



## Report of Councillor Matt Golby Cabinet Member for Adult Social Care & Public Health

March 2023

### ADULT SOCIAL CARE

#### Commissioning and Performance

West Northamptonshire Council are moving towards the end of their Quality Improvement Project; a programme of work designed to support external care providers to return to delivering good quality care following the devastating impacts of Covid 19. The Council has provided hands on support to care providers who were struggling by utilising experienced staff to work directly with the care providers to make improvements as prescribed by their improvement plans. The project has been immensely successful, and this is demonstrated by the fact that West Northamptonshire has only one active provider with an inadequate rating from the CQC.

Following the submission to DHSC to present our Fair Cost of Care outcomes; WNC was given an additional opportunity to review our outcomes in January 2023. We used this time to further engage with our Care Home and Home Care markets and this highlighted that there was no need to change the Fair Cost of Care outcomes. As a result, we have written and published our Fair Cost of Care reports and these can be found on our Website at [Fair Cost of Care exercise | West Northamptonshire Council \(westnorthants.gov.uk\)](https://www.westnorthants.gov.uk). The Council will now be completing their Market Sustainability Plan ready for submission on 27<sup>th</sup> March 2023.

After a period of significant review and analysis of our current Home Care market, WNC has launched its tender process for a new Home Care DPS Framework Contract. The new Framework has a redesigned service specification and fee rates that help us move towards our Fair Cost of Care requirements but also allows us to reshape the home care market and stimulate growth in some challenging areas. The aim of our new framework is to align our market to the Local Area Partnerships while creating delivery efficiencies for our external Home Care Providers.

In addition, the Council will be launching its tender process for a progressive new Care Home DPS Framework Agreement. The current agreement is outdated and no longer provides the Council with value for money so this is a really positive step forward to a new contractual relationship with our Care Home market. The new framework includes a completely new service specification and a new fee structure which allows us to move positively towards the Fair Cost of Care requirements.

We are also pleased to confirm that WNC will be launching a new Online Financial Assessment portal so that we can obtain the information required to calculate how much someone can afford to contribute towards the cost of their care. The new solution will mean it is much easier to provide us with relevant information, at a time that is convenient for the public. The solution will also inform the public of any entitlement to any additional state benefits and guide them on how to apply for the benefits. The portal is really easy to use, with video guides available throughout the process to provide additional support when required. The Council will still offer face to face appointments where required. The portal will be live from 1<sup>st</sup> April 2023.

## **Discharge to Assess Services**

The integrated RIBU at Turn Furlong is nearing the end of its 6 months pilot. A pilot review is currently taking place and is expected to be shared with partners at the end of March. There have been some recommendations regarding changes to the workforce model and this is currently being costed to understand overall impact of the cost of a bed per night. The funding for the RIBU pilot was provided by the ICB and we are currently exploring how this is going to be funded moving into 23/24.

Reablement West continues to embed their new operating model. Flow is good and we have seen an increase in the number of admissions and discharges. However Reablement West continue to face challenges regarding recruitment and the service continues to run with a high number of Reablement Support Officer vacancies. Work is ongoing with the recruitment team.

WNC continue to work alongside NNC to plan the operational transfer of Thackley Green SCC from WNC to NNC. Formal consultation was planned to close 2<sup>nd</sup> March 2023 with a go live date of 1<sup>st</sup> April. However due to delay in NNC's CQC regulation application consultation for WNC staff will need to be extended and a new live date of the 1<sup>st</sup> of June has been proposed. WNC is currently working through an interim phase arrangement document whereby WNC will retain CQC, workforce and operational responsibility however full cost of service and PFI costs will be paid for by NNC.

## **Safeguarding & Wellbeing Services**

The Call Care Team were audited during February 2023 by the Tech Service Association, we are still awaiting the final report from the audit but very positive feedback was provided by the Auditor at the end of their visit. In addition to this the team have been working with colleagues in NPH to support their Smoke Alarm/Lifeline replacement programme for older persons housing within void properties, and have completed the transfer of the data for clients of the Assistive Technology team from a 3rd party provider to Call Care to enable more co-ordinated service delivery in future.

The Safeguarding Adults Board delivered its #Report It awareness raising campaign which included the production of posters highlighting how to report safeguarding concerns translated into 10 different languages: Arabic, Bangladeshi, Chinese, Greek, Gujarati, Pashto, Polish, Tamil, Ukrainian and Urdu. Lithuanian and Romanian versions will be produced shortly. The business office also delivered the latest in its 'week of learning' series which reached 206 participants and they facilitated a multi-agency case audit focusing on learning disability and self-neglect.

A significant amount of preparatory work has been undertaken in readiness for the introduction of CQC's Single Assessment Framework which will focus on assessing the assurance arrangements all local authorities have in place. This will be the first time since 2014 that Adult Social Care has been the subject of formal external inspection and the process of preparedness for the new assessment regime has included the compilation of a self-assessment report which is supported by data, evidence and the review of a set of prescribed quality statements. CQC's powers come into force at the start of April'23 and further information on the outcome of our self-assessment will be shared in due course.

## **Adult Services**

The outcome from the review of the Target Operating Model that was undertaken with staff has been published and shared with all staff. The report included a number of recommendations relating to systems, pathways, communications and learning and development. Work has started to implement actions from the findings and an action plan has been produced which is shared regularly across the service.

As a direct result of the TOM review the service structure was reviewed and a decision made to combine the Inclusion and Community teams. Through consultation with staff this change has now taken place and four larger community teams have been created, which cover South Northants, Daventry, NN2 and NN5 in Northampton and NN3 and NN1 in Northampton. Work is now underway to align the community teams with the Local Area Partnership work that is taking place and to enhance the links with preventative services in line with Public Health outcomes.

April 2023 sees the introduction of the Client Level Data return which is the new statutory reporting for Adult Social Care. Work is underway to ensure the systems and reporting is in place to support completion of this return. The information collated will enable improved data and performance information across the service.

In October 2022 the Learning and Development team were disaggregated from North Northants Council and the Adult Services resource moved to sit within the service. We are in the process of recruiting to the vacant posts and designing how the team will look and work to support learning and development across the service.

## **PUBLIC HEALTH**

The Public Health team continues its journey through its restructure and is on its way to building capacity and expertise in line with identified priorities. Post disaggregation there is work taking place to review arrangements around the commissioning of various joint contracts across all areas of the team.

### **Health Improvement and Communities:**

In January the Winter Wellness campaign launched, to promote healthy behaviours and provide information on the support services available, including stop smoking, healthy weight and cost of living support.

- The Cook, Grow, Eat! Programme has trained up their first cohort of community champions who will work with their communities to encourage growing and healthy cooking skills.
- The Well Northants asset based community development programme has run a series of community voting days, inviting communities in Blackthorn, King's Heath and Kingsthorpe St David's to bid for funding to kick start initiatives to address community priorities and invite the community to take part in the decision making process to allocate the funding. A new project is starting in Southbrook Daventry, starting with engagement with local residents to understand their priorities for improving community health and wellbeing.
- Public Health have been working closely with the ICB to allocate health inequalities funding from NHSE to address local priorities, with a programme of work being developed to focus on respiratory health in N4 as well as planning how to allocate funding for next year.

- A review of physical activity offer locally is underway with a report being developed with recommendations for improving the offer locally and increasing physical activity levels.
- The Spring social prescribing programme, who work with people with two or more long-term conditions, continues to develop and increase uptake with six and twelve month outcomes data showing improvements in mental health and wellbeing outcomes.
- The workplace wellbeing coordinator has been supporting the implementation plans for the West Northants workplace wellbeing strategy as well as planning the End to End challenge to get colleagues across the organisation to get more active and complete a virtual walk of West Northants.

### **Tobacco Control**

- The Northamptonshire Tobacco Control Alliance met for their Q4 meeting in January and had the pleasure of welcoming guests from Oxfordshire County Council and ASH Wales, both of whom discussed their efforts to expand voluntary smoke-free areas. Following a successful smoke-free country parks launch in 2022, the Alliance are keen to explore making other locations frequented by children smoke-free. Initiatives like this are one way to reduce childhood exposure to second-hand smoke, and to further denormalise smoking for future generations.

### **Local Area Partnerships (LAPs)**

- Work on the development of the LAPs has seen the launch of two Pioneer Local Area Partnerships (LAP); one in Northampton covering Castle, Abington & Phippsville, St George and Dallington Spencer areas and one in Daventry and South Northants covering Deanshanger, Towcester & Roade, Bugbrooke and Hackleton & Grange Park areas.
- There have been continued communications and engagement on the Integrated Care System new operating model.
- Police, VCSE, West Northants Council Executive Directors and Public Health colleagues are now aligned to each LAP to support priority setting and action planning.
- First Multi Agency Team call-to-action meeting to discuss how organisations can work together in partnership to reduce pupil exclusions and suspensions in a particular area of deprivation.
- Pioneer LAP priority focus on reducing health inequalities and supporting people with Coronary Obstructive Pulmonary Disease (COPD) and attracted funding through the 2022/23 ICB Health Inequalities Allocation. A full programme of support is in development.
- Based on the learning from the pioneer sites, roll out of the remaining seven LAPs across West Northants by 23<sup>rd</sup> March 2023.

### **Children and Young People**

Key highlights are as follows:

- We are jointly undertaking a children and young people health needs assessment which is led by NNC on our behalf. The needs assessment will identify evidence-based gaps and needs across WNC.
- In addition, we will be undertaking an engagement plan with the aim of mapping current service provision, understanding the challenges and gaps and identifying the CYP priorities in the West. The engagement plan will also involve hearing the voice of families and children and young people, and involving them in designing our health and wellbeing services and shaping our prevention agenda for children and families across WNC

- Development of the Best Start in Life Strategic Partnership Board, with a focus on prevention and early intervention, planned and delivered around Family Hubs/Community Hubs/Locality Hubs/LAPs, and key priorities include:
  - improving health and wellbeing outcomes for children under 5 and their families
  - safeguarding
  - improving mental wellbeing
  - reducing and addressing risks and vulnerability

### **Supporting Independence Programme**

- The service continues to support and manage the health and wellbeing needs of anyone eligible over the age of 18, who may be showing signs of reduced independence.
- We constantly strive to identify the most prevalent needs across our customers and how we can improve our service and fill potential gaps of need. Recent examples of where we have done this include our extremely successful Walk and Talk intervention, and our first SIP Friendship Group, commencing on 24<sup>th</sup> March, which aims to prevent and reduce loneliness and social isolation, we currently have 32 invited members.
- Following the 12-week intervention, Wellbeing Advisors will complete a follow up 6-month review to assess the individual's progress. Where necessary, onward referrals may be made to organisations such as Together, SPRING or Adult Social Care.

### **Commissioning**

A new Public Health Commissioning Structure has been designed, linked to the Children's Services Commissioning function that manages related and overlapping Services. This will be in place from 1<sup>st</sup> April 2023. This means that while some existing joint arrangements with NNC PH might continue for a period, we will ensure that needs mapping and local area partnership planning will be focused on delivering the right services for WNC communities. Dedicated Commissioning Managers will be in place for Health Improvement including Sexual Health, Drugs and Alcohol, and 0-19 services with additional capacity planned to ensure the services delivered are to the right quality and according to Public Health Contracts. The Commissioning team will also support work on LAPs, poverty and HSF4 will also be commissioned by this team.

### **Health Protection**

- The HP team continues to provide information, expertise and support to settings, events and forums across the area in terms of COVID-19 and other health protection risks.
- Jointly with colleagues from NNC Public Health, the production of a countywide Sexual Health Needs Assessment and a Children and Young People Health Needs Assessment is in development, which will help direct the future commissioning and provision of services within these areas.
- A Liver Health programme has also been in development with partners and a pilot has taken place offering additional screening to help prevent disease in those at risk. We are looking to roll this out and provide this service to other groups across the wider West Northants area.
- There is work underway to review current processes for the delivery of NHS health checks, in collaboration with the ICB, PCNs and the wider system.
- Support is continuing to be provided to Asylum seeker hotels in the area, supporting delivery of services including vaccination and screening. IPC training has been delivered to housekeeping staff at all of the hotels, and risk assessments have been reviewed to ensure they are current.

There continues to be small numbers of cases of Covid-19 and scabies in some of the hotels which is being managed through enhanced IPC measures, including isolation and the prescribing of medication. There are no areas of concern within schools at this time but advice and support is being given for isolated cases of chicken pox, meningitis, Strep A and D&V.

- The Covid-19 Impact Assessment project is underway, with seven different surveys being circulated across Northamptonshire, requesting input from different groups. Responses received are currently being analysed, the final report is being drafted and should be completed during Q1.
- The mobile vaccination programme is continuing with 81 clinics delivered in West Northamptonshire between December 2022 and February 2023. 586 vaccinations being administered (398 adult Covid, 80 child Covid and 118 Flu). The Covid booster programme concluded mid-February, but the programme is continuing to provide 1<sup>st</sup> and 2<sup>nd</sup> doses to eligible cohorts. The programme has supported delivery of Covid and Flu vaccination to high-risk groups including staff working in SEN schools and units, NHFT staff working in the healthcare system, homeless and rough sleepers and residents at asylum hotels and other settings.
- A huge amount of work has been carried out to manually review and catalogue more than 500 pallets of PPE stock from external warehouses. 47 pallets now remain and have been rehoused within OAS so that all storage costs and van hire costs have been removed. Unrequired stock has been distributed to various settings including schools, nurseries, detention centres, colleges, local trades, charities and support groups, as well as care homes, hospitals and clinics. In addition, we were also able to support the disaster response efforts in Turkey with some much-needed PPE and body bags.

## Wider Determinants

### Anti-Poverty Strategy

Following the publishing of the WNC Anti-Poverty Strategy (APS) in April 2022, the Public Health Team and the Housing and Communities Team have been working with the APS Oversight Board and other partners to turn the Strategy into a series of measurable 'must do' actions and begin implementation.

Achievements so far include:

- **Mobilising the Social Welfare Alliance (SWA)** – anticipation is for the SWA to go live in summer 2023.
- **Addressing the shortfall in immigration support and advice** to ensure all eligible residents achieve settled/improved immigration status – A plan is in place for delivery to begin in September/October 2023. Implementation will profile WNC as a leading and pioneering Council in this space – truly responsive and agile to all resident's needs.
- **Delivering Warm Welcoming Spaces** – we are nearing the completion of the first year of a 3-year programme – During January 2023, the partners supported 13995 attendees through the Warm Welcoming Spaces Grant. These figures were provided by 18 of the 21 organisations who have received grants and the average grant is £1500. Each Warm Space session therefore costs the council around £2, illustrating fantastic value for money. Higher levels of ethnic minorities attend the spaces versus the population average – suggesting our partners are successfully reaching into a wide range of our communities. Of the 3738 attendees, 708 clients have been referred on to other agencies for support. This evidences that Warm Welcoming Spaces may be

'gateways' to wider services. We are actively exploring next steps with partners which will culminate in an event of celebration and planning for winter 23/24 on 4 April. Where possible, health conditions have been captured. The health of 3738 attendees has been recorded. The results suggests that mental health is the predominant health condition is mental health: 3200 people or 86%. This will influence how we shape the programme to meet these needs as we move forward into winter 23/24. There are 97 Warm Welcoming spaces in total.

- **Household Support Fund** – we have worked innovatively with the Northamptonshire Community Foundation (NCF) and up to 22 VCS delivery partners to operate a voucher scheme reaching residents in real financial need. £1,133,400 has been distributed to 10,514 residents in two tranches (HSF1 and HSF2,) and an additional £240,000 has been distributed to our foodbanks via FAWWN. In addition, the NCF has picked up on the HSF3 underspend and will distribute a further £541,480.00 between voucher delivery partners and FAWWN for the period of March 2023.
- **Money and debt advice** – we have provided funding of £180,000 to 3 accredited VCS advice partners for 12 months (of 4.4 FTEs) emergency Money and Debt Advisors in response to the cost of living crisis demands on the sector. This support is mobilising in March 2023.
- **Social mobility employment and skills** - an initial Learning and Skills Consortium Partner Workshop was held on 28/11 - to identify and confirm key areas of skills development required.

### **Combating Drugs Partnership**

In July 2022, the Joint Combatting Drugs Unit published guidance for local drug strategy partnerships, including the national outcomes framework. In response, Northamptonshire set up its own Northamptonshire's Combating Drugs Partnership (CDP) to develop an all-age strategic approach to facilitate reductions in the level of harm caused by drug and alcohol use across the county. The CDP is a multi-agency partnership represented by organisations such as Office Police Crime Commission, Police, ICB, Adult Social Care, Children's Services, Probation Services, Housing, Drug and Alcohol Services, Education, Job Centre, and the Fire Service. In December 2022, a workshop was facilitated with partners to review the local data and intelligence around substance misuse in Northamptonshire, including the new Drug and Alcohol needs Assessment. The information collated, was used to create a strategic action plan aligning to the 3 ambitions within the Drug Strategy. This action plan will be monitored by the CDP on a quarterly basis. Sub-groups will be formed to enable the work to be undertaken and will report directly into the CDP.

Councillor Matt Golby

**Cabinet Member for Adult Social Care & Public Health**