

<b>CABINET MEMBER UPDATE REPORT Overview &amp; Scrutiny</b>		
<b>Councillor</b>	<b>Portfolio</b>	<b>Period of Report</b>
Cllr Lappin	Regulatory, Compliance and Corporate Services	June 2017

## **CORPORATE SUPPORT SERVICES**

### **Strategic Support**

The team continues to support the activity associated with the 2030 Vision and the Framework for Change. The focus on the Public Sector Reform projects continues.

The third annual One Council STAR awards took place on 19<sup>th</sup> May 2017, the idea and the event were developed and planned by One Council volunteers. The awards are an opportunity for members of staff to put forward a nomination for an individual or team, working for Sefton Council who have lived up to the vision and values of Sefton Council and delivered exceptional performance for our community. The event at the Atkinson was a huge success and enjoyed by over 200 staff, this year the Formby High School Mundo Afrikan Choir and the Sefton Youth Jazz Orchestra added to the celebration

The Communications team are using social media and changes to the website drive the channel shift agenda. Many of the current campaigns are clearly linked to the Vision 2030 through visual design. The team also continue to promote Fostering, Adoption, Year of the Coast and volunteering activity. Internal communications continue to improve through the use of the One Council brief and Yammer but these tools can only support effective communication from the leadership and management teams across the organisation.

### **Commissioning Support**

The Commissioning Support service continues to support the Adult Social Care Change Programme, working in particular on the following priority areas:

#### **Day Care Modernisation**

The modernisation of day care services project is nearing completion and remains largely on schedule. All works have been completed at Mornington Road Resource Centre and the centre is operating well. Completion of refurbishment at Dunningsbridge Road Resource Centre has been delayed due to additional unforeseen structural works that were required. Sefton New Directions have also recently requested some additional works, the cost, necessity and impact on completion date of these works is currently being evaluated. A draft specification for the new service, translating the Council's adopted Model for Day Opportunities into reality, has been produced and shared with Sefton New Directions for comment.

#### **Supported Living – tenancies and shared lives**

Work has continued on the Supported Living review including predominantly the social work reviews which will inform re-commissioning and re-procurement. Exploration of sustaining the social work resources is ongoing to enable support for the work alongside Commissioning Support Service.

Commissioning Support staff members are currently working with ASC and considering LCR/ Tripartite approaches in developing a new model, and will be preparing specifications and planning the re-commissioning and re- tendering of services within the supported living remit. Further consultation and engagement will be held with providers to develop the specification and enable co-productive approaches to the model. Work is underway between Commissioning Support, ASC

and Housing colleagues to ensure that the right accommodation is available to meet the needs of the new model.

Other current Commissioning Support service activity includes:

#### Pre-Paid cards

Work is continuing in rolling out the Prepaid card since the 1<sup>st</sup> October 2016 when Sefton's Direct Payments scheme transferred to the Prepaid Card system. There are now 60% of Direct Payments recipients on the new scheme. This equates to 475 cards in operation with a further 35 in the process of transferring on to the scheme. The Direct Payments Team is aiming to have the remaining 284 recipients transferred by the end of March 2018, with the exception of cases that are managed by Court of Protection solicitors.

Promotion of the prepaid card to the remaining recipients is continuing through various mechanisms including key messages to SW staff, SW reviews and re-assessments, direct contact by DP team, promotional events and training sessions.

Significant benefits are being provided to recipients and the DP Team including reduced paperwork, quicker surplus recovery and reconciliation of accounts.

#### Case studies from Direct Payments recipients transferred onto the Prepaid Card Scheme

##### Case study 1:

Young male now managing the prepaid card independently, where he was previously supported by his parents.

*'Our son always found the monitoring paperwork very difficult to complete and hence very stressful. He was never able to complete the task on his own. For someone with limited organisational skills, completing these tasks at the end of a quarter was both stressful and time consuming.*

*We took part in the PPC pilot scheme as we saw it as a way of reducing the amount of paperwork to complete. By doing this we anticipated that :*

- *Once familiar with the system, our son would be able to do more of the tasks himself*
- *It would be less stressful for him and us*

*Both the above were proved to be the case'*

##### Case study 2:

Mum who manages the prepaid card on behalf of her daughter.

*'I find this new system great to use. I can log into the account at any time, as can the Direct Payments Team if they need to monitor it, and see the balance at a glance. I can look at the transaction history to check which payments I have made. Any documents such as payslips, Inland Revenue paperwork are uploaded onto the account, after I have photographed them on my Iphone. A great system to use!!'*

#### Domiciliary Care

Work is underway to develop the new approach and model for domiciliary care. During the 1 year extension period of the existing contract a trusted assessor role will be tested and allow a co-productive approach to developing a more outcome focussed model to be developed.

A report is being prepared for Cabinet on 22<sup>nd</sup> June to approve the re-procurement process, which will include the proposal that the new contract will commence as part of an LCR, Tripartite approach with Liverpool and Knowsley Councils. The benefit of the tripartite approach will mean that there will be greater consistency of staffing across the boundary areas particularly in areas where it has been historically difficult to recruit care staff.

Work is ongoing with Liverpool and Knowsley in aligning processes and developing the new Service Specification and formulating the information required for the Tender. This work is being conducted in partnership with Liverpool City Region colleagues.

### Sensory Services

Work has been ongoing in defining the approach for jointly commissioning sensory services across the LCR, specifically Liverpool and Wirral. This has taken longer than expected due to the differences in the way each LA currently commissions these services. Sefton delivers sensory services via a mix of internal provision and from Sefton Council staff and spot purchased from external providers unlike Liverpool and Wirral Councils provide significantly more funding towards providers infrastructure and overheads.

Due to the complexity and difficulty in Liverpool and Wirral breaking down the funding elements and the time taken so far, it has been agreed for Sefton to withdraw from the joint LCR commissioning process and concentrate on developing the approach required to commission a Sefton only service, however enabling where appropriate the ability for Liverpool and Wirral to join the framework at a later point in the future.

Meetings will take place with Officers to discuss the way forward and examine the funding available and the most efficient way of using available resources.

### Market Oversight

As part of the Cabinet Member decision made in July 2016 it was agreed that Sefton Council together with the Sefton CCG's would commission an external body to conduct an independent review of the local care market, including gaining a better understanding of care costs for care homes, domiciliary care and supported living services and inform future decisions regarding fees and assist in a continuing viable local care market.

Following a procurement exercise, RedQuadrant were commissioned to conduct this work, which primarily involved RedQuadrant requesting information from Providers to build a picture of their costs, which will in turn inform the council of what levels of fees would be reasonable and sustain the local market sufficiently to meet needs.

Proposals will need to be reviewed by SLT and Finance Leads in the context of budgetary impacts and to inform the future consultation with providers over costs.

### **Performance & Intelligence**

The Performance & Intelligence service (Business Intelligence Function) continues to support the compilation, validation and presentation of scheduled performance management reports and 'ad-hoc' data/information/intelligence requests. During the last period the service has been substantively involved in supporting the performance management requirements for Early Help, Children's Social Care, Sefton Turnaround Programme, Community Adolescence Service, Schools & Families, Health & Wellbeing and Adults Social Care Services. The service also continues to support the Framework for Change Programme, in particular the Public Sector Reform projects, by providing support with data analysis and information presentation/visualisation.

The service is now heavily involved in preparing the statutory returns for Children's Social and Adult Social Care, which are due in May and June period. These include:

- Children in Need (CIN)
- Children Looked After (CLA903)
- Short and Long Term Support (SALT)
- Summary of the Registers of People who are Blind or Partially Sighted Data Collection
- Adult Social Care Finance Return (ASC-FR)
- Deferred Payments Agreements (DPA)
- Safeguarding Adults Collection (SAC)
- Deprivation of Liberty Safeguards (DoLS) Return, under the Mental Capacity Act 2005

- Guardianship under the Mental Health Act 1983.

The service has now completed a Sefton Borough 'People & Place' profile, which includes a statistical summary of geography, political structure, demographics, housing, economy & business, benefits & support, education & schools, children & family services, adult services, planning & building control, the environment, community safety, Council finances, local health, leisure and tourism.

Work continues on developing new ward profiles, which the service anticipates will be released in draft in June for consultation with the Senior Leadership Board and Members, before the information is made publicly available.

The service continues to work with Arvato to upgrade the Council's reporting applications used to view, sort, analyse and report business intelligence data. The upgrade will allow the service to pursue the development of 'Dashboard' data visualization software that will allow the creation of interactive data views, such as charts, graphs, and buttons, that are bound to data sources. The upgrade will also allow the service to explore Robotic Process Automation (RPA), functionality which could allow staff to configure software to automatically capture, process, manipulate and present data.

The Performance & Intelligence service (System Development Function) continues to support the development of core information management systems across Children's Services and Adult Social Care, including the Liquid Logic 'LCS', 'LAS' and 'EHM' systems and the Capita ONE system. In the last period the Service successfully led on the upgrade of the Council's 'LAS' Adult Social Care system and associated 'ContrOCC' financial management module to v8 and v10 respectively. The upgrade included the reconfiguration of user profiles and team structures following the recent refocus of Adult Social Care. It also included the implementation of new functionality to improve efficiency and productivity (i.e. updating client support plans outside of the reassessment process; if there is no change in the client need or care & support eligibility, there is no longer a requirement to complete a reassessment for minor changes to support plans).

On 20th April 2017 the services hosted and facilitated a workshop with social care practitioner and IT system leads from Liverpool, Knowsley and Sefton Councils. The workshop, delivered as part of the Liverpool City Region Tripartite arrangement for ASC, allowed an opportunity for officers across the three local authorities to discuss and explore the potential for 'aligning' the configuration of their respective Liquid logic 'LAS' systems and to consider opportunities for future joint commissioning of changes.

The service has instigated a review of Sefton's current Core Assessment form in the 'LAS' system, with a view to streamlining the document. The amended form has been created in the test system environment and will be reviewed by mentors before further amendments.

The Service has assisted the ASC Safeguarding Team to implement new safeguarding pathways on the 'LAS' system to enable information to be captured that is collated as part of the SAR stat return. The service has also completed the implementation of the 'LAS' system ContrOCC Financial Protection module, which is now live. The ContrOCC financial protection module includes all the functionality the local authority needs to manage the affairs of its appointeeship and deputyship clients. This includes tracking the status of applications for appointeeship or deputyship, recording relevant contacts and documentation and managing the client's property and assets.

The service is currently commissioning changes to the Council's 'LCS' system (used extensively across Children's Social Care) to support the Council's Ofsted improvement plan, which was informed by the Council's 2016 Ofsted inspection of services to CLA and CIN. The changes include redesigning the assessment framework, plans and reviews for children in need, children looked after, children on a child protection plan and care leavers to ensure that the electronic form are leaner and in a more family friendly format. The service is currently managing the upgrade to 'LCS' system, which will be upgraded to version 13.0 in autumn 2017.

The service is currently planning the upgrade of the Children's Centre Manager (CCM) system to improve performance reporting and the implementation of a new messaging service, which will facilitate messaging communications between centres and families.

In 2016 the service successfully implemented the 'Egress Switch' Secure Email and Large File Transfer system, which provided email encryption facilities designed to secure and control information and allow data to flow freely via email outside of the Council's secure networks. The Council now has 724 staff that can use the system to send email securely to other organisations. The service is now in discussion with the 'Egress' to negotiate an increase from the original 500 user license agreement to cover the current and future demand, with the intention of moving towards a 'universal' site license for the Council. The service is also leading on a pilot project to implement a secure electronic process for delivering papers to the Council's Fostering Panel, eliminating the need to photocopy and distribute multiple bundles of paper records to panel members. The new solution will use 'Egress Workspace' product, which will integrate fully with the Council's email system to allow the secure transfer of sensitive information to a closed group of professionals. The pilot will conclude mid-June and inform a future implementation plan for using the new system to facilitate secure electronic information sharing across agencies.

The service is currently managing the upgrade to the Council's Liquid Logic 'EHM' Early Help system, which will be upgraded to v13.0 during October 2017, following extensive testing, which is scheduled for June and July 2017.

The service is currently managing the upgrade to the Council's Capita 'ONE' Education system platform will be upgraded to v3.3 during June 2017. Module Upgrades from Version 3.0 to Version 4.0 are taking place for Transport, CSS, Music and B2B. Recent and the Capita 'ONE' Education system version 4 upgrades have taken place for Children in Entertainment and School Admissions. Further work is being carried out on implementing Grants and Benefits and 30 hour Child Care Projects.

The Service has recently successfully completed the installation phase of the Liquid logic 'Single View' system, which provides a holistic view of child or adult social care, early help and education records, drawing on information gathered from multiple systems. This gives practitioners a combined chronology and an overview of the child or adults' professional involvements across all involved agencies. The Service will now develop an implementation plan with Snr Leadership Team Social Care, Schools and Families.

The service continues to lead the implementation of the 'Manage My Requests' (iCaseWork) case management software, which will provide the secure platform for managing and reporting on all of the Council's Freedom of Information Act requests, Environmental Information Regulations requests, personal information requests, public record requests and law enforcement agency requests for disclosure of client information, plus the capturing, managing and reporting on customer complaints, representations and feedback across the Council. The system is now live and a number of training sessions have already been run to support user configuration and training on the application of exemptions for FOI and SARs requests. It's anticipated that further sessions will need to be run as more users are granted access. Work will now begin to scope the implementation of the 'Complaints Management' functionality, which will provide the 'tools' required for capturing, managing and reporting on complaints and feedback across the entire Council, enabling the organisation to adhere to relevant regulations, improve service levels and enhance customer experience.

The Performance & Intelligence service (Information Governance Function) continues to support the Council to its ensure statutory compliance with the Data Protection Act, which involves providing information, advice and guidance on policies, procedures, processes and controls implemented to manage information at an enterprise level across the Council, supporting the organisation's immediate and future regulatory, legal, risk, environmental and operational requirements. This involves regularly providing information, advice and guidance at a practical level relating to information management, compliance and security, and providing professional support in the event of data breaches. Sefton Council is legally required to take appropriate measures to prevent unauthorised or unlawful processing, accidental loss, and destruction of or damage to personal data. In 2016/17 the Council experienced a total of 36 Data Breaches. For the month of April 2017, there were 2 breaches. The service continues to support Information Asset Owners (IAOs) and Information Asset Administrators (IAAs) across the Council to discharge their responsibilities regarding information management.

The service has contributed to the final iteration of a local Health and Social Care economy multi-agency Information Sharing Framework and Information Sharing Agreement, which will be

presented to Cabinet Member for noting and signature by Sefton's Performance & Intelligence Lead Officer. The most recent updates to the framework and sharing documents take into account feedback from the Information Commissioners Office (ICO), an independent review by commercial law firm Hill Dickinson and comments received from across the local Health and Social Care economy following consultation.

The Performance & Intelligence service (Complaints, Advocacy & Subject Access Function) continues to support the Council to respond to comments, compliments complaints and others representations. For the year, 1st April 2016 to 31st March 2017, we received 415 ASC Representations (MP/Councillor Contacts, compliments, enquiries etc.) of which 136 were ASC Complaints. In April 2017, 25 ASC representations were received of which 8 were ASC Complaints. From April 2016 to March 2017 there were 305 representations in relation to Children's Services (including 145 complaints directed under the Children Act). In April the Council received 10 representations relating to Children's Services (including 3 complaints directed under the Children Act).

In the same period the service has responded to 362 Access to Files requests and disclosure requests. 278 of these related to Children's Social Care and 84 to Adult Social Care. In April 18 requests relating to CSC have been received and 3 for ASC. Between April 2016 and March 2017, the service co-ordinated the responses to 1,149 Freedom of Information requests. In April, the figure was 135.

## **Procurement**

The Procurement team continues to assist and advise on procurement activity across the whole Council.

The Council's Contract procedure rules were further amended and agreed at Audit and Governance on 22<sup>nd</sup> March 2017. The Procurement team have worked with the Workforce Development team to establish an online training package. A pilot has been undertaken by procurement and commissioning support staff. It has recently been rolled out to over 200 officers that will be involved in contracting and procurement activity.

The Procurement Project Management Plans have been developed, and are now use for all procurements that pass through the Procurement team, one for procurements below £100k and one for procurements above £100k. These documents outline the roles and responsibilities of officers involved in Procurement processes. This document will help continue support the Contract procedure rules.

The use of the Council's e-procurement system (The Chest) is also under review with a view to rolling out the updated and improved Contract Management module in 2017. The Procurement team will be undertaking training to pilot the new module soon.

The agreement to adopt the Spend pro, spend analysis software has been signed by all the Liverpool City Region Authorities. Further cleansing of Sefton's payments files needs to be undertaken prior to the data being sent over to Spend Pro to be uploaded. Cleansed data files have been sent over to Spend Pro and we are awaiting a go live date.

The team is also involved in the establishment of the Liverpool City Region (LCR) Virtual Procurement Hub. The process has stalled due to the Procurement project lead taking up a new role. Knowsley MBC has shown an interest in taking the lead. The group are next meeting on Tuesday 23<sup>rd</sup> May 2017 to discuss the recent contract due diligence work that has been undertaken.

The team has over 100 procurement exercises on the current work plan at differing stages. Many of these are complex procurement exercises that exceed the OJEU procurement thresholds, examples of which include:

- Passenger Transport Framework Agreement
- Domiciliary Care Collaborative contract

- Young Carers Contract
- Occupational Health Services

## **CORPORATE SERVICES**

### **Finance**

#### **2016/17 Revenue Outturn Position**

The Council's preparation of the Financial Accounts have now been finalised. The final position shows an underspend of £0.894, which compares to a forecast underspend of £0.829m i.e. an improvement of £0.065m.

Work is ongoing to prepare the Council's draft Statement of Accounts, which is due for completion by the end of May. As agreed by the Audit & Governance Committee in September 2016, the draft document will be presented to their June meeting, and a briefing by officers will be provided. The aim of this is to inform Members of the key issues in advance of the September meeting, where the formal Accounts (approved by the external auditors, Ernst Young) will need to be considered by the Committee.

EY will start their review of the Accounts on the 12<sup>th</sup> June, with a view to complete their work within four weeks.

#### **Budget Monitoring Process**

Work is underway to implement an improvement in the timetabling of budget monitoring. This aims to introduce more efficient processes to prepare the monthly figures, and to enable the most up to date figures to be reported to Cabinet.

### **ICT**

#### **STRATEGY**

The Council has worked with external partners to develop an Enterprise ICT Business Case and Roadmap; this outlines the future direction of the ICT service, and the transformation to take place over the next 18 months and beyond.

The next step is to use this Business Case and Roadmap to inform the new ICT Strategy, and to help us define new policies & standards for the ICT service; this activity will be completed in December 2017.

Preparations are currently in progress for the procurement of a partner to deliver the core ICT transformation work; this procurement - due to commence in June 2017 - is separate to and in advance of the procurement for a new service provider for the full ICT service.

#### **TRANSITION OF ICT SERVICE**

Activity for the transition of ICT from the current service provider to a new provider has commenced; exit arrangements are in progress, whilst work is ongoing to develop a specification to help us procure a new service provider who can run the ICT service from October 2018. The Procurement and Legal teams are assisting with the preparation for the procurement approach.

#### **INFRASTRUCTURE**

The second phase of the Wi-Fi implementation has been scoped, and subject to approvals, will cover leisure centres, libraries and other appropriate locations.

ICT is supporting a number of the Framework for Change / Public Sector Reform projects, most notably Asset Maximisation (via agile working) and the Early Intervention & Prevention community base programme.

The full testing of the second data centre is in progress, but the original end date of March 2017 has been delayed due to the complexity of testing three core Council systems -- we await a revised end date from Arvato.

### AGILE WORKING

Indicative costing has been completed for the agile working requirements for the Framework for Change projects; we now await the outcome of the user profile survey to determine which council officers have been identified as agile workers, at which point costings will be firmed up and investment made in appropriate end user devices and communications software.

### **Customer Service:**

GOV RADIO installed in both One Stop Shops relays a looped message every 10 minutes encouraging customers to:

- Register for e-billing
- Complete Change in Circumstance forms for Benefit purposes
- Go online to complete forms for council tax refunds, direct debits, discounts and exemptions

As well as the One Stop Shops the messages are also relayed in all the Leisure Centres within our Borough.

Web Chat – **continues** to be piloted in the Contact Centre. Webchat figures for April confirm Customer Service Advisors engaged in 578 chats, the busiest month since the pilot began. The additional functionality of “proactive pop-up” has undoubtedly increased the chats that we are having.

There was a significant increase in chats with customers who had Revenues enquiries, with the majority of these customers signposted to the appropriate links on the web in order to self-serve.

Self-serve promotion - customers visiting the One Stop Shops are advised about the digital access options available and encouraged to use the self-serve computers which are located in the One Stop Shops if they don't have internet access at home.

At Bootle One Stop an assisted self-serve option is also available as a dedicated self-serve officer is available during business hours. Customers are directed towards the self-serve computers by One Stop Shop receptionists. During April 2017 a total of 92 customers received self-serve assistance at Bootle One Stop Shop. Of these, 70 customers (76%) required assistance with an ELAS application; 9 customers (10%) required assistance to complete benefit forms and 11 customers (12%) required assistance completing revenues forms. A further 2 customers (2%) who were encouraged to use the self-serve PC's at Bootle One Stop Shop during April 2017 received assistance completing a Voter Registration and a Universal Credit application.

### **Benefit Service:**

Discretionary housing Payments (DHP) - The DWP have confirmed the DHP budget for 2017/18 is £720,214.00 an increase of 6% on previous year. The DHP policy will be reviewed in line with DWP new guidance and Universal Credit Full Service requirements.

The DWP have confirmed that the Right Benefit Initiative (RBI) will replace FERIS for 2017/18. The Council will receive funding to focus on combating incorrect earnings and to use funding to process as many optional real time information referrals as possible each month. Sefton have opted into the new initiative and Arvato and Sefton will continue to work together to amend office procedures and move from FERIS to the new RBI approach over the next couple of months. The DWP will monitor performance.

### **Revenues Service:**

Business Rates 2016/17 in year collection – Arvato achieved 99.3% against an annual performance target of 98.5%.



Council Tax 2016/17 in year collection – Arvato achieved 96.3% against an annual performance target of 96.4%.

### **Internal Audit**

Internal audit work has been completed on Driver Safety, Data Protection and Freedom of Information, and Children's Social Care Ad Hoc Payments. Recommendations for the improved management of key risks in these systems have been agreed with relevant officers.

Work in progress from the 2016/17 Internal Audit Plan is now largely completed, with only one piece of work to be finalised – Accounts Payable. This has had to be put on hold because of a request for another piece of work, but will be completed in the next two weeks.

Delivery of the Internal Audit Plan 2017/18 has commenced, with particular emphasis being placed on supporting the Council's Framework for Change.

Work is concluding on the review of corporate governance so as to inform the Annual Governance Statement (AGS) 2016/17, and a number of findings have been generated which will form the basis of Significant Governance Issues to feature in the Statement. These include the update of the Code of Corporate Governance, embedding the corporate systems of risk and performance management, and strengthening systems for ensuring the effectiveness of partnerships. A draft AGS is to be considered by SLB and the Audit and Governance Committee in June.

### **Health and Safety**

An improved Health and Safety SLA package has been developed and offered to the Council's schools. This offers a comprehensive service for schools to enable them to access competent health and safety advice, which is a legal requirement.

Work is also underway to develop a health and safety inspection system, which will assess health and safety compliance across Council buildings and schools.

### **Insurance**

The risk management days provided free of charge as part of the Council's insurance contract with Gallagher Bassett are being used to improve risk awareness across the Council, with a view to reducing the volume and cost of claims. These days have been used to provide a Risk Conference, during which SLB members received presentations on various aspects of risk management, delivered by Gallagher Bassett's Risk Control Consultant. Accident investigation training has also been delivered to a group of staff, and a review of claims over the last ten years has also been undertaken.

Preparation for the renewal of the Council's insurance arrangements is commencing, with the refreshed arrangements taking effect from September.

### **Risk and Resilience**

Training was provided for the Council's humanitarian volunteers, who would provide support to those affected by a major incident. An international expert in this field, Dr Marion Gibson, delivered the training using her experience of supporting traumatised people across a wide variety of situations. Work must now begin on increasing the number of committed humanitarian volunteers.

Emergency planning arrangements for the Open Golf Championship continues, with a successful "tabletop" exercise held on 9 May to examine the approach to be taken by the various agencies in the event of a major incident.

Work is ongoing to support the Council in embedding a cohesive system of risk management. This has included a review of the Corporate Risk Register and encouraging the development of Service Risk Registers.

## **PERSONNEL DEPARTMENT**

### **Operational Issues**

Advice and support continues to be provided to various service areas where the impact of funding streams is affecting staff. Consultation is taking place with staff and the trade unions in this regard.

Reviews are continuing in Children's Social Care and Community Adolescent Service; Community Equipment Stores; Parks & Green Spaces and a re-focus of Adult Social Care. These are the subject of trade union consultation. Preparatory briefings to the trade unions have taken place on the number of projects being formed to formulate the budget going forward.

The Department has a full programme of work in respect of disciplinary, grievance and dignity at work issues. Support to service areas in respect of staffing reviews/restructures is being provided, together with advice and support in the management of sickness absence cases that are cause for concern and complex staffing matters.

Policy work continues on such matters such as the Disability Confident Scheme and Workforce reporting.

### **Pay & Grading Team**

Job evaluation continues relative to all Council and School posts for new or revised roles. Job evaluations are also conducted relative to any operational and service reviews to maximise efficiencies as part of restructuring exercises across the Council as a consequence of budgetary pressures. Regrading applications and regrading appeals are processed in line with the Council protocol.

Management of the Matrix contract relative to the recruitment of all Agency workers continues including the production of management information.

Team members are involved in service reviews and work to support transformational issues associated with the budget proposals and potential changes to service delivery.

Project work continues such as the management of sickness absence, including production of reports, analysis and management data and implementing training courses.

The Team is also working with officers from the Legal section and Sefton New Directions Ltd with regard to new equal pay claims submitted with reference to a Case Management order by the Employment Tribunal Judge on 19<sup>th</sup> April 2017.

### **Establishment Control, Pensions, Payroll & HR Transactional Services**

Regular Client meetings are continuing with the objective of improving processes and data quality. The Council and Arvato are currently mapping all the recruitment processes to ensure consistency. These processes will be built into the upgraded ResourceLink detailed below so all users can see where each individual record is up to, which should alleviate queries and phone calls.

A working Group has been set up with Arvato to introduce workflow to help recruitment, transactional HR, payroll and pension processes. The first process being reviewed is staff terminations, voluntary resignations only at this time. A project plan has been received from arvato with timescales and actions to be agreed. A solution has been built and once tested and agreed it will be rolled out across the Council. The Working Group is looking at the best way to handle other reasons for leaving e.g. dismissal, redundancy etc. and how these will be managed. There are 2 other processes which are being looked at to be put into workflow and they are changes to hours and extensions to temporary arrangements.

The Pensions Officer is continuing to work closely with the Transformation team and Personnel Officers to provide redundancy/pension information when required.

The Establishment Control Panel is now embedded and occurs every 2 weeks, to consider requests to release vacancies and approve any changes to the Establishment held in

ResourceLink. All changes to the Establishment are being mapped by the Council and Arvato to ensure correct procedures are followed.

The Apprentice Levy came into effect from April 2017 and a working group has been set up between the Council (Personnel, Legal and Finance staff) and Arvato to progress this. This is now in place and part of normal process

The Government have proposed and agreed changes to exit payments for public sector staff and further clarification is required as to how this will be implemented. Further guidance is still not available.

### **Occupational Health**

The number of referrals (208) to the HU from Sefton employees between 01/02/17 and 30/04/17 is an increase of 8.3% when compared with the same period last year.

The main reasons for referrals within this period are stress and mental health (40.4%) and musculoskeletal problems (28.4%). The majority of referrals are from schools (46.2%), Locality Services - Provision (18.3%) and Adult Social Care (10.6%).

Requests for counselling and cognitive behavioural therapy continue to reflect the amount of support needed for employees dealing with stress and mental health related issues. This is regardless of whether employees are absent or not.

### **Workforce Learning and Development (CLC)**

#### **Website / Online Payment Options:**

Workforce Learning and Development have identified the requirement for a new website to be developed to promote all courses and facilities offered by the service to all internal Sefton colleagues as well as a wider audience.

The website will be an essential marketing tool for facilities and courses, ensuring individuals know we are here, identify what we offer as well as streamlining and bringing our systems together (catalogue, bookings, payments, e-learning and learning development database).

We have been working closely with our Marketing and Communications team to develop the content for the website and are hoping to launch early summer 2017.

We are also investigating online payment options to enable external customers to pay for training / room hire online or over the telephone. Various options are being explored with Arvato and Finance.

#### **Skills Audit:**

Workforce Learning and Development created and published a skills audit (both electronic and paper versions) back in October 2016. The audit was produced with input/support from Charlotte Bailey, Executive Director.

The aim of the skills audit was to:

- Establish a clearer view of the full capabilities and skills of our current workforce
- Identify ways to utilise the existing skills of our workforce where they are needed most
- Produce a Training Needs Analysis (TNA) that identifies future training requirements
- Effectively target training and staff development opportunities
- Support our overall talent management / succession planning processes.

The skills audit was extended until Monday 20<sup>th</sup> February and the findings have now been shared with SLB.

## **Badge of Excellence / First Aid Accreditation**

Sefton Council's Corporate Learning Centre recently received some positive news. The service has been approved by Open Awards, an OFQUAL (The Office of Qualifications and Examination Regulations) regulated training provider, to approve and deliver internally developed training programmes using the "Badge of Excellence" scheme.

The Open Awards Badge of Excellence has been designed to recognise quality training, development and learning programmes that do not require qualification accreditation. The quality mark itself is not regulated by Ofqual but is supported by an Ofqual approved provider. Badge of excellence follows a robust quality assurance process to ensure quality of training delivery and resources which includes face-face training; group activities; workshops; e-learning modules; work placements and information briefings.

The Corporate Learning Centre are now accredited to deliver First Aid training with Quallsafe Awards (OFQUAL Regulated Qualifications).

The courses we are now offering include;

- QA Level 3 Award in First Aid at Work (QCF) 3 days (First Aider Qualification)
- QA Level 3 Award in First Aid at Work (QCF) 2 day requalification (First Aider Qualification)
- QA Level 3 Award in Paediatric First Aid (QCF) 2 days
- QA Level 2 Award in Emergency First Aid at Work (QCF) 1 day
- QA Level 2 Award in Basic Life Support and Safe Use of an Automated External Defibrillator (QCF) ½ day.

This accreditation will ensure our training is of the highest standard and recognised throughout industry. As a training centre we are aware that our employees and partners require excellent quality training at a reasonable and affordable cost. One of our aims is to promote our First Aid training offers across Sefton, the City Region and beyond!

## **Child Record**

We continue to train staff in the use of Child Record (Children's Social Care Case Management System), (utilising the Liquidlogic Children's System software LCS). We are continuing to develop the training to accommodate process changes and the software changes in version 11. Several eLearning self-teach sessions have been produced to allow users to access training from their own workstation. This is also very useful for delivering information with regards to the minor changes in software and process.

## **Information Compliance:**

We have held a number of Information Compliance briefing sessions at Bootle Town Hall, Crosby Lakeside Activity Centre and the Ainsdale Corporate Learning Centre to increase the attendance rates for the briefing sessions ready for the Information Commissioner's Improvement Plan. We have currently achieved an attendance rate of 83.9% across the Council seeing a big increase in attendance from Children's Social Care at 85.5%. Adult's Social Care are currently at 87.9% attendance.

The Information Compliance eLearning Refresher course has now been updated to be completed every 12 months rather than every 2 years, following a recommendation in the Improvement Plan from the Information Commissioner's Office. We currently have over 1600 staff enrolled on the e-learning.

The average test score is 95.8% with a number of staff achieving 100%.

Both the face to face briefing session and the e-learning refresher will be updated this year to incorporate the changes imposed by the GDPR.

## **iCasework's Manage My Requests System**

iCaseWork Manage My Requests training sessions are currently taking place. Staff are sent their accounts for the live system following this training to start immediately recording all Freedom of Information, Environmental Information Requests, Subject Access Requests and Disclosures they receive. The new system has so far been well received by the majority of staff with positive evaluations on the training. It is proposed to put Manage My Requests on eLearning later this year when it is made available to a wider cross section of Sefton employees.

## **LAS**

We continue to train staff in the use of the LAS system (Adult's Social Care Case Management System). A 2 day Practitioners course is held each month, this course is for Practitioners who are new users of the LAS System or require a refresher. Following the two day programme delegates are required to attend a consolidation day approximately two weeks after this training. The eLearning LAS Overview course is also a pre-requisite to this course. The course continues to receive positive feedback.

Early May members of staff from Liverpool Community Health Trust (MerseyCare from 1<sup>st</sup> June 2017) attended a half day overview session on Information Compliance, accessing service user demographics, assessments and plans on LAS. The staff from Liverpool Community Health Trust commented that being able to access the information will make a difference to their day to day work.

## **ICT Training**

A decision was taken to keep Excel, Word and PowerPoint courses as classroom based rather than transferring to eLearning. The Excel and Word courses are being re-written and refreshed ready to submit for Badge of Excellence approval. Excel Fundamentals (Introductory Level) and Working with Excel (Intermediate Level) have recently received Badge of Excellence Approval.

## **eLearning**

Workforce Development has worked with the Commissioning Support service to design an eLearning Programme in relation to Sefton Contract Procedures rules; this is a mandatory training programme for all staff that have an involvement in the commissioning process.

Two new eLearning programmes have been recently published – Display Screen Equipment (DSE) and Manual Handling at Work; the latter designed in conjunction with the Health & Safety Team.

## **Children's Social Care/ Young People and Families:**

Workforce Learning and Development have made good progress in developing a portfolio of Children Social Care in-house training provision.

The following courses are still under development but will shortly be ready for accreditation:

- Diversity and Identity Training
- Communicating with Children
- Toxic Trio
- ADHD
- Attachment – this course is being developed with support from the Early Years team and will be ready for September 17.

*Residential Care Home Core Programme:* We are developing a core training programme for Residential Care Homes, aligned against the standards and regulations for care homes. The programme will be launched in June 2017.

*Guns and Gangs Training:* This is a big issue, especially in Liverpool and Sefton and there's a need for training. Work is underway to recruit a lecturer from the University of Liverpool who specialises in guns and gangs to help develop an in-house training course.

*Parental Capacity to Change:* A workshop is being developed with support Children's Social Care.

*Signs of Safety:* Signs of Safety briefing –a briefing is being developed with support from Children's Social Care. The briefing will include learning outcomes to support professionals attending case conferences and what to look for.

*Private Fostering eLearning:* the course has been developed and is almost up and running. Fostering regulations need to be added as a resource to the eLearning then it will be ready for launch.

*Risk Management Training:* This course is being developed by Children's Social Care to follow on from a Management Programme which was specifically delivered to the Children's Social Care workforce. Risk Management training will draw upon serious case reviews/audits following the recent OFSTED inspection and will be ready for roll out in the summer.

*CSC Newsletter:* A newsletter is being developed to enable Workforce Learning and Development to distribute up and coming events.

*Research in Practice:* We continue to promote Research in Practice (RIP) across Children's Social Care. This includes encouraging staff and managers to utilise the resource.

*Intrafamilial Sexual Abuse:* This is a hot topic for OFSTED and we will need to develop training to address the issue. This is a specialist subject area and will need to be commissioned. Training options to be reviewed with Vicky Buchanan, Head of Service for Children's Social Care.

*Regional Adoption Agency:* The RAA is on-going; the implementation has now been postponed until January 2018. Premises have been identified near Speke, Halewood. IT is looking into installing network points/access and HR/Legal is dealing with TUPE arrangements.

Lorraine Akins, Learning and Development Officer who specialises in Children's Social Care is leading on the Workforce Development Work stream. Lorraine is meeting with the workforce leads on an x6 weekly basis – plans are being put in place to identify the quick wins / longer term actions.

*Human Trafficking:* A meeting is scheduled to take place with the police on 22<sup>nd</sup> May to discuss training options – this will include direct delivery by the police and/or train the trainer approaches.

*Practice and Performance Meetings:* Workforce Development will attend these meetings on a more regular basis from the autumn. The meetings are valuable and provide good insight into the training needs/requirements of the workforce. Intelligence/emerging themes are then thread throughout training to bring about consistency of messages.

*Early Help Management (EHM) System:* The Workforce Development Team continue to support the business with the facilitation of support sessions for users of the IT system and also have provided dedicated sessions for delegates undertaking the e-learning.

### **Adult Social Care (ASC):**

Workforce Learning and Development has made good progress in developing a portfolio of Adult Social Care in-house training provision. The following courses are now accredited and have been approved for delivery by Open Awards:

- Dementia Awareness
- Mental Capacity Act (MCA) and Deprivation of Liberty Safeguarding (DoLS) Awareness
- Safeguarding Awareness – Children, Young People and Adults
- Safeguarding Adults Awareness

The following internal courses are still in development and will be ready for delivery June/July 2017:

- Safeguarding Adults for Care Provider Managers & Supervisors
- Mental Capacity Act / Deprivation of Liberty Safeguards (DoLS) for Care Provider Managers & Supervisors

We liaised with Merseyside Police Prevent team to organise Prevent awareness train the trainer which were offered out to neighbouring authorities and partner agencies. The training took place in February 2017 and was well attended.

Through the dementia provider forum links were made with Liverpool Community Health to deliver free Infection Prevention and Control training for adult social care providers in Sefton.

We are working with the Wound Management Team from NHS England to provide free train the trainer pressure ulcer prevention training for staff in care home settings. These sessions were delivered in April 17.

We have worked with Liverpool Community Health to provide free Prevention and Infection Control training to adult social care providers in Sefton and further sessions have been organised for June.

### **Social Work related:**

A further 7 Social work Students started their final placement with us.

1 student has had his placement terminated.

We have commissioned a further set of ASYE and ASYE Assessor training.

2 ASYEs have had their pass recommendation confirmed at Internal Moderation. A further Internal Moderation is planned for later this month.

We have held Student Induction, ASYE, ASYE Assessor and Practice Educator meetings to ensure staff in these roles are supported and that CLC are aware of any concerns.

We continue to attend the Social Work Apprenticeship Trailblazer meetings. The Standards are now out for consultation and we expect to have government approval of the standards and assessment plan by December.

### **Apprenticeships:**

There are currently 66 Apprentices employed; 59 within the Local Authority and 7 within Schools. 6 Young people have gained employment or have progressed to an Advanced Apprenticeship (L3).

Since February 2017 we have recruited a further 9 apprentices:

- Electoral Services – Admin
- Parks & Greenspaces - Horticulture
- Public Health – Admin
- Finance – Admin
- Health & Social Care – Higher Admin (L4)
- Democratic Services – Admin
- Freshfield Primary – IT
- Locality Services – Admin
- Sefton Arc – Advanced Admin (L3)

We are currently supporting the following apprenticeship recruitment:

- Crosby Lakeside – Hospitality & Catering
- Coroners – Admin
- Personnel – Admin
- Cleansing – HGV
- Commercial Waste – Admin

- Building Control – Admin
- Rowan Park – Admin

We have co-ordinated an ‘Apprentice meets Councillor’ session which taking place on Thursday 25<sup>th</sup> May – this is an opportunity for apprentices to talk through their apprenticeship journey.

Currently working on the apprenticeship levy; so far we have completed a procurement exercise which has identified lead Training Providers, registered on the Apprenticeship service account, agreeing a governance arrangement with schools, started contract meeting with providers, agreed at the learning & development board that we will disseminate information to SLB. Work on the Apprenticeship levy is ongoing.

Secured AGE grant funding from the Liverpool City Region; this is due to the recruitment of 23 apprentices.

Pathway Programme for leaving care young people – one young person is in the process of moving on to stage 3 (apprenticeship). Work is ongoing supporting other young people who are on stage 1.

## **Building and Property Services**

### **Disposals**

The Council undertakes a pro-active programme of property disposals to both rationalise the portfolio to remove unproductive assets and realise capital receipts. This process assists in the reduction of revenue costs and raises capital which contributes to the funding of the Council’s capital Programme.

The current specific actions of note are as follows;

- The former Churchtown Library site developer has commenced work on site.
- Site B Z Blocks at Buckley Hill has been sold to Adactus for housing development
- Site C Z Blocks at Great Hey has been sold to Adactus for housing development
- The development of the Maghull Library site is progressing.
- The re development of the sites for Aintree Library and Beach Road School are well under way with Adactus.
- The housing developments undertaken by One Vision Housing at Sandbrook Way Ainsdale and Kilnyard Road Crosby are close to completion which will involve the transfer of the Council’s freehold interest in both cases.
- The construction of the manufacturing facility at Senate Business Park is progressing well.
- The sale of the freehold of the site of the former Stand Park public house in Litherland has been agreed to enable the development of 14 houses
- Terms and conditions have been sent out to two interested parties for the sale Of Vine House in Seaforth
- Letting of vacant retail units at Oriel Road and Irlam Road are in progress.

Internal Audit Review of Asset Management Strategy has concluded with Audit’s opinion that the overall organisational risk be classified as minor.

169 Asset Valuations together with the Asset Valuation Report 2017 and the various reports that go into the Report have been undertaken and completed on time for the end of year financial accounts.



### **Cyclical Compliance & Maintenance Work**

- Statutory testing and inspection works continue to be carried out in accordance with the defined cyclic timescales, day to day responsive maintenance works also continue to be undertaken as necessary.
- Concerted efforts are being made to increase the level of planned preventative works in order to try and prolong the lifespan of building elements and reduce the overall building maintenance cost burden.
- Major planned work proposals are however in abeyance pending funding considerations.
- Proposals for major planned maintenance intervention requirements in 2018/19 are presently being identified and prioritised.

### **Energy Initiatives**

- The Energy and Environmental team continues the management of energy purchase contracts having extended the option on the current electricity contract for 12 months but also reviewing the possibility of an OJEU for a Liverpool City Region (LCR) wide procurement exercise. It will also be reviewing the gas framework contract to see if there are any viable options before autumn 2017.
- The team have secured a discretionary discount on surface water drainage charges for schools. A total of 15%, or ~£127K, for maintained schools for 2017/18 rising to 50%, or ~£425K, for 2018/19.
- Water deregulation started on the 1<sup>st</sup> April 2017, however procurement has been delayed until the market is ready to accommodate buyers. Again the team is considering a joint LCR procurement.
- Due to staff shortages the team has been unable to update its Carbon Management Plan, however it is hopeful to be able to address this towards the end of 2017.
- The ECO Centre education facility continues to be popular, operating at full capacity this summer with local schools, the team sought funding from United Utilities and working with Air quality colleagues to create an interactive educational tool.
- Extensions of two additional 50KW Solar PV arrays at Dunes and Bootle Leisure Centres have recently been finished.
- To support the affordable warmth team and demands on the service from residents the Home Energy Conservation Act (HECA) update report has been delayed in favour of developing a Statement of Intent for using Energy Company funding for local insulation programmes. The HECA report will be produced for the summer of 2017.

### **Capital**

Committed capital programme projects are continuing, in particular:

- Works to remodel and refurbish the Mornington Road centre, part of the Adult Social Care reorganisation programme have now been completed. Similar works at the Dunningbridge Road centre will be completed at the end of May.
- Following completion of the ASC reorganisation programme a number of former centres will become redundant and these will be considered for mothballing or demolition as appropriate.
- The project to extend Thornton Crematorium and renew the cremator is complete other than for the final works following delivery of the new cremators.

- Proposals for the 2<sup>nd</sup> Phase works which will rationalise toilet and staff accommodation are in development for commencement in June 2017.
- Works have started on site for the extension Norwood CP School for an additional form entry at the school. Completion is programmed for December 2017.
- Works have started on site to reinforce the electrical infrastructure network at Meols Cop High School.
- Tenders have been invited for the phase 3 remodelling works at Great Crosby School. Works are programmed to start early July 2017.
- Design works are taking place for works to provide an additional classroom at Linaker School Southport. Works are programmed to start on site in July 2017.

### **Regeneration**

The Building and Property Services are supporting the Head of Regeneration and Housing in the identification and development of regeneration initiatives providing input on Valuation, feasibility and cost across a number of potential projects.

### **Accommodation Strategy**

The Accommodation Strategy is being developed to take account of emerging accommodation requirements and the principles of Agile (mobile) Working. A specific, member-led working group has undertaken research to identify the appropriate principles to inform the development of the strategy. A report has been drafted for consideration by the Overview & Scrutiny committee. An officer project group has been established to scope out and deliver the relocation of staff from Merton House.

The strategy is closely linked as an enabler of the Public Sector Reform proposals and regeneration initiatives.

## **REGULATION & COMPLIANCE**

### **Coroners**

- Since 3<sup>rd</sup> April 2017 deaths of people who were subject to a Deprivation of Liberty Safeguarding Order are no longer reportable to the Coroner leading to a significant reduction in the number of inquests held by the Coroner.
- Coroners Apprentice starts on 5<sup>th</sup> June 2017.

### **Registrars**

- Stock and security audit completed by General Register Office Compliance Officer on 2<sup>nd</sup> & 3<sup>rd</sup> May 2017. The draft report will not be sent out until after the General Election.
- Since 1<sup>st</sup> April we have had a 3 tier copy certificate service - £10 – 7 day issue; £20 – 2 working day issue; £30 – same day issue.
- Since start of January we have made over 300 provisional bookings for weddings to take place during 2017/18 at Sefton's Town Halls and approved premises.

### **Electoral Services**

Nominations have now closed for our 3 Parliamentary Constituencies with 5 Candidates in Bootle and 4 in Sefton Central and Southport. Registration levels are extremely high and it is anticipated that the numbers of voters will increase by around 5,000 since the 2015 General Election and those electors opting to vote by post will pass 36,000 for the first time. The number of overseas electors has increased by 25% since the EU Referendum last year. The total electorate in Bootle and Southport constituencies now exceeds the 71,031 minimum number of electors within the statutory electorate range set by Boundary Commission for England.

## **Corporate Legal Services**

### **Property & Contracts Team**

The Property & Contracts team continues to provide legal assistance in facilitating the Council's day to day management of its property portfolio and with contractual agreements in relation to its various functions. The variety of matters in hand at the moment include:-

#### Contracts

- Review of 3<sup>rd</sup> party contracts which Arvato have with their suppliers to ensure a smooth transition when the Service Contract ends in 2018;
- Appointment of new provider to run café service within the Atkinson;
- Well North Public Health Collaboration Agreement;
- Funding Agreement - Liverpool City Region Sustainable Transport Enhancements Package (STEP);
- Future Commissioning of Sefton Sexual Health Service; and
- Young People and Family Substance Misuse Service;

#### Property

- The merger of South Sefton Sixth Form College with Hugh Baird College;
- The transfer of land at Formby Point to the National Trust;
- Various lease of Units at Southport Market;
- Grant of lease at Southport Pleasure land; and
- Facilitating the development of land at Senate Business Park.

A number of officers worked extensively over the last few months with the project team on the commercial acquisition of the Strand shopping centre.

### **Planning, Employment & Prosecutions Team**

#### Employment

- We are working closely with colleagues in HR on various strategic issues arising from the recent Cabinet Budget Report.
- We are advising in relation to the proposed transfer of Formby Point to the National Trust.
- We are providing strategic advice in relation to a number of matters arising from actual or proposed outsourcing projects, re-tenders and potential 'insourcing' arrangements.
- We are assisting with various disciplinary and capability matters for Sefton MBC.
- We are advising a School in relation to a complex insource and the application of TUPE.
- We are advising on two employment tribunal claims for unfair dismissal and equal pay respectively.
- We have drafted and are advising a number of settlement agreements for Schools.

#### Prosecutions

Successful prosecutions in May 2017 include:

- Fly-tipping prosecution - £250 fine, £25 victim surcharge, £1,186.00 Sefton Costs and compensation of £1020 incurred by Riverside Housing.
- 4 successful education prosecutions.
- A retrospective stopping order granted in relation to 45 Palace Road.
- 10 successful littering prosecutions.
- Successful food hygiene prosecution against Mr Lal Miah and Nasib (Southport) Limited dealt with by way of financial penalty totalling for both £12,925.37
- Two successful trade mark act offences.

## **Children & Social Care Team**

The Team continue to be very busy with the volume of care proceedings cases handled by the team with the resultant court hearings and associated meetings. The number of pre-proceedings meetings has increased significantly in recent years.

This trend is mirrored nationally with Sir James Munby, President of the Court's Family Division in his "VIEW FROM THE PRESIDENT'S CHAMBERS" addressed the national increase in care cases. Below are sentences taken from the document in which he discussed the situation:

*" the seemingly relentless rise in the number of new care cases"*

*" the figure will have more than doubled in the ten years since 2006-7"*

*" Assuming the lower figure of 14,713 for the present year and an annual 10% increase over the next three years, by 2019-20 the figure will have almost trebled since 2006-7"*

*"The fact is that, on the ground, the system is – the people who make the system work are – at full stretch. We cannot, and I have for some time now been making clear that I will not, ask people to work harder. Everyone – everyone – is working as hard as they can"*

The legal service continue to work with Children's Services to proactively manage the children at risk of significant harm outside of the court arena where appropriate through the "Pre – proceedings" route. This still allows parents and the child to have the benefit of legal advice through their own solicitor. A small number of cases within the court system have been concluded through the "settlement conference" initiative. Settlement conferences were trialled in the Cheshire and Merseyside region and have now been rolled out nationally. The aim is to "settle" the matter with the informal assistance of a judge and hence avoid lengthy, costly and potentially difficult final court hearings.

Training has been given to Children's Services and Sefton's Occupational Therapy Team in regards to deprivations of a child's liberty and when there is a requirement for such deprivations of liberty to be authorised by a court.

Training has been provided by the adult social care legal team covering a range of legal issues that social workers need to be aware of. The training was given on three occasions in order to reach as many social care staff and was very well attended. Social Care staff continue to refer matters to the legal department for advice and this has resulted in a number of matters being before the Court of Protection.

The legal service assisted in the preparation of a letter sent to the NHS concerning the legal responsibility to meet payments in respect of various individual's health and social care needs. The collaborative working of social care and the legal department has resulted in a significant payment to the LA from local CCGs of monies previously subject to dispute.

## **Democratic Services**

The **Overview and Scrutiny Committee (Adult Social Care and Health)** has established a Working Group to consider Residential and Care Homes. The Working Group has met on five occasions to date and Councillor Linda Cluskey is the Lead Member. Witness interviews have taken place with the Care Quality Commission, Sefton Pensioners Advocacy Centre, Age Concern

and the Care Homes Association. A briefing report from Healthwatch Sefton and a written submission from the Sefton Clinical Commissioning Groups have also been considered by the Working Group. Site visits to various residential and care homes to gather information have been carried out. The next meeting will be held on 15 June 2017 and it is anticipated that the Working Group will produce recommendations on that date.

The **Overview and Scrutiny Committee (Children's Services and Safeguarding)** has agreed to establish one Working Group to review Children and Adolescent Mental Health Service (CAMHS). The Working Group met on 8 September 2016 and Councillor Hands was appointed Lead Member of the Working Group. The Working Group agreed the scope for the review and have reviewed the service specification and drafted questions to ask of the Clinical Commissioning Groups as the Commissioner of CAMHS. Various representatives from the groups identified in the scope have been interviewed. An advert was also published in the free Newspapers across then Borough inviting service users to share views and experiences. The Working Group is still deliberating and it is the intention that the Final Report will be considered by the Committee in September 2017.

The Committee had received a request from the Overview and Scrutiny Committee (Regulation, Compliance and Corporate Services) to establish a Joint Working Group to consider Child Sexual Exploitation and the Committee nominated Members to serve on the Working Group. Please see the update under O&S Committee (Regulation, Compliance and Corporate Services) below.

The **Overview and Scrutiny Committee (Regeneration and Skills)** has agreed to establish three Working Groups to consider the following issues:-

- Peer Review Working Group;
- Strategic approach to the future management and Development of Parks and Greenspaces; and
- VCF Review.

The Peer Review Working Group met on Friday 12 August 2016. Councillor Dan. T. Lewis was appointed as Lead Member of the Working Group. The Working Group agreed the scope for the review. The Working Group has completed its review and investigation work and the Final Report is due to be considered at the Committee on 4 July 2017.

The Parks and Greenspaces Working Group held its first Meeting on 28 November 2016, Councillor Bliss was appointed Lead Member of the Working Group. Members in attendance agreed the scope of the review and received a substantial amount of background reading. This review is ongoing and is likely to be completed in the Autumn 2017.

The **Overview and Scrutiny Committee (Regulatory, Compliance and Corporate Services)** has agreed to establish three Working Groups to look at the following issues:-

- Accommodation Strategy/Agile Working;
- Licensing/Child Sexual Exploitation (a joint Working Group with Members of the Overview and Scrutiny Committee (Children's Services and Safeguarding));
- an examination of the operation of Area Committees

Since the production of the last report the following updates can be provided:-

The Accommodation Strategy/Agile Working Group and Licensing/Child Sexual Exploitation Working Group Final Reports will be submitted to Cabinet for approval on 22 June 2017.

With regard to the Area Committees Working Group, a further meeting will be held in mid-June 2017 to consider submissions of Working Group Members on their suggested models of community engagement. Following this meeting it is anticipated that the Final report will be submitted to Cabinet for approval on 27 July 2017.

The Committee will next meet on 13 June 2017 and Members will consider the Work Programme and Working Group review topics for 2017/18.

The **Overview and Scrutiny Management Board** has established an Early Intervention and Prevention Working Group, comprised of four Chairs / Vice-Chairs from the Council's Overview and Scrutiny Committees. Councillor Page is the Lead Member. The Working Group has met on four occasions, to receive information and discuss the scope for the review. Working Group Members have attended a meeting of the Multi-Agency Working Group to sit in on a presentation on Transforming Public Services in Wigan and to meet with potential witnesses for the review. Members have also visited the Light for Life Premises in Southport. Members are scheduled to attend at the Early Intervention and Prevention Overarching Programme Board to meet with potential witnesses for the review and a further site visit to the newly opened Life Rooms in Southport is in course of preparation. The next meeting of the Working Group is scheduled for 12 June 2017, and work remains on-going into the 2017/18 Municipal Year, with an anticipated conclusion by September 2017.

### **Admission Appeals**

In addition to the provision of administrative support for meetings of the Council, Cabinet, and Committees, the Section has also organised and clerked **school admission appeal hearings** involving 51 applications for 8 Secondary schools and 25 applications for 16 Primary schools during the period from 28 January to 19 May 2017.

In addition arrangements were made for a further 12 appeals to be heard during this period, which were subsequently withdrawn.

### **Civic and Mayoral Services**

#### **Mayor of Sefton's Charity Ball**

This year the Mayor of Sefton's Charity Ball raised just over £7,000 for local Organisations and Community Groups, the night was extremely well attended with over 190 guests which included the Mayors of Maghull, Frodsham and the Deputy Mayor of Liverpool they all enjoyed a three course meal and live entertainment, the event also had our Tombola, Raffle and Auction.

#### **Mayoral Installation**

Councillor Dave Robinson was officially sworn as the Mayor of Sefton on Thursday 11th May at Bootle Town Hall, his wife Wendy was also sworn in as Mayoress, following the ceremony, a reception was held in the Ballroom at the Town Hall with 90 guests present, including the High Sheriff of Merseyside. Cllr Robinson is very much looking forward to the next 12 months, and he has identified Sefton Opera, Y-Kids and T.E.A.M as his charities that he will look to help during his term of office.

#### **Freedom of the Borough**

Work is currently underway for the Freedom Ceremony and Reception for the Duke of Lancaster's Regiment which is being held at Bootle Town Hall on Tuesday 20th June, the Lord Lieutenant of Merseyside will be in attendance at this event and will form part of the inspection team

#### **Mayor of Sefton's Charity Ball**

Work is currently underway for this year's Charity Event which is to be held on Saturday 1 April 2017 at Floral Hall in Southport Theatre & Convention Centre. Tickets are on sale now priced at £35.00 which includes welcome drink and three course meal and are available from the Mayor's Office. Bootle Town Hall.