



City of Westminster

**Children & Adults, Public Health
& Voluntary Sector Policy and
Scrutiny Committee**

Date: 05 December 2022

Portfolio: Adult Social Care, Public Health and Voluntary Sector

The Report of: Councillor Nafsika Butler-Thalassis

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- 1. No key decisions have been made in the period since my last Policy & Scrutiny report dated 20 October.**
- 2. The following report includes my priorities and delivery progress to date of the new administration.**

2.1 Engagement with Users in Adult Social Care

There is extensive user engagement work being undertaken throughout Adult Social Care and Health (ASCH). Examples of this include Community Champions, the Local Account Group residents (contributing to the autism and carers strategies) as well as the ongoing work of the Safeguarding Adults Reference Group and other user groups across the directorate. Some examples of this work are shown below:

- The Community and Maternity Champions have a group of local volunteers who give their time to bring communities together and support the health and wellbeing of their local communities. They have recently come together to hold their Annual Champions conference and produce a video all about their work. This work includes running activities and events, supporting with campaigns and signposting residents to other services in the community. They are currently focusing on Winter pressures, COVID-19 and flu boosters, mental health, the cost-of-living crisis and preventing isolation and loneliness.
- The Local Account Group (LAG), our strategic user involvement group have recently been on the interview panels for two senior management interviews, providing feedback to senior officer panels. Our Service User Representative is instrumental in developing a co-production position statement that will support and encourage best practice about how ASCH engages with residents on key activities.
- The Autism Strategy will be launched at the upcoming Health and Wellbeing Board in November 2022 and will showcase the changes being made with regards support provided to autistic residents. Over 200 autistic people and their families were involved in the development and design of the strategy. Some of the residents that wrote the strategy will join the event to tell their stories of living as autistic people in Westminster.

- The Carers Strategy is underway, with the Carers Network partnering with the Bi-borough to design and deliver a carer-led strategy to support the important work of unpaid carers.
- The Safeguarding Adults Reference Group is our user led group of residents who have been through the safeguarding process or have a specific interest in safeguarding. They have been working to bring real stories identifying local safeguarding issues to the attention of the Safeguarding Adults Board. Highlights include planning 'illegal money lending' webinars in December 2022 and March 2023, as well as sharing their experience with our community safety teams. During Hate Crime week, the Advocators Against Hate Crime Programme launched on 11 October 2022 to educate and train the voluntary sector and residents about hate crime and its impact on our communities. For this year's National Safeguarding Adults week, our Safeguarding Ambassadors are focussed on ensuring residents receive key messages around 'Sensible Precautions & Local Solutions' available across the Bi-borough' this Winter.

2.2 Winter Pressures, Cold Weather Plans, COVID-19 and Flu

Public Health (PH) is working closely with communications and engagement colleagues to deliver our 'Boost your Immunity' campaign this Autumn/Winter. This amplifies central government and NHS materials, messaging and resources across the borough utilising Community Champions, our local community and faith groups. This includes localised resources including animations explaining the two vaccinations, short clips from local GPs and Community Health and Wellbeing Workers in our most commonly spoken languages. PH is working with council settings and Voluntary and Community Sector (VCS) partners to prominently display the campaign across the city. There is a particular focus on encouraging adult social care providers to promote vaccine uptake with their staff and have provided them with access to resources and offered to come to talk to staff on this matter.

Partnership working continues between ASCH and NHS colleagues regarding the delivery of the NHS flu and COVID-19 vaccine programmes to high risk groups. Plans are in place to vaccinate care home residents and staff, housebound residents and inclusion groups (includes rough sleepers, hostel dwellers, asylum seekers, refugees, sex workers, some people using drug and alcohol services). In addition, PH is working with domiciliary care providers to improve rates of vaccination for flu and COVID-19 in domiciliary care staff and to ask them to check on how prepared their services users are for this Winter e.g. to check they are being kept warm, have plenty of food and prescription medication in stock, have torches and batteries ready in case of power cuts and to raise any concerns with family or their social worker as relevant.

Hostels and rough sleeping settings now have access to COVID-19 testing. PH is working with housing colleagues to ensure that these new arrangements are now in place for these settings in our borough.

The Staying Well this Winter plan has been drafted and is being led by NHS colleagues.

North West London (NWL) NHS has allocated £15.4m to winter pressures across acute, community, primary care and social care this Winter. The 'Staying Well this Winter' plan sets out the diverse range of initiatives to meet needs. Primary Care initiatives are included. Access to GP registration data is readily available and residents are encouraged through a range of approaches to register with a GP proactively rather than wait for a medical reason. We review the gap between resident and GP registered population and through community work identify and encourage registration.

Delays for Westminster residents discharged from hospital beds remains relatively low and is managed daily by the social care teams and our acute and community NHS services. We have changed the way discharges are planned and this means adult social care staff have more involvement in the discharge planning process. For social care, an additional £123k has been allocated to support reablement and home care packages for people leaving hospital. Packages of care for those leaving hospital are increasing due to complexity of need and the number of people discharged who now require support and care.

Work is continuing to develop the optimal model for discharging people from our local hospitals back home with appropriate care and to a placement if people require interim placements before returning home or permanent placements. Additional investment in NHS Home First services to support people in the first few days to receive care and therapy before receiving reablement care has also been agreed which will support people this Winter. A gap in funding requirements remains and the social care discharge fund will be one source to support this. The initial tranche 1 allocation to Local Authorities making up 40% of the overall allocation, is £1.1m for Westminster social care. The remaining 60% at tranche 2 is expected by the end January 2023. Plans and grant conditions will need to be met.

2.3 Launch of Social Care Marketplace for Residents

The pilot for our social care marketplace is ready to onboard service users. Officers are in the midst of rolling out a targeted promotion campaign to assessment and care management staff and onboarding service providers to the system.

Work is currently being undertaken with the Learning Disability team to identify user groups keen to use this to pool budgets for shared activities. This would be followed by the Mental Health teams. Although there has been a slow uptake by residents, it is preferable that the right service users access the tech to robustly test its capabilities and ensure it is the right tool for them.

For those that are not digitally engaged, we continue to provide the pre-paid card as a method for them to receive their direct payment. The Virtual Wallet will be offered to individuals and families who feel it supports their needs effectively.

2.4 Whole System Approach to Healthy Weight

Living in deprivation is the number one predictor of obesity, and the current cost of living crisis is plunging more families into poverty. As part of the whole systems approach, we are working to break the link between poverty and obesity.

As part of the Change4Life Neighbourhood Project in Churchill Gardens, we established a working group with local partners and Westminster City Council (WCC) teams and co-designed and co-implemented health initiatives to address key priorities identified for the local area. We focused on what residents' want as well as on sustainability of the initiatives and ongoing lessons learnt. Some examples of the initiatives delivered are below:

- We worked in partnership with London Sports to activate physical activity in the Churchill Gardens estate and gathered residents' feedback on physical activity opportunities. Residents raised the lack of physical activity for women only, and we are working with Active Westminster to map the physical activity offer for women only activities
- We delivered a cookery session taster session for families in partnership with Outbreak Pimlico Foundation and plan for three more monthly sessions from January to March 2023

- We funded Sports4Health to deliver a physical activity project over summer targeting young people from the Filipino and Bangladeshi communities
- The C4L Service (our healthy weight management service for children, young people and their families) delivered cooking sessions and healthy eating education for young people at the Churchill Gardens Youth Centre.

Change4Life Grants of up to £1,000 were available (from 28 September to 7 November) to support voluntary and community organisations, schools, libraries and settings in Westminster to deliver projects that encourage children, young people and families to move more, eat well and feel good. We received 26 applications for Westminster and are in the process of assessing the applications.

The campaign to increase the uptake of the Healthy Start Scheme continues. For example, an additional trader in Tachbrook market has expressed an interest in taking Healthy Start payments, increasing the availability of affordable fresh fruit and vegetables to those using the healthy start scheme.

The Community Champion Project Leads and the Community Health and Wellbeing Workers were recently trained in financial resilience and learnt practical tools such as income and outgoing budgeting, income maximisation and resources to apply for grant funding, to support their residents they interact with. We are exploring options to roll this training out to further front line staff, including libraries.

To support residents facing a challenging Winter, Public Health have funded a Healthy Grants Fund for voluntary and charity sector partners to bid for funding to host events that include warmth, a hot meal, an activity and health promotion throughout the Winter. The fund has already received its first few applications.

2.5 Joint Strategic Needs Assessment (JSNA) on Health Inequalities Experienced by the Global Majority

To enable WCC and its partners to respond to local need more effectively, we need to ensure that we have a clear understanding of the different cultures and communities. This requires a sustained investment in the collective development and planning for this, using community insight.

The JSNA will outline the drivers of health and make recommendations which will improve health outcomes for global majority communities in Westminster. It outlines what we already know and lists the recommendations required to ensure we have equitable and effective services and interventions which promote the health and wellbeing of the ethnically diverse communities we serve. These recommendations centre on:

- Streamlining data collection, improving data quality and collaborating to harness community insight
- Advocating for a cross council and wider organisation approach to addressing health inequalities, guided by an Equalities Strategy and delivered by #2035, to maximise reach and impact ensuring a clear focus on residents from ethnically diverse backgrounds.

2.6 Childhood Immunisation

The Immunisation pilot, run by Central London HealthCare, aims to identify if delivering pre-school childhood immunisations in alternative settings can contribute to increasing uptake in Westminster and to understand the vaccine choices of parents. The team held their first

vaccination session at the Bessborough Children's Centre on 18 October 2022. The session was small, but all the families gave positive feedback and the team engaged with families at a concurrent stay and play session and answered questions. Further sessions are scheduled at Bessborough and Portman's Children's Centres and bookable appointment slots are being filled. The team are working with the health visiting team to align activity and referrals, with Queens Park Children's Centre to deliver some staff training and with nurseries and primary schools to establish clinic dates and plan engagement for future sessions.

The Immunisation Pilot team have analysed the GP records for children aged 0-5 registered with Central London GP practices. Whilst there is a small proportion of children who have received no vaccinations at all, there are large numbers who have incomplete vaccination records. Care-co-ordinators have been calling the unvaccinated and partially vaccinated families inviting them to make an appointment for immunisation at the GP or pilot session at a Children's centre or to engage them in a further conversation about vaccinations.

The team will be sending a short survey to the families who have declined immunisations to find out the reasons underlying the decision. PH will be working with NHS colleagues to devise and agree a coding and data entry protocol for vaccination schedules completed or being followed on an international schedule.

2.7 Integrated Care System update

The NWL Integrated Care Boards (ICB) have been formally adopted and Place (or Borough) Based Partnerships are now operating with new governance structures in place. Amendments to the NWL ICB have been accepted to support wider local authority engagement that would require NHS England approval.

The next NWL ICB meeting will be held on 17 January 2023. The NWL Integrated Care Partnership (ICP) is now in place, co-chaired by me as Cabinet Member for Adult Social Care, Public Health and the Voluntary Sector. A seminar took place last month to focus on the NWL ICP strategy and priorities linking these with local Place priorities and Health and Wellbeing Strategies. A further ICP meeting will be taking place on 1 December 2022. Future agenda items are welcomed for these meetings.

We have positioned the joint Health and Well Being Board as the main body overseeing delivery of the Health and Well Being Strategy. The delivery of our priorities is through the Place based partnership. Meetings have been moved out into the community to ensure any public service changes respond and recognise the needs of local people, facilitating more active engagement and attendance.

Following an extensive engagement programme over the summer months, we are now drafting the aforementioned strategy, with the aim of having a consultative document ready for formal consultation by the end of 2022. This will also be key to influencing NWL Integrated Care System strategy.

Our Place Based Partnership programme groups are now operational, focusing on the health and care priorities for Mental Health, Children and Young People, Complex Care, Obesity and a development group committed to healthy and vibrant communities across the Bi-borough. This provides capacity to communities and empowers more inclusive, shared decision making.

The Adult Social Care Discharge Fund of £500m, announced in September 2022 to support discharge planning in the Winter months will be critical to manage social care financial pressures to ensure capacity in the social care market and the continued investment and

design work to improve patient pathways. This tranche 1 allocation is expected shortly as discussed above.

As Winter approaches, there remains concerns about the increased demand on services and system partners are in the process of planning to manage this demand. We are concerned that the lack of confirmed additional funding through NWL Integrated Care Board for Winter means there is limited scope to finalise the plans and put them in place with sufficient lead in time. Our focus will be on the following four areas that require resource and design:

- Reablement and home care packages for people leaving hospital and to prevent admissions and investment in Home First models
- Market quality to support providers with improving quality
- Ensuring there is adequate step-down social care placement capacity for people leaving hospital and to create capacity in placements, utilising block and spot purchased provision appropriately
- Ensuring allocations to local Places that can provide for effective discharge planning and implementation with social workers having greater role in discharge planning on wards and correct staffing levels to support increased packages of care required during Winter.

3 Community Resilience

3.1 Suicide Commitment

WCC has a suicide prevention network of partners, who are committed to deliver the Suicide Prevention Strategy 2022-2025 through co-ordinating the Suicide Prevention 2022/2023 Action Plan. The Suicide Prevention Action Plan for 2022/2023 aims to:

- Develop a Suicide Safer Communities commitment for WCC
- Raise awareness of the triggers to suicide and the role of communities in early identification and intervention through building capacity with the community through training
- Reduce the risk of suicide in key high-risk groups
- Tailor approaches to improve mental health in specific groups
- Provide better information and support to those bereaved or affected by suicide
- Improve data collection and monitoring.

The Suicide Safer Communities commitment is one of the key priorities set out in the 2022-2025 Suicide Prevention Strategy and 2022/2023 Action Plan.

Professor Louis Appleby's report on suicides¹ informs the development of a **Suicide Safer Community**. As a result of this recommendation, PH aims to deliver the Suicide Safer Communities commitment with sign up from WCC political leaders, statutory/voluntary organisations, communities and private sector agencies to raise awareness and build capacity within our communities to respond when residents are in crisis or in need of support. This would be highlighted through a community launch event.

3.2 Community Champion Conference

The 10th Annual Community Champions Conference, 'Celebrating Champions', went ahead on the 10 November this year hosted in Kensington Town Hall. Despite a tube strike all day, some 200 delegates made the event in good time; an indication of the regard with which the Community and Maternity Champions and their work is held by the many partners present.

Amongst some 140 Champions and project staff; VCS, NWL NHS and a range of services in both councils were represented.

Champions joined with partners for the 24 round table discussions on 15 topics linked to strategic priorities for the Integrated Care System and Westminster; those in greatest demand being focussed on: the cost-of-living crisis, adult mental health and the best start in life. Delegates were asked to think about the future positioning of Champions and volunteering in the emerging health and social care system changes, in particular the Place-Base Partnership. The conference report to come will capture the key learning from these.

Delegates were inspired by the Champions co-hosts and speakers, a film screening of Champions at work this year, and guest speaker Samira Ben Omar, Community Organiser and Community-led Collaborations Specialist, Nuffield Trust Board Trustee, Population Health Associate at the King's Fund. The day was rounded off with a hot lunch, a 10 years' celebratory cake, a steel pan band performance and several wellbeing workshops.

3.3 Positive Health and Wellbeing Outcomes in Churchill Gardens

Employing local residents, Community Health and Wellbeing Workers work in or near the community where they live where they are deployed to all households in a small area. Their primary focus is on building relationships with families, households and with professionals and organisations around them. They help to connect residents to the right services at the right time, navigating the wide range of services needed to prevent ill health and promote health and wellbeing, including employment, housing, financial support, Children's centres, leisure facilities and wider community assets.

The Churchill Gardens pilot has been operational for over a year now and the initial findings show the initiative is having a positive effect on vaccine, health-check and screening uptake when compared to households who have not received the intervention. They also show a positive sign in reducing unnecessary GP visits. We are now in the process of agreeing how best to share these findings to a wider audience.

4 Adult Social Care Charging Reform and CQC Assurance Framework

On Thursday 17 November 2022, the Chancellor announced during his budget statement that Adult Social Care Reforms are being delayed for two years (until 2025). This includes the three main areas that were due to come into effect in October 2023:

- Introduction of a £86,000 lifetime cap on personal care costs.
- Fair Cost of Care (FCOC) policy, to determine local cost of providing care and delivery of a market sustainability plan.
- Changes to Upper Capital Limits (UCL), increasing the point at which a person is eligible for council means-tested support.

Additional grant funding for social care was announced, with £1billion in 2023/24 and £1.7billion in 2024/25.

A policy statement from the Department for Levelling Up, Housing and Communities clarifying this is expected in December 2022. Officers will await the further guidance from central government for confirmation on the position.

The government plans to reintroduce inspections of local authority's adult social care functions by the Care Quality Commission (CQC) using a Quality Assurance Framework approach.

These are due to start from April 2023 and there are likely to be more announcements over the coming months.

5 Voluntary Sector

5.1 Place Based Partnership

Collaborative work is taking place as part of the Place Based Partnership work to work with voluntary and community sector organisations, to support capacity building and bring greater shared decision making, identification of appropriate funding and service provision delivered by the voluntary sector. Much of this work is intended to be governed by the Vibrant and Healthy Communities workstream. This work is due to be scoped by the Partnership in December.

5.2 Food and Fuel Poverty Network

The network has met with foodbanks, community pantries, and advice services monthly to hear directly about changes in demand, share approaches, identify gaps and support referrals. The data from the network has been used to shape the Cost-of-Living Strategy. Funding has been agreed for Mary's Pantry in Pimlico, and new community pantries in Harrow Road at Emmanuel Church and in Church Street at HAFS Academy, along with additional funding for North Paddington Foodbank, the Abbey Centre pantry and Westbourne Pantry - £130,000 additional funding to support those in food poverty.

5.3 Community Investment Review and Strategy

A review of voluntary sector funding has been conducted across the council, collating all contracts and grants to the voluntary sector, £33 million in contracts and £3 million in grants. Engagement has been undertaken with the sector on what is working and what needs improving, and a strategy is under development which will look at simplifying funding streams for grants. Work is underway on clarifying the VCS rent policy, maintenance work, and asset transfer policy; standardising contract and grant procedures to include core funding and a consistent council approach; identifying ways to bring in more funding for the voluntary and community sector.

5.4 Community Contribution Fund

Funding of £400,000 was awarded in May 2022 to 26 community projects supporting young people, reducing isolation or providing support around homelessness. A living impact report is being developed of short films of people who have benefited from the projects, as well as of the community organisations who run them. Over the next 6 months we will have a project manager from the Civil Service fast stream working on ways to increase the income to the Community Contribution Fund.

A new marketing strategy will be developed and shared with trustees by the end of November and an online impact report with films of projects and the beneficiaries will be ready by the end of November to demonstrate the impact of the fund. A second round of funding letters were sent out to band G and Band H households in October.

5.5 VCS Contracts

New contracts began in July with Healthwatch (now known as Listen to Act) run by the Advocacy Project, and with One Westminster for Infrastructure Support and Volunteer Development. Additional funding was awarded to have 4 more case workers at Citizen Advice

Bureau (CAB) due to the increase in demand because of the cost-of-living crisis. A review has begun on Westminster advice services to inform what is needed in terms of advice services for the next 5 years. The new services will be co-designed with advice services.

Advice services are reporting increased pressure from the cost-of-living challenges people are facing and are reporting significant lack of immigration case work support. There is a review of advice services which has begun to prepare for a new Westminster Advice Service partnership contract from September 2023.

The new Healthwatch contract have maintained the same members as the old contract and are building a priority list of activities with the members for the year.

Advice service, One Westminster and Healthwatch contracts are all on target for the year.

6 Priority Programmes

6.1 Drugs strategy

PH have been working alongside colleagues across the system to engage and consult on a Children and Young People's Drug Strategy. This includes Children's services, Community Safety, Integrated Gang Exploitation Unit, Police, Youth Crime Prevention Partnerships, those with lived experiences, commissioners and providers to set out the local challenges and our local response. Recommendations are around these five themes:

- Education and Awareness
- Stigma and Shame
- Safe Spaces for Children and Young People
- Support for Families
- Strategic Collaboration (there is a national requirement to establish a Combating Drugs partnership, of which Anna Raleigh, Director of Public Health, is the Senior Responsible Officer).

6.2 Whole System Approach to Public Health

This year's annual report of the Director of Public Health focusses on taking a whole systems approach to improving the health and wellbeing of our residents and communities.

The report is a statement of intent to embed health and wellbeing in everything that we do as a council, and to make health everyone's business. It is a call to action to work together to address the health challenges that our residents face and build the foundations to support them to live longer, healthier lives.

The three commitments relate to:

- Using data and community insight we will drive forward health improvements, focussing our resources proportionate to need
- Working with our communities to ensure our actions are jointly designed and agreed with them to make the healthy choice the easy choice
- Taking a holistic approach when working with individuals, communities and partners to develop joined up solutions that meet the needs of our residents.

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