

AGENDA SUPPLEMENT (1)

Meeting: Cabinet

Place: Kennet Room - County Hall, Bythesea Road, Trowbridge, BA14 8JN

Date: Tuesday 18 June 2024

Time: 10.00 am

The Agenda for the above meeting was published on **10 June 2024**. Additional documents are now available and are attached to this Agenda Supplement.

Please direct any enquiries on this Agenda to Kieran Elliott of Democratic Services, County Hall, Bythesea Road, Trowbridge, direct line 01225 718221504 or email committee@wiltshire.gov.uk

Press enquiries to Communications on direct lines (01225)713114/713115.

This Agenda and all the documents referred to within it are available on the Council's website at www.wiltshire.gov.uk

5 **Public Participation and Questions from Councillors** *(Pages 3 - 8)*

Questions submitted for the meeting, together with responses.

6 **Urgent Care at Home - Service Options** *(Pages 9 – 16)*

Equality impact assessment.

| |
|-----------------------------------|
| DATE OF PUBLICATION: 17 June 2024 |
|-----------------------------------|

This page is intentionally left blank

Wiltshire Council

Cabinet

18 June 2024

Agenda Item 5 - Public Participation

**Question from David Redgewell – South West Transport Network and Rail
Future Severnside**

To

Cllr Tamara Reay – Cabinet Member for Transport and Assets

Statement

With submission by Wiltshire Council to the Department for Transport of Wiltshire bus services improvement plan on the 12 June 2024,

Question (24-31Q)

What provision is being made in the plan to improve community safety at county bus and coach stations and interchanges, at Chippenham, Devizes bus interchanges, Salisbury coach station, Trowbridge Town centre, Melksham Town centre, Calne, Bradford on Avon, Marlborough, Pewsey and Salisbury City centre, where bus and coach stops are vandalised and Covered in Graffiti.

What provision is being made to clean and maintenance the county bus and coach stations interchanges bus shelters Including key National Express coaches Berry's coaches part of megabus, Scottish City link coaches and Flixbus coaches network stops at Trowbridge, Melksham, Devizes, Swindon, and Salisbury, Warminster, Amesbury, Which not give good impression of welcome to Wiltshire and South west England to tourists to this great county

Response

Wiltshire Council is working with partners, including Town and Parish Councils and transport operators, to maintain and improve bus shelters and associated infrastructure as part of our Bus Service Improvement Plan (BSIP).

New shelters will be introduced as and when Section 106 monies become available, and, or where further BSIP funding becomes available.

Question (24-32Q)

In view of the Department for Transport instructions and guidance on working with the police and crime commissioner and Wiltshire police, MOD and British Transport police to keep passengers safe on the public transport Network, what discussion have taken place on a safety public transport service in Wiltshire and Swindon Councils areas, and what if any prosecution have taken place by council and police over criminal damage to the council public transport infrastructure, of bus and coach stations interchanges bus and coach stops and railway stations

Response

Wiltshire Council, through its Enhanced Partnership will establish a programme of consultation with the public during 2024-25 on a number of issues relating to public transport.

As part of that we will be asking residents questions around their perception of safety whilst on and and waiting for public transport. All previous consultations on public transport have not highlighted any significant concerns on this subject in Wiltshire.

Question (24-33Q)

What plans do the council have to roll out and improve the Real-time passengers information systems on Bus stop shelters bus and coach station and Railway station throughout the county and in Swindon Borough Council area, and the west of England mayoral combined transport Authority on Swindon bus and coach station to Marlborough, Pewsey, Amesbury Salisbury bus corridor and the Bath spa bus and coach station, Winsley, Bradford on Avon Trowbridge Westbury, Warminster Salisbury, bus corridor, Frome, Warminster, Salisbury bus corridor, Frome, Trowbridge Railway station, Trowbridge Town centre, Melksham and Chippenham Town centre and Railway station and bus and coach stations.

Response

Wiltshire Council invested £640,000 in replacing its existing Real Time Passenger Information (RTPI) during 2023-24. Salisbury Station Forecourt improvements are now underway, and this will see new RTPI being installed. We will, during 2024-25 introduce low powered battery RTPI to shelters in Trowbridge and Melksham Market Place.

In 2024-25 £20,000 is available for further RTPI installation. Our approach will be to install RTPI “where passengers will benefit the most”. This will include:

- Locations with high numbers of boardings
- Locations where passengers are likely to interchange between routes/modes
- Locations where RTPI will allow passengers to make informed decision on whether to catch the imminent' all stops' bus, or wait for the fast/express bus, due a little later
- Locations where travel choices from/to new developments (residential and other) can be influenced from initial occupation, by RTPI.

We also consider applications from town and parish councils, based on their local knowledge and requests from their residents. Usually, these requests are made based on match-funding from Wiltshire’s Local Highway and Footway Improvement Group.

Question (24-34Q)

What discussion are taking place with bus, coach and railway operators, and the Department for Transport over the recruitment of bus and coach Drivers, Cleaners, engineers and supervisors to provide the county and Region bus network, and railway

staff to man the county railway station such as Trowbridge on the metro west railway Network services, provide by First group plc Greater Western trains company limited GWR and Department for Transport and West of England mayoral combined transport Authority and mayor Dan Norris, for £35m between Salisbury, Warminster, Dilton Marsh, Frome some journeys Westbury, Trowbridge, Bradford on Avon, Avoncliffe, Freshford, Bath spa, Oldfield park, Keynsham and Bristol Temple meads station.

Response

Through the Enhanced Partnership with Wiltshire bus operators a regular dialogue is in place to determine the availability of drivers across the network. Whilst the recruitment and retention of drivers remains challenging across the Wiltshire network, it is much improved when compared to say 12 months ago.

Where some services are operating a reduced timetable, discussions are now being had to restore the frequencies to previous levels. Wiltshire Council is not able to comment on staffing levels provided by Network Rail or the train operating companies.

Agenda Item 5 - Public Participation

Question from Cllr Richard Budden, Tisbury Division

To

Cllr Nick Holder – Cabinet Member for Highways, Street Scene and Flooding

Statement

You will recall that at the Cabinet meeting in February I raised the topic of the appalling state of roads in the parishes of Donhead St Mary and Donhead St Andrew in my Division (though also more widely in South West Wiltshire) and requested your predecessor as portfolio holder for Highways to provide information on the Council's forecast expenditure on highways maintenance, broken down between Wiltshire's community areas and by road class. At the time I was advised to raise my request again at the Environment Select Committee, which I duly did at the next meeting which was on 20th March.

In your reply to me, over a month later, you declined to respond directly to my request except to say that you had *“asked Officers to include indicative scheme costs, treatments and spatial information of scheme locations in the programme **in the coming months**.”* And you drew attention to a 'defect dashboard' to be shared *“**over the forthcoming months** at Area Board level”* [my emphasis], neither of which has yet appeared.

We now know (from the Highway Investment Plan 2024/25) that the condition of our roads varies considerably between community areas. In the case of C-class roads (over a third of Wiltshire's total road length) the proportion 'in need of maintenance soon' is well above the national median of 4% in several community areas: in Malmesbury (6.6%), Bradford on Avon and Royal Wootton Bassett & Cricklade (both 6.1%), South West Wiltshire and Chippenham (both 5.6%), Calne (5.5%) and Westbury (5.3%). In the case of unclassified (UC) roads, that make up a further 43% of total road length, the areas that are significantly above the national median are Marlborough (6%) and South West Wiltshire (5.7%).

It is these community area percentages that lift the overall share of Wiltshire's roads 'in need of maintenance soon' to 5%, which is what caused Wiltshire to reach only 275th place in the Office of Local Government's ranking of Highways Authorities that led to recent unwelcome publicity.

The lengths in kilometres of these C-class plus UC roads 'in need of maintenance soon', in the areas significantly above the national median are:

| | |
|-----------------------------------|----|
| | km |
| South West Wiltshire | 23 |
| Malmesbury | 17 |
| Chippenham | 12 |
| Royal Wootton Bassett & Cricklade | 9 |

| | |
|------------------|---|
| Marlborough | 7 |
| Calne | 5 |
| Bradford on Avon | 5 |
| Westbury | 3 |

Residents in these areas are, quite reasonably, keen to understand how it is that the condition of roads in their area has deteriorated so markedly by comparison with those in other areas of the county. It is therefore appropriate not merely to ask about future plans and budgets but to request an analysis of the history of expenditure on highways maintenance, area by area, so as to be able to reassure residents and ourselves that available funds have been targeted where they are most needed.

Question (24-35Q)

Would you not agree with me that residents deserve to be reassured that the funds available for highways maintenance are being spent where they are most needed?

If so, please provide this assurance by setting out Wiltshire's highways maintenance expenditure over, say, the last five years, broken down by community area and by road class, in £ and in £/mile (or £/kilometre) or, if that is not available to hand, a clear timetable for officers to do so.

Response

A previous commitment has been given that an historic breakdown of spend and maintenance activity type by community area and road class would be provided.

This is still an action for officers. However, given the current priority for the future years surfacing works, it is not possible at this stage to provide a definitive timeline as to when this information will be made available.

Wiltshire Council

Cabinet

18 June 2024

Agenda Item 5 - Public Participation

Question from Cllr Ian Thorn, Calne Central Division

To

Cllr Nick Botterill - Cabinet Member for Finance, Development Management and Strategic Planning

Question (24-36Q)

Can the Cabinet Member set out how the £1 million of additional funding for the planning service will be spent?

Response

The additional funding for the planning service will be spent on strengthening staffing capacity across all areas of the service. This includes additional staff to speed up processing planning applications and dealing with planning enforcement matters as well as additional staff to work on the emerging local plan and the gypsy and traveller plan.

We are using some of this funding to appoint staff to deal with minerals and waste matters and to provide extra support to communities preparing their neighbourhood plans. Staff will be appointed at all levels from graduates through to more experienced principal planning officer posts.

EQUALITY IMPACT ASSESSMENT

(Please note, this will form part of a public facing document. If you have any questions about this, please contact Equality@wiltshire.gov.uk)

| |
|---|
| Title: What are you completing an Equality Impact Assessment on? |
| <p>Transfer of Urgent Care at Home Domiciliary Support (UC@H) and Telecare Response service from Medvivo to the 'in-house' Wiltshire Support at Home' service, from 1st August 2024. This EQIA is focused on the responsibilities that Wiltshire Council has in respect of ensuring vulnerable residents of Wiltshire receive the right support, in the right place at the right time.</p> <p>The two services considered in this assessment are:</p> <ol style="list-style-type: none"> 1) Urgent Care at Home – see full <i>description of service below</i> 2) Telecare Response Service – see full <i>description of service below</i> |

| | | | |
|--|-----------------------------|--|----------------|
| Why are you completing the Equality Impact Assessment? (please tick any that apply) | | | |
| Proposed New Policy or Service | Change to Policy or Service | MTFS (Medium Term Financial Strategy) | Service Review |
| | X | | |

| Version Control | | | | | |
|------------------------|---|------|----------|------------------------------------|---|
| Version control number | 1 | Date | 21/05/24 | Reason for review (if appropriate) | Service transfer will result in a change to the operating hours of the Telecare Response service. It will operate 7am to 10pm instead of the current 24hr delivery. |

| Risk Rating Score (use Equalities Risk Matrix and guidance) **If any of these are 3 or above, an Impact Assessment must be completed. Please check with equality@wiltshire.gov.uk for advice | | |
|---|---------------------------------|---|
| Criteria | Inherent risk score on proposal | Residual risk score after mitigating actions have been identified |
| Legal challenge | 1 | 1 |
| Financial costs/implications | 2 | 2 |
| People impacts | 3 | 2 |
| Reputational damage | 4 | 2 |

Section 1

Description of what is being analysed

The service in scope consists of:

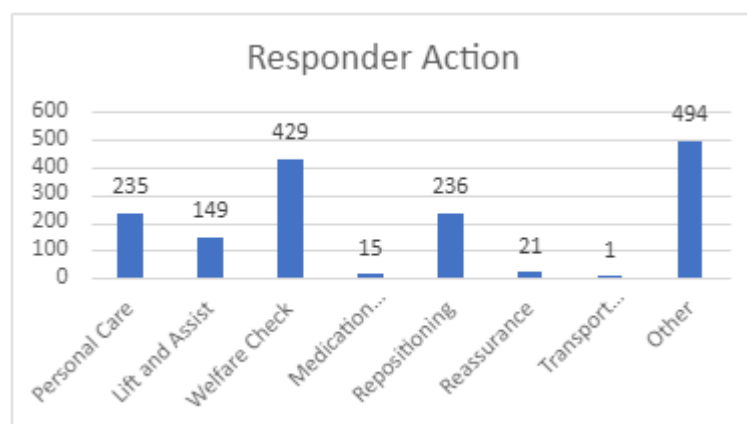
Urgent Care at Home Domiciliary Support; when a situation is moving into crisis, it can often be stabilised with some domiciliary support. Through the timely provision of experienced carers who can respond to presenting issues, risks can be managed to safeguard the situation. An example would be a carer who helps and supports a partner with dementia being admitted unexpectedly to hospital. Urgent Care could provide 24-hour support to look after the person at home until their partner returned home or alternative arrangements were made.

Telecare Response; Wiltshire Council commissions a telecare call response service with Apello. When a personal alarm is triggered, for example because of a fall, Apello call the person and find out how to best support them through a conversation on the phone system. The telecare response service can provide a physical response in the form of a community visit in some circumstances when it is deemed safe and appropriate to do so, for example when an alarm has been triggered and the person cannot be contacted. In some circumstances it is not appropriate to use this service, for example when the risks require a medical emergency response. The telecare triage service at Apello carefully manage these risks to ensure they are referring onto the most appropriate service.

The telecare response service will continue with Apello and there will be no change to the delivery of this service. The current in person response that is being delivered by Medvivo will continue to provide where required an in-person attendance between 7am – 10pm. We do not have the data from Medvivo that shows the exact reason for the call or whether they required a face to face response. Service data shows that approximately 51% of calls to Apello occur between midnight and 6am. The current imperson response provided by Medivivo will continue.

There is a change to the management of this activity; Appello will continue to provide the telephone response and Wiltshire Support at Home will provide overnight care services for those customer's identified at risk many of whom would have gone on to call the Telecare System. It is hoped that by providing a more proactive service then the requirement to react overnight can be mitigated. It is also important to note that very few local authorities provide an in-person response service with their telecare service; responses are coordinated across existing urgent response services, including the ambulance service as attendance by a clinical is deemed to be safer and more appropriate in many cases.

Out of the 1580 response actions conducted between April 2023 and March 2024, 429 responses were welfare checks and 149 related to Falls. Again, we do not have the data for what time of day these face to face responses where required.



* Information concerning 'Other' requested from Provider but information is yet to be recieved

Urgent Care at Home is not being changed and we will continue to support overnight care packages.

Section 2

People or communities that are currently **targeted or could be affected** by any change

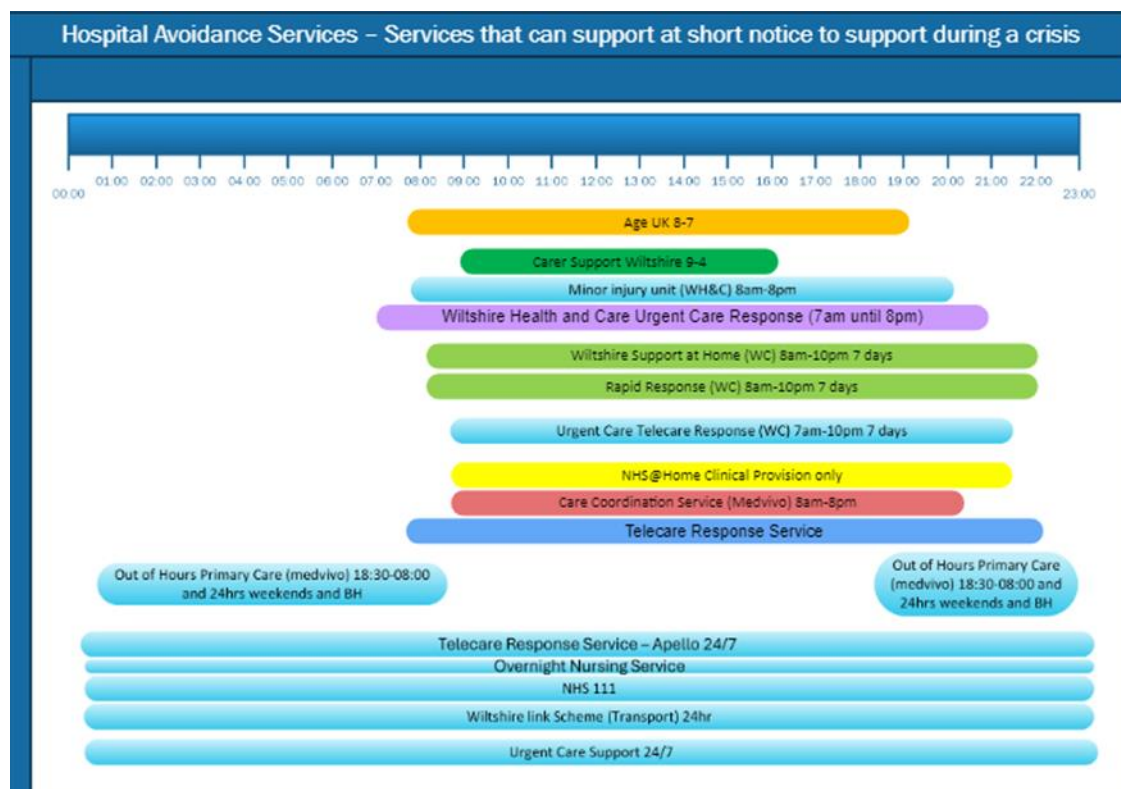
1. Customers in receipt of Wiltshire Council commissioned telecare services.
The population affected are those people who are supported with a socially funded telecare response service.
2. Privately funded customers of Appello Telecare
Caveat that there are some privately funded telecare users on the system. It appears that these customers may have been included in error on the current provider's part this inclusion will stop when the service moves in-house. The customers will have a desk top review and be directly contacted to discuss their options. There are other private response services, and it may be a case of ensuring that they are linked to such provision.
3. CHC funded Telecare
Where this situation occurs the cost of the telecare will be recharged as part of the CHC agreement.
4. Housing Services HCA Wiltshire Council.
Some hard-wired systems are currently utilising the Appello response service, these will continue to receive a Telecare (telephone based) Response pending review of the contractual agreements.

The UC@H service provides an ability to access domiciliary support to all residents (18+) of Wiltshire and service delivery is dependent on need and not whether someone is eligible for socially funded support.

By working with these people at the pre-crisis and crisis stage, the service aims to support someone outside of an acute hospital setting and is seen as a key part of the BSW ICA partnership's aims to reduce avoidable admissions to hospitals. It is hoped that by refocusing the service on a more proactive approach there will be more capacity to support Wiltshire Residents who require urgent care and support in their own homes.

There will be a clear referral pathway directly into the service which will respond with the agreed KPIs. The eligibility criteria will be clarified, and details provided to partners to ensure that referrals are appropriate, and the interventions can be managed safely with the appropriate governance processes for a CQC registered service.

The table below identifies the range of services in the community which are in place to support Wiltshire Residents and work within the hospital avoidance work stream.



Section 3

People who are **delivering** the policy or service that are targeted or could be affected (i.e. staff, commissioned organisations, contractors)

Bringing the service in-house will result in approximately 33 staff being TUPE'd into the WS@H service. This will have a significant impact on the workload of Heads of Service and Team Leads to manage and ensure the correct training and support is provided, whilst embedding the delivery of the new service at the same time.

Safeguarding - The Wiltshire Support at Home Service trains and monitors staff in the use of the Wiltshire Council safeguarding policies and processes. All new staff will undertake training and have regular supervision to assure that they understand their safeguarding duties as relevant to Wiltshire Council processes. Staff will be monitored in the early transition of the service to ensure correct safeguarding protocol is followed. Staff will be managed as part of the CQC regulated service and the Registered Manager works closely with Wiltshire Council's established Adult Multi Agency Safeguarding Hub (MASH) team. Procedures and guidance are in place which will ensure that any issues relating to child protection are identified and appropriate referrals made to children's MASH.

Lone working and sheltered housing response - Staff will be supported via the lone working and personal safety risk assessment. Training will be provided around personal safety and phones and GPS trackers/ personal alarms will be issued. Processes in place to keep staff teams safe and all staff will be inducted within the organisations way of working through our induction process.

Overall training and support – Training program in place developed to train all staff members within 3 cohorts to enable a service to continue to support with urgent response. Training that is not available within in house have been identified and will be sourced externally.

Existing processes may need to change (on-call for example) On call is currently in place within the WSAH service. To provide extended hours of on call to support the new team, on call within provider services will be reviewed to further support and streamline the service. This will not impact current on call measures currently in place.

Section 4

The underpinning **evidence and data** used for the analysis (Attach documents where appropriate)

[7.2 IUC Monthly Performance Dashboard March 2024.xlsx](#)

The above link relates to the latest set of performance data we have from Medvivo for both Urgent care at home as well as the telecare response service.

Cabinet report requires an EQIA to be complete and decision-makers at the Locality Commissioning Group (Oversee and agree BCF spend) have requested the document is completed.

We have engaged with stakeholders in relation to this proposed move including the current provider, ICB (health) colleagues, BSW Patient Safety Lead and The Community Health Teams. Engagement has also been conducted with Apello the current telecare provider. Consultation has also been conducted through the appropriate formal HR routes with staff who will be TUPEd over as part of bringing the service in-house.

It has been identified through reviewing the data and the contract monitoring that some of the services that Medvivo were delivering were not intended contractually but nevertheless were providing a level of response and preventative service in the community. The aim is to return the service to delivering against the contract specification however to facilitate this through a managed plan whereby services are refocused over a 6-month time frame.

The service covers the whole county and because of the rurality and need to respond within 2hrs the service will be based on three hubs with staff accessing lease cars to drive to those in need. These hubs, based in Amesbury, Trowbridge and Chippenham ensures that the 2-hour response time is achievable. The busiest areas are Trowbridge, Chippenham and Salisbury where the hubs will be located. Salisbury in particular has the highest Telecare Response activity which links to the number of sheltered housing residents in that area of the county.

Section 5

Conclusions drawn about the impact of the proposed change or new service/policy

Transferring the service to Wiltshire Support at Home will enable a comprehensive service to continue to be delivered to the residents of Wiltshire under a CQC registered framework. There is a clear specification, and the aim is to deliver the service as close as possible to this specification, this will be monitored through the BCF team.

It has been acknowledged that the service may not be delivered like for like due to the governance now sitting within Social Care, however this has been identified as a positive outcome as there have been risks identified for customers and staff in having unregistered staff attending incidents in the community. The service aims to work in an integrated way with Partners in Wiltshire to mitigate these risks, make best use of resources and reduce duplication.

When the new service transfers demographic information which is not currently available will be recorded so that further analysis can be undertaken regarding the target user groups. and this information will be integral to ensuring that service improvements include EDI detail.

There will be careful analysis on service demand and activity over the first 6 months following the service transfer to gather a greater understanding of how best to meet the needs of the community and where the opportunities are for partnership links, this will be reported into the Living and Ageing Well board.

Wiltshire Council is confident that Wiltshire Support at Home can deliver a safe service for Wiltshire Residents and have a comprehensive plan in place to mitigate the risks that have been identified.

Section 6

How will the outcomes from this equality analysis be **monitored, reviewed and communicated?**

LAS will be used to analyse and monitor performance and activity. Additionally, there is the in-service quality assurance compliance that runs alongside LAS.

The Equality Impact Assessment forms part of Wiltshire Council's Corporate Governance structure. Please also refer to council policies on managing risk and performance, partnership working and policy development where relevant.

The Service will provide monitoring data to the BCF Team, provide monthly reports to the Performance and Outcomes Group and Board and report into the Living and Ageing Well Board.

***Copy and paste sections 5 & 6 into any Committee, CLT or Briefing papers as a way of summarising the equality impacts where indicated**

Please send a copy of this document to Equality@wiltshire.gov.uk

Completed by:

| | |
|------------------------------------|---------------------------|
| Date | |
| Signed off by: | |
| Date | |
| To be reviewed by: | |
| Review date: | |
| For Corporate Equality Use only | Compliance sign off date: |

Equality Impact Issues and Action Table (for more information on protected characteristics, see risk assessment document)

| Identified issue drawn from your conclusions (only use those characteristics that are relevant) | Actions needed | Who is responsible | Date | Expected outcome |
|--|----------------|--------------------|------|------------------|
| Age | | | | |
| | | | | |
| Disability | | | | |
| | | | | |
| Gender Reassignment | | | | |
| | | | | |
| Marriage and Civil Partnership | | | | |
| | | | | |
| Pregnancy and Maternity | | | | |
| | | | | |
| Race (including ethnicity or national origin, colour, nationality and Gypsies and Travellers) | | | | |
| | | | | |
| Religion and Belief | | | | |
| | | | | |
| Sex | | | | |
| | | | | |
| Sexual Orientation | | | | |
| | | | | |
| Other (including caring responsibilities, rurality, low income, Military Status etc). Refer to family test: https://researchbriefings.files.parliament.uk/documents/CBP-7714/CBP-7714.pdf | | | | |