

LEADERS QUESTION TIME

Q1. Given the proposals to retain 3 or 4 libraries across the Borough as a means to enhance the service and ensure its financial sustainability, could the leader advise us what the Council will be doing to work with community groups to ensure other local services continue?

A. **The Library Service has a considerable history of working with community groups to provide services that are both relevant to people's needs and which encourage groups and individuals to get involved. This partnership has expanded the traditional role of the library service to include providing and facilitating a wide range of community services including advice, access to health related services, social activities and environmental projects as well as supporting community groups with training and resources. We recognise that these are important services which need to continue.**

As part of the third round of public consultation we will be meeting with community groups and other interested parties to discuss the continuation and indeed the development of community services. Together we will explore options for community management of facilities, potential sources of funding and sources of support. Alternative methods of provision such as charitable trusts and mutuals will also be looked at. We would also like to encourage community groups to look at working together to support each other, the model the library service used to develop the four BLF funded Community Centres and Libraries which proved so successful. There is a continuing role for the Library Service in working with community groups, this is expressed in the service's core offer, specifically, Community Support and Development which includes: resources for community groups; the volunteer programme and community libraries. The cabinet report also shows that the service wide team will be working with community groups across the borough.

Q2. Can the Leader tell us if there is any extra Government money to deal with potholes?

A. Bury Council has been allocated an additional £105,000 per annum for pothole repairs from the Department for Transport's 'Pothole Action Fund'. This funding ends in 2020/21.

Q3. Could the Council tell us what is the cost of the cycle lane element as part of the redevelopment of the A56 and how many daily cycle journeys were logged during the planning process?

A. Extensive consultation was carried during scheme development with the public, also with TfGM's cycling officer and with members of the Greater Manchester Cycling Campaign.

Cost for implementing the southbound cycle lane will be minimal as it is incorporated within the carriageway limits and equates to approximately £2,000 for signs, road markings and green highway surface colouring at strategic locations along its length.

During the planning stage traffic count information available showed less than 300 cycle journeys in a 24 hour period, this was during the summer and we would expect this to reduce during the winter period.

Q4. It is now over 12 months since the Boxing Day floods. Can the Leader confirm whether or not Bury has the full amount needed to build the flood defences needed?

A. The short answer is that we don't yet have detailed proposals and costs. However, I suspect the question refers to the general approach to funding such schemes. In brief, the Environment Agency is required to use a formula to determine what funding it can make available to individual flood defence schemes. This can leave a

shortfall which has to be found by partners if the scheme is to go ahead. Whilst the Council has committed £2m to the scheme, this may not cover the cost shortfall. Sometimes Central Government will provide additional funding to plug a partnership funding gap but this has not yet happened in the case of the Radcliffe and Redvales scheme. In March 2015 the Chancellor earmarked an additional £700m for new flood defence schemes. It is understood that about half of this has so far been allocated to individual schemes. The Environment Agency and Bury Council will therefore continue to lobby central government to make a small part of the remaining £350m available for the Radcliffe and Redvales scheme.

Q5. Could the Leader provide an update in relation to the new extra care scheme development at Haworth Close, Bury?

A. I am pleased to inform you that the construction of the new 60 unit extra care scheme at the former Haworth Close site, off St Peters Road, Bury will commence in March this year and it is anticipated that the scheme will be complete by late 2018.

The scheme, which is being built on Council owned land, will be delivered and owned by ourselves and is supported by £1.850m of funding from the Homes and Communities Agency. It is intended that once operational, it will be managed in the same way as most of the Councils other housing assets.

This scheme will be similar in nature to the very successful 40 unit extra care scheme at Redbank in Radcliffe. The units will be made available to people requiring this type of accommodation, in accordance with criteria, at affordable rent levels. Providing such high quality, affordable extra care accommodation will make a significant contribution to meeting housing needs in the borough associated with a growing and ageing population.

Q6. Could the Leader of the Council please bring Councillors up to date with exactly where we are up to with completing the demolition of the former Bury Police station which has for months taken on the appearance of a bomb site in the middle of the town centre of our Metropolitan Borough?

A. As Members will be aware, Forshaws Ltd, the contractor appointed to demolish the former GM Police headquarters has been placed into administration. The Council, in seeking to procure the remainder of the demolition as quickly as possible, entered into negotiations with the administrator and Forshaws' parent company to determine whether the latter could complete the contract. Regrettably this proved unsuccessful.

The Council is now in the process of re-tendering for a replacement contractor using a shortlist of established demolition companies who have been pre-procured using a framework administered by another GM local authority. Local residents will be advised this week of the timescales associated with the procurement of another contractor and the recommencement of the demolition.

Q7. Can the Leader confirm whether or not the Parklife Concerts will be taking place this year?

A. The Parklife Concert will take place at Heaton Park on 10 and 11 June 2017.

Q8. Could the Council be updated on what work we are doing to tackle hate crime and how we are raising awareness amongst victims of what help was available?

A. I am pleased to advise Council that tackling Hate Crime is one of my priorities over the next few months.

We have been working with partners such a police to try and understand the issue.

The number of Hate Crime incidents in Bury has risen, however this may be due to underreporting in previous years and we have been working recently to raise awareness to encourage reporting. No form of Hate Crime is acceptable and we have a duty to keep the members of our communities safe.

I would now like to tell Council about the work we have been doing: We have been working in schools with young people and teachers, we have held events with year 7/8 pupils with a specific focus on hate crime.

Members will be aware of the successful Be Safe Be Cool campaign with all Year 9 children in all schools in Bury which has a specific hate crime element to it. I am pleased to advise that we have established an Interschool Youth Hate Crime forum which brings together pupils from across the Borough and focuses on hate Crime.

We are also working hard with partners and our third party reporting centres to raise the awareness of Hate Crime in communities. We have undertaken training with various groups e.g. Disability, transgender and new refugees. We are seeing more centres opening

I am pleased to advise Council that Hate Crime Awareness Week begins on 6th February and there will be a number of events across the Borough. We have commissioned five community based projects run by the voluntary sector and these will be launched during this week and we will be touring the Borough with a van displaying messages about hate crime visiting schools and other sites.

Bury college are holding diversity day and school assemblies will focus on hate crime

We are also working with the police and they will interact with the public in the Town Centre

Hate crime is unacceptable in any form and I am sure that Council will agree that the measures I have outlined will help keep our communities safe. The work continues beyond Hate Crime Week and I will keep Council updated on the progress of this work

Q9. Could the Leader inform members on the numbers of permanent and temporary exclusions from Bury schools in this and the previous three years? How does this level of exclusion compare to other authorities in the region?

A. In 2013/14 the number of permanent exclusions was 26, with 1371.5 days lost to fixed exclusion. In 2014/15 the number of permanent exclusions rose to 54 as did the number of fixed term exclusions where 1811.5 days were lost. Whilst the number of permanent exclusions fell slightly to 51 in 2015/2016 the worrying upward trend in fixed term exclusions continued when a total of 2173 days were lost. In 2016/17 to date there have been 40 permanent exclusions and 1249 days lost to fixed term exclusion. These figures suggest that previous totals will be surpassed by the end of the academic year.

Data from other local authorities in the region is not available however anecdotal feedback from the North West Exclusion Network indicates that similar spikes in both primary and secondary level exclusions are being experienced elsewhere. It should be noted that direct comparisons between local authority areas are difficult given the different ways that each authority handles exclusions e.g. use of a "managed move" approach to reduce the reported number of exclusions in some areas.

Q10. Have the Labour Group decided to close Radcliffe's library despite public opposition?

A No decision about whether Radcliffe Library will close or not has yet been taken. The third round of public consultation for the Library Review begins tomorrow (Thursday February 2nd); this will take 2 options to the public. The first option retains 3 libraries – Bury, Prestwich and Ramsbottom and a service wide team of staff to work across the borough. The second option reduces the service wide team but adds Radcliffe Library.

This second option recognises not only the high level of need in Radcliffe but also the potential of the library to deliver services which make a real difference, including:

increasing digital literacy; providing access to council and other services: encouraging reading and literacy for all ages and providing a centre for social and community activity.

Of course the outcome of the public consultation will be a factor in the final decision about whether option 1 or option 2 is recommended.

Q11. What progress has been made on our work with the Armed Forces Covenant?

A. The last six months has seen a great relationship being built between the council and Armed Forces (including veterans) in Bury. Supported by Engagement Officer Kathy Hoyle and wider Social Development Team, great links have been made with members of the Covenant group and the Fusiliers in Bury.

The Armed Forces Covenant meetings have been re-established and are now being held quarterly. A workplan with key outcomes for this area of work has been developed which includes plans to refresh and re-sign the Covenant document. The membership of the meetings has been expanded to include all veteran and serving personnel from the RAF and Navy as well as the Army in Bury.

Cllr Tariq as the Cabinet member for Communities and Safer neighbourhoods and his deputy Cllr McKay are the named Elected Member Champions for this area of work and have been actively involved in the Covenant meetings and sub groups to date.

At the first Armed Forces Covenant meeting in October 16, 3 sub groups were established that meet every 6 weeks to ensure that work continues between meetings. These sub groups are:

- Bury Directory and social media sub group**
- Re-signing of covenant sub group**
- Funding sub group**

Significant progress has been made from the sub groups:

- An Armed Forces section on the Bury Directory has been created by members of the group with support from the Bury Directory Development officer Katie Wood.
- a Veterans wife has been identified as a Bury Directory Champion who will support anyone needing help with how to access the directory from the forces community.

-The Covenant document has been updated by the group and there has been agreement to re-sign it on Gallipoli Day (23rd April 17) after the official Gallipoli day march and formalities at the Minden Room at the Fusiliers museum.

-The funding sub group is currently looking at what funding streams are available to the group and have been briefed on the Township Forum Community Grants and how to apply for them.

- A veterans breakfast club has been set up by Steve Butterworth a outreach support worker that covers Bury, Rochdale and Oldham at the Mosses Centre that meets every Friday 9:30 - 11am. The Breakfast Club is being supported by officer and Councillor attendance when possible. Through the Covenant meetings the club has been promoted to other public services in Bury and they have also attended the group (Police and GM Fire Service) The Breakfast Club is going from strength to strength.

Q12. In 2016 Bury Council signed the Local Authority Mental Health Pledge. Could the Leader outline what progress has been made to improve the mental health and emotional well-being of our local community since the pledge was signed?

A. Since signing up to the Mental Health Challenge , Bury Council has been playing its part in breaking the silence that often surrounds mental health, to show that talking about it doesn't need to be difficult. Mental health problems affect 1 in 4 people every year, yet too often people are afraid to talk about their experiences.

Last October, we ran a week long social media campaign for World Mental Health Day. We sent out positive messages on twitter and facebook – with information about how to access local services that can help; and providing information about how to look after our own mental health, stay well and improve our emotional wellbeing and resilience to prevent problems from starting. We were pleased to see our partners, in the public and private sector, sharing these messages and amplifying the campaign.

We're going to build on this momentum for Mental Health Week in May this year [8-14 May 2017]. The theme for the campaign is to help people move from battling to get by day-to-day, to having a healthy, fulfilling life and good sense of wellbeing – to move from "survive to thrive".

Our Mental Health Champion, Cllr Holt, is asking partners to design the social media campaign with us, so we can get local organisations involved in a week of activity. We'll be using twitter and facebook to get messages out to the community, and to staff, every day of the campaign.

We know this is a very challenging agenda. The actions Bury Council is taking will not solve all the issues around stigma and misunderstanding – this is an on-going piece of work and the authority will continue to link into national campaigns to raise awareness, promote positive mental health and challenge stigma.

Q13. Will the Leader confirm when the letters will be despatched to the residents of the Borough informing them of the second and final round of the GMSF consultation?

A. Council will meet its commitments at the next stage of the process and will ensure that all households in the Borough will be informed of the consultation on the next round of the Greater Manchester Spatial Framework. This will be done when a firm consultation timetable is provided.

Q14. Could the Council give an update on the extent to which lack of funding from Central Government has impacted on social care provision in the Borough?

A. The Association of Directors of Adult Social Services publishes an annual report in respect of budgets for social care for adults, which outlines the risks to the sector in terms of funding. The headlines of the 2016 report include:

- **There are ever greater numbers of older and disabled people needing essential care and support, their needs are increasingly complex and the costs of care have increased;**
- **Nationally, to maintain care at the same level as last year would require more than an extra £1.1bn; the new social care precept (used by 93% of councils) raised a total of £380m, a significant shortfall compared to the £1.1bn needed;**
- **Financial risks , therefore, are rapidly increasing for local authorities;**
- **The continuity of the care market is under threat – though the National Living Wage is welcome, in many areas providers will continue to struggle to recruit staff, especially in home care and where employment is high;**
 - **Maintaining a caring, compassionate and trained workforce in a sustainable provider market is an urgent concern;**
 - **Investment in prevention is being squeezed with an average of 4% less being spent on prevention than last year.**

Many of these challenges outlined also exist for Bury. For example, the National Living Wage is expected to cost significantly more than the precept allows the Council to raise, similar to last year.

The pressures in the wider care system, in respect of hospital discharges for example, and the role social care plays in supporting this work, are widely understood.

But within the context of GM Devolution the opportunity to reshape and redefine services alongside the NHS and other colleagues, to ensure they become sustainable in the long term, is welcomed. The opportunity to make changes system wide, and recognise the role of social care as part of the solution to wellbeing in our borough is an opportunity the Council is embracing.

Q15. Would the Leader summarise to what extent Social Care pressures were recognised in the recent Draft Finance Settlement?

A. I think we need to look a bit further back first, and consider the Chancellor's Autumn Statement.

Astonishingly, this totally failed to even mention the words "SOCIAL CARE".

This is at a time when we see daily news footage of patients on trolleys in hospital corridors, and queues of ambulances and paramedics.

When will the Government realise that investment in Adult Social Care will help to ease pressures in the NHS ?

As for the settlement; well we had the usual smoke & mirrors;

- **There was NO additional funding for Adult Social Care**
- **The new Adult Social Care Support Grant is funded from reductions elsewhere in the New Homes Bonus**
- **Additional Better Care Funds for future years are also funded from reductions in the New Homes Bonus**
- **The Social Care Precept is minor compared to the scale of the gap (each 1% raises about £700k); and critically it is paid by our residents – it is not Government Funding.**

So to summarise, Social Care pressures were not recognised; in fact they were ignored.

The Government has provided no additional funding.

Q16. Is it too late to consider the viability of operating Tottington Library with Volunteers?

A. The Library Service has worked with volunteers since the late 90s and together, staff and volunteers have been able to provide a wider range of services than they would working alone. To date, apart from a short lived experiment at Ainsworth, volunteers have not run libraries without staff support.

As part of the third round of public consultation officers will be meeting with community and other groups to discuss options for library buildings including the viability of community management and the use of volunteers. We will explore financial, legal, safety and social aspects together; this will help community groups decide whether or not they feel they could take on a library building. Any options must be cost neutral to the council.

A volunteer group considering running Tottington Library will have to be aware that this is a listed building that requires a significant amount of upkeep and that even the basic running costs of the building will be a significant annual undertaking. (£21K approx).

However, we also recognise that this is an important and attractive building with considerable potential including shared use with other organisations.

Q17. Would the Leader of the Council join me in congratulating the Council on its recent Stonewall Workplace Equality Index result?

A. Yes, we are very proud of the work we do in terms of our LGBT employees. Bury Council have come 51st in the

2017 Workplace Equality Index. This is an improvement on 60th place last year.

We are particularly proud to be the 4th placed Council in England, Scotland and Wales.

This is a fantastic result given the challenging times that we are operating in, and also as the standard of submissions to Stonewall have increased across the board.

Q18. Could the Leader inform members on the number of 'rough sleepers' in Bury, according to most recent figures? How do these figures compare to previous years, and how accurate does the leader believe these figures to be?

A. I am pleased to advise Council that we take a very proactive approach to supporting rough sleepers.

In November, officers and Cllr Tariq worked through the night covering all hot spots in the Bury and found three rough sleepers working in partnership with the Freedom Church, the rough sleepers were offered accommodation. This represents a slight increase on previous years actual count figures which were zero or 1. Estimates by agencies in the Borough indicate a slightly higher figure *(13 but this is from 12 months ago). In reality rough sleepers can be a hidden population bedding down during the day and walking at night.

The Council has commissioned the freedom church to provide overnight accommodation during freezing temperatures to provide shelter and support. The Council also commissions Calico to provide support and they have an officer dedicated to working with rough sleepers.

The team have been very successful in supporting entrenched rough sleepers into settled tenancies and I am pleased to announce that AGMA have been successful in securing Government monies . I will give Council further information when the details are confirmed.

The Homeless service has been transformed in recent years and this new approach of prevent and early intervention is supporting those at a most vulnerable time in their lives. They are very proactive and if notified of rough sleepers they will engage with the person if needed. It should be noted that not all perceived rough sleepers who beg are homeless some have tenancies

The new Hub for Bury east has been working as Team bury with those that were begging in the Town centre and you will note the numbers have decreased this has seen people going into treatment and accommodation.

Q19. As the income from the Bus Lane on Bolton Road is no longer separated from the fine income from other bus lanes generally (as it used to be), how do officers know whether the bus lane operation is worthwhile financially and who took the decision to merge the income streams from the different bus lanes and when?

A. The bus lane fines have always gone to a single holding account. When Cllr Walker has previously requested information specifically in connection with the Bolton Road bus lane, officers have accommodated his requests as best they can by attempting to separate out the penalty charge notices (PCNs) raised for that bus lane alone. This can only give an approximate total as some PCNs may be cancelled (e.g. zero charge) and some may be 'progressed' (e.g. charges increased for non-payment). As such, only an estimate can ever be arrived at using an average PCN charge.

All bus lanes in the Borough are managed as one entity and, providing the cost of the enforcement does not exceed the charge income, then the whole bus lane enforcement operation is financially viable.

I would stress however that bus lanes are operated primarily to manage traffic flows, and ensure safety of road users.

Q20. Following the recent articles on the failing Universal Credit roll out, which refers to increasing numbers of Council tenants being in rent arrears, and the announcement that Great

Yarmouth Council are looking to the Government to suspend the roll out, please can the leader advise us of the current position in Bury?

A. Bury Council and Six Town Housing have adopted a robust response to the Government's programme of welfare reforms and have successfully mitigated against the risks associated with the changes introduced so far. The Welfare Reform Board has been central to this.

Whilst overall rent arrears have steadily increased over the last few years, rent collection levels remain high at 99.98% and Bury is performing better than other Councils. This is evident from a national benchmarking exercise carried out by the National Federation of ALMOs in September 2016 on the impact of Universal Credit. This research showed the average rent arrears for Universal Credit cases is lower in Bury at £513, compared to the national average of £615. Similarly, the % of tenants in receipt of Universal Credit who are in arrears was lower in Bury at 83%, compared to a national average of 86%. The position in Bury has improved further since September 2016 with the figure now standing at 76%.

Despite all the hard work being done in Bury, we anticipate rent arrears will continue to increase given the ongoing rollout of Universal Credit and the introduction of further reforms. An impact assessment carried out by Six Town Housing in September 2016 highlighted that rent arrears due to Universal Credit could increase by £598,000 based on current rent collection and recovery rates. At worst, this figure could rise to £2.4m if Approved Management Payments are not agreed by the Department of Work and Pensions, tenants fail to pay their housing costs or decide to abandon their property.

Bury Council and Six Town Housing will continue to work closely through the Welfare Reform Board to address the challenges brought on by Universal Credit and the introduction of other welfare reforms. A borough wide impact assessment has now been completed and a new action plan will be developed with partner agencies to help mitigate against the identified risks

Q21. Can the Leader provide an update on the consultation on the draft Greater Manchester Spatial Framework, what the next stage in the process will be and whether there will be further public consultation as the plan progresses?

A. As you will no doubt be aware, the consultation on the first draft of the Greater Manchester Spatial Framework ended on the 16th January. Around 80 consultation events took place across the conurbation with around a dozen of these taking place across the Borough. The consultation website received 48,000 hits, clearly showing the level of interest that the Spatial Framework has generated. Figures emerging from the Combined Authority indicate that there has been over 9,000 letters, 8,000 emails and 2,500 responses made via the consultation portal. A number of petitions have also been received.

Clearly there is a lot of responses to wade through over the coming weeks and months and each of the issues raised will be considered in full as the Framework moves forward. The timetable is that a revised draft Framework that will provide much more detail will be consulted on later in the year – around the Autumn. It is too early to say what the content of this draft will look like and how it will change from the initial draft but clearly it will need to take on board the responses that have been made in this initial round of consultation. It will also need to factor in the new Mayor's views and also any changes to national planning policy that are due to be announced soon.

Q22. What does the Leader / relevant Cabinet member think is a realistic projection of the average number of persons per dwelling in newly developed houses in our Borough?

A. This is a bit of an academic question, which seems to relate to the objections around the Greater Manchester Spatial Framework and the 'objectively assessed need' within this. Unfortunately, given the statutory development plan process, I am not in a position to give

a view on this. This is something that will be examined in detail at the Public Examination on the GMSF later in the process and I would not want to prejudice the outcome of that.

What I can say is that the household projections that have determined the draft objectively assessed needs for Greater Manchester and Bury have come directly from the Government – the Department of Communities and Local Government to be exact. National Planning guidance makes it explicitly clear that it is the Governments household projections that should be used to determine local objectively assessed needs. It is the Government's projections of the average number of persons per dwelling that we are bound by.

Q23. It is now over 12 months since the Boxing Day floods. Can the Leader tell us if Bury has received the money promised by the UK Government?

A. The Council has so far received three payments from central government: £1.5m at the outset, £111k to cover the clean-up and £750k for repair of infrastructure. A claim is currently being prepared to reimburse the Council for resilience grants and business recovery grants it has paid out.

The funding for infrastructure losses / repairs represents the most significant risk as £750k has been received against total estimated losses of nearly £3 million.

Officers are continuing to work closely with the DCLG to try and resolve this situation.

Q24. Following recent reports that 10,000 'medically fit' patients were unable to be discharged from Greater Manchester hospitals, could the Leader please inform members on how many Bury residents are affected in these recent figures and what we are doing as an authority to address this issue?

- A. In order to ensure that up to date information is provided to all partners supporting people to be discharged from hospital, a combined data set has been developed across agencies to identify all Medically Optimised patients each day and this is used as the key document to progress discharges. At the end of each day the reportable number of delays attributed to social care are agreed for each site.**

The number of reportable delays attributable to Bury for Fairfield for the month of December was 7 patients out of 114 referrals dealt with. I hope this provides some scale and context. Of these 7 – two were awaiting nursing homes, 5 were awaiting care packages.

The Hospital social work team work in partnership with their colleagues at the hospital to support discharge processes. There is now an integrated discharge team on site at Fairfield where a multi disciplinary team of workers focus is on ensuring people are discharged home in a timely way.

Each day there are two bed meetings on site where all delays are identified and a plan of action agreed. A member of the discharge team attends these meetings and then communicates back to the team on discharge priorities. On the North Manchester we also have 3 Bury social workers and a social care officer on site who work as part of their integrated discharge team.

Analysis has also been undertaken to understand the pressure points across the system and it is acknowledged that there is a lack of capacity in community services such as Reablement and the Domiciliary Care sector to meet the demand. The Domiciliary Care Contract is in the process of being re tendered currently so that providers will be zoned and it is anticipated that this will improve service availability in key areas where we struggle currently.

Also this year funding has been allocated from the System Resilience Grant to provide additional community services such as an extra Reablement team, 19 Discharge to Assess beds, 2 Extra Care flats to support discharge of people with housing issues and 10

Transition beds in Residential Care homes that people can access when they are waiting for a Care Home of Choice or a Care Package.

Q25. Would the Leader like to comment on the recently published GCSE results?

A. **2016 has been a positive year for our secondary schools. The way in which school performance is measured changed in 2016 and it is therefore difficult to make a direct comparison with previous years. However, by the traditional measure of pupils achieving 5 or more GCSEs at Grade C or above, including English and Mathematics, performance across our schools improved, and places Bury schools above the national average. By newly introduced measures, whilst the Progress 8 measure was just below the national average, Bury was still placed 7th out of the 23 North West local authorities, and for the English Baccalaureate, performance placed Bury above the national average. I congratulate our schools on their excellent performance.....**

Q26. What recent changes have there been in charges for the collection of bulky waste items. What differences have there been in take-up of this service since any price increases?

A. **On 10 April 2016 the cost of a bulky waste collection increased from £15 for up to 3 items, with up to 2 additional items for £5 each, to £30 for up to 5 items. Number of collections requested:**

	2015	2016
May	431	465
June	518	358
July	483	387
August	405	471
September	519	427
October	509	386
November	512	402

December	390	260
Totals	3767	3156

The total number of collections has reduced between 2015 and 2016 but the average number of items per collection has increased, as residents tend to 'find' more items to derive maximum 'value for money' from their collectio

Q27. Could the Leader please inform members how the authority will monitor, and mitigate against displaced traffic from the A56 in Prestwich using nearby residential areas as a 'rat-run' during the forthcoming works and after the works are complete?

A. **Inevitably when undertaking works of this nature, some inconvenience is unavoidable; however, Bury Council will endeavour to always keep this to a minimum.**

Pedestrian and vehicular access will be maintained at all times. Some minor disruption is inevitable whilst the works progress; however this work will be co-ordinated with the affected parties.

The works will be monitored by officers on site to ensure that any disruption is kept to a minimum. There will be a scheme signboard displaying a contact telephone number for raising issues whilst the works are in progress.

It is expected that the scheme will be implemented with as little impact as possible on surrounding areas and traffic modelling shows no significant impact on traffic flows but we cannot anticipate public perception, modal shift, or drivers re-routing to avoid the area.

Some discussions have taken place with a the local safety group about potential safety schemes for Heywood Road between Bury Old Road and Rectory Lane and it was explained to the group that there is currently no funding available for the introduction of road safety schemes. Two schemes have been designed which the group has evaluated; a 20mph Zone scheme featuring speed cushions and a scheme where the speed limit stays the same featuring a VAS (Vehicle Activated Sign), central hatching and other general signing and lining.

These designs will be put in our scheme 'reserve list' for consideration should funding become available in the future and also if post construction monitoring dictates that measures need to be taken.

Q28. Could the Leader inform members on the number of home care episodes that were 15 minutes or less, and those 5 minutes or less in the current year and in the previous three years?

A. **Bury Council commission's domiciliary care services for Adults which are based on the individually assessed needs of each customer.**

Officers of Communities & Wellbeing Assessment and Care Management Team (ACM) meet with each customer to understand and assess their specific needs and also identify and commission the most appropriate service to deliver the care and support that is required to enable the customer to remain as independent as possible.

The services to be commissioned are agreed jointly between the ACM Officer and each customer before commencement. Customers also receive an initial review at 6 weeks and then at least an annual review thereafter to ensure that the services they are receiving continue to meet their needs.

Some customers wish to ensure that the time that carers are in their own home is as short as possible; equally, significant numbers of people make financial contributions for their care, and would not want visits to be unreasonably extended as they would have to pay more for the same outcome delivered in a longer visit.

Currently, the Council commission's external providers to deliver domiciliary care services in 15 minute blocks. The ACM Officer translates the required needs of the customer into an allocated time and duration for each visit the customer receives. As the visits are based on the assessed needs of the customer the duration of each visit

should enable the customer to receive the service they require.

The majority of visits commissioned by the Council are scheduled for 30 minutes or over. However, approximately 4% of visits are 5 minutes duration and 38% 15 minutes duration. None of these shorter visits, however, are delivered in isolation and form part of a larger schedule of visits within a care packages; personal care is not delivered in 15 minute slots but there are also a number of situations where short visits have their place in supporting people to maintain their independence, for example:

- purely as an oversight visit, or**
- to check that a customer has taken their medication, or**
- eaten appropriately.**

If identified that the duration of the visit does not meet the customer's needs then a reassessment will take place and support will be increased to ensure the customer's needs are met.