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Briefing of: Councillor Heather Acton,
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ADULT SOCIAL CARE

1. Winter Planning

Further work is being undertaken on the winter pressures plan to ensure that there is resilience and capacity within the system to address winter pressures and delayed hospital discharge.

For people who are able to return to their own homes an Overnight Care Pathway 'Waking Nights' has been established. Home Care agencies will be providing intensive support for up to 7 days post discharge, including overnight, for people who are medically fit and suitable to receive care and support in their own home. This will help inform the decision as to whether the patient remains in their own home or alternative options including long-term residential care should be considered.

Step down beds have also been commissioned that will allow people with higher levels of needs to be discharged from hospital. This will free up beds as well as reduce the impact of delayed hospital discharge. These are short term arrangements (28 days) to provide recuperation and reablement to help residents to return to their own home at the end of the intervention.

2. Moving with Dignity Event

Adult Social Care organised an event to share and promote the use of technology, equipment as well as techniques required for single handed care. People who need to be hoisted or cared-for in bed usually require a double-staffed care package. In the last few years, innovations in moving and handling practice mean that with the use of technology, equipment and training a single carer can provide care safely on their own, providing more dignity and privacy for people.

Over 150 people from across the NHS, Care Providers and Adult Social Care front line staff. In total 90% of attendees have stated that they will implement their learning. Similar events are planned in the future.

3. Residential and Nursing

Norton House is a residential care home run by Anchor Housing. The Care Quality Commissioning (CQC) published their inspection report on the 17 October 2019, and the service achieved a rating of Good overall as well as Good in all five domains which is a significant improvement from the previous Requires Improvement assessment of the service. The report highlighted “People were positive about the service and the care they received.” A number of key dementia initiatives have been launched including dementia bikes. Residents of all abilities can use them from a wheelchair, and while cycling can travel to many destinations by video. Already we are seeing improved mental and physical health by participants

Alan Morkhill House is a residential care home that has been chosen as one of the homes to take part in the Music for Life programme with Wigmore Hall. Music for Life is an interactive music therapy programme for older people living with dementia which enhances the social and emotional wellbeing of participants using music improvisation.

Garside House

The Council was made aware of concerns about the quality of care provided at garside nursing home on 22nd October. Following this the council has worked closely with partners to investigate and respond to these concerns. A cross party member briefing has been provided giving an update on the current position. At this time, given the live and ongoing investigation into these concerns, we are unable to provide any further update beyond that provided at the cross party briefing.

4. Integrated Care Partnership

Some discussions have been held regarding a Bi-Borough approach to integrating our health and care system. However, unfortunately the Health and Wellbeing Board has had to be postponed due to the NHS guidance for them not to attend public meetings during purdah.

5. Older People

As part of the review of day opportunities co-design activities have been held to help “re-imagine day opportunities” and a summary report which makes recommendations is being finalised.

Penfold Court is run by Notting Hill Genesis and is running a Virtual Reality pilot project. The use of headsets gives people a 360-degree view of a location and is able to track head movements, making for a fully immersive experience. The sessions are tailored to provide relation and to stimulate memories. So far there has been highly positive feedback from residents.

6. Sexual health

Westminster continues to see a reduction in HIV infection and is one of the top performing London boroughs in diagnosing HIV at an earlier stage. Earlier identification of HIV enables access to the appropriate treatment and reduces the risk of onward transmission. This supports the “fast track cities” approach to reducing HIV.

The latest data has been released by Public Health England for Sexually Transmitted Infections (STI). Westminster has seen an increase in STIs compared to the previous year. Evidence suggests rising rates is an indicator of risky sexual behaviour. As a result we will develop campaigns and behavioural interventions targeting services at the 18-24 age group where there is an increasing trend of positive diagnosis.

7. Substance misuse

An evaluation is being undertaken of the impact of peer support services accessed by those with substance misuse issues resident within Westminster. The evaluation covers the Drug and Alcohol Wellbeing Service (DAWS) and The Alcohol Service (TAS) and the peer led services Build on Belief and Outside Edge Theatre Company. Supporting evidence will be drawn from service user feedback collected through an independent research agency.

PUBLIC HEALTH

1. Change4life re-procurement

Change4Life Westminster works with local organisations to help increase opportunities for children, young people and families to eat well and be active. The new Change4Life service is due to start in April 2020.

2. Rough sleepers

Public Health Commissioning and the Rough Sleeping Commissioning team have been successful in obtaining funding from Public Health England to pilot a project with specialist partners to address the needs of rough sleepers. The pilot project will be independently evaluated. There are four other pilot areas across the country one of

which is a neighbouring borough. Learning from these pilot projects will help to inform national policy and local commissioning of health and other support services for this cohort.

3. Integrated Healthy Lifestyles

Figures related to smoking cessation recently published by NHS Digital for 2018/2019, show Westminster as having the second highest rate of people quitting smoking in the country. Thrive Tribe is now focussing efforts on the more entrenched smokers and using alternative behavioural change approaches to engage with our residents.

4. Health Checks

Westminster is the highest performing London Borough for delivering health checks, designed to spot the early signs of stroke, kidney disease, heart disease, type 2 diabetes and dementia.

5. Early Years (pre-birth to five)

Westminster is part of an exciting project led by the Early Intervention Foundation named the Early Years Transformation Academy (EYTA), an intensive and structured learning programme focused on building collaborative work programmes.

The aim is to use the best available evidence to design a coherent system covering a child's life from conception until they start school to make more progress in improving outcomes for all children and vulnerable families.

As part of this programme, Public Health has developed an Early Years needs assessment to support the future landscape of 0-5 services in the borough and is developing evidence-based insights for the programme. Areas identified for further attention include population vaccination cover, high levels of obesity and poor oral health. Learning will be shared across the system, through a pre-birth to five strategy and via the development of an online hub, and embedded into the re-design of the Westminster Health Visiting Service, funded through the Public Health Grant.

6. Oral Health

In Westminster, oral health is a priority: 30.3 % of 5-year olds suffer from tooth decay. This is higher than London (25.1%) and England (23.3%). Tooth decay has also been identified as a priority across north west London who are working to reduce the proportion of 5-year-old children with decay experience, to reduce hospital admissions for dental decay and to increase the proportion of 0-5 year olds accessing dental services every 12 months. In Westminster 4% of 2-year olds have visited an NHS dentist.

We are currently carrying out a campaign using Change4Life branding to communicate to residents that children under the age of 18 can visit the dentist for free, that children should visit the dentist before their 1st birthday and should return on a regular basis. We have presented this to the Local Dental Committee to ensure consistent messages.

Levels of tooth decay are measured through the PHE dental survey. This year PHE are undertaking this with a sample of 3-year olds from play groups and nurseries to capture data. We are promoting the survey within settings to encourage participation and ensure we have the most up-to-date data.

Public Health has established an oral health steering group to support multiagency working and strategic direction. This group will seek to deliver improvements in oral health and to reduce inequality for children, young people and vulnerable adults.

7. Youth Offending

Reducing youth offending and serious youth violence are high-profile priorities, particularly for London which is adopting a Public Health approach: a multi-agency, whole system approach, looking at the root causes, wider and contextual influences of health and crime. Prevention and early intervention are key as well as working with a wide range of partners.

The approach focuses on identifying opportunities to intervene to reduce risk factors and enhance protective factors. Contextual safeguarding is a key part of a public health approach, looking at the wider influences on a young person (rather than traditionally focussing solely on the individual and their family), such as their peers, local environment (parks, take-away shops, taxi firms etc) and school culture.

Public Health has commenced work on a Joint Strategic Needs Assessment (JSNA) focused on youth offending including serious youth violence to help us better understand the health and wellbeing needs of this cohort of vulnerable children and young people and support action amongst stakeholders with evidence-based insights and recommendations for action.

Through the youth crime partnership board, the JSNA will be a key tool for framing discussions with partners and in targeting resources, including mapping of locations of activity where we can target prevention work and inform the contextual safeguarding approach to predicting, preventing and reducing youth violence.

Stakeholder engagement is currently taking place across the partnership and initial insights will be presented to the February Health and Wellbeing Board with an April 2020 timeframe for publication.

8. Suicide Prevention

The Bi-borough Suicide Prevention Action Plan is led by Public Health. Guidance includes recommendations to raise awareness of services amongst the population, particularly among higher risk groups and at higher risk settings (for example, bridges that span the Thames). The plan will look at ways to utilise social marketing to reach out to men (75% of those who die by suicide are men).

Working jointly with the Metropolitan Police (who are co-members of the Bi-borough Suicide Prevention Steering Group) Public Health commissioned some new posters from the Samaritans which prompt men who are feeling low to reach out and talk to them. One place men gather is in licensed premises and the Police have disseminated posters at venues across Soho (beginning on Suicide Awareness Day) for display in the male lavatories in licensed premises.

This initiative has to date been supported by many pubs and clubs with over 100 posters displayed in venues including Tiger Tiger, Zoo Bar; Hard Rock Café; Piccadilly Institute; Ruby Blues. Public Health will expand this approach to engage other venues such as sports and leisure providers.

As part of the Bi-borough Suicide Prevention Action Plan Public Health has been leading on a project to get Samaritan's hotspot signs installed on bridges over the Thames. Data from the Metropolitan Police indicated that these were places people go who are feeling suicidal. With the agreement of Transport for London and Lambeth Council, signs have been installed on Waterloo, Golden Jubilee, Lambeth and Vauxhall Bridges. Planning permission for Westminster Bridge will be sought shortly.

CHILDREN'S SERVICES

1. Family Hubs

The second phase of developing the Family Hubs Model is progressing and The Portman site is now operating as a virtual hub. Work to develop the building is planned to ensure it is fit for purpose. There is a workforce development plan to develop the integrated leadership team and integration around the hub.

The work at Bessborough has modelled how we can integrate the delivery of several services, co-locate services and pilot a number of initiatives, and replicating this at both The Portman and Queens Park is very exciting.

To date the new hub and Family Navigators have worked closely with 88 families. Many of the referrals have come from schools and health visitors. A really positive sign is that a third of families referred themselves, which supports the view that the hubs are a valuable resource in our communities. 35% of the families were supported and referred on to other targeted services who help with parenting, housing, meeting the needs of disabled children and parental employment.

The youth hubs will become an integral part of each Family Hub, with the youth leader joining the integrated leadership team in each area.

A representative from the Children's Commissioner's Office visited the Bessborough Family Hub in October and there continues to be a lot of interest in the model both nationally and internationally. We are exploring offering a conference to interested authorities about the model and anticipate there may be increased interest following our outstanding OFSTED outcome.

2. Corporate Parenting

The corporate parenting strategy has been refreshed to reflect our ambition for children in care and for care leavers. The revised strategy was launched on 4th November 2019 in an event at the Mayor's Parlour, which was attended by Councillors, officers from across the council, partners and some of our young people.

One young person reminded us 'all children in care can shine, it is about giving them time and support to do so'. Another young person spoke about the opportunities and experiences the council has offered to support her in her ambition to go to a Russell Group University to complete a degree in Law.

The Annual Report for children in care and care leavers detailed a changing picture locally - with a growing number of unaccompanied minors and 65% of the care population being aged over 14. We have been exploring how all can contribute positively to the lives of Westminster's children.

Based on feedback from young people about what matters to them, 4 key priorities have been identified for action this year and progress is reported on regularly to the Corporate Parenting Board:

- 1) to ensure our workforce has the right experience, knowledge and skills to meet the needs of children in care and care leavers;
- 2) to ensure we have sufficient care placements to provide options for young people so that they are supported in the right care environment and given options to move to independent living arrangements;
- 3) to promote healthy lifestyles and develop resilience;
- 4) to increase the number of Children in Care and care leavers who are in education, employment and training.

3. Emotional Wellbeing and Mental Health

Joint CCG and Bi-Borough Children and Young People's Emotional Wellbeing and Mental Health Plan

The Royal Borough of Kensington and Chelsea, Westminster City Council, West London CCG and Central London CCG collectively share the ambition of all children

and young people in our boroughs having good emotional wellbeing and mental health. We believe that being mentally healthy is a core foundational need for children and young people to thrive and live happy and fulfilling lives. We will do all that we can as a partnership to deliver against this commitment, engaging with and drawing on the resources, assets and opportunities that are available in our areas. The Plan has been developed with a wide range of stakeholders. It is a practical document that sets out our shared ambition, current provision and key next steps to improve our offer over the next 18 months.

It sets out the following 6 Joint Strategic Priorities:

- Our early intervention offer
- Support focused specifically on the EWMH needs of those affected by the Grenfell Tragedy
- Our 18-25 year old offer
- Our more vulnerable groups offer
- Increasing our productivity and reducing our waiting times in our existing CAMHS services
- Our crisis support offer

The Plan is scheduled for final ratification by the Bi-borough Health and Wellbeing Board hopefully at a December date

Trailblazer programme – Mental Health Support Teams in schools and colleges

The government published a Green Paper in December 2017 to develop plans for improving emotional wellbeing and mental health support for children and young people. Following two highly competitive national bidding rounds we have been successful in getting funding for Trailblazer Mental Health Schools Support Teams (MHSTs) in both CCG areas that cover Westminster.

In the West London CCG area, Hammersmith and Fulham Mind is coordinating the work. The teams are working across a number of schools already and will be engaging with further schools in December. They are working closely with other organisations providing emotional wellbeing and mental health services to the school population, so as to ensure that all are aligned, efficient and effective. By December 2019 the service will be supporting a total of 11 Westminster schools and colleges.

In the Central London CCG area, Brent, Wandsworth and Westminster Mind is the coordinator. Training of new staff has commenced. Practitioners from the MHSTs will begin to operate in schools and colleges from February 2020. The teams are expected to be fully operational by June 2020 when they will be supporting a total of 34 Westminster schools and colleges in this area.

Westminster Schools Emotional Wellbeing and Mental Health Conference – 28 November 1-5pm – The Greenhouse Centre, Westminster

This Westminster schools and colleges conference is taking place on the afternoon of 28 November. The Conference will focus on giving school senior management a better understanding of the national expectations on schools relating to emotional wellbeing and mental health and will provide advice and practical support on how to meet those expectations effectively. It will also share learning and best practice as to the positive impact that an effective whole school approach to emotional wellbeing has and innovative ways to fund and deliver this.

4. Serious Youth Violence

The Youth Crime Prevention Partnership has established a working group to examine serious youth violence and our local multi-agency response to tackle it. This working group is co-chaired by the Superintendent for Neighbourhood Policing and Executive Director Children's Services and includes representatives from across the council, health and the voluntary sector. The group has now established a local data-set to better understand what is happening in each ward in the Borough.

Serious youth violence continues to attract a lot of media attention, with the number of children known to be affiliated to gangs growing and knife crime increasing. Most of the knife crime reported in Westminster occurs in the West End and St James Park areas and relates mainly to males aged 19-24 coming into the borough from other parts of London to commit robberies. However Church Street has also seen high levels of knife crime.

A small working project has been established to examine the situation for young people in Church Street and how we can work with the community to tackle it. The Church Street Library has been identified as a useful community resource to provide a positive space, work with young people and share information.

A school inclusion pilot is working with 5 primary schools and Tri-Borough Alternative Provision (TBAP) to target support at young people at risk of exclusion before they transfer to secondary school. The pilot has 3 parts: trauma informed training, using the ARC (attachment, regulation, competency) framework which is an intensive family intervention model and the offer of mentoring. The trauma informed approach ensures that all involved are viewing behaviour through the same lens. It is an approach that is compassionate and includes rather than excludes. To support the pilot an Early Help Family Practitioner is now co-located in Marylebone Boys and Beachcroft Academy (2 days a week in each).

The Serious Youth Violence Task Group has led on producing a guide for parents and carers about serious youth violence, knife violence and gangs. The guide has now been printed and is being circulated to parenting groups, libraries, GPs, youth clubs, Family Hubs and voluntary sector groups, with plans to circulate the electronic version more widely, for example, to schools. There are plans in place to translate this so we can target areas of vulnerability in the community.

5. Youth Sector Funding

An additional annual figure of £500,000 has been committed to support VCS provision within the borough. £300,000 of this has been distributed to five 'youth clubs' at Churchill Gardens, Amberley, St Andrew's, Avenues and Fourth Feathers who will deliver a locality leadership role across the sector. These clubs will be known as 'youth hubs' supporting the distribution of a further £200,000 through a Small Grants programme aimed at other providers who can work to strengthen the local offer based on local needs. This will include a focus on strengthening community outreach with a view to addressing Serious Youth Violence (SYV) within the borough as one of the key outcome themes.

The Youth Hubs each have aspirational strategies for the delivery of youth services within the borough which align with the Council's vision for Family Hubs. The Hubs will be expected to support the delivery of the Council's Early Help Strategy and work towards the following Early Help outcomes:

- Keeping children safe from harm;
- Enabling more children to live within their families;
- Healthy children who enjoy and achieve;
- Prevention of crime and serious youth violence (or safer risk taking amongst children and young people);
- developing life and employability skills;
- reducing barriers to employment, and;
- helping young people to gain qualifications, education and training

6. Speech and Language Therapy

Speech and Language Therapy (SALT) in Westminster is jointly commissioned by the Central London and West London Clinical Commissioning Groups (CCG) and Local Authority. As of April 2019, this is provided under two contracts: one for early years (0-5) and one for school age (5-25). The CCG have primary contractual responsibility for the early years' service, while the Local Authority leads on the school age service.

These new specifications were informed by significant consultation with schools, SENCOs, parents/carers, service users, the current provider, and other communication partners. Feedback from consultation directed the specification, and many of the issues raised have been incorporated, including:

- the development of a better targeted support model for schools through two termly visits from SLTs
- better communication with parents of school age children through termly phone calls
- implementation of standardised recommendations and flexible support for children with EHCPs
- additional transition support at reception age for children without EHCPs who were known to EY SLT services

- additional transition support for young people going into further education.
- a commitment to work with schools and other partners to review the training offer to support the role of schools and parents as the key communication partners for CYP

In August 2019 91.5% of Children and Young People had met their goals and the end of their episode of care (or at annual review) in the Central London CCG area. Commissioners are continuing to work with the service to maintain and improve performance. 97% of key stakeholders who responded (63 total respondents) to a recent survey rated the speech and language therapy service as either good or very good.