

**ADULTS, WELLBEING & HEALTH SCRUTINY &
IMPROVEMENT COMMITTEE
MONDAY 12 DECEMBER 2022 AT 10:00
CIVIC CENTRE, RIDLEY STREET, REDCAR, YORKSHIRE, TS10 1TD**



CONTACT

Elizabeth Dale
(01642) 444492
1 December 2022

CIRCULATION

Councillors Holyoake (Chair), Pallister (Vice Chair), Cawley, Davies, Dowson, Gray, King, Sandra Smith, Thomson, Turner, Watts, Wells and Wilson.

Councillors Kay, Lanigan, Ovens and Westbury (Cabinet Members - For Information)

All Members of the Council (For Information)

Corporate Director for Adults & Communities

Director of Public Health

The Press [except for Confidential item(s)]

A G E N D A

| | <u>Pages</u> |
|--|--------------|
| 1. Apologies for Absence. | |
| 2. To confirm the Minutes of the meeting held on 31 October 2022 and note the attendance matrix | 2-10 |
| 3. Declarations of Interest. | |
| 4. Relevant Cabinet Reports. | |
| Would Members please bring their copy of the Cabinet Workbook with them to the meeting (these papers will follow) | |
| 5. Adult Social Care Reforms - Presentation | |
| 6. Saltburn Water Quality - Presentation | |
| 7. Public Health Update - Presentation | |
| 8. Deceased Crustations Verbal Update | |
| 9. Quarter 2 Performance Report | 11-65 |
| 10. Action Update | 66 |
| 11. Any items the Chair certifies as urgent. | |

31 October 2022

ADULTS, WELLBEING & HEALTH SCRUTINY AND IMPROVEMENT COMMITTEE

A meeting of the Adults, Wellbeing & Health Scrutiny and Improvement Committee was held on 31 October 2022 at the Civic Centre

PRESENT Councillor Holyoake (Chair), Pallister (Vice-Chair), Cawley, Dowson, King, Thomson, Watts, Wells and Wilson.

OFFICIALS F Anderson, A Pearson, R Puggmurr, P Rice, V Wilson

IN ATTENDANCE Councillors Kay and Ovens, K Hawkins and C Blair (NENC ICB), Dr M Fishpool and L Cook (You've Got This), J Calvert and E Grunert.

26. **APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillor Gray.

27. **MINUTES**

AGREED that the minutes of the meeting held on 20 September 2022 be confirmed and signed by the Chair as a correct record once an amendment had been actioned.

28. **DECLARATIONS OF INTEREST**

Cllr Wells declared an interest in discussions relating to GP surgeries. Cllr Holyoake declared an interest in any discussions relating to health visiting in the borough.

29. **RELEVANT CABINET REPORTS**

There were no relevant Cabinet reports to be considered.

30. **PRIMARY CARE NETWORKS**

Karen Hawkins, Director, NENC ICB attended the meeting and shared a presentation on Primary Care Networks (PCN's) locally. There are three PCN's within Redcar & Cleveland; Redcar Coastal, East Cleveland and Eston. The Director outlined four contractual requirements of PCN's and advised of an additional two requirements implemented 1st April 2022, Enhanced access and personalised care.

Additional roles have been recruited to, in order to support primary care and ensure a multi-disciplinary approach for residents.

As part of the ensuing discussions, the following comments were made:-

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- A Member advised that the address for Brotton surgery is incorrect.
- A Member asked for information on the governance relationship, given that contracts are issued from NHS England yet the governance of these is delegated to PCN's. The Member asked where queries relating to surgery's can be directed, and whether members and residents can access information around decision making?
- The Director advised that the changes to PCN's are nationally mandated and in terms of negotiations, GP's have core contracts, most of which are General Medical contracts. Regulation for these sit under the Care Quality Commission (CQC) in terms of deliverables and safety of practices. Enhanced services are prescribed under a specification of what is expected to be delivered through the PCN, in addition to how practices need to work together. Each individual practice is responsible for its own performance.
- In terms of transparency around inspections, reports drafted following a CQC inspection will be shared through the Committee along with any findings, as will published reports. The ICB are not informed in advance of when inspections will take place, but work closely with individual practices to support them through the process.
- A Member asked how the changes will be staffed, given the national recruitment challenge. They also suggested a barrier in terms of communication between practices, PCN's and pharmacies.
- The Director confirmed that the practices are in fact the PCN's and therefore communication should not be an issue. That the introduction of enhanced access in primary care is an extension of what was previously available. Patient information is automatically entered into the GP system regardless of whether a patient attends a different practice to access the enhanced support. They advised that only a patient's registered GP surgery can book someone in to those appointments, which are governed by practice and are pre-bookable.
- A Member stated that she knew of a resident potentially in crisis and was unable to make a local GP appointment and acknowledged the national staffing crisis for GP's and nursing staff.
- A Member shared the frustration of residents feeling that they are triaged by receptionists when attempting to make a GP appointment and asked how they are qualified to make decisions on whether a patient needs to be seen by a doctor. There was also the issue of waiting times for urgent care treatment when a doctor is unavailable.
- The Director confirmed that in terms of the approach taken in GP practices, practice staff have undertaken training in care navigation and that staffing in practices has changed to offer more flexibility than seeing a GP.

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- The Chair acknowledged the overall concern from the Committee around staffing pressures within the health service.
- The Executive Director for Adults & Communities felt that the creation of the PCN's was one of the best and most useful NHS reconfigurations of recent times.
- The Lead Member for Adults asked how clinical pharmacists link with pharmacists currently based in practices.
- The Director confirmed that significant work is undertaken to ensure that additional workforce does not destabilise current structures. Work was undertaken with the local pharmacy network to ensure no negative impact on community and hospital pharmacists. PCN's produce whole system plans and will continue to work together to drive forward positive change. :-**NOTED**.

31. **INTEGRATED URGENT CARE UPDATE**

Craig Blair Director - NENC ICB gave an update on integrated urgent care proposals, both the current support available, and options considered within the engagement events. Over the summer the service gathered thoughts and views around joining up services more effectively to improve outcomes. Points to note were:

- Currently over 40,000 people attend James Cook University Hospital (JCUH) each year, not all of these people require accident & emergency services.
- Work was undertaken to look at how existing resources can be used more effectively, given that no additional funding is available for the proposed changes to services.
- Currently Redcar Urgent Care closes at 9.30pm, resulting in increased pressure on JCUH after this time.
- 700 pieces of feedback were received throughout the engagement process, 45% from residents of Redcar & Cleveland.
- 85% of respondents would be supportive of proposals to bring together urgent care on the JCUH site and to increase Redcar facilities to 24 hours a day, seven days a week.
- Calls to 111 were to be promoted to reduce pressure on services and to ensure residents get to the right people at the right place the first time.

As part of the ensuing discussions, the following comments were made:-

- A Member stated that, whilst the suggestion of extended services at Redcar was positive, that Guisborough remained isolated with limited facilities and transport.
- The Director acknowledged there had been issues with 111, and that work was undertaken to ensure better management and oversight of 111, and to recruit more clinicians into 111 where appropriate. He accepted the chronic staffing pressures nationally and advised that the ICB worked closely with the Local Authority to

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promote health careers. There was focus on how to make work in the health and care sector more attractive without taking people away from the care sector to supplement health and vice versa. All proposals were based on current staffing and gave confidence of the ability to provide the service.

- A Member stated that, although Redcar urgent care is open until 9.30pm sometimes patients are turned away as early as 5.00pm due to waiting times. Residents can also be waiting for a number of hours before being signposted to STAR. The Member stated professionals were aware of waiting times and asked how these times can be reduced.
- The Director advised that, if proposals move forward then all services would work together, and a single assessment undertaken at the earliest opportunity to reduce any duplication. In terms of 111 response times, there is an awareness of the issues and challenge in the service. Work was being undertaken on algorithms to improve the service.
- The Director confirmed that a communications plan was being considered alongside the engagement plan and one focus of this will be to re-educate people on the changes being made.
- The Cabinet Member for Adults noted the positive link between health and social care, and the need to work together.
- The Cabinet Member for Adults also shared a worry around young people struggling to secure placements when training to become a doctor.
- The Director agreed to pick up placement issues with the Acute Trust. **:-NOTED.**

32. **MAKING EVERY CONTACT COUNT (MECC)**

A presentation was given on the initiative, the intention being to embed the initiative into all council staff to ensure we are really listening and can signpost people to help at the earliest opportunity. Points to note were:

- Redcar & Cleveland are part of a regional network of Local Authorities working alongside the Trust to share expertise and develop the regional website as a one stop shop to signposting residents to support and information.
- The website was navigated with accessibility options highlighted. The aim is to ensure the information is as inclusive and accessible to all.
- Work was being undertaken with library staff to ensure frontline support, and the Health Improvement Team will take information into communities and work with partners to promote the website as much as possible.

As part of the ensuing discussions, the following comments were made:-

- The Chair gave credit for the hard work undertaken to pull together

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exactly what people want to know and to ensure people can be signposted directly to support and information.

- An invitation for the Health Improvement Team to attend NAP meetings in both Saltburn and Dormanstown to meet with residents and to promote MECC was extended.
- A Member suggested it may be helpful to residents to have a computer in libraries dedicated and open to the website to support residents.
- A member acknowledged the accessibility options on the site, however questioned how the information could be made available to families without access to technology?
- The Executive Director for Adults & Communities confirmed that the team are looking to engage school staff where there is also the facility to print information. Workers who have contact with vulnerable groups are also being trained.
- A Member congratulated the team on the work undertaken to produce the site and suggested a flyer with a contact number could be included with home deliveries, such as prescriptions, for people who may be housebound.
- A Member asked how the website is managed and how any gaps in services advertised are identified?
- The Executive Director for Adults & Communities confirmed there is dedicated support within the team to continuously monitor and update information. The website also has a function for monitoring information on usage. :-**NOTED**.

33. **SYSTEMS APPROACHES TO TACKLING OBESITY AND PHYSICAL INACTIVITY**

The Programme Director (You've Got This) and Health Improvement Manager (Public Health South Tees) gave an update on the initiative Points to notes include:

- The work focused on a holistic approach to tackling obesity, a collaborative and whole system approach is needed.
- Looking forward You've Got This are commissioning a piece of insight work seeking to support and strengthen community physical activity provision.
- There are two and a half years of the programme remaining however, through working with Sport England, it is hoped the work can be extended and the positive work undertaken to date can continue to embed policy change.

As part of the ensuing discussions, the following comments were made:-

- A Member stressed the need for social prescribing mixed with support groups, for whatever activity a person shows an interest in.
- The Programme Director advised that work was undertaken to map existing support and community organisations to look at a way to

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engage people because of an interest or friendship, rather than the focus being on weight loss.

- A Member felt that engagement with schools needed to be progressed, to encourage walking as the preferred mode of travel wherever possible.
- The Programme Director advised that changes to traveling to school and also ensuring children arrive at school in their PE kits, when it is timetabled, is a policy decision by the school.
- A Member suggested residents already struggling financially, may be discouraged from undertaking physical activity if there is a cost and queried whether information on free activities such as walk and talk is made available.
- A Member asked whether foodbanks could incorporate healthy cooking support and activities?
- The Programme Director confirmed that Officers do offer cooking in community groups, and also work with food banks, looking at cooking on a budget and healthy choices. Sessions are being revisited through a cost of living lens.
- A Member advised that costs to VCS groups to teach cooking has increased in line with national increases and a subsidy due to the increase in running costs would be required for sessions to continue. :-**NOTED**

34. **CRUSTACEANS MASS MORTALITY BRIEFING**

The Executive Director for Adults & Communities shared a briefing note along with recommendations for the Committee to consider.

As part of the ensuing discussions, the following comments were made:-

- The Executive Director for Adults & Communities stated that, the Council motion may have been open to interpretation, therefore the briefing note suggested three options of how we, as a Local Authority, can work together with our regional neighbours.
- The Executive Director for Adults & Communities confirmed that a response had now been received from Defra confirming ongoing monitoring regarding pyridine levels and that no financial support would be made to the fishing industry. He also advised that a select committee had taken last week on the issue.
- A Service Manager had observed the select committee and gave an overview of the proceedings to Members. The four hour session was split into three parts including the fishing community and academics. No decision was reached on the day by the committee, all aspects would be considered at length before recommendations are shared. It was recognised that testing and joint conversations with the academics needed to continue. Along with algal bloom and pyridine, dredging and maintenance was also discussed, in particular capital dredging, to allow ships with deeper rafts to travel the Tees.

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- A Member was keen to ensure we continued to advocate what the ethos of the Council motion directed, in particular concern around the welfare of local fishing persons. They suggested the need to keep this issue on the agenda and look to how we deliver against it.
- Overall members were supportive of option three of the briefing note (an informal joint working group approach) with the request that the issue remains an action for this Scrutiny Committee so that Members continue to be informed on progress and actions.
- A Member requested data on income lost for local fisherman.
- A Member suggested there was a financial pressure to the Combined Authority to commence dredging within timescales.
- The Cabinet Member for Health & Wellbeing gave thanks to Councillor Thomson for coordinating a meeting with fishermen to gain insight into the impact on them.
- The Executive Director for Adults & Communities agreed to make contact with the Tees Valley authorities and suggest informal scrutiny arrangements to progress with the recommendation.
RESOLVED that the Executive Director for Adults & Communities make contact with the Tees Valley authorities to suggest informal working groups arrangements to progress with the Council motion.

35. **TEES VALLEY JOINT HEALTH SCRUTINY UPDATE**

The Committee noted the update from the meeting held on 23rd September 2022. :- **NOTED**

36. **ACTION UPDATE**

The Governance Manager presented an update on the progress made against outstanding actions from previous meetings of the Adults, Wellbeing & Health & Communities Scrutiny and Improvement Committee. :- **NOTED**

Adult & Communities Scrutiny Committee

ATTENDANCE RECORD - 2022/23

| Surname | First name | 14.06.22 | 26.07.22 | 20.09.22 | 31.10.22 | dd.mm.yy | dd.mm.yy | dd.mm.yy | dd.mm.yy | dd.mm.yy | dd.mm.yy | Total Meetings Attended / total possible |
|--------------------|------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--|
| Holyoake | Shelagh | ✓ | RA | ✓ | ✓ | | | | | | | |
| Pallister | Lynn | ✓ | ✓ | RA | ✓ | | | | | | | |
| Cawley | Ceri | ✓ | ✓ | RA | ✓ | | | | | | | |
| Dowson | Deborah | ✓ | ✓ | Apois | ✓ | | | | | | | |
| King | Karen | Apois 2 | Apois | Apois | ✓ | | | | | | | |
| Wilson | Margaret | Apois 1 | ✓ | ✓ | ✓ | | | | | | | |
| Thomson | Philp | ✓ | ✓ | ✓ | ✓ | | | | | | | |
| Gray | Tim | X | Apois | ✓ | Apois | | | | | | | |
| Wells | Billy | Apois 2 | ✓ | ✓ | ✓ | | | | | | | |
| Lockwood | Mike | X | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | |
| Brook | Adam | X | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | |
| Watts | Anne | ✓ | ✓ | ✓ | ✓ | | | | | | | |
| Turner | Andrea | ✓ | ✓ | X | | | | | | | | |
| Smith | Sandra | n/a | Apois | ✓ | | | | | | | | |
| Davies | Wayne | n/a | Apois | X | | | | | | | | |
| Substitutes | | | | | | | | | | | | |
| Brook | Adam | | | ✓ | | | | | | | | |
| Richardson | Carrie | | | ✓ | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |



People at the Heart of Adult Care

Adult Care: Measuring What Matters Quarter 2 Performance Report 2022/23

Presentation to Adults, Wellbeing & Health Scrutiny and
Improvement Committee



Our commitment to adults and unpaid carers

We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.

We will:

***Listen** to you, so you shape your own support*

***Provide** you with information and advice when you need it*

***Enable** you to regain your wellbeing and independence*

***Ensure** you have quality care that is value for money*

Adult Care Director's Introduction

Staffing capacity combined with increasing demand in our services is continuing to have a significant impact on the timeliness of service we are able to provide to adults & carers. Actions are in place with prioritisation and risk management, sharing allocation of work across teams.

We have seen resource improvements with a number of key appointments in the quarter, prior to the Council recruitment freeze. Our recruitment work across frontline services in Adult Care continues.

In Quarter 2 we have started our preparation for winter pressures and looked at how we can help support adults and unpaid carers through the Council's Cost of Living Plan.

Corporate Plan Update

Priority 2: Meeting Residents Needs

Build a new supported living care community at Kirkleatham for older people and people with disabilities.

The development is under construction, completion timescales are still to be determined. The project group is continuing to resolve some resource queries including the need for joists so hoists can be fitted and increased door width to allow greater accessibility.

Build a new supported living care community at Hummersea in Loftus for people with disabilities and older people.

Residents have moved into 16 properties at The View, with a further 3 properties allocated. Nominations for released properties continue to progress through the Supported Housing Panel and there is currently a waiting list for the outstanding 3 bedroom bungalows.

We experienced some delays due to the connection of utilities but the properties are being occupied as they become available.

We are aiming for the remaining properties to be released in Q3 and we are promoting the scheme to allocate nominations for the future releases.

Keeping people supported and safe

| MD DASHBOARD ENTRY | | | |
|--|--------------------|----------------|------------------|
| Measure | Q2 YTD Performance | 2022/23 Target | Annual Benchmark |
| Number of carers receiving respite or carer specific services/support during the period (LTS003) (YTD) | 508 | 700 | None |
| Number of Safeguarding S42 Enquiries (YTD) | 330 | 651 | 564 |

Keeping people supported and safe

Contact, Referral & Assessment all teams

- Contacts have increased 5% since Q1 and 10% since the same quarter last year.
- Social Work Assessments decreased 1.8% since Q1 and decreased 7.8% since the same quarter last year.
- We have experienced significant capacity issues during this quarter. In response we have paused non urgent annual reviews and prioritised urgent need across the service.
- We continue to respond to urgent need to support adults and unpaid carers.

| Data Source: Casebook extract | Q1 22/23 | Q2 22/23 |
|----------------------------------|----------|----------|
| Contacts | 2999 | 3142 ↑ |
| Referrals | 1205 | 1331 ↑ |
| Carers Assessment | 134 | 134 - |
| SW Assessment | 1036 | 1017 ↓ |
| OT Assessment | 276 | 306 ↑ |
| MHA Assessment | 62 | 89 ↑ |

Safeguarding & Deprivation of Liberty Safeguards

- Overall activity has seen a small decrease on the quarter (1%), but a 10% increase compared to the same quarter last year.
- The Safeguarding team is experiencing significant pressure due to volume of demand and capacity due to vacancies that we have not been able to recruit to.
- Safeguarding work has been allocated across social work teams to ensure we continue to fulfil our statutory duty, which impacts on other's workloads.
- Resources will be reviewed to ensure stability and resilience of the workforce.

| Data Source: Casebook extract | Q1 22/23 | Q2 22/23 |
|----------------------------------|----------|----------|
| Number of Safeguarding Concerns | 496 | 480 ↓ |
| Number of S42 Enquiries | 167 | 163 ↓ |
| Safeguarding Conversation Rate % | 34.7 | 33.4 ↓ |
| Number of DoLS Applications | 442 | 470 ↑ |
| Number of DoLS Authorised | 442 | 403 ↓ |
| DoLS Conversion Rate % | 100 | 85.74 ↓ |

Occupational Therapy

- Recruitment to the team has helped reduce the average amount of time adults spend on the waiting list from 154 days at end Q1 to 65 days at end Q2.
- We are still experiencing high levels of demand for OT support with the number of adults on the waiting list increasing from 378 at end Q1 to 496 at end Q2. We are continuing our steps to ensure urgent need is prioritised.

Keeping people supported and safe

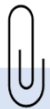
Supporting Adults with Mental Health Needs

| Adult and Older Persons Mental Health Team Activity | 2022/23 Q1 | 2022/23 Q2 | |
|---|---------------|---------------|---|
| Referrals | 60 | 55 | ↓ |
| Needs Assessment | 117 | 125 | ↑ |
| MHA Assessment | 62 | 89 | ↑ |



Mental Health Assessments

- Mental Health Assessments have increased significantly on the previous quarter with 27 additional MHA completed in Q2 (44% increase from Q1).
- A potential reason for this increase is the capacity of the EDT service to complete MHA. With staffing pressures with consultants in TEWV we are seeing a trend of MHA requests received by EDT coming to our teams to action the next day.
- We anticipate that we will continue to see increased pressure on our mental health services as a result of current social challenges. The impact of the pandemic alongside the national cost of living crisis is expected to continue and will effect the numbers of presenting adults.



Working in partnership

- A Virtual Hub is being developed in partnership with TEWV.
- It is an opportunity for representative from health and social care to come together virtually to discuss referrals, complex cases and link in support. Liaising with drug & alcohol and impact recovery services.
- This joint working enables us to better meet the needs of the adult.
- The aim is to develop the Hub and expand in the future.

Keeping people supported and safe

Supporting Adults with a Learning Disability

- At the end of September 2022 Adult Care were supporting 469 Adults aged 18-64 years with Learning Disabilities.
- 83.6% of these Adults were living in settled accommodation
- 4.3% were in Paid employment (20 people)
- 63 Adults were supported by our Employment Development Officer during Quarter 2. At the end of the quarter 6 Adults were being supported to find paid employment and 24 Adults were active to volunteering.

| Learning Disability Team Activity | 2022/23 | 2022/23 |
|-----------------------------------|---------|---------|
| | Q1 | Q2 |
| Contacts | 38 | 64 ↑ |
| Referrals | 19 | 29 ↑ |
| Needs Assessment | 128 | 122 ↓ |



Transitions

- To improve the experience of individuals with a Learning Disability transitioning from Children’s Services to Adult Care a transition practice pathway has been developed.
- The transition pathway provides a single point of evidence with monthly operational meetings in place to track progress.
- The pathway involves input from practitioners from Children’s Services, Adult Care and Commissioning ensuring that any gaps in provision can be highlighted before the individual transitions.
- This process will provide a smoother transition period and a better experience for our individuals as they turn 18.
- Work is underway to develop a similar pathway for 18-25 year olds.

Keeping people supported and safe

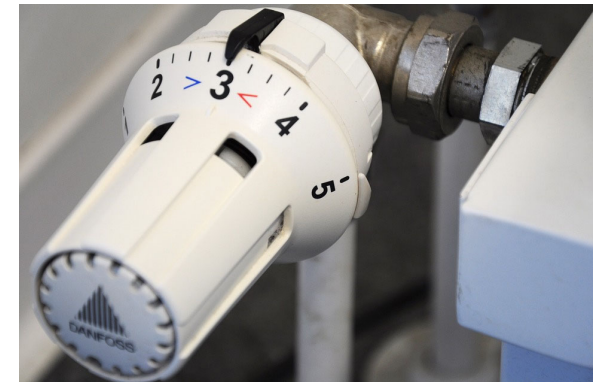
Spotlight on Cost of Living Plan



Rising costs are affecting us all and the adults and carers we support are likely to amongst those most vulnerable. The Council have put together a **30 Point Plan** which outlines how we are going to help and support residents.

Initiatives for Adult Care include:

- HAT Team to carry out 'warm and well' assessments to improve heat retention and where needed installing draft excluders and radiator silver backing to reflect heat.
- The Meadowgate Centre to commence Fish Friday to offer a hot meal and social event for previous user of the service who live alone with no family support.
- The Dunes Bistro are exploring the use of the 'Too Good to Go' app with the potential to offer hot meals at a reduced rate.
- The RIT team to also carry out 'warm and well' assessments and aim to have a supply of thermals, hats gloves and blankets to distribute to the most vulnerable residents.
- Support unpaid carers via Carers Together to provide guidance and items to help those they care for stay warm and well.





Keeping people supported and safe

Practice Quality

Case File Audits in Q2

- Observations and themes from the audits include:
 - Evidence that the Adult was encouraged and supported to share their views, wishes and desired outcomes.
 - Evidence of the Adult being offered a range of suitable options to meet their identified needs, therefore offering choice and control.
 - Evidence that support plans are agreed in consultation with the Adult, their Carer and other relevant people involved in their care.
- We are reviewing our audit process to better reflect strengths based practice, and ensure that we are listening to and better capturing the views and wishes of the Adult.

Voice of the Workforce

- A new group has been established to give Social Workers the opportunity voice their thoughts and suggestions.
- It is the aim to capture their thoughts for the future and how we can continue to champion Social Work and promote the profession.
- It is part of our long-term investment to recognise and value our workforce, shape our future workforce and support them to be able to meet the changing demands of Social Care.

Appraisal Audit

Highlighted that improvements could be made for our appraisals to ensure that appraiser and appraisee benefitted fully from the exercise.



Areas for improvement

- Created 2 new workshops for the appraiser and appraisee, to help both parties develop skills to ensure the process provides meaningful conversations.
- Developing appendices to the appraisal to reflect the professional standards of Social Work England and HSPC to ensure our practice reflects the professional standards of the regulatory bodies.

Promoting Independence

| MD DASHBOARD ENTRY | | | |
|---|--------------------|----------------|--|
| Measure | Q2 YTD Performance | 2022/23 Target | Annual Benchmark |
| Number of Adults supported to remain in their own home by adapting properties (YTD) | 997 | 2790 | None |
| Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement (ASCOF 2B1) (YTD) | 79.8% | 89% | NE 83.5% England 82.0% (2019/20) |

Housing Adaptations

- A total of 997 housing adaptations have been completed in Q2,
- 48 Disabled Facilities Grants were completed in Q2.
- 90 handyperson jobs completed & 949 minor adaptations completed

Reablement Case Study – Mavis

- Mavis was assessed for RIT following a fractured hip and surgery. She was discharged home with 4 calls a day and RIT therapies to progress back to using 1 walking stick.
- During her assessment she discussed she had been struggling with meals prior to her fall; finding it difficult to follow instructions on packages & set the oven or microwave correctly.
- Recovery assistants worked with Mavis to rebuild her confidence with personal care tasks giving advice and suggestions and small pieces of equipment. Also helped in the kitchen assisting to re-arrange items for easy access. Suggesting bumper stickers to be put on the microwave enabling Mavis to identify timers.
- Mavis is now managing independently with personal care tasks & no longer struggles to use the microwave for hot meals. An exercise plan is in place, visiting once daily at Mavis’ preferred time.
- Mavis and her family originally planned to put ongoing support in place for welfare checks twice a day but no longer feel this is necessary. Mavis has feedback that RIT have worked at her pace to gradually reduce support when she has felt ready which has had a positive impact on her confidence.

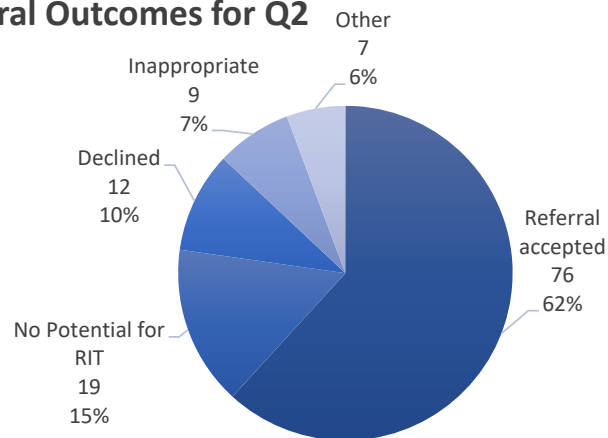


Promoting Independence

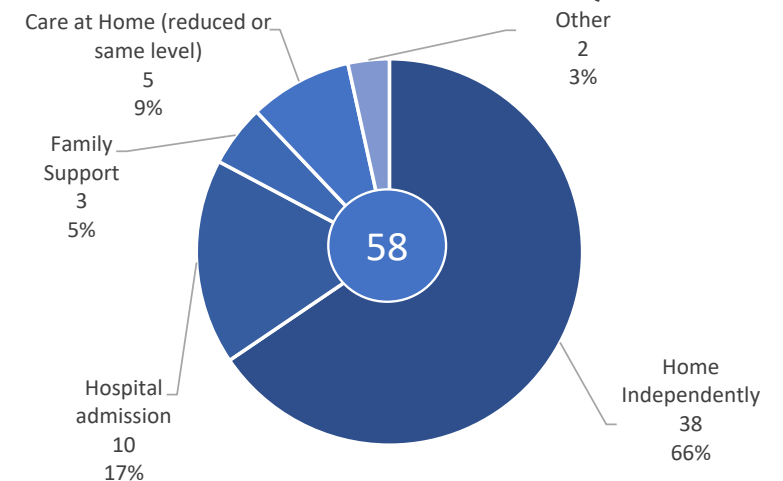
Reablement at Home

- 123 referrals were received in Q2 for RIT; compared to 103 in Q1
- 76 adults were accepted on to the service in Q2; compared to 74 in the previous quarter
- 47 referrals were not continued in Q2. Reasons include the adult did not have potential to achieve the outcomes of reablement, the adult declined at point of assessment and other services being more appropriate for the adult e.g. Community Therapy. Other includes referrals made to Rapid and adult not medically fit for discharge.
- Despite staffing issues no referrals were declined due to capacity of the team in Q2. Adults are experiencing some delays in starting the service or starting with a reduced number of calls. The team has checks in place to ensure the adult is supported whilst waiting for the RIT service to commence.
- The time between referral and start of service was 5.7 days on average
- On average adults received the service for 28 days.

Referral Outcomes for Q2



Reablement Outcomes for Q2

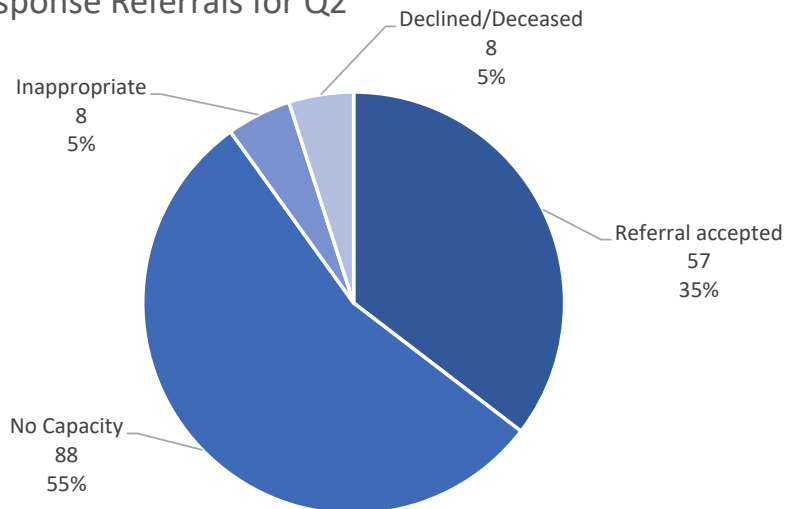


Promoting Independence

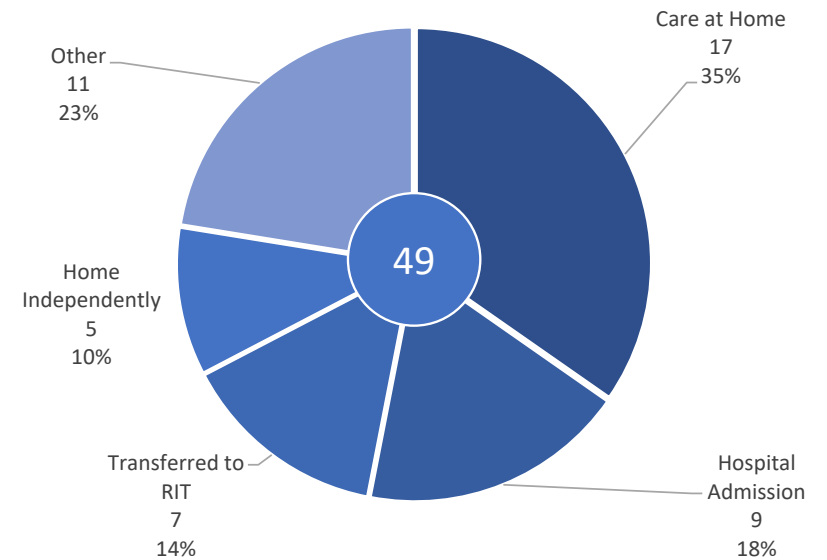
Rapid Response

- 161 referrals were received in Q2 for Rapid; compared to 139 referrals in Q1.
- 57 adults were accepted onto the service in Q2; compared to 49 in the previous quarter.
- In Q2 the service started the same day that the referral was accepted.
- 88 referrals were not continued due to capacity of service. Staff availability is an ongoing challenge and we continue our efforts to recruit to this service.
- 49 adults have been discharged from Rapid Response during Q2; compared to 45 the previous quarter.
- On average adults received the service for 14 days.

Rapid Response Referrals for Q2



Rapid Response Outcomes for Q2



Promoting Independence

Meadowgate Intermediate Care Centre Referrals

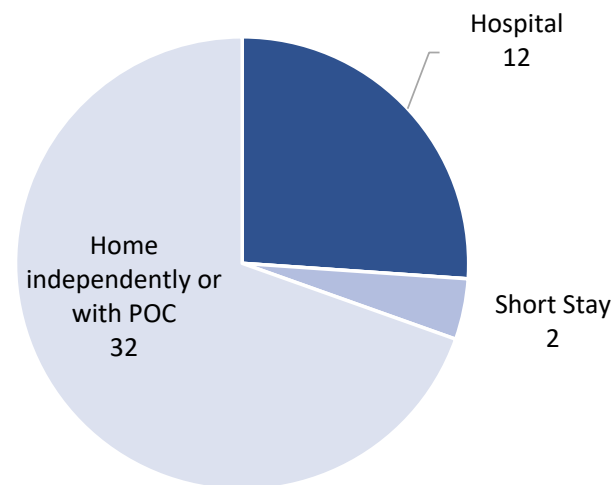
- In Q2 98 adults were referred to Meadowgate
- 73 were accepted onto the service.
- 25 referrals were inappropriate for reasons including; the service could not meet the adults care needs and the adult was not medically fit



Meadowgate Intermediate Care Centre Discharges

- 46 adults were discharged in Q2
- We are continuing to see a proportion of adults who return to hospital. We are working with the Hospital Discharge Team and taking steps to ensure that the process is correct for the adult

Q2 Discharge Outcomes



Promoting Independence



Meadowgate Case Study - Ron

- Discharged to Meadowgate, following a below the knee amputation, for further rehabilitation to allow him to return to his wife at home who also has care needs.
- The Meadowgate team worked on transfers with a banana board and wheelchair, building up Ron's tolerance using the wheelchair and to increase his independence.
- Also worked on strengthening and range of movement exercises to allow him to be fitted with a prosthesis to further his rehabilitation.
- The plan initially was for Ron to go home with a package of care to support him. But as a result of his time in Meadowgate and involvement from the therapy team, Physiotherapists, Occupational Therapists and Therapy Assistants, Ron was able to go home with family support only.



Right Support at the Right Time

Commissioned Care and Support

- We continue to have significant challenges with recruitment and retention.
- Care at Home in the East Cleveland area is particularly challenging, affecting hospital discharge pathways.
- We have been continuing to investigate way to improve this situation. We have met with the Transitions of Care Coordinator in James Cook Hospital and the Home First team & RIT are working hand-in-hand, educating wards and social workers regarding formal care identified to enable independence and be proportionate.

Care Quality in Q2

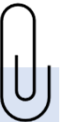
- 118 quality assessment contacts to assess care quality and implement actions plans.
- 2 care homes were subject to RASC proceedings in Q1. In Q2:
 - ❖ 1 care home made improvements and is no longer subject to RASC.
 - ❖ The other care home unfortunately closed due to ongoing governance and financial difficulties. All residents were supported to find a new care home to meet their needs for the future.



Fair Cost of Care

- Our response, including our draft market sustainability plan has been submitted to the Department of Health and Social Care (DHSC).
- If required the DHSC will hold formal follow-up sessions to give us the opportunity to clarify any information.
- A final market sustainability plan is required to be submitted in February 2023.

| MD DASHBOARD ENTRY | | | |
|---|--------------------|----------------|------------------|
| Measure | Q2 YTD Performance | 2022/23 Target | Annual Benchmark |
| Number of Beds Funded by RCBC, including Respite, Short stay and Permanent (end of month value) | 699 | 695 | None |



Right Support at the Right Time

Commissioned Care and Support



Community Opportunity Framework

- The framework will bring together a wide range of care and support options for adults with an assessed need and address some of the needs of adults who currently have no suitable services available.
- Current day service providers are being supported to apply to join the framework and it is hoped new providers may be brought into the area and new models of service developed.
- The desired outcome is a more diverse range of care and support options and available throughout the week.
- Opportunity for more specific services to be developed to support people, around health, education, training, employment, and inclusion that will meet the needs of more of the adults we support.
- Market Engagement events have taken place in Q2 for providers and the framework is envisaged to start January 2023

Ageing Well Partnership

- The partnership will bring together adults aged 65+, their representatives, public, voluntary and community sector (VCS) organisations.
- With an independent chair, the members will collaborate to ensure their voices are heard and their views are included in our decision making and strategies.
- The terms of reference for this group have been established in this quarter and the first meeting is planned for early January.

Rota Visits Recommended

- Members visits to residential and nursing care homes (rota visits) have started again following Covid restrictions.
- Aims of the visits are to provide Members with an understanding of residential settings and enable them to contribute to our Care Quality Assurance programme
- The care homes are looking forward to welcoming the Members back.

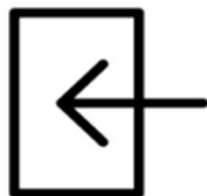
Right Support at the Right Time



9.2%
Vacancy Rate



28.4%
Turnover Rate



6.6
Average sickness days taken

Experience in Sector

● Less than 3 Years ● 3 - 9 Years ● 10 Years or more



Average Sickness Days Taken

Redcar & Cleveland



6.6

Local Care Workforce profile

- Skills for Care ASC Workforce Data Set workforce estimates 2021/22
- NHS & direct payments not included
- 3,200 employed in care workforce overall
- Vacancy rate is 9.2% of 3,600 jobs
- Staff turnover rate is 28.4%
- 1,400 Homecare jobs locally
- 11.4% vacancy rate in Homecare
- 5.4 years average experience in Homecare
- 3.5 years average in Homecare role
- Turnover rate is 21.2%
- 78% homecare workers on zero-hour contracts
- Further detail: <https://www.skillsforcare.org.uk/adult-social-care-workforce-data/adult-social-care-workforce-data.aspx>

| Area | Avg. year exp in sector | Avg. year exp in role | Vacancy rate | Turnover rate |
|--------------------|-------------------------|-----------------------|--------------|---------------|
| Redcar & Cleveland | 8.2 | 4.2 | 9.2% | 28.4% |

Right Support at the Right Time

Bus shelter advert on
Guisborough High Street

Proud to Care Campaign

- Jointly with RCBC Communications team, Anglo American and partners have established a local 'Proud to Care' campaign aligned to the national care recruitment drives.
- The campaign promotes current stories from care workers in the borough.
- Launched to increase uptake in paid care workers across the Borough and tackle the increasing perception of limited development and career progression in adult social care.
- Further promotion of this campaign has been developed in this quarter and outdoor promotion including adverts on bus shelters will go live in Q3.



Keeping people supported and safe



Spotlight on Winter Pressures



During Q2 we planned for the usual 'Winter Pressures' that come in Q3 and Q4.

This year we will have to deal with these alongside the extra pressures of the cost of living crisis and the affects of Covid that still impact on our services, our partners and our commissioned providers.

- In Q2 there were 13 Covid outbreaks across 12 care homes, presenting additional challenges in discharging adults from hospital in a timely way within our Borough.
- Due to Covid outbreaks more adults were placed in homes outside the borough
- Hospital discharges are being prioritised and we have developed tracking systems to ensure as much as possible adults get the right care, in the right place at the right time.
- Daily discharge calls held with system partners to manage patient flow.
- Tees Valley Incident Command Calls are held several times weekly and work collaboratively to achieve solutions to address system pressures



Voice of the Adult

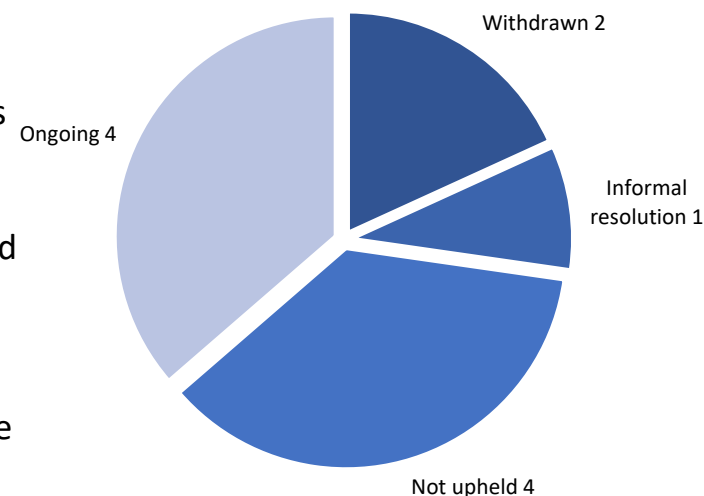
Complaints

During Q2 we received 14 new complaints compared to 16 in the previous quarter.

Complaint Key themes:

- Poor communication remains a key theme and learning lessons meetings are held with each practitioner following a complaint.
- We have seen an increase this quarter of complaints after the adults death. The families want to understand the circumstances around their loved ones death and the relationship with the care home has broken down.
- Hospital discharge and discharge to assess funding streams has continuously been raised as the main concern of a complaint.
- One complaint was referred to the Ombudsman in this quarter; this was refused by the LGO as it had not been investigated by the local authority.
- All the above demonstrates how difficult it is for families to understand and navigate the health and social care system. We are producing FAQs and public guides to support and inform the public on these complex issues.

Q2 Complaint Outcomes



Compliments

52 compliments were received in Q2



Concerns

17 concerns were raised in Q2 a 9% decrease from Q1



Integration and Joining Up Care

Hospital Discharges

- We have continued to experience hospital pressures through Q2.
- We received 504 referrals and following triage supported 316 discharges during Q2.
- 188 referrals were not accepted for reasons including the adult not being medically fit, needing further treatment in a community hospital, already having CHC funding, or a duplicate referral being received.
- The average time from referral to discharge has increased in this quarter from 7 days to 11.5 days. Contribution to the delays includes sourcing packages of care and restrictions on admissions to care homes due to covid outbreaks.
- We have continued to allocate work to all service areas to help improve this pressure and a social worker has been seconded from a locality team to hospital team.
- A new team manager joined the hospital social work team in September and recruitment is commencing for an assistant team manager and additional social worker, which are vacant posts in the establishment.

Integrated Care Board:

- Integrated Care Boards (ICBs) which replaced clinical commissioning groups (CCGs) launched on 1st July
- The North East and North Cumbria Integrated Care System (ICS) is a partnership of organisations including local councils, voluntary and community services that provide health and care across our region.
- An Integrated Care Partnership (ICP) is also being established. This is a committee of the ICB and the 13 local authorities from across the North East and North Cumbria.



Strategic Safeguarding

Teeswide Safeguarding Adults Board Activity

- The Board met twice in Q2, and the Annual report was ratified in October.
- The Board is undertaking a review of Team Around The Individual (TATI) arrangements with a multi-agency and cross authority task and finish group looking at how we manage our high-risk adults.
- Safeguarding Adult Review (SAR) procedure is being reviewed involving AD Adult Care as the vice chair of the SAR subgroup.
- Plans are underway to support Safeguarding Adults Week that will take place in November.
- The overarching theme for this year is 'Responding to Contemporary Safeguarding Challenges'. Activities include a special in person event aimed at new and newly qualified staff.





Risks, Issues & Solutions

| What Are We Worried About? | What Are We Doing About It? |
|---|---|
| <p>Some adults not receiving the care they need at home in a timely way due to significant capacity problems in the domiciliary care market, leading to additional pressures on family members, delays to hospital discharges and several adults not receiving care in the optimal setting.</p> | <p>Contracted with off-framework providers to increase capacity; although some waiting lists remain. Launched a new social media campaign in partnership with providers to attract Professional Care Assistants into the sector. Working with Anglo American to develop new ways to promote the care sector as a career opportunity of choice in our borough.</p> |
| <p>Quality of care delivered to adults being impacted by the COVID-19 pandemic and the shortage of care professionals in the sector.</p> | <p>A new targeted care quality approach to support providers who may be most at risk of struggling. Completed 4 cohorts of the Well-Led programme for free to all registered managers in the borough. Set aside a fund for providers to request specialist equipment to help them provide better quality care.</p> |
| <p>Adults being cared further away from their own community due to limited care home availability in R&C. More frequent when adult is being discharged from hospital and no longer has right to reside and the No Choice policy is applied.</p> | <p>We need to improve availability of timely accurate data for residential and nursing capacity as we are seeing an increase in out of area placements.</p> |



Risks, Issues & Solutions

| What Are We Worried About? | What Are We Doing About It? |
|--|--|
| Lack of capacity for adults with reablement potential to receive therapy led reablement support due to staffing shortages in RIT | NE Jobs, HR & comms reviewing adverts, using NHS platforms, Social Media & Indeed to expand reach. Exploring shift patterns & implemented fuel cards to recruit and retain staff. |
| Delays for people waiting a major home adaptation due to availability of labour and materials. Escalating costs often go beyond the DFG grant limit of £30k. | We are considering each individuals person’s needs, prioritising urgent need, and how they can be supported in the interim, and utilising our discretionary powers to ensure people’s needs are met. |
| Risk of increase in waiting list for adults in need of an Occupational Therapy assessment due to increased demand for support. | Additional staff to support with prioritising most urgent need. Met with Director of Therapies in SHFT to explore Occupational Therapy responsibilities for D2A being undertaken by NHS therapists, but no capacity to do so. Received grant funding from Better Care Fund to employ 2 additional Occupational Therapists. |

Risks, Issues & Solutions

| What Are We Worried About? | What Are We Doing About It? |
|---|---|
| <p>Potential increased waiting times for adults to receive a Social Work assessment due to staff vacancies, limited recruitment market and level of experienced practitioners available to fulfil our statutory duties and give a timely service.</p> | <p>We are prioritising those adults who have the most urgent need and keeping in contact with those where there may be a short delay. We continue to fund training for internal staff. Rolling recruitment programme in place for social workers, employed several agency staff and temporary social care officers. Ensuring we have good staff support, and positive employment experience to maximise retention. Good recent appointments started in September and October.</p> |
| <p>Increased financial pressures as a result of the cost of care exercise to be completed by September 2022.</p> | <p>Employing additional staff to undertake the cost of care exercises, produce the Market Sustainability Report, and other requirements. Working with finance colleagues to plan for future budgetary impacts.</p> |
| <p>Occurrence of a serious safeguarding concern or failure to ensure that a high quality of care for vulnerable adults in our provider services settings could result harm or death. High turnover of residents in some settings increases risk.</p> | <p>Quality audit programme, regular review and staff training, supervision, robust management oversight in place, observations of competency in practice, robust escalation and HR processes in place. Partnership practice reduces risk.</p> |



Questions



Communities & Health 2022/23

Quarter 2 Performance Report

Presentation to Adults & Communities Scrutiny & Improvement Committee

this is Redcar & Cleveland

Corporate Plan Update

Priority 1: TACKLING CLIMATE CHANGE AND ENHANCING THE NATURAL ENVIRONMENT

Secure and deliver a national cycling event using the opportunity to promote cycling for all, community involvement and build Redcar and Cleveland's place on the national and international map. (Portfolio: Climate, Environment and Culture)

Redcar and Cleveland successfully hosted the start of Stage 4 of the Tour of Britain. The race attracted 1000's of spectators across the borough, who came along to watch the start of the race and spectate along the route. In particular, there was significant engagement from young people, with over 1000 attending to spectate at various stages of the race.

We also supported the delivery of a number of programmes, to encourage engagement with cycling activity, these include:

Virtual Personal Challenges: Engagement through schools and social media to encourage families to actively travel, this included provision of 'Learn 2 Ride' resources throughout the summer.

Learn 2 Ride Training: 96 children undertook training in advance of the race, further places are to be offered (up to 200 places in total)

Balance Bike Training: 368 children have been trained on balance bikes – considerably surpassing the target of 250.

Priority 1: TACKLING CLIMATE CHANGE AND ENHANCING THE NATURAL ENVIRONMENT

Develop a new vision and Business Plan for Kirkleatham Museum, to drive forward its place as a significant museum in the region and strengthening its industrial collection. (Portfolio: Climate, Environment and Culture)

A 'Forward Plan' and a vision for the future of Kirkleatham Museum and its cultural service offer is in the early stages of development – this will be fully delivered by Quarter 4.

Corporate Plan Update

Priority 2: MEETING RESIDENTS' NEEDS

Open a Community Hive in Redcar to support all the communities of Redcar & Cleveland (Portfolio: Health & Welfare)

Negotiations on the lease of the property, Queen Street ,Redcar are progressing well. We estimate that we will occupy the premise and develop the Community Hive in Partnership by January.

Priority 2: MEETING RESIDENTS' NEEDS

Open a community mental health hub at East Cleveland Hospital in partnership with Tees, Esk and Wear Valley NHS Trust (TEWV). (Portfolio: Health and Welfare)

This is currently still in progress and whilst Skelton Civic Hall was the initial preferred venue, we are seeking alternatives.

Corporate Plan Update

Priority 2: MEETING RESIDENTS' NEEDS

Commitment to enhance our approach to tackle the supply of illicit tobacco and alcohol.

Multi-Agency approach to disrupt supply from retail and residential premises. (Portfolio: Health and Welfare)

His Majesty's Revenue and Customs have provided funds to carry out focused work in relation to the supply of illegal tobacco products. The impact of the illegal tobacco trade is far reaching. It is often part of wider criminality including drug smuggling, people trafficking and illegal alcohol production. The availability of cheap tobacco significantly undermines the effect of higher taxation on efforts to reduce the number of people that smoke. Operation CeCe is part of the wider strategy HMRC is undertaking to tackle this problem; from the targeting organised crime groups that work internationally to produce and smuggle illegal tobacco products to local disruption activity including the seizure of products at local retail premises. We focus on this local disruption activity working closely with tobacco detection dog teams and test purchasers to target those who supply these products. Illegal products will be seized and removed from the supply chain; enforcement action will be taken where appropriate to do so.

Health Protection & Healthcare Quality



Books for Ukraine children

- We have recently distributed 'Bookmark Boxes for Ukraine' to all eligible Ukraine families that are currently being hosted across Redcar & Cleveland .
- The Bookmark Reading Charity raised funds to provide a box for children aged 5-9, arriving in the UK from Ukraine , the box includes a tablet loaded with literacy/language apps and eBooks, Ukrainian/English/Bilingual books and activities, school stationery set and sensory items of therapeutic play.



Electric Blankets

- During Q2, residents of the borough were invited by the Trading Standards Team to bring in their electric blanket to check if it was safe to use.
- In Q2, **73** Blankets were tested, **29** passed with no faults, **1** blanket was repaired and the remaining **43** failed due to being unsafe.
- Due to the success, a similar event is proposed for next year.

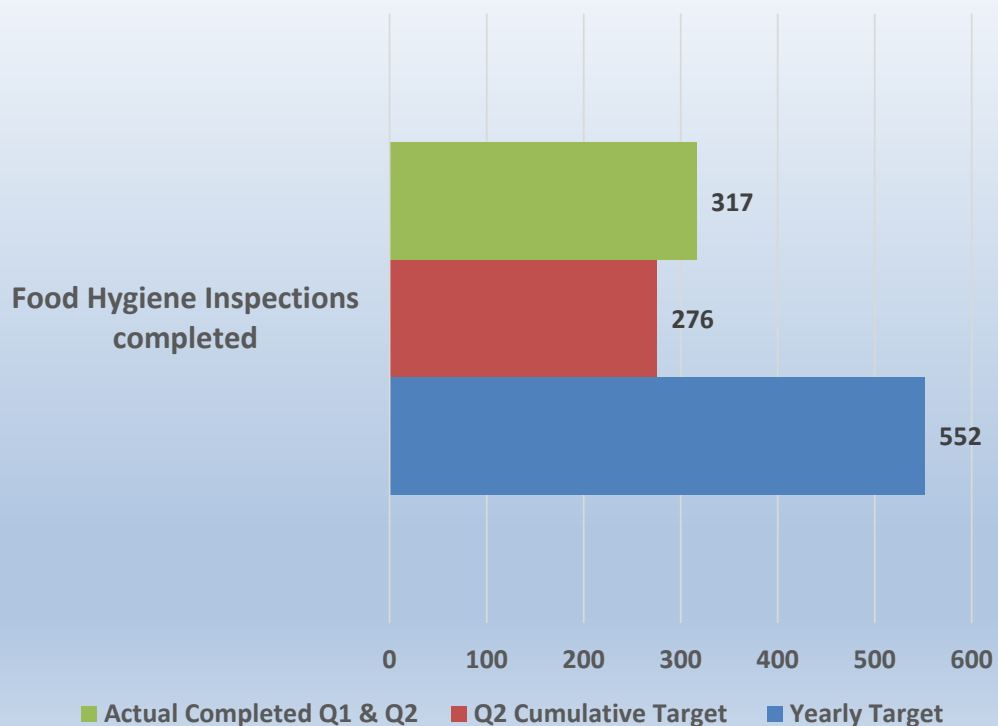




Health Protection & Healthcare Quality

Food Hygiene

Completed Food Hygiene Inspections



Service Requests

| | Q2 Totals | | Year End Totals | | |
|---|-----------|---------|-----------------|---------|---|
| | 2022/23 | 2021/22 | 2021/22 | 2020/21 | |
| Housing Advice - Approaches | ↑ 510 | 462 | 1,641 | 1,568 | ↑ |
| Housing Standards – Service Requests | ↑ 204 | 199 | 894 | 862 | ↑ |
| Environmental Protection – Service Requests | ↓ 591 | 644 | 2,094 | 2,003 | ↑ |
| Trading Standards – Notifications & Referrals | ↑ 353 | 320 | 1,332 | 1,113 | ↑ |
| Environment Health – Service Requests | ↓ 280 | 316 | 1,280 | 1,493 | ↓ |

Kirkleatham Museum

Culture & Tourism

Attendance

- In Q2, **53,138** people have visited the Museum & Pavilion.
- **2** new exhibitions took place in Q2, Coastal Matters, which is an exhibition exploring the coastline from Ravenscar to the mouth of the Tees and beyond & Domestic Bliss, which highlighted new technologies in the late 19th and early 20th centuries that made the task of maintaining a home easier.

Summer Programme

The Summer Programme was very popular with a range of activities taking place on the grounds of Kirkleatham. Crafts at the Festival of Thrift were well attended, as were the Teddy bear picnics. There was also new events and activities to target new audiences and different age groups including; Lego workshops, Pirate day, a Dance workshop and a Wild Wander.

Engagement

The Museum Education Team worked with **14** schools, **10** from Redcar and Cleveland, **4** from elsewhere across the Tees Valley. Through **40** educational workshops, the team engaged with **878** children, a third of which qualify for Pupil premium.

Knife Angel

We hosted The Knife Angel in the grounds of the Museum. The 20 feet tall sculpture spent a month in the grounds and attracted thousands of visitors.



Culture & Tourism

Cultural Development and Programmes



Outdoor Theatre Festival 2022

During Q2, we produced a season of outdoor theatre which encompassed a mix of genres to meet the interests and imaginations of all ages and audiences. Using both Kirkleatham Museum Grounds and Gisborough Priory. **5** performances were held, attracting a total audience of **700** people.



Tour of Britain

Redcar and Cleveland welcomed the Queen's Stage (arguably the most important stage of the entire tour). Attendance exceeded **75,000** and across the full borough, net visitor expenditure of **£527,445** was achieved. As a result of this event, **69%** of surveyed visitors stated they were much prouder of their local area. Alongside this national event, a package of engagement programmes were undertaken across Redcar and Cleveland which engaged hundreds of young people in schools and community groups, providing the opportunity to work with professional artists and create content for the event.



Festival of Thrift

In it's 10th year, The Festival of Thrift celebrated its final time at Kirkleatham. It attracted **50,000** visitors across the 3 day weekend and was a great opportunity to promote the Museum and surrounding areas.



Culture & Tourism

Cultural Development and Programmes



Queens Baton Relay

The Queens Baton Relay visited both Saltburn and Redcar. With a special photocall on the pier and tramway in Saltburn the celebrations headed to Redcar. With the Theme of sustainability a public celebration parade took place with over 150 young people. The morning was celebrated with an audience of over 500 people.

Our Music, Our Way – Orchestra's Live Performance by Manchester Camarata

Musicians from Manchester Camerate have been working with over 120 young people from three schools; Freeborough Academy, St Peters CofE Primary School and Badger Hill primary Academy.

Throughout a number of participation workshops together they have co-created some brand new pieces of music inspired by what these young people love about where they live, and they will be performing these pieces live.

Golf Week

300 people (beginners and experienced players) took part in this years golf week - the event promoted the best golf courses in the area, encouraging new take up in the sport.



this is Redcar & Cleveland

Culture & Tourism

Customer Service and Libraries Data



| | | Q2 Totals | | Year End Totals | | |
|---|---|-----------|---------|-----------------|---------|---|
| | | 2022/23 | 2021/22 | 2021/22 | 2020/21 | |
| Total Number of Customers Served (Select + Collect) | ↑ | 51,859 | 29,024 | 112,714 | 3,699 | ↑ |
| Total Number of Books Issued (Select + Collect) | ↑ | 27,067 | 24,505 | 88,357 | 15,020 | ↑ |
| Total Number of eAudio Loaned (Borrowbox) | ↑ | 2,127 | 1,464 | 6,075 | 5,086 | ↑ |
| Total Number of eBooks Loaned (Borrowbox) | ↑ | 2,048 | 1,825 | 7,125 | 7,357 | ↓ |
| Book Fund Purchases, eBook & eAudio (Borrowbox) | ↑ | 238 | 73 | 968 | 285 | ↑ |
| Number of Customer Served (Home Delivery Service) | ↑ | 335 | 306 | 1,277 | 1,189 | ↑ |
| Books Issued (Home Delivery Service) | ↓ | 2,419 | 2,629 | 10,749 | 9,019 | ↑ |



Culture & Tourism

Customer Service and Libraries Events



Kirkleatham Owl Centre holding sessions

Across five different libraries and various Summer Reading Challenge activities. Kirkleatham Owl Centre sessions, had **154** children and **125** adults attending where children had the opportunity to learn about and see a number of different animals up close in these enjoyable and interactive information sessions.

The Summer Reading Challenge

Encourages school aged children to continue reading during the summer holiday and events held support it's engagement. **299** children signed up to the initiative, **32** of these joining the library to take part. **135** children completed the challenge (reading 6 books over the summer) and were awarded certificates and medals for their achievements. This year's theme was 'The Gadgeteers' and Boulby Potash supported this with a number of robot themed Storytime, craft and interactive activity sessions taking place across various libraries. These sessions had **71** Children and **47** Adults attending and feedback received was excellent.

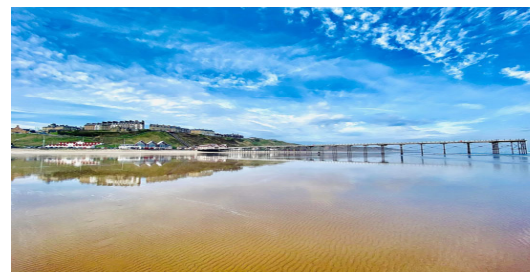
Local banking support sessions held by TSB (Redcar Library) and Barclays (Guisborough Library)

102 people have attended the TSB sessions, often with people queuing to see the advisor and 9-10 people per session attending Barclays Local, which only commenced in September but is already a very popular service for the community. We have also forged a strong relationship with Age UK across our libraries. They have hosted Dementia and Carer Support Sessions and Digital Drop-in sessions across a number of libraries with **85** people attending the Support Sessions and **55** accessing the Digital Drop-ins.



Culture & Tourism

Spotlight on Tourism – STEAM Data



- Visitor numbers to Redcar and Cleveland fell from 3.843 million in 2019 to 1.728 million in 2021, a fall of 54.5%. However compared to 2020 this was **up by 12%**
- The drop in visitor numbers had a negative impact on the local economy with visitor expenditure falling to its lowest level since 2015 (£105.62million).
- Whilst day visitors still dominated the visitor market, day visits to Redcar and Cleveland dropped by 58.4% to 1.429million. Saltburn remains Redcar and Cleveland's most popular destination.
- Although the number of overnight staying visitors decreased by 17.3%, overnight stays in non-serviced accommodation within the borough **increased by 2.5%**, the biggest annual increase since 2014.
- Overall the pandemic has negatively impacted the tourism sector within Redcar and Cleveland, and has shown the importance of the tourism sector to Redcar and Cleveland's local economy.
- To aid recovery and to support the growth of Redcar and Cleveland's tourism sector, it is essential that the priorities outlined in the Destination Management Plan are delivered and the allocated resources continue.

| Redcar and Cleveland | 2019 | 2020 | 2021 | 2019 – 2021 Increase / Decrease |
|-----------------------|-----------------|----------------|-----------------|---------------------------------|
| Total Visitor Numbers | 3.79 million | 1.54 million | 1.72 million | - 54.5% |
| Economic Impact | £187.56 million | £74.14 million | £105.62 million | - 43.7% |
| Saltburn | | | | |
| Total Visitor Numbers | 2.12 million | 0.87 million | 1.47 million | - 30.8% |
| Economic Impact | £89.85 million | £37.67 million | £70.78 million | - 21.2% |
| Redcar | | | | |
| Total Visitor Numbers | 1.29 million | 0.52 million | 0.96 million | -25.2% |
| Economic Impact | £69.42 million | £26.98 million | £64.44 million | -7.2% |
| Guisborough | | | | |
| Total Visitor Numbers | 383.9 thousand | 146.7 thousand | 261.6 thousand | - 31.9% |
| Economic Impact | £28.29 thousand | £9.48 thousand | £19.56 thousand | - 31% |

STEAM data is a tourism economic impact modelling process which approaches the measurement of tourism within the borough and is provided to the council annually by Global Tourism Solutions. The data is used to measure Redcar and Cleveland's Visitor Economy as well as identifying trends in visitor behaviour. STEAM data is a nationwide model and is used throughout the Tees Valley.

Empowering Communities

Health Improvement Team (HIT)

Pension Credit Campaign

- **1,842** targeted benefit checks using database
- **473** of these identified as missing out on some benefit.
- **£587,933** raised to date, with more still pending

Making Every Contact Count (MECC)

60 staff have now received training and can implement MECC in their day to day practice, this includes RCBC staff as well as partner staff (Beyond Housing, RCVDA, Redcar and Cleveland MIND). RCBC HR are to embed into policies such as sickness absence processes. RCBC Learning and Development team have also embedded MECC into Mental Health First Aid training.



Bereavement Benches

Working in partnership with Cruse, Friends of Redcar and RCBC Cemeteries Department, we developed discreet signage to signpost mourners to the support provided by Cruse. The **10** plaques were fixed to benches in Redcar, Brotton and Guisborough cemeteries and were branded a QR code to link to the Cruse website, along with the URL.



Council Tax Support Campaign

10 targeted sessions took place in Q2, these were targeted using Household Support Fund data. **56** benefit checks were completed. **15** people were identified missing out on Council Tax support and are now eligible.

Admiral Nurse Developments with Primary Care Networks

We have developed an excellent working relationship with the local Admiral Nurse employed by Greater Eston PCN. An Admiral nurse is a registered nurse who specialises in dementia. In Q2 we hosted community advice sessions in Redcar, this was a great opportunity for residents to receive support around dementia.

South Tees Wellbeing Network

Currently have **502** members, nearly **6** thousand hits across all pages on the website, with Finding the Right Service and Local partnerships being the most popular pages.

Empowering Communities

Community Development Team

Overfields Summer Festival

Q2 saw the return of the Overfields Summer festival, which was a fantastic day of fun and entertainment for the local residents of Overfields & Spencerbeck. The event was funded by the Ormesby Ward Members, and proved to be a real success with great engagement opportunities.



Greater Eston - Barriers to prevent Anti-Social Behaviour (ASB)

Residents on the Albert Road estate have experienced Anti-Social Behaviour issues such as, off road vehicles driving at dangerous speeds on pedestrian footpaths and drug deals regularly taking place. Following a consultation period with residents, barriers were ordered and installation planned to mitigate some of the ASB issues that occur in this area.

Successful funding bid for Eston Cemetery

£2,500 was awarded by Woodsmith Foundation and will fund repair work on the stone wall and entrance area of Eston cemetery. As well as the funding, efforts are underway to dig out and replant the soil area, add flowers and shrubs to add more colour to the site.

Large Scale Clean Up

Together with Cleveland Fire Brigade, Beyond Housing and Friends of Redcar, a large scale community clean up on Roseberry Field and surrounding streets in the Kirkleatham Ward took place. **50** members of the community supported the event, with a lot of litter and larger items removed.





Cost of Living



Cost of Living Action Plan

- We developed our 30-point Cost of Living Action Plan in Q2, which set out our plan to support communities with advice, signposting and targeted interventions for those who are the most vulnerable – the plan is to be implemented and further developed in response to need over the winter months.
- The Action Plan embeds a cross-council, collaborative approach involving link up with community and partner organisations.

Initiatives agreed for Communities and Health include:

- Work with voluntary groups to help provide initiatives in communities across the borough which will help support residents with the cost of living
- Promote help with the Cost of Living to residents who may not be able to access online information
- Use the Council's Making Every Contact Count tool to communicate key information about cost of living support
- Utilise Libraries as 'Warm Spaces' for residents who cannot afford to heat their homes and providing free tea and coffee.
- Our Trading Standards Team will monitor any cost of living scams to keep residents safe
- Provide practical help for our most vulnerable residents through 'warm and well' packages

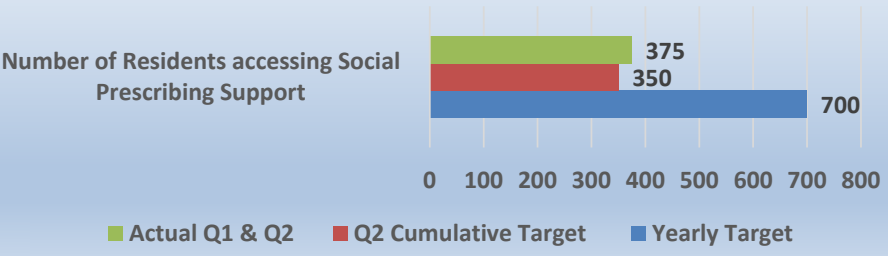


Achievements in Q2

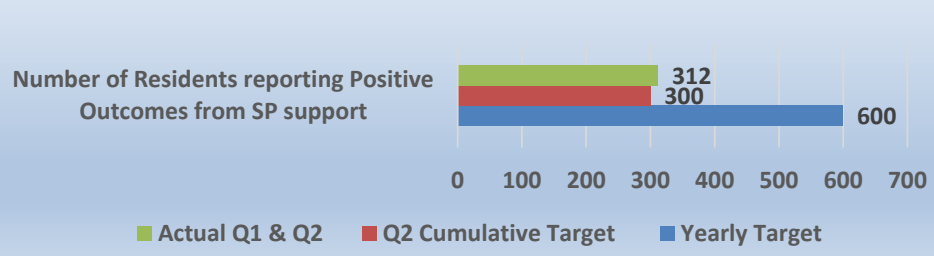
- We quickly mobilised our Cost of Living web section in late-September – providing signposting to a range of Cost of Living related support, maps of local warm spaces and foodbanks
- We promoted the agenda at the Festival of Thrift – a QR code was developed and displayed, to link visitors directly to our webpage



Residents accessing SP Support



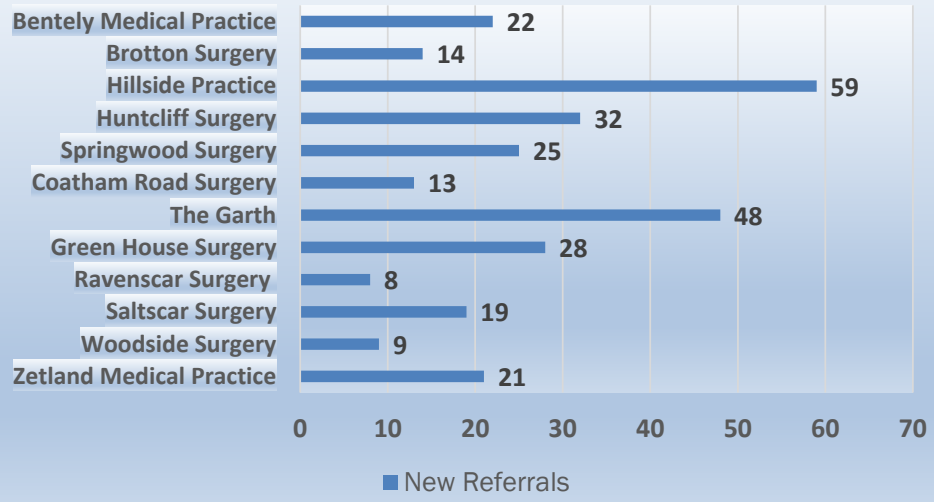
Positive Outcomes - Closed Cases



Q2 – 300 New Referrals

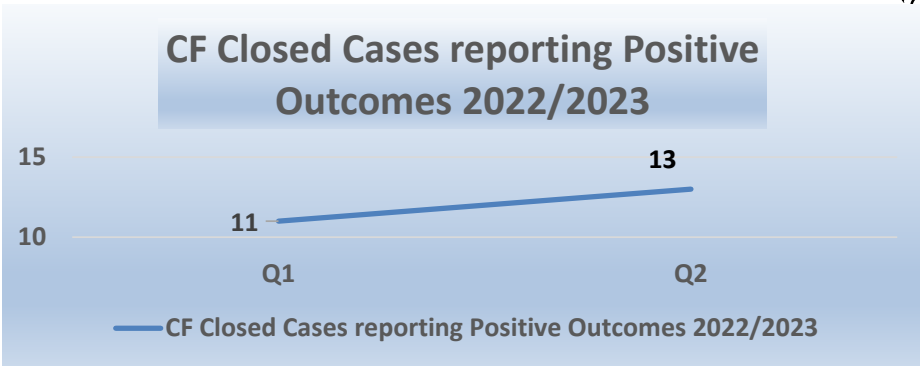
- **39%** of new referrals were Male with the remaining **61%** Female
- **19%** of new referrals were aged between 18-34, **37%** were aged between 35-54, **30%** aged between 55-64 and the remaining **14%** aged over 65.
- **53%** of new referrals, were referred in for support with emotional wellbeing, **43%** for support with social isolation with the remaining **4%** made up of support with substance misuse, help with debt and accessing social groups.

New Referrals





Changing Futures (CF)



- ### Q2 – 90 New Referrals
- **56%** of new referrals were Female with the remaining **44%** Male.
 - From **90** new referrals, **70** received support from a Key Worker, **5** no longer required support after initial visits were completed, **3** were imprisoned before initial visit and the other **12** did not engage.
 - **13%** of new referrals were aged between 18-29, **63%** were aged between 39-49 and the remaining **24%** were aged 50 and over.

- ### Q2 – 39 Closed Cases
- **10** of the closed cases reported positive outcomes in Q2.
 - **22** were closed due to lack of engagement.
 - **5** were closed due to imprisonment.
 - **2** were closed due to mortality

Empowering Communities

THRIVE

- Recovery Service – individuals who no longer require support are encouraged to join the recovery service where people in recovery can attend groups and get involved in a range of activities. They can also be part of a Service User Group to provide feedback and help shape services.
- Preventions Service – work with perpetrators to address behaviour and reduce the prevalence and repeat incidents of Domestic Abuse
- Children’s Support – provide support to children affected by Domestic Abuse
- A therapeutic room has been set up in the refuge for counselling and also delivering Reiki and looking at other therapeutic services as an alternative/in addition to counselling.
- Received funding to deliver summer activities for the children living in the refuge – activities delivered included a trip to the beach, trip to Kirkleatham to see the owls and ponies at the refuge.
- Intuitive Thinking Skills - deliver attitude change programmes across the THRIVE partnership. In Q2, ITS received **52** referrals, with **18** new starters and **14** completed learners. All completing learners achieved full accreditation from our awarding body, the NOCN.



| Harbour /Foundation Data | Q2 Totals | | Year End Totals | | |
|-----------------------------|-----------|---------|-----------------|---------|---|
| | 2022/23 | 2021/22 | 2021/22 | 2020/21 | |
| Number of Victims Supported | ↑ 178 | 167 | 668 | 556 | ↑ |

| We Are With You Data | Q2 Totals | | Year End Totals | | |
|-------------------------------------|-----------|---------|-----------------|---------|---|
| | 2022/23 | 2021/22 | 2021/22 | 2020/21 | |
| Number Engaged with Needle Exchange | ↑ 1,284 | 1,196 | 5,594 | 3,286 | ↑ |
| New Referrals | ↑ 250 | 236 | 1,451 | 1,039 | ↑ |

Spotlight on Changing Futures



Enhanced Case Management: 'We adopt a 'Team Around the Individual' approach, whereby the individual is supported by the whole team, rather than one individual practitioner. The Enhanced Key Workers will support individuals who require enhanced provision.

Key Worker Support: We adopt a 'Intensive Support to Individuals' approach. Key Workers build relationships based on trust and respect and co-ordinate multi-agency teams to deliver a clear support plan that provides genuine choice. This ensures individuals are actively listened to and their views are considered in decision making. They plan a fulfilment strategy with each adult, ensuring ongoing support from relevant services (as necessary) as part of their longer-term support.

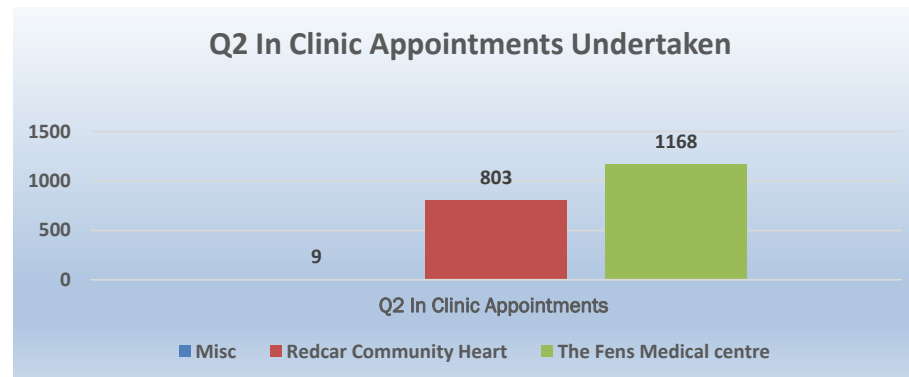
- Middlesbrough area have carried out intensive networking and communication with the integrated support network and have established referral pathways with recovery solutions , housing solutions and external services
- The whole of the Changing Futures Team have worked hard to establish a whole systems approach in both local authority areas and continue to communicate well around the changes in criteria to internal and external services to receive appropriate referrals
- Changing Futures Community Key Worker/Enhanced Caseload Worker are implementing the trauma informed way of working with their people to ensure the best outcomes and engagement. Changing Futures have allocated two Key Workers to attend the trauma informed qualification/sessions which enables them to be ambassadors within both Local Authority areas.
- Key Workers and Enhanced Caseworkers articulate service and system change priorities to senior managers to inform improvements. They also work closely with VCS leads, jointly sharing information on services.

Public Health South Tees

Service Data – Sexual Health



| | | Q2 Totals | | Year End Totals | | |
|---------------------------|---|-----------|---------|-----------------|---------|---|
| | | 2022/23 | 2021/22 | 2021/22 | 2020/21 | |
| Appointments Undertaken | ↑ | 1,980 | 1,726 | 5,294 | 6,082 | ↓ |
| Chlamydia Tests Completed | ↑ | 1,725 | 1,651 | 7,189 | 3,389 | ↑ |
| Chlamydia Positive Tests | ↑ | 233 | 164 | 818 | 368 | ↑ |



Service Data – Stop Smoking Service

| | | Q2 Totals | | Year End Totals | | |
|----------------------------|---|-----------|---------|-----------------|---------|---|
| | | 2022/23 | 2021/22 | 2021/22 | 2020/21 | |
| Service Users Engaged | ↑ | 276 | 215 | 814 | 640 | ↑ |
| Number of Quit Dates Set | ↑ | 149 | 128 | 296 | 412 | ↓ |
| Number of Successful Quits | ↑ | 57 | 51 | 205 | 290 | ↓ |

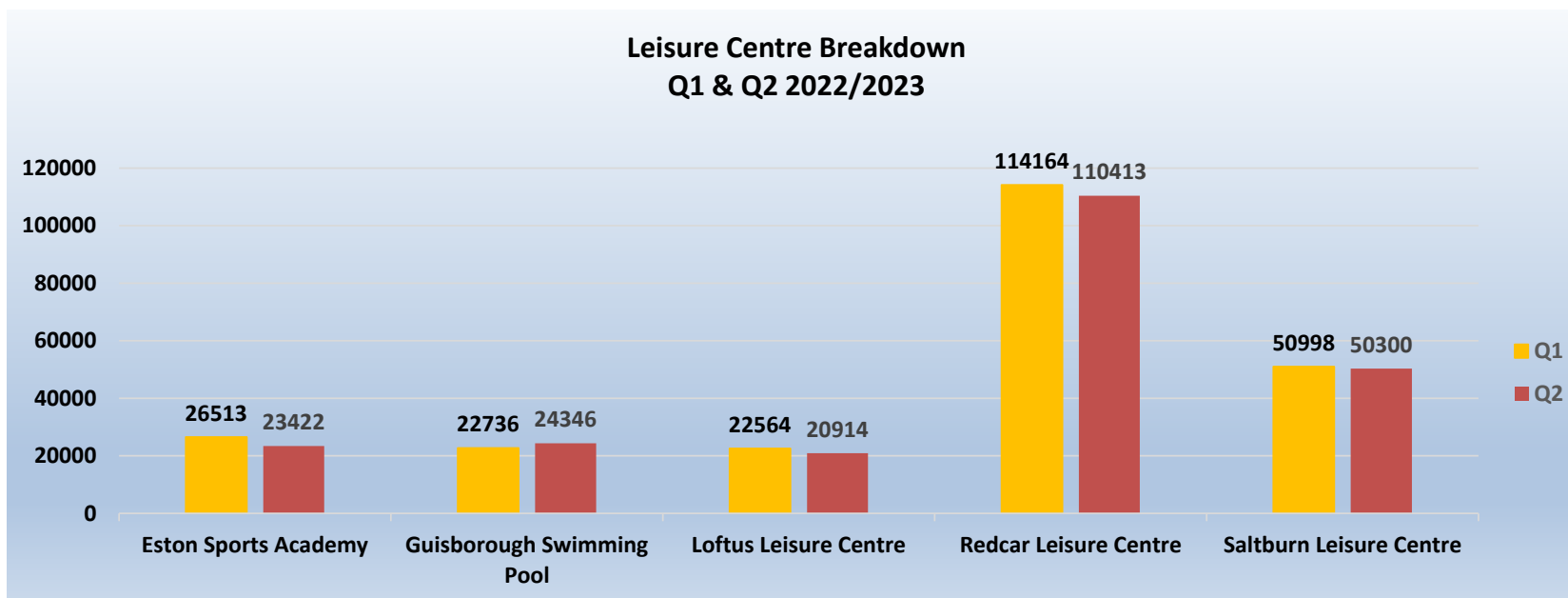


Leisure Centres



Service Data – Leisure Centre Attendances

| | Q2 Totals | | Year End Totals | | |
|-------------|-----------|---------|-----------------|---------|---|
| | 2022/23 | 2021/22 | 2021/22 | 2020/21 | |
| Attendances | ↑ 232,985 | 201,143 | 830,610 | 226,784 | ↑ |



Public Health South Tees



Service Data – MIND & Cruse

| | Q2 Totals | | Year End Totals | | | |
|-------------------------|-----------|---------|-----------------|---------|---------|---|
| | | 2022/23 | 2021/22 | 2021/22 | 2020/21 | |
| MIND Referrals (All) | ↓ | 81 | 112 | 451 | 306 | ↑ |
| MIND Referrals (Male) | ↓ | 42 | 67 | 266 | 171 | ↑ |
| MIND Referrals (Female) | ↓ | 39 | 45 | 185 | 135 | ↑ |
| Cruse Referrals | ↑ | 47 | 42 | 229 | 170 | ↑ |

Cruse
Bereavement
Support

Mind
Redcar and
Cleveland

Public Health South Tees

Managing Undernutrition South Tees (MUST)

- This service provides nutrition and hydration training and support to **28** elderly care homes in Redcar and Cleveland.
- In Q2, all elderly care homes had an allocated Nutrition Training Coordinator who supports the care home staff with training to ensure residents nutritional needs are met.

| Number of Delegates Trained 22/23 | Q1 | Q2 |
|--|----|----|
| Nutrition and Hydration Awareness E-Learning | 86 | 93 |
| Senior Staff MUST Training | 15 | 9 |
| Eat Well, Cook Well Catering Course | 32 | 12 |

| Slimming World 2022/2023 | Q1 | Q2 |
|--------------------------|-----|-----|
| Referrals | 457 | 459 |



Holiday Activities and Food Programme (HAF)

- Local Authorities are funded by the Department for Education to ensure free holiday provision, including a nutritious meal, is available to all school children and young people eligible for benefit related free school meals.

- **49** organisations delivered programmes across South Tees
- **2,149** participants engaged in HAF programme from all ages = **34.66%** (6,200 total eligible population)
- The Department for Education requires a minimum of 20% uptake in each area

Public Health South Tees

HEADSTART

Pupil Interventions

- Boys Emotional Wellbeing – **1** school, **8** pupils in transition between Key Stages
- Super You Group Interventions – **2** schools, **14** pupils
- Transition Sessions Continued - **21** schools, **712** pupils



Mental Health Leads in Schools Network

- Mental Health in Schools network meetings are held every half term, and continue to be well attended.
- Informal Mental Health drop-ins for school staff are held every half term.
- Fortnightly newsletter has been produced.

Schools Engagement

- **33** schools have entered into a partnership agreement with the HEADSTART service.
- **88** new HeadStarters – a total of **570**
- **2** open Academic Resilience training sessions have been delivered.
- **2** Mental Health Link Governor Awareness Raising sessions have been delivered.

Public Health South Tees

**YOU'VE
GOT
THIS.**



Update on You've Got This – Sport England Local Delivery Pilot

You've Got This is the Sport England Local Delivery Pilot covering the South Tees, with the vision of *Active Lives as a Way of Life*. We are taking a whole system approach to create population level change for active living.

| Core Programme Area | Community Focus Area (CFA) <i>South Bank & Grangetown in R&C</i> | Health Professionals & Social Prescribers | Prehabilitation | Type 2 Diabetes | Slimming World |
|---------------------|--|---|--|--|---|
| Update | <p>We have developed Growing Active, supporting VCS organisations in the CFA to improve the community open spaces they are working on. This is improving community gardens, allotments, woodlands and alleys, including working with Mushroom Grove Allotments in Grangetown and Sabat Gallery in South Bank.</p> <p>We are working collaboratively with the Warm Spaces initiatives locally to implement an appropriate physical activity offer to complement the other support to tackle the cost of living crisis.</p> <p>Additionally, we have now commissioned two small grants programmes, following from the delivery of the Your Active Living Fund. The two schemes, one across South Tees and the other in the CFA, will each have funds of £200,000 to distribute to local community organisations to engage their communities in physical activity. The schemes are expected to start early in the New Year.</p> | <p>We are commencing a commissioning exercise to implement Green Social Prescribing across Redcar and Cleveland which will connect to the Social Prescribing model. This will complement and add value to existing provision, providing new opportunities for patients to benefit from the physical activity and mental well-being benefits of being outdoors and connecting with nature.</p> <p>We are working with a national partner to address misconceptions around chronic pain, which is often perceived as a barrier to physical activity. We are codesigning a programme of training and awareness for both health professionals and residents. This will focus on changing the way people think about, talk about and treat persistent pain, with the ultimate goal of demonstrating how appropriate physical activity can help address chronic pain.</p> | <p>The service provides physical activity and other healthy lifestyle support to patients awaiting surgery, with 441 patients engaged either face to face or digitally to date. Evaluation is looking at the cost savings to the hospital in terms of bed days reduced due to patients going through the support programme and recovering quicker.</p> <p>The learning from Prehabilitation is now being applied to the design of the Waiting Well programme, which will be providing lifestyle support for patients on waiting lists for surgery across South Tees.</p> | <p>The Type 2 Diabetes work is continuing to gain momentum, with 49 patients now fully engaged. Each patient is supported with an appropriate dietary and bespoke physical activity programme, with weekly monitoring. Examples have included patients who have re-engaged with their interest in cycling and walking, as well as taking part in Everyone Active community physical activity opportunities.</p> <p>The next stage is to re-engage with practices to provide training for practice nurses to scale-up the programme. Commissioning is also underway for the evaluation of the initiative.</p> | <p>Magic Movers, volunteer physical activity champions, are starting to be embedded within all 34 Slimming World groups across South Tees. Additionally, we are developing a collaborative campaign with the Magic Movers to show relatable images of local people working towards achieving the vision of <i>active lives as a way of life</i>. We have hosted a session connecting health professionals with the local redesigned Slimming World model, raising awareness of the opportunity.</p> |

Public Health South Tees

Spotlight on Suicide Prevention



- Public Health have now appointed to the Preventing Suicide (Tees) role, and will continue to provide feedback on Real Time Alerts.
- Real Time alerts continue to monitor trends in suspected suicides and helps identify any 'clusters', multi agency response to these clusters can then be initiated.
- The Tees Suicide Prevention Taskforce continues to be active.
- World Suicide Prevention Day was promoted in September. Many local stakeholders attended the NENC ICS Suicide Prevention online event 'Creating Hope Through Action'. Messages of hope were circulated via social media. TEWV and JCUH arranged a joint event for suicide awareness day. MIND and Samaritans were in attendance and met with staff, patients and carers / supporters.
- Cruse Bereavement Support is our commissioned provider to support those people bereaved or affected by suicide (all ages). In the last 12 months the service has supported 24 people from Redcar & Cleveland to cope with their loss.



What Are we Worried About?

1 We face challenges in recruiting and sustaining suitably qualified and experienced staff across the service area which poses a risk in discharging statutory functions.

What Are we doing about it?

We are exploring the option of providing a more robust training and development offer to retain and upskill existing staff. We may need to review current salary structures and benefits packages to ensure these are in line with the local market. Nonetheless, this is an issue that is being faced across a number of local authorities.



What Are we Worried About?

1 The robustness of the Independent Safety Advisory Group (ISAG).

What Are we doing about it?

A digitalised process for event notification forms is being developed by digital services which will improve the efficiency of the administrative process and gather additional information. A review of policies and procedures is being undertaken, with collaboration with other local authorities around best practice informing the review. Resilience Direct is being used to ensure all paperwork is edited and tracked by members in the same place. Training for members has started to be delivered and more is being identified.



What Are we Worried About?

1 The impact of the Cost Of Living crisis poses a risk to all residents, but particularly those who are the most vulnerable.

What Are we doing about it?

- We have mobilised a 30-point action plan, outlining a range of steps we are taking as a council to support our residents – this progressing well, with a number of actions in place and continuing to be implemented on a priority basis
- Mobilised an online directory on our website to signpost residents to support, we are developing an information campaign for those who may struggle to access the website and there will be a feature in the residents' magazine around support
- Using intelligence from the contact centre/frontline services to understand the challenges and target advice, support, and interventions appropriately
- Warm Spaces Directory has been developed
- Working in partnership with VCS to promote and encourage Cost of Living targeted support in communities



Questions

Communities & Health

this is Redcar & Cleveland

Adults, Wellbeing & Health Scrutiny and Improvement Committee – Action list

| Actions from 20 September 2022 | | |
|---|-----------|---|
| <p>TEESPORT HEALTH AUTHORITY</p> <p>A presentation to be given at a future meeting on the Tees Port Health Authority.</p> | <p>FA</p> | <p>Presentation scheduled in for January Scrutiny meeting</p> |
| Actions from 31 October 2022 | | |
| <p>WATER QUALITY AND TESTING</p> <p>An agenda item to be included at a future meeting regarding water quality and testing in Saltburn.</p> | <p>PR</p> | |