



City of Westminster

Family and People Services Policy & Scrutiny Committee Cabinet Member Update

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Briefing of: Councillor Heather Acton, Cabinet Member for Family Services and Public Health

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ADULT SOCIAL CARE

1. HOME CARE

Market Development

- 1.1 In line with our goal of only working with providers who have a 'Good' or 'Outstanding' CQC rating, work is underway to attract new providers with these ratings to the local market. A Provider Engagement event is being held on 24 June to attract new care and support providers in Westminster, aligning with the vision for Adult Social Care.

Quality Assurance Update

- 1.2 **London Care** - The Care Quality Commission (CQC) is currently inspecting London Care, who were last inspected in 2015 and are a Lead Provider. London Care's contract performance has been relatively good until recently with concerns around communications – both with customers and the council.
- 1.3 A number of staffing changes have impacted the service and the quality of care provided. Quality Assurance (QA) will continue to support the provider working with Commissioning; we have issued a Performance Improvement Plan and are waiting for the outcome of the inspection.
- 1.4 **Vincentian Care Plus (VCP)** - We continue to work closely with VCP as although their performance has moved from 'Requires Improvement' to 'Good', we have continuing concerns about their business model and

financial sustainability and so are meeting regularly to ensure their viability as a lead provider.

Feedback from Homecare Consultation Exercise

- 1.5 A Bi-Borough Home Care Engagement Workshop led by Commissioning took place to capture the views of local people to shape the future delivery of Home Care.
- 1.6 The event was well attended with more than 100 people ranging from 65 to 97 years old and included people who used services family carers, prospective service users and representatives from local voluntary groups.
- 1.7 Those attending had an opportunity to question the Lead Providers about their personal preferences, experiences and challenges in relation to Home Care.
- 1.8 Workshop discussions resulted in consensus on the importance of consistency and timeliness of care staff, appropriate funding, access to advocacy provision and improving access to information about the range of service providers.

2. PREVENTION

Voluntary and Community Services Review

- 2.1 A review is underway of voluntary and community sector (VCS) prevention services for a complete picture of the range of services commissioned across the Council. Services must reflect local need and meet our priorities, be based on a robust and informed assessment of need, and provide value for money.
- 2.2 Across Council departments there are different commissioning processes, which creates a risk of duplication and inconsistency in commissioning services including VCS. The review will look for opportunities to streamline processes and ensure better value for money, as well as to increase collaborative and joint commissioning where appropriate.
- 2.3 A mapping exercise has been undertaken, and we are now analysing the mapping against contract outcomes and strategic fit with departmental and City For All priorities. We are identifying the potential to use different approaches to working with the VCS through consortia arrangements for example.

3. RESIDENTIAL AND NURSING CARE

- 3.1 Three of the care homes in the SHSOP (Strategic Housing Strategy for Older People) programme with Westminster City Council are now in need of improvement. Discussions will take place to ensure we work together in partnership to deliver the improvements needed to the existing care homes

and the possible future delivery of services at Beachcroft in 2020 and Carlton Dene in 2023.

- 3.2 **Carlton Dene (Sanctuary) Residential Care** - received a determination of 'Requires Improvement'. They have also had medication management errors resulting in CQC serving an enforcement notice.
- 3.3 There have been no medication errors over the last twelve weeks, so CQC intends to return in the summer. QA continue undertake weekly monitoring and support on several issues including the adherence to medication management policies and practices.
- 3.4 **Garside (Sanctuary)** - following a recent inspection, Garside has dropped from 'Good' to 'Requiring Improvement'. The QA team are visiting weekly to support working closely with health colleagues, with regular Joint Operational Meetings.
- 3.5 **Four Seasons Health Care** – the provider has gone into administration after two of the holding companies behind the firm appointed administrators on 30 April after struggling to repay their debts. It is the biggest care home group to have gone into administration since Southern Cross in 2011.
- 3.6 Bi-Borough has 12 people placed in Four Seasons Care Homes currently, seven of whom are WCC residents. These are all spot purchased arrangements. While there are concerns, Four Seasons and the Care Quality Commission have said they do not expect any disruption to residents' lives, nor the closure of any of the 322 homes. We have embargoed any new admissions and identified alternative capacity should it be needed.
- 3.7 **St George's Nursing Home** - moved in January 2019 from 'Inadequate' to 'Requires Improvement' and continue to address areas that need to be improved. A full time manager has been appointed.
- 3.8 **Meadbank Nursing Home (out of borough – Wandsworth)**- is a large 176 bedded home within the borough of Wandsworth and we have 34 residents living in the home. CQC has assessed the home as 'Inadequate' and issued a number of enforcement notices. It is a BUPA run nursing home that brought in a service improvement team. The QA Team has been visiting regularly and significant improvements have been made by the home. BUPA also realise the home is far too big and have plans to split it up. CQC are currently in the home unannounced undertaking an inspection, preliminary feedback is that there are discernible improvements.

4. LEARNING DISABILITIES

Community Learning Disability Team

- 4.1 Since 1 April, CCG commissioners in Central and West London have taken responsibility for commissioning the health input to the Community Learning

Disability Team. All stakeholders have committed to ensuring that the support residents receive should continue. Adult Social Care is liaising with people who use services, their advocates and families, to ensure that communication is effective and conveys this commitment. A Provider Forum was held on 16 May, at which the new arrangements were presented to local providers.

Intensive support for residents with learning disabilities

- 4.2 Resources have been made available by NHS England for intensive support for residents with learning disabilities. The work will be led by the Bi-Borough Transforming Care Partnership that involves professionals from Health and the Community Learning Disabilities Team.
- 4.3 The work will improve the offer of support for residents who are at risk of admission to are currently in long stay hospital settings. It will support those people in community settings, and in-patients who could return to the community given the right levels of support.
- 4.4 Work has started with local providers to remodel the support offered and will lead to a bid being submitted to NHS England for funding for the project.

Learning Disabilities Providers - Quality Assurance

- 4.5 The Care Quality Commission (CQC) inspected Elmfield Way, a service run by Yarrow Housing Limited, which was previously assessed as Requires Improvement. Adult Social Care Commissioners and Yarrow Housing produced a joint improvement plan, prioritising the areas identified by CQC.
- 4.6 All elements of the plan have been addressed and the CQC have now assessed the service as 'Good'. As a result, all regulated Learning Disability services in Westminster are rated 'Good' or 'Outstanding'.

5. MENTAL HEALTH

Mental Health Supported Accommodation Clusters – Re-Procurement

- 5.1 Following a re-procurement for supported accommodation and the approval process, four contracts for the provision of supported accommodation cluster services have been awarded and new contracts commenced on the 1 May 2019. The contracts will provide support for people with severe and enduring mental illness. The 4 cluster areas will support up to 263 people living in 24 premises:
 - Look Ahead (Lot 1 – Shirland West Cluster)
 - St Mungo's (Lot 2 – Shirland East Cluster)
 - Riverside (Lot 3 – Pimlico Cluster)
 - SHP (Lot 4 – Central Cluster)

- 5.2 To ensure a smooth transition process to the new contracts, fortnightly implementation meetings were held with providers and with colleagues from Housing Commissioning and Central North West London NHS Foundation Trust.
- 5.3 As part of the implementation process the new providers held consultation meetings with people living in the premises as well as with staff working across all the services in the cluster. No issues or concerns were raised and the new services are operational.
- 5.4 Benefits include an improved pathway with services geographically clustered with a hub and step down in each lot improving the “move on pathway” together with a crisis bed offer. The clustering has also enabled better use of resources in staffing with services in each cluster within proximity to each other to enable shared staff, on call, staff and management to be better streamlined.
- 5.5 We are also working with landlords across the 24 premises to make improvements to the physical environment to support the recovery model.

6. OLDER PEOPLE

Consolidation of Older People’s Contracts

- 6.1 As part of the longer-term commissioning strategy, Adult Social Care Commissioning has updated and consolidated contract arrangements for 16 contracted Older Peoples services from 1 April 2019. Key changes included:
- Reduction in the number of contracts and the transfer of three contracts fully funded by the CCG.
 - Updated specifications for the new contracts incorporating ambitions around supporting the Boroughs’ Dementia Friendly plans, requirements around Mental Health Support for Staff, person centred services and providers able to demonstrate social value within service delivery.
 - Wellbeing surveys through KPIs to enable us to measure outcomes and improvements
 - Contracts including revised output and outcome targets aiming for improved value for money.

Penfold Extra Care Service Re-Procurement & Extra Care Housing Service Requirements

- 6.2 An advisory panel has been established to support the re procurement of care and support at the Penfold Extra Care Housing development. The panel is made up of a combination of tenants living at Penfold together with older people living in the community.
- 6.3 Their input will help to ensure that those things important to and for current Penfold tenants as well as older people who may be considering a move to extra care housing in future are incorporated in the service specification.

- 6.4 The panel has developed some key questions for providers which will be incorporated into the procurement method statement. The panel be regularly updated on progress while still adhering to procurement formalities.
- 6.5 Tenants have also been sharing with us their design requirements for future extra care housing developments, which is shaping and informing future plans.

Carers Network – Service Performance

- 6.6 The Carers Hub delivers a range of services supporting carers through the Carers Network, and the service has been running for over a year. Provision includes:
- Advice and Information
 - Carers' Forum
 - Capacity Building and Awareness Raising
 - Assessments and Reviews.
- 6.7 Performance in all areas has been good historically in Westminster. Staff absence had resulted in some challenges meeting the targets for assessment and reviews towards the end of 2018/19, that they carry out on behalf of the council.
- 6.8 In response, we have been working with the Carers Network to improve processes and developed operating protocols to reduce the administration time around review and assessments, resulting in capacity being released into the service. The requirement for Carers Network to complete Assessments and Reviews was in response to carers' preferences and therefore included in the Service Specification.
- 6.9 The Carers Network is re-launching the Carers' Forum, to reach out to new carers and enable more carers to determine the agenda and priority discussion topics as well as being able to share experiences with the aim of developing peer support groups.

Notting Hill Genesis – Penfold Community Hub

- 6.10 Notting Hill Genesis had intended to reduce their timetable of activities because of reduced funding from Central London CCG. They have been successful in securing alternative funding and can maintain the existing Community Hub opening hours 9am - 5 pm Monday to Friday until July 2019.

Glastonbury House

- 6.11 Works are underway to make the following improvements in Glastonbury House:

- Installation of sprinkler system
- Replacement of external cladding
- Creation of an indoor scooter Store and
- Associated Fire Risk Assessment (FRA) Works

- 6.12 Sprinkler systems have been installed in the demonstration flat (Flat 13) for residents to visit and see exactly how the system will look in their homes. Additional associated FRA works have commenced with the installation of new front doors throughout the block.
- 6.13 Due to these works, there has been the need for providers to move into different spaces. Open Age will move to new space on the other side of Glastonbury House, for at least 6 months. A hire agreement has been drawn up to formalise these arrangements.
- 6.14 3rd Age have been given 3 months' access to share Resident Association space in Dryburgh Hall, (adjacent to Glastonbury House) and a hire agreement has been drawn up to formalise these arrangements.
- 6.15 In both cases, the Housing Team has offered to assist with the move and to support the organisations find longer term accommodation and to formalise any future arrangements.
- 6.16 United Living contractors are in process of moving into the space vacated by Open Age and 3rd Age.

7. PREPARATION FOR LEAVING THE EUROPEAN UNION

- 7.1 As previously reported, Adult Social Care have established a Working Group to ensure compliance with all government communication and local authority requirements regarding preparations for leaving the European Union. The working group has focused on ensuring plans are in place for a “no-deal” scenario in line with Department of Health and Social Care (DoHSC) guidance. Following the extension to Article 50, until 31 October 2019 (at the latest) the working group has paused, but the existing plans will remain in place.

8. DIGITALISATION UPDATE

- 8.1 Soft Market testing has been completed for the new Digital Platform to support “Person Centred Change” with over 50 different technology suppliers evaluated.
- 8.2 The first Digital Programme Board has met to monitor progress of the programme. Further business requirements workshops have been scheduled, looking at commissioning and learning disabilities requirements.
- 8.3 The new “Customer Journey” has been developed and a service specification has been drafted supported by an IT specialist who has captured the

technical requirements for the digital platform to ensure that it is designed with residents in mind.

9. BETTER CARE FUND (BCF)

- 9.1 Westminster City Council continues to work with Central London and West London Clinical Commissioning Groups to deliver on agreed schemes within its BCF Plan for 2017-19 and build a more integrated, sustainable health and social care system for the future.
- 9.2 Since April 2018 Better Care Fund Plans have been developed on a Bi Borough basis. The 2017-2019 Better Care Fund Plan has just come to an end and discussions are taking place in relation finalising plans for the 2019/2020 financial year in line with a new released policy framework. The framework does not alter the four national conditions which commit partners to creating joint plans signed off by Health and Wellbeing Boards, ensuring that funding within the Better Care Fund is the subject of agreed inflationary uplifts and that investment is made in out of hospital services and in managing transfers of care.
- 9.3 Early discussions with health partners have tabled proposals to reduce the scope of the Better Care Fund originally developed across what was the Tri Borough. Many of the plans originally developed in 2015 and re-developed in 2017 reflected joint commissioning arrangements which are no longer in place. This has informed the development of more focussed proposals for 2019/2020.

CHILDREN'S SERVICES AND EDUCATION

10. SEND Tribunal Update

Westminster has seen a reduction in appeals going to Tribunal in the last year over the previous year. Current data shows that we are on track to continue that downward trend – against a back drop of national increases at a significant level.

In terms of mediation, we have embedded informal dispute resolution into our approaches and offer families a face to face meeting to discuss the next steps when an assessment has been declined. This is helping us to avoid unnecessary appeals. We also have formal mediation procured through independent specialists in the field. As of April 2019 there were eight active appeals:

	Westminster
EHCP Appeals	7
Of which are registered under the national trial	1
Cease to Maintain	1
Total Active	8

Appeals can be lodged against a refusal to assess, a refusal to issue an Education Health and Care Plan (EHCP) or against the contents of an EHCP; part B (description of the child's difficulties), part F (the level of support) and part I (which school).

11. Passenger transport

- 11.1 Between January and April 2019, a procurement exercise was undertaken for Passenger Transport Minibus Services. The procurement sought to identify suitable providers to deliver minibus transport for pupils eligible for home to school travel assistance and vulnerable adults travelling to day activities in Westminster City Council and the Royal Borough of Kensington and Chelsea.
- 11.2 There have been significant service improvements to Passenger Transport services since it was procured in 2014, and this re-procurement represents the opportunity to formalise current quality standards, incorporate feedback from consultation and engagement with stakeholders and apply lessons learned from previous procurements.
- 11.3 The governance process is currently underway and the contract award outcome will be publicly available from June 2019. The new minibus service will commence for vulnerable adults in early August 2019 and eligible pupils from September 2019. The Council will work closely with providers to ensure the service transitions as smoothly as possible with robust communication in place to parents and carers.

12. Youth provider roundtable

- 12.1 A Youth Providers Roundtable event took place on 4 April with representatives from a variety of organisations, including youth clubs, other council departments (Children's Services, Public Health, Economy, Policy, the Integrated Gangs Unit and Public Protection), schools, other voluntary sector organisations, the police, and the army. The roundtable discussed issues including safeguarding, identifying vulnerable young people and improved partnership working.

13. Update on additional funding for Speech and Language Therapy (SALT)

- 13.1 The new service began on 1st April 2019. Westminster City Council is investing more in whole school support and with Clinical Commissioning Group Commissioners are now working with the provider, Central London Community Healthcare, and wider partners including schools, parents and early help colleagues to monitor implementation and ensure the whole system approach to meeting speech, language and communication needs is established.

14. Development of a Bi-Borough Sensory Impairment Support Service

- 14.1 The Federation of Westminster Special Schools (FWSS) delivers specialist support services for children and young people with hearing and visual

impairments in Westminster. Kensington and Chelsea have different contractual arrangements which come to an end this summer providing the opportunity to develop a bi-borough service from September 2019 led by FWSS. Benefits include:

- A more joined up and flexible approach in the use of resources and training;
- Opportunity to further expand the resource base pilot to use the two Westminster Resource Bases at Edward Wilson Primary and St Augustine's CE High School flexibly;
- Opportunity to develop and grow a sustainable local offer that provides high quality specialist support and meets the needs of local children and young people;
- No reduction in the number of front-line staff.

Consultation on the proposal attracted overwhelming support, recruitment of specialist teachers is complete with a panel of young people with sensory impairments as part of the recruitment process. Work is now underway to ensure a smooth transition to the new service.

15. Launch of the early help strategy

- 15.1 On 5 June there was a well-attended launch of the refreshed 2019-2022 Early Help Strategy – 'From Surviving to Thriving'. The strategy has been agreed by the local authority and partners – with each agency pledging their contribution to meet the needs of children at the earliest opportunity. This strategy should support the ongoing work to bring together organisations working with young people in Westminster – and will drive the development of the other 2 family hubs planned for the borough.

16. Family Hubs

- 16.1 On 5 June I attended Family Hubs Taster Event at the House of Commons, where I gave an update on the development of our Family Hub in Westminster. We aim to have three Family Hubs operational in Westminster very soon, and we will use the hubs for some of our youth provider liaison work.

17. Early Intervention Foundation – Early Years Academy

- 17.1 Bi-Borough is working with the Early Intervention Foundation to pilot an Early Years Academy. The aim of this pilot is to share information about what works – in promoting good levels of development at the foundation stage; including promoting speech and language development and bridging the gap between the vulnerable groups and their peers. As part of this work we intend to strengthen our pre-birth to 5 pathway; and the CCG, health provider and a number of voluntary groups have agreed to work with us to achieve this. The Early Years is being given much focus by DfE at the moment – recognising the strong correlation between good levels of development for children at age 4 and education outcomes at 16. The EIF EY Academy offers an innovative

approach to build local protocols and service provision based on local data and evidence of what works.

18. Visit by the South Australian Minister for Child Protection and delegates

- 18.1 During the week 20-24 May, delegates from the South Australian Government, including the Minister for Child protection visited our Multi-Agency safeguarding Hub and met with senior officers working in Children's Services. The visiting team had been advised to visit Westminster by Eileen Munro, a lead professor in child protection services, and they were particularly interested in our systemic social work model. We were able to talk with them about our family hubs, our inclusion pilot and importantly how we have embedded systemic practice as a way of working in partnership with families to address and sustain positive change.

19. Youth Offending inspection

- 19.1 The Youth Justice Board have approached Westminster to pilot a new shorter inspection of youth offending services for smaller authorities. This is a welcome approach and our local Youth Crime Prevention Partnership have expressed an interest in being part of the pilot. It would mean receiving an inspection and a letter of assessment, but the outcome would not be published. We await confirmation of our participation.

PUBLIC HEALTH

20. Schools Street

- 20.1 Westminster's first School Street opened Tuesday 23rd April 2019 in Enford Street. It now has a pedestrian and cycle zone with timed term time closures Monday to Friday mornings and afternoons. This enhances road safety around schools and helps create a healthier environment. It is funded under the MyWestminster - Active Streets programme.
- 20.2 The National Institute for Health and Care Excellence (NICE) guidance note "The Environment and Physical Activity" emphasises the importance of finding ways to create opportunities for children to be physically active and highlights the opportunities that are presented by activities such as walking, cycling as part of their everyday life. Children typically do not get enough physical activity, so Public Health are supportive of this scheme which will encourage active travel to and from school.
- 20.3 If the School Street at Enford Street is successful the intervention could be rolled out across the City of Westminster subject to local conditions.

21. School Health and Wellbeing Profiles

- 21.1 Primary School health and wellbeing profiles have been developed in partnership with Public Health, Children's Services, Schools and Health Education Partnership and have been sent to all primary schools. The profiles are a "one stop shop" health and wellbeing data toolkit for schools and aim to support schools to:
- raise awareness of local health and wellbeing priorities;
 - highlight key areas where schools can positively impact children and young pupil's health and wellbeing;
 - support schools in achieving their Healthy School awards.
- 21.2 The reports are published online at <https://www.jsna.info/school-profiles>. Next steps are to develop profiles for Secondary and Special schools.
- 21.3 Schools play a vital role in improving children and young people's health and wellbeing. To support schools in their role, in addition to improving local understanding of need, a compendium of local and national health and wellbeing services, training and resources has been developed and sent to all schools.

22. Ward Profiles

- 22.1 As health statistics are often produced at a borough level, the Public Health team have developed a ward focused repository for health statistics. The Ward Health Profile uses publicly available data and displays it in a dashboard to draw the eye in. There is a lot of data throughout the site including overall demographics and more specific themes around childhood obesity. Although this is an initial working document we would be keen to receive feedback from all departments as we see this as a good starting point and resource for requests. We are linking in with the more generic ward profiles and mindful of other products the council offers. The profiles are available via <https://www.jsna.info/ward-health-profiles>.

23. Mental Health and Wellbeing Joint Strategic Needs Assessment (JSNA)

- 23.1 Following consultation with key stakeholders in February 2019, the final report of the Mental Health and Wellbeing JSNA was signed off by the Health and Wellbeing Board in May. The JSNA has been co-produced with colleagues from across the Council, as well as the Clinical Commissioning Groups, Healthwatch, MIND, Central and North West London NHS Foundation Trust, and the Community and Voluntary Sector.
- 23.2 Based upon the findings of the final report, and in collaboration with local stakeholders, the JSNA has identified seven themes which should be considered at a strategic level in order to further develop the local mental health and wellbeing system:

- mobilising local assets, services and communities;
- prevention and early intervention;
- pathways;
- recovery;
- funding;
- primary care;
- innovation.

The JSNA recommends the development of a multi-agency partnership to provide assurance to the Health and Wellbeing Board that these themes are being addressed in a coordinated manner, and to promote collaboration and coproduction across the mental health and wellbeing economy.

- 23.3 The summary report and full JSNA was published on the [JSNA website](#) as part of Mental Health Awareness Week (13-19 May). Other activities taking place during this awareness raising period include targeted campaigns focused on body image across key locations in the City of Westminster.

24. Shisha

- 24.1 Shisha is a way of inhaling smoke, usually tobacco smoke. Shisha smoking creates smoke containing harmful chemicals, and the practice has been identified as a public health concern. Evidence indicates that there are significant health risks associated with shisha, including cancer, respiratory disease and heart disease. Regular shisha tobacco smokers may report or display signs of dependence, and misperceptions about the potential health risks are widespread. The existing evidence base underlines the need to minimise shisha use, particularly regular use.

- 24.2 Following a debate at Westminster Hall on reforming the regulation of shisha premises in December 2018 and a follow up Shisha Roundtable meeting with other Local Authorities held at the City of Westminster at the end of February 2019, an options paper is being finalised which will outline options for a joint health campaign and a public affairs campaign. Public Health England are involved and have offered their expert advice. They are supportive of any campaign led by Local Authorities which aligns to their “Stoptober” campaign timelines.

- 24.3 The next meeting with the members of the roundtable is being scheduled for early July and in the spirit of it being a joint Local Authority approach it will be hosted by Birmingham City Council.

25. Food Growing in Schools

- 25.1 Six schools in Westminster (Ark Atwood Primary Academy, Burdett-Coutts and Townshend Foundation School, Dorothy Gardener Centre, Queen Elizabeth Jubilee School, St Marys Magdalene CE Primary School, and

Tachbook Nursery School) have secured funding for food growing projects from the Whole Kids Foundation and Food Matters.

- 25.2 The health and well being benefits of food growing have been well researched with findings suggesting that food growing increases levels of physical activity, improves attitudes to healthy eating, encourages positive social interaction can help reduce stress.

26. Greener Jobs Project

- 26.1 Westminster City Council is seeking to appoint a provider to deliver a horticultural project which supports unemployed residents towards employment through mentoring, up-skilling, work experience and accreditation where possible.

- 26.2 The vision is to work in partnership with the provider to co-design the project, offering opportunity to be involved with current Council growing sites within the City of Westminster and their suppliers responsible for ground maintenance.

- 26.3 Horticultural activity can help improve physical and mental health. Improving mental and physical health conditions are key factor in helping people find and sustain employment. Using figures from 2016, it is estimated that 9,500 Westminster residents were claiming Employment & Support Allowance/Incapacity Benefit as a result of a mental or physical health condition – 0.7% higher than the London average.

27. Healthier Catering Commitment Awards ceremony

- 27.1 Healthier Catering Commitment Awards ceremony on the 1st May 2019 recognised local businesses participating in the scheme, celebrating their commitment to improving the healthier food and drink offer in Westminster. 17 businesses achieved their award in 2018/19.

28. Flu

- 28.1 Flu season 2018-19 is nearly over and the levels of flu circulating within the community are low. Following the availability of published data, in partnership with NHS England and the local CCG, Public Health will be reviewing the 2018-19 season and making recommendations for 2019-20. This will include an in-depth review to understanding, and overcoming, any identified barriers to uptake.

29. Immunisations

- 29.1 Immunisation Commissioners at NHS England presented a paper to the Health and Wellbeing Board on March 28th outlining:

- roles and responsibilities in the delivery of the immunisations programmes;
- immunisation coverage data;
- headlines for London;
- routine childhood immunisation programme (0-5 years);
- school age vaccinations (5-18 years);
- challenges and what is being done to increase uptake?;
- outbreaks of vaccine preventable diseases.

29.2 Public Health will be co-ordinating a series of partnership workshops to agree a plan of local actions to improve performance. These workshops, scheduled for June 2019, will include a focus on communications, data, general practice and children's services.

29.3 A local immunisations communications will incorporate key points in the calendar such as seasonal changes (Flu and winter planning), milestones in the school year, and college terms.

30. Emergency planning

30.1 Public health participated in a pan London resilience exercise on May 1st and 2nd. A de-briefing session was held and, in collaboration with colleagues and partners, learning was incorporated into departmental procedures and protocols. An emergency planning development session will be held for the Public health department in June.

31. Integrated Healthy Lifestyles Service

31.1 One You Westminster started in January 2019, provided by Thrive Tribe, as an integrated model which replaces the previous smoking cessation service (Kick It), reducing the risk of cardio vascular disease service (Healthy Hearts) and elements of the Health Improvement Service.

31.2 The first quarter has been busy, with 583 residents setting a Smoking Quit Dates and 196 quitters with more still progressing towards their goal. 120 people have started on the multiple risk factors programme, a more intensive programme targeted towards meeting more complex needs.

31.3 The service operates clinics at the following health centres:

- Pimlico at the Marven;
- Paddington;
- Marylebone;
- Lisson Grove;
- Grand Union.

They have also started delivering Adult Weight Management courses at the Stowe Centre, Beethoven and Abbey centres.

31.4 The official launch event for One You Westminster took place on 6th June at the Greenhouse Sports Centre.

32. Serious Youth Violence

32.1 A public health approach to addressing Serious Youth Violence is defined as an evidence based, whole-system, population level approach recognising the influence that wider and social determinants of health have on youth offending, youth violence and life-chances as a whole. Consequently, a public health approach involves working closely with partners and stakeholders across the whole-system, to ensure every child and young person have the best start in life, with access to the right support when needed.

32.2 Public Health has a “plan on a page” which outlines how we will work alongside colleagues in Children’s and Community Safety and wider partners to support this local priority, which has now been made a priority of the Health and Wellbeing Board.

33. Substance Misuse

33.1 A review of activity at the end of Q4 for the main substance misuse provider, DAWS, (Drug & Alcohol Wellbeing Service) and the specialist alcohol provider TAS (the Alcohol Service) has indicated overall positive outcomes with some areas in need of further development.

33.2 DAWS has increased the number of opiate users in structured treatment by 53% compared with last year, with 525 residents in treatment. The target of 35% for the percentage of opiate users successfully completing treatment was met. Numbers in treatment for non-opiates remain similar to last year with an increasing trend seen in Q4. A focus for 2019-20 will be to continue with the implementation of an updated non-opiate pathway to engage more residents into treatment and improve completion rates. New service users of any substance starting treatment demonstrated a 15% (449 in total) improvement from 2017-18.

33.3 The DAWS Education, Training, and Employment (ETE) team provide their service to all substance misuse users across the wider system. This year has seen 252 residents accessing this service; which is 34% increase and the team have reached their targets; 12% gained a qualification and 12% commenced paid work, in addition 13% started volunteering.

33.4 The Alcohol Service (TAS) engaged 661 residents in structured treatment which is 35% more than last year. Following a quality improvement plan there has been a 25% increase in successful completion rates which by end of Q4, reaching the target of 40%.

- 33.5 In 2019-20 TAS will aim for increased engagement with primary care and the enhanced Hospital Liaison Service to improve the number of residents identified within hospital to commence treatment.
- 33.6 The Starting Over service is funded by Westminster Council to provide additional support to the male Integrated Offender Management (IOM) cohort in order to work to address their needs including substance misuse and mental health and reduce their re-offending. This is coordinated and delivered by DAWS, approximately 40 residents with considerable history of offending are worked with per quarter. Recent feedback from IOM police colleagues is that this is a valuable service, well delivered and contributing to reduced reoffending behaviour in this cohort. Reoffending data for Starting Over clients who have left the programme shows that only one client has reoffended during the subsequent 12 months.

34. Sexual Health

- 34.1 The plans for commissioners and sexual health services during 2019/2020 are to work with the Trust and CCGs on improving the access to contraception services within Primary Care. We are working to improve the prevention offer to reduce the cost of GUM services and aligning the pathways to ensure patients and residents receive the appropriate support. There is ongoing work with the London Programme and NHSE on the future of commissioning PrEP that is sustainable and is within the affordability limits for local authorities.
- 34.2 The Sexually Transmitted Infection (STI) data will be published end of June. We are projecting a rise in STI diagnosis within the clinics based in Westminster from local unverified data but at this point are unable to identify which STI's the increases are linked to. This will be shared in the next report to Committee.
- 34.3 The latest unplanned pregnancy data has been published Westminster remains one of the lowest areas in London for Teenage pregnancies and repeat abortions. This correlates with prevention campaigns and the access to contraception methods.
- 34.4 The activity of the Genitourinary Medicine (GUM) for Westminster residents shows overall there has been a slight increase in GUM activity, this has been apportioned to patients requiring contraception, whereby during 2018/19 we developed clearer pathways, improved messages and literature to ensure contraception is easily accessible for residents. We are predicting a year end outturn in the region of 40,000 Westminster residents having accessed local services for their contraception and sexual health needs.

- 34.5 We have seen a decrease in residents with non-complex sexual health needs presenting to GUM clinics up to February 2019. Residents are opting to use the online e-service for screening of STIs. To date 18% (7,200) are accessing the e-service in line with planning assumptions.
- 34.6 In April 2019 Chelsea and Westminster Foundation Trust had an IT issue which resulted in clinics being closed to all patients excluding sexual assault and emergency contraception. The Trust initiated emergency planning procedures and prioritised those patients who had tested positive to be informed of their status. Patients were signposted to services in other boroughs and to the online service. A number of complaints were received by the Trust due to the clinics being closed, but the Local Authority received no complaints. The IT issue has been resolved and clinics are operating as normal.