
	Creating opportunities for developing third sector organisations
Increase in Education and Training Opportunities	Specific opportunities for individuals or groups facing greater social or economic barriers
	Links with local colleges for recruitment and training opportunities
	Proportion of workforce apprentices from local colleges
	Work placements for target groups (eg NEETs,

	ex-offenders)
Reduction in Demand for Public Services	Number of people supported to self-care
	Number of people supported to live independently
	Reduction in avoidable hospital admissions
	Reduction in permanent admissions to residential or nursing homes
Impact of Volunteers	Numbers of new volunteers
Minimise Environmental Impact	Reduction in carbon emissions
	Strategies and targets to minimise travel/food delivery etc
	Use of innovative technology
	Initiatives targeting fuel poor service users

Subject:	Trans Equality: Update on Implementation of Agreed Scrutiny Panel Recommendations		
Date of Meeting:	27 January 2015		
Report of:	Head Of Law (Monitoring Officer)		
Contact Officer:	Name:	Giles Rossington	Tel: 29-1038
	Email:	Giles.rossington@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 On 27 March 2012 the Overview and Scrutiny Committee (OSC) agreed to set up a Scrutiny Panel to highlight the challenges and inequalities facing trans people in the city. The Panel set out to find answers to the question “what needs to be done to make things fairer for trans people to live, work and socialise in the city”. The Panel consisted of Councillor Phélim Mac Cafferty (Chair), Councillor Warren Morgan, Councillor Denise Cobb and two co-optees, Jay Stewart of Gendered Intelligence¹ and Michelle Ross, a Trans Awareness Consultant & Counsellor at the Terence Higgins Trust, both of whom are noted national experts. The Panel also appointed a facilitator, Nick Douglas of the LGBT Health and Inclusion Project (LGBT HIP), who has since left this post.
- 1.2 The Panel’s report was unanimously agreed at Policy & Resources (P&R) Committee on 9 May 2013.
- 1.2 The detailed progress made in implementing the 37 recommendations in the report is detailed in Appendix 1.

2. RECOMMENDATIONS:

- 2.1 That Overview and Scrutiny Members consider and comment on the contents of this report and its appendix.
- 2.2 That Overview and Scrutiny note the considerable progress, impact and success of this work and its value to the community.
- 2.3 That Overview and Scrutiny no longer require progress updates as the work has gone above and beyond that of the original recommendations and is now part of a Trans Equality programme led by the Policy and Communities Team. Given the length of time since the original report many of the recommendations are also now completed or obsolete.

¹ Gendered Intelligence is a community interest company that runs arts programmes, creative workshops, and trans youth group sessions that looks to engage people in debates about gender

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 This is the second monitoring report regarding the Trans Equality Scrutiny Panel report.
- 3.2 The P&R report recognised that the Trans Equality Scrutiny Panel was groundbreaking, being the first in the country to carry out, in a sensitive and effective way, a detailed investigation into the experiences and needs of Trans individuals and community in the city. It provided a firm and clear foundation for all public services to build on in terms of improving their understanding of and service provision to the Trans community. Much learning and awareness raising with service providers was achieved through the process and this has been successfully built upon and extended. The work won a National Public Scrutiny Award during 2014.
- 3.3 There has been a great deal of work undertaken in relation to the recommendations themselves and much progress has been made since the Panel report was agreed by P&R. This is fully described in Appendix One but highlights are set out below in paragraphs 3.4 to 3.8 below.
- 3.4 There is a Joint Strategic Needs Assessment under way and this is due to complete in Spring. The Needs Assessment has been robust and thorough and has included a data report, stakeholder interviews and community consultation which has reached 150 people. It will make recommendations that extend beyond those of the original scrutiny with the aim of influencing policy, commissioning and services.
- 3.5 Trans awareness sessions and formal training is taking place across the organisation (since Appendix Two for further detail on this) and the community have gone on to lead a number of successful projects themselves including the country's first Trans Pride which is now in its second year. Furthermore the Trans awareness sessions have led to new projects such as voter registration, engagement in life events services to ensure births, death and marriages process are Trans inclusive as well as a current exploration of the possibility of European funding on human rights projects.
- 3.4 The community itself have in particular applauded the launch of the award winning Trans only swimming sessions which are now well established and part of the core programme at St Lukes. This has led other authorities to establish similar provision.
- 3.5 The work in schools through the Trans Inclusion Toolkit has meant that in partnership with Allsorts; our Healthy Schools Team have led the way nationally in supporting Trans children and young people through one to one inclusion and Trans Awareness Training for school staff. Allsorts themselves now offer support to younger Trans children and they have secured Lottery funding for their hugely successful Transformers Youth Project.

- 3.6 Partnership work includes GP training, and the commissioning of Trans care pathway guidance for GPs. The Brighton and Hove Clinical Commissioning Group has agreed to include Trans issues within its 2014/15 operating plan meaning that it would be the first such CCG to do so.
- 3.7 Critical to the continued implementation of the work has been the involvement of trans reps in the governance and planning of these activities and to support this LGBT HIP have developed a new Trans Alliance for the city which is now independently constituted and growing from strength to strength.
- 3.8 Finally, we have been contacted by other parts of the country interested in developing similar processes; for example Bristol and Hastings.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

- 4.1 None with regard to this monitoring report but extensive engagement has taken place – and continues to – with regard to specific recommendations and projects.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1 There are a number of resource implications arising in terms of coordinating and leading the Trans Equality work which will be managed by the Policy and Communities Team restructure currently underway. Other implications will be managed as part of existing resources.

Legal Implications:

- 5.2 None with regard to this monitoring report.

Equalities Implications:

- 5.3 The work has had considerable positive impact on our corporate equalities approach and understanding in relation to Trans communities.

Sustainability Implications:

- 5.4 None with regard to this monitoring report.

Crime & Disorder Implications:

- 5.5 None with regard to this monitoring report.

Risk and Opportunity Management Implications:

- 5.6 None with regard to this monitoring report.

Public Health Implications:

- 5.7 The needs assessment is being led by the Public Health Team and its recommendations will have public health implications which will be shared with the relevant services and commissioners.

Corporate / Citywide Implications:

- 5.8 Continuation of the Trans Equality work will continue to be led corporately by the Policy and Communities Team, and specifically the Equalities Team.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 This is a monitoring report rather than one proposing any active decision.

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 This is a monitoring report and not one requiring a specific decision, although it is proposed that Members consider closing the requirement for future reports.

SUPPORTING DOCUMENTATION

Appendices:

1. Details of implementation in regard to each of the agreed panel recommendations.
2. Briefing Note in relation to Trans Awareness Training


Documents in Members' Rooms

None


Background Documents

1. Scrutiny Panel report on Trans Equality (2012)


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 1 (Jan 2013)	Service Lead	ELT Lead
Public service providers (including those contracted by the council) need to ensure that they have, as far as possible, relevant and up to date information on the number of trans people using their services and what they require of that service.	Clifford Youngman	To be confirmed.
Council Response (May 2013)		
<p>The council's equalities monitoring form asks questions about all the legally protected characteristics. In the 'Gender' section the possible responses are 'Male', 'Female' and 'Other – please specify' (with a choice of 'prefer not to say').</p> <p>There is also a question about gender identity, informed by national best practice guidance. The question is: 'Is your gender identity the same as the sex you were assigned at birth?'</p> <p>This form is the standard template which should be used by all services and it is accompanied by guidance which explains the purpose of equalities monitoring, how information is used (and kept anonymous), and what the questions mean.</p> <p>In addition Equality Impact Assessments (EIA) are used to identify (potential) impacts of services, policies and activities on all legally protected groups, including trans people. EIAs consider data and community engagement to identify actions that need to be taken to improve the service to meet needs.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>The Stage 3 Pre Tender Assessment now includes the question: "Consider the request for relevant and up to date information of the number of transgender people using the service and what they require of that service". This means that the prompt is now included in corporate guidance for all tenders and each includes the requirement to monitor service use by trans customers. In addition, work is underway with various contract managers throughout the council to improve equalities monitoring</p> <p><u>This has completed the action on Procurement.</u></p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 2 (Jan 2013)	Service Lead	SLT Lead
There is an obvious need for specific trans awareness training for front line staff both in the council and in partner organisations. The council should take the lead in both providing specific training for its own staff, including senior officers, and encouraging other local agencies to do so.	Glenn Jones	To be confirmed.
Council Response (May 2013)		
The Panel made a number of recommendations regarding training for front line and other staff in a range of council services and partner organisations as well as for members. The council’s Workforce Development Team will support and co-ordinate training as need is identified. Initial awareness training will be offered by the Policy and Communities Team, followed by more specific training as needs are identified.		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
Given the priority of this recommendation for the community a full report has been written and is attached as Appendix Two.	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 3 (Jan 2013)	Service Lead	SLT Lead
The council should ensure that all Councillors undertake trans awareness training.	Mark Wall	Abraham Ghebre-Ghiorghis
Council Response (May 2013)		
See response to recommendation no.2		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
See response to recommendation no.2	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 4 (Jan 2013)	Service Lead	ELT Lead
<p>Given the state of uncertainty around the future commissioning of gender identity services, it is imperative that there is a local Brighton & Hove professional within the Local Area Team (LAT) of the NHS Commissioning Board to ensure the views of the local trans population are fed into those who commission services. This named individual should be experienced in working with the trans community and be given explicit responsibility for ongoing engagement between the LAT and the trans community.</p>	<p>Maria Crowley, Head of Mental Health Commissioning, NHS England.</p>	<p>Tom Scanlon</p>
<p>NHS England Response (January 2014) – Note that there has been significant restructure of the NHS since the original recommendation and the NHS Commissioning Board is now NHS England.</p>		
<p>The commissioning of gender identity services is complex. There is a patchwork of provision across the country and responsibility for different elements sits with different providers and different commissioners. It is therefore often not possible to nominate one lead contact as this will vary depending on the service, its location and provider. Brighton and Hove falls within the Surrey and Sussex Area Team and the Head of Mental Health Commissioning is responsible for specialised gender identity services in Surrey, Sussex and Kent.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status – (note status indicates progress by January 2015)</p>	
<p>Following the NHS restructure, there are a number of ways in which the trans community are able to feed into the design and delivery of specialist gender identity services as follows:</p> <ul style="list-style-type: none"> • Through the Gender Identity Service - Clinical Reference Group (CRG) – which is national in remit. A local trans rep has applied to join this. • Through patient feedback of commissioned services, (this is made directly to the provider and monitored by the commissioner). • Through Healthwatch, (although this needs further clarification as well as consideration of links to Healthwatch England) <p>Work to build a bridge between these mechanisms and the local Brighton and Hove trans community has been taken forward facilitated by the local CCG.</p> <p>Local Trans people have applied to join the Clinical Reference Group and continue to feed in as and when appropriate. LGBT HIP continues to be a funded engagement mechanism for voice and influence.</p> <p>Influencing national priority, process and commissioning from a local perspective is always likely to be difficult but the community consider this to be an important ongoing focus.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 5 (Jan 2013)	Service Lead	ELT Lead
The NHS Commissioning Board Local Area Team should review current practices on how personal information is gathered and stored and, through the CCG, offer guidance on the correct procedures.	Paul Savage, NHS England	Tom Scanlon
NHS England Response (January 2014) – Note that there has been significant restructure of the NHS since the original recommendation and the NHS Commissioning Board is now NHS England.		
Paul Savage, NHS England will identify relevant lead for this recommendation from within NHS England Surrey and Sussex Area Team however the local CCG will support its implementation through awareness raising and training.		
Progress at January 2015 – short commentary by service lead:	Status – (note status indicates progress by January 2015)	
	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  RED </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 6 (Jan 2013)	Service Lead	ELT Lead
<p>The Clinical Commissioning Group (CCG) needs to mandate a rolling programme of trans awareness training for all CCG and GP practice staff and specifically improve the trans patient experience on the scorecard for GP surgeries. As part of this, the Panel recommend that an action plan must be put in place to ensure that real change occurs.</p>	<p>Ramona Booth, CCG</p>	<p>Tom Scanlon</p>
<p>NHS – Brighton and Hove Clinical Commissioning Group Response (May 2013)</p>		
<p>The CCG recognises the importance accessible and welcoming general practice plays in the transgender community's experience of care. A half days training event for Excluded Groups which will include a specific focus on the trans community will be delivered as part of the Protected Learning Scheme (PLS) training programme in 2013-2014. This will include all staff within the Surgery, ie: Practice Nurses, GPs and reception staff.</p> <p>The CCG will explore the option for patient feedback on accessibility to be included in the updated balance scorecard of local Surgeries.</p> <p>A Lead Commissioning Manager for Excluded Groups has just been added to the CCG staffing structure. The remit of this post will be to ensure the needs of excluded groups (including a specific focus on the transgender community) are appropriately reflected in the CCG's commissioning plans and to liaise with the Area Team to ensure continuity of pathways.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status – (note status indicates progress by January 2015)</p>	
<p>A training event for CCG clinicians and Governing Body members took place in May 2014.</p> <p>A session on transgender awareness was included at the Locality Meeting in April (attended by all Practices in the City) and three bespoke training sessions open to all GPs and Practice staff in the City took place in June 2014.</p> <p>The Balance Scorecard for GPs is still in development.</p> <p>A lead Commissioner for Excluded Groups was established although due to an extended period of sick leave this post was not filled for most of the year. Responsibilities for this area have been picked up by the Head of Planning and additional Clinician time has been funded to pick up the Transgender work programme.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 7 (Jan 2013)	Service Lead	ELT Lead
<p>The GP electronic check-in should be changed to remove the need to identify as Male or Female on arrival at the surgery, using alternatively surname and date of birth. In addition, patients should be provided with the option to use a non-gender specific honorific or to decline to provide one on NHS systems.</p>	<p>Ramona Booth (via individual GP Practices)</p>	<p>Tom Scanlon</p>
<p>NHS – Brighton and Hove Clinical Commissioning Group Response (January 2014)</p>		
<p>Whilst all of the GP practices in the city are members of Brighton and Hove CCG the contractual management of General Practice is the responsibility of the NHS England Local Area Team. The CCG works with members to improve the quality of local services but cannot formally mandate changes.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>Whilst this specific recommendation is not within the ability of the CCG to mandate, it will be raised at the training events for GPs for consideration. In addition Paul Savage, NHS England, will identify the relevant GP commissioning lead for Surrey and Sussex as this will enable further support and action.</p> <p>Note: Each GP Practice commissions bespoke IT systems and manages its own approach – it is therefore up to each practice to individually make this change. This could therefore be raised directly through Patient Participation Groups or by patients themselves and/or Healthwatch. It is also worth noting that some practices have already removed this requirement.</p> <p>This was raised at the Locality meeting with GPs and within training sessions.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <p style="text-align: right;">  AMBER </p>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 8 (Jan 2013)	Service Lead	ELT Lead
<p>Given the importance of GPs as the first point of contact for trans or gender-questioning people, the Clinical Commissioning Group needs to ensure that all GPs in the city are fully aware of the appropriate care pathways for gender identity services and health needs of trans individuals. As part of this, GPs must ensure all their staff are trans aware and understand their role in supporting patients on the care pathway.</p>	<p>Ramona Booth, CCG</p>	<p>Tom Scanlon</p>
<p>NHS – Brighton and Hove Clinical Commissioning Group Response (January 2014)</p>		
<p>Whilst all of the GP practices in the city are members of Brighton and Hove CCG the contractual management of General Practice is the responsibility of the NHS England Local Area Team. The CCG works with members to improve the quality of local services but cannot formally mandate changes.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>The CCG’s intranet has been updated with links to support services in general including LGBT Switchboard and LGBT HIP and an explanation of the trans care pathway and GP role within this. A bespoke app is being developed for GPs which will help them search for support services by condition/health issue.</p> <p>In January 2014, the CCG agreed to commission LGBT HIP to provide further targetted and clear supporting information to GPs on the trans care pathway – this will be provided as a leaflet but also electronically and on the CCG website. This will also be reproduced for the community so that it can be used at appointments.</p> <p>There has been some slippage to this plan because of personnel changes within LGBT HIP. The CCG is committed to getting this resource on-line asap.</p> <p>The pathway will also be covered in the various GP training sessions described in recommendation 6. Critical to this work is to ensure that GPs are aware that (as a result of the new NHS Interim Protocol for Gender Identity Services) they can now send patients directly to a gender identity clinic rather than request a psychiatric assessment first. This should significantly speed up referrals and reduce mental distress.</p> <p>Furthermore, the half day’s training event will contain broader information on the health needs of the community.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 9 (Jan 2013)	Service Lead	ELT Lead
Patients and others will need access to information about the gender identity care pathway. The Panel recommend that the Clinical Commissioning Group commissions an online resource and print resource to provide information for patients	Ramona Booth, CCG	Tom Scanlon
NHS Brighton and Hove Clinical Commissioning Group Response (January 2014)		
The CCG recognises the importance of the provision of accurate and easily accessible information to patients and the public. We are continually updating and improving the information available on our website and are current revising and refreshing our engagement and communication strategy in line with best practice.		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
As described in Recommendation 8 above, the CCG have commissioned LGBT HIP to provide supporting information to GPs on the trans care pathway – this will be provided as a leaflet but also electronically and on the CCG website. This will also be covered in the various GP training sessions described in recommendation 6. Critical to this work is to ensure that GPs are aware that (as a result of the NHS Interim Protocol for Gender Identity Services) they can now send patients directly to a gender identity clinic rather than request a psychiatric assessment first.	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No.10 (Jan 2013)	Service Lead	ELT Lead
<p>The Clinical Commissioning Group should set up a feasibility study and pilot to develop a central Brighton practice as a centre for GPs with special interest in gender identity healthcare. This should ensure best practice is developed and meets the needs of patients undergoing gender identity transition.</p>	<p>Ramona Booth, CCG</p>	<p>Tom Scanlon</p>
<p>NHS Brighton and Hove Clinical Commissioning Group Response (January 2014)</p>		
<p>Whilst all of the GP practices in the city are members of Brighton and Hove CCG the contractual management of General Practice is the responsibility of the Area Team. The CCG works with members to improve the quality of local services but cannot formally mandate changes.</p>		
<p>Progress at January 2014 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>The CCG has discussed the concept of a centre for GPs with special interest in gender identity healthcare. Changes to GP practice boundaries and increased patient choice may make this recommendation difficult to implement. More important is to ensure as many GPs as possible are given basic training and awareness information as in recommendation 6.</p> <p>The CCG therefore does not see this as the way forward currently, but has given the go ahead to the investigation of a Gender Identity Clinic to provide a satellite service to operate from Brighton & Hove (see below) which is seen as a more positive way forward.</p> <p>In addition to the above actions, this recommendation will be discussed with the GP commissioning lead for NHS England Surrey and Sussex.</p> <p>As the community would prefer a ‘specialist GP’ there is work to be done on building understanding and dialogue. Furthermore, it is likely that the community will choose to go to GPs they consider to be ‘trans friendly’ and this will be more possible with the changes to GP registration processes</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 11 (Jan 2013)	Service Lead	ELT Lead
The Joint Strategic Needs Assessment (JSNA) should more accurately reflect the needs of trans people, particularly regarding suicide prevention. As part of this, health bodies in the city need to clarify what mental health support there is for people both on the trans care pathway and people who are not on the pathway but need support.	Alistair Hill	Tom Scanlon
Council Response (May 2013)		
Will be actioned in 2013 JSNA update by September 2013 (subject to approval of Health and Wellbeing Board)		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>The JSNA summary has included a section on the needs of trans people since 2013.</p> <p>A comprehensive Trans needs assessment is underway (see recommendation 13). Mental health issues are included in its scope. The JSNA summary will be updated later in 2015 to reflect the needs assessment recommendations. Happiness: the Brighton and Hove Wellbeing Strategy, published 2014, highlighted the mental health needs of trans people.</p> <p>Links:</p> <p>Revised 2014 JSNA summary on gender identity and trans people available at Section 3.2.5: http://www.bhconnected.org.uk/content/needs-assessments</p> <p>Brighton and Hove Mental health and wellbeing strategy http://www.brighton-hove.gov.uk/content/health-and-social-care/health-and-wellbeing/our-mental-health-and-wellbeing-strategy</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 12 (Jan 2013)	Service Lead	ELT Lead
<p>Given the concerns of the trans community over the lack of local gender identity services, a feasibility exercise should be conducted by the National Commissioning Board LAT and CCG to commission a Gender Identity Clinic to provide a satellite service to operate from Brighton & Hove on a regular basis. This must be informed by consultation with the trans community. In addition, the CCG needs also to show it is being proactive in bringing influence to bear on the NCB to ensure improvements are made in Gender Identity Clinics.</p>	<p>Maria Crowley, Head of Mental Health Commissioning, Sussex,</p>	<p>Tom Scanlon</p>
<p>NHS England Response (January 2014) – Note that there has been significant restructure of the NHS since the original recommendation and the NHS Commissioning Board is now NHS England.</p>		
<p>As a response to the public sector funding climate, NHS England has been instructed not to approve new service developments at this time and the development of any local facility must be considered alongside this. Furthermore, any local development work must fit with the new gender identity service specification which is currently under production and due for release in April 2014.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>The CCG has given the go ahead to the investigation of a Gender Identity Clinic to provide a satellite service to operate from Brighton & Hove.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <p style="text-align: right;">  AMBER </p>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 13 (Jan 2013)	Service Lead	ELT Lead
<p>The Panel welcome the Clinical Commissioning Group's commitment to work with the council on commissioning a trans needs assessment for the city. The Panel recommend that as a matter of some urgency a needs assessment needs to be undertaken to identify the size of the trans community and its needs. Trans people must be involved at every stage of this process from design, commissioning, implementation, analysis, reporting and influencing in order to inspire the trust of the trans community. The current public health Joint Strategic Needs Assessment (JSNA) must be updated to reflect this information.</p>	Alistair Hill	Tom Scanlon
Council Response (May 2013)		
<p>Initial scoping to be considered at City Wide Needs Assessment Steering Group in May 2013. To be informed in advance by NHS CCG, BHCC public health, housing, leisure, employment, social care, equalities team, community safety, CYP services, LGBT Health & Inclusion Project. Scoping will include consideration of further community involvement.</p>		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>A steering group was established in late 2013, which includes a number of community representatives (including the co-chair) to ensure community ownership over the process. The group has overseen the production of the following:</p> <ul style="list-style-type: none"> • a review of national research • a data snapshot of information held by local service providers • detailed analysis of the views of local stakeholders (primarily statutory and community and voluntary sector including specialist health providers) <p>Primary research into the needs of the trans community was commissioned in September 2014. It is being conducted by a partnership between LGBT Switchboard and University of Brighton. Data has been collected using an online questionnaire and focus groups. The results will be reported to the steering group by March 2015. The steering group will then review all of the findings of the need assessment and produce a final report, including recommendations.</p> <p>The CCG's Operating Plan for 2015/16 will contain a dedicated section on our Transgender Community and respond to the emerging findings of the JSNA.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	

**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 14 (Jan 2013)	Service Lead	ELT Lead
The Panel recommend that the public health team take action to identify the health status of the trans population, and put in place a robust plan for reducing any health inequalities for trans people in the city. As part of this the Joint Strategic Needs Assessment (JSNA) needs to be updated to address the health inequalities noted in this report	Alistair Hill	Tom Scanlon
Council Response (May 2013)		
Health inequalities to be included in scope of Trans Needs Assessment (recommendation 13). Health inequalities to be included in scope of recommendation City Wide Trans Strategy (Recommendation 32).		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
Health inequalities will be included in the scope of the Trans Needs Assessment as described in Action No 13. above.	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 15 (Jan 2013)	Service Lead	ELT Lead
<p>During the upcoming revision of housing strategies (homelessness, LGBT housing) the views of the trans community should be actively sought. Specifically, the Housing Options service should be reviewed to ensure that it is widely known about and used by trans people in housing need. A programme of outreach to the trans community to publicise the assistance available from the housing department should be undertaken</p>	James Crane	Geoff Raw
Council Response (May 2013)		
<p>In accordance with housing consultation and diversity policies it will be actively seeking the views of the trans community in relation to housing policy development and very much welcome information and evidence on detailed housing needs and requirements to help inform consultation and outreach work. Resourcing a specific options outreach service will be explored.</p>		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>1. Housing Strategy Review: As part of the development of the new Housing Strategy 2015 the council engaged LGBT HIP and the LGBT Network (including groups such as Switchboard, Allsorts and MindOut) to ensure the views of Trans* people helped shape the priorities and actions of the new housing strategy. The draft strategy was approved for final consultation in Housing Committee on 12 November 2014 with the final strategy expected to be approved in January 2015. LGBT HIP welcome the LGBT theme in the draft strategy and associated actions and have nothing to add at this point. We will be carrying out further work with LGBT HIP early in 2015 as part of their 2015/16 work planning to identify opportunities to work together to take forward the strategy actions and scrutiny recommendations</p> <p>2. Homeless Strategy: The Homelessness Strategy 2014 was agreed by the Housing Committee in June 2014. As part of the development of this strategy the Housing Department embarked on a consultation exercise, including a Homelessness conference in December 2013 and the lead officer meet with members of the Trans Alliance an umbrella organisation for the Trans Community. The Homelessness Strategy includes a number of groups and issues to be a priority and the Trans community are included as one such group.</p> <p>3. The Housing department is currently engaging with the Trans community to develop information on harassment and illegal eviction, anti discrimination in lettings in the private sector under the goods and services act to ensure that the Trans community can have access to safe accommodation in the city this is expected to be produced in 2015.</p> <p>4. Housing Options Review: Discussion were held in relation to the Housing options officer post during the development of the Homelessness Strategy. The role of the options officer is to offer a case work service to individuals that the Council would owe a duty to provide accommodation. The issues of accessibility have been raised with the possibility of placing this post to deal with more front line advice. This would however be at the expense of being able to offer a case work service. It is considered that service needs to ensure that all advice and assessment officer who deal with front line advice should have an understanding of trans related housing issues and be able to refer individuals to the case work service to</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	


**Brighton and Hove Trans Equality Scrutiny
 Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 15 (Jan 2013)	Service Lead	ELT Lead
<p>support individuals to either resolve their housing issues or source alternative accommodation. There is a growing problem on the availability of accommodation in the City that is within the reach of people on receipt of welfare support. This issue does not just affect the Trans community but is a growing issues for all groups in receipt of welfare support for housing costs.</p> <p>5. Housing Options outreach programme: The LGBT Housing Options officer post embarked on a programme of outreach sessions in the community. These sessions while initially well received became less and less relevant with poor attendance. Servicing outreach sessions to deal with individual problems is resource intensive and is not considered to be the best use of time. The options officer post continues to meet with individual organisations on request to discuss service specific issues on housing. The Options service will look to hold further meetings in 2015 to discuss issues of concern to the Trans community and ensure that the service remains accessible to local residents in housing need.</p>		


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 16 (Jan 2013)	Service Lead	ELT Lead
The Housing department should also commence a programme of awareness raising about the legal protections for trans people in housing provision and promote good practice within social and private landlords	James Crane	Geoff Raw
Council Response (May 2013)		
<p>See recommendation no. 2</p> <p>Housing will incorporate the housing needs, issues and legal protections concerning the trans community into its learning and development programme for managers and staff drawing on available statistical evidence, results of consultation and outreach work to better understand the current housing requirements of communities of interest.</p>		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>Initial discussions have taken place and Housing Options have identified key areas in which an increased awareness of trans housing rights would benefit their transgender clients and the community as a whole. It is envisaged that at first this will involve the private sector landlords that Options work with before taking this out to a wider forum. This will be taken up and progressed in the New Year when the views of the transgender community will be sought.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	

**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 17 (Jan 2013)	Service Lead	ELT Lead
Further work should be undertaken to address the transphobia and discrimination faced by older trans people such as in accessing adult social care services, supported housing and care homes (for example, personal care). As part of this, training on trans awareness and the needs of older trans people needs to be put in place for care homes and sheltered housing providers contracting with the council	Peter Huntbach and Martin Farrelly	Geoff Raw and Denise D'Souza
Council Response (May 2013)		
<p>Housing will raise awareness and challenge potentially discriminatory practices and behaviours toward transgender people in its learning and development and personal development plans. It will seek to pay particular attention to service areas where transgender discrimination could potentially arise.</p> <p>In regards to adult social care provision transphobia is addressed through the Personalisation agenda. Care is person centred and tailored to individual need. Celebration of diversity is key to service provision and integral within commissioned services. The outcomes of the scrutiny panel report have been shared within the Commissioning Support Unit and will inform the care governance arrangements of care services to ensure a focus on these issues.</p>		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>As of the beginning of January 2015 trans-awareness briefings have taken place with senior managers, Access staff, social workers and care managers.</p> <p>Nicky Cambridge is to present a briefing to the home care providers forum at the end of January 2015 - this will capture the independent home care providers.</p> <p>See also response to recommendation no.2</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 18 (Jan 2013)	Service Lead	ELT Lead
<p>The robust recording of police and community safety data on trans-related crimes and incidents should be developed and used to inform preventative measures. Further work needs to be undertaken to encourage reporting of hate crime. Building on existing relationships, an action plan needs to be put in place by the community safety team in conjunction with Sussex Police to address low levels of hate crime reporting including trans related incidents.</p>	Linda Beanlands	Tom Scanlon
Council Response (May 2013)		
<p>Police and Casework Team to be requested to develop systems which identify recorded crimes and incidents reported by those who are transgender. That data and information to be managed in such a way that it can be used to inform the quarterly and annual performance monitoring reports which are provided to the Safe In the City Partnership. The Casework Team, together with the police hate crime community engagement officers, has already taken action aimed at increasing trust and confidence and reporting of transphobic crimes and incidents. That work to be sustained and its effectiveness regularly reviewed together with information on reporting levels and performance against agreed indicators.</p>		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>Sussex Police and the council’s casework team now record all trans incidents, crimes and cases, this is reflected in reports and data sharing. A snapshot of progress is detailed below:</p> <p>Trans incidents and casework is reported in both the Community Safety Partnership quarterly report and the quarterly case report. Updating of online third party reporting forms to ensure questions and monitoring are presented in respectful and relative ways. All front line case work staff and management have completed the Sussex Police training regarding ‘Trans people and the law’. The casework team continues to be promoted to the Trans community and organisations supporting the Trans community. The LGBT officer works in the casework team and briefs and supports caseworkers (and the wider partnership team) on trans issues as necessary</p> <p>The LGBT coordinator and Hate Crime Team work with Trans groups to develop capacity and support community events and actions. Work continues within the Trans communities both in the city and in Sussex to encourage reporting. Front line surgeries and direct engagements with the various Trans Groups in Sussex have taken place including officer presence at trans events. Hate Crime officers from the community safety team and Sussex Police attended and supported Trans Pride.</p> <p>The casework team & LGBT Safety officer has assisted in the promotion and development of and attended the Hate Crime Vigil, Transgendered Day of Remembrance and other events of significance to the Trans community to build relationships and trust.</p> <p>On -line reporting has been developed via the Police Social media sites and direct drop in sessions with front line staff. The Community Safety Website hosts specific Transphobic reporting avenues and Transgender support and related information. Third party reporting has been encouraged through direct meetings & training with Trans groups in the city and officer attendance at support groups.</p> <p>The Casework team offer support to Transgendered victims and/or perpetrators of ASB & Hate incidents and work closely with housing providers to ensure appropriate outcomes are reached for all LGB& T victims.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 18 (Jan 2013)	Service Lead	ELT Lead
<p>Scoping work to harness the capacity of social media to challenge under-reporting from the LGB and Trans community is underway. Regular reporting of Hate Crime statistics from the PCST undertaken to the BHCC LGBT Safety Forum, work progresses with the Safety Forum to develop a community agreed performance indicator regarding all LGB&T hate crime.</p> <p>Work with younger Trans people and Trans people living in Sussex but working or socialising in the City has been developed through contacts with Sussex wide Trans supports groups, online outreach and work with Victim Support who have developed an LGB&T casework team to support victims in West Sussex</p> <p>In addition, Sussex Police report:</p> <p>Hate incidents as well as crime are all being recorded in NICHE crime management system. Risk assessments are kept with the person record. Parts of the risk assessment can be shared with other statutory partners as required. Since the introduction of Niche police have improved recording of transphobic hate.</p> <p>Ongoing work relating to how Suspol deal with hate in general, which includes transphobic incidents and crime.</p> <p>Ongoing engagement work with the trans community - LGBT liaison team attending Clare Project, FTMB and Transformers, as well as active participation in Trans community events and projects.</p> <p>As a result of these actions, there have been improvements in the recording of transphobic incidents and crimes reported to Sussex Police. The data and selected case studies is now being shared with the Safe in the City Partnership on a quarterly basis at Community Safety Forum meetings and other meetings where the information has been requested</p> <p>All of this work has been well received by the community who feel that the response from the council and Sussex Police has been excellent.</p>		


Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015

Scrutiny Report Recommendation No. 19 (Jan 2013)	Service Lead	ELT Lead
The Panel recommend that Sussex Police provide trans awareness training for its staff, in conjunction with the community safety team.	Linda Beanlands	Tom Scanlon
Council Response (May 2013)		
The integrated community safety Delivery Unit and Neighbourhood Policing Teams to undertake transgender awareness training, linking in with activity of the workforce development team (see recommendation no.2). Discussions to take place with Sussex Police about the inclusion of transgender awareness within the comprehensive training plans for police officers.		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>In January 2014, the integrated Community Safety Delivery Unit and Neighbourhood Policing Teams developed two video training aids to address issues of working with the Trans communities. One video is about trans awareness generally whilst the other focuses on legal issues for trans communities.</p> <p>Attended Trans Pride as a means of engagement. BHCC Casework team joined Sussex Police on the stall.</p> <p>Brighton central neighbourhood police team (NPT) supported Trans Pride by providing police escort to the first Trans Pride march, from Marlborough public house to New Steine Gardens via St James Street. Officers were briefed beforehand and wore trans pride ribbons for visible display of support during their shift.</p> <p>Classroom based training input is being delivered to new custody assistants at Brighton Custody Suite, provided by the LGBT Liaison officer.</p> <p>Increased participation from the trans community in the LGBT external reference group.</p> <p>New activity is occurring in the Police Contact Centre to provide guidance and training to contact handlers.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 20 (Jan 2013)	Service Lead	ELT Lead
The council must continue to actively support the work of the Standards and Achievement Team and Allsorts to provide guidance and support to trans children and young people. As part of this, the resources given to this work should reflect the demands on the service. In addition, specific trans awareness training should be provided in schools, as well to general LGBT training.	Sam Beal	Pinaki Ghoshal
Council Response (May 2013)		
Standards and Achievement Team and Allsorts are in the process of developing a Trans Toolkit for Schools which is being consulted on and will be launched in the Summer term. Building capacity within schools delivers a sustainable approach to on going trans awareness in schools. This is supported by bespoke support for individual schools as requested and from ongoing work of Allsorts, for example, Allsorts provide support to secondary age trans students and to parents and carers of primary and secondary age trans children and young people, joint delivery of teacher training in one school and a pilot workshop for Year 10 students on gender identity / trans at Varndean.		
Allsorts have been awarded a three year strategic discretionary grant – £22,000 per annum 2013-2016.		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>There has been very good progress with regard to this recommendation and key highlights are extracted below:</p> <p>The Trans Inclusion Schools Toolkit was launched on the 4th July 2013 and has also been posted on a schools bulletin with a training offer. This toolkit has been positively received by schools and has considerable interest nationally. It is currently under review.</p> <p>Lesson plans for PSHE Education have been developed for primary schools to support children to understand about trans identities and secondary lesson plans are under review</p> <p>In addition to the schools bulletin pdf of the Trans Inclusion Schools Toolkit has been disseminated to PSHE co-ordinators, Special Educational Needs and Inclusions Co-ordinators, Engagement Providers, FE Colleges and independent schools</p> <p>Schools with out trans pupils are being targeted for training; 2 whole staff school-based training has been delivered since September 2013 in secondary schools and in 6 primary schools.</p> <p>A central training on supporting trans children and young people and combating transphobia was delivered in anti-bullying week 2013 and attended by 10 people – a mix of school and youth service staff</p> <p>Learning related to trans awareness is on the PSHE Education Programme of Study, launched in February 2014. The Relationships and Sex Education curriculum frameworks for Primary and Secondary Schools also include outcomes related to gender identity and trans awareness.</p> <p>The Safe and Well School Survey has been amended to include a gender identity monitoring question for key stages 3 and 4 (11-16s).</p> <p>Training is being delivered to schools on identifying, challenging and recording bullying and prejudiced based incidents by type (including transphobia). Schools return bullying data related to gender identity.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 21 (Jan 2013)	Service Lead	ELT Lead
<p>The Panel welcomes the commitment from the sports facilities team that they will engage with the trans community. The Panel recommends that trans individuals are consulted in future facilities planning, and are also consulted and involved in helping to develop trans safe and trans only exercise sessions.</p>	Toby Kingsbury	Paula Murray
Council Response (May 2013)		
<p>Sports Facilities are exploring in conjunction with The Clare Project the establishment of a transgender swimming session at St Luke’s Swimming Pool. This would be similar to the successful women only sessions established at St Luke’s for the Muslim community.</p> <p>Signage on new or refurbished changing rooms and toilets is being reviewed and Sports Facilities are developing on-going consultation with representatives of the transgender community to ensure the most appropriate wording / symbols for this signage. In the longer term the needs of the transgender community will be considered as part of any specification for new-build facilities – for example the redevelopment of the King Alfred Leisure Centre which is a current live project.</p>		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>As previously reported the February 2014 pilot project was a success with a total of 28 members from the trans/queer community accessing the sessions. As a result of this the decision was made to incorporate the provision into the mainstream timetable at St Lukes.</p> <p>Due to the closure of St Lukes following storm damage, officers worked with the group to reschedule the sessions at Brighton Swimming Centre from Spring to October 2014. The sessions have now resumed at St Lukes and are believed to be the first local authority mainstreamed trans swimming sessions in the UK (as reported by Jamie Hooper, the Equalities officer at the Amateur Swimming Association).</p> <p>Following the success of the trans-awareness training delivered to pool staff by LGBT HIP, a training programme was delivered to officers from the Sports development, sports facilities and museums teams.</p> <p>In October 2014 the project was shortlisted for a Brighton and Hove Sport and Physical Activity Award and received a highly commended certificate in the Participation Award category. Members of the group were presented with a certificate at the ceremony held at the Brighton Pavilion.</p> <p>Evaluation of the sessions has indicated that a small but significant number of swimmers have reported now having the confidence to access general public swimming as a result of participating in these sessions.</p> <p>Officers from the Active For Life team and the facilities team continue to support members of the trans community in the development of this work. A meeting has been planned for late January in order to consider a promotional plan to raise awareness and increase participation. Members of the community and representatives from the LGBT HIP and the Amateur Swimming Association are expected to attend.</p> <p>The outline specification for the King Alfred redevelopment project has taken account of the needs of the trans community by specifying the need for a separate teaching pool which has the capability of being screened. This will allow exclusive sessions to be programmed like those at St Luke’s.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 22 (Jan 2013)	Service Lead	ELT Lead
<p>There should be provision for accessible and gender neutral toilets in all areas. The council should take the first step, with consultation with trans individuals, to ensure gender neutral and accessible toilets are available in public buildings. Where appropriate, this process should involve consultation with other groups affected such as disabled people who may have a view about widening access to toilet facilities designated as accessible for disabled people.</p>	<p>Angela Dymott and Jenny Cooke</p>	<p>Catherine Vaughan and Geoff Raw</p>
<p>Council Response (May 2013)</p>		
<p>Property and Design, in consultation with disability groups and the trans community will explore the possibility of existing accessible toilets in council public buildings being used as an inclusive facility for all.</p> <p>Cityclean has been promoting inclusive public toilet provision in response to an Equality Impact Assessment on toilet provision in 2012 and in line with the Equality Act. Cityclean tries to make new public toilets fully accessible wherever space allows. The new designs tend to be single use cubicles and are larger than standard units to cater for accessibility. You enter directly from street level so that users are clearly visible and misuse and anti-social behaviour is reduced. Where possible the service works with developers (large tourist developments) to advise on provision and would recommend the same design, recently working successful with i360 developers. The service also has a toilet user group and will be contacting LGBT HIP to explore how the Trans voice can be represented.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>This recommendation is being progressed as and when new facilities are built or existing refurbished. Some examples of this work include:</p> <p>Recent refurbishments have seen privacy cubicles installed in changing rooms and showers at Withdean Sports Complex and showers at Prince Regent Swimming Complex.</p> <p>The rolling programme of access improvements to public buildings includes the provision of accessible WCs where none existed previously (or the upgrade of existing accessible provision to meet current standards).</p> <p>The new accessible WCs installed are always gender neutral, and we avoid RADAR key systems wherever possible to ensure the accessible provision is as inclusive as possible. A gender neutral accessible WC has been installed within Rottingdean Grange for the use of all visitors to the library and museum and will also be made available to passers-by.</p> <p>Proposed WC refurbishment on 7 floors at New England House includes self-contained compartments (i.e each containing wc and basin) with full height walls suitable for gender neutral designation, as well as inclusive accessible provision.</p> <p>A Changing Places provision is proposed for the Brighton Centre which will be gender neutral.</p> <p>There is currently no demand for a focus group on accessible toilets from the trans community, however LGBT HIP are able to facilitate potential consultations where specifics require.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  <p>GREEN</p> </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 23 (Jan 2013)	Service Lead	ELT Lead
Individual changing rooms should be available in all leisure buildings and the council should actively encourage other organisations to provide changing rooms that are appropriate for all users, whatever their gender identity.	Toby Kingsbury	Paula Murray
Council Response (May 2013)		
See recommendation no. 21		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>Update at July 2013: As action no. 21</p> <p>Update at October 2013: As action no. 21</p> <p>Update at January 2014: As action no. 21</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 24 (Jan 2013)	Service Lead	ELT Lead
<p>The council’s Trans Toolkit is due to be revised. The Panel recommends that the council take advice from experts in trans awareness to ensure the toolkit is fit for purpose. This new Toolkit should then be proactively publicised and promoted to all staff within the council. Managers should be offered training on its use. In addition, guidance should be given for council staff on what to do when a person changes their name and gender marker following a gender transition.</p>	Liz Boswell	Catherine Vaughan
Council Response (May 2013)		
<p>HR has already started reviewing the Transgender Toolkit and will have regard to the recommendations made by the Scrutiny Panel whilst carrying out that exercise and when re-launching the revised toolkit.</p>		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>Initially it was thought that the Trans Toolkit required only a relatively light-touch review. However, once the review commenced it became clear that a more fundamental re-write of the toolkit was necessary. However, this more in depth review has regrettably led to some slippage in the original timescales set for the completion of this piece of work. It is now anticipated that the review and consultation will be completed by end of March 2015. It is planned to consult trans staff as widely as possible on the updated toolkit and to provide them with the opportunity to feedback their comments anonymously via the council’s consultation portal. Also changes in personnel at the LGBT HIP means that there is also a need to identify and secure the services of an expert in trans awareness to act as a critical friend in the review process.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 25 (Jan 2013)	Service Lead	ELT Lead
<p>B&HCC Human Resources, in partnership with the LGBT Workers' Forum and the Communities and Equalities Team, need to reach out to trans employees to listen to their experiences of working for the council and to make changes accordingly. The B&HCC LGBT Worker' Forum is to be congratulated on their activities on trans inclusion. The Forum must continue to be supported and resourced to develop its work on this.</p>	<p>Liz Boswell/Emma McDermott/LGBT Workers Forum (Note that Andy Staniford is now Head of Communities, Equality and Third Sector to cover Emma's maternity leave).</p>	<p>Catherine Vaughan/Paula Murray</p>
<p>Council Response (May 2014)</p>		
<p>The LGBT workers forum has prioritised Trans engagement work and support for a number of years, having played a pivotal role in the instigation of the Trans Equality Scrutiny and will continue to do so. The forum continues to receive an annual budget and support from the communities and equality team to deliver its annual business plan, currently being worked on. Reaching out to trans employees has also been discussed at the workforce equalities group attended by representatives from all the workers forums, HR and communities and equality team.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>The LGBT Staff Forum continues to receive both budget and staff support from the Communities and Equality Team and retains a strong focus on trans staff engagement. The group undertook consultation with LGBT staff in order to understand what types of activities would encourage more people to be involved and has created new work programme.</p> <p>HR has reviewed and changed the way in which data relating to an employee's gender identity is captured in the council's HR Management Information System, PIER. This information can now be input directly into the system via employee self-service. HR has also carried out a series of exercises to improve the quality of its workforce data, including that relating to gender identity, by encouraging staff to complete/update their personal equality data.</p> <p>HR has also revised the gender identity question on PIER and on its recruitment monitoring form by substituting the word "sex" for "gender". This amendment has been made because, for people who are transgender, the sex they were assigned at birth is not the same as their own sense of their se whereas the term "gender" refers to the socially constructed roles, behaviours, activities, and attributes that a given society considers appropriate for men and women.</p> <p>The question now reads: 'Is your gender identity the same as the sex you were assigned at birth?'</p> <p>HR is also looking to develop an approach to understand better the needs/issues of trans employees and use this feedback to inform action planning. This work has been prioritised as part of the Year 2 Workforce Equalities Action Plan and it is proposed, as a first step, to consult as many of our trans employees as possible on the revised Trans Toolkit using the council's consultation portal. This approach will enable trans staff, as well as any other employees who are interested, to comment on the draft anonymously.</p> <p>In addition, HR will be reviewing the results of the recent Staff Survey, with a view to identifying workplace issues affecting staff by protected characteristic group including those who may identify as trans.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 26 (Jan 2013)	Service Lead	ELT Lead
The particular impacts on trans people of the government welfare reform agenda must be taken into account. As part of this, the specific vulnerabilities of trans people as recipients of welfare benefits should be explicitly acknowledged in the council's strategy on financial inclusion.	Richard Tuset	Paula Murray
Council Response (May 2013)		
The Council's new Financial Inclusion Strategy has recently been adopted. The specific needs of the trans community were considered as part of the needs and equality impact assessments and will be included in all elements of commissioning and delivery going forward. In particular advice providers have been asked to undertake service monitoring of trans clients and to undertake LGBT awareness training in relation to this. The new Community Banking Partnership commission will also include these actions.		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
The provision of trans inclusive advice services has been built into the new Moneyworks Brighton and Hove service which is now monitoring take up amongst Trans people. In addition, there will be a focus group looking at specific advice needs of Trans people led by the Advice Plus Project.	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  <p>GREEN</p> </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 27 (Jan 2013)	Service Lead	ELT Lead
When appointed, the Council’s Trans Champion (see recommendation 36) should contact local high street banks, building societies and East Sussex Credit Union to encourage sharing best practice regarding staff training/awareness and bank records procedures for trans customers.	Richard Tuset	Paula Murray
Council Response (May 2013)		
The Council has recently adopted a new financial inclusion strategy which includes actions around working with high street banks. With this in mind it is proposed that the work on trans inclusion be added to this process.		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
The council has now established a basic banking forum through which it has raised the issue of bank processes for Trans customers. Banks have acknowledged that the procedures are not necessarily clear but most importantly one bank has a project focussed on this issue and there are plans to meet with the Lead and share the practice across the forum.	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 28 (Jan 2013)	Service Lead	ELT Lead
<p>All public bodies (including NHS bodies and schools) should publish an annual statement on what they have done to meet their public sector equality duty in respect of trans people.</p>	<p>Emma McDermott (Note that Andy Staniford is now Head of Communities, Equality and Third Sector to cover Emma's maternity leave).</p>	<p>Paula Murray</p>
<p>Council Response (May 2013)</p>		
<p>The council is incorporating the agreed recommendations of the Trans Equality Scrutiny into the Equality and Inclusion Policy Action Plan. This is updated with input from statutory sector partners and publicly reported every six months, and progress is reported to Overview and Scrutiny annually.</p> <p>The City Inclusion Partnership (an equality and inclusion forum for all the city's statutory organisations) has a focus in 2013 on identifying recommendations in the Scrutiny which would benefit from a citywide approach and on working together to implement the actions and share best practice. Statutory sector partners on the City Inclusion Partnership are included in this process.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>The Equality & Inclusion Partnership Trans sub-group (comprising representatives of the Trans community and statutory organisations in the city) is working on this, to identify a way of appropriately feeding back the range of work and progress against this action plan. Learning from the end of first year engagement event will be considered to enable this to be open and accessible.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  AMBER </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 29 (Jan 2013)	Service Lead	ELT Lead
<p>City-wide there needs to be wider recognition of non-binary gender. Further discussion should be undertaken with the trans community to ensure that all monitoring is sensitive, appropriate and properly implemented. Furthermore, the results of this monitoring, appropriately anonymised, should be made publicly available on an annual basis.</p>	<p>Emma McDermott (Note that Andy Staniford is now Head of Communities, Equality and Third Sector to cover Emma's maternity leave).</p>	<p>Paula Murray</p>
<p>Council Response (May 2013)</p>		
<p>As in response to recommendation no.1 the council's equality monitoring form recognises non-binary gender identity and allows people to define their own identity. The questions and guidance for the form are based on guidance from Trans organisations. Guidance for staff on how to ask the questions appropriately and sensitively has also been produced.</p> <p>The council's HR team is updating its monitoring categories to reflect the corporate template and will use this to collect data. Monitoring data on staff is reported annually, and figures for Trans staff will be separated, where this does not risk identifying individuals.</p> <p>Equality information on service-users is also collected using the council form and this data is reported via the council's Equality Impact Assessment process. Summaries of these are published on the council's website as EIAs are completed and copies of the full EIAs are available on request.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>There have been a number of developments in response to this recommendation in order to recognise non binary identity and improve monitoring to capture this:</p> <p>Guidance has been provided through the council's corporate Equality Steering Group and the Directorate Equality Groups on the use of this form and it continues to be used by council teams and services.</p> <p>Equality Impact Assessments retain a specific focus on Gender Reassignment as one of the characteristics protected within the Equality Act 2010 and a broad definition of 'Trans' is encouraged for staff completing this process.</p> <p>BHCC HR team has updated its monitoring categories to reflect the corporate template.</p> <p>Equality Impact Assessment training is being provided across the council, with clear explanations on how to gather data to inform service assessments, including equality monitoring.</p> <p>Work is ongoing to ensure that equality monitoring is used appropriately in all community engagement, to evidence the range of engagement and to identify trends in responses.</p> <p>Further the Council's Information Governance Manager will support the requirement to use consistent and corporate equalities monitoring through corporate broadcasts/protocols.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 30 (Jan 2013)	Service Lead	ELT Lead
<p>The importance of an on-going mechanism for consultation and engagement with trans people in the city should be recognised by the council. The Panel recommend that this should be funded accordingly</p>	<p>Emma Mcdermott (Note that Andy Staniford is now Head of Communities, Equality and Third Sector to cover Emma's maternity leave).</p>	<p>Paula Murray</p>
<p>Council Response (May 2013)</p>		
<p>The council is funding the LGBT Health and Inclusion Project for a further year (2013-14) in recognition of the excellent engagement and consultation it has delivered. The project is jointly funded by the council and clinical commissioning group, both of which will work with the project in 2013/14 to secure its sustainability.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>LGBT HIP as part of the Community Works Partnership has been commissioned through the council's Communities and Third Sector Commission 2014-2017 to ensure ongoing consultation and engagement activity with Trans people. It continues to support the implementation of the Trans Scrutiny recommendations by providing support to the two Trans community representatives who attend three governance groups for the Trans work. It also communicates progress on the Trans Equality recommendations to the Trans community.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 31 (Jan 2013)	Service Lead	ELT Lead
<p>Infrastructure services and the Transforming Local Infrastructure (TLI) project should continue to consider how to engage the city's trans community groups to ensure they have an active voice in decision making.</p>	<p>Emma McDermott (Note that Andy Staniford is now Head of Communities, Equality and Third Sector to cover Emma's maternity leave).</p>	<p>Paula Murray</p>
<p>Council Response (May 2013)</p>		
<p>This recommendation has been fed back to the four voluntary organisations leading and delivering the new TLI project (funded by the Big Lottery) and as a member of the strategic working group advising the project the communities and equality team has championed the need for the new organisation to explicitly explain how it will support equalities groups, including Trans groups, in the city. At time of writing the final paper on the services to be delivered by the TLI had not been released to the council by the project.</p> <p>The need to support Trans community groups has been explicitly included in the Community and Voluntary Sector Forum's contract for 2013/14 in readiness for its change into the new TLI organisation.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>LGBT HIP as part of the Community Works Partnership has been commissioned through the council's Communities and Third Sector Commission 2014-2017 to deliver LGBT inclusion training to community workers in neighbourhoods and staff of Community Works (the city's newly formed lead infrastructure organisation). It will also deliver capacity building support to Trans groups in the city specifically focused on identified needs: governance, planning and financial sustainability.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 32 (Jan 2013)	Service Lead	ELT Lead
<p>Following the needs assessment (see recommendation 13) a city wide trans equalities strategy should be developed by the council and partner organisations with the full engagement and participation of trans individuals and support groups. This should include an action plan with clear leads and responsibilities. This should be led by the council's Trans Champion.</p>	<p>Emma McDermott (Note that Andy Staniford is now Head of Communities, Equality and Third Sector to cover Emma's maternity leave).</p>	<p>Paula Murray</p>
<p>Council Response (May 2013)</p>		
<p>Using the outcomes and recommendations from the needs assessment discussion will be had with the Trans community and public sector organisations about outcomes and recommendations that could appropriately be mainstreamed into existing strategies and the focus required for a specific Trans Strategy.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>A decision regarding the need for a specific Trans Equality Strategy will be made following the final report and recommendations of the Trans Needs Assessment.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No.33 (Jan 2013)	Service Lead	ELT Lead
Any activity commissioned or supported by the council in relation to LGBT activities, and in particular Pride, needs to mandate trans inclusion	Richard Tuset	Paula Murray
Council Response (May 2013)		
As a result of the Trans Scrutiny Panel findings, we will ensure that any future commissioning or support for cultural work addressing the Lesbian, Gay, Bisexual and Transgendered agenda takes on board fully the needs and aspirations of Transgendered individuals. In terms of the council's relationship with Pride specifically, the council does not commission Pride and currently does not fund the event directly, although Pride does receive support in kind from the council. Council officers responsible for liaising with Pride would be happy to broker discussions that might result in a greater inclusion of the Trans community in the event.		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>The Council has given landlords consent for Pride for the next 3 years. The conditions set out in the report include the requirement that Brighton Pride Community Interest Company (BPCIC) produce an equality statement and action plan that includes appropriate actions to ensure access and inclusion of the Trans Community in Pride as set out and agreed by the council through the Trans Equality Scrutiny process.</p> <p>Meetings have been held between Pride and representatives of the Trans community to review the 2014 event. This was mostly positive with the community feeling that Pride made considerable effort to improve inclusion – for example by placing the Trans float at the start of the parade and changing the name of the St James Street party from 'Gay Village Party' to 'Pride Village Party'. This will be further developed for the 2015 event and the option for a 'Trans Village' is being considered (funding dependent).</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 34 (Jan 2013)	Service Lead	ELT Lead
<p>B&HCC should take the lead in creating an identity for the city as a trans friendly place that challenges stigma and discrimination. This includes such actions as a public statement on the website, trans branding, vocal support and partnership working with trans support groups, and publicity information including trans individuals as local citizens.</p>	Corinna Allen	Paula Murray
Council Response (May 2013)		
<p>The Communications team will tie in with partners across the city to support and champion the issues raised in the report and work taken forward in response. Wherever needed the team will lead on the publication of information which progresses the agenda of equality for local trans people.</p>		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>The Council's corporate Communications Team have handled around 40 enquiries relating to Trans issues since the beginning of the scrutiny work with the release of 19 proactive releases and 12 articles including coverage of the Transgender Day of Remembrance and a recent double page spread in the Brighton and Hove Independent regarding the Scrutiny and Schools work. Furthermore the Team have worked with the Policy and Communities Team to respond to any transphobic media portrayals and articles.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	


**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 35 (Jan 2013)	Service Lead	ELT Lead
The Panel welcome the addition of the honorific Mx by council benefits staff as giving an alternative option. The Panel recommend that all on-line forms are examined to look at the possibility of additional options, leaving blank or entering the title the individual feels is appropriate to them.	To be confirmed	Catherine Vaughan
Council Response (May 2013)		
Online forms are being reviewed as part of the council's Web Improvement Project as more forms are automated. Each form will be evaluated before Mx is included as a standard title. This will ensure that where data is automatically put into back office systems it is compatible and Mx will be accepted as an option along with an option of leaving the honorific blank.		
Progress at January 2015 – short commentary by service lead:	Status - (note status indicates progress by January 2015)	
<p>As members will be aware this recommendation received significant media interest so remains sensitive. However, as and when online forms are being developed, the new title is being used where appropriate.</p> <p>Examples include:</p> <ul style="list-style-type: none"> Corporate Recruitment Forms Adult Social Care Database: CareFirst City Clean Revenue and Benefits Service Customer Services (in development) Council Tax Forms <p>There has been informal feedback from both staff and community members about how positive this is with staff reporting that it helps them to sensitively consider the access needs of those customers choosing the Mx honorific.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	

**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 36 (Jan 2013)	Service Lead	ELT Lead
<p>The implementation of these recommendations is crucial and should be carefully monitored. The Panel recommends that a lead officer is appointed as a 'Trans Champion' within the council. This person should be at Senior Management level (within the Corporate Management Team or Assistant Director level or above) and will be responsible to champion the rights of trans people both inside and outside of the organisation. They will also have responsibility for the commissioning of the trans needs assessment and the lead on the development of a city-wide Trans Equalities Strategy (see recommendation 32). In addition, a councillor should be nominated as the council's Trans-Champion (as distinct from the existing LGBT champion).</p>	<p>Emma McDermott (Note that Andy Staniford is now Head of Communities, Equality and Third Sector to cover Emma's maternity leave).</p>	<p>Paula Murray</p>
<p>Council Response (May 2013)</p>		
<p>The Executive Director for Resources, Catherine Vaughan has been appointed as the equalities champion for the Executive Leadership Team (ELT). This includes championing Trans issues. Progress on the responses to the recommendations will be reported in November to the ELT.</p> <p>The councillor Trans champion will be nominated as part of annual council process.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p>	<p>Status - (note status indicates progress by January 2015)</p>	
<p>Catherine Vaughan acted as the Trans Champion at Executive Leadership Team level but has now left the organisation. Penny Thompson, Chief Executive, has agreed to take on the role.</p> <p>Councillor Phelim MacCafferty (who chaired the Trans Equality Panel) is now the Councillor Trans Champion for the Administration.</p>	<p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	

**Brighton and Hove Trans Equality Scrutiny
Recommendation Action Plan – Year Two Annual Report – January 2015**

Scrutiny Report Recommendation No. 37 (Jan 2013)	Service Lead	ELT Lead
The work of this Panel should be forwarded on to the government departments looking at trans equality, specifically in response to the expected call for evidence after the Trans Gender Equalities Action Plan.	Giles Rossington	Abraham Ghebre-Ghiorghis
Council Response (May 2013)		
Actioned by Scrutiny Team following report's endorsement by Overview and Scrutiny Committee in January 2013		
Progress at January 2015 – short commentary by service lead::	Status - (note status indicates progress by January 2015)	
No further action required	<p>Red – Off target and not likely to come back to on target performance by year end without intervention</p> <p>Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary)</p> <p>Green – On or above target</p> <div style="text-align: right;">  GREEN </div>	

Appendix Two:
Trans Equality – Update on Scrutiny Recommendations 2 and 3

1. Purpose of this Note

The aim of this note is provide an overview of the Trans Awareness and training work undertaken since the council's Trans Equality Scrutiny report was published in January 2013.

2. Background

Two of the key recommendations in this concerned Trans Awareness Training:

- Recommendation 2:
There is an obvious need for specific Trans awareness training for front line staff both in the council and in partner organisations. The council should take the lead in both providing specific training for its own staff, including senior officers, and encouraging other local agencies to do so.
- Recommendation 3:
The council should ensure that all Councillors undertake trans awareness training.

In addition, training was one of the most frequently mentioned solutions to achieving Trans equality and inclusion during the community consultation phase of the work.

3. Implementation

Unfortunately the council's Corporate Learning and Development Team have been unable to commission significant Trans Awareness training in response to these recommendations because of the resource and cost implications. The council has 9,000 employees including schools and the current council wide training budget of £70,000 is fully committed. Some services have directly commissioned training using their own training budgets however and this is described below.

In addition a more tailored and creative informal approach to meeting staff development needs has been piloted through hour long awareness sessions delivered by the Council's Lead Officer for Trans Equality. However, this informal approach is not without resource implications, given the potential size of the audience.

3.1 Formal Training Awareness Training

For the purposes of this note formal training is defined as that delivered by a Trans Awareness Trainer for a minimum of a half day.

Formal training has been commissioned by corporate L & D team as follows:

Participants	Trainer
Councillor Training	Nick Douglas LGBT Health & Inclusion Project
Housing and Adult Social Care Staff	Michelle Bridgman Independent TA Trainer

In addition formal training was also directly commissioned by the following teams:

Sports Development/ Royal Pavilion & Museums	Nick Douglas LGBT Health & Inclusion Project
Integrated Families Team	Nick Douglas LGBT Health & Inclusion Project
Trans Needs Assessment Steering Group Members	Nick Douglas, LGBT Health and Inclusion Project

As part of the recommendation that other agencies undertake similar work, Brighton and Hove Clinical Commissioning Group (CCG) commissioned LGBT Health and Inclusion Project to do further sessions as follows:

- CCG Governing Body and Leadership Team
- Brighton and Hove GPs (some CCG staff or practice staff that couldn't make the other sessions also attended)
- Practice staff (and any remaining CCG staff or GPs)

3.2 Informal Trans Awareness Briefings

In order to meet the wider needs of the workforce, the council's lead officer for the Trans Equality work – Nicky Cambridge – delivered a number of Trans Awareness Briefing Sessions to groups of between 5 and 25 staff. These sessions were approximately an hour in length and were designed to provide a broad overview of Trans issues; namely:

1. Understanding Key Concepts (Sex, Gender and Sexuality)
2. Exploring Identity and Terminology
3. Marginalisation and Exclusion
4. Equality and Legal Protection

These sessions have received very positive feedback, but on almost every occasion feedback received indicated that the sessions were not long enough as they have largely only been able to basic points. However, additional outcomes from the sessions have included:

- An interest in direct commissioning of training (e.g. Sports Development/Royal Pavilion) and various developmental projects relating to Trans equality including a Life Events Focus Group and improvements to monitoring and customer access.
- For frontline teams there has been evidence of the need for further training following discussion of specific incidents and issues.

The sessions were firstly targeted at the Council's Departmental Equality Groups and the following took up this offer:

- Assistant Chief Executive
- Adult Social Care
- Finance and Resources
- Public Health

As a result of this and other work, specific sessions were also held for:

- Customer Services and Reception Staff in City Services
- Life Events (Births, Deaths and Marriages)
- Seafront Team (set for January 2015)
- Care Home Providers Forum
- Home Care Providers Forum (set for January 2015)
- Adult Social Care Management Team
- Adult Social Care PRS Team
- Electoral Services (set for January 2015)

Only the Michelle Bridgman course has been formally evaluated and this showed favourable post course evaluations with participants rating the course good to excellent but with suggestions for improvement. There have been no formal evaluations for the other courses, although general feedback and emails have been very positive.

4. The Trans Alliance – Trans Led Training

The Trans Alliance is a new community group established following the Scrutiny. The group brings together representatives of Trans Community Groups in the city including, the Clare Project, FTMB, Trans Pride and Transformers. The Alliance is developing its own Trans Awareness Package which it would like to offer agencies such as the Council. Any funding generated from this package would be used to re-invest in Trans community projects locally; thereby ensuring that the training is low cost, sustainable and benefitting Trans communities. The group are currently putting together the proposal with support from various local and national LGBT agencies.

5. Summary

Training has been delivered to a limited range of front line staff to largely positive feedback, often using services own training budgets due to the council wide training budget of £70,000 being fully committed.

The helpful addition of informal 'bitesize' sessions has in many cases highlighted a need for more targeted training for each service. But these informal sessions have a resource requirement which will need to be considered in the future given the potential size of the audience.

The subject of equality and diversity is being imbedded across all the council's training with the support of the Communities and Equality team using an inclusive approach and this remains work in progress.

We are proposing to seek renewed expressions of interest from trainers in the specific subject of Trans awareness to widen the available pool of trainers.

We welcome the development of Trans Awareness Training led by the local Trans Alliance and believe that the model of investment back into the community is to be commended. Any commissioned training would however need to be through the standard procurement process and expression of interest outlined above.

Nicky Cambridge
Policy and Communities Unit

Glenn Jones
Corporate Learning and Development Team

OVERVIEW & SCRUTINY COMMITTEE

Agenda Item

Brighton & Hove City Council

Subject:	Traveller Commissioning Strategy 2012: Update on Implementation of Agreed Scrutiny Panel Recommendations		
Date of Meeting:	26 January 2015		
Report of:	Executive Director Environment Development & Housing		
Contact Officer:	Name:	Andy Staniford	Tel: 29-3159
	Email:	andy.staniford@brighton-hove.gcsx.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 Environment & Community Safety Overview & Scrutiny Committee (ECSOSC) agreed on 5 September 2011 to establish a Scrutiny Panel to shadow the development of the Traveller Commissioning Strategy. ECSOSC approved the Scrutiny Panel's recommendations on 7 March 2012.
- 1.2 On 15 March 2012, Cabinet approved the Council's formal response to the ECSOSC Traveller Scrutiny Panel recommendations and highlighted the impact the Panel has had on the development of the city's new Traveller Commissioning Strategy 2012. This strategy was subsequently approved by Council on 22 March 2012.
- 1.3 Overview & Scrutiny Committee has requested an update on the progress made in implementing the Panel's recommendations which is detailed in Appendix 1.
- 1.4 Further information on the outcomes achieved during the first 2 years of the strategy are contained in Appendices 2 & 3: *Two Years On: the Traveller Commissioning Strategy in Action 2013/14* which was due to be presented at Environment, Transport & Sustainability Committee, 20 January 2015.

2. RECOMMENDATIONS:

- 2.1 That Overview & Scrutiny Committee members consider and comment on the contents of this report and its appendices.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The implementation of (agreed) scrutiny panel recommendations is routinely monitored by the relevant scrutiny committee until members are content that all necessary actions have been undertaken. This is the second monitoring report regarding the recommendations from the Environment & Community Safety Overview & Scrutiny Traveller Scrutiny Panel that shadowed the development of the Traveller Commissioning Strategy 2012.
- 3.2 Two formal requests for scrutiny of the development of the Traveller Commissioning Strategy were made at the 5 September 2011 meeting of the Environment & Community Safety Overview & Scrutiny Committee (ECSOSC) by Councillors Liz Wakefield and Geoffrey Theobald. In addition there was a petition heard at Council on 21 July 2011 and a Notice of Motion regarding Travellers. Following discussion ECSOSC agreed to establish a 3-Member Scrutiny Panel to be involved in the Cabinet review of the Travellers Strategy.
- 3.3 The Traveller Scrutiny Panel was chaired by Dr. Aidan McGarry, School of Applied Social Science, University of Brighton. The other panel members were Councillors Littman, Simson and Robins.
- 3.4 The panel held capacity building and evidence gathering sessions where it heard from 31 witnesses representing Council services, other public sector bodies such as the Police and NHS Sussex, the Community & Voluntary Sector, resident groups, politicians and representatives from other authorities. The panel also visited the Horsdean Transit site to talk to Travellers living in Brighton & Hove.
- 3.5 The panel's final report has highlighted that:
- 'The panel welcomed the draft Strategy because it:*
- *Represented a significant step forward in describing the needs of the Traveller community and determining which outcomes a Traveller Strategy for this city wished to achieve*
 - *Contained a comprehensive set of high level goals about meeting the needs of Travellers and the settled community*
 - *Had addressed both the needs of Travellers and the settled community in those goals*
 - *Had been based on a two stage consultation process'*
- 3.6 The Panel made 23 recommendations, many of which were incorporated into the final version of the strategy and action plan.
- 3.7 On 15 March 2012, Cabinet approved the Council's formal response to the ECSOSC Traveller Scrutiny Panel recommendations and highlighted the impact the Panel has had on the development of the city's new Traveller Commissioning Strategy 2012. This strategy was subsequently approved by Council on 22 March 2013.
- 3.8 The Scrutiny team won the Centre for Public Scrutiny award for Innovation (for the second year running) for its work on the scrutiny panel.
- 3.9 Appendix 1 to this report includes detailed information on the implementation of each panel recommendation.

3.10 Further information on the outcomes achieved during the last year of the strategy is contained in Appendix 2 & 3: *Two Years On: the Traveller Commissioning Strategy in Action 2013/14* which was due to be presented at Environment, Transport & Sustainability Committee, 20 January 2015.

4. COMMUNITY ENGAGEMENT AND CONSULTATION

4.1 None with regard to this monitoring report.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1 None with regard to this monitoring report.

Legal Implications:

5.2 None with regard to this monitoring report.

Equalities Implications:

5.3 None with regard to this monitoring report.

Sustainability Implications:

5.4 None with regard to this monitoring report.

Crime & Disorder Implications:

5.5 None with regard to this monitoring report.

Risk and Opportunity Management Implications:

5.6 None with regard to this monitoring report.

Public Health Implications:

5.7 None with regard to this monitoring report.

Corporate / Citywide Implications:

5.8 None with regard to this monitoring report.

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

6.1 This is a monitoring report rather than one proposing any active decision.

7. REASONS FOR REPORT RECOMMENDATIONS

7.1 This is a monitoring report and not one requiring a specific decision.

SUPPORTING DOCUMENTATION

Appendices:

1. January 2015 Update to Traveller Scrutiny Panel Recommendations on the Traveller Commissioning Strategy 2012
2. Two Years On: the Traveller Commissioning Strategy in Action 2013/14; Environment, Transport & Sustainability Committee, 20 January 2015
3. Covering Report: Two Years On: the Traveller Commissioning Strategy in Action 2013/14; Environment, Transport & Sustainability Committee, 20 January 2015

Documents in Members' Rooms






















None

Background Documents


1. January 2014 Update to Traveller Scrutiny Panel Recommendations on the Traveller Commissioning Strategy 2012, Overview & Scrutiny Committee, 27 January 2014
2. One Years On: the Traveller Commissioning Strategy in Action 2013/14; Environment, Transport & Sustainability Committee, 8 October 2013
3. Traveller Commissioning Strategy 2012, Council, 22 March 2012
4. Response to the recommendations of the Environment & Community Safety Overview & Scrutiny Traveller Scrutiny Panel shadowing the development of the new Traveller Commissioning Strategy 2012, Environment & Sustainability Cabinet Member Meeting, 15 March 2012
5. Traveller Strategy Scrutiny Panel Report, Environment & Community Safety Overview & Scrutiny Committee (ECSOSC), 7 March 2012

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**


Scrutiny Panel Recommendations: Summary Sheet

1	A monitoring report to be sent to the relevant Member Committee	 GREEN
2	A coherent vision is needed of what is to be done in the years before the permanent site is ready	 GREEN
3	Preventing, and responding to, unauthorised encampments should be a key focus of the Strategy	 GREEN
4	More needs to be done to link the different parts of the Strategy into a coherent narrative	 GREEN
5	Review the working of the Traveller Liaison Team	 GREEN
6	It is important that the multiple site option is fully explored	 GREEN
7	It would like to see the Strategy contain some detail on how the consultation will be 'effective'	 GREEN
8	Assessing the need for future site provision should not wait until 2016	 GREEN
9	A commitment to review the impact of the work of Health Visitors	 GREEN
10	Clarification as to how the training of CCG staff and lead clinicians will percolate down to other primary care workers	 GREEN
11	Cultural awareness training for health workers, especially in primary care	 GREEN
12	An assurance that the council and NHS Brighton & Hove will integrate their information to plan and monitor services	 GREEN
13	A commitment in the Strategy to learning from successful education projects	 GREEN
14	Identify the educational attainment of Traveller children	N/A
15	Improve the educational experience and attainment for transient Travellers who come to the city	N/A
16	Encouraging take up of education and combining this with information from health outreach work	 GREEN
17	Retain Traveller children in education [and] engage with hard to reach Traveller groups such as teenagers	 GREEN
18	improve awareness in schools about Traveller history and culture [and] participation in Gypsy Roma Traveller History Month	 GREEN
19	Information on the Joint Sussex-wide protocol on unauthorised encampments	 GREEN
20	A clear plan for sensitive sites	 GREEN
21	Protocol for Van Dwellers will be developed during 2012/2013	 AMBER
22	Councillors should be offered the opportunity to attend Traveller Awareness	 GREEN
23	Work with the local media to ensure balanced reporting of issues relating the traveller community	 GREEN

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 1	Service Lead(s)	ELT Lead
<p>The panel noted with considerable concern the lack of monitoring of the priorities and actions contained in the last Traveller Strategy for 2008-11. The panel welcomes the Action Plan which has been developed for this Strategy. The panel expects this plan to be effectively monitored and would like a monitoring report to be sent to the relevant Member Committee at the following intervals: 6 months, 12 months, 24 months and 36 months. To enable effective monitoring the panel would expect each action in the Action Plan to be SMART (i.e. Specific, Measurable, Achievable, Realistic and Time limited).</p>	Andy Staniford	Geoff Raw
Council Response March 2012		
Updates will be produced and reported to the relevant Committee at 6mths, 12mths then annual.		
Current position – short commentary by service lead(s):		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • The 6 month update did not happen. • However, we are back on track with the 12 month strategy/action plan update being approved by Environment, Transport & Sustainability Committee on 8 October 2013. • A copy of the update is attached as Appendix 2 and focuses on the outcomes from the first year of the strategy. • Next update due October 2014 to cover 2013/14. <p>January 2015 Update:</p> <ul style="list-style-type: none"> • The 2 year on monitoring report was due to be presented at Environment, Transport & Sustainability Committee on 20 January 2015. 		
Status (Sept 2014)	<p><i>Red – Off target and not likely to come back to on target without intervention.</i> <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i> <i>Green – On or above target</i></p>	 GREEN

Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015

Traveller Scrutiny Recommendation 2	Service Lead(s)	ELT Lead
<p>In a number of areas, the Strategy posits the establishment of a permanent site as a solution to the issues associated with Travellers. This may be the case, but it is important to recognise that the permanent site will not be opened until Winter 2013/14 at the earliest. Therefore a coherent vision is needed of what is to be done in the years before the permanent site is ready, particularly in terms of transit provision.</p>	<p>Andy Staniford</p>	<p>Geoff Raw</p>
<p>Council Response March 2012</p>		
<p>New paragraph has been added to the strategy at 3.3: <i>To help meet this need, our strategy seeks to be preventative in nature rather than reactive by:</i></p> <ul style="list-style-type: none"> • <i>Ensuring effective management and use of the Horsdean Transit Site</i> • <i>Developing procedures for Tolerated sites</i> • <i>Effective management of unauthorised encampments</i> • <i>Ensure sensitive sites are protected</i> • <i>Developing a protocol for addressing Van Dwellers</i> 		
<p>Current position – short commentary by service lead(s):</p>		
<p>This action was completed with approval of the final strategy. No further action is required.</p>		
<p>Status (Sept 2014)</p>	<p>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</p>	 <p>GREEN</p>

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 3	Service Lead(s)	ELT Lead
<p>The panel feel that preventing, and responding to, unauthorised encampments should be a key focus of the Strategy, particularly until the permanent site is opened. The Panel would like the Strategy to draw on good practice by other authorities in this area such as Fenland DC. The panel would also like the Strategy to include information on how the council will pro-actively liaise with any settled community affected by such an encampment.</p>	Sheila Peters	Geoff Raw
<p>Council Response March 2012</p>		
<p>Extra information has been added to strategy on sharing good practice and in particular citing the Fenland evidence to the Scrutiny Panel as a case study.</p> <p>Additional action added to Action Plan at 16.6:</p> <ul style="list-style-type: none"> • <i>Pro-actively liaise with any settled community affected by an encampment</i> <p>Additional text added to strategy:</p> <ul style="list-style-type: none"> • <i>It is very important to us that we communicate effectively with any settled community affected by an unauthorised encampment. We do this in a number of ways and are looking to improve this in response to the strategy and resident needs:</i> • <i>We engage with staff working within the Stronger Communities Partnership that are supporting active community engagement to provide information about Traveller lifestyles, and the likely impact of an encampment on the locality</i> • <i>We build positive relationships between the Traveller Liaison Team and chairs of Local Action Teams by notifying them the moment there is an encampment in their community and ensuring they receive regular updates</i> • <i>We have a webpage that is regularly updated with information about unauthorised encampments within the city. This webpage can be found at: http://www.brighton-hove.gov.uk/travellers</i> • <i>The Traveller Advice Line will be integrated into our customer contact centre to improve our telephone response to resident and Traveller enquiries</i> • <i>We will look at good practice from other parts of the country to see what other improvements can be made to the way we work and communicate with residents</i> 		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • When an encampment is present regular high profile visits by the Police through Operation Monza and Council's Traveller Liaison Team help to reassure both residents and Travellers to minimise the disruption and anti social behaviour that sites can attract. A new waste contract helps to ensure refuse does not become a nuisance and that sites are effectively and swiftly cleared. • Community engagement through a range of expanding mechanisms including residents visits, leaflets LAT meeting and Twitter. 		

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

January 2015 Update

- Joint visits by the Traveller Liaison Team and Police are made to unauthorised encampments within 24 hours of arrival and throughout the duration, to reassure the settled community of action being taken. Encampments are continually monitored to minimise disruption and enforcement action revised in response to anti-social behaviour.
- Information and updates on Traveller movements are made available in a variety of ways as soon as events change. The Traveller Team webpage is updated daily with information about encampments and action being taken. The team has a new telephone system with additional recorded information updated daily.
- Work is being undertaken with Children’s Services to enable a better response to Travelling families and to address issues that may arise on unauthorised encampments. A Support protocol is being developed to formalise work with all departments and agencies providing support services to Travellers.
- Presentations have been made to Local Action Teams providing information on available enforcement powers and the protocols and procedures of the council and the Police in working with Travellers and unauthorised encampments.

**Status
(Sept 2014)**


*Red – Off target and not likely to come back to on target without intervention.
Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).
Green – On or above target*




GREEN

DRAFT


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 4	Service Lead(s)	ELT Lead
<p>The panel believes the Strategy should be both a place where all the separate plans for dealing with Traveller issues are brought together and a process via which these plans are effectively integrated. While the draft Strategy fulfils the first of these requirements, the panel is not sure that it currently meets the second: more needs to be done to link the different parts of the Strategy into a coherent narrative.</p>	<p>Andy Staniford</p>	<p>Geoff Raw</p>
<p>Council Response March 2012</p>		
<p>We believe this issue has been addressed between the draft strategy and final strategy.</p> <p>The draft strategy focussed on highlighting needs and then considering our vision and goals whereas the final strategy starts with the vision and how improving site stability is the platform for addressing education, health and community cohesion. This approach is then threaded through the strategy.</p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>This action was completed with approval of the final strategy. No further action is required.</p>		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p>GREEN</p>


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 5	Service Lead(s)	ELT Lead
<p>The panel welcome the agreement to review the working of the Traveller Liaison Team, but seek assurance that the review will focus on support and enforcement elements, as well as having the key aim to improve the service for both Travellers and the settled community.</p>	Sheila Peters	Geoff Raw
Council Response March 2012		
<p>A new action has been added to the action plan at 16.10:</p> <ul style="list-style-type: none"> • <i>Review the Council's Traveller Liaison Team (focus on support, enforcement, service improvement) during 2012/13</i> 		
Current position – short commentary by service lead(s):		
<p>January 2014 Update</p> <ul style="list-style-type: none"> • The Travellers Service Staff Structure is currently under review with a view to implementation by end March 2014. This will include ensuring that the enforcement and support roles are well balanced. <p>January 2015 Update</p> <ul style="list-style-type: none"> • There has been a restructure of the council's Traveller Liaison Team and two Site and Support Officers have been recruited to provide support for Travellers and warden duties at the Traveller transit site, as well as providing administrative support for the team. 		
Status (Sept 2014)	<p>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</p>	 GREEN


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 6	Service Lead(s)	ELT Lead
<p>The panel heard evidence from a number of sources favouring several small sites rather than a large single permanent site. While we accept that there are valid arguments in favour of both solutions, we feel it is important that the multiple site option is fully explored, in terms of both current and future needs. Should the choice nonetheless be for a single site, the thinking behind this, and the pros and cons of single and multiple sites, should be explained in the Strategy.</p>	<p>Sandra Rogers</p>	<p>Geoff Raw</p>
<p>Council Response March 2012</p>		
<p>Additional text added to strategy: <i>The project has considered whether it would be better to have smaller sites in the city however, this was discounted based on a number of reasons:</i></p> <ul style="list-style-type: none"> • <i>A number of smaller sites would make it harder to meet the level of need by increasing risks such as cost, planning and community cohesion issues</i> • <i>Each site requires the provision of infrastructure (water, sewage, electricity, access roads etc) in addition to the pitches which will increase the projects costs</i> • <i>Aside from extra costs, additional sites bring additional planning risks given the shortage of available land and the controversial nature of some of the sites already considered by the site search given that they lie within the National Park</i> • <i>The government guidance for site design suggests each pitch consists of a hard standing with space for a main and touring caravan, plus a car, and an amenity unit with a bathroom, kitchen and dayroom. There should be shared play space. All residents will pay rent, bills and council tax like any other tenant in social housing.</i> • <i>Each site would have additional costs from the provision of services such as management, security, waste collection etc</i> <p><i>If future needs analysis shows a need for additional sites, and we are successful in acquiring funding for those additional sites, then they are likely to be smaller as the present site search process has exhausted the options for large sites</i></p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 & January 2015 Update</p> <ul style="list-style-type: none"> • Any site search to meet unmet/future needs will consider a range of options to determine the most appropriate course of action. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p>GREEN</p>

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 7	Service Lead(s)	ELT Lead
<p>The panel welcomes the commitment to consulting with both Travellers and the settled community on proposed site(s), their design and management. It would like to see the Strategy contain some detail on how the consultation will be 'effective' and a commitment that it will meet the standards of the Community Engagement Framework. We assume that the consultation process will include asking whether a single or multiple sites would be preferred – and be explained in the Strategy.</p>	<p>Alan Buck</p>	<p>Geoff Raw</p>
<p>Council Response March 2012</p>		
<p>Noted however this will be managed separately through the permanent site project.</p> <p>The Cabinet report seeking approval of the preferred site at Horsdean has a recommendation that the consultation that is undertaken is guided by a consultation strategy to be agreed by the Cabinet Member for Environment and Sustainability. This will pick up the points in the recommendation. No additional action required.</p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>This action was completed with approval of the final strategy. No further action is required.</p>		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p>GREEN</p>

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 8	Service Lead(s)	ELT Lead
<p>The panel believe that assessing the need for future site provision should not wait until 2016. The panel believe that there should be an ongoing collation of information on the regional situation from the Regional Forum, monitoring information and data on enabling site provision to plan future need. This Strategy presents a real opportunity to stop being reactive and to begin to plan capacity more pro-actively.</p>	<p>Sandra Rogers</p>	<p>Geoff Raw</p>
<p>Council Response March 2012</p>		
<p>The reference to 2016 is that the needs assessment plus accompanying planning provision (should it be required) must be done by 2016. To achieve this timescale, work will be ongoing from 2012 and reported in the progress reports. No additional action required.</p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update</p> <ul style="list-style-type: none"> • Draft City Plan sets out requirements to 2019 and commits to further needs assessment for remaining Plan period. <p>January 2015 Update</p> <ul style="list-style-type: none"> • Officers are currently undertaking a further needs assessment with the South Downs National Park Authority to cover the full City Plan period to 2030. The study should be finalised by the end of 2014. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p>GREEN</p>

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 9	Service Lead(s)	ELT Lead
<p>The panel welcomed the commitment to review the impact of the work of Health Visitors and looks forward to an update on its findings in the 6 month and 12 month progress report on the Strategy.</p>	<p>Ramona Booth</p>	<p>Tom Scanlon</p>
<p>Council Response March 2012</p>		
<p>Additional strategy text added at 10.2:</p> <ul style="list-style-type: none"> <i>In addition, there will be a citywide review of Health Visitors which will consider the impact the service has on the Travelling community.</i> <p>Additional action added at 6.3:</p> <ul style="list-style-type: none"> <i>Citywide review of Health Visitors to include the impact on the Travelling community</i> 		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> As a result of the Traveller Commissioning Strategy the former Primary Care Trust commissioned research into the health needs of local Travellers which has been used to inform the Clinical Commissioners Group. In addition the Brighton & Hove CCG Annual Operation Plan 2013/14 outlines the CCG's commitment to work with partners to implement the following recommendations: <ul style="list-style-type: none"> <u>Outreach health services</u> <ul style="list-style-type: none"> Improve outreach health services <u>GP services</u> <ul style="list-style-type: none"> Identify 1-2 GP surgeries that can implement models of good practice for primary care service delivery Provide Traveller-led cultural awareness training for clinical and other staff at these surgeries Develop a wallet-sized card for Travellers to present to receptionists Consider ways to improve access to GP services <u>Specialist health services</u> <ul style="list-style-type: none"> Ensure Traveller specialist health services proactively succession plan Consider how commissioners can improve monitoring of Traveller specialist health services Promote collaboration between identified GP surgeries and specialist providers <u>Communication and record keeping</u> <ul style="list-style-type: none"> Encourage GP surgeries and hospital trusts to make more use of mobile phone technology to communicate with patients Make health information accessible for people with low literacy skills <u>Public and patient engagement</u> <ul style="list-style-type: none"> Create opportunities for dialogue between Travellers and health professionals by making it easier for ethnic minorities and socially excluded groups to engage with us <u>Improve ethnic monitoring</u> <ul style="list-style-type: none"> Ensure robust, systematic ethnic monitoring in health records 		

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

January 2015 Update:

- Brighton and Hove CCG fund Friends families and Travellers (FFT) to engage and feedback on specific issues that face Traveller communities.
- We are currently refreshing our operating plan for 2015/16 and will use the Brighton and Hove Funded Engagement Annual Report 2014 from FFT to shape our future plans. This will set out the achievements to date, highlight the challenges and articulate the deliverables for 2015/16. We will consult on the plan in Jan 2015 and publish in April 2015
- 1 GP practice received cultural awareness training during 2014, with another pending in early 2015.
- Wallet size “help cards” produced – indicating additional help required. Good feedback on their use by the community.
- CCG is considering running equalities based awareness sessions for front line staff at the CCG conference in April 2015.
- The CCG has a contract for engagement with the Gypsy and Traveller communities via Friends, Families and Travellers. Four themed consultations carried out with the Gypsy and Traveller community (urgent care, record sharing, mental wellbeing and integrated care. Wider feedback also been provided alongside consultation reports. Ongoing work to engage with the community – next topic will be Health Checks (Spring 2015)
- The CCG’s Governing Body took part in an event to meet with equalities based groups – including Gypsies and Travellers- and hear about their issues relating to local health services (November 2014)
- We will over the next year be working with our GP practices as part of the Transforming Primary Care programme, to ensure that ethnic monitoring data is collected consistently and systematically

**Status
(Sept 2014)**

*Red – Off target and not likely to come back to on target without intervention.
Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).
Green – On or above target*



**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 10	Service Lead(s)	ELT Lead
<p>The panel welcomes the commitment from the Clinical Commissioning Group (CCG) to provide cultural awareness training in relation to Travellers for CCG staff and lead clinicians. However, we are concerned that this does not fully address the problems of front-line clinical staff (e.g. GPs and dentists) and other staff (e.g. GP surgery receptions) lacking awareness of Traveller issues, and sometimes a knowledge of their statutory duties to provide services. We therefore seek clarification as to how the training of CCG staff and lead clinicians will percolate down to other primary care workers.</p>	<p>Ramona Booth</p>	<p>Tom Scanlon</p>
<p>Council Response March 2012</p>		
<p>This will be pursued via the Clinical Training Committee, NHS Brighton & Hove.</p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • As a result of the Traveller Commissioning Strategy the former Primary Care Trust commissioned research into the health needs of local Travellers which has been used to inform the Clinical Commissioners Group. In addition the Brighton & Hove CCG Annual Operation Plan 2013/14 outlines the CCG’s commitment to work with partners to implement the following recommendations: <ul style="list-style-type: none"> <u>Outreach health services</u> <ul style="list-style-type: none"> • Improve outreach health services <u>GP services</u> <ul style="list-style-type: none"> • Identify 1-2 GP surgeries that can implement models of good practice for primary care service delivery • Provide Traveller-led cultural awareness training for clinical and other staff at these surgeries • Develop a wallet-sized card for Travellers to present to receptionists • Consider ways to improve access to GP services <u>Specialist health services</u> <ul style="list-style-type: none"> • Ensure Traveller specialist health services proactively succession plan • Consider how commissioners can improve monitoring of Traveller specialist health services • Promote collaboration between identified GP surgeries and specialist providers <u>Communication and record keeping</u> <ul style="list-style-type: none"> • Encourage GP surgeries and hospital trusts to make more use of mobile phone technology to communicate with patients • Make health information accessible for people with low literacy skills <u>Public and patient engagement</u> <ul style="list-style-type: none"> • Create opportunities for dialogue between Travellers and health professionals by making it easier for ethnic minorities and socially excluded groups to engage 		

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

with us

Improve ethnic monitoring

- Ensure robust, systematic ethnic monitoring in health records

January 2015 Update:

- Brighton and Hove CCG fund Friends families and Travellers (FFT) to engage and feedback on specific issues that face Traveller communities.
- We are currently refreshing our operating plan for 2015/16 and will use the Brighton and Hove Funded Engagement Annual Report 2014 from FFT to shape our future plans. This will set out the achievements to date, highlight the challenges and articulate the deliverables for 2015/16. We will consult on the plan in Jan 2015 and publish in April 2015
- 1 GP practice received cultural awareness training during 2014, with another pending in early 2015.
- Wallet size “help cards” produced – indicating additional help required. Good feedback on their use by the community.
- CCG is considering running equalities based awareness sessions for front line staff at the CCG conference in April 2015.
- The CCG has a contract for engagement with the Gypsy and Traveller communities via Friends, Families and Travellers. Four themed consultations carried out with the Gypsy and Traveller community (urgent care, record sharing, mental wellbeing and integrated care. Wider feedback also been provided alongside consultation reports. Ongoing work to engage with the community – next topic will be Health Checks (Spring 2015)
- The CCG’s Governing Body took part in an event to meet with equalities based groups – including Gypsies and Travellers- and hear about their issues relating to local health services (November 2014)
- We will over the next year be working with our GP practices as part of the Transforming Primary Care programme, to ensure that ethnic monitoring data is collected consistently and systematically

**Status
(Sept 2014)**

*Red – Off target and not likely to come back to on target without intervention.
Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).
Green – On or above target*




**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 11	Service Lead(s)	ELT Lead
The panel would welcome cultural awareness training for health workers, especially in primary care, which could build on the successful awareness training held for council staff and due to be rolled out to Councillors.	Ramona Booth	Tom Scanlon
Council Response March 2012		
This will be pursued via the Clinical Training Committee, NHS Brighton & Hove		
Current position – short commentary by service lead(s):		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • As a result of the Traveller Commissioning Strategy the former Primary Care Trust commissioned research into the health needs of local Travellers which has been used to inform the Clinical Commissioners Group. In addition the Brighton & Hove CCG Annual Operation Plan 2013/14 outlines the CCG’s commitment to work with partners to implement the following recommendations: <ul style="list-style-type: none"> <u>Outreach health services</u> <ul style="list-style-type: none"> • Improve outreach health services <u>GP services</u> <ul style="list-style-type: none"> • Identify 1-2 GP surgeries that can implement models of good practice for primary care service delivery • Provide Traveller-led cultural awareness training for clinical and other staff at these surgeries • Develop a wallet-sized card for Travellers to present to receptionists • Consider ways to improve access to GP services <u>Specialist health services</u> <ul style="list-style-type: none"> • Ensure Traveller specialist health services proactively succession plan • Consider how commissioners can improve monitoring of Traveller specialist health services • Promote collaboration between identified GP surgeries and specialist providers <u>Communication and record keeping</u> <ul style="list-style-type: none"> • Encourage GP surgeries and hospital trusts to make more use of mobile phone technology to communicate with patients • Make health information accessible for people with low literacy skills <u>Public and patient engagement</u> <ul style="list-style-type: none"> • Create opportunities for dialogue between Travellers and health professionals by making it easier for ethnic minorities and socially excluded groups to engage with us <u>Improve ethnic monitoring</u> <ul style="list-style-type: none"> • Ensure robust, systematic ethnic monitoring in health records <p>January 2015 Update:</p> <ul style="list-style-type: none"> • Brighton and Hove CCG fund Friends families and Travellers (FFT) to engage and feedback on specific issues that face Traveller communities. 		

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

- We are currently refreshing our operating plan for 2015/16 and will use the Brighton and Hove Funded Engagement Annual Report 2014 from FFT to shape our future plans. This will set out the achievements to date, highlight the challenges and articulate the deliverables for 2015/16. We will consult on the plan in Jan 2015 and publish in April 2015
- 1 GP practice received cultural awareness training during 2014, with another pending in early 2015.
- Wallet size “help cards” produced – indicating additional help required. Good feedback on their use by the community.
- CCG is considering running equalities based awareness sessions for front line staff at the CCG conference in April 2015.
- The CCG has a contract for engagement with the Gypsy and Traveller communities via Friends, Families and Travellers. Four themed consultations carried out with the Gypsy and Traveller community (urgent care, record sharing, mental wellbeing and integrated care. Wider feedback also been provided alongside consultation reports. Ongoing work to engage with the community – next topic will be Health Checks (Spring 2015)
- The CCG’s Governing Body took part in an event to meet with equalities based groups – including Gypsies and Travellers- and hear about their issues relating to local health services (November 2014)
- We will over the next year be working with our GP practices as part of the Transforming Primary Care programme, to ensure that ethnic monitoring data is collected consistently and systematically

Status (Sept 2014)	<i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i>	 GREEN
-------------------------------	---	---

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 12	Service Lead(s)	ELT Lead
<p>The panel is pleased to see the statement that NHS Brighton & Hove is using and promoting the common framework for ethnic monitoring being developed by the City Inclusion Partnership. The panel is also pleased that the council is promoting the use of the common framework. However, the panel would like the Strategy to contain a statement on how the ethnic monitoring information will be used and an assurance that the council and NHS Brighton & Hove will integrate their information to plan and monitor services.</p>	<p>Ramona Booth</p>	<p>Tom Scanlon</p>
<p>Council Response March 2012</p>		
<p>New paragraphs added to strategy:</p> <ul style="list-style-type: none"> • <i>10.2 To address this gap the Council and NHS Sussex (Brighton & Hove) will conduct specific needs assessment on the health and wellbeing of Travellers. The assessment will be used to develop an action plan to improve access to healthcare services for members of the Traveller community.</i> • <i>10.3 Developing NHS ethnic monitoring locally will help provide us with information on the services used and needed by Travellers to ensure we can plan provision more effectively</i> 		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • As a result of the Traveller Commissioning Strategy the former Primary Care Trust commissioned research into the health needs of local Travellers which has been used to inform the Clinical Commissioners Group. In addition the Brighton & Hove CCG Annual Operation Plan 2013/14 outlines the CCG's commitment to work with partners to implement the following recommendations: <ul style="list-style-type: none"> <u>Outreach health services</u> <ul style="list-style-type: none"> • Improve outreach health services <u>GP services</u> <ul style="list-style-type: none"> • Identify 1-2 GP surgeries that can implement models of good practice for primary care service delivery • Provide Traveller-led cultural awareness training for clinical and other staff at these surgeries • Develop a wallet-sized card for Travellers to present to receptionists • Consider ways to improve access to GP services <u>Specialist health services</u> <ul style="list-style-type: none"> • Ensure Traveller specialist health services proactively succession plan • Consider how commissioners can improve monitoring of Traveller specialist health services • Promote collaboration between identified GP surgeries and specialist providers <u>Communication and record keeping</u> <ul style="list-style-type: none"> • Encourage GP surgeries and hospital trusts to make more use of mobile phone technology to communicate with patients • Make health information accessible for people with low literacy skills <u>Public and patient engagement</u> 		

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**


- Create opportunities for dialogue between Travellers and health professionals by making it easier for ethnic minorities and socially excluded groups to engage with us

Improve ethnic monitoring


- Ensure robust, systematic ethnic monitoring in health records

January 2015 Update:

- Brighton and Hove CCG fund Friends families and Travellers (FFT) to engage and feedback on specific issues that face Traveller communities.
- We are currently refreshing our operating plan for 2015/16 and will use the Brighton and Hove Funded Engagement Annual Report 2014 from FFT to shape our future plans. This will set out the achievements to date, highlight the challenges and articulate the deliverables for 2015/16. We will consult on the plan in Jan 2015 and publish in April 2015
- 1 GP practice received cultural awareness training during 2014, with another pending in early 2015.
- Wallet size “help cards” produced – indicating additional help required. Good feedback on their use by the community.
- CCG is considering running equalities based awareness sessions for front line staff at the CCG conference in April 2015.
- The CCG has a contract for engagement with the Gypsy and Traveller communities via Friends, Families and Travellers. Four themed consultations carried out with the Gypsy and Traveller community (urgent care, record sharing, mental wellbeing and integrated care. Wider feedback also been provided alongside consultation reports. Ongoing work to engage with the community – next topic will be Health Checks (Spring 2015)
- The CCG’s Governing Body took part in an event to meet with equalities based groups – including Gypsies and Travellers- and hear about their issues relating to local health services (November 2014)
- We will over the next year be working with our GP practices as part of the Transforming Primary Care programme, to ensure that ethnic monitoring data is collected consistently and systematically

<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p>GREEN</p>
--------------------------------------	--	---

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 13	Service Lead(s)	ELT Lead
<p>The panel would like to see a commitment in the Strategy to learning from successful education projects, which have offered mentoring to Minority Ethnic groups, and to drawing in members of the Traveller community to offer help and advice with Traveller education issues.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p>Council Response March 2012</p>		
<p>Additional text added to strategy:</p> <ul style="list-style-type: none"> <i>We also recognise the value in learning and adopting successful good practice from elsewhere and will seek to draw in members of the Travelling community wherever possible to support training and outreach.</i> 		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> This action was completed with approval of the final strategy. No further action is required. <p>January 2015 Update:</p> <ul style="list-style-type: none"> Members of the Travelling community have been engaged to give talks, presentations and displays on Traveller history and culture since 2012. An employee from Friends Families and Travellers of Gypsy heritage has participated in a jointly funded education and health outreach project (via the mobile education unit) at Horsdean in 2013 Children’s Services has employed a peripatetic teacher with a Gypsy heritage to work with Traveller children in 2014 as part of the new City’s Traveller Education Unit. N.B Children’s Services have ceased its contract with East Sussex (July 14) and is in the process of appointing the City’s new Traveller Education Unit who will work closely with the City’s Traveller Liaison Team, Health and all other partners. Traveller cultural awareness training is now a fixture on the Council’s Workforce and Development annual training programme’ Delivered by Jackie Whitford with input from members of the Travelling community. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p>GREEN</p>


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 14	Service Lead(s)	ELT Lead
<p>The panel would like the Strategy to contain an action re: obtaining city based information on Traveller educational attainment, across all sectors of education from pre-school to Further Education. Once this data has been gathered it should be used as a baseline from which to identify the educational attainment of Traveller children. The panel would expect data and a statement on how this data will be used to be contained in the progress updates reported to Committee.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p>Council Response March 2012</p>		
<p>From 2012 we will gather and report on the EYFS profile scores of visiting children. These recommendations will be relevant when the permanent site is completed.</p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> This recommendation will be applicable when the permanent site is completed. <p>January 2015 Update:</p> <ul style="list-style-type: none"> Few pupils completed Year due to either short stay on transit or the turbulent nature of unauthorised encampments. EYFS profile scores re small number of longer stay pupils showed them to be the lowest attaining of any group - 25% lower scores than the average This recommendation will be applicable when the permanent site is completed. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention.</i> <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i> <i>Green – On or above target</i></p>	<p>RAG NOT YET APPLICABLE</p>


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 15	Service Lead(s)	ELT Lead
The panel is keen to ensure that the Strategy contains more detailed information and outcomes on how to improve the educational experience and attainment for transient Travellers who come to the city.	Jackie Whitford	Pinaki Ghoshal
Council Response March 2012		
As mentioned, average stay is 20 days and we are rarely informed of departures. Feedback from a variety of service providers, including visiting Travellers is used to inform and plan. No additional action required.		
Current position – short commentary by service lead(s):		
January 2014 & January 2015 Update: <ul style="list-style-type: none"> No further action required 		
Status (Sept 2014)	<i>Red – Off target and not likely to come back to on target without intervention.</i> <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i> <i>Green – On or above target</i>	RAG NOT APPLICABLE


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 16	Service Lead(s)	ELT Lead
<p>The panel welcomes the commitment to include actions in the Strategy which build on successful 'out reach to in reach' work in encouraging take up of education and combining this with information from health outreach work. The panel would like to see the data gathered to be used to plan future services and measure progress achieved by these services.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p>Council Response March 2012</p>		
<p>The data gathered will be used to plan future services and measure progress achieved by these services</p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • During 2012-13, 86 EYs highly mobile pre school children were supported via outreach. 15 supported into nursery. Ongoing needs assessment resulted in two nurseries holding 2yr old funded places for mobile Travellers • From Sept 13 outreach unit making additional weekly visits providing health education e.g. smoking cessation, first aid etc. <p>January 2015 Update:</p> <ul style="list-style-type: none"> • 2013-14, 76 EYs highly mobile pre school children were supported via outreach. 2 children received 2 year old funding, 10 children attended nursery. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	<p> GREEN</p>


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 17	Service Lead(s)	ELT Lead
<p>The panel is concerned that the positive work which is being done to secure Traveller engagement from early years could go to waste if the Strategy does not include sufficient measures to retain Traveller children in education. This in turn will enable Travellers to improve their employment prospects. The Strategy should include new ways to engage with hard to reach Traveller groups such as teenagers, enabling access to adult and further education, and using ICT and other methods to engage with these groups.</p>	Jackie Whitford	Pinaki Ghoshal
Council Response March 2012		
<p>We are contributing to Brighton & Hove “Vulnerable Learners Protocol” to engage KS5 pupils.</p>		
Current position – short commentary by service lead(s):		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> This recommendation will be applicable when the permanent site is completed. <p>January 2015 Update:</p> <ul style="list-style-type: none"> Youth Outreach Bus available close to Horsdean offering sexual health advice to young Travellers Jackie Whitford (Adviser – Traveller Education) attending newly former Traveller Women’s group using range of materials, DVDs to promote update of secondary and further education. Interest expressed in women accessing adult literacy. To be followed up. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 GREEN


Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015

Traveller Scrutiny Recommendation 18	Service Lead(s)	ELT Lead
<p>The panel would like to see the Strategy contain a commitment from the council to lead a co-ordinated programme to improve awareness in schools about Traveller history and culture. This would include the council leading, and co-ordinating, the city’s participation in Gypsy Roma Traveller History Month and including Travellers in People’s Day.</p>	<p>Jackie Whitford</p>	<p>Pinaki Ghoshal</p>
<p>Council Response March 2012</p>		
<p>Already a goal of the strategy:</p> <ul style="list-style-type: none"> • <i>Goal 13: Improve further the awareness in schools about Traveller History and Culture</i> <p>Action Plan already includes:</p> <ul style="list-style-type: none"> • <i>13.2 Promote national initiatives such as Gypsy Roma Traveller History Month and encourage schools to participate</i> • <i>14.3 Promotion of GRT History Month</i> <p>No additional action required</p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • Held in June, the Gypsy Roma Traveller History month was a joint initiative between the East Sussex Traveller Education Team in consortium with Brighton & Hove City Council and Friends, Families and Travellers. • For the 5th consecutive year, Traveller pupils attending schools in the city were awarded prizes in the Gypsy Roma Traveller History month national schools competition. Seven local schools celebrated GRT History month and participated in the competition. <p>January 2015 Update:</p> <ul style="list-style-type: none"> • 2013 – Hove Town Hall – Presentation of “Traveller Roots around the City” plus music and dance . • January 2014 Contribution to Holocaust Memorial Day re “Forgotten Victims (Roma and Sinti). • Plays performed in 2 schools illustrating historical persecution of Gypsies . • May 14 Brighton & Hove schools participated in GRT History Month national schools competition. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention.</i> <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i> <i>Green – On or above target</i></p>	 <p>GREEN</p>


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 19	Service Lead(s)	ELT Lead
<p>The panel would like the Strategy to contain information on the Joint Sussex-wide protocol on unauthorised encampments which is being developed for use by the Police and local authorities and to place this under goal 16 of the Strategy 'Effective Management of Unauthorised Encampments'.</p>	Paul Ransome	Geoff Raw
Council Response March 2012		
<p>Work on developing Protocol referenced in the Strategy.</p> <p>In addition, an action is included at 16.5:</p> <ul style="list-style-type: none"> • <i>Provide a consistent response to all unauthorised encampments by developing a joint Sussex Wide Unauthorised Encampment Protocol (Police & Local Authorities) and joint leaflets</i> 		
Current position – short commentary by service lead(s):		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • Monza reviewed and expanded. Multi-agency group developed a tactical Prevention, Intelligence, Enforcement & Reassurance Plan (PIER) for 2013. Joint work ongoing. <p>January 2015 Update:</p> <ul style="list-style-type: none"> • Joint Sussex-wide protocol on unauthorised encampments is embedded within Sussex Police and forms part of the Force Policy for dealing with unauthorised encampments. • Joint working groups meet at regular intervals with local authority and with Gypsy and Traveller Groups. • Sussex Police have strategic leads for Traveller related matters at Superintendent level (Operational and Equalities). • Op Monza for Summer 2014 was scaled down. Within Brighton a small team with support from Neighbourhood Policing Teams have managed a number of encampments throughout the year supporting the council and fulfilling the responsibilities within the Community Reassurance Plan. Brighton & Hove retains a full time Gypsy and Traveller Liaison Officer due to the high numbers of Traveller families present within the City throughout the year. • The PIER plan referred to above is ongoing (Prevention, Intelligence, Enforcement and Reassurance.) 		
Status (Sept 2014)	<p>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</p>	 GREEN


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 20	Service Lead(s)	ELT Lead
<p>The panel appreciates that work is ongoing in relation to sensitive sites. However they believe that the Strategy should contain a clear plan for sensitive sites. This could identify levels of sensitivity and a commitment to mapping the impact of site protection measures on unauthorised encampments elsewhere in the city.</p>	<p>Rob Walker</p>	<p>Geoff Raw</p>
Council Response March 2012		
<p>Our plan will not only need to determine how sensitive sites are defined, but the impact of measures on one site needs to be assessed in terms of the impact on other sites to ensure 'displacement' does not occur.</p> <p>In addition resources will need to be identified to secure sites otherwise there is a danger of raising expectations will not be matched by the ability to take the appropriate action.</p>		
Current position – short commentary by service lead(s):		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • Cityparks are maintaining and continuously reviewing existing protection measures around the city. Improvements are made where they are affordable within existing budgets. • Successful works carried out to Withdean Park, Greanleas Recreation Ground and the Ladies Mile Nature Reserve. • Improvements have also been made to Carden Park and Hollingbury Park. <p>January 2015 Update:</p> <ul style="list-style-type: none"> • Improvements to physical barriers are where bee banks are being positioned where they make it harder for travellers to enter a site. These are externally funded structures that's prime objective is to increase wildlife in particular insects • The Traveller Liaison Team will be piloting the use of mobile cameras at the entrance points to various sensitive sites in the city to deter trespass and evidence criminal damage where it occurs 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention.</i> <i>Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary).</i> <i>Green – On or above target</i></p>	 <p>GREEN</p>


**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 21	Service Lead(s)	ELT Lead
<p>The panel is pleased that the Action Plan is to be updated to show that the Protocol for Van Dwellers will be developed during 2012/2013. The panel would like the council to contact other local authorities who experience this issue, such as Bristol, to see what practices they have developed.</p>	<p>Rachel Chasseaud</p>	<p>Geoff Raw</p>
<p>Council Response March 2012</p>		
<p>This will be done as part of the development of the Protocol</p>		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • Protocol overdue however the 1st draft is complete and we are now completing research and consultation with other local authorities. The findings from this exercise will be incorporated into the final draft which we aim to have completed by end of March 2014. <p>January 2015 Update:</p> <ul style="list-style-type: none"> • Work on the protocol has started and is in progress. • There has been multi-disciplinary action taken at various locations in the city where there are recurring issues with van dwellers and this model will form the basis for the protocol. • An unexpected outcome of the Gypsy Traveller Needs Assessment process has been the information gained from interviews undertaken with those who, although not ethnically defined Travellers, are resident in Brighton and Hove as van dwellers. This and other research will inform the final draft of the van dweller protocol. • A multiagency approach is being piloted which will develop into the protocol. Research and review of legal powers is ongoing. • Aiming to deliver by end of 2014/15. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p>AMBER</p>

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 22	Service Lead(s)	ELT Lead
<p>Given the important role Councillors play in relation to Travellers, the panel believe that Councillors should be offered the opportunity to attend Traveller Awareness Training run by the council on an annual basis.</p>	<p>Mark Wall</p>	<p>Abraham Ghebre-Ghiorghis</p>
<p>Council Response March 2012</p>		
<p>We will run this for the next two years and then review. We will always run this course for the two years after an election.</p> <p>This has been added to the action plan at 14.4:</p> <ul style="list-style-type: none"> • <i>Run regular Councillor Traveller awareness sessions</i> 		
<p>Current position – short commentary by service lead(s):</p>		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • Proposal for 2nd year of training due for approval in December 2013. 2 proposed dates identified <p>January 2015 Update:</p> <ul style="list-style-type: none"> • Traveller Awareness sessions were offered to each of the 3 political groups by officers in 2014 and provided at separate Group meetings before the summer recess. • The potential for including Traveller awareness into the new Member induction following the local elections is also being explored. 		
<p>Status (Sept 2014)</p>	<p><i>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</i></p>	 <p>GREEN</p>

**Brighton & Hove Traveller Commissioning Strategy 2012
Two Year Update to the Scrutiny Panel Recommendations: January 2015**

Traveller Scrutiny Recommendation 23	Service Lead(s)	ELT Lead
<p>The panel recommends that the council works with the local media to ensure balanced reporting of issues relating the traveller community. This could include such things as:</p> <ul style="list-style-type: none"> • Reporting positive Traveller stories • Challenging the need for Traveller stories to be front-page, a practice which automatically sensationalises the issue • Moderating, and if necessary deleting, comments placed on websites 	Corinna Allen	Paula Murray
Council Response March 2012		
<p>An action has been added in 'Outcome 4: Community Cohesion' at 14.1:</p> <ul style="list-style-type: none"> • <i>Develop a greater understanding amongst the media of Traveller issues.</i> <p>Work to implement this action will consider the points raised by the Panel.</p>		
Current position – short commentary by service lead(s):		
<p>January 2014 Update:</p> <ul style="list-style-type: none"> • Work is ongoing to support the Traveller team and provide a clear and consistent message. <p>January 2015 Update:</p> <ul style="list-style-type: none"> • A joint communications approach is being developed with the Police to ensure consistent messaging 		
Status (Sept 2014)	<p>Red – Off target and not likely to come back to on target without intervention. Amber – Currently off target but officers are confident that performance should reach target with current improvements in place (detail these in the commentary). Green – On or above target</p>	 GREEN

Two Years On: the Traveller Commissioning Strategy in Action 2013/14

Foreword

Welcome to our second Traveller Commissioning Strategy update which lets you know about some of the progress we have made and some of the challenges we have faced during the second year of its implementation.

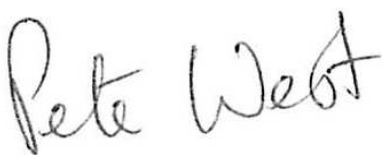
Our strategy is a partnership between the Council, Clinical Commissioners Group (NHS) and the Police to tackle the fundamental inequalities Traveller communities face and the impact that unauthorised encampments have on local communities and Travellers. We are committed to taking a firm and fair approach that will not only reduce the inequalities experienced by Travellers but will also support community cohesion.

We have been working closely with the South Downs National Park to progress our proposals for the new permanent site at Horsdean and our planning application has now been approved. The permanent site is critical to expanding our city's provision to help minimise the impact of unauthorised encampments. We expect work to be completed early in 2016.

However, the development of the new Horsdean site will pose a challenge for the city through 2015 as we will have to close the transit site during the works. Our proposal for a temporary site was rejected which means there will be nowhere for visiting Travellers to stop. This is expected to lead to an increase in unauthorised encampments and the council's Traveller Liaison Team will be working closely with the Police to minimise the disruption caused by this.

To help tackle the lower life expectancy, poor health and educational attainment faced by Travellers when compared to the general population, the CCG are using the findings of their Traveller engagement to help identify priorities and actions for health services in their new Operating Plan and the Council has set up a new City Traveller Education Unit. These changes are allowing services to build trust with Travelling communities to raise awareness and improve the take up of services to help reduce inequality.

Whilst next year is likely to be a difficult one due to the disruption caused by unauthorised encampments, the opening of the new site in 2016 will mean this is short-lived and Brighton & Hove will have taken a major step in increasing its pitch capacity to help tackle unauthorised encampments and meeting our duty of care to some of the city's most disadvantaged citizens.



Councillor Pete West

Chair of Environment, Transport & Sustainability Committee

Our Strategy

The city's **Traveller Commissioning Strategy 2012** was approved by the Council in March 2012 with a vision of:

Balancing the needs of Traveller communities and the City's settled communities to reduce inequality and improve community relations

Our strategy is split into 4 key priority areas aimed at supporting Travellers to improve the quality of their lives and reduce the tensions between communities:

- Improve site availability
- Improve health, safety and wellbeing
- Improve education outcomes
- Improve community cohesion

Action to address these priorities will help ensure we have adequate Traveller pitch provision to improve stability for those Travellers living in and visiting the city. This will help Travellers access education and health services more effectively and also reduce pressures on the city's parks and open spaces to tackle anti-social behaviour and improve community cohesion.

Development of Traveller Commissioning Strategy was done in stages that gave us that opportunity to engage and consult with residents, Travellers, Community & Voluntary Sector Organisations, service commissioners and providers, community champions, pressure groups and others.

The Traveller Commissioning Strategy has not been developed in isolation but has involved services across the Council and beyond. Our partnership approach brought together the Council, NHS Sussex, Traveller Education Team and Sussex Police.

In addition the Environment & Community Safety Overview & Scrutiny Committee Traveller Strategy Scrutiny Panel shadowed the development of the strategy from the outset and recommendations submitted by the panel were integrated into the final strategy.

The Scrutiny team won the Centre for Public Scrutiny award for Innovation (for the second year running) for its work on the scrutiny panel set up to shadow the development of the new Traveller Strategy.

Our strategy has identified the importance of developing a regional approach to tackle Traveller inequality and the shortage of suitable stopping places, and a number of groups have been set up and consultation processes established to address cross boundary concerns and issues.

Unauthorised Encampments

Government guidelines recognise that due to the national shortage of stopping places Travellers will continue to set up unauthorised encampments as they follow their traditional routes for seasonal work.

We want to provide a permanent site to free up space on the transit site. We know that this will not fully resolve the issue of unauthorised encampments and work closely with the Police to effectively manage encampments which happen.

Overall there were 52 unauthorised encampments in 2013/14, a decrease on 2012/13 but more than in 2011/12.¹

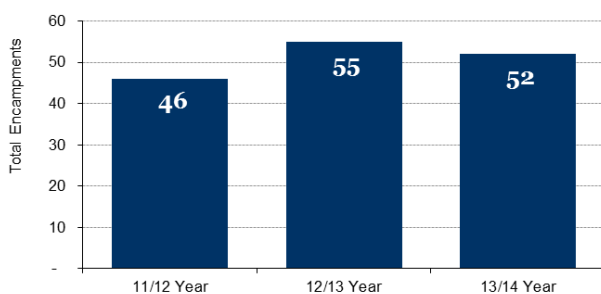
April to June 2013 saw a noticeable reduction in encampments when compared to the previous year, 11 instead of 26. However, there was a slight increase in from July to Sept (19 to 21) and Oct to Dec (10 to 12) and a large increase between January and March 2014 (4 to 10).²

On average, encampments are moved on after about a week which helps to ensure residents are able to get back to enjoying their green spaces as quick as possible. However, moving encampments quickly can also lead to more encampments as groups fragment to other parts of the city.

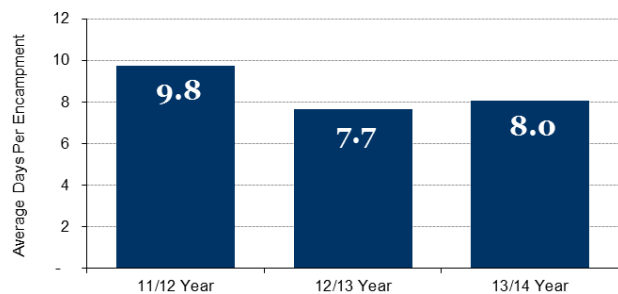
When making decisions with the Police about moving on an encampment we have to balance the needs of the community that has lost the use of it's open space, the welfare needs of the Travellers and also the likely impact that a fresh encampment will have elsewhere in the city.

When an encampment is present regular high profile visits by the Police and Council's Traveller Liaison Team help to reassure both residents and Travellers to minimise the disruption and anti social behaviour that sites can attract. A new waste contract helps to ensure that sites are effectively and swiftly cleaned.

Brighton & Hove
Unauthorised Traveller Encampments
Yearly Total



Brighton & Hove
Unauthorised Traveller Encampments
Average Days per Encampment



¹ These figures exclude Van Dwellers as they fall outside the scope of this strategy

² Quarterly figures total more than the annual number as some encampments start in one quarter and finish in another so are counted twice

Outcome 1: Improve site availability

Developing the New Permanent Site

In 2014, the plans for the new permanent site next to the existing transit Traveller site at Horsdean were approved by the South Downs National Park Authority.

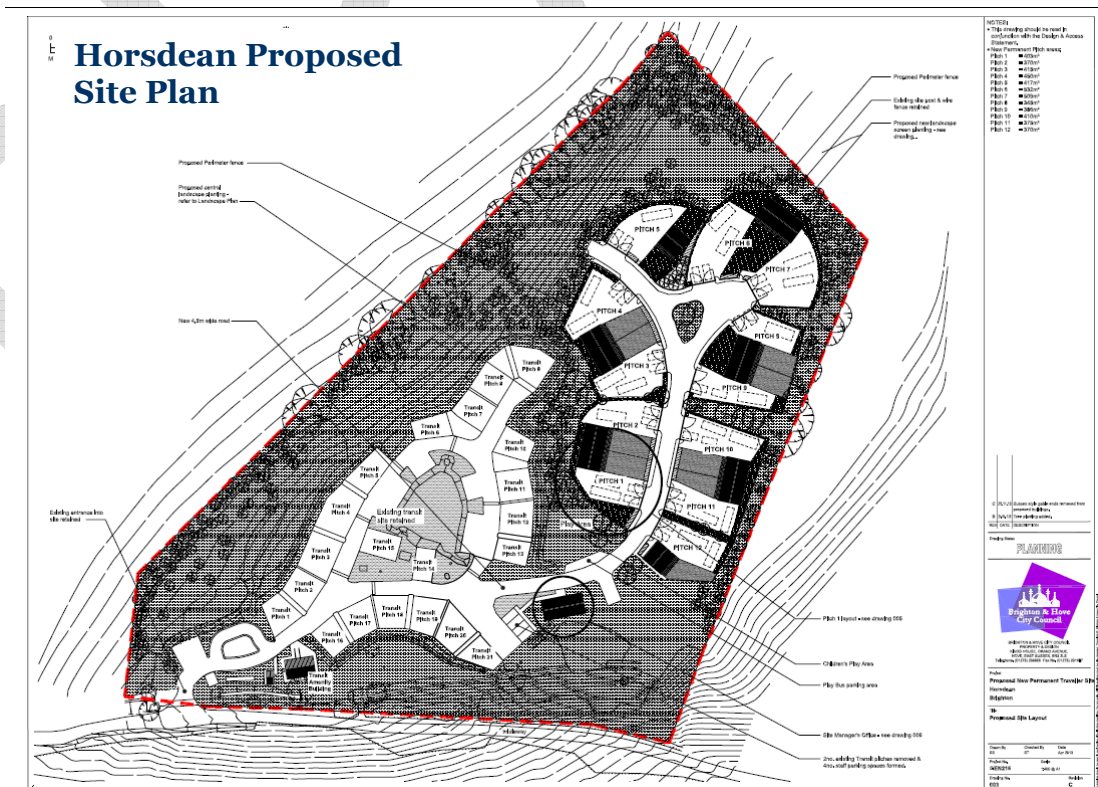
The site was chosen following an extensive selection process and will provide 12 new permanent pitches that will provide space for a static caravan and other vehicles with a kitchen, bathroom and dayroom provided in an amenity block.

The approval of the plans for this new site has been a lengthy process with extensive consultation, not only by the council but also by the South Downs National Park Authority (SDNPA).

Development of the new site can now go ahead after the decision of the Communities and Local Government secretary not to call in the plans.

Detailed work has been undertaken to ensure that the design of the site will not only meet the needs of Travellers but will not spoil the natural beauty of landscape.

A value engineering exercise has been undertaken to reduce construction costs and these will be the subject of a planning application for minor modifications to SDNPA, along with applications for the discharge of various planning conditions.

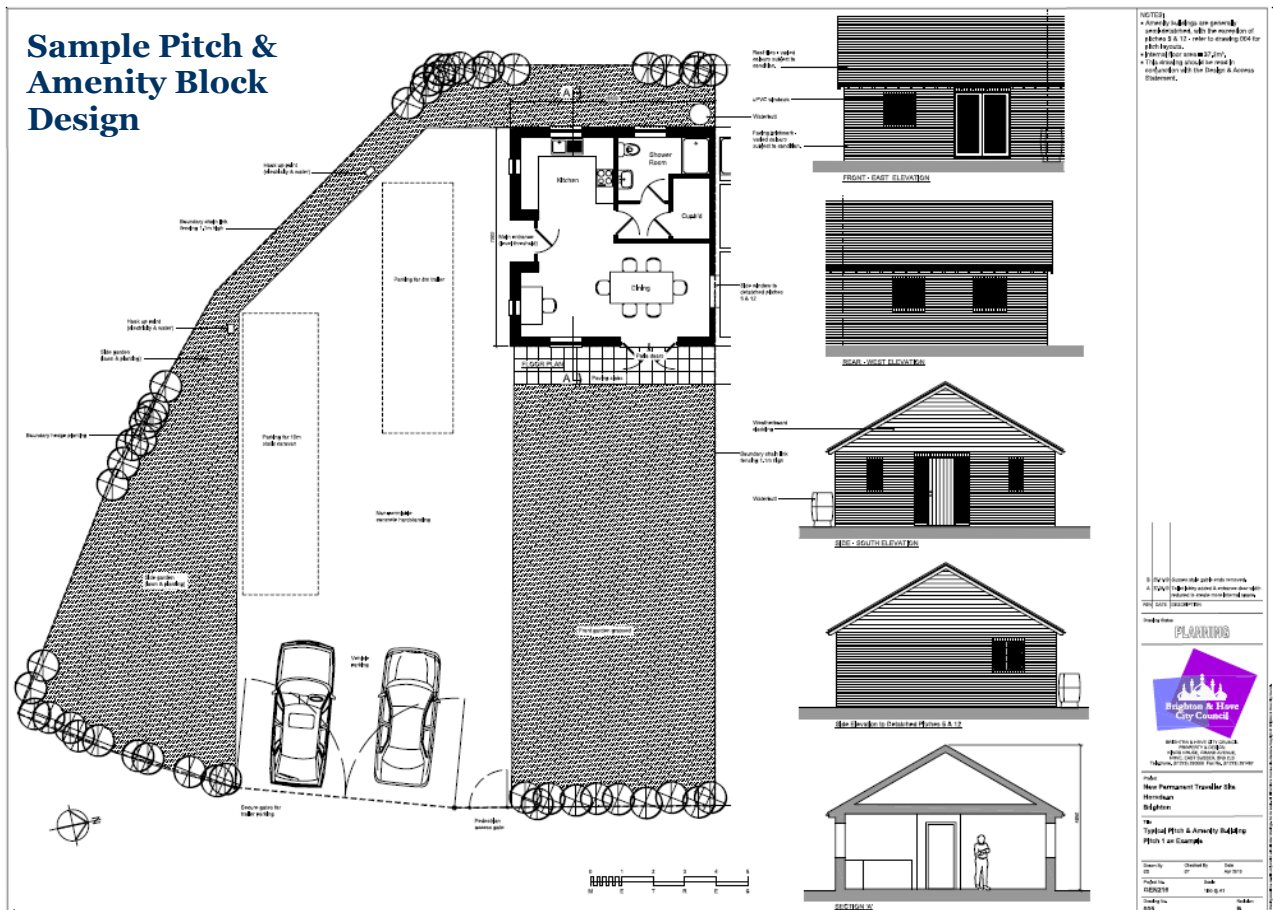


The permanent site will bring stability to Traveller families wanting to live a more settled lifestyle and reduce the likelihood of unauthorised encampments by freeing up pitches on the transitional site.

A management building will be provided for the Traveller Liaison Team to enable closer and better working with the Traveller communities and to reduce management costs.

The site is expected to be completed by early 2016 and provide homes for Traveller families with a local links to the community, many of who regularly occupy pitches on the transit site.

The Travellers will have secure tenancies that, like all social housing tenancies, will set down tenancy rules and requirements that tenants are required to adhere to, will pay rent and council tax.



Outcome 2: Improve health, safety and wellbeing

Clinical Commissioning Group 2 Year Operating Plan

Brighton & Hove Clinical Commissioning Group (CCG) has sought to capture the issues that face the different Traveller communities through engagement and consultation and address these issues in their operating plans. To facilitate this, the CCG has funded Friends, Families and Travellers (FFT) to engage with the Traveller communities and feedback on the specific issues raised by the communities.

The findings from the FFT Engagement Annual Report 2014 will be used to refresh the CCGs operating plan. This plan will shape the services by setting out the achievement to date, highlight challenges and articulating the deliverables for 2015/16. The plan will be consulted on in January 2015 and published in April 2015.

Violence against Women and Girls Strategy

From 2014/15, domestic violence and sexual violence has been integrated into the overarching Violence against Women & Girls Strategy. In June 2014 the Annual Action Plan was approved by the VAWG Programme Board.

The Strategy and Action Plan include commitments to learn from capacity building work completed with BME women's groups to inform capacity building Gypsy and Traveller communities by developing women's peer education and similar programmes and to improve responses to domestic and sexual violence amongst Gypsy and Traveller communities; this includes ensuring any new site development addresses the safety needs of women and children in its design

Outcome 3: Improve education outcomes

New Traveller Education Unit

The council is in the process of establishing a new City Traveller Education Unit following termination of the contract with East Sussex County Council. The unit will provide more resources to address Traveller children's access to education and attendance at school together with resources to inform and support schools' in their responsibilities for Traveller children and their families. Although there has been continued outreach to engage Traveller children and their families in

education, some of the outreach has had to be scaled down while the new unit is in the process of being fully set-up. The development of the new 'in-house' unit has enabled a re-evaluation and reorganisation of support for Traveller pupils and families and opportunities for greater participation from social care has seen the introduction of a designated social worker for Traveller families with other specialist outreach health and education workers.

Outcome 4: Improve community cohesion

Managing Encampments

In 2014, Sussex Police's Operation Monza was reviewed in response to the need for a more flexible approach with a seamless link between the Police Gypsy & Traveller Liaison Officer, neighbourhood policing teams and council Traveller Liaison Team.

The Officer, with support from the neighbourhood policing team manage unauthorised encampments in the city, supporting the council and fulfilling the responsibility outlined within the Community Reassurance Plan.

Ongoing sharing of information and good practice within the city and across the region is facilitated through regular meetings. The Traveller Liaison Team attends monthly meeting with other frontline staff working with Travellers and bi-monthly strategic meetings with support services to ensure effective joint working and best delivery of services to Travellers. Good practice across the region is shared with other professionals working with Travellers at quarterly Pan Sussex Gypsy and Traveller meetings.

A new Community Impact Assessment protocol and recording form, developed by the council, is now in use. On the arrival of a new encampment, a site assessment and community impact assessments are carried out with the neighbourhood Policing team to ensure that appropriate action is taken on a 'case by case' basis, taking into account relevant issues.

For both the Police and council, 2015 will provide significant challenges. The potential lack of a transit site due to the development of the permanent site, will undoubtedly increase the number of unauthorised encampments and prevent use of powers under S62A.

Community Safety Casework Team

Direct outreach work and contact with the traveller communities and equipping front line professional with appropriate information are being used to increase trust and confidence, create awareness of the reporting mechanisms, and support available in the city to increase reporting. During two visits to the traveller encampments, further 7 racist incidents were anecdotally reported to the caseworker directly. Caseworkers have also attended four meetings of women travellers (with 20 – 30 travellers in attendance) to build trust and increase reporting.

As a result of partnership with Traveller Liaison Team, in 6 cases between August 2013 and September 2014, members of public who contacted the Traveller Liaison Team and were racially abusive towards travellers were given warnings by either the police or the Community Safety Casework Team or by both the agencies. In such instances, the perpetrators language and prejudices were challenged and as a result there have not been any further reports of repeat offending by any of them.

Outcome 1: Improve site availability

Strategic Action	Target	Current Position	Lead Partner
Goal 1	Develop a new permanent Traveller site		
Consult on preferred site prior to planning application	March - April 2012	Complete: preferred site identified and local consultation taken place	Brighton & Hove City Council
Obtain planning permission for preferred site	Updated timescale: Application delayed from 2012 to 2013	Planning permission obtained in June 2014 from South Downs National Park Authority. Work about to commence on discharging planning conditions	Brighton & Hove City Council & South Downs National Park
Develop site	Subject to planning permission	Expected development 2015 to 2016	Brighton & Hove City Council
Develop allocations and management policies	Subject to planning permission	Allocations policy for the permanent site has been developed and management policies are being updated	Brighton & Hove City Council
Open site	Subject to planning permission	Expected opening now late 2015 / early 2016	Brighton & Hove City Council
Goal 2	Ensure effective management and use of the Horsdean Transit Site		
Appoint a site warden for the Horsdean Transit Site	Recruitment planned for Spring 2012	Following a restructure of the Traveller Liaison Team, 2 Site & Support Officers recruited	Brighton & Hove City Council
Review occupancy of the Transit Site to provide capacity to help minimise unauthorised encampments	Spring/Summer 2012 (and ongoing after)	Capacity of the site has been restricted to 10 pitches due to the on-going drainage issues.	Brighton & Hove City Council
Improve the collection of fees and service charges and deal effectively with arrears	Summer 2012 (and ongoing after)	Will be further improved with the redevelopment of the site - all rents and service charges will be reviewed	Brighton & Hove City Council

Strategic Action	Target	Current Position	Lead Partner
Goal 3 Develop procedures for Tolerated sites			
Research Good Practice and develop guidance on toleration	Spring 2013	Research has been concluded and a toleration protocol developed and implemented	Brighton & Hove City Council
Consult and Equality Impact Assessment	Subject to guidance	Consultation on the Toleration protocol and EIA completed	Brighton & Hove City Council
Implement	Subject to guidance	Toleration protocol has been implemented	Brighton & Hove City Council
Goal 4 Consider the need for future site provision			
Traveller accommodation needs assessment	Subject to guidance but required to plan for post 2016 need	New GTAA Commissioned with adjoining East Sussex District Councils and South Downs National Park Authority. Publication due by December 2014	Brighton & Hove City Council
Monitor size, duration, frequency, make up of unauthorised encampments	Build up a picture of need and demand particularly once permanent site open	All aspects of unauthorised encampments continue to be monitored and reported back to members	Brighton & Hove City Council
Implement further requirements of new government planning guidance	Subject to guidance	Updated GTAA will provide revised pitch requirements for City Plan period	Brighton & Hove City Council
Plan according to new guidance	Subject to guidance	In progress: Traveller Accommodation Policy CP22 reflects new guidance	Brighton & Hove City Council
Ensure new City Plan recognises identified needs to 2016 and the need to consider future needs provision	Plan proposed adoption end 2013	In progress: City Plan sets out requirements to 2019 and commits to further needs assessment for remaining Plan period.	Brighton & Hove City Council
Goal 5 To provide advice to Travellers seeking to buy their own land for developing a site			
Planning advice to travellers seeking to buy their own land for developing a site	Appropriate advice provided as and when required to build on existing good practice	No approaches received from Gypsy or Traveller groups to develop their own sites	Brighton & Hove City Council

Outcome 2: Improve health, safety and wellbeing

Strategic Action	Target	Current Position	Lead Partner
Goal 6 Improve access to health and other support services for Travellers in the city			
Conduct specific needs assessment on the health and wellbeing of Travellers	November 2012	Complete: The needs assessment was carried out during summer 2012	Public Health & NHS Sussex
Develop an action plan in response the findings of the needs assessment in order to improve access to healthcare services for members of the G&T Community	March 2013 (and ongoing)	Brighton and Hove CCG funded Friends, Families and Travellers to engage with Traveller communities Findings will shape the operating plan for 2015/16 and future plans	Clinical Commissioning Group
Citywide review of Health Visitors to include the impact on the Travelling community	2012/14	Ongoing: Health visiting commissioned by NHS England and this will be taken forward through the Local Implementation Plan	NHS Sussex & Brighton & Hove City Council
Goal 7 To improve cultural awareness in health services			
Cultural awareness training for Clinical Commissioners Group staff and lead clinicians	April 2013	Complete and included in the Annual Operating Plan for 2013/14. Planning a Protected Learning Scheme took place in November 2013	CCG & NHS Sussex
Goal 8 To improve ethnic monitoring in health and other services to include Travellers			
The Trust will ensure that all service providers are aware of the monitoring framework and use it to monitor service uptake and experience in order to identify key issues for Traveller communities	Ongoing – to be reviewed as part of needs assessment	E&D Action plan reviewed and updated each year to improve monitoring	NHS Brighton & Hove

Strategic Action	Target	Current Position	Lead Partner
Goal 9 Tackle domestic and sexual violence			
Integrate actions to address domestic and sexual violence in Traveller communities into DV and SV Action Plans and in the Violence Against Women & Girls Strategy	Plan in place April 2012	Completed: Domestic violence and sexual violence integrated into overarching Violence against Women & Girls Strategy from 2014-15 Ongoing: Needs of Traveller communities to be included in the future domestic and sexual violence specialist services Commissioned for 2015	Safe in the City Partnership
Develop a package of support for Travellers subject to the overall needs within the DV Commissioning Plan, SV Action Plan and the Violence Against Women & Girls Strategy	To be developed in 2012/13	Ongoing: Working with Friends, Families and Travellers to develop an Action Plan of awareness raising and resources for professionals Complete: Provision of support to Traveller community included within the future Domestic and Sexual Violence Specialist Services Commission for 2015	Safe in the City Partnership working with other organisations
Integrate work of Traveller Education Team (Goal 13) with Healthy Schools Team work on gender equality / domestic and sexual violence prevention	2012/13. Integration of awareness and education work. Clear pathways to services for young people for Traveller children needing support	Ongoing: Planned review of Preventative Education Project due in January 2015, which will incorporate options for work with Traveller Education Team (Goal 13)	BHCC Healthy Schools Team

Strategic Outcome 3: Improve education outcomes

Strategic Action	Target	Current Position	Lead Partner
Goal 10 Raise standards by ensuring successful education provision for Traveller children			
New families are visited by Outreach Team to engage with families, assess need according to age and arrange admission into local school	1) All pre school children are engaged 2) All school aged children enrolled in local provision	Outreach continued to engage families in education. High % of children from unauthorised encampments not engaged	Traveller Education Team
Children are supported into new school by peripatetic teacher	Successful admission and inclusion into new school	New peripatetic teacher (Sept 14) Best practice adopted and applied	Traveller Education Team
Home school liaison provided by outreach team and Education Welfare Service to ensure good attendance	All children in school with attendance over 90%	Attendance for short stay 2013/14 - 67% actual / possible. Annual Report 2014	Traveller Education Team & Education Welfare Service
Support provided to local school and their communities closest to new site via <ul style="list-style-type: none"> training re cultural awareness and successful practice in integrating Traveller children additional teaching support to Traveller children with learning deficit 	1) All receiving schools cultural awareness training and educational resources 2) New Traveller children settled in schools and support plans in place where necessary	Ongoing: focus once site building commences and end date a reality	Traveller Education Team
Collaborate with voluntary sector and families to provide/access out of school activities	New children integrating into local community	Ongoing - current v short stays mitigates against integration	Youth Service, Traveller Education Team, Traveller Organisations

Strategic Action	Target	Current Position	Lead Partner
Goal 11 Raise the engagement with learning opportunities for all traveller families visiting Brighton and Hove			
To continue to provide a specialist/outreach provision to support all Traveller families to access learning opportunities	Increase uptake in local provision including family learning	No additional adult/family learning during 2013/14	Traveller Education Team
To provide additional teaching support for those with learning deficit (due to mobility)	Improvement in attainment - Foundation Stage, KS2 and 4	No improvement in participation or attainment due to greater turbulence in movement of families plus change of contract with ESCC	Traveller Education Team & Schools
To offer alternative education provision where required for 14-19 secondary aged pupils	Improved uptake of educational opportunities	Although interest expressed in vocational courses, there has been no uptake. The new permanent site should enable uptake	Traveller Education Team & Engagement Team
Involve Traveller groups in education services development	Consult with local Travellers	Ongoing requests from Traveller families for outreach provision via mobile unit. We are in the process of sourcing a suitable replacement vehicle.	Traveller Education Team & Schools/Nurseries
Goal 12 Secure engagement of families from the early years			
To deliver weekly outreach under 5s play sessions to all families using the Traveller education team playbus in partnership with health and other professionals.	To engage all newly arrived families with mainstream services. eg children centres, early years settings and specialist services eg speech and language therapists	Greater participation from social care with families in need. Children's Services In process of sourcing new vehicle for range of educational and health needs	Traveller Education Team & Health visitors
To provide a parent and under 5s drop-in group for Traveller parents on site	Attendance and participation in the bespoke group within Children's Centre and to increase participation and inclusion in wider children centre activities	Families linked into and attended Children's Centre for -5 activities and advice but attendance not sustained. Requested "on site" provision. To be revisited when new site is opened 2015	Early Years Coordinator Traveller Education Team Moulsecomb Children's Centre

Strategic Action	Target	Current Position	Lead Partner
Involve Traveller groups in education services development	Improve participation and uptake of 2 yr old nursery funding	2014 Traveller Women's group formed. Adviser attends. Consultation both formal and informal. Uptake of 2 year funding - 2013/2014. 3 children each year	Health Visitors, Early Years Coordinator, Traveller Education Team
To provide training to early years settings, children's centres, school staff re good practice in working with GRT families as both bespoke and part of LEAs training programme	Increased skills and confidence of EYs staff in working with GRT families – result increase in uptake of mainstream provision	Training part of Council's Workforce and Development annual programme, plus bespoke training to schools	Traveller Education Team
To arrange nursery places when necessary to newly arrived families and support child into nursery, to provide teaching support to children with an identified need	Increased uptake of Early Years Educational Entitlement (EYEE)	2013/14 – 11 children accessed nursery	Traveller Education Team

Goal 13

Improve further the awareness in schools about Traveller History and Culture

Offer cultural awareness training to all educational establishments and to embed this in LEAs rolling training programme	Uptake of training	Course well attended with request for full day training	Traveller Education Team, Healthy Schools Team
Promote national initiatives such as Gypsy Roma Traveller History Month and encourage schools to participate	Schools participation in GRT History Month	Participation in Holocaust Memorial Day. GRT History month June and participation in national competition	Traveller Education Team, Partnered with Traveller Organisations
Involve Traveller groups in education services development of cultural awareness and equalities training	Travellers Participation in training	Travellers views (via DVD) in training programme plus inclusion of delegates with a GRT heritage	Traveller Education Team, Partnered with Traveller Organisations and individuals
Continue to contribute to schools curriculum diversity by providing lesson models, resources and artefacts.	Culturally reflective curriculum in schools with Traveller children on roll	Integral part of peripatetic Traveller teacher's remit.	Traveller Education Team, Healthy Schools Team
Information for schools updated and available via website	Schools have accessible resources	Support for Traveller pupils and families in process of being re-evaluated and reorganised	Traveller Education Team

Strategic Outcome 4: Improve community cohesion

Strategic Action	Target	Current Position	Lead Partner
Goal 14	Increasing awareness of different cultures		
Develop a greater understanding amongst the media of Traveller issues	Ongoing work	Work ongoing to support the Traveller team and provide a clear and consistent message. Joint comms approach is being developed with the Police	Brighton & Hove City Council
Improve further the awareness in schools about Traveller History and Culture	Various (see Goal 12)	Ongoing: Various (see Goal 12)	Traveller Education Team, and Traveller Orgs.
BHCC Promotion of GRT History Month	June - annually	Promoted Friends Families & Travellers' event as part of Gypsy Roma Traveller History Month	BHCC Communities & Equality Team
Run regular Councillor Traveller awareness sessions	2012 & 2013 (and every 2 years following elections)	Traveller awareness sessions offered to each of the 3 political groups and provided at separate group meetings	Brighton & Hove City Council
Traveller staff – workforce monitoring and action/support from BME Workers Forum	Various as part of People Strategy and Implementation plan	Gypsy/Traveller category included in equalities monitoring template and staff equalities monitoring Black & Minority Ethnic Workers Forum continues to be promoted by council	Brighton & Hove City Council
Improve Community Development Workers / Local Action Teams	July 2012 and ongoing	New 3 year delivery of infrastructure, community development & community engagement commissioned in July 2014	BHCC, Friends Families & Travellers
Goal 15	Involve Travellers and their advocates in service design and delivery		
Set up a Brighton & Hove Traveller Forum	Spring 2013	Group regularly meeting comprised of those likely to be living on the new permanent site with Housing, FFT, Education, Police and Community Safety. Invites extending to Health and Childrens' Services	Brighton & Hove City Council

Progress opportunities for supporting Travellers into work and learning	To be determined	Work progressing with the Inclusion Team to identify individual learning needs and support in accessing classes	Brighton & Hove City Council
Strategic Action	Target	Current Position	Lead Partner
Involve Travellers in development and design of permanent site	Updated timescale. Throughout 2012-2014	Travellers and Traveller groups continue to be consulted in the design and development of site.	Brighton & Hove City Council
Consult on procedures for Tolerated sites	Subject to draft guidance	Consultation on the toleration protocol competed with Travellers and their advocates	Brighton & Hove City Council
Involve Travellers in service development, cultural awareness, equalities training	Travellers participating in training	DVD entitled "No Shame" will highlight the issues of local domestic violence experienced by Traveller women and support options available	Traveller Education Team, Schools/Nurseries, Traveller Orgs.

Goal 16

Effective management of unauthorised encampments

To review and update the Operation Monza Tactical Plan	Annual review according to operational need	Operation Monza reviewed. The PIER plan continues under headings of Prevention, Intelligence, Enforcement and Reassurance.	Sussex Police
To provide a dedicated full time Traveller Liaison Officer	Full time officer in post	Brighton retains a full time Gypsy and Traveller Liaison Officer	Sussex Police
Ensure Section 61 and Section 62A CJ&POA 1994 applications comply with guidance	As far as possible all applications are to be considered by local Commanders to ensure consistency	Both Section 61 and 62A powers used over reporting period. This process involves full reporting to a Superintendent	Sussex Police
Provide a consistent response to all unauthorised encampments	Develop a joint Sussex Wide Unauthorised Encampment Protocol	Consistent approach being applied to unauthorised encampments	Sussex Police, Brighton & Hove City Council, East & West Sussex councils
Pro-actively liaise with any settled community affected by an encampment	Ongoing	The unauthorised encampment community engagement plan sets out responsibilities for Police	Brighton & Hove City Council

Strategic Action	Target	Current Position	Lead Partner
Expand Operation Monza into a joint approach	Council Traveller Liaison Officer to accompany Police on daily visits to sites	The full time Gypsy and Traveller Liaison Officer remains in post	Sussex Police & Brighton & Hove City Council
Provide necessary support the those residing on an unauthorised encampment	Ongoing	The Traveller Liaison Team is developing a Joint Support Protocol to formalise the working with other support services	Brighton & Hove City Council
Take appropriate action to move on an encampment based on community impact and Traveller needs	Ongoing	The site assessment and community impact assessments are carried out upon arrival of a new encampment	Brighton & Hove City Council
Work across the region to share good practice	To work through the new Sussex Joint Local Authority Traveller Forum	Good practice across the region is shared with other professionals working with Travellers at quarterly Pan Sussex Gypsy and Traveller meetings. Director level Regional Strategic Meeting to discuss provision for Travellers and responses to unauthorised encampments due to be held in December 2014	Brighton & Hove City Council
Goal 17 Ensure sensitive sites are protected			
Develop a corporate proactive approach to the protection of sensitive sites within available resources	To be developed during 2012/13	Externally funded bee banks aimed at improving wildlife are being used which also make access harder. The Traveller Liaison Team will be piloting the use of mobile cameras to deter trespass and evidence criminal damage	Brighton & Hove City Council
Assess sites on an ongoing basis in response to unauthorised use	Ongoing monitoring of sites	Following the works carried out previously to Withdean Park, Greenleas recreation ground, the Ladies Mile nature reserve, Carden Park and Hollingbury Park, there have been no further works completed e.g. major new barriers erected	Brighton & Hove City Council

Strategic Action	Target	Current Position	Lead Partner
Goal 18 Tackling crime, anti-social behaviour and nuisance			
To review and update the Operation Monza Tactical Plan	Annual review according to operational need	Operation Monza has been reviewed and a more flexible and responsive plan has been developed which supports council and the community reassurance plan	Sussex Police
To provide a dedicated full time Traveller Liaison Officer	Full time officer in post	The full time Gypsy and Traveller Liaison Officer remains in post	Sussex Police
Provide a prompt, efficient and sustainable waste collection service that tackles fly-tipping	New contract to start August 2012	Service continues with the 6x 1100 litre waste bins emptied once a week	Brighton & Hove City Council
Goal 19 Tackling racism, sexism and homophobia			
Developing new ways to encourage the reporting of crimes and incidents will be taken forward by community safety services and included within a work programme to develop community based reporting centres throughout the city for hate crimes.	Work to be undertaken during 2012 and will be completed by March 2013	A single case has been reported by a traveller family directly to the Community Safety Casework team and is being supported Direct outreach work and contact with the traveller communities are being used to increase trust and confidence, create awareness of the reporting mechanisms, and support available in the city to increase reporting	Joint Community Safety Delivery Unit
Goal 20 Develop a protocol for addressing Van Dwellers who are often mistaken for Travellers			
Develop protocol, Equality Impact Assess, consult, launch	To be developed in 2012/13	A multiagency approach is being piloted which will develop into the protocol. Research and review of legal powers is ongoing. Aiming to deliver spring 2015	Brighton & Hove City Council

Housing Strategy Team

Brighton & Hove City Council,
4th Floor Bartholomew House,
Bartholomew Square, Brighton BN1 1JE

e: housing.strategy@brighton-hove.gov.uk
w: www.brighton-hove.gov.uk/housingstrategy

DRAFT

Subject:	Response to the Publicly Accessible Toilets Scrutiny Panel Report		
Date of Meeting:	28 January 2015		
Report of:	Executive Director of Environment, Development & Housing		
Contact Officer:	Name:	Jan Jonker	Tel: 29-4722
	Email:	jan.jonker@brighton-hove.gov.uk	
Ward(s) affected:	All		

FOR GENERAL RELEASE**1. PURPOSE OF REPORT AND POLICY CONTEXT**

- 1.1 The Scrutiny Panel on Publically Accessible Toilets was set up in response to concerns about the future provision of the service in light of the Council's financial pressures.
- 1.2 The council's Overview & Scrutiny Committee endorsed the Panel's report and recommendations on 13 July 2013 and referred it for consideration to the relevant decision making bodies.
- 1.3 Overview & Scrutiny Committee has requested an update on the progress made in implementing the Panel's recommendations which is detailed in Appendix 1.

2. RECOMMENDATIONS:

- 2.1 That Overview & Scrutiny Committee members consider and comment on the contents of this report and its appendix.

3. CONTEXT/ BACKGROUND INFORMATION

- 3.1 The implementation of agreed scrutiny Panel recommendations is routinely monitored by the relevant scrutiny committee until members are content that all necessary actions have been undertaken. This is the first monitoring report regarding the recommendations relating to the scrutiny of publically accessible toilets.
- 3.2 In 2013 a scrutiny Panel was established in response to concerns about the future provision of the service in light of the Council's financial pressures. The terms of reference for the Panel were to consider:
 - The future of the service

- Future funding
- Types of provision
- Improving general access to the service
- Improving access to the service for particular need groups.

3.3 The Panel consisted of Cllr Amy Kennedy (Chair) Cllr Allan Robins, Cllr Denise Cobb and John Eyles (Co-optee from the Older Peoples Council). The Panel heard views from a range of stakeholders including Mencap, BHLink Toilet User Group, Chron's and Colitis UK, Parent Carers Council and the Federation for Independent Living.

3.4 The Panels final report identified the importance of accessible toilets, both for the visitor economy and in especially for people with particular needs. The Panel assessed the quantity and quality of current provision in the city and the pressure on the service as a result of reducing budgets. The Panel produced 14 recommendations focussed on exploring ways to secure future provision of the service in increasingly restrained financial climate.

3.5 Appendix 1 to this report details progress made on each of the Panel's recommendations. The majority of recommendations are expected to feed in to an Action Plan for the service. Work on the Action Plan is progressing and is expected to be completed by June 2015.

4. ANALYSIS & CONSIDERATION OF ANY ALTERNATIVE OPTIONS

4.1 The recommendations include exploring alternative models of maintaining publically accessible toilets as set out in Appendix 1.

5. COMMUNITY ENGAGEMENT & CONSULTATION

5.1 None with regard to this report

7. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

7.1 None with regard to this report

Finance Officer Consulted: Name

Date: dd/mm/yy

Legal Implications:

7.2 None with regard to this report

Lawyer Consulted: Name

Date: dd/mm/yy

Equalities Implications:

7.3 None with regard to this report

Sustainability Implications:

7.4 None with regard to this report

Any Other Significant Implications:

7.5 None with regard to this report

SUPPORTING DOCUMENTATION


Appendices:

1. January 2015 Update to Publically Accessible Toilets Scrutiny Panel Recommendations.

Background Documents

1. Publically Accessible Toilets Scrutiny Panel Report July 2013
[http://present.brighton-hove.gov.uk/Published/C00000726/M00004781/\\$\\$ADocPackPublic.pdf](http://present.brighton-hove.gov.uk/Published/C00000726/M00004781/$$ADocPackPublic.pdf)

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**


Scrutiny Report Recommendation No. 1 (July 2013)	Service Lead	ELT Lead
<p>The panel recommends that Brighton & Hove City Council develops an action plan for publicly accessible toilets in the city. This plan should be led by Cityclean, but draw on contributions from services such as Property & Design, Licensing and Planning where appropriate. While the plan is held by the council it will also be a partnership document which sets out how they will work with public sector partners, the community and businesses to maintain the capacity of this service.</p> <p>The action plan would cover both toilets owned directly by the council and other facilities which are publicly accessible, such as those in our Use Our Loos scheme. The action plan would come under the oversight of the Assistant Chief Executive, to ensure that all the relevant council services contribute to this plan.</p>	Jan Jonker	Geoff Raw
Council Response (July 2013)		
<p>Recommendation Accepted</p> <p>The provision of public toilets will continue to face budget pressures. The scrutiny has identified that the current provision in the city is good with the council topping the national awards for provision of public toilets. It has also identified the importance of good provision to residents and visitors to the city.</p> <p>The challenge is how to maintain provision, improve or change the provision through engagement with the business community, in particular the hospitality, tourism and health sectors. The question has been asked if/how provision can be extended, in particular in relation to the night time economy.</p> <p>The Action Plan will review the current provision of public toilets and as far as possible identify the resources required to retain provision and alternative ways of providing in future. The Action Plan needs to be flexible as any recommendations accepted in principle are subject to future challenge under the ongoing strategic review of our property assets and services.</p> <p>The scrutiny has identified a number of alternative options for future provision. The feasibility of these will be tested as part of the action plan which will inform if and how they can help reduce the pressure on the service in future.</p> <p>The time-scale for the completion of the action plan is June 2014.</p>		
<p>Progress at January 15 – short commentary by service lead:</p> <p>Work on the action plan is progressing as set out in this document.</p> <ul style="list-style-type: none"> • Trialling chargeable toilets on the seafront 	<p>Status - (note status indicates progress by January 2015)</p> <p>Amber </p>	

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 1 (July 2013)	Service Lead	ELT Lead
<ul style="list-style-type: none"> • Trialling water efficient flushing systems in the toilets in Pavilion Gardens • Commencing structural and access surveys of all facilities to inform future decisions regarding the service, including investment decisions • Reviewing alternative provision, eg pop up urinals <p>Feedback on these actions is set out in detail under the relevant recommendations.</p> <p>The action plan, which will inform the future delivery of the service will be completed by June 2015. The delay is due to the scope of work being more significant than originally anticipated.</p> <p>The extent of toilet provision is being reviewed as part of the budget setting process.</p>		

Scrutiny Report Recommendation No. 2 (July 2013)	Service Lead	ELT Lead
<p>The panel recommends that this action plan contains, or is based upon a business plan for the toilets which are directly owned by the council. This business plan would need to:</p> <ul style="list-style-type: none"> • Clarify what revenue and capital expenditure is required per toilet for the next 15 years. This should cover as a minimum the cost of management and day-to-day maintenance (including responsive maintenance and cleaning) and future planned maintenance. This should include in-house costs and contractor costs. This would enable the council to identify the most cost-effective way of managing these assets. • Clarify what was the cost of providing publicly accessible toilets in 2012/13, including both the capital and revenue expenditure and which service, and budget heading, is responsible for each key aspect of the service. • Ensure a stock condition survey is carried out by Property & Design of all the toilets directly owned by the council to identify a 	Jan Jonker /Angela Dymott	Geoff Raw

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**


Scrutiny Report Recommendation No. 2 (July 2013)	Service Lead	ELT Lead
<p>plan of future maintenance.</p> <p>The information in the action plan would inform the strategic, and budget, decisions about publicly accessible toilets. It would enable decisions to be made in relevant areas such as:</p> <ul style="list-style-type: none"> • Investment • Disposal of sites • Change of use <p>Alternative means of provision.</p>		
Council Response (July 2013)		
<p>Recommendation Accepted in Principle</p> <p>Accurately projecting revenue and capital costs for the provision of public toilets for the next 15 years will be difficult. The main revenue costs are the servicing of the toilets by Wettons and utility costs. The Wettons contract will be re-tendered in 2017 and future costs will not be known until this exercise has been completed.</p> <p>The action plan will however inform the procurement process to ensure that as far as possible it meets the future needs of the service. The procurement process will encourage alternative models of service provision which have investment and income related outcomes to minimise the cost to the authority.</p> <p>Many of the council’s public toilets are in old buildings which will require substantial investment if they are all to be retained for the next 15 years. The council’s asset management plan & corporate property and building maintenance strategy sets out the process and priorities through which properties are reviewed and challenged to ensure they are fit for purpose . The property performance of operational buildings is evaluated on a decision matrix to identify properties for disposal, in poor condition requiring significant investment, unsuitable for current use and alternative/ change of use options.</p> <p>A high level stock condition survey is to be carried out on all the toilets owned directly by the council to assess their property performance and identify which buildings are fit for purpose and those requiring substantial investment. This will inform the future strategic and budget decisions about public toilets.</p>		
<p>Progress at January 15 – short commentary by service lead:</p> <p>The existing Wettons contract is being reviewed in detail to identify potential efficiency improvements and to inform the procurement process once the existing contract expires in 2017.</p> <p>A stock condition survey under asset management processes has been undertaken of 41 stand-alone toilets to ascertain condition over a 5 year period.</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Green</p> 	

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 2 (July 2013)	Service Lead	ELT Lead
<p>The overall condition of the toilets is generally satisfactory and a total of planned maintenance investment over this period is estimated at £1.3m.</p> <p>The total for a 10 year period is estimated at £1.9m, although this is likely to increase as more defects become apparent through age and frequency of use over the 5 year period. The panel are reminded that planned maintenance investment for stand-alone toilets has no allocated council budget with redecoration and day-to-day maintenance covered under the cleaning contract. Figures above exclude these costs as well as routine management and utilities.</p> <p>The condition survey information needs to be considered in conjunction with suitability survey information and each public toilet has been given an overall rating based upon suitability and the mean average of planned maintenance costs . This information can be combined with a mapping exercise that considers location and footfall usage of each site to determine whether each site should be considered for disposal, investment or alternative use.</p> <p>The above information will inform the Action Plan which is expected to be completed by June 2015.</p>		

Scrutiny Report Recommendation No. 3 (July 2013)	Service Lead	ELT Lead
<p>The panel recommends that this action plan includes a statement of the council’s commitment to enabling public access to toilets in its own properties.</p> <p>The panel believes that providing public access to the toilets in its own buildings should be the default position, where practicable and safe. So the suitability of providing public access to toilets should be assessed when the council either renovates an existing building or opens a new building. Where it is not possible to provide public</p>	Angela Dymott	

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**


Scrutiny Report Recommendation No. 3 (July 2013)	Service Lead	ELT Lead
<p>access in a council building, a clear explanation of the reasons should be incorporated into the action plan.</p> <p>Where toilets in council buildings are publicly accessible, the panel believe that it is important that they are clearly signposted and advertised so that the public are aware that they can use these facilities (see p45).</p>		
Council Response (July 2013)		
<p>As the council's current Wettons contract is a day to day management contract it does not support the long term maintenance of the council's public toilets stock.</p> <p>Where public toilets are located in main administrative buildings, libraries and the like, the buildings are covered by the council's planned maintenance programmes of work, prioritised through the corporate property objectives and building maintenance strategy. These look at the council's core operational buildings those that contain the priority service functions, ensure maximum return, require minimum maintenance and have a large public footfall.</p> <p>It must be recognised that public toilets fall within the non-core service operational category:- an asset to be in a condition to meet minimum and statutory requirements.</p> <p>Where public toilets are located within the council's main office buildings it will look to support this provision where practicable and safe and this will be assessed on a case by case basis when these buildings are being refurbished and/ or extended. Provision where possible will review relevant signage, as part of the overall building business case which will focus on the significant costs associated with statutory compliance, health & safety, security issues and other relevant impacts on costs.</p> <p>In a climate of acute financial constraints it is necessary for the council to look at its service priorities as a whole and to consider alternative public toilet provision through partnership investment, regeneration sites and local planning requirements.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>As Corporate Landlord , we continue the ongoing assessment of public toilet provision located within council buildings. The previous response above covers the corporate landlord position.</p> <p>Where public toilets are located within the council's main office buildings it will look to support this</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Green </p>	


**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 3 (July 2013)	Service Lead	ELT Lead
<p>provision where practicable and safe and this will be assessed on a case by case basis when these buildings are being refurbished and/ or extended. Provision where possible will review relevant signage, as part of the overall building business case which will focus on the significant costs associated with statutory compliance, health & safety, security issues and other relevant impacts on costs.</p> <p>In a climate of acute financial constraints it is necessary for the council to look at its service priorities as a whole and to consider alternative public toilet provision through partnership investment, regeneration sites and local planning requirements.</p>		

Scrutiny Report Recommendation No. 4 (July 2013)	Service Lead	ELT Lead
<p>The panel welcomes the intention of Cityclean to refocus the Use our Loos scheme in order to link it to the Can't Wait Card.</p> <p>The panel agrees with the service's plan to start by exploring the possibility of re-launching this scheme in partnership with GPs surgeries, then work to spread this scheme out across other suitable outlets in the city</p>	Jan Jonker	Geoff Raw
Council Response (July 2013)		
<p>Recommendation Accepted</p> <p>The Council has been running the Use our Loo scheme for several years. It currently has 21 businesses and organisations taking part in the scheme. In 2012 a concerted effort was made to increase the number of businesses taking part in the scheme, however, the level of interest was low.</p> <p>The scrutiny panel heard evidence from small businesses explaining some of the issues that prevent them from joining the scheme.</p> <p>Officers will consult with colleagues in Public Health to explore use of the 'Can't Wait Card' to allow people access to their toilets as well as looking at other outlets.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>Informal discussions held with Public Health</p>	<p>Status - (note status indicates progress by January 2015)</p>	


**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 4 (July 2013)	Service Lead	ELT Lead
<p>suggest many NHS sites would be able to provide access to their toilets to people with the 'Can't Wait Card'.</p> <p>Further work required to assess scope and how this service can be publicised.</p>	<p>Amber </p>	

Scrutiny Report Recommendation No. 5 (July 2013)	Service Lead	ELT Lead
<p>The panel recommends that effective consultation is carried out with service users before building new toilets. This is especially true when building toilet provision for people with disabilities, for example to ensure that the location and type of toilet will meet their needs</p>	<p>Jan Jonker</p>	
<p>Council Response (July 2013)</p>		
<p>All new toilets will be wheelchair accessible and officers will work with stakeholders such as the Federation for Independent Living when designing new facilities.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>Two new sites have been opened since the scrutiny report, the West Pier Arches and the toilets on The Level which include a Changing Places toilet.</p> <p>The West Pier Arches toilets have one fully accessible unit which is accessed by RADAR key separately. No charge is made for use of the accessible unit, there is a charge for the main toilets.</p> <p>The toilets were designed jointly between the architects and BHCC using national guidance to ensure the accessible toilets were DDA compliant</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Green </p>	


Scrutiny Report Recommendation No. 6 (July 2013)	Service Lead	ELT Lead

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 6 (July 2013)	Service Lead	ELT Lead
<p>The panel recognised the importance of the Changing Places provision to provide toilets for those with profound and multiple disabilities.</p> <p>They recognise that the council is not likely to be able to provide any more Changing Places toilets itself, since they have built one of these toilets and are currently building another. So the panel would like to see Changing Places toilets, or other kinds of wheelchair accessible toilets, included where possible in private developments.</p> <p>The council should work with work with partners such as Network Rail to identify further funding opportunities to develop these kinds of provision. Examples include European Funds, organisational funds related to Corporate Responsibility and the City Plan. The aim should be, where possible, to situate such toilets in high use areas such as Churchill Square and railway stations.</p>	Liz/ Rob	Geoff Raw
Council Response (July 2013)		
<p>Recommendation Accepted in Principle</p> <p>The panel recognises the importance of changing places toilets for people with profound and multiple disabilities. Installing these facilities is costly, has specific requirements eg in terms of space and need to have an attendant on site to allow access.</p> <p>As part of the action plan opportunities for funding will be explored and potential partners approached regarding the possibility of installing more Changing Places facilities.</p> <p>In the current economic climate funding opportunities for Changing Places facilities are likely to be limited.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>No further funding opportunities have been identified for Changing Places toilets.</p> <p>As part of the i360 development public toilets will be provided which include accessible toilets.</p> <p>Strategic opportunities to provide changing places toilets (which are likely to be associated with larger publicly accessible developments) will be identified in Part 2 of the City Plan (which deals with specific</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Green</p> 	

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**


Scrutiny Report Recommendation No. 6 (July 2013)	Service Lead	ELT Lead
sites and site requirements). Sites close to the Town Centre and the Eastern seafront will be prioritised. Specific opportunities may be identified during production of planning briefs		

Scrutiny Report Recommendation No. 7 (July 2013)	Service Lead	ELT Lead
<p>The panel felt that evidence submitted to them highlighted a number of reasons why small businesses in the city, such as independent retail outlets, are not likely to be suitable for inclusion in the Use our Loos scheme.</p> <p>However the panel feel that it was important to explore whether other businesses, such as cafes and pubs, could be encouraged called upon to contribute to publicly accessible toilet provision</p>	Jan Jonker	Geoff Raw
Council Response (July 2013)		
<p>Recommendation Accepted</p> <p>Please refer to response to Action 4 above. Officers have actively tried to recruit businesses including cafes and pubs to the Use Our Loo Scheme but many of them are reluctant for a range of reasons which have come to light as part of the scrutiny. Based on discussions with businesses in the hospitality sector they wish to retain their toilets for the exclusive use of their customers.</p> <p>Officers will explore use of the ‘Cant Wait’ card to allow holders access to toilets in GP surgeries and other buildings (Action 4). Other businesses will continue to be encouraged to join the scheme although uptake is expected to be low.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>Efforts have been made to recruit new businesses to the Use Our Loo Scheme, but with no significant success for the reasons highlighted as part of the evidence gathered during scrutiny.</p> <p>As an example, the café in Stoneham Park which was part of the scheme experienced problems with the numbers of non-customers wanting to use their toilets highlighting some of the issues experienced.</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Green</p> 	


**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 8 (July 2013)	Service Lead	ELT Lead
<p>Evidence to the panel demonstrated the impact of the night time economy and the potentially unmet needs that arise from it in relation to toilets. The panel understood why traditional publicly accessible toilets were not open 24 hours, for reasons of cost and vulnerability to anti-social behaviour (ASB).</p> <p>However the action plan should consider what kind of provision is needed after public toilets close and the ways of securing funding for this. Innovative ways of meeting the need could include temporary toilets or ‘pissoirs’</p> <p>The council should meet with the hospitality and retail sectors to explore if there are any means to grow night time provision. It is also crucial for the council, particularly Regulatory Services, to liaise with the police to assess the potential of the Late Night Levy.</p>	<p>Tim Nicholls</p>	<p>Tom Scanlon</p>
<p>Council Response (July 2013)</p>		
<p>Recommendation Agreed in Principle but implementation dependent on decision to implement levy by full Council and prioritisation of limited resources should it be implemented.</p>		
<p>The decision to introduce the levy is for the full Council of the licensing authority to make. The licensing authority is expected to consider the need for a levy with the chief officer of police and police and crime commissioner (“PCC”) for the police area in which it is proposed the levy will be introduced. When considering whether to introduce a levy, licensing authorities should note that any financial risk rests at a local level and should be fully considered prior to implementation.</p>		
<p>The levy may not generate enough revenue to make it cost effective to collect as a viable option. The Council as licensing authority can deduct the costs it incurs in connection with the introduction or variation, administration, collection and enforcement of the levy, prior to the levy revenue being apportioned. Before formal consultation the licensing authority should discuss the need for a levy with the relevant PCC and the relevant chief officer of police. The net levy revenue must be split between the licensing authority and the relevant PCC. The licensing authority must pay at least 70 per cent of the net levy revenue to the police. There are no restrictions on what the PCC’s portion of the levy revenue can be spent on, in line with standard practice on the allocation of police funds. The Home Office recommends that the PCC</p>		


**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 8 (July 2013)	Service Lead	ELT Lead
<p>should consider allocating the funds raised from the levy back to local commanders to allow the revenue to be spent on tackling alcohol-related crime and disorder in the area in which the levy was raised. The licensing authority will be able to retain up to 30 per cent of the net levy revenue to fund services it provides to tackle late night alcohol-related crime and disorder and services connected to the management of the night-time economy. Specifically, these activities must have regard to the connection with the supply of alcohol during the late night supply period and related to arrangements for:</p> <ul style="list-style-type: none"> • the reduction of crime and disorder; • the promotion of public safety; • the reduction or prevention of public nuisance; or • the cleaning of any relevant highway or relevant land in the local authority area. <p>Identified local priorities include taxi marshalling and “Safe Space”. There would be competing priorities for limited funds, if the decision was made to introduce.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>There is no funding within base budgets for temporary toilets or ‘pissiors’. The cost for the installation of ‘pop up’ urinals is around £50,000 per unit.</p> <p>Licensing Committee has received two reports on the late night levy.</p> <p>The Alcohol Programme Board has kept the levy under review in strategic domain group 3 (managing the night time economy led by Sussex Police Chief Inspector for Operations).</p> <p>Sussex Police are reviewing other areas where the levy has been introduced, primarily to identify a secure funding stream for taxi marshalling rather than funding public conveniences.</p> <p>It is recommended that this action is not pursued any further as it is unlikely to be successful due to other resource pressure in managing the night time economy.</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Red</p> 	

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 9 (July 2013)	Service Lead	ELT Lead
<p>The panel recommend that the City Plan is updated to include a statement of priority regarding publicly accessible toilet provision. This is seen by the panel as a key means of securing new provision of this service.</p> <p>The City Plan could specifically outline the expectation that appropriate developments, such as large tourist developments or supermarkets, enable general public access to their customer toilets. This would not be additional provision, but designing the toilets which were already built so that they are publicly accessible.</p>	/ Rob Fraser Liz Hobden	Geoff Raw
Council Response (July 2013)		
<p>Recommendation Accepted in Principle A policy on the provision of public toilets will be considered for Part 2 of the City Plan work on which will commence towards the end of 2013.</p> <p>It may be more appropriate to include requirements for public toilet provision in development briefs for a specific location and scale of development.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>The infrastructure delivery plan (which is Annex 2 of the City Plan Part 1) identifies Public toilet facilities as important infrastructure which should be secured on site where appropriate through developer contributions (S.106) agreements.</p> <p>The proposed removal of the recession measures (see committee report to EDC committee January 2015) may enable a requirement for appropriate developer contributions for new developments to be introduced. The technical guidance paper on S.106 Developer contributions is due to be updated in 2015. If this is undertaken a contribution toward, or provision of, public toilets and/or changing places toilets could be considered in appropriate locations.</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Amber </p>	
Scrutiny Report Recommendation No. 10 (July 2013)	Service Lead	ELT Lead
The panel was pleased that the council had succeeded in leasing a number of park cafes to include either new toilet provision within the café building or to incorporate existing adjoining public toilets into the lease.	Jan Jonker	Geoff Raw

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 10 (July 2013)	Service Lead	ELT Lead
<p>This then releases funds to be used elsewhere on the toilet service. The panel recommends that the action plan sets out the intention of the council to work towards a situation where all park cafes take on the responsibility for the toilets, where this is practicable and would not jeopardise the leasing of the café.</p>		
Council Response (July 2013)		
<p>Recommendation Accepted Including the requirement to provide toilets in café leases is a cost effective way to maintain provision. This has been successfully achieved in Park, Wild Park, Aldrington Recreation Ground</p> <p>Locations will be assessed for suitability :- whether it is technically possible ie access to drainage or nearby sewers , footfall, the café opening times and the proximity of the toilets to the café. The option will be evaluated for all sites as and when leases come up for renewal or when options for renegotiation arise.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>The number of cafes in parks which are suitable for taking over public toilets are limited, and it is unlikely further sites will come up in future.</p> <p>The model does not work for all sites, as evidenced by the recent problems in Stoneham Park, where high demand for the toilet by children in the park is having an impact on the running of the café.</p> <p>This recommendation will be kept under review and if new opportunities arise these will be pursued. It is however unlikely that many more suitable sites will become available.</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Green </p>	


Scrutiny Report Recommendation No. 11 (July 2013)	Service Lead	ELT Lead
<p>The panel welcomed the toilet provision that was to be secured by the Community Interest Company, in the renovation of the Open Market, and expects other innovative, partnership solutions to be sought by the council to either improve, or increase, toilet provision in the city.</p>	Jan Jonker	Geoff Raw

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 11 (July 2013)	Service Lead	ELT Lead
Any programme of such schemes should be included in the action plan.		
Council Response (July 2013)		
<p>Recommendation Accepted in Principle Implementation of this recommendation is subject to incorporation of a new policy in the City Plan (see 9 above). Until or unless such a policy is in place implementation will be subject to voluntary co-operation and negotiation at the early design stages.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>The Open Market toilets are now open and include one accessible toilet. The site is maintained by the management company.</p> <p>Please refer to action 9 for progress on City Plan</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Red – Off target and not likely to come back to on target performance by year end without intervention Amber – Currently off target but officers are confident that performance should reach target by year end with current improvements in place (detail these in the commentary) Green – On or above target</p>	


Scrutiny Report Recommendation No. 12 (July 2013)	Service Lead	ELT Lead
<p>The panel recognises the importance of providing the best and most up-to- date information on the publicly accessible toilets in Brighton & Hove. The panel would like to see resources allocated for providing local data on this service to facilitate the collation of national or international online information.</p> <p>In addition, enabling VisitBrighton and other</p>	Jan Jonker	Geoff Raw

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 12 (July 2013)	Service Lead	ELT Lead
<p>services to provide up to date information on this service to tourists and residents in a range of formats (for example social media, websites, apps and printed material if practicable).</p> <p>The panel also recommend that the signage to, and at, toilets is as clear as possible, while at the same time recognising the need to reduce street clutter and utilise existing ‘finger signage’.</p>		
Council Response (July 2013)		
<p>Recommendation Accepted</p> <p>There is a significant amount of information already available regarding toilet provision in the city:</p> <ul style="list-style-type: none"> • A list of facilities with opening times is available on line • There is a mobile phone app which holds a national database of public toilets includes facilities in BHCC and is regularly updated • Location maps in central parts of the city include toilet locations • On the sea-front ‘tear drop’ flags are used to highlight toilet locations, particularly on busy days. • Many pedestrian directional signs (including in parks) already contain information about toilet locations <p>Further work will be undertaken with partners including VisitBrighton to promote the locations of public toilets.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>An up to date list of toilets was included in the City Map for this year and we are in contact with the Changing Places national database and the Great British Public Toilet Map.</p> <p>A trial of pavement vinyls is being carried out on the seafront to direct users to our Colonnade toilets on Madeira Drive, we hope to trial these before the busier Summer months and the design is being finalised by DPS. They will incorporate the Changing Places facility.</p>	<p>Status</p> <p>Green</p> 	


Scrutiny Report Recommendation No. 13 (Jan 2013)	Service Lead	ELT Lead
<p>The panel suggest that the council assesses the practicability of charging for toilets, either across the whole city or identifying any sites where it would be possible and/or worthwhile. This could</p>	Jan Jonker	Geoff Raw

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 13 (Jan 2013)	Service Lead	ELT Lead
<p>involve examining areas such as the seafront or Pavilion Gardens where this model could work, rather than just individual sites as this may not prove effective. The assessment could be then be referred to when building new sites or renovating existing sites so that the necessary equipment could be fitted, if it was financially viable.</p>		
Council Response (July 2013)		
<p>Recommendation Accepted</p> <p>The council previously charged for toilets at the bottom of West Street on the sea front. A second attendant was required to collect the monies and the cost exceeded the income.</p> <p>Automated payment entry systems are now becoming more common, for example at stations. Their use is dependent on there being enough room to install them and ensuring the toilets remain accessible for wheelchairs and buggies. They do require an attendant for these reasons and are only cost effective at busy sites.</p> <p>Many of the council’s current facilities would be physically unsuitable for the installation of payment barriers or require extensive modification.</p> <p>New toilets are being installed under the arches by the West Pier and the feasibility of and business case for installing charging mechanisms will be considered along with other sea front toilets and Pavilion Gardens.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>The West Pier Arches toilets on the sea front opened in June 2014. Following the scrutiny charges were introduced for these toilets (with the exception of the accessible toilets).</p> <p>The charge was set at 30p and between June-September this generated £3,573 in income. The toilets have been closed temporarily during the construction of the i360, but based on the income generated to date the annual income from this site is likely to be around £8,000 per year, taking in to account usage will be significantly lower in the winter months. However, other sites do have more footfall and have the potential to raise significantly more income.</p> <p>The cost of installing the barriers was £25,000, and toilets with barriers do require an attendant on site or an attendant able to reach the site quickly to</p>	<p>Status - (note status indicates progress by January 2015)</p> <p>Green</p> 	

**Brighton and Hove Publicly Accessible Toilets Scrutiny Panel
Recommendation Action Plan – Annual Report – 28 January 2015**

Scrutiny Report Recommendation No. 13 (Jan 2013)	Service Lead	ELT Lead
<p>deal with access problems/ customers not being able to get out which increases revenue costs. The toilets also need to remain accessible, which means not all sites will be physically suited to the installation of barriers.</p> <p>The feasibility of installing charging mechanisms in some other busy sites, like Royal Pavilion Gardens is being investigated.</p> <p>Based on the evidence collected to date, introduction of charges can help reduce the cost of providing public toilets, but for the reasons set out above, charging will not cover the whole cost of toilet provision.</p>		

Scrutiny Report Recommendation No. 14 (July 2013)	Service Lead	ELT Lead
<p>The panel were impressed by the work of the BHLINK Toilet user group and hope that this kind of consultation with service users can remain under Healthwatch.</p>	Jan Jonker	Geoff Raw
Council Response (July 2013)		
<p>Recommendation Accepted Council officers work closely with stakeholders including BHLINK who provide valuable information.</p>		
<p>Progress at January 2015 – short commentary by service lead:</p> <p>BHLINK no longer exists as an organisation. Work is underway to re-establish a stakeholder group for consultation and engagement purposes with a view to achieving this through Healthwatch.</p>	<p>Status - (note status indicates progress by</p> <p> Amber</p>	

OVERVIEW & SCRUTINY COMMITTEE

Agenda Item

Brighton & Hove City Council

Subject:	Equality and Inclusion Policy Progress Report		
Date of Meeting:	26 January 2015 OSC Pre Meeting: 05 January 2015		
Report of:	Head of Corporate Policy & Communities		
Contact Officer:	Name:	Richard Butcher Tuset	Tel: 29-5514
	E-mail:	richard.tuset@brighton-hove.gov.uk	
Wards Affected:	All		

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 The council's [Equality & Inclusion Policy 2012-15 and Action Plan](#) (EIP AP) defines corporate equality objectives, activities and progress measures to help the council to meet its legal duties under the Equality Act 2010.
- 1.2 Progress on the action plan is reported annually. This report relates to the financial year 2013/14. It also highlights other important equalities work being led by a number of teams across the council, and in the city.

2. RECOMMENDATIONS:

- 2.1 That Overview & Scrutiny Committee notes:
 - (1) Progress against the equality action plan: action plan and example case studies (Section 4, Appendices 1 & 2)
 - (2) The structures for delivering on the Equality & Inclusion Policy commitments (Section 5)
 - (3) The Equality Impact Assessment commitment (Section 6)
 - (4) Progress in delivering the Workforce Equality Action Plan (Section 7)
 - (5) The Stonewall Workplace Equality Index result for 2014 and decision to reapply for the 2015 Index (Section 8)
 - (6) Success in the Stonewall Schools Index 2014 (Section 9)
 - (7) The Schools Global HPO Report and action plan in response (Section 10)
 - (8) Progress and future plans in carrying out Needs Assessments for protected groups (BME, Trans, Disability) (Section 11)
 - (9) The outcome of the Equality Framework for Local Government peer assessment (Section 12)
 - (10) EquIP, the new Equality & Inclusion Partnership (Section 13)

3. BACKGROUND:

- 3.1 Our [Equality & Inclusion Policy 2012-15 and Action Plan](#) (EIP AP) was agreed by Full Council in March 2012. It defines corporate equality objectives, activities and progress measures to help the council to meet its legal duties under the Equality Act 2010 Public Sector Equality Duty.
- 3.2 The Policy will be reviewed in 2015 to ensure it reflects changes in the council and the city. The review process will involve consultation with both internal and external stakeholders.
- 3.3 Underpinning the Policy is an Action Plan listing the priority equality activities across the council enabling the council to meet its equality objectives. This was developed in consultation with stakeholders, including council staff and representatives from the Community and Voluntary Sector (CVS).
- 3.4 Progress on the action plan is reported annually to Overview & Scrutiny Committee and to local communities via joint events with Community Works. These events are an opportunity to identify changes in the city and the council which may require a change in actions or approach. They also offer a chance to explain the council's approach and learn how it is working for residents, partners, CVS groups and others in the city.
- 3.5 Whilst the EIP AP is our overarching framework, this report details other aspects of equality work across the council and city.

4. EQUALITY & INCLUSION ACTION PLAN 2013/14 UPDATE (Appendices 1 & 2)

- 4.1 The Plan is regularly updated to ensure that actions reflect activity across the council and changes in services and/or the city.
- 4.2 The detail of progress is in Appendix 1. Below are some case studies from Appendix 2 which was produced for Community and Voluntary Sector groups to illustrate activities and outcomes. These are listed by main theme.
- 4.3 **Promoting equality and inclusion through better engagement between the council and communities, groups and individuals**
 - 4.3.1 Royal Pavilion & Museums (RPM) Service worked with Sussex Partnership NHS Foundation Trust in Mill View to make the hospital a more visually interesting and hopeful place through an exhibition of pictures and photographs. Service users were involved at every stage. All had direct experience of acute mental health care so project staff focused on practical and emotional issues so the group was safe as well as exploratory. Participants had access to the collections, a teaching session with a curator, and became more skilled and confident in making their own collections, combining their own photographs with historic photos from the museum's collection to make something new. For more information: [RPM & Millview Art Project](#)
- 4.4 **Promoting equality and inclusion through more effective joint work with statutory organisations and other partners**

4.4.1 Community Safety Casework Team (CSCT): Racist Incident. In May 2013 Mr F called the CSCT, reporting a racist incident against his son, at his primary school. The Caseworker talked with the family and the school and it became clear that there was a pattern of racism towards the whole family by the M family. The CSCT referred family M to the Integrated Team for Families and the main perpetrator was referred to the Youth Crime Prevention (YCP) service to address the racist behaviour. In June a meeting was held with YCP, Police, the secondary school and the F family to agree a plan. The case was closed, with the F family's permission, in Aug 2013 as because of the work undertaken, there had been no further incidents of racism and the F family were reassured that a clear action plan was in place if there were any future incidents.

4.5 **Promoting equality and inclusion through fair and accessible services**

4.5.1 Housing Inclusion Team (HIT): An older council tenant, Mrs X, saved money when she was assisted by HIT. She contacted the team because her attendance allowance had stopped. The team quickly resolved this with a phone call to the DWP, and then checked with Mrs X to see if she needed any other help. She took up the offer of advice and as she had limited mobility a member of the team visited her at home. Mrs X was finding it difficult to understand letters and to fill in paperwork so HIT helped her with this, as well as making phone calls on her behalf. The team also:

- Advised Mrs X how to switch energy providers by phone and made sure she felt confident to do this by herself in future.
- Arranged for her to receive an assessed charge discount from Southern Water. This resulted in her bill being halved.
- Assisted Mrs X to switch her contents insurance which reduced her bill by 50%.

4.6 **Promoting equality and inclusion through improving the quality and breadth of information held and used by the council**

4.6.1 Commissioning and Contracts Team - Adult Social Care. Contract Officers monitor providers and provide support and guidance to ensure they have equalities action plans and monitor equalities. Equalities is on the agenda for all Contract Review meetings. For example, the Carers Centre now has an Equalities Working Group that meets four times a year to review and identify equality issues. A plan is in place to monitor improvement, and the Centre recently assessed LGBT inclusion to ensure that their services are accessible. Similarly, Swanborough House, a care home for people with an acquired brain injury, has an exemplar questionnaire developed specially for residents, with colour pictures on laminated cards which are clear and easy to understand.

4.7 **Promoting equality and inclusion through our employment and procurement practices**

4.7.1 Human Resources: progress against the Workforce Equality Action Plan (see section 7 below). Equality categories for monitoring both workforce profile and recruitment activity have been expanded in line with Global HPO's recommendations. The council's progress towards achieving a more diverse

workforce is now being measured against new workforce targets in line with the City's economically active population. Work continues to improve the quality of our workforce data by reducing the percentage of employees and casual workers for whom the council holds either incomplete, or no, personal equalities data. Targeted work in service areas where declaration rates are lowest e.g. CityClean and CityParks has resulted in good reductions of these 'unknowns'. Analysis has also improved and is now reported regularly to senior management, the Workforce Equalities Group and Directorate Equalities Groups.

4.8 Example of improvements planned for the future

- 4.8.1 Public Health (PH) Equality Audit: The PH team completed a review of all their commissioned services to identify what equality monitoring is done, and to ensure that it is completed across all the protected characteristic groups. All contract managers were surveyed. The results revealed that monitoring is not consistently implemented across all services, though the nature of some work (eg: crisis or street outreach work) means that an equality monitoring form may not be an appropriate method of monitoring. The PH team has committed to increasing monitoring and reporting by all protected characteristics to 100% in the coming year, or to require exception reporting (services explaining why monitoring is not possible). The equality audit will be repeated in one year.

5. COUNCIL EQUALITY STRUCTURES AND ROLES

- 5.1 The Equality Steering Group (ESG) and Workforce Equality Group (WEG) continue to lead work in their different and complementary areas. The ESG focuses primarily on service provision, and the WEG considers workforce issues.
- 5.2 Directorate Equality Groups are firmly established. They support our positive commitment to and energy for equality work across the directorates and ensure compliance with legal duties. The groups meet regularly and are a conduit for information to and from the ESG and WEG. Members of the Communities, Equality & Third Sector (CETS) Team take a lead for each Directorate and provide business partnering support for their equalities work (i.e. Equality Impact Assessments, equality monitoring and issues relating to staff and services).
- 5.3 The Workers Fora (for BME, Disabled staff & Carers, LGBT and Women) produce annual business plans to deliver actions that promote and raise awareness, and support and develop their members. In addition, a Joint Fora Steering Group brings representatives of the Forums together to share good practice and provide a collective response to policies and changes. This work is also strengthened with the Forums having representation at the Workforce Equalities Group. Forums continue to receive support from the CETS Team.
- 5.4 The Executive Director Finance and Resources has been the Equality Champion on the Executive Leadership Team (now she has left, this role is being taken on by the Chief Executive). The CETS Team is in the Assistant Chief Executive's directorate ensuring that senior positions in the authority all champion the equalities agenda.

5.5 Councillor Equality Champions continue to meet regularly and to be briefed and share knowledge of issues they identify in the council and across the city.

6. EQUALITY IMPACT ASSESSMENTS (EIAs)

6.1 Whilst the EIA process is no longer defined or mandated in law there is still an explicit legal requirement for public bodies to 'evidence due regard' to the potential impacts on all protected characteristic groups. The council has given a commitment to meet this duty by continuing to apply its well-established EIA process to all new policies/services and when they are changed or reviewed.

6.2 The Council-wide EIA timetable is continually updated by equality leads in all areas. This timetable records all the EIAs planned and completed. It is reported on quarterly and considered by the Executive Leadership Team (ELT).

6.3 During the budget-setting process for 2014/15, EIAs were carried out on all proposed changes with a potential impact on service-users and an assessment made of cumulative impact (across proposals). This enabled the council to demonstrate its compliance with the Equality Act 2010 during our decision-making processes. Other authorities have been subject to legal challenge where they have not been able to evidence this.

6.4 The EIAs were made available with the overall budget information to CVS groups in the city, as part of the consultation process. Views were considered by officers and members during the budget setting process. The same process is being undertaken for the budget 2015-16.

7. WORKFORCE EQUALITY ACTION PLAN

7.1 The Workforce Equality Action Plan (WEAP) follows on from the examination by Global HPO of the council's policies and processes and how they affect Black and Minority Ethnic staff. The full original report is available online here: [Global HPO \(PDF 1.1MB\)](#). A high level action plan was developed to indicate where the council wants and needs to be on workforce equalities in three years' time. It was agreed unanimously at Policy and Resources Committee in July 2013.

7.2 The most recent update to Policy & Resources Committee was in June 2014. The paper is available here: [WEAP Report to P&R Jun2014](#)

8. STONEWALL WORKPLACE EQUALITY INDEX

8.1 The outcome of the 2013 assessment which placed the council 107th in the index was discussed in detail with Stonewall. This included discussions around the assessment criteria which were felt to be unfavourable to the authority's integrated approaches to equality and that the Trans Community were not included in the Index. The authority developed an action plan to address identified issues and has recently submitted its 2014 application. Results are due in January 2015.

9. STONEWALL SCHOOLS INDEX

- 9.1 In July 2014 Brighton & Hove was named top council for tackling homophobia and biphobia in schools by Stonewall. The council was praised for its partnership with schools and the Allsorts Youth Project. Young people from Allsorts have delivered sessions to council and school staff and in secondary PSHE lessons and primary school assemblies.
- 9.2 Stonewall praised the commitment of the city's schools, including Blatchington Mill School for its Student Equality Conference involving five schools, and St Nicolas' Primary School for the innovative work it has done on challenging the use of homophobic language in the playground.
- 9.3 Though not recognised in the Stonewall assessment, the council's Education & Inclusion Team has also worked with Allsorts to support trans* young people at school. They have produced a *Trans Inclusion Schools Toolkit* - sent to all city schools. Training on it has been attended by 16 schools over several sessions. The local *Brighton & Hove PSHE Education Programme of Study, 2014* also supports learning that prevents and challenges gender stereotyping and transphobia and improves understanding of gender and gender identities.
- 9.4 In addition, for the first time this year, the Safe and Well School Survey asked gender identity monitoring questions for 11-16 year olds. Of pupils aged 14-16, 4% of respondents reported that they do not, or do not always, identify with the gender they were assigned at birth. There is anecdotal evidence that suggests that trans* children have successfully transitioned within city schools and are doing well, supported by peers and schools.

10. SCHOOLS GLOBAL HPO REPORT

- 10.1 Following its earlier work looking at the council's corporate position in relation to BME staff, Global HPO (GHPO) has been working with the council and city schools to understand issues around the employment of BME staff in schools and the impact of this on children and young people from diverse communities.
- 10.2 Their report identifies that, while there is some good practice in individual schools and within the council, in general the ethnic and racial demographic of students has been changing rapidly and overall schools were not prepared for it. Employment of BME staff is an important element of this problem, as are wider issues, including academic achievement, social interactions, parental involvement, curriculum development, and assessment issues.
- 10.3 For more information contact Jo Lyons, Assistant Director - Education & Inclusion (tel: 293514, email: Jo.Lyons@brighton-hove.gov.uk)

11. NEEDS ASSESSMENTS

11.1 To help shape our understanding of our communities, the statutory sector and third sector are working together to develop a set of needs assessments and recommendations focussed on groups by protected characteristic. Current projects focus on our Trans and BME communities and a further assessment will start in early 2015 to look at the issues experienced by disabled people.

12. LGA EQUALITY FRAMEWORK FOR LOCAL GOVERNMENT

12.1 In May 2014 the council requested some informal feedback and assessment of how it has progressed since its last Equality Peer Challenge in 2011. A small team spent 1.5 days meeting with senior staff and focus groups, after considerable background reading.

12.2 A number of strengths were identified in the council's approach and structures:

- Good direction of travel
- Share and celebrate success
- Staff welcome changes from senior leadership
- People feel like they are pushing on an open door
- People have been open, honest and frank
- Belief that cultural change will make a difference.

12.3 Further areas were identified for consideration:

- Encourage more collaboration across council departments
- Lack of consistency across BHCC in a number of areas
- How do staff engage and understand equality?
- Use data more effectively (to understand trends and outcomes)
- Knowing your communities (changes and needs in the city population)
- Widen staff engagement beyond workers' fora
- Using equality champions more effectively to share responsibility.

12.4 The peer assessors recommended that the significant culture change process across the organisation should be allowed to fully embed itself before the council reapplies for 'excellent' under the EFLG, so that outcomes of this work can be clearly demonstrated. The full report is available here: [EFLG Peer Assessment Report 2014](#)

12.5 An action plan to address all the points identified in the report is being developed to enable progression before the full assessment (date to be confirmed).

13. EQUALITY & INCLUSION PARTNERSHIP (EQUIP)

13.1 The Equality & Inclusion Partnership (Equip) was formed in 2014 and brings together the City Engagement Partnership and City Inclusion Partnership. This brings together the engagement, inclusion and equality agenda into one Partnership under Brighton & Hove Connected.

13.2 The Equality & Inclusion Partnership (EquIP) and comprises:

- Community Works
- Third Sector Equalities Representatives
- Brighton & Hove Clinical Commissioners Group
- Sussex Police
- Kent, Surrey and Sussex Community Rehabilitation Company
- East Sussex Fire and Rescue Service
- Adult Learning
- Cross party councillor representatives
- Brighton & Hove City Council

13.3 The newly formed Partnership's overarching purpose is to drive improvements in collaboration between public services and communities to reduce inequality and foster community resilience and activity.

13.4 To achieve its aim to enable appropriate access to services and opportunity for all those living, working and visiting our city, the Partnership will:

- advise, drive, guide and support the B&H Connected (BHC) family of partnerships on equality and engagement
- identify, promote and share good practice to help BHC organisations develop and improve their equality and engagement policies
- provide a critical friend to BHC partnerships to help them improve practices and champion, address and promote equality and engagement
- use research and data to gain insight into our communities, service users, customers and social capital to identify opportunities, needs and service gaps for championing across the family of partnerships
- work to ensure services hear the voice of diverse residents.

14. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

14.1 There are no financial implications arising from the recommendations to this report. The actions carried out to date were met within the agreed 2013/14 budget. Those new and future actions proposed can be funded through identified budgets of the Council and partner organisations.

Financer Officer consulted: Anne Silley

Date 08/12/14

Legal Implications:

14.2 The Council's Equality and Inclusion Policy and Action Plan assist the Council to meet its statutory responsibilities under the Equality Act 2010.

Lawyer consulted: Elizabeth Culbert

Date 08/12/14

Equalities Implications:

14.3 The equalities implications are directly addressed by the work contained within the report.

Sustainability Implications:

14.4 The strategic objectives of the policy and action plan will contribute to the One Planet Living principles of Culture and Community and Equity and Economy as defined in the Brighton & Hove Sustainability Action Plan.

Crime & Disorder Implications:

14.5 The Crime and Disorder Reduction Partnership and the Partnership Community Safety Team are key contributors to equalities & inclusion work in the city and this is reflected in the action plan

Risk and Opportunity Management Implications:

14.6 The implications for risk and opportunities are directly addressed by the actions contained within the action plan.

Corporate / Citywide Implications:

14.7 The actions contained within the report have been developed with input from all council teams. To this end the policy and action plan have impacts on communities across the city.

