

COUNTY COUNCIL – 5TH FEBRUARY 2018**PUBLIC QUESTION TIME**

No.	Question from:	Question to:	Question
1.	Dr Lesley Dee Member of the Public	Councillor Josh Schumann Chairman of Commercial and Investment Committee	In view of the proposed sale of County Hall for development purposes I would like to ask a question about public access to the path that runs from the top of Magrath Avenue through to Castle Hill. A survey that was carried out in 2011 showed that the path was used by more than 100 cyclists and pedestrians per hour. If the figures have changed, they are most likely to have increased due to encouraged use of cycles and walking, and particularly the change of Castle Court to student accommodation: the students walk or cycle back and forth along the path accessing the buses and nearby shops, for instance. My understanding is that this is a private and not public right of way and that part of the path belongs to Trinity College and the rest to the County Council. In the interests of residents and other users, what steps have been taken by the Council to safeguard public access to the path in the future?
	Response from:	Response to:	Response
	Councillor Josh Schumann Chairman of Commercial and Investment Committee	Dr Lesley Dee	Thank you Chairman and if I may respond, and start by providing a brief bit of history about how the access path came to be. The County Council sold the site of 35 Magrath Avenue on 31st March 1989 to Granta Housing, who subsequently sold the site to Trinity College. The 1989 transfer required Granta to build a cycle path and a footpath to Shire Hall, and preserve rights for the County Council and its successors to use them. It should be noted that the creation of a public right of way was not intended, and the transfer stated that the Right of Way may be closed once a year to ensure that a public Right of Way was not created. Over the 30 years since, the access path has regularly been used by members of the public, County Council staff and occupiers of Trinity College buildings, but I reiterate this is not a public Right of Way. I can assure you though, that the County Council's intention is to lease or sell the site with all rights as they exist, and these will be recorded on the Title of Transfer when it occurs. As with the existing right of transfer of sale, any intention bearing upon right of access will be subject to contractual negotiation between the landowner and Trinity College. I hope that answers your question.
	Question from:	Question to:	

	Dr Lesley Dee Member of the Public	Councillor Josh Schumann Chairman of Commercial and Investment Committee	So in view of what the Councillor has just said, what assurances can the County Council give that if Shire Hall is sold or leased, that the current agreement with Trinity over public access, will be maintained in perpetuity?
	Response from:	Response to:	
	Councillor Josh Schumann Chairman of Commercial and Investment Committee	Dr Lesley Dee	If I may just reiterate Chairman, the assurance is that this will be transferred with any Title, so the current agreement ... it will be transferred with the Title.
No.	Question from:	Question to:	Question
2.	Antony Carpen Member of the public (not present)	Councillor Mathew Shuter Chairman of Highways and Community Infrastructure Committee	<p>I am concerned about press reports of possible further cuts to the library services budget. I am also concerned from your published report to Highways and Community Infrastructure Committee on 11 Sept at the funding shortfalls.</p> <p>Furthermore I am concerned that not nearly enough progress has been made to generate income from other streams - including the Library Extra, and donations. I have seen very little publicity for both on your social media streams and in your corporate communications.</p> <p>Finally, I am very concerned about the lack of support for staff at the Cambridgeshire Collection, which I use on a weekly basis and have been bringing in new members of the public with my free monthly talks there on the staffed Saturdays.</p> <p>I feel that I am going out of my way to promote the libraries and archives at growing financial cost to myself, while experiencing a decline in services because over-stretched staff are not being provided with the resources by executive councillors who are not tabling the necessary motions to full council to vote through the resources our libraries and archive services need and deserve.</p> <p>Please can you therefore:</p>

			<ol style="list-style-type: none"> 1) State what social media activities the council has taken to encourage donations to the libraries and archive services since September 2018 2) State what actions councillors have taken to encourage financial donations from their high net worth friends and associates, as well as from constituents, to our libraries and archive services - mindful of the examples set by the late Baroness Trumpington and Alderman Kelsey Kerridge - both prominent Conservative councillors in Cambridge in the 20th Century 3) Confirm whether my previous requests for prominent and easy-to-use online payments systems and room booking systems have been implemented by your web and comms teams 4) State what the intentions are of executive councillors regarding the funding of existing library and archive services - including the necessary investment needed to generate additional and new independent funding streams. 												
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	Councillor Mathew Shuter Chairman of Highways and Community Infrastructure Committee	Antony Carpen	<p>Social media activities run by our communications office are as below:</p> <table border="1"> <thead> <tr> <th></th><th>POST</th><th>FACEBOOK</th><th>TWITTER</th></tr> </thead> <tbody> <tr> <td>18 Dec</td><td> <p>Our head of Cambridgeshire Libraries Sue Wills was on BBC Radio Cambridgeshire last Saturday to present #ChristmasAtTheLibrary and talk about our new Adopt a Book scheme.</p> <p>Listen again on replay here: https://www.bbc.co.uk/sounds/play/p06sb4r5... If you are still looking for original Christmas present ideas 📖, choose a book to adopt from 80,000 titles in our Cambridgeshire Collection. More info here => https://goo.gl/y9cUfm</p> </td><td> <p>Reach : 1,768 Engagement: 10</p> </td><td> <p>Impressions : 1,589 Engagement: 12</p> </td></tr> <tr> <td>20 Nov</td><td> <p>When physicist James Clerk Maxwell – "the man whose work changed the world forever" according to Albert Einstein died in 1879, some of his books were donated to the Cambridge Free Library including his own prized copy of Newton's Principia</p> </td><td> <p>Reach: 690 Engagement: 7</p> </td><td> <p>Impressions: 1,248 Engagement: 2</p> </td></tr> </tbody> </table>		POST	FACEBOOK	TWITTER	18 Dec	<p>Our head of Cambridgeshire Libraries Sue Wills was on BBC Radio Cambridgeshire last Saturday to present #ChristmasAtTheLibrary and talk about our new Adopt a Book scheme.</p> <p>Listen again on replay here: https://www.bbc.co.uk/sounds/play/p06sb4r5... If you are still looking for original Christmas present ideas 📖, choose a book to adopt from 80,000 titles in our Cambridgeshire Collection. More info here => https://goo.gl/y9cUfm</p>	<p>Reach : 1,768 Engagement: 10</p>	<p>Impressions : 1,589 Engagement: 12</p>	20 Nov	<p>When physicist James Clerk Maxwell – "the man whose work changed the world forever" according to Albert Einstein died in 1879, some of his books were donated to the Cambridge Free Library including his own prized copy of Newton's Principia</p>	<p>Reach: 690 Engagement: 7</p>	<p>Impressions: 1,248 Engagement: 2</p>
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				<p>Mathematica. This is now in our Cambridgeshire Collection, along with 80,000 other books and pamphlets dating from 1762 to the present.</p> <p>You can now adopt Maxwell's book or any other book in the collection. Learn more here: https://goo.gl/LPZwZT #OurDay</p>		
			13 Oct	<p>This #LibrariesWeeek we've been shouting about our libraries and the many wonders they can do for you. If you want to support your Cambs Libraries with a small donation, you can sign up to our new Library Extra membership. Read more here: http://ow.ly/Lf8m30md3BK</p>	<p>Reach: 2,366 Engagement: 52</p>	<p>Impressions: 4,615 Engagement: 26</p>
			28 Aug	<p>We've just launched our new Library Extra Membership. Sign up today and receive a little extra from your library. Your generosity directly supports Cambridgeshire Libraries and helps us improve our services, collections and venues. Find out more on our website here: https://goo.gl/wnbm92</p>	<p>Reach : 1,440 Engagement: 30</p>	<p>Impressions: 2,085 Engagements: 69</p>
			Dec 18	<p>Christmas at the Library Campaign Campaign to highlight events for young and older people in libraries and gift ideas for book bugs and library fans, including the Adopt a Book scheme:</p> <ul style="list-style-type: none">• Posters in libraries,• Social media activity• Interview on BBC Radio Cambridgeshire - Sat 15 December.		
			<p>In addition the libraries themselves have been actively promoting income generating activity in the following ways:</p> <ul style="list-style-type: none">• Twitter – Communication team posted Libraries Week and libraries re- tweeted on October 13th and 28th August			

			<ul style="list-style-type: none"> • Further Facebook and Twitter promotion on 4th Jan 2018 • “What’s On” booklet - summer print run 5,000, autumn 10,000, Winter 5,000, available in all libraries and a variety of other community venues • Sept e-Newsletter sent to 62,000 customers • Dec e-Newsletter sent to 62,000 customers • Christmas greetings e-newsletter sent to 62,000 customers • Website page – ongoing promotion of activities and events, and encourages donations <p>I am not aware of the actions of individual councillors and cannot speak on their behalf, however Members are very supportive of our partnership working with the philanthropic organisation CIVIC, which is connecting the library service to prominent philanthropists and businesses nationally, with a view to making the service more financially sustainable.</p> <p>Implementing an e-commerce solution (online shop) requires resources and funding to design, build and deploy as we do not have access to an off the shelf system that could be implemented quickly and cheaply. We are currently investigating what the costs would be and where this work would lie in the list of priorities for the IT resources required.</p> <p>An interim room booking solution is currently being tested and the procurement of a corporate booking system is about to get underway. The current corporate system unfortunately does not meet the Library Services requirements.</p> <p>Councillors are highly committed to maintaining our library and archive services and unlike many other authorities are committed to keeping all our libraries open despite the reductions in local authority budgets. We are also investing more than £5M in a new archive centre for Cambridgeshire Archives, due to open later this year. The Library Service is set to benefit from the following capital investments over the next few years, as set out in the Council’s draft Business Plan:</p> <ul style="list-style-type: none"> • Milton Road Library redevelopment • Sawston Library redevelopment • Barnwell Library redevelopment as part of East Barnwell Hub project • Darwin Green – new library • Alconbury – new library
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No.	Question from:	Question to:	Question
3.	Marisha Ray Member of the public	Councillor Anna Bailey Chairwoman of Adults Committee	Can the Council assure the public that the Council has no current plan to close The Haven in Wulfstan Way or to compel any of its residents to leave The Haven and, what measures will it put in place to inform the residents of The Haven that they will not be required to move and to ensure that they fully understand their rights? Why has the Council not been more sensitive in its handling of the needs of the vulnerable residents whose distress is reported in our local community? May I make the Council aware of the potential threat as an authority, to have a conflict of interest given its roles as a safeguarding authority, its role in housing development and its role in providing mental health support and other social care.

	Response from:	Response to:	Response
	Councillor Anna Bailey Chairwoman of Adults Committee	Marisha Ray	<p>Thank you Chairman. Thank you Ms Ray for your question. Work has been carried out to assess the viability of the support service provision at The Haven to ensure that it meets the needs of the current residents who reside there, and that the environment is appropriate to those needs and that, as part of the Council's duties to ensure that resources are allocated appropriately, the service will continue to meet needs in the most effective way.</p> <p>Plans regarding proposed changes to the service offer, or investment in the building and longer term requirements for the service will be presented to the local elected member and members of the Adults Committee for discussion and approval before any further action is taken. The Haven will remain open with current support arrangements in place whilst this work and subsequent Committee approval is undertaken.</p> <p>Each resident of the service who currently lives there holds a tenancy for their accommodation with Aldwyck Housing (formerly King Street Housing). The Housing Provider (Aldwyck) has been involved in providing support to current tenants around their rights under individual tenancy arrangements, and as such, this is an agreement between the Landlord and the individual tenant and, dependent on the terms of the tenancy, so there are no legal options for the Council to compel people to move out of The Haven. Each individual's rights under their tenancy agreement are protected and would not be revoked through any changes to the support arrangements by the County Council at The Haven. The option to remain at The Haven, albeit with potential changes in the way support is delivered to ensure they meet needs, is a further option that forms part of the overall discussion with the current residents.</p> <p>As part of the review process being carried out at The Haven, a number of actions have been taken to ensure that the Council is carrying out its duties to the individuals currently residing there and to ensure their wellbeing, and these include:</p> <ul style="list-style-type: none"> • The fact that all residents have been allocated a Mental Health Social Worker to carry out a review of their needs under the Care Act. This involves the individual and their families/circle of support and looks at each resident's current and emerging needs in a holistic way including mental health and physical needs, emotional needs and any aspirations for the future. This may include where people want to live as well as what support they may need now and in the future. This work is being overseen by a

			<p>Senior Mental Health Social Worker. The allocated Mental Health Social Workers have extensive knowledge of the residents who are currently residing at The Haven and are monitoring their wellbeing as the discussions about any potential changes are taking place.</p> <ul style="list-style-type: none"> • All residents have also been offered support to access an Independent Advocate should they wish. This is in addition to the collaborative approach to each individual's assessment of needs and provides support for the individual to have their voice heard through an Advocate acting on their behalf. • The current Support Provider has been fully involved with the discussions around the needs and wellbeing of the current residents. As an on-site provider they have been able to monitor the residents on a daily basis and highlight any significant issues as they arise to the allocated Mental Health Social Worker. <p>Mental Health Social Workers, with the knowledge of each individual's history and presentations, ensure that each resident is informed about the current circumstances and options available to them. The capacity for each resident to understand information provided and make decisions is also monitored at every visit.</p>
	Question from:	Question to:	
	Marisha Ray Member of the public	Councillor Anna Bailey Chairwoman of Adults Committee	<p>I would like to ask a supplementary question. In view of the inadequacy of the existing support, which has been reported to the Council's Chief Executive, what changes will be made to improve the support, the distress was such that I had to immediately correspond with Democratic Services because of the nature of the distress that was caused, and I understand that Councillor Taylor has also immediately corresponded with the Chief Executive on this same matter. Secondly (<i>indistinct</i>) the process of the review and I draw the council's attention to the limited accuracy of the information on the nature of the building which was uncovered to be very different from that in the Planning Permission granted for the building, therefore the building was being assessed on the basis of inaccurate information, and the conclusions from that inaccurate information could only be wrong.</p>
	Response from:	Response to:	

	Councillor Anna Bailey Chairwoman of Adults Committee	Marisha Ray	<p>Thank you very much. I will just refer back to my former answer, you know, every resident who is currently at The Haven has been allocated a Mental Health Social Worker who is qualified and is duly monitored and has processes to ensure they are doing things properly, and a senior social worker overseeing that process. They have also been given the option of an individual advocate should they wish. It is my wholehearted belief having spoken to staff there that individual residents are being well supported through this process.</p> <p>On the issues of the assessment of the building, it's my understanding that the building was never set up to cater for very frail older people in to older age, and we worked very hard with the previous owner of the building to seek the option of making adaptations to the building to meet the changing needs of the residents who reside there, everybody who is facing older age and is becoming frailer and more disabled, does face the need to review their accommodation arrangements and try and make them suitable. The previous owner of the building was not willing to undertake any changes to the building to meet people's needs. However we have a new conversation with the new owner of the building, so that conversation is now changing and is ongoing and we are seeking opportunities around that.</p>
No.	Question from:	Question to:	Question
4.	Tom Jefford Business Development Director Family Psychology Mutual Community Interest Company	Councillor Simon Bywater Chairman of Children and Young People Committee	<p>Family Psychology Mutual is a spin out from Cambridgeshire County Council and CPFT NHS Trust, created with staff, ex-staff from the County, with public financial support, and the consent and support of the County. Just nine months into a tendered three year contract establishing the spin-out, the County has sought to end the contract using a no-fault clause at the first anniversary. The service delivers Multi Systemic Therapy, a highly regarded specialist adolescent edge of care intervention with a high threshold. Analysis of cases in this year showed early help and other interventions had neither succeeded nor produced a change. The service is at capacity and has retained young people at home when they showed a high likelihood of entering care. The service is valued by operational leads and social workers alike. MST has a strong research underpinning and in Cambridgeshire we have a demonstrable record and evidence of achievement on outcomes over the last 17 years. We have clear independent evidence of cost effectiveness. This is a major loss for Cambridgeshire. Cambridgeshire loses highly trained staff, high performance and sustainable outcomes for some of our most vulnerable families in the county. Cambridgeshire loses an intervention with a clear therapeutic model of intervention that delivers consistent and sustainable behavioural change. Our offer of a negotiated reduced contract value has been rejected, even though it would have retained the expertise and save £180,000. Cambridgeshire families with high needs would lose a service and their outcomes</p>

			<p>will be the poorer. Cambridgeshire also seriously blights other services from spinning out if contracts can be withdrawn, without fault, because Cambridgeshire decides to end them. We wish the Council to reconsider.</p> <p>Madam Chairman, why is Cambridgeshire ending a high performing, highly valued and cost effective service for young people on the edge of care, when the consequence will be more young people entering care with poorer outcomes and higher costs?</p>
	Response from:	Response to:	Response
	Councillor Simon Bywater Chairman of Children and Young People Committee	Tom Jefford Business Development Director Family Psychology Mutual Community Interest Company	<p>As currently contracted, the commissioned MST service costs the council £640,000 per annum, and is contracted to work with up to a total of 43 young people in any one year – a unit cost of around £14,800 per young person. The revised offer of a reduced service for a lower annual cost of £459,000 would work with up to 31 young people at the same unit cost of £14,800.</p> <p>There is no doubt MST is an effective programme for some young people. The largest UK study of its effectiveness undertaken by the University College of London published in January 2018 found that outcomes, including the likelihood of whether a young person remained at home, was not statistically better for MST than outcomes for similar young people who were being supported by more usual services including youth work and family support services.</p> <p>The argument from Family Psychology Mutual that its services are preventing young people from coming into care needs to be seen in the context of this national research. It means that while MST is likely to be effective in preventing some young people from coming into care, statistically it is no more effective in doing so than the other much lower cost services. De-commissioning MST would enable the Council to do two things. Firstly it would mean that we can protect other early help and preventative services from the savings that we need to make. Secondly, and under the proposals before Council, it would mean that we can invest more money into our other early help and preventative services – these are the same types of services that the University College London research said were as effective as MST at 18 months. Under these proposals, of the £641,000 currently funding MST, £321,000 will go towards the savings that the Council needs to make, which means protecting other services from reductions, and £320,000 will be invested in increasing the capacity of our other prevention and early help services. When Ofsted came a couple of weeks ago they stated</p>

			<p>that our Clinicians, Missing/Exploited/Trafficked hub and adolescent services were providing effective services.</p> <p>As an example, £320,000 would fund an additional ten youth workers or family support workers. At a case load of 12-15 children and young people per annum, open for six months, this investment would mean that we could work with between 240 and 300 more vulnerable children and young people a year. This compares with the 31 that would access services under the reduced MST contract at £459,000 per year.</p> <p>In coming to this recommendation to full Council, we have considered the options very carefully. It is always difficult to de-commission a service. Nevertheless the Council does need to consider how we can use our resources to the greatest affect. This has always been true, and is even more so when we are faced with continued reductions in the amounts we have available to support vulnerable people.</p> <p>Given the high unit costs of MST and the results of the University College research, I do not think we have any option available to us other than to de-commission the MST service and invest half of the savings into services at much lower unit cost. Doing so means that we can reach many more vulnerable children and young people while spending less of our precious resources.</p>
	Question from:	Question to:	
	Tom Jefford Business Development Director Family Psychology Mutual Community Interest Company	Councillor Simon Bywater Chairman of Children and Young People Committee	<p>I think it's a great shame that officers use research evidence to partially and intellectually to justify the cuts while ignoring local outcomes. We have presented local outcomes of our outcomes to you, where we have demonstrated sustainability beyond the 12 month period – we think it's unlikely that the successor service will achieve the same. In the Chamber there is no-one here to advocate the needs of young people with the highest needs from the age of ten. It's a shame that Cambridgeshire has not looked at other authorities like Leeds, who have an expanded their MST service, and Sheffield who are reintroducing an MST service after having previously abandoning it, and I have been in contact with the Director of Children's Services in Sheffield, and she would say decommissioning MST was the worst decision she made, which is why they are putting a new service in place.</p> <p>It's also a shame that the local authority did not have the grace to enquire as to whether a new social enterprise, created using ex-staff from the authority would survive this unjustified,</p>

			unexpected and unexplained cut.
	Response from:	Response to:	
	Councillor Simon Bywater Chairman of Children and Young People Committee	Tom Jefford Business Development Director Family Psychology Mutual Community Interest Company	I totally understand the question, all I can say is that the CYP Committee and others have looked into the evidence, it is complicated, but I think I have clearly outlined my response to the question.