

Public Document Pack



MEETING:	Overview and Scrutiny Committee
DATE:	Tuesday, 26 March 2019
TIME:	2.00 pm
VENUE:	Council Chamber, Barnsley Town Hall

AGENDA

Administrative and Governance Issues for the Committee

1 **Apologies for Absence - Parent Governor Representatives**

To receive apologies for absence in accordance with Regulation 7 (6) of the Parent Governor Representatives (England) Regulations 2001.

2 **Declarations of Pecuniary and Non-Pecuniary Interest**

To invite Members of the Committee to make any declarations of pecuniary and non-pecuniary interest in connection with the items on this agenda.

3 **Minutes of the Previous Meeting** (*Pages 3 - 10*)

To approve the minutes of the previous meeting of the Committee held on 26th February, 2019 (Item 3 attached).

Overview and Scrutiny Issues for the Committee

4 **Adult Skills and Community Learning (ASCL) Service Ofsted Inspection** (*Pages 11 - 30*)

To consider a report of the Executive Director Core Services and the Executive Director Place (Item 4a attached) in respect of the ASCL Ofsted Report (Item 4b attached) and the ASCL Service Improvement Plan (Item 4c attached).

5 **Overview and Scrutiny Committee (OSC) Task and Finish Group (TFG) Reports 2018/19** (*Pages 31 - 56*)

To consider a report of the Executive Director Core Services (Item 5a attached) in respect of the TFG reports on: Social Housing (Item 5b attached); Substance Misuse (Item 5c attached); and Adult Mental Health Crisis Care (Item 5d attached).

Enquiries to Anna Marshall, Scrutiny Officer

Email scrutiny@barnsley.gov.uk

To: Chair and Members of Overview and Scrutiny Committee:-

Councillors Ennis OBE (Chair), Bowler, G. Carr, Charlesworth, Clarke, Clements, Franklin, Frost, Gollick, Daniel Griffin, Hampson, Hand-Davis, Hayward, W. Johnson, Makinson, Mitchell, Murray, Phillips, Pickering, Pourali, Sheard, Sixsmith MBE, Tattersall, Williams, Wilson and Wright together with co-opted Members Ms P. Gould and Statutory Co-opted Member Ms K. Morritt (Parent Governor Representative)

Electronic Copies Circulated for Information

Diana Terris, Chief Executive

Andrew Frostdick, Executive Director Core Services

Rob Winter, Head of Internal Audit and Risk Management

Michael Potter, Service Director, Business Improvement and Communications

Ian Turner, Service Director, Council Governance

Press

Witnesses

Item 4 (2:00pm)

David Shepherd, Service Director for Regeneration & Property, Place Directorate

Tom Smith, Head of Employment & Skills, Place Directorate

Anne-Marie Holdsworth, Adult Skills, Employability & Community Learning Manager, Place Directorate

Councillor Chris Lamb, Member of the ASCL Service Improvement & Governing Board

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MINUTES

Present Councillors Ennis OBE (Chair), Bowler, G. Carr, Frost, Gollick, Hayward, W. Johnson, Makinson, Phillips, Pourali, Tattersall, Williams and Wilson

50 Apologies for Absence - Parent Governor Representatives

Apologies for absence were received from Ms K Morrith in accordance with Regulation 7(6) of the Parent Governor Representatives (England) Regulations 2001.

51 Declarations of Pecuniary and Non-Pecuniary Interest

Councillors G Garr, Tattersall and Wilson declared a non-pecuniary interest in Minute 53 'Ofsted inspection of Local Authority Children's Services (ILACS) in Barnsley' and Minute 56 'Children's Social Care Performance Report' insofar as the discussion related to the Corporate Parenting Panel of which they were Members.

52 Minutes of the Previous Meeting

The minutes of the meeting held on the 29th January, 2019 were approved as a true and accurate record.

The Chair reported that information requested by the Committee at previous meetings in relation to Special Educational Needs and Disabilities (SEND) and Provisional Education Outcomes for Children and Young People in Barnsley 2018 had now been circulated by the Service Director Education Early Start and Prevention.

No further queries were raised by the Committee.

53 Domestic Abuse Services in Barnsley

The following witnesses were welcomed to the meeting:

Wendy Lowder – Executive Director – Communities
 Councillor J Platts – Cabinet Spokesperson – Communities
 Jayne Hellowell – Head of Commissioning & Healthier Communities
 Rosemary Clewer – Commissioning Manager – Stronger, Safer & Healthier Communities
 Sam Goulding – Project Manager – Independent Domestic Abuse Services (IDAS)
 Acting Detective Inspector (ADI) Adrienne Sheekey – South Yorkshire Police

The Executive Director Communities introduced this item by giving a brief overview of the progress so far on the local commissioned response to domestic abuse together with the current climate in Barnsley. The Committee also received case studies and real life accounts of the impact that agencies could have on the lives of

victims by working collaboratively through the MARAC (Multi Agency Risk Assessment Conference) process together with information on the Domestic Abuse Public Awareness Campaign.

The Executive Director commented on the success of the project and of proposals for developing the service in the future. She commented that the arrangements were seen as a model provision being one of the best, if not the best in the region.

In the ensuing discussion, and in response to detailed questioning and challenge, the following matters were highlighted:

- The ways in which people could access the service was outlined and particular reference in this respect was made to re-referrals and self-referrals. Arising out of this discussion reference was made to emotional and therapeutic recovery options and the special arrangements in place to deal with children and young people by the involvement of specialist teams/services including Social Care
- There was a discussion of multi-agency involvement and of the ways in which a common/unified approach was ensured. This was achieved in a number of ways including having appropriate governance arrangements in place (which was seen as a key element), appropriate reporting arrangements and a true partnership approach. Particular reference was made to the Multi Agency Risk Assessment Conference (MARAC) which was a meeting between different statutory and voluntary sector agencies where information on the highest risk cases of domestic abuse was shared
- Reference was made to future plans and challenges and particularly the arrangements for training which were welcomed.
 - It was particularly pleasing to note that an organisation called Human Kind was to deliver a training programme to develop professionals' skills in working with men as victims. It was also suggested that specific focused training should be provided for Elected Members
 - Arising out of the above, reference was made to the 'Speak Up' Campaign details of which were outlined within an appendix to the report. This campaign aimed to get the message across that domestic abuse would not be tolerated and that individuals suffering such abuse would be encouraged to speak up and would be listened to by all services involved
 - Once an instance of domestic abuse had been identified arrangements were in place to ensure that the individual(s) concerned were referred to the most appropriate agency to deal with the specific issues raised. Training had been put in place to ensure that all agencies involved were aware of such arrangements
 - Arrangements had been put in place to ensure that all employees entering domestic premises (such as those in Berneslai Homes Construction Services) had been trained in spotting instances of domestic abuse
 - It was reported that a conference had been held in 2018 for local businesses/employers. The aim of this had been to raise the awareness of domestic abuse, to check whether or not employers had the necessary policies and protocols in place and to ensure that they knew what action to take in the event that an instance of domestic abuse was discovered

- The ways in which children and young people could report issues was outlined. It was noted that a lot of work had been undertaken with schools on this and arising out of this, reference was made to the work of young person's domestic abuse advisors
- Reference was made to the successful bid made to the Ministry of Justice for capital funding of £250,000 to develop a new women's centre with accommodation which was to be developed in collaboration with partners and providers:
 - The matched funding arrangements were touched upon and the centre would provide access for women to drop in to talk about issues including those emanating from the 'Speak Up' Campaign.
 - Women would be able to access counselling and training opportunities.
 - It was also hoped that a social enterprise could perhaps provide a crèche and a café.
 - An additional four units of accommodation were to be provided to ensure that women subject to domestic abuse had access to a place of safety
 - No specific site had been identified, however, it would be on a good bus route and the site would be chosen in liaison with the Police
- In response to specific questioning regarding hours of operation, it was reported that South Yorkshire Police were always available for victims of abuse and arrangements would be made for overnight accommodation for victims and their families. Concerns were expressed about financial restrictions and questions were asked as to whether or not appropriate responses would continue to be made prior to an issue escalating. In response Acting Detective Inspector Sheekey outlined the ways in which calls were logged and triaged to respond. She went on to describe the steps that could be taken as a result of any complaints received about inappropriate response times so that lessons could be learned. She pointed out, however, that after investigation, not all response times were judged to be inappropriate and that each request for response was taken on its own merits. It was noted that alongside the Women's Centre, a telephone helpline was available until 11.00 pm seven days a week – this enabled services the opportunity to identify where vacancies were available across the country and ensure that victims did not have to wait unduly for support
- The work of the Independent Domestic Abuse Service (ISAS) was referred to and the rationale for adopting this arrangement was outlined. It was particularly noted that other Authorities were now looking to the Barnsley approach as a model of excellence. Sheffield City Council had also awarded the contract to IDAS and this service was to be rolled out from 1st April, 2019
- The difficulties associated with referrals from the LGBTQ section of the community were referred to. It was noted that the service worked hard to understand barriers that prevented people from accessing services they required
- Reference was made to the way in which the quality and equity of provision could be ensured bearing in mind that referrals could come from a variety of sources
- The service was working hard to change 'hearts and minds' so that domestic abuse was seen to be perceived with the same stigma and as offensive as 'drink driving'

- The Committee were pleased to hear that Claire Throssell has become an ambassador for IDAS. Her relentless campaigning had come about as a result of her abusive husband killing her two sons in a house fire in Penistone. She was also helping to raise the Speak Up campaign through the media.

RESOLVED:

- (i) that the report be noted and that witnesses be thanked for their attendance and contribution and for answering Members questions; and
- (ii) that training be provided for Elected Members on Domestic Abuse.

54 Ofsted Inspection of Local Authority Children's Services (ILACS) in Barnsley

The following witnesses were welcomed to the meeting:

Rachel Dickinson – Executive Director - People
 Mel John-Ross – Service Director – Children’s Social Care & Safeguarding
 Margaret Libreri – Service Director, Education, Early Start & Prevention
 Councillor Cheetham – Cabinet Member for People (Safeguarding)
 Councillor Saunders – Cabinet Support Member for People (Safeguarding)

The Executive Director People introduced this item by explaining that following an Ofsted Inspection of Children’s Services on the 8th – 19th October, 2018 Barnsley’s Children’s Social Care (CSC) Services had been judged to be ‘good’ across all areas with only four recommendations being made. She asked to place on record her thanks to all staff and to Elected Members for their dedication and hard work in helping to secure such a fantastic achievement.

The Committee received a joint report of the Executive Director Core Services and Executive Director People summarising the main findings of the Inspection and the full Ofsted report was appended.

In the ensuing discussion and in response to detailed questioning and challenge, the following matters were highlighted:

- In response to specific questioning, the Committee was informed of the changes introduced to the Service’s IT system to ensure that it was fit for purpose. It was noted that this was a bespoke service tailored to the needs of Barnsley and was also used by Stockport. Staff within Children’s Social Care Services had all benefited from the provision of new devices so that they could now work flexibly and remotely and this had made a significant difference to efficient working practices
- It was noted that there were strong multi-agency partnerships within the Borough which ensured good participation at child protection conferences, with children offered the opportunity to have advocates to support them. There was political commitment and financial investment and self-evaluation showed that leaders knew their services well. There was also a commitment to protect the budget as well as continued investment
- Work was now progressing on the four outstanding Ofsted recommendations
 - The Action Plan had been prepared and submitted

- Recommendations for improvement were being managed and progressed within the Service Improvement Plan
- Work was progressing within the Barnsley Safeguarding Children Board which had agreed a strategy and resource allocation to address all forms of child exploitation which included appropriate training
- Risk assessments were being undertaken to ensure that there was a better understanding of the wider risks to which young people were exposed in the community including the timeliness, appropriateness and quality of return to home interviews in situations where children were reported missing from home and in care. It was anticipated that a preliminary report on the findings of meetings held with appropriate staff and agencies would be available by the 8th March, 2019
- It was reported that significant progress had been made in the timeliness of the Section 47 assessments. Arising out of the discussion, reference was made to recent audits which indicated that in relation to Private Fostering, no children were seen to be at risk of harm and that the appropriate arrangements were robust
- Members in expressing their congratulations to the Executive Director People and her staff for their hard work and dedication in the progress that had been made since the previous Ofsted inspection questioned how this momentum was to be maintained.
 - The Executive Director commented that this was a team effort and needing to ensure that the right staff were in post
 - She commented that there was a tried and tested architecture in place to ensure continuous improvement both within the Authority and with Partners
 - In relation to future resourcing, she commented that the Authority had invested, and continued to invest additional resources into the Service and it was important in the future to look to protect those resources notwithstanding the fact that difficult decision would have to be made
 - Early intervention was key and the benefits of this could be demonstrated by the way that services had been shaped and developed from 2015/16 in relation to Children's Centres and the shaping of Family Support Services
 - In addition she felt that the scrutiny process was key in ensuring developments took place and continued into the future as the Committee acted both as a critical friend but also held her and her staff to account and offered significant challenge
- It was noted that Ofsted had determined that children and families benefit from a good early help offer. The Service had been redesigned to be delivered through a family centre 0–19 model and this ensured a more equitable distribution of targeted support at the heart of communities and where it is most needed. It was also noted that a Select Committee report recently published indicated that the first 1,000 days of a child's life were critical to that child's success and this view was shared by witnesses present. It was felt important, therefore, that despite difficult funding decisions, work with early years should be continued as this was deemed to be critical. The Executive Director reported on the significant progress made by the authority to ensure that children were 'ready for school' and the benefits of this could not be overestimated. She commented that Barnsley had a network of support for families in early years and beyond. Arising out of this discussion, reference was also made to the impact of good early help services

- Ofsted had commented on how Barnsley schools worked with other services and agencies to improve the safety and educational outcomes of pupils. There was, however, always a need to improve the outcomes of vulnerable pupils (those with SEND, Free School Meals, Pupil Premium etc.) and the way in which the Service used available data to measure successful outcomes was outlined
- In response to detailed questioning the Executive Director outlined how the Service had addressed gaps in mental health provision through a respectful challenge to the Clinical Commissioning Group (CCG). This had contributed to an improvement in timeliness for access to the child and Adolescent Mental Health Services (CAMHS) initial assessment, and senior managers from both services who were jointly tracking timeliness of interventions offered by CAMHS. Some children in care who required direct mental health provision and support had not been receiving a timely enough service for treatment and following appropriate meetings between all involved it was pleasing to note that performance was now continually improving. The CCG was keen to ensure the best possible service locally and had commissioned a review into the work of CAMHS, the outcome of which would be key in driving performance improvements
- Arising out of the above, reference was made to pre-birth and milestone assessments and the work undertaken by Public Health Nursing and Early Help Services in ensuring that appropriate support was in place was outlined
- The support to care leavers and those leaving education was outlined. It was noted that a National Government Advisor had been impressed with the services available and Barnsley had been held up as an example of good practice. It was essential that services were individually tailored for the child/leaver concerned and that they were appropriately supported so that they could fulfil their aspirations
- The Executive Director commented that an aspirational audit had been undertaken of Y9 pupils in care. It was important to ensure early intervention, to engage pupils in the curriculum and with school, to improve the quality and access to post 16 education and improve the care leaver experience by providing links to both education and employment offers
- Questions were asked about Social Worker retention and recruitment given that some authorities appeared to be increasing the number employed. The Executive Director commented that Ofsted had commented on the good work undertaken by Social Workers. The majority of Social Workers lived and worked in Barnsley and were proud to work for the Authority. They also felt valued and supported. The Authority undertook an annual Social Worker 'health check' and over three years there had been significant improvements in provision. Their casework had been reviewed and the workload was now manageable, however, the workforce would be kept under review to ensure that there were sufficient staff in post

RESOLVED that the report be noted and that witnesses be thanked for their attendance and contribution and for answering Members questions.

55 Exclusion of the Public and Press

RESOLVED that the public and press be excluded from the meeting during the consideration of the following item because of the likely disclosure of exempt

information as defined by Paragraph 1 of Schedule 12A of the Local Government Act 1972 (as amended).

56 Children's Social Care Performance Report

The Following witnesses were welcomed to the meeting:

Mel John-Ross - Service Director, Children's Social Care & Safeguarding, BMBC
Cllr Saunders - Cabinet Support Member – People (Safeguarding)

The Service Director introduced this item and gave an overview of performance indicators for children's safeguarding and social care up to the end of December 2018. It was reported that although there are no significant changes and performance remains good across children's social care, there are some seasonal and monthly fluctuations. Barnsley's rating for adoption is 'outstanding' but there was always more to do.

In the ensuing discussion, and in response to detailed questioning and challenge, the following matters were highlighted:

- The proportion of Section 47 investigations converting to child protection conferences had decreased notably and was the lowest ever reported, however, the number of investigations ending in no further action had increased to the highest level reported
- It was noted that reporting on the timeliness of initial child protection conferences were within 15 days and was now in line with the national definition
- The number of children in care were still relatively low compared to other authorities
- Information was provided with regard to a recently introduced performance measure embedded into the CSC Monthly Reporting Process in relation to Visits to Care Leavers which indicated that performance improvements had been made. There were no reasons to believe that this would not be sustained
- Reference was made to the success of the Christmas dinner for Care Leavers and to the benefits this had made particularly for the morale of such leavers. It would be nice if this could be repeated this year

RESOLVED that:

- (i) Members note the report, and
- (ii) Witnesses be thanked for their attendance and contribution.

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Item 4a

**Report of the Executive Director Core Services
and the Executive Director Place,
to the Overview and Scrutiny Committee (OSC)
on 26th March 2019**

Inspection of Local Authority Adult Skills and Community Learning Service (ASCL) by the Office for Standards in Education, Children's Services and Skills (Ofsted) Report

1.0 Introduction

- 1.1 The purpose of this report is to inform the Overview & Scrutiny Committee of the recent Ofsted inspection of the local authority's Adult Skills and Community Learning (ASCL) Service. The full report can be found at Item 5b.

2.0 Background

- 2.1 The ASCL Service delivers adult education across the community of Barnsley. It is funded primarily through public funds from the Education and Skills Funding Agency (ESFA) which brings it into scope for inspection by Ofsted.
- 2.2 In December 2016, Ofsted's inspection of the ASCL Service resulted in the judgement that the Service 'Requires Improvement'. Five recommendations for improvement were made mainly in relation to improving the quality of teaching, learning and assessment and the impact this had on outcomes for learners.
- 2.3 To support the required improvement journey, an Improvement and Governing Board was established in May 2017. The Board is made up of two Elected Members; Barnsley Metropolitan Borough Council (BMBC) officers – both strategic and operational; local and regional further education sector representatives; and a voluntary and community sector representative.

3.0 Current Position

- 3.1 Ofsted inspected BMBC's ASCL Service from the 13th to 16th November 2018. The inspection found the Service to be 'good' across all the following judgement areas:
- Overall effectiveness
 - Effectiveness of leadership and management
 - Quality of teaching, learning and assessment
 - Outcomes for learners
 - Adult learning programmes
- 3.2 A summary of Ofsted's key findings is shown below:
- Council members, senior leaders, managers and staff ensure that the service's provision makes a positive contribution to enhancing the lives of people in Barnsley
 - Leaders and managers have established and promote a culture of mutual respect and tolerance that contributes effectively to maintaining a supportive learning environment
 - Leaders and managers have taken effective action since the previous inspection to improve the quality of teaching, learning and assessment, which is now good
 - Learners make good progress, and the proportion who achieve their qualifications or intended outcomes is high
 - Learners benefit from effective pastoral support, and they improve their skills, knowledge, self-confidence and well-being as a consequence of attending their courses

- Leaders and managers have established good working relationships with several external partners to ensure a consistent approach to improving the life chances and well-being of the residents of Barnsley
- Leaders and managers have an accurate understanding of the quality of the provision, and they challenge tutors successfully to improve their teaching and outcomes for learners
- Learners are punctual, attend well and arrive at their lessons prepared to work hard
- Managers and tutors provide good information about safeguarding and the possible risks from extremist groups and radicalisation. Learners understand and articulate these issues well and know to whom to report any concerns
- Too few learners on courses in English for speakers of other languages (ESOL) and on functional English courses achieve their qualifications
- A minority of tutors do not use information about learners' starting points well enough to challenge learners, particularly the most able, to make more rapid progress
- Managers and tutors do not ensure that support volunteers are used effectively enough in lessons to enhance learners' progress

4.0 Future Plans & Challenges

4.1 The inspection made three recommendations for improvement, as follows:-

- Improve further the quality of ESOL and English provision so that learners make better progress and a higher proportion achieve their qualifications
- Ensure that all tutors set suitably demanding work using information about learners' starting points, particularly for the most able learners
- Ensure that tutors make better use of support volunteers to support learners in lessons

4.2 Under the existing inspection framework, providers judged to be good or better will receive a 'short' two day inspection every three years, rather than a 'full' week long inspection within two years of a 'requires improvement' judgement. This will now apply to ASCL.

4.3 The Ofsted recommendations for improvement will be managed and progressed within the ASCL Service Improvement Plan which will be overseen through the continuation of the current governance arrangements. A summary of the current plan indicating progress to date can be found at Item 5c.

5.0 Implications for Local People

5.1 Local authority providers of adult education continue to be subject to rigorous external inspection and the outcome of Barnsley's inspection provides assurance to all stakeholders that a quality service is being delivered and that it is effective in meeting the needs of all participants.

6.0 Invited Witnesses

6.1 The following witnesses have been invited to today's meeting to answer questions from the committee:

- David Shepherd, Service Director for Regeneration & Property, Place Directorate
- Tom Smith, Head of Employment & Skills, Place Directorate
- Anne-Marie Holdsworth, Adult Skills, Employability & Community Learning Manager, Place Directorate
- Councillor Chris Lamb, Member of the ASCL Service Improvement & Governing Board

7.0 Possible Areas for Investigation

7.1 Members may wish to ask questions around the following areas:

- How do you plan to increase the number of participants who achieve a qualification on ESOL and functional English courses?
- How do you engage with the public to promote the services offered by Adult Skills & Community Learning?
- Given the service's journey, which area of improvement are you most proud of?
- How did you approach improvement and what were the obstacles?
- What are you doing to ensure that improvements are sustainable?
- How can support volunteers be used effectively to enhance learners' progress?
- What are the biggest future challenges that the service faces?
- Looking back on the improvement journey, what have you learned and is there anything you would do differently?
- When do you expect to be in a position to be able to assess all the actions in the improvement plan?
- What areas of data collection need to be developed in order to effectively track learner progress?
- How did you involve staff and service users in your improvement journey?
- What local agencies do you work with to promote mental wellbeing and how effective are these partner relationships?
- What can Members do to support the improvement journey of Adult Skills & Community Learning?

8.0 Background Papers and Useful Links

- Item 4b (attached) – Ofsted Inspection Report on Barnsley Adult Skills & Community Learning Service, November 2018
- Item 4c (attached) – ASCL Service Improvement Plan Summary

9.0 Glossary

ASCL	Adult Skills & Community Learning
BMBC	Barnsley Metropolitan Borough Council
CCF&P	Contract Compliance, Funding & Performance
ESFA	Education and Skills Funding Agency
ESOL	English for Speakers of Other Languages
Ofsted	Office for Standards in Education, Children's Services and Skills
OSC	Overview & Scrutiny Committee
OTLA	Observation of Teaching, Learning & Assessment

10.0 Officer Contact

Anna Marshall, Scrutiny Officer, 18th March 2019

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Barnsley Metropolitan Borough Council

Local authority

Inspection dates

13–16 November 2018

Overall effectiveness		Good	
Effectiveness of leadership and management	Good	Adult learning programmes	Good
Quality of teaching, learning and assessment	Good		
Personal development, behaviour and welfare	Good		
Outcomes for learners	Good		
Overall effectiveness at previous inspection		Requires improvement	

Summary of key findings

This is a good provider

- Council members, senior leaders, managers and staff ensure that the service's provision makes a positive contribution to enhancing the lives of people in Barnsley.
- Leaders and managers have established and promote a culture of mutual respect and tolerance that contributes effectively to maintaining a supportive learning environment.
- Leaders and managers have taken effective action since the previous inspection to improve the quality of teaching, learning and assessment, which is now good.
- Learners make good progress, and the proportion who achieve their qualifications or intended outcomes is high.
- Learners benefit from effective pastoral support, and they improve their skills, knowledge, self-confidence and well-being as a consequence of attending their courses.
- Leaders and managers have established good working relationships with several external partners to ensure a consistent approach to improving the life chances and the well-being of the residents of Barnsley.
- Leaders and managers have an accurate understanding of the quality of the provision, and they challenge tutors successfully to improve their teaching and outcomes for learners.
- Learners are punctual, attend well and arrive at their lessons prepared to work hard.
- Managers and tutors provide good information about safeguarding and the possible risks from extremist groups and radicalisation. Learners understand and articulate these issues well and know to whom to report any concerns.
- Too few learners on courses in English for speakers of other languages (ESOL) and on functional English courses achieve their qualifications.
- A minority of tutors do not use information about learners' starting points well enough to challenge learners, particularly the most able, to make more rapid progress.
- Managers and tutors do not ensure that support volunteers are used effectively enough in lessons to enhance learners' progress.

Full report

Information about the provider

- Barnsley Metropolitan Borough Council's adult skills and community learning service has its main delivery centre in the town centre. The service also provides courses in 15 other venues across the borough. At the time of the inspection, there were 687 learners on adult learning programmes. Family and community learning courses accounted for just under a quarter of the provision, with the remaining learners on accredited programmes. Learners follow courses in English, mathematics, ESOL, social care, child care, information and communication technology (ICT), learning support, independent living skills, sugar craft, sewing, photography and art.
- The population of Barnsley and the surrounding area is mostly made up of people from a White British background. A higher proportion of residents have no qualifications compared with the national and regional rates. The proportion of residents who have a qualification at level 3 or above is below national and regional averages.

What does the provider need to do to improve further?

- Improve further the quality of the ESOL and English provision so that learners make better progress and a higher proportion achieve their qualifications.
- Ensure that all tutors set suitably demanding work using information about learners' starting points, particularly for the most able learners.
- Ensure that tutors make better use of support volunteers to support learners in lessons.

Inspection judgements

Effectiveness of leadership and management

Good

- Cabinet members, senior leaders and managers have a well-articulated vision of the positive contribution that adult skills and community learning make to the council's vision of 'Working together for a brighter future, a better Barnsley'. They are committed to ensuring that the work of the service prioritises supporting adults who need to gain skills and experience to be successful in their family units, at work and in their communities.
- Leaders, managers and staff have ensured that the service provides an effective curriculum to meet the needs of local people. Leaders are aware of the need to equip people in local communities with the skills, knowledge and confidence to become the workforce that local employers are seeking. Leaders, managers and staff have promoted a culture of mutual respect that has contributed effectively to the creation of a supportive learning environment and improvements to teaching, learning and assessment and outcomes for learners.
- Managers and tutors benefit from meaningful and regular professional development activities that improve the quality of the provision. Managers use a wide range of evidence effectively in their very regular performance meetings with tutors, including data on attendance, retention and achievement, feedback from learners and the outcomes of lesson observations. Tutors have clear and helpful personal development plans to improve relevant aspects of their practice.
- Leaders and managers know and evaluate accurately the quality of their provision and have made good progress in rectifying most of the areas for improvement identified at the previous inspection. They use a robust and comprehensive lesson observation process to evaluate the quality of teaching, learning and assessment. They effectively use information from observations, learning walks and learner feedback to challenge tutors to improve their teaching and the progress of their learners.
- Self-assessment – in which both staff and learners participate – is accurate, identifies the few weaker aspects of the provision effectively and enables managers to identify and implement improvement actions. For example, following their identification of weaker English and ESOL provision, leaders have taken action recently to recruit specialist English and ESOL managers and tutors. However, it is too early to see the impact of this action.
- Leaders and managers work very effectively with local partners to improve the life chances of adults. Strong working relationships – fostered by the service – enable community and educational partners in Barnsley to provide effective and meaningful progression routes for learners into employment or further training.

The governance of the provider

- Governance was established effectively through the creation of an improvement and governing board following the previous inspection. The board is made up of cabinet members, senior council managers and carefully selected external educational specialists. Members consider useful information and data that managers supply. They are effective in challenging and supporting managers and ensuring that the provision meets the needs of the service and the local community.

- Members of the board have been particularly effective in ensuring that the service becomes a more integral part of the council and that it is supported more effectively by, for example, the council's human resource and information technology departments.

Safeguarding

- The arrangements for safeguarding are effective.
- Leaders and managers have ensured that effective and comprehensive safeguarding arrangements are in place. They make good use of data and information, and act swiftly when they have concerns about the welfare of learners. They liaise effectively with external agencies when necessary.
- Managers ensure compliance with the council's safer recruitment processes and keep accurate records on their employees on completion of suitability checks.
- Leaders and managers have implemented effectively actions to ensure that learners and staff understand the risks from radicalisation and extremist groups. Consequently, learners' understanding of these topics is well developed and they articulate this well.

Quality of teaching, learning and assessment

Good

- Since the previous inspection, members of the improvement and governance board, leaders and managers have taken effective action to improve the quality of teaching, learning and assessment. As a result, most learners make good progress and a high proportion achieve their qualifications or intended outcomes.
- Tutors use their good subject knowledge and a range of effective teaching methods – including group work and individual coaching – to promote learning. They monitor learners' progress closely in lessons and intervene effectively to provide guidance and help learners to improve their understanding. Tutors demonstrate their expert skills well in practical lessons, such as sugar craft, sewing and art, which inspires and motivates learners. They provide step-by-step instructions to ensure that learners progress and succeed.
- Tutors provide good learning support and pastoral support for learners, both during lessons and outside lessons. They know their learners well and understand their personal circumstances and difficulties. Learners value the flexible approach of staff. Tutors ensure that learners have aids to support their learning when required, such as large-print dictionaries and coloured overlays.
- Most tutors assess the starting points of learners accurately and use this information to provide learning to meet learners' abilities and needs. On a few courses, teachers do not use information about learners' prior attainment well enough to set challenging activities, particularly for the most able.
- Tutors discuss and set appropriate personal targets with learners and review learners' progress towards achieving them. Learners acknowledge the progress that they have made and the positive impact that this has on their lives. For example, learners studying ICT recognise their improved abilities to send emails with attachments, use spreadsheets and prepare presentations. In mathematics, learners are proud of their ability to multiply double-digit numbers and to work out their change more accurately when out shopping.

Tutors routinely provide homework to supplement classroom learning and learners complete it willingly and to a high standard.

- Most tutors assess learners' progress effectively during lessons. They use probing questions, observe activities and mark written work. They provide very helpful feedback that identifies what learners have done well and how they can improve further. For example, in art, they encourage learners to build up a shadow effect by using short strokes to suggest short, smooth hair on animal drawings.
- On community and family learning courses, learners gain good practical skills that improve their confidence, social skills and well-being. Attending learning enriches their lives and some develop friendships with other learners. Those who have a history of mental illness benefit enormously by being part of a group and achieving success in learning, often for the first time. Learners work well collaboratively and benefit from good peer support. As a result, they develop and demonstrate positive attitudes to learning.
- Tutors do not plan well enough to ensure effective use of learning support volunteers. Managers have not ensured that support volunteers are suitably trained, useful to the tutor or equipped to carry out their intended role. As a result, the impact on learners' progress of the support that they receive from volunteers is limited.
- In a minority of lessons, tutors do not help learners to improve their literacy and numeracy skills well enough. For example, in practical lessons, learners do not learn how to spell words related to their studies or increase their understanding of different shapes or sizes. Tutors do not routinely alert learners to spelling and grammatical errors in their writing.

Personal development, behaviour and welfare

Good

- Through their participation in adult and community learning courses, learners gain new skills, enhance their well-being and family lives, improve their employment prospects and become more self-confident. They take great pride in their work and achievements.
- Learners have a high level of respect and tolerance for their peers and tutors. They are enthusiastic and motivated to learn through the supportive learning environments that staff create. Learners feel confident to make mistakes and feel safe to contribute to class discussions. Consequently, most learners make good progress.
- The standard of learners' behaviour is very good. Learners are punctual and arrive ready to learn and apply themselves well to their studies. Their attendance on most courses is good.
- Board members, leaders and managers have a strong commitment and desire to help residents in Barnsley to improve their health and well-being. Staff provide a wide range of support focused around helping learners to build their confidence and improve their self-esteem. This includes 'taster' sessions that encourage those who are combating loneliness to meet new people, gain new skills and improve their well-being.
- Learners feel safe and are safe when attending their lessons at the service's centres. They are well informed about how to keep themselves and others safe. Managers and tutors provide good information about safeguarding and the possible risks from extremist groups and radicalisation. Learners understand and articulate these issues well and know to

whom to report any concerns.

- Learners benefit from a good range of impartial advice and guidance at the start of – and throughout – their studies. Staff discuss with learners their options and ensure that they are placed on suitable programmes to meet their needs and aspirations. Ongoing advice and guidance help learners make informed decisions about their next steps into employment or further learning.
- The large majority of learners make good contributions to class discussions and improve their communication and spoken English skills effectively. However, too few learners who speak English as an additional language make the progress expected in improving their English skills.

Outcomes for learners

Good

- Most learners make good progress on their courses. A high proportion of learners on accredited adult learning courses successfully achieve their qualifications.
- Almost all learners participating in community and family learning activities achieve their intended outcomes within the expected timescales. Learners attending courses in subject areas such as sugar craft and sewing improve their knowledge and understanding of these subjects well. They improve their self-confidence and well-being through interactions with their peers and tutors. A high proportion of learners who are furthest away from the job market improve their skills and life chances as a consequence of attending their course.
- Leaders and managers have a good understanding of the next steps that learners make on completion of their programmes. Just over three quarters of learners who complete their programme move into employment or further learning, either with the service or at other local education providers.
- The proportion of learners who achieve high grades in their English and mathematics GCSE improved in 2017/18 to be in line with learners at similar providers and is now good. A high proportion of learners achieve their functional skills mathematics outcomes. However, the proportion of learners achieving their English functional skills qualifications, while improving, remains below the rate for similar providers.
- Leaders and managers monitor and review the achievement of different groups of learners, and most achieve equally well. White British learners achieve slightly better than those from other ethnic groups.
- The proportion of learners who remain on their ESOL courses is too low. Consequently, too few learners achieve their qualification.

Provider details

Unique reference number	50609
Type of provider	Local authority
Age range of learners	19+
Approximate number of all learners over the previous full contract year	2,245
Principal/CEO	Anne Marie Holdsworth
Telephone number	01226 775 287
Website	www.barnsley.gov.uk/services/adult-skills-and-community-learning/

Provider information at the time of the inspection

Main course or learning programme level	Level 1 or below		Level 2		Level 3		Level 4 or above	
	16–18	19+	16–18	19+	16–18	19+	16–18	19+
Total number of learners (excluding apprenticeships)	-	518	-	153	-	16	-	-
Number of apprentices by apprenticeship level and age	Intermediate		Advanced		Higher			
	16–18	19+	16–18	19+	16–18	19+		
	-	-	-	-	-	-		
Number of traineeships	16–19		19+		Total			
	-		-		-			
Number of learners aged 14 to 16	-							
Number of learners for which the provider receives high-needs funding	-							
At the time of inspection, the provider contracts with the following main subcontractors:	-							

Information about this inspection

The inspection team was assisted by the service manager, as nominee. Inspectors took account of the provider's most recent self-assessment report and development plans, and the previous inspection report. Inspectors used group and individual interviews and online questionnaires to gather the views of learners and employers; these views are reflected within the report. They observed learning sessions, assessments and progress reviews. The inspection took into account all relevant provision at the provider.

Inspection team

Steve Hunsley, lead inspector	Her Majesty's Inspector
Pat Hornsby	Ofsted Inspector
Dan Grant	Ofsted Inspector
Gillian Forrester	Ofsted Inspector

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Summary of the Adult Skills & Community Learning (ASCL) Continuous Service Improvement Plan: February 2019

This plan is intended to ensure the Adult Skills and Community Learning Service maintains and improves the quality of provision attained at its OFSTED inspection in November 2018 when the Service was judged to be a “Good” provider. The Service is committed to the continuous improvement of teaching, learning and assessment and the impact this has on outcomes for learners so that every learner in every subject and every lesson can be assured of a high quality experience which supports them to reach their full potential.

This plan is mapped against the Ofsted recommendations and local improvements, with status shown against the actions which indicate whether sufficient progress is being made, i.e. the right amount of progress in the right direction at the right pace. Each section will be judged on a monthly basis using the key below to show how progress is measured.

Overall Progress Indicators (Recommendation/Improvement/Aspiration)	
Page 25)	Well ahead of performance target (Green)
	Achieved performance target (Green)
	Significant progress towards target (Amber)
	Too early to assess (Amber)
	Needs significant further action (Red)
	Potential difficulties identified, currently not achieved (Red)
	Target no longer relates to plan (White)

Recommendation/ Improvement	Description	Status
OFSTED Recommendation 1	Improve the quality of the ESOL and English provision so that learners make better progress and a higher proportion achieve their qualifications (Ofsted report page 2 bullet 3)	<p>C: Significant progress towards target (Amber)</p> <ul style="list-style-type: none"> • 2 x ESOL Tutors with performance issues leave the Service July 18 • New Lead Tutor English and ESOL commenced September 18 • Management capacity strengthened through retention of previous post holder on a 0.4 FTE equivalent • 2 x new ESOL Tutors commenced September and November 18 respectively • Observation of Teaching, Learning & Assessment (OTLA) completed for both tutors - GOOD
OFSTED Recommendation 2	<p>Ensure that all tutors set suitably demanding work using information about learners' starting points, particularly for the most able learners (Ofsted report page 2 bullet 4)</p> <p>Ensure all tutors use information about learners' prior attainment well enough to set challenging activities, particularly for the most able (Ofsted report page 4 bullet 4)</p>	<p>C: Significant progress towards target (Amber)</p> <ul style="list-style-type: none"> • Moderation of the learner journey January 19 identifies a minority of tutors who need to address this. Actions incorporated into development plans and monitored through performance management framework • Additional mid-term moderation for those tutors not meeting GOOD
OFSTED Recommendation 3	<p>Ensure that tutors make better use of support volunteers to support learners in lessons (Ofsted report page 2 bullet 5)</p> <p>Ensure tutors plan well enough to ensure effective use of learning support volunteers.</p> <p>Ensure that volunteers are suitably trained, useful to the tutor and equipped to carry out their intended role so that they have a positive impact on learners' progress. (Ofsted report page 5 bullet 3)</p>	<p>A: Well ahead of performance target (Green)</p> <ul style="list-style-type: none"> • Skills audit of volunteers undertaken December 18 • Volunteers deployed to maximise their individual skills • Training framework for volunteers designed and implemented January 19 • Process for placing and supporting volunteers amended to ensure lead tutors are fully involved and monitoring closely

Effectiveness of Leadership and Management 1	Ensure everything practicably possible is done to ensure the health and safety of all participants attending evening provision at all venues	A: Well ahead of performance target (Green) <ul style="list-style-type: none"> Out of hours procedures reviewed for all venues and communicated to relevant staff
Effectiveness of Leadership and Management 2	Improve observers' skills in writing high quality feedback to tutors so that tutors are clear about what and how they need to improve.	C: Significant progress towards target (Amber) <ul style="list-style-type: none"> Moderation of observation reports undertaken February 18 Development session to standardise report writing approach planned for March 19
Effectiveness of Leadership and Management 3	Deliver contract volumes, grow the business and ensure effective and efficient use of resources	F: Potential difficulties identified, currently not achieved (Red) <ul style="list-style-type: none"> Declining learner numbers (reflecting national picture) has potential to impact on ability to realise full earned income (skills and qualifications element) of Adult Education Budget contract value Monitoring of delivery against contract is ongoing
Effectiveness of Leadership and Management 4	Review and develop all provision to reflect the requirements of the new Education Inspection Framework ensuring all delivery has clarity of intent, implementation and impact	A: Well ahead of performance target (Green) <ul style="list-style-type: none"> Service development day held 12.02.19 to consider implications for teaching, learning and assessment. Service current purpose contains sufficient clarity of intent to be still suitable within the new framework
Effectiveness of Leadership and Management 5	Reduce the proportion of learners with destination "unknown" at the end of their learning programme so that the effectiveness of provision can be fully evaluated	D: Too early to assess (Amber) <ul style="list-style-type: none"> Analysis of destination unknown cohort to be undertaken by Contract Compliance, Funding & Performance Service to establish how data capture might be improved
Effectiveness of Leadership and Management 6	Ensure managers at all levels have access to sufficiently detailed data about learners' progress to enable them to identify and address areas for concern early enough to achieve a positive outcome	D: Too early to assess (Amber) <ul style="list-style-type: none"> Bespoke learner tracking software commissioned to enable progress tracking from micro to macro level. Extensive development work undertaken by external consultant to ensure product meets Service requirements but full implementation subject to numerous delays therefore not operational by the end of February 19 Progress monitoring undertaken in each subject area using a spreadsheet based approach. These are held centrally to allow Performance

		Improvement Manager to undertake quality checks and identify compliance issues
Effectiveness of Leadership and Management 7	Secure and sustain improvements to teaching, learning and assessment through development of a “Good to Great” brand	C: Significant progress towards target (Amber) <ul style="list-style-type: none"> Staff development session held Jan 19 for staff to identify what would support them to be great. Data used to inform planning of a “Good to Great” introductory session (12/03/19) to establish interest and develop a project outline
Effectiveness of Leadership and Management 8	Ensure the volume of learner feedback collected is consistently high across all subjects	D: Too early to assess (Amber) <ul style="list-style-type: none"> Term 1 feedback volumes currently being analyzed to identify areas for focused improvement
Quality of teaching, learning and assessment 1	Ensure all tutors consistently help learners to improve their literacy and numeracy skills and routinely alert learners to spelling and grammatical errors in their writing. (Ofsted report page 5 bullet 4)	D: Too early to assess (Amber) <ul style="list-style-type: none"> Analysis of moderation of the learner journey results for term 1 currently being analysed
Quality of teaching, learning and assessment 2	Ensure all tutors consistently demonstrate skills in effective questioning as a tool to thoroughly check learners' knowledge and understanding	D: Too early to assess (Amber) <ul style="list-style-type: none"> Training on effective questioning delivered to tutors who had not previously accessed this January 19 Focused learning walks planned for term 3
Quality of teaching, learning and assessment 3	Ensure that tutors do not allow the requirements of the awarding body to impede the development of learners' transferable and industry standard skills	D: Too early to assess (Amber) <ul style="list-style-type: none"> Learning walks focused on transferable skills and industry standards planned for term 2
Quality of teaching, learning and assessment 4	Develop and apply an e-learning strategy which results in consistent use of preferred digital platform and the development of ICT skills so that learners are supported both in and between sessions and achieve their learning goals and career aims	E: Needs significant further action (Red) <ul style="list-style-type: none"> Staff development session on the use of Edmodo as an e-learning platform held January 19
Personal development, behaviour and welfare 1	Support learners to attend regularly and ensure consistently high levels of attendance across all subjects	C: Significant progress towards target (Amber) <ul style="list-style-type: none"> Attendance monitoring process developed to identify and follow up non-attendance in a timely manner
Personal development, behaviour and welfare 2	Ensure all learners can consistently articulate the risks they face in modern life and as citizens in Barnsley	D: Too early to assess (Amber) <ul style="list-style-type: none"> Monitored through observations of teaching and learning and focused learning walks

Outcomes for Learners 1	Increase the proportion of learners who gain the skills and knowledge they need to achieve full qualifications in ICT	D: Too early to assess (Amber) <ul style="list-style-type: none"> Routine monthly monitoring at qualification aim level combined with requirement to predict full year achievement rates on a monthly basis Early intervention for learners at risk of non-achievement implemented
Outcomes for Learners 2	Ensure tutors delivering programmes for learners with learning difficulties and disabilities plan activities sufficiently well to cater for the very broad range of learners' abilities so that all learners make the progress of which they are capable	C: Significant progress towards target (Amber) <ul style="list-style-type: none"> Case conference model continued to ensure cross Service support is coordinated giving learners the best possible chance of achievement Clarity of intent of provision for learners with learning difficulties and disabilities to be defined and summarized in a bespoke publicity document by the end of March 19
Outcomes for Learners 3	Increase the proportion of learners achieving their English functional skills qualifications so that is at least in line with the rate for similar providers. (Ofsted report page 6 bullet 6)	D: Too early to assess (Amber) <ul style="list-style-type: none"> Routine monthly monitoring at qualification aim level combined with requirement to predict full year achievement rates on a monthly basis Early intervention for learners at risk of non-achievement implemented
Outcomes for Learners 4	Improve the proportion of learners who remain on their ESOL courses so that they achieve their qualification. (Ofsted report page 6 bullet 8)	D: Too early to assess (Amber) <ul style="list-style-type: none"> Routine monthly monitoring at qualification aim level combined with requirement to predict full year achievement rates on a monthly basis Early intervention for learners at risk of non-achievement implemented
Outcomes for Learners 5	Ensure all learners achieve their qualification regardless of gender, disability or ethnicity	D: Too early to assess (Amber) <ul style="list-style-type: none"> Routine monthly monitoring at qualification aim level combined with requirement to predict full year achievement rates on a monthly basis Early intervention for learners at risk of non-achievement implemented

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Item 5a

Report of the Executive Director Core Services to the Overview & Scrutiny Committee on 26th March 2019

Overview and Scrutiny's Task and Finish Group (TFG) Work Reports – Cover Report

1.0 Introduction and Summary

- 1.1 During the 2018/19 municipal year, three Overview and Scrutiny Task and Finish Groups (TFGs) have undertaken investigations into local provision with regards to a variety of services. The reports have been brought to the Overview and Scrutiny Committee to promote the work of the TFGs and increase Members' awareness of different services in the borough, as well as approve them for referral to Cabinet.
- 1.2 Item 5b outlines the work of the 'Social Housing' TFG which was carried out by Councillor (Cllr) Gail Charlesworth (TFG Lead Member), Cllr Jeff Ennis, Cllr Gill Carr, Cllr Malcolm Clements, Cllr Joe Hayward, Cllr Sarah Tattersall, Cllr Kevin Williams and Cllr John Wilson. The group reviewed social housing provision in Barnsley and how challenges of supply and demand are being met; how tenancies and estates are managed by local social housing providers and whether the needs of our most vulnerable residents are being met. The group made a number of recommendations which are outlined in section 6 of the report.
- 1.3 As shown in Item 5c, the 'Substance Misuse' TFG was carried out by Councillor Gill Carr (TFG Lead Member), Cllr Jeff Ennis, Cllr Annette Gollick, Cllr Wayne Johnson, Cllr Kath Mitchell, Cllr Pauline Phillips, Cllr Margaret Sheard, Cllr Sarah Tattersall and co-opted member Pauline Gould. The group undertook a review of substance misuse in Barnsley, with consideration for both adults and young people in relation to support services, prevention work, community safety and enforcement. Recommendations in relation to this work are outlined in section 6 of the report.
- 1.4 As shown in Item 5d, the 'Adult Mental Health Crisis Care' TFG was carried out by Councillor Paul Hand-Davis (TFG Lead Member), Cllr Jeff Ennis, Cllr Annette Gollick, Cllr Caroline Makinson, Cllr Ralph Sixsmith, Cllr Sarah Tattersall, Cllr Neil Wright and co-opted member Mark Smith, Vice Chair of Healthwatch Barnsley. The group specifically considered service provision for those experiencing a mental health crisis and undertook a number of 'check and challenge' sessions with representatives from BMBC, local health care providers & commissioners, South Yorkshire Police and Yorkshire Ambulance Service. Recommendations regarding this work are outlined in section 6 of the report.

2.0 Background Papers

- Item 5b (attached) – Social Housing
- Item 5c (attached) – Substance Misuse
- Item 5d (attached) – Adult Mental Health Crisis Care Report

3.0 Officer Contact

Anna Marshall, Scrutiny Officer, 18th March 2019

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BARNSELY METROPOLITAN BOROUGH COUNCIL (BMBC)

This matter is not a Key Decision within the council's definition and has not been included in the relevant Forward Plan.

**Report of the Executive Director
Core Services**

**SCRUTINY TASK AND FINISH GROUP (TFG) REPORT ON
SOCIAL HOUSING****1. Purpose of report**

- 1.1 To report to Cabinet the findings of the Overview & Scrutiny Committee (OSC) from the investigation undertaken on its behalf by the Social Housing Task & Finish Group (TFG). This included: reviewing Social Housing provision in Barnsley and how challenges of supply and demand are being met; how tenancies and estates are managed by local social housing providers; as well as how the needs of our most vulnerable residents are being met. The TFG considered current work, future plans and highlight a number of recommendations in support of further improvement.

2. Recommendations

- 2.1 **That Cabinet considers the conclusions and recommendations set out in section 6 as a result of the TFG's review of Social Housing in Barnsley.**

3. Introduction/Background

- 3.1 As part of its work programme the OSC agreed to undertake a TFG investigation into Social Housing provision in Barnsley. Both local and national media continue to highlight the challenges of meeting housing supply and demand needs; in relation to which Elected Members frequently receive queries from constituents.
- 3.2 A number of recent reviews and changes have taken place in relation to the management of housing stock in Barnsley, including management of the Housing Revenue Account (HRA) being transferred to BMBC from its Arm's Length Management Organisation (ALMO) Berneslai Homes. Members also frequently interact with different local Housing Association providers (such as Yorkshire Housing Association) who manage varying numbers of tenancies across the Borough. Further to the aforementioned and the government publishing the Social Housing Green Paper, the OSC felt it was an opportune time to undertake this work.
- 3.2 The members of the TFG who undertook this investigation included the following: Councillor Gail Charlesworth (TFG Lead Member), Councillor Gill Carr, Councillor Malcolm Clements, Councillor Jeff Ennis, Councillor Joe Hayward, Councillor Sarah Tattersall, Councillor Kevin Williams and Councillor John Wilson.

4. What the Task & Finish Group (TFG) looked at

- 4.1 Initially, the TFG met to consider the scope of the investigation. This included discussing their key concerns and the queries they frequently receive from their local communities,

such as provision of housing for elderly and vulnerable residents. Also, how tenancy and estate management is undertaken by Berneslai Homes and local Housing Associations, including both provision of support services as well as enforcement action. Given the points raised, the group agreed to hold sessions to understand the strategic view of housing provision in the Borough as well as hold specific sessions to explore the issues raised.

4.2 The TFG undertook a number of 'check and challenge' sessions with officers regarding the work being carried out and future plans. This involved asking questions of them regarding their work, their involvement and partnership working with other agencies including the impact of this on Barnsley residents. This included meeting with:

- Council representatives working in Housing Growth;
- Council representatives working in Community Safety, Enforcement and Stronger Communities in relation to both the commissioning and operational management of vulnerable service users;
- Representatives from Berneslai Homes including those responsible for tenancy and estate management as well as lettings;
- The Cabinet Member and Executive Director of the Place Directorate; and
- A Neighbourhood Services Manager from Yorkshire Housing Association (YHA).

5. What the Task & Finish Group found

5.1 The TFG attended a timely All Member Information Briefing (AMIB) which provided all Elected Members with an update and oversight of the Council's plans to deliver housing growth, including its key strategic priorities:

1. To support new housing development which creates a thriving and vibrant economy;
2. To ensure the design and delivery of new high quality, desirable and sustainable homes;
3. To make best use of/improve existing housing stock in Barnsley;
4. To develop strong, resilient communities; and
5. To support younger, older and vulnerable people to live independently.

5.2 Members were advised that the Government's Social Housing Green Paper was welcome locally and provided support of our aspiration to build more properties to meet housing demand. BMBC's Housing Growth service is keen to ensure that in developing 'affordable housing' this includes people being able to maintain a decent living standard also. There is a growing population; therefore opportunities are maximised with partners to deliver homes across the borough and generate income which can be reinvested into affordable housing. This includes working with Berneslai Homes, Housing Associations and local businesses to deliver properties both for sale and for rent. Berneslai Homes' Construction Services has also branched out into delivering new build homes and provides apprenticeship opportunities for local young people. Uncertainty around Brexit continues to be of concern to local agencies and private businesses; however work is being done to continue to maximise our housing assets.

5.3 As a result of the Government's Right To Buy (RTB) Policy, a proportion of the Council's housing stock is lost every year; therefore a lot of effort is being focused to seek external funding to support new housing delivery from national bodies as well as Sheffield City Region (SCR). Berneslai Homes manage the Empty Homes England programme on behalf of the Council and continue to buy back properties to mitigate some of the RTB losses where possible. Linked with this, investment is being made to bring empty homes

back into use. A multi-faceted approach is being taken to not only buy properties, but to work with landlords to carry out and maintain improvements; however undertaking enforcement action where necessary.

- 5.4 From a strategic perspective, the Local Plan has now been published and work continues to ensure we deliver affordable housing for the borough as well as specialist properties, such as for those with disabilities. The transfer of the HRA back to the Council has enabled better alignment with strategic plans and enabled greater influence on the housing availability in the borough. Funding from Homes England is being utilised to bring schemes forward and a review will be undertaken shortly on the Council's Housing Strategy. Concerns from Members in relation to the increasing number of Houses in Multiple Occupation (HMO) across the borough were acknowledged and the TFG were advised of the measures in place to try and prevent and deal with this.
- 5.5 In relation to providing housing support for our most vulnerable residents, Members were made aware of the challenges this presents, both in obtaining properties as well as ensuring individuals live in accordance with their tenancy agreement. Due to complex issues including mental illness and substance misuse, many people have poor records in relation to rent arrears and breaking previous tenancy agreements; however if the Council doesn't help them, they are likely to end up homeless or in the unregulated private sector. This is especially true of young, single people. At least if these people are within Council properties, much more can be done to provide support services for them, as well as manage behaviour.
- 5.6 Members were also advised of work being done in partnership with Humankind, who are a charity who offer a variety of services including drugs and alcohol support as well as housing related support. As part of this, the service run training flats for young people which help them gain the necessary skills for managing a tenancy.
- 5.7 Unfortunately, both with Barnsley and around the country, there are some people, who despite several attempts to engage with them, choose to remain homeless and will not accept support from services. They collectively cost services the most money as they are often in crisis, requiring hospital and/or prison services. It is important however that all agencies acknowledge we have a shared responsibility to try and find suitable housing solutions for people who present with the greatest need.
- 5.8 Due to challenges with the supply of Council properties, it was highlighted that work increasingly needs to be done with the private sector as this is where a number of vulnerable people are housed. To support private landlords to obtain support provision for their vulnerable tenants, the Housing Options Team is pulling together a list of agencies where relevant services can be accessed. Work is also being done in partnership with Doncaster and Rotherham Councils to seek funding from Central Government to resource additional work to be done with the private housing sector.
- 5.9 In relation to tenancy and estate management, the Council has a Tenancy Strategy in line with the 2011 Localism Act; however work is currently being undertaken to review this. There is evidence of effective partnership working with Berneslai Homes, the Council's Enforcement Team and South Yorkshire Police (SYP) through the Safer Neighbourhood Service. This includes work to tackle domestic abuse as well as environmental crimes. The TFG were advised that Berneslai Homes are due to begin operating along the same boundaries as the Area Councils which will enable them to work on the same footprints as other services and commit to the ownership of particular areas and attend relevant partner briefing meetings.

- 5.10 Proactive management of tenancies and estates is undertaken to try to prevent issues occurring and escalating. This includes holding estate walkabouts as well as engaging with residents as part of 'Your Community, Your Say' meetings. Work is also undertaken to seek feedback from Berneslai Homes' tenants in relation to their satisfaction of services. The service highlighted the increase in mental health issues amongst our communities and the challenges this presents, especially with determining capacity in relation to severe mental health conditions and undertaking enforcement action. The TFG also sought reassurance in relation to policies and procedures in place to ensure the safety and wellbeing of staff whilst undertaking their duties, including the availability of notifications where it may not be safe for them to undertake visits alone.
- 5.11 The TFG were made aware of the work undertaken to prevent evictions and explore every possible sanction before this is pursued. It is recognised that those who are evicted often remain in the borough as they have family connections and just move elsewhere; therefore it is critical that where possible we address issues and seek eviction as a last resort.
- 5.12 With regards to the Council's Lettings Policy, which is managed by Berneslai Homes on the Council's behalf; the TFG received a specific presentation which outlined the operation of the housing waiting list, how priority banding is managed as well as the allocation of properties. The Lettings Policy had recently been revised and agreed through Full Council to ensure it is in line with the requirements of the Homelessness Reduction Act 2017. Berneslai Homes advised of the work they are doing with partnership agencies to prevent homelessness, also to support the hospital if people have severe medical needs so delayed discharges can be avoided. Work is also done in close partnership with Housing Associations to manage access to social housing as well as with the Council's Enforcement Team in relation to the prevention and detection of fraud.
- 5.13 Berneslai Homes has good links with the Council's Housing Growth team so that intelligence regarding housing demand can be shared and addressed in future building schemes. Linked with this, the Council's Housing Growth Team act as a consultee on the Planning Regulatory Board so that they can ensure the right types of properties are built in the right areas.
- 5.14 Meeting with representatives from Yorkshire Housing Association provided the group with opportunity to better understand the work undertaken by Housing Associations. This includes the work they undertake to obtain funding and build new homes, including those done in partnership with Councils and Health Services. YHA is constituted as a charity; therefore any surplus funds are reinvested back into repairs, maintenance, tenancy support and the building of new properties. They operate strong and robust policies to deal with anti-social behaviour (ASB); however undertake work to prevent evictions whenever possible.
- 5.15 The TFG were impressed to learn of the variety of services provided by YHA to their tenants including support with wellbeing, benefits and gaining employment. This has included supporting tenants to start their own businesses and seek funding. YHA highlighted that their biggest concern is the prevalence of low level mental health issues and lack of timely support being available. This often results in issues escalating, especially as people fall through the gaps between services.

6. Recommendations

6.1 The TFG recognises the complexities involved in the provision of social housing and ensuring the needs of all our communities are met. This is against a backdrop of austerity, as well as national policies which compound the challenges being faced by services. Whilst recognising the excellent work being undertaken, the TFG makes the following recommendations in support of the continues improvement of local services and support to local communities:

6.2 Recommendation 1 ACROSS ALL TFGs: A Multi-Agency Conference is held in relation to addressing the complex needs in our communities covering Housing, Substance Misuse and Adult Mental Health

A common feature of the OSC TFG's undertaken in 2018-19 on Social Housing, Substance Misuse and Adult Mental Health is the close, cyclical links between them. Each service area has raised challenges in relation to accessing the other services, difficulties in sharing information between them, as well as demands on services which could be avoided. It is therefore recommended that a large conference is held for those working at both a strategic and operational level in these and partner services to come together and develop an action plan to address some of these issues and monitor this on an ongoing basis.

6.3 Recommendation 2: OSC Members are engaged in the upcoming review of the Council's Housing Strategy

Due to OSC Members' knowledge and experience in communities, they would welcome the opportunity to comment on and make recommendations in relation to the Council's Housing Strategy, especially given its implications for local communities.

6.4 Recommendation 3: Increasing work is done to engage with private sector landlords

The group acknowledged the challenge this presents and the work being done in partnership with others to meet this need. This includes advising them in supporting vulnerable residents. The TFG however recognise that due to the shortage of social housing, there are increasing numbers of residents in private tenancies with vulnerabilities who need support services. This is especially prevalent within HMOs; therefore the TFG welcome additional work being undertaken to combat and manage this.

6.5 Recommendation 4: OSC Members are involved in contributing to the review of the Tenancy Strategy

Given OSC Members' knowledge and experience in communities, they would welcome the opportunity to comment on and make recommendations in relation to the development of this important strategy which is likely to greatly impact on their local communities.

6.6 Recommendation 5: All Elected Members are reminded of access to the Cautionary Contacts Database and the need to report any incidents to ensure timely updates are entered on the system

During the investigation the safety of both officers and Elected Members in undertaking visits to properties was discussed. The TFG were reminded of access to the Cautionary Contacts Database and to utilise this when undertaking their work; especially when addressing issues which may be sensitive or fractious. Members should also ensure they report any incidents to officers who can update the system.

6.7 Recommendation 6: Proactive contact is made by local Housing Association Officers, especially with Elected Members where large numbers of particular Housing Association properties are located

The Members were impressed by the work being undertaken by YHA and were unaware of the amount of services they provided to residents. During the discussion, it was evident that it would benefit both Housing Associations to be better informed in relation to community activities taking place, which they and their tenants could engage in. Also it is helpful for Elected Members to be aware of contacts of local agencies so they can better engage with them. The latest contact information for Elected Members is available on the following link: <https://barnsleybc.moderngov.co.uk/mgMemberIndex.aspx?bcr=1>

The TFG would like to take this opportunity to thank all those who provided information, attended meetings and assisted with the TFG's investigation; it is much appreciated.

7. Implications for local people / service users

7.1 The investigation undertaken by the Social Housing TFG as well as the recommendations made are in support of improving outcomes for people in Barnsley, especially in relation to meeting their housing needs. The TFG recognises the importance of meeting housing needs across the borough and welcome the work being undertaken to ensure this is meeting the specific demands of local communities.

8. Financial implications

8.1 There are no specific financial implications, although in responding to the recommendations in the report, the financial implications of these would need to be fully assessed by the appropriate services responding.

9. Employee implications

9.1 There are no specific employee implications, although in responding to the recommendations in the report, the employee implications of these would need to be fully assessed by the appropriate services responding.

10. Communications implications

10.1 As highlighted in the recommendations, the TFG are keen to engage in consultation and the development of local housing policies, following which they can share this knowledge in their communities. Similarly, the TFG recognise the importance of services coming together to tackle issues and share knowledge and intelligence both within their organisations and externally.

11. Consultations

11.1 Consultations have taken place with: the Social Housing TFG Members; the OSC; Councillor Roy Miller; Council Officers from Housing Growth, Community Safety, Enforcement and Stronger Communities; Berneslai Homes; YHA; and the Council's Senior Management Team.

12. The Corporate Plan and the Council's Performance Management Framework

12.1 As outlined in the Corporate Plan, the three priorities for Barnsley are: a thriving and vibrant economy, strong and resilient communities; and citizens achieving their potential. It

is essential the Council and its partner organisations work together to support these aims, which includes meeting housing needs across the borough, including support for our most vulnerable residents.

13. Promoting equality & diversity and social inclusion

13.1 The TFG is keen to ensure that all Council services and activities are accessible to all its communities. Throughout the TFG's involvement in this work they have specifically referred to making sure that services and communication materials are accessible to all Barnsley communities. This includes ensuring that access to services is available both online and in paper format for those who are unable to utilise Information Technology.

14. Tackling the impact of poverty

14.1 There are numerous information sources and academic studies which highlight the links between housing and poverty, including how housing can both mitigate as well as exacerbate the impact of poverty on people's lives. To tackle the impact of poverty it is important that efforts are made to limit rent costs, maintain good housing conditions in all tenures and monitor the impact of cuts to welfare benefits, especially for vulnerable residents.

15. Tackling Health Inequalities

15.1 There are large health inequalities between Barnsley and England and within Barnsley itself. Improving access to housing and reducing health inequalities will help local people to reach their full potential. The investigation undertaken by the TFG and recommendations made are in support of improving outcomes across the borough; with recognition that additional work is required in particular communities to help address health inequalities.

16. Risk management issues

16.1 This issue relates to the following risks currently logged on the Council's Strategic Risk Register (SRR), as follows:

- 3025 – 'Failure to Safeguard vulnerable service users'
- 3026 – 'Failure to achieve a reduction in Health inequalities within the Borough'
- 3047 – 'Failure to protect the health of the population from preventable health threats'

16.2 It is likely the recommended activities detailed in this report will contribute further to the effective mitigation of these risks, and it would be appropriate for any follow-up report to be cognisant of these risks.

17. Glossary

ALMO	Arm's Length Management Organisation
AMIB	All Member Information Briefing
ASB	Anti-Social Behaviour
BMBC	Barnsley Metropolitan borough Council
HMO	Houses in Multiple Occupation
HRA	Housing Revenue Account
OSC	Overview and Scrutiny Committee
RTB	Right To Buy

SCR Sheffield City Region
SYP South Yorkshire Police
TFG Task and Finish Group
YHA Yorkshire Housing Association

18. **Background papers**

- Barnsley Council Housing Strategy:
<https://www.barnsley.gov.uk/services/housing/housing-strategies/housing-strategy/>
- Social Housing Green Paper: A New Deal for Social Housing:
<https://www.gov.uk/government/news/social-housing-green-paper-a-new-deal-for-social-housing>

Report Author: Anna Marshall, Scrutiny Officer

Date: 27th February 2019

DRAFT

BARNSELY METROPOLITAN BOROUGH COUNCIL (BMBC)

This matter is not a Key Decision within the council's definition and has not been included in the relevant Forward Plan.

**Report of the Executive Director
Core Services**

**SCRUTINY TASK AND FINISH GROUP (TFG) REPORT ON
SUBSTANCE MISUSE****1. Purpose of report**

1.1 To report to Cabinet the findings of the Overview & Scrutiny Committee (OSC) from the investigation undertaken on its behalf by the Substance Misuse Task and Finish Group (TFG). This included undertaking a review of substance misuse in Barnsley with consideration for both adults and young people in relation to support services, prevention work, as well as community safety and enforcement. The TFG considered current work, future plans and highlight a number of recommendations in support of further improvement.

2. Recommendations

2.1 **That Cabinet considers the conclusions and recommendations set out in section 6 as a result of the TFG's review of Substance Misuse.**

3. Introduction/Background

3.1 As part of its work programme the OSC agreed to undertake a TFG investigation into substance misuse in Barnsley. Given the heightened profile of substance misuse both locally and nationally, the OSC felt it was an opportune time to undertake work in this area. The investigation sought to better understand the extent of substance misuse in Barnsley, the challenges being faced by services in tackling this, including both enforcement as well as provision of support services for young people and adults.

3.2 The members of the TFG who undertook this investigation included the following: Councillor Gill Carr (TFG Lead Member), Councillor Jeff Ennis, Councillor Annette Gollick, Councillor Wayne Johnson, Councillor Kath Mitchell, Councillor Pauline Phillips, Councillor Margaret Sheard, Councillor Sarah Tattersall and Co-opted Member Pauline Gould.

4. What the Task & Finish Group (TFG) looked at

4.1 Initially, the TFG met to consider the scope of the investigation. This included discussing their key concerns and substance misuse issues both in their local communities as well as in the Town Centre. Given the points raised, the group focused on community safety and enforcement activity being undertaken and how Barnsley compared with neighbouring areas as well as the national picture. The use of the drug 'Spice' had become visibly prevalent in the town centre and there continue to be challenges in communities with abuse of alcohol as well as illegal substances.

4.2 The group were also keen to find out more about what support services are provided to both adults and young people in relation to substance misuse. This included how people are referred into services, what treatments they can access as well as how successful the interventions are. The TFG wanted to understand how well services are connected in the local area, and utilising their community knowledge, assist in where improvements could be made.

4.3 The TFG undertook a number of 'check and challenge' sessions with officers regarding the work being carried out and future plans. This involved asking questions of them regarding their work, their involvement and partnership working with other agencies including the impact of this on Barnsley residents. This included:

- Meeting with Council representatives working in Community Safety Services;
- Meeting with Council officers responsible for the commissioning of Adult Substance Misuse Services;
- Undertaking site visits to meet with officers who manage the service, Drug and Alcohol Practitioners who work with clients on a daily basis, as well as a service user, at the Adult Substance Misuse Service Hubs at Burleigh Court in the Town Centre and at The Factory in the Dearne;
- Meeting with officers from South Yorkshire Police (SYP) who could provide insight into the impact of dealing with substance misuse on their service;
- Meeting with the Cabinet Member and Executive Director of the Communities Directorate;
- Finally, meeting with Council officers responsible for the commissioning, management and provision of the Children's Substance Misuse Service which is shortly due to move to Regent Street in the Town Centre to be co-located in a hub of services for young people.

5. What the Task & Finish Group found

5.1 Initially, the TFG focused on community safety and gained a better understanding of the challenging circumstances in which services operate, including having reduced resources and dealing with increasingly complex issues. The group were informed of changes in the drug market, specifically in relation to the synthetic cannabinoid 'Spice'. The drug is made up of a range of laboratory-made chemicals that mimic the effects of the main psychoactive component of cannabis. As the drug is synthetic, it can be up to 85 times more potent than cannabis and as a result of how it is made the amount and strength of the drug in each batch can vary. It is difficult to detect and is frequently used by very vulnerable people with multiple needs, including rough sleeping and mental health problems. Spice is very cheap and individuals may use it as a coping mechanism to escape from their daily life.

5.2 The group recognised the work being done both locally and nationally to tackle the issue of Spice, including taking enforcement action on those supplying the drug as well as researching possible treatment options. However, the TFG acknowledge that those using Spice have more complex needs, which require addressing alongside their substance use. Locally, a lot of work is being done amongst partners to tackle these issues, for example through the Safer Neighbourhood Service (SNS). The return of neighbourhood policing is assisting in gathering intelligence from communities and is being utilised to prevent issues escalating as well as gather evidence regarding criminal activity.

5.3 In relation to providing support to vulnerable people who are involved in substance misuse; housing and mental health were frequently mentioned as the biggest areas of

challenge. There are challenges in ensuring we have enough provision of supported housing for our most vulnerable residents and support for them to maintain tenancies. Work is currently being undertaken between the Council and Berneslai Homes to avoid evictions and formalise a procedure regarding what this should look like. It was highlighted that it is better for those with the most complex needs to be housed in Council properties. In Council tenancies they can be supported and managed rather than ending up in the unregulated private sector where it is much more difficult to intervene when there are issues; especially when this is coupled with absent landlords.

- 5.4 With regards to support services, Humankind has been commissioned by the Council to provide a comprehensive adult substance misuse service. The TFG welcomed the knowledge that this service was recently brought together under one contract which enables a more seamless service for clients as well as clearer performance management arrangements. The service offers advice and brief interventions as well as comprehensive structured treatment packages that include prescribing for substance misuse. The service aims to engage with people who may not have considered addressing their substance use. Access to the service is made through a Single Point of Contact number which accepts self-referrals and professional referrals (with consent). It was highlighted that individuals cannot be forced to engage in treatment and it is most effective when there is motivation to undertake behaviour change. The service provides drug and alcohol treatment interventions for those subject to Criminal Justice Custody or Court requirements.
- 5.5 The TFG questioned the extent to which Humankind services are closely linked with other partners and were reassured that they do visits in communities, attend Family Centres, host a Hepatitis Treatment Clinic delivered by a nurse from Barnsley Hospital and do a lot of work to promote their service and liaise with others such as GPs, Social Care Services, Job Centre Plus, SYP and the Probation Service, amongst others. The group were also positive with regards to the arrangements for officers from SYP to shadow Substance Misuse Key Support Workers and undertake placements in the service. This helps to aid officers' understanding of the challenges associated with substance misuse and also be aware of the variety of support services available.
- 5.6 On visiting the services provided by Humankind, the TFG were given a detailed presentation on all the services on offer and were reassured by the comprehensive assessments undertaken for clients which are sensitive to their wider needs and not just presenting substance misuse. Recovery Navigators manage care plans and provide key working alongside psychosocial interventions such as cognitive behavioural therapies to challenge behaviours and thought patterns. Clients are also encouraged to engage in other activities such as exercising, volunteering and attending peer support groups to aid in improving health and wellbeing. It was acknowledged however that mental ill-health amongst communities is considerable, especially those who engage in substance misuse. Often, individuals use substances to self-medicate and this can mask underlying needs such as learning disabilities and mental health problems.
- 5.7 The service highlighted that a cohort of the treatment population function well day to day and maintain positive relationships and employment. However stigma associated to substance misuse is a barrier to many people accessing help. It is important that we all take responsibility for reducing the stigma as this acts to isolate individuals even more. It is also important that employers take responsibility in supporting their employees in relation to substance use. As part of the recovery service offer, the Factory in the Dearne has facilities to help people with developing life skills; this includes access to a training kitchen, as well as an IT suite which offers jobs clubs. The TFG were impressed with the facilities

available and work being undertaken and were supportive of a similar offer being developed within the Town Centre to assist more people being able to access such opportunities.

- 5.8 In meeting with a service user who had accessed adult support services and turned their life around; the importance of substance misuse support services was brought to life. It evidenced how this work had now prevented accident and emergency (A&E) attendances and this person was now able to contribute positively in their community. This individual had improved their self-confidence and re-gained interest in their old hobbies which now gave them a purpose and new lease of life. The individual highlighted the importance of utilising the techniques they had learnt to recognise their 'triggers' and prevent them relapsing. Also the availability of the Building Recovery in the Community (BRIC) Service which provides ongoing support and enables people in recovery from substance misuse to enjoy lasting change and integrate back into society in a meaningful and valued way.
- 5.9 On meeting with officers responsible for the Children's Substance Misuse Service, again the TFG sought reassurance that the service was well-connected with partner agencies and ensure that comprehensive assessments are undertaken for our young people. This includes taking a whole-family approach and continual assessment of risks and vulnerabilities. The team works closely with local Child and Adolescent Mental Health Services (CAMHS) as well as others such as Spectrum who deliver local Sexual Health services and Centrepoint who provide local Homeless support services. For young people, the service provides a mix of brief and ongoing interventions in line with national best practice as required and Support Workers are continually looking for creative ways through which they can engage clients. Support is also in place for parents who contact the service concerned for their young person and help is given to assist them in understanding the cycle of change and reassure them that they are not alone.
- 5.10 The group were encouraged that a lot of work was done to ensure a smooth transition from children's to adults' services and this pathway was well-designed and flexible depending on the needs of individuals. Work is also done to ensure a smooth pathway for young people moving out of the area to ensure they receive continued support in their new location. Links have been built and trust developed amongst local agencies which is enabling an increased number of referrals to the service. The challenge however continues to be the complexities involved with young people often having multiple vulnerabilities.
- 5.11 As the Children's Substance Misuse Service is small, a lot of work is done to provide training to other agencies, especially those who may already have relationships with the young people; therefore are better placed to provide interventions. The TFG questioned whether there is an offer for community groups to access training in relation to substance misuse and were advised that this is available through Barnsley's Safeguarding Children Board (BSCB).
- 5.12 In relation to schools, the TFG were keen that children and young people are being taught appropriately about substance misuse in schools to ensure that opportunities to prevent issues developing are being maximised. The TFG were advised that all schools have access to government funding for this as part of the Personal, Social, Health and Economic (PSHE) curriculum; however this is not necessarily prioritised and delivered in all schools.
- 5.13 Due to recent changes, it was highlighted to the TFG that the Children's Substance Misuse Service is currently undertaking a consultation in relation to a new name for the

service. Members were advised that local children and young people were being involved in this; therefore once this was decided would be undertaking a service re-launch.

- 5.14 The TFG welcomed the information that the Council had continued to provide investment in Substance Misuse Services; however due to austerity, acknowledged that these services had received a reduction in funding. Additionally, the TFG also recognises that some financial support is provided from Barnsley Clinical Commissioning Group (CCG) for these services. The group were also informed that for 2020 a new Substance Misuse Strategy is being developed by the Council which would be an opportune time to review local arrangements.

6. Recommendations

- 6.1 Throughout the investigation, the TFG members made a number of suggestions and recommendations regarding the work being undertaken as well as were able to provide detailed information of other services available in local communities and funding streams which the services were able to consider. In addition to these suggestions, the TFG recommends the following:

6.2 **Recommendation 1 ACROSS ALL TFGs: A Multi-Agency Conference is held in relation to addressing the complex needs in our communities covering Housing, Substance Misuse and Adult Mental Health**

A common feature of the OSC TFG's undertaken in 2018-19 on Social Housing, Substance Misuse and Adult Mental Health is the close, cyclical links between them. Each service area has raised challenges in relation to accessing the other services, difficulties in sharing information between them, as well as demands on services which could be avoided. It is therefore recommended that a large conference is held for those working at both a strategic and operational level in these and partner services to come together and develop an action plan to address some of these issues.

6.3 **Recommendation 2: An All Member Information Briefing (AMIB) is held on the structure and function of the Safer Neighbourhood Service including the Hub as well as our local Substance Misuse Services (following the re-launch of the Children's Service)**

Members of the TFG found the information provided on the Safer Neighbourhood Service invaluable in helping them to better understand how local agencies are connected and priorities driven forwards. Having learnt about the substance misuse services, the TFG Members are now more confident in their knowledge and ability to refer people to the services. This would also provide an opportunity for the sharing of knowledge in relation to activities available in local communities and upcoming events Substance Misuse Services could attend. Members would also welcome receipt of any promotional materials such as posters and leaflets they could display in local community centres. Finally, it is important that Members and local community groups are aware of the free training available in relation to substance misuse through the BSCB.

6.4 **Recommendation 3: Humankind increase proactive outreach work and visits to people in their own homes**

The TFG welcome and recognise all of the good work being done by the service to support people with substance misuse. The group however raised concerns that given the often multiple and complex vulnerabilities of people requiring the service that more needs to be done to take services out to people, rather than requiring them to make their way to services.

6.5 **Recommendation 4: Local employers are encouraged to ensure they have effective substance misuse policies and procedures in place which support staff to access treatment services**

Given the number of people who are in employment but require substance misuse support services, the TFG would like to highlight the importance of employers being proactive and supportive of their staff. Humankind have delivered specific support to some of our local employers for staff, which has resulted in positive outcomes both for the individual and the employer.

6.6 **Recommendation 5: Barnsley Schools Alliance undertakes specific work to identify and share good practice in relation to substance misuse prevention work through the PSHE curriculum and that this is delivered to ALL Barnsley pupils**

The TFG are cognisant of the pressures which schools are under to deliver a rounded curriculum to pupils and maximise their education attainment. Given the importance of maximising the health and wellbeing of our young people to prevent them from developing problems in future and achieving their potential, the TFG advocate that this element of the curriculum is critical and work is done to seek reassurance in this area. Our young people's substance misuse service also welcome the opportunity to provide support to schools in developing appropriate and effective substance misuse policies.

6.7 **Recommendation 6: OSC Members are consulted on the Substance Misuse Strategy Refresh and local partners take the opportunity to review their contribution to these vital preventative services**

Throughout the investigation, it is evident that there are a number of partner agencies involved in dealing with substance misuse, either in taking enforcement actions or providing support services to those in need. The TFG welcomes the continued support which has been allocated to substance misuse services however recognises the importance of investing in preventative services which are of lower cost than dealing with the crisis end of care such as A&E attendance.

The TFG would like to take this opportunity to thank all those who provided information, attended meetings and assisted with the TFG's investigation; it is much appreciated.

7. **Implications for local people / service users**

7.1 The investigation undertaken by the TFG as well as the recommendations made are in support of improving health outcomes for people in Barnsley. The TFG recognises the importance of people's physical and mental health in all aspects of their life and the negative impacts substance misuse and poor wellbeing can have on individuals and communities.

8. **Financial implications**

8.1 There are no specific financial implications, although in responding to the recommendations in the report, the financial implications of these would need to be fully assessed by the appropriate services responding.

9. **Employee implications**

9.1 There are no specific employee implications, although in responding to the recommendations in the report, the employee implications of these would need to be fully assessed by the appropriate services responding.

10. Communications implications

- 10.1 The TFG are keen to promote the availability of and access to local substance misuse services both for young people and adults. The TFG welcomed the additional knowledge they gained in relation to services which they recommend is shared with other Elected Members and our communities.
- 10.2 Given the vulnerabilities of people in our communities who would benefit from access to services, the TFG also recommend that where possible substance misuse services are increasingly proactive out in communities to access clients.

11. Consultations

- 11.1 Consultations have taken place with: the Substance Misuse TFG Members; the OSC; Councillor Jenny Platts; Council Officers from both the Communities and People Directorates; Humankind Substance Misuse Service; SYP; and the Council's Senior Management Team.

12. The Corporate Plan and the Council's Performance Management Framework

- 12.1 As outlined in the Corporate Plan, the three priorities for Barnsley are: a thriving and vibrant economy, strong and resilient communities; and citizens achieving their potential. Positive physical and mental wellbeing are central to achieving all of these priorities; therefore it is essential the Council and its partner organisations work together to support these aims, in particular by preventing and supporting those involved in substance misuse.

13. Promoting equality & diversity and social inclusion

- 13.1 The TFG is keen to ensure that all Council services and activities are accessible to all its communities. Throughout the TFG's involvement in this work they have specifically referred to making sure that services are accessible to all, particularly given the vulnerabilities of those requiring substance misuse support. As highlighted in the report, often those with complex and unmet needs are those most likely to turn to substance misuse and are in need of support services.

14. Tackling the impact of poverty

- 14.1 Encouraging people to have healthy lifestyles and avoiding substance misuse can help in tackling the impact of poverty. There are strong links between poverty, deprivation, widening inequalities and problem drug use. It does not mean that all those facing these challenges will develop problems; however the most vulnerable in our society such as the homeless are most at risk.

15. Tackling Health Inequalities

- 15.1 There are large health inequalities between Barnsley and England, and within Barnsley itself. Improving people's mental wellbeing and reducing health inequalities will help local people to reach their full potential. The investigation undertaken by the TFG and recommendations made are in support of improving services across the borough; with recognition that additional work may be required in specific communities to help address health inequalities.

16. Risk management issues

16.1 This issue relates to the following risks currently logged on the Council's Strategic Risk Register (SRR), as follows:

- 3025 – 'Failure to Safeguard vulnerable service users'
- 3026 – 'Failure to achieve a reduction in Health inequalities within the Borough'
- 3047 – 'Failure to protect the health of the population from preventable health threats'

16.2 It is likely the recommended activities detailed in this report will contribute further to the effective mitigation of these risks, and it would be appropriate for any follow-up report to be cognisant of these risks.

17. Glossary

A&E	Accident & Emergency
AMIB	All Member Information Briefing
BMBC	Barnsley Metropolitan borough Council
BRIC	Building Recovery in the Community
BSCB	Barnsley Safeguarding Children Board
CAMHS	Child and Adolescent Mental Health Services
CCG	Clinical Commissioning Group
OSC	Overview and Scrutiny Committee
PSHE	Personal, Social, Health and Economic Curriculum
SNS	Safer Neighbourhood Service
SYP	South Yorkshire Police
TFG	Task and Finish Group

18. Background papers and useful links

- Humankind – Barnsley Recovery Steps:
<https://www.humankindcharity.org.uk/service/barnsley-recovery-steps>

Report Author: Anna Marshall, Scrutiny Officer

Date: 27th February 2019

BARNSELY METROPOLITAN BOROUGH COUNCIL (BMBC)

This matter is not a Key Decision within the council's definition and has not been included in the relevant Forward Plan.

**Report of the Executive Director
Core Services**

**SCRUTINY TASK AND FINISH GROUP (TFG) REPORT ON
ADULT MENTAL HEALTH CRISIS CARE****1. Purpose of report**

- 1.1 To report to Cabinet the findings of the Overview & Scrutiny Committee (OSC) from the investigation undertaken on its behalf by the Adult Mental Health Task & Finish Group (TFG). This included understanding the broad spectrum of mental health illness and related services, which led to a specific focus on crisis care.

2. Recommendations

- 2.1 **That Cabinet considers the conclusions and recommendations set out in section 6 as a result of the TFG's investigation into Adult Mental Health Crisis Care.**

3. Introduction/Background

- 3.1 As part of its work programme the OSC agreed to undertake a TFG investigation into adult mental health. Given both the local and national focus on the challenges being faced in relation to mental health issues, the OSC maintains a focus on Child and Adolescent Mental Health Services (CAMHS) and felt it was an opportune time to undertake a specific investigation into adult mental health.
- 3.2 The members of the TFG who undertook this investigation included the following: Councillor Paul Hand-Davis (TFG Lead Member), Councillor Jeff Ennis, Councillor Annette Gollick, Councillor Caroline Makinson, Councillor Ralph Sixsmith, Councillor Sarah Tattersall, Cllr Neil Wright and Co-opted Member Mark Smith, Vice-Chair Healthwatch Barnsley. The group specifically co-opted Mark Smith as he is involved in a number of forums, both locally and nationally who provide support and challenge to the provision of mental health services. This provided additional expertise to the group as well as helped to avoid duplication of other work which has been undertaken.

4. What the Task & Finish Group (TFG) looked at

- 4.1 Initially, the TFG met to consider the scope of the investigation. This included discussing all the key challenges they are aware of in relation to adult mental health, such as access to early help through to crisis care. It was evident that there is a lot of confusion amongst our communities in relation to adult mental health services, access to them as well as the performance of the agencies involved at different stages. Due to the complexities, the group agreed to receive an over-arching presentation on adult mental health in Barnsley and from this decided to focus on crisis care. This is an area they felt they could contribute positively to at this time; particularly following on from the report by Healthwatch Barnsley on Crisis Care published in January 2016.

4.2 The TFG undertook a number of 'check and challenge' sessions with officers regarding the work being carried out, future plans and key challenges. This involved asking questions of them regarding their work, their involvement and partnership working with other agencies including the impact of this on Barnsley residents. This included meeting with:

- Council representatives working in Public Health and the Communities Directorate who are responsible for the commissioning of preventative services;
- Officers from the Council's Adult Social Care Mental Health Social Work Team who provide assessment, care and support;
- Barnsley Clinical Commissioning Group's (CCG) lead commissioner of mental health support services;
- Officers from South West Yorkshire Partnership NHS Foundation Trust (SWYPFT) who provide local adult mental health support services;
- Officers from South Yorkshire Police (SYP) who could provide insight into the impact of responding to mental health incidents on SYP; and
- The Lead Nurse for Urgent Care and Mental Health at Yorkshire Ambulance Service (YAS), with whom the group held a teleconference.

5. What the Task & Finish Group found

5.1 The TFG received a presentation which gave a high level overview of mental health in Barnsley. This included providing TFG Members with an understanding of the Mental Health Continuum and the importance of language and terminology to refer to individual programmes of work. This clarified that in the way we would not talk about 'physical health' being all encompassing, we should think about mental health in terms of the following locally co-produced terms:

- Being Mentally Healthy and Resilient - which the majority of the population can be served by self-care, social support and Early Help Services;
- Common mental health issues such as low mood and low level anxiety - which can be assisted by Enhanced Primary Care such as the Improving Access to Psychological Therapy (IAPT) service available at GP practices;
- Significant and lasting mental health issues such as severe and persistent distress - which require support from Seamless Secondary Care such as Community Mental Health Teams;
- Finally, those who are 'Unwell and In Crisis': requiring support from Specialist Mental Health Services.

5.2 The group welcomed the variety of work being done both locally and regionally to prevent mental ill-health as well as meeting specific needs within each part of the Mental Health Continuum. This included recent developments in suicide prevention work and creation of a suicide learning panel to aid in both suicide prevention but also in ensuring appropriate support is provided to those who are affected.

5.3 It was acknowledged however that provision of information as well as the sharing of this amongst agencies continues to be a challenge which acts as a barrier to providing effective support services to those in need. This is coupled with the absence of a strategic group which could help to avoid silo working amongst partner agencies in relation to mental health. This group however would need to be made up of those with appropriate seniority in their organisation to make decisions which can be enacted.

- 5.4 Given TFG members' experience in communities, they expressed concern regarding ongoing support to those with significant and lasting mental health issues, especially in relation to out of hours support. The TFG were advised of how a number of local partners work together to provide these services and the complexities involved. This includes the challenges that arise from different agencies working on different geographical footprints and the need for particular specialties depending on incidents. Also in operating in line with legislation and the requirements this places on the presence of particular agencies at certain times; all of which are operating against a backdrop of finite resources.
- 5.5 In 2014, 22 national bodies involved in health, policing, social care, housing, local government and the third sector came together and signed the Mental Health Crisis Care Concordat (CCC). This national agreement sets out how organisations will work together better to make sure that people get the help they need when they are having a mental health crisis. Within Barnsley, the local agencies come together as part of an implementation group; however challenges arise in getting appropriate representatives from each organisation who have authority to make changes. This group has potential, however requires some revitalised commitment from all partners to ensure the creation and delivery of an effective action plan.
- 5.6 The group challenged the use and availability of Barnsley's Section 136 suite, which provides a place of safety for those detained by the police, whilst potential mental health needs are assessed and any necessary arrangements made for on-going care. Since previous investigations, it was evident that there had been improvements in its availability and this was no longer an area of concern. The group also welcomed knowledge of work in development around a 'memorandum of understanding' in South Yorkshire for the operation of s136 suites.
- 5.7 In relation to undertaking assessments and provision of support services, the TFG were reassured that agencies were cited on meeting a person's whole needs and not just the presenting mental health issue. This includes supporting physical needs, support with finances, undertaking benefit claims and access to housing. However, it was acknowledged that these issues are not all necessarily easy to resolve; nor are all agencies (especially those in the private sector), sympathetic to those with enduring mental health illness.
- 5.8 A lot of work is in place to try to prevent mental health needs escalating and deal with them through early intervention. However it is evident that service users often find all the services difficult to navigate. Also, some communities still feel there is a stigma attached to mental ill-health and see accessing support as a weakness. Therefore, it can be difficult for services to intervene before issues escalate. The group were advised that a new early intervention and prevention service is shortly due to be commissioned which will combine a number of existing contracts and will therefore be easier for service users to navigate. The TFG welcomed this but were keen to ensure that this did not duplicate work already being done in communities and that the new service was clearly promoted through Area Councils and Ward Alliances.
- 5.9 During the TFG's investigation, a national report 'Policing and Mental Health: Picking up the Pieces' was published which highlights a national issue of police officers increasingly being used as the service of default in responding to people with mental health problems. The report reflects that demand for police to respond to mental health-related calls is increasing. Also, that the response usually requires more than one officer in attendance and can be of some duration. The TFG were advised that on the whole, the national report reflects the challenges being experienced locally. There are some excellent examples of

partners working well together locally; for example having a Mental Health Professional in the Safer Neighbourhood Services Hub who can provide expert advice and assistance when dealing with issues. However this is not currently part of core funding arrangements. There are also a number of occasions where the police are transporting people to hospital as there is no ambulance service available or are left waiting a considerable time at an incident for an ambulance to arrive. The group concurred with the national report that there needs to be a re-think and long-term solutions to these issues.

- 5.10 Within YAS, the TFG were informed that focused work is being undertaken to better understand and more effectively address demand on services as a result of mental health incidents. This includes better presentation and analysis of data as well as basing Mental Health Nurses in the control room to assist with handling and de-escalating both 999 and 111 calls, which is having positive results. There continue to be challenges with access to information across different services, such as access to patient mental health records, as well as telephone numbers for services which are not just general access ones used by the public. YAS acknowledges the demands on their services and the priority which has to be given to certain calls; however it is also noted that frequently in relation to mental health incidents, patients don't need a paramedic but a trained Mental Health response which is discreet and available 24/7.

6. Recommendations

- 6.1 The TFG acknowledges that demand for mental health services at all stages on the continuum are increasing both locally and nationally against a backdrop of limited resource. Whilst recognising that there is evidence of excellent partnership working amongst local agencies, the TFG makes the following recommendations in support of assisting with the continual improvement of services and support to local communities:

6.2 **Recommendation 1 ACROSS ALL TFGs: A Multi-Agency Conference is held in relation to addressing the complex needs in our communities covering Housing, Substance Misuse and Adult Mental Health**

A common feature of the OSC TFG's undertaken in 2018-19 on Social Housing, Substance Misuse and Adult Mental Health is the close, cyclical links between them. Each service area has raised challenges in relation to accessing the other services, difficulties in sharing information between them, as well as demands on services which could be avoided. It is therefore recommended that a large conference is held for those working at both a strategic and operational level in these and partner services to come together and develop an action plan to address some of these issues and monitor this on an ongoing basis.

6.3 **Recommendation 2: A Strategic Mental Health Alliance is formed which can oversee all the work that is taking place across the continuum of mental health services and agencies involved in meeting mental health needs**

The TFG are acutely aware of both the number of agencies undertaking work to support those with mental health needs across the continuum and the challenges they face. The group therefore feel it is important that there is some co-ordinated strategic oversight of this to assist in enabling them to operate effectively, especially given the challenges highlighted in relation to information sharing.

6.4 **Recommendation 3: Focus is given by all agencies to reinvigorate the Barnsley Crisis Care Concordat (CCC)**

Linked with recommendation two, the group feel that as well as strategic oversight, there needs to be opportunity for those making decisions at an operational level to

communicate, share information and work together to resolve issues arising in dealing with mental health crisis care. It is important that each agency signed up to the CCC sends appropriate representation who can attend consistently and help drive the improvement and efficiency of crisis care responses 24/7; especially as most 999 and 111 calls in relation to mental health occur out of office hours.

6.5 Recommendation 4: Consideration is given to the commissioning of a non-clinical transport service

Given the high-demand being placed on police and ambulance services in responding to incidents, the TFG feels that having access to a non-blue light transport service for patients would be beneficial. This would both reduce the amount of inefficient use of police time and provide a more appropriate, discreet response for patients.

6.6 Recommendation 5: Professional Mental Health Workers within the Safer Neighbourhood Service Hub are assigned as part of core funding arrangements

Due to the challenges of information sharing and the positive impact having Professional Mental Health Workers in the Hub with access to patient information has, the TFG feel that this professional support should be considered as a core part of this service, rather than something which only has time-limited funding.

6.7 Recommendation 6: An Elected Member Talkabout is held on Mental Health

As a result of the evidence of increases in mental ill-health amongst all our communities across the mental health continuum and the rising demand for services; the TFG feel it would be beneficial for all Members to better understand differing mental health conditions as well as the services available in Barnsley, including the Recovery College which is open to everyone. This session would also provide opportunity for Members to think about their own mental wellbeing and how they can help themselves and others to be more resilient, incorporating elements of Mental Health First Aid (MHFA) Training as well as inviting local speakers to bring to life their experiences of mental illness.

6.8 Recommendation 7: The Overview and Scrutiny Committee undertakes further investigation of Adult Mental Health Services as part of its future work programme, with a focus on early intervention and preventative services

Given the mental health continuum and acknowledgment of both the spectrum of illness and therefore the appropriate response, the group focused their investigation on crisis care. It is evident that there continues to be challenges of access to mental health services in Barnsley, especially in relation to lower level support services which help to prevent issues escalating, which merit further investigation and clarity.

6.9 Recommendation 8: The Police Crime Panel (PCP) undertakes further investigation into the 'Policing and Mental Health: Picking up the Pieces' report and the implications for local services

As highlighted by the investigation, there is evidence that issues identified on a national level are present for our local services. Therefore, the TFG would recommend that the findings in this report are explored at a local level and assurance sought in relation to long-term solutions being put in place.

6.10 Recommendation 9: The Council's Elected Member Mental Health Champion and Senior Management Team Champion should lead on driving the Mental Health agenda including acting as an advocate for the above recommendations

Helping to drive this agenda is a role which is key for both the Council's Elected Member Mental Health Champion, which is currently Cllr Margaret Bruff and the Council's Senior Management Team Champion, which is currently Wendy Lowder. The TFG recognises the

importance of this agenda being driven at a strategic level in support of enabling effective services at an operational level. It is important that these 'Mental Health Champion' roles continue to be assigned appropriately to relevant representatives within the Council.

6.11 Recommendation 10: Steps are taken to ensure that there is access to 24/7 mental health crisis care support, especially out of office hours

Given the local knowledge and experience of TFG members, as well as the evidence presented, the group constantly highlighted and challenged the importance and availability of access to 24/7 service provision. It was evident that calls for support in crisis from the public often occurred out of office hours. This created challenges not only for service users, but also for those trying to provide support having difficulty in contacting other professionals required. By providing effective out of hours support, it is hoped that the need for s136 detentions could be reduced which is of benefit both to service users as well as services themselves.

The TFG would like to take this opportunity to thank all those who provided information, attended meetings and assisted with the TFG's investigation; it is much appreciated.

7. Implications for local people / service users

7.1 The investigation undertaken by the TFG as well as the recommendations made are in support of improving health outcomes for people in Barnsley. The TFG recognises the importance of people's mental health in all aspects of their life and the negative impacts poor wellbeing can have on individuals and communities. The TFG is also cognisant of the need for access to effective 24/7 services in relation to mental health crisis care.

8. Financial implications

8.1 There are no specific financial implications, although in responding to the recommendations in the report, the financial implications of these would need to be fully assessed by the appropriate services responding.

9. Employee implications

9.1 There are no specific employee implications, although in responding to the recommendations in the report, the employee implications of these would need to be fully assessed by the appropriate services responding.

10. Communications implications

10.1 It is evident that there is a lot of confusion amongst our communities in relation to adult mental health services in Barnsley and access to them. It is therefore important that opportunities to share this information clearly and in accessible formats, is maximised. A specific recommendation is included in the report in developing and improving Elected Member knowledge of this which they will be able to disseminate in their communities.

10.2 Throughout the investigation, information sharing amongst agencies was consistently highlighted as a challenge which acts as a barrier to providing effective support services to those in need. Therefore, in the development of the strategic alliance and CCC, it is hoped that this is something which could be addressed.

11. Consultations

11.1 Consultations have taken place with: the Adult Mental Health TFG Members; the OSC; Councillor Jim Andrews; Councillor Margaret Bruff; Councillor Jenny Platts, Council Officers from Public Health, Communities and Adult Social Care; Barnsley CCG; SWYPFT; SYP; YAS; and the Council's Senior Management Team.

12. The Corporate Plan and the Council's Performance Management Framework

12.1 As outlined in the Corporate Plan, the three priorities for Barnsley are: a thriving and vibrant economy, strong and resilient communities; and citizens achieving their potential. Positive mental wellbeing is critical to achieving all of these priorities, therefore it is essential the Council and its partner organisations work together to support these aims.

13. Promoting equality & diversity and social inclusion

13.1 The TFG is keen to ensure that all Council services and activities are accessible to all its communities. Throughout the TFG's involvement in this work they have specifically referred to making sure that services are accessible to all, particularly given the vulnerabilities of those requiring mental health crisis care support.

14. Tackling the impact of poverty

14.1 A growing body of evidence has shown strong links between those of lower socioeconomic status and an increased likelihood of developing and experiencing mental health problems. Similarly, employment status is linked to mental health outcomes, with those who are economically inactive to be more likely to experience common mental health problems. It is therefore important to acknowledge that increased mental health support may be required in our more deprived communities. Also that tackling the impact of poverty will help to improve mental wellbeing amongst our communities.

15. Tackling Health Inequalities

15.1 There are large health inequalities between Barnsley and England, and within Barnsley itself. Improving people's mental wellbeing and reducing health inequalities will help local people to reach their full potential. The investigation undertaken by the TFG and recommendations made are in support of improving services across the borough; with recognition that additional work may be required in specific communities to help address health inequalities.

16. Risk management issues

16.1 This issue relates to the following risks currently logged on the Council's Strategic Risk Register (SRR), as follows:

- 3025 – 'Failure to Safeguard vulnerable service users'
- 3026 – 'Failure to achieve a reduction in Health inequalities within the Borough'
- 3047 – 'Failure to protect the health of the population from preventable health threats'

16.2 It is likely the recommended activities detailed in this report will contribute further to the effective mitigation of these risks, and it would be appropriate for any follow-up report to be cognisant of these risks.

17. **Glossary**

BMBC	Barnsley Metropolitan Borough Council
CCC	Crisis Care Concordat
CCG	Clinical Commissioning Group
IAPT	Improving Access to Psychological Therapies Service
MHFA	Mental Health First Aid
OSC	Overview and Scrutiny Committee
PCP	Police Crime Panel
SWYPFT	South West Yorkshire Partnership NHS Foundation Trust
SYP	South Yorkshire Police
TFG	Task and Finish Group
YAS	Yorkshire Ambulance Service

18. **Background papers & links**

- Barnsley Healthwatch, Mental Health Crisis Care Concordat Report, January 2016:
<https://healthwatchbarnsley.co.uk/wp-content/uploads/2014/06/Healthwatch-Barnsley-Mental-HealthConcordat-report-final.pdf>
- Policing and Mental Health: Picking up the Pieces, November 2018:
<https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/policing-and-mental-health-picking-up-the-pieces.pdf>
- Barnsley All-Age Mental Health and Wellbeing Commissioning Strategy 2015-2020:
<https://barnsleymbc.moderngov.co.uk/documents/s10452/All-age%20Mental%20Health%20Commissioning%20Strategy%202015%20-%202020%20-%20ADOPTED.pdf>
- Mental Health Awareness: Hidden – A short documentary film based on ‘A Tiny Feeling of Fear’ by Barnsley author Jonathan Lee:
<https://www.youtube.com/watch?v=9PsQfg2pBDY>

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Date: 27th February 2019