

Cabinet

MINUTES OF THE CABINET MEETING HELD ON 18 JUNE 2024 AT KENNET ROOM - COUNTY HALL, BYTHESEA ROAD, TROWBRIDGE, BA14 8JN.

Present:

Cllr Richard Clewer (Chairman), Cllr Laura Mayes (Vice-Chairman), Cllr Phil Alford, Cllr Ian Blair-Pilling, Cllr Nick Botterill, Cllr Jane Davies, Cllr Nick Holder and Cllr Tamara Reay

Also Present:

Cllr Tony Jackson, Cllr Ian Thorn and Cllr Graham Wright

71 **Apologies**

Apologies were received from Cllrs Dominic Muns and Ashley O'Neill.

Apologies were provided on behalf of Cllr Jane Davies, who arrived at 1025.

72 **Minutes of the Previous Meeting**

The minutes of the meeting held on 7 May 2024 were presented for consideration, and it was,

Resolved:

To approve and sign the minutes as a true and correct record.

73 **Declarations of Interest**

There were no declarations of interest.

74 **Leader's Announcements**

There were no announcements.

75 **Public Participation and Questions from Councillors**

Questions submitted to the meeting had been set out in the agenda supplement, together with responses.

David Redgewell was in attendance and asked a supplementary question regarding graffiti on bus and train infrastructure, and sought details of a process to log and quickly remove it.

In response it was noted some assets would be held by the local town or parish council, but that the council was working with partners around the issue of graffiti including as part of its bus services improvement plan, and requested any graffiti be reported to the council for action. This could be reported through the [MyWilts app](#).

Mr Redgewell also made a comment urging the council to work closely with the West of England Combined Authority and through the Western Gateway to make sure stations in the region were not closed, and were properly staffed. He welcomed the council's bus services improvement plan, and noted the importance of cross boundary links and working to areas surrounding Wiltshire.

The question from Cllr Ian Thorn and the response were noted. It was agreed that a more detailed response which had been provided outside the formal question process would be appended to the minutes.

76 **Urgent Care at Home - Service Options**

Cllr Richard Clewer, Leader of the Council presented a report seeking approval to bring the Urgent Care and Telecare Response services in-house. This was to be funded by the Better Care Fund. The recommendation was reached after determining it would not be possible to agree a 12-month extension to the existing contract with the current provider, Medvivo.

Cllr Ian Thorn, Leader of the Liberal Democrat Group, stated he was generally in support of bringing services within the council where possible. He sought details on the reasons for the current contract not being extended, the funding process and relationship with the Integrated Care Board, and how the services would be made aware of users who would benefit from the schemes.

Details were provided of how GPs, paramedics, and others would be able to have a route into the service. It was also confirmed the service related to basic interventions, but the NHS at Home expansion was intended to provide further support in future.

Cllr Gordon King, Vice-Chairman of the Health Select Committee, detailed that he and the Chairman of the Committee had been briefed by the Director of Adult Social Care, looking at the risk to the council, the benefits, and the extension to the support at home service. They had been assured the resources were in place, and had sought detail on any differences to those who would be receiving care, such as more limited hours.

At the conclusion of discussion, and on the motion of Cllr Jane Davies, seconded by Cllr Richard Clewer, it was then,

Resolved:

That Cabinet:

- 1) **Approves the delivery of the Urgent Care at Home and Telecare Response Service to Wiltshire Council in-house services from the 1 August 2024 at an annual cost of £1.665m, to be funded from the Better Care Fund.**
- 2) **Delegates to the Director of Adult Social Care in consultation with the Cabinet Member for Adult Social Care, SEND and Inclusion to finalise operational matters to ensure a safe transfer of the services. This will include the TUPE transfer of eligible staff and the purchase of the necessary resources such as uniforms, laptops, phones, equipment for service deliver and the use of fleet vehicles.**

Reason

The transfer of the services from Medvivo to the Council was due to take place 1 May 2025, however accelerating this to nine (9) months earlier than expected has required the Council to act quickly to ensure vulnerable people are not left without support. The three (3) month extension period has been agreed to allow for staff eligible for TUPE transfer(s) to be identified, alongside putting other operational requirements in place.

The service in scope consists of:

Urgent Care at Home; 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 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.

Bringing the service in-house was the preferred option (to start 1 May 2025) but the inability of the parties to agree terms for a further twelve (12) month extension has forced an earlier timetable.

We are confident that the service can be delivered through the Council's Wiltshire Support at Home (WSAH) Service. WSAH is currently commissioned to provide a domiciliary support service working with Homefirst and Reablement to support hospital discharges. This expansion will support the Urgent Care

Response Service (UCR) - the Wiltshire Health and Care Service commissioned to provide clinical response within 2 hours. Wiltshire Support at Home urgent support service will work with Wiltshire Health and Care and provide complimentary wrap around support to stabilise crisis and prevent hospital admission. This service will be short term and is commissioned for up to 72 hours.

WSAH will also be able to return to supporting Carer breakdown as this funding was removed in March 2024. Wiltshire Support at Home is an in-house service part of the established Reablement Therapy and Community Service it supports health and social care across Wiltshire, operating 7 days a week 7am-10pm. There is a structured registered provider in place and this can be expanded, and the existing staff group utilised within the service to provide a seamless transfer of services. We have a service with trained staff already providing an urgent response to crisis situations and there is experienced and skilled leadership and management who can support this transfer.

This decision was published earlier on 18 June 2024 and will come into effect on 26 June 2024.

77 **Urgent Items**

There were no urgent items.

(Duration of meeting: 10.00 - 10.35 am)

The Officer who has produced these minutes is Stuart Figini of Democratic Services, direct line 01225 718221, e-mail committee@wiltshire.gov.uk

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Supplementary Questions to Cabinet 18 June 2024 from Cllr Ian Thorn to Cllr Nick Botterill

Question

Can you outline exactly where this money[Wiltshire Council invests an extra £1m into improving planning service] is being spent?

Response

The £1m investment is to deliver an improved planning service for Wiltshire providing more opportunity in terms of career progression routes, greater capacity at the senior level to support strategic planning and major applications and focus on delivering customer-focussed service improvements. This will allow improved speed of decision making and hopefully improved staff moral and retention, whilst ensuring effective staffing so as to be able to focus on delivering against both the Business Plan priorities and those set out in the Local Plan. As part of this the service has developed a campaign to recruit:

- 5 new Principal Planning Officer roles across Development Management and Strategic Planning – this will provide additional capacity for the most complex strategic applications, freeing up the Planning Manager to focus on Managing and developing staff and provide additional capacity at the most senior level;
- 2 new Principal Planning Officers to support strategic plan making and monitoring, and one Senior Planning Officer
- 2 Principal Enforcement Officers and 2 Senior Enforcement Officers to develop and implement improved Enforcement Policy, delivering more preventative measures and increasing enforcement action where required;
- 2 additional planning officers – one senior and one Level 2 Planning Officer- to support and strengthen the Neighbourhood Planning process;
- Strengthen Minerals & Waste Planning, with the introduction of a new team supported by a Principal Planning Officer, 2 Level 2 Planning Officers and a Level 1 Planning Officer;
- 1 Arboriculture Officer to provide a more robust service in protecting trees in Wiltshire; and finally,
- 2 new Graduates through our National Graduate Development Programme Scheme

I hope this additional detail helps.

Question

A really comprehensive answer. Presumably the investment in new staff will create costs going forward. Does the £1 million support these initiatives over more than one year? Or will we find an additional £1 million ever year?

Response

The answer is yes the overall planning budget has been increased to pay for these additional posts so there will be ongoing annual cost. That having been said the plan with the increased staffing is to develop additional income streams which will cover some of these costs – for example principal planners will be able to look at Planning Performance Agreements which hitherto we have not had the resources to offer as well as developing the suite of timely pre-app advice which not only brings in income but saves subsequent costs when considering applications. Also as you may remember, government finally agreed to an increase in planning fees. All in all and taking into account efficiencies arising from smarter working, the overall net cost in future is anticipated as significantly less than £1m pa.