

**ADULTS & COMMUNITIES  
SCRUTINY & IMPROVEMENT COMMITTEE  
TUESDAY 14 JUNE 2022 AT 2PM  
CIVIC CENTRE, RIDLEY STREET, REDCAR,  
YORKSHIRE, TS10 1TD**



**CONTACT**  
Mrs Elizabeth Dale  
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1 June 2022

**CIRCULATION**

Councillors Holyoake (Chair), Pallister (Vice Chair), Brook, Cawley, Dowson, Gray, King, Lockwood, 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)]

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**A G E N D A**

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	<u>Pages</u>
1. Apologies for Absence.	
2. To confirm the Minutes of the meeting held on 3 May 2022.	2-7
3. Declarations of Interest.	
4. Public Health Update	Verbal
5. Q4 Performance Report	8-57
6. Equalities Objectives – this item was deferred from the last meeting and was included in the Cabinet Workbook on the 10 May 2022.	
7. Relevant Cabinet Reports	
<b>Would Members please bring their copy of the Cabinet Workbook with them to the meeting (these papers will follow)</b>	
8. Action Update.	58-59
9. Any items the Chair certifies as urgent.	

**The Chair has asked that if you are unable to attend and are not able to appoint a substitute would you please send your apologies to Democratic Services.**

3 MAY 2022

AGENDA ITEM 2

## ADULTS & COMMUNITIES SCRUTINY AND IMPROVEMENT COMMITTEE

A meeting of the Adults & Communities Scrutiny and Improvement Committee was held on 3 May 2022 at the Civic Centre

**PRESENT** Councillor Holyoake (Chair),  
Councillors Cawley (substituting for Councillor Brady), Dowson, Gray, King, Thomson, Turner, Watts, Wells and Wilson

**OFFICIALS** F Anderson, L Bosomworth, M Crutwell, E Dale, E Hines, A Ker, A McKenna, G Marshall, N May, E Newbury, P Rice, T Robson, L Sergeant, V Wilson and S Youngman

**IN ATTENDANCE** Councillors Kay and Ovens

### APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Brady, Brook and Pallister.

### DECLARATION OF INTEREST

Councillor Holyoake declared an interest in all matters relating to Guisborough Town Hall, Health Visitors as her daughter was a health visitor and TEWV.

#### 54. MINUTES

**AGREED** that the minutes of the meeting held on 22 March 2022 be confirmed and signed by the Chair as a correct record subject to Councillor Thomson's apologies being included.

#### 55. COMMUNITY HEALTH TRANSFORMATION.

The Corporate Director of Adults and Communities gave a presentation on how they were working collectively to review the mental health system. The presentation included:-

- Background on Community Mental Health Transformation;
- Core aims of community transformation;
- What had been happening;
- Healthwatch findings;
- Feedback – what our service users and carers said (Tees wide group)
- Design event;
- Where we were now?
- Redcar & Cleveland Community Hubs;

3 MAY 2022

- What we know;
- Redcar & Cleveland Community Transformation;
- Possible timescales.

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

- A Member asked whether any thought had been given to siting a hub within Guisborough Hospital?"
- The Corporate Director of Adults and Communities advised that they had to have a planned approach due to limited funding and workforce however, Skelton Civic Centre was a pilot scheme which they hoped to extend. There was a move away from a medicalised offer and to see people in a more approachable informal setting;
- A Member stated that a lot of the figures contained within the presentation were pre-covid and no doubt there would have been many changes during lockdown.
- A Member mentioned the difficulty of getting through secretaries to get access to a GP;
- The Corporate Director of Adults and Communities advised that the approach was to break down barriers and stigmas and people did not necessarily go through their GP's;
- A Member stated that not enough was known about Foxrush and that we needed to get information out to the public via our free magazine and road shows;
- The Corporate Director of Adults and Communities advised that this was a 3/5 year programme and this represented a whole system change. Mental Health Practitioners worked within GP practices. Communication was addressed within the Healthwatch report. It was proposed that the Skelton site would strengthen the Mental Health Structure;
- A Member stated that whilst adding to the infrastructure it was important not to forget what was already in place. Often it was not necessary to see a specialist, even elected Members played a part in recognising where there may be a risk;
- The Cabinet Member for Adults advised that this was an ongoing journey however the pandemic had not helped with implementation;
- The Cabinet Member for Health and Welfare stated that the NHS was in crisis at primary care level. He stated that people were unable to get an appointment with their GP and no doubt people would be dying as a result. He suggested that perhaps the answer was to train more doctors. Hopefully, the improvement to the Mental Health offer would help reduce suicide rates.

**:-NOTED.**

**56. DENTISTRY UPDATE.**

The Senior Primary Care Manager (Dental) – North East & North Cumbria NHS England and NHS Improvement (North East & Yorkshire) gave a

3 MAY 2022

presentation giving an update on NHS general dental access which included:-

- Background/access;
- General dental access provision;
- NHS dentistry pressures and challenges;
- National dental Covid constraints;
- Safely restoring access;
- Local measures/actions 2021-22;
- Local measures/actions 2022-23;
- Summary – key points.

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

- A Member stated that things seemed to have changed within dental practices since Brexit with an effect on staffing levels. She also asked whether we would be getting back to regular check-ups?”
- A Member asked how the list system worked and whether the payment system was retrospective?”
- The Senior Primary Care Manager advised that contracts were actively driven and that it was important to have a core of patients that you knew were reliable as non-attendance was a big problem. He stated that NICE guidance determined the recall rate. He further advised that there were 3 price bands and that in areas of deprivation there were problems of delivery within each band. He stated that the full contract value was paid up front;
- A Member asked whether the cost of being a dental nurse was an issue?;
- The Senior Primary Care Manager stated that it was a running sore in the dental profession;
- The Cabinet Member for Health and Welfare stated that dentists were opting to not do NHS work as the system was too bureaucratic;
- The Cabinet Member for Adults referred to the decline in children’s dental health with more children losing their baby teeth to decay. She advised that there was a greater availability of dentists here than in many areas of the country;
- The Senior Primary Care Manager advised that delivering better oral health was a Government initiative and that the direction of travel was around addressing deprivation and children’s oral health;
- A Member suggested that when the Health Visitor visited a new born and registers that baby with a doctor then perhaps they could register them with a dentist at the same time.
- A Member advised that people on low wages were deciding not to have dental treatment.

**:-NOTED.**

3 MAY 2022

57. **ANNUAL HEALTHWATCH AND SOCIAL CARE AWARDS.**

The Project Lead Healthwatch South Tees advised Members of the Annual Healthwatch and Social Care Awards that took place on the 6 April 2022. She stated that the ceremony took place at Inspire to Learn and 130 people attended. She reported that there were so many inspiring people/teams and volunteers. The Empowering Communities Team were given a special recognition award and the Chair presented the award to the Team and congratulated them in receiving their award.

**:-NOTED.**

58. **SOCIAL PRESCRIBING UPDATE.**

The Corporate Director of Adults and Communities gave a presentation which included the following:-

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

- A Member asked why “Whippet Up” was no longer operational in the Newcomen Ward?;
- The Corporate Director of Adults and Communities agreed to find an answer and circulate the information to Members;
- A Member advised that in Dormanstown and Marske Stepping Stones was doing a lot of work to combat social isolation;
- A Member stated that fuel poverty would cause mental health issues to soar.
- The Corporate Director of Adults and Communities advised that they had worked with companies who provided digital support and had created a directory of all community groups;
- A Member suggested that leaflets could be included within prescription bags that were delivered;
- A Member asked where within the system did GDPR sit?;
- The Corporate Director of Adults and Communities advised that because they were embedded in the GP practices they were trained on their systems where data sharing and processes were already in place;
- The Cabinet Member for Health and Welfare stated that often there was an overlap between social challenges and medical challenges.

**:- NOTED.**

59. **EQUALITIES OBJECTIVES.**

The Managing Director sought approval for the Council’s Equality Objectives for 2022, following local consultation and provided an update on progress since the draft objectives were agreed by Cabinet in December 2021.

Members raised no issues but agreed that a presentation and a detailed discussion on the new objectives be deferred to the next meeting.

3 MAY 2022

**RESOLVED** to recommend that Cabinet notes the progress being made on implementing the equality objectives and formally approved the objectives as set out.

60. **CIVIL PENALTIES AND RENT REPAYMENTS ORDER POLICY 2022.**

The Corporate Director of Adults and Communities set out how Redcar and Cleveland Borough Council would determine whether to impose a civil penalty and how it would calculate the level of financial penalty to be imposed when enforcing the Housing and Planning Act 2016 (Commencement No.5, Transitional Provisions and Savings) Regulations SI 2017 No.281.

He advised that a civil penalty imposed by a local housing authority on the individual or organisation as an alternative to prosecution for certain housing offences under the Housing Act 2004 and a breach of a banning order under the Housing and Planning Act 2016.

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

- A Member stated that as a Borough we did not have a lot of small landlords but the difficulty was getting enforcement for work on private dwellings and on absent owners;
- The Corporate Director of Adults and Communities advised that there was a legal difficulty where houses were empty. Where work was required on private dwellings it was down to the home owner to take action;
- A Member expressed concern that often a tenant could be left in a vulnerable situation whilst we took action and asked if there was anything we could do to protect the tenant?"
- The Corporate Director of Adults and Communities advised that where we find that there had been harassment we can add an additional fee or penalty which was added to the financial penalty;
- A Member requested that a presentation be made at the next meeting of the Housing Forum outlining the challenges and statistics surrounding offences which had occurred over the first 3/4 years;
- A Member asked whether the Policy applied to Social Housing?;
- The Corporate Director of Adults and Communities advised that social housing was excluded from the Housing Act however, we work alongside our other large providers and we do get involved when complaints were received;
- A Member stated that in some cases there were good landlords with bad tenants and asked whether we were going against the landlord's contract in respect of their obligations to repair?"
- A Member stated that many landlords were changing their properties into Airbnb's due to the fact that they were unable to get access to their properties;
- A Member asked whether we still had representatives on the Board of Trustees at Beyond Housing and if not, how were we

3 MAY 2022  
represented at these meetings?

**RESOLVED** to recommend that Cabinet approve the Civil Penalties Procedure contained in Appendix A regarding the use of civil penalties to prosecution for

60. **ACTION UPDATE**

The Governance Manager presented an update on the progress made against outstanding actions from previous meetings of the Adults & Communities Scrutiny and Improvement Committee.

**:-NOTED.**

# People at the Heart of Adult Care



Adult Care

Quarter 4 Performance Report 2021/22

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Presentation to Adults & Communities Scrutiny and Improvement Committee



# Adult Care Performance Framework

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Monitoring our performance  
to improve social care  
outcomes

## Director's Introduction

*Priority 2: Meeting Residents' Needs*

*Commitment 5: We shall take more preventative actions, to keep people safe, to enable more children and older people to live safely at home, with the right support at the right time*



Activity continues to increase at significant rates and this combined with ongoing resource issues is putting substantial pressures on teams across the department.

## Priority 2: Meeting Residents Needs

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

Kirkleatham Green supported living project remains in planning stage. Adult Social Care has submitted formal support in response to the planning application for the development of the Kirkleatham Green supported living care community, and new completion timescales are yet to be determined.

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

The stalling of all construction in early 2020 alongside the impact of the pandemic on labour, materials has meant the Hummersea project has suffered delay to its projected completion timescales. However, the 1st phase of project completion is due in May 2022, and the 2<sup>nd</sup> phase of the scheme is likely to be in November 2022 when we will expect to see the supported living accommodation released .

### **Launch a new All Age Carer Strategy and commissioned carer services to provide support to all informal carers, including young carers.**

The South Tees Carers Support Services awarded contracts to successful bidders following an open procurement exercise. 5 Lots were awarded:

Lot 1: Core Adult Carer Support Service: **Carers Together Foundation**

Lot 2: Core Young Carer Support Service: **Junction Foundation**

Lot 3: Primary Care Outreach and Support Service – **Middlesbrough & Stockton Mind in partnership with R&C Mind**

Lot 4: Carers Mental Health Community Outreach Service – **Redcar & Cleveland Mind, in partnership with M&S Mind**

Lot 5: Hospital Liaison Service – **Carers Together Foundation**

We have also recommissioned We Care You Care for a further 12 months from 1<sup>st</sup> April to lead on all carer support information sharing on a community level and to lead on coordinating carer events such as Carers Week in June.

South Tees Carers Forum continues to meet quarterly and monitor progress across South Tees for carer support against the South Tees Carers Strategy.

# Adult Care Performance Framework

Monitoring our performance to improve social care outcomes

## Keeping people supported and safe Highlights...



We are exploring ways of communicating which are meaningful to Adults with specific care needs. We have produced easy read guides, large print editions and are looking into video content that showcase our services.

Demand for services continues to grow alongside continued resource pressures for our practicing teams.

We almost met our aspirational target for supporting unpaid carers, and have exceeded our target for safeguarding enquiries in the year.

MD DASHBOARD ENTRY			
Measure	Q4 YTD Performance	Q4 YTD Target	Annual Benchmark
Number of carers receiving respite or carer specific services/support during the period <b>(LTS003)</b> (YTD)	697	700	None
Number of Safeguarding S42 Enquiries (YTD)	788	651	564

# Keeping people supported and safe

## Spotlight on Occupational Therapy

Overall OT assessments are up 21%

- Waiting times have increased due to increases in demand alongside reduced capacity in the team.
  - If someone has an urgent need they are prioritised
  - 7 day working arrangements in place
  - Recruiting of additional OTs in social care and health to address the shortage
- Re-housing clinic assessments have commenced at The Dunes, are working well and helping to reduce waiting times. 45 assessments completed during Q4.
- Next quarter – bathing clinic assessments to commence at the Meadowgate Independent Living Centre and The Dunes.

Data Source: Casebook extract	Q4 Totals		Year End Totals		
	2021/22	2020/21	2021/22	2020/21	
Contacts	↑ 3016	2643	11,479	10,178	↑
Referrals	↑ 1284	937	4,847	3,584	↑
Carers Assessment	↑ 110	105	484	420	↑
SW Assessment	↓ 1110	1129	4237	4422	↓
OT Assessment	↓ 311	322	1313	1082	↑
MH Assessment	↓ 72	94	368	334	↑

# Keeping people supported and safe

## Safeguarding

- We are seeing continued significant increases in safeguarding referrals and in numbers progressing to S42 enquiry putting the team under substantial pressure.
- 27% increase in the number of concerns reported for the year.
- **57%** increase in those cases progressed to full enquiry.



### Making Safeguarding Personal

95% of Adults' desired outcomes were either fully or partly achieved during 2021/22 !

## Deprivation of Liberty Safeguards

- DoLS applications have also increased by 11%.
- BIA workforce pressures and reduced BIA work in other teams.
- Have increase number of BIA's across authority.
- Current backlog and waiting list in operation.
- Increase in number of COP 21a challenges.
- Working well in inhouse legal team.

Data Source: Casebook extract	Q4 Totals		Year End Totals		
	2021/22	2020/21	2021/22	2020/21	
Safeguarding Concerns	↑ 522	367	1939	1528	↑
S42 Enquiries	↑ 205	102	788	501	↑
Conversation Rate %	↑ 39.3%	27.8%	40.5%	32.8%	↑
DoLS Applications	↑ 400	365	1697	1527	↑

# Keeping people supported and safe

## Mental Health Update

### Mental Health Alliance

- Psychological therapy pressures resulting in delays, social care and VCS trying to support whilst people waiting
- Health recruitment issues – people not getting service at the right time
- Resulting in increasing referrals to social care
- Refugees & Asylum Seekers – cross Tees work to understand levels of trauma
- Pressures to support 250 pre 18 asylum seekers

### Mental Health Community Transformation

- Monthly meetings to divert referrals from secondary mental health
- Adult and Carer representation present
- Consideration of physical hub for East Cleveland

### Approved Mental Health Professionals Risks and Issues

- Transporting people detained under MHA can be delayed due to ambulance shortages
- Social care securing transport in addition to health service
- Resource pressures in our AMHP service for Q2, recruiting agency AMHPs to ensure sufficient cover
- Additional staff have been identified for AMHP training

### Mental Health Risks and Issues

- Worcestershire High Court case may impact on our legal responsibility for people detained under the MHA
- NYCC placements in R&C subsequently detained increasing number of people we are responsible for under MHA.
- Some delays for social care assessment in Adult Mental Health due to staff vacancies.
- Prioritising urgent need and risk proactively with TEWW to ensure people remain safe and supported.

## Learning Disability Update



### Practice Challenges

- Resource pressures from vacancies and number of newly qualified staff impacting on timeliness of some work
- Robust triage and prioritisation of urgent need to ensure everyone is safe and supported
- Volume of Community DoLS
- Positive outcomes for complex cases achieving CHC funding for eligible people
- Challenges in Supported Employment as result of C-19 but early progress being made.



### Transitions

- Regular Operational Transitions partnership early evidence appears to have enhanced some young people's experience
- Initiated joint working with Commissioning to plan accommodation and support services for young people 16 +



- A recent national PSW survey indicated 10-20% social work vacancies
- Social workers are mainly leaving for better paid job roles/promotions
- Minority have left for health reasons or burn out
- Those who are leaving are mainly over 50, reducing the number of experienced practitioners
- More social workers are choosing agency work nationally – we need to understand why

## Practice Quality Assurance

- We face continued pressures across our workforce in relation to reduced staffing capacity and are working with our teams to understand the challenges and debate possible solutions. Over 35 staff vacancies currently.
- Exit interviews are being analysed to understand reasons for leaving and identify any common themes. We will also do 'value our staff' interviews.
- We continue to see positive throughput on our Career Progression Framework.
- We have received positive feedback in relation to our ASYE programme.
- Excellent practice identified around Adult's voice evident in case recordings.
- Direct observations have given assurance of positive practices which are reported through practice improvement meetings.
- We need to get better at ensuring all Adults get relevant information following their needs assessment.
- Early preparations are underway for the new CQC assurance framework.





# Promoting Independence

## Highlights...

We have exceeded our 2021/22 target for adapting people’s homes, supporting almost 3,000 to remain living independently in their own homes.

Our reablement services have delivered excellent outcomes for adults in need of support, although numbers have been reduced due to resource pressures and the impact of the pandemic.

## Adult Care Performance Framework

Monitoring our performance to improve social care outcomes

MD DASHBOARD ENTRY			
Measure	Q4 YTD Performance	Q4 YTD Target	Annual Benchmark
Number of Adults supported to remain in their own home by adapting properties (YTD)	2957	2790	None
Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement ( <b>ASCOF 2B1</b> ) (YTD)	80%	89%	NE 83.5% England 82.0% (2019/20)

# Promoting Independence



## Housing Adaptations

- A total of 2953 housing adaptations have been completed this year, an increase of 22% from last 2020/21.

## Disabled Facilities Grants

- 207 DFG's approved for 2021/22; 170 completed
- Some delays caused by H&S paperwork, asbestos reports, waiting for plans from architects.
- Once approved start dates are taking considerably longer due to contractor shortage/demand.
- We are streamlining the process.

## Minor Works and Handyperson service

- This quarter 643 minor adaptations have been completed.
- 113 handyperson jobs have been undertaken.

## Activity & Wellbeing Therapeutic Services

- Services at The Dunes and St Germain for older people, Guisborough Central and Redcar Satellite for Adults with learning disabilities are returning to pre-covid levels. Group activities are commencing again and we are undertaking more outings into the community.



# Promoting Independence

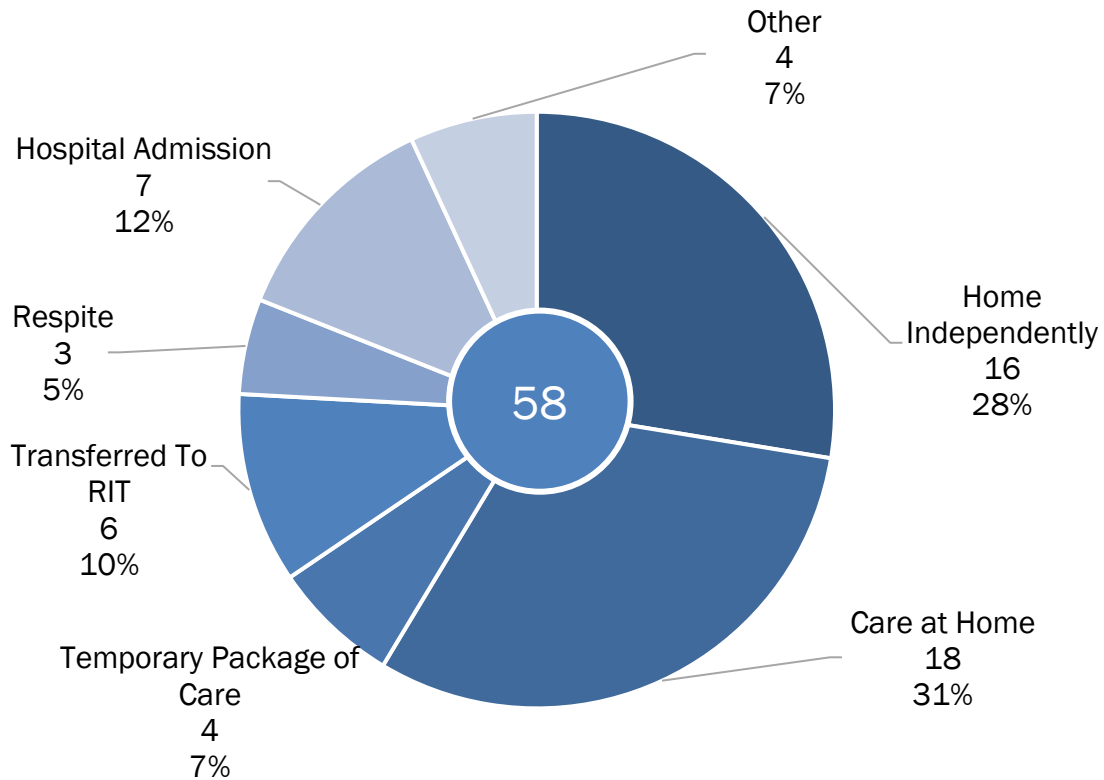
## Rapid Response

- 58 Adults have been discharged from Rapid Response during Q4, 83% stayed at home.

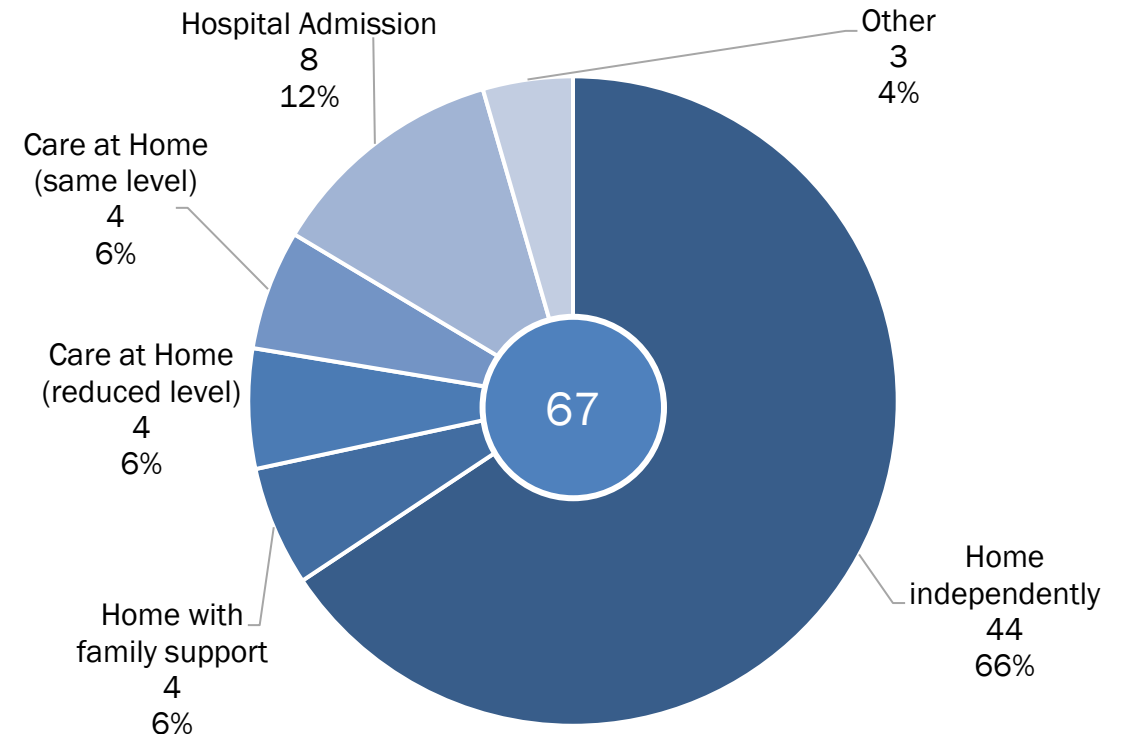
## Reablement at Home

- 67 Adults have received reablement services at home during Q4, 88% remained at home.

Rapid Response: Q4 Outcomes



Reablement at Home: Q4 Outcomes

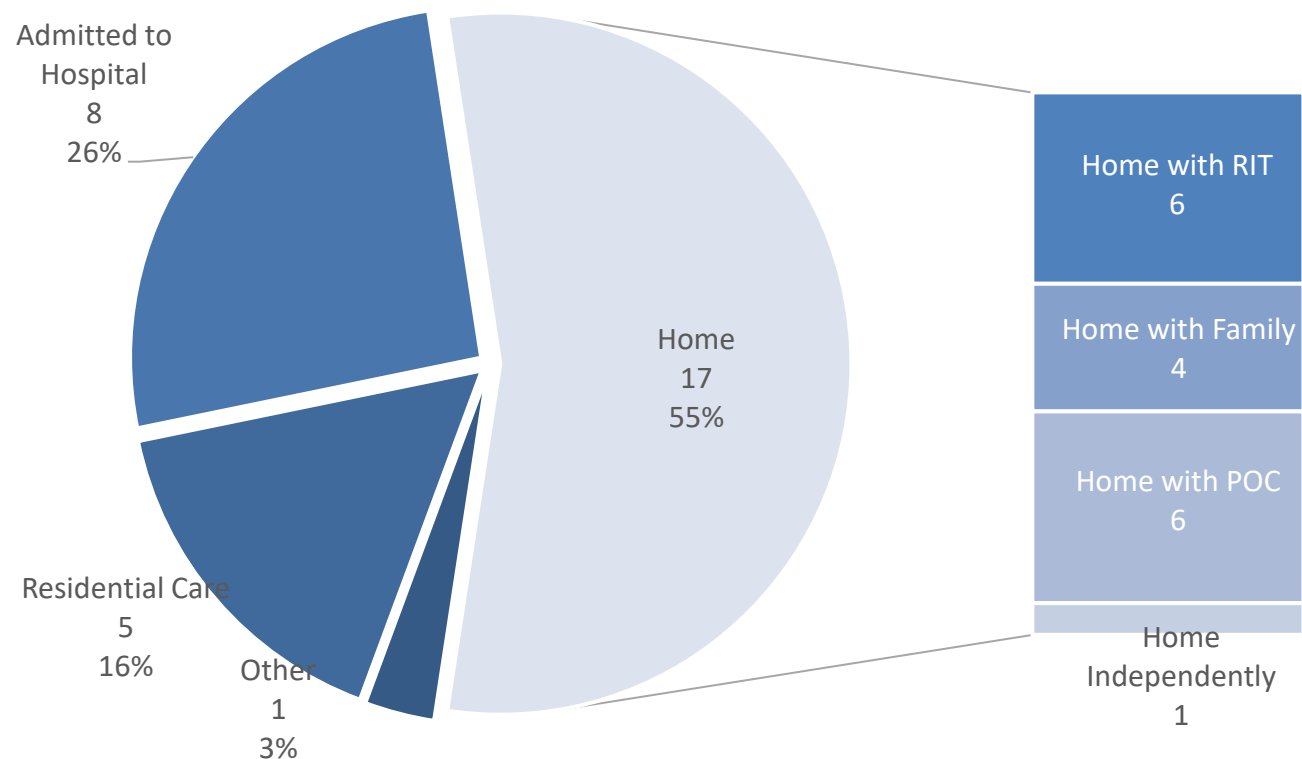


# Promoting Independence

## Meadowgate Intermediate Care Centre

- 31 Adults were discharged in Q4.
- We continue to see a significant proportion return to hospital due to high level complex needs.
- Occupancy has been reduced to approx. 50% due to outbreaks (C-10 and D&V) and staff sickness.
- The service continues to receive high customer satisfaction levels.

Q4 Outcomes Meadowgate



# Promoting Independence



## Jervaulx

- CQC inspection around infection prevention and control – positive feedback.
- Staffing resources under pressure; recruitment challenging due to lack of skilled and experienced candidates.
- Refurbishment work completed creating more spacious layout and improved working environment in the office.
- Low level shower installed for short breaks providing more accessibility for guests.
- Upgraded security alarms.
- Plans for the garden underway!

## Respite and Stepping Stones units re-opened

- 2 people currently in our Stepping Stones unit
- Several longstanding guests have reinstated their short stays with us, supporting carers to have a break.
- One new short stay guest currently going through transition period.





# Right Support at the Right Time

## Highlights...

The market continues to struggle with recruitment and retention issues, particularly in domiciliary care services.

We are starting to see services emerge from the pandemic and build back however the sector continues to face uncertainty particularly in relation to rising costs of living.

2 care homes sustained positive change and were removed from the RASC process, and 2 care homes remain with positive progress being achieved.

## Adult Care Performance Framework

Monitoring our performance to improve social care outcomes

MD DASHBOARD ENTRY			
Measure	Q4 YTD Performance	Q4 YTD Target	Annual Benchmark
Number of Beds Funded by RCBC, including Respite, Short stay and Permanent (end of month value)	673	695	None

# Right Support at the Right Time



The **residential care** agreement has been extended for a 12 month period to allow us to incorporate any amendments alongside the Fair Cost of Care exercise.

**Outbreaks:** In line with HPT guidance we risk managed admissions to care homes that were in active outbreak.

Oversight and assurance were provided by IPC teams and admissions were limited to homes with a low number of positive cases amongst staff and residents.



A number of **supported living schemes** are underway at various stages; generally there is some uncertainty in the market due to post-covid supply issues and inflationary pressures on build costs.



## Care Quality Update

95 individual quality assessment contacts were made during quarter 4 across all sectors. We continue to embed our new approach to quality assurance, support the RASC process and our providers.

Our scheduled focus for Q4 was on older peoples residential homes; 92% of homes were visited during Quarter 4. Additionally we have conducted verification visits to this cohort and can confirm commissioned services are providing accurate assessment of their quality standards.

## Update on Commissioning Activity



**Older Persons Linking Lives Service**, funded through Better Care Fund for 1 year, delivered by Age UK Teesside utilises an existing pool of 50 volunteers to deliver befriending and digital tech support to residents 50 year and over with an identified need.

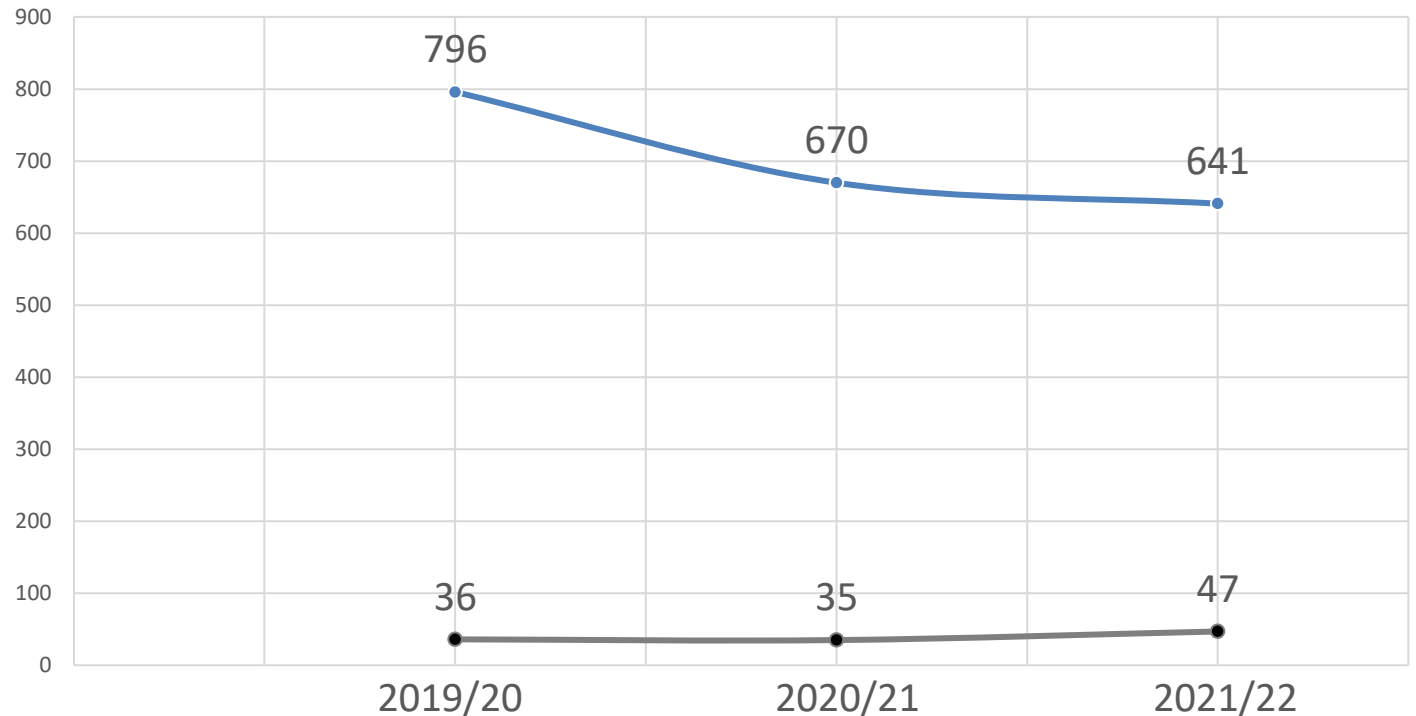
# Right Support at the Right Time

## Residential Care

The chart below shows the residential care placements for the last three years and includes the split of both permanent and temporary bed occupancy. The number of permanent residential placements are steadily decreasing while there has been a slight increase in the number of temporary admissions. This falls in line with the pandemic output, reablement agenda and the increased number of Adults with multiple complex needs.



Average Residential Bed Placements per year



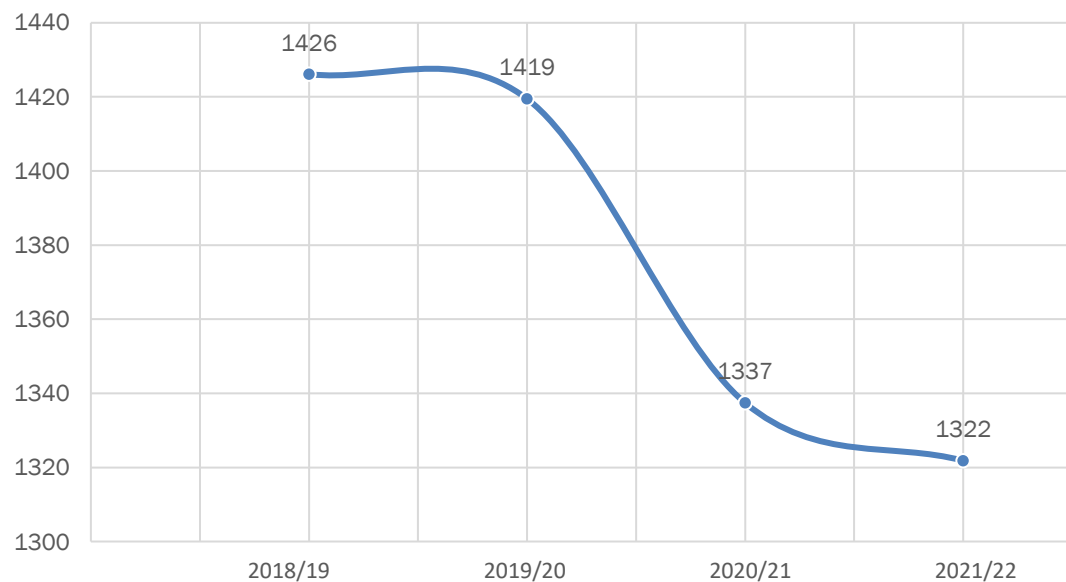


# Right Support at the Right Time

## Care at Home

- The average number of Adults we cared for and supported at home during 2021/22 was in the region of 1322.
- Approximately 40% of these individuals are supported by our top ranked care provider.

Average Care at Home Numbers per year



- Despite the slight reduction in the number of cared for Adults the sector continues to experience significant challenges in relation to recruitment and retention.
- Adult Care continue to support the sector through initiatives such as the Care Academy and various marketing campaigns.

# Voice of the Adult

A new engagement project has been initiated to review our customer feedback and ensure the voice of the adult is heard.

Existing satisfaction survey numbers remain low and we are considering new ways to capture views. We have received positive feedback this quarter and a number of compliments.

## Adult Care Performance Framework

Monitoring our performance to improve social care outcomes



### Complaints, Concerns & Compliments

- Complaints activity remains consistent with previous quarters. During Q4 we have received 14 complaints. Key themes identified below:
  - Issues about the quality, accuracy and timeliness of information, but also about how lack of information creates perceptions of people feeling uninvolved in issues affecting them.
  - issues about non-adherence to processes or procedures in relation to D2A funding and CHC
  - complaints related to incidents within care homes and care providers



### Quarter 4 Activity

- We have received a further 14 concerns which were resolved informally within a few days
- We have had 8 data subject access requests,
- 14 freedom of information requests,
- 14 third party information requests, and
- 51 compliments during the period.



# Adult Care Performance Framework

Monitoring our performance to  
improve social care outcomes

## Joining Up Care

### Hospital Discharges

- In response to renewed hospital pressures part way through Q4 we started collating additional intelligence on our Hospital Social Work Team.
- The team have faced challenges like all other teams in relation to resources but have supported a total of 203 discharges during February and March.
- There was an average of just under 9 days from referral to discharge – the average has been affected by domiciliary care staffing shortages across the sector.

### Discharge to Assess

- D2A has reduced from 6 to 4 weeks but will remain in place until 30<sup>th</sup> June 2022.
- Working in partnership we are addressing what the pathway will look like after this date.

### Continuing Health Care

- NHS reviewing policy on CHC.
- We are working with the CCG to advocate for all eligible individuals.



# Strategic Safeguarding



## Teeswide Safeguarding Adults Board Activity

- Board met once in Q4, plus a development day was held to agree the strategic priorities for the Board's 2022/23. New draft Strategic Plan for the Board has been developed and shared with partners for comment. It is anticipated this will be approved at the next Board meeting.
- Regional Work underway regarding Self-Neglect Resources: The SAR Champions are doing some work regionally to develop a suite of 7-minute briefings covering the different aspects of self-neglect; it is anticipated that these will be released throughout the year in the run up to National Safeguarding Adults Week and will be a useful resource for professionals. A video, similar in format to the Tricky Friends video, is being commissioned.
- National Safeguarding Adults Week 2021 report November 2021 highlighted that Nationally the campaign reached over 79 million people through a range of activities and social media campaigns. Locally the TSAB website and social media channels saw a 500% increase in activity over the week.
- Presentation by the VCS was well received and the Board acknowledged the value of the VCS, agreed for items from the Voluntary Sector Newsletter to be included in the TSAB newsletter going forward to raise awareness.
- TEWV CQC report from inspections in 2021 on Adult Mental Health Community Teams including psychosis and perinatal teams, Crisis and Health based urgent care teams, secure inpatient services (SIS) which consists of 17 wards which are medium secure and low secure learning disability, mental health and autism services and Community, Child and Adolescent Mental Health Services (CAMHS). The report highlighted 27 Must Do Actions and 21 Should Do Actions. TEWV are working through an action plan which was submitted to the CQC in January 2022.



# Questions



## Adult Care

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*“A sustainable adult social care system which prioritises supporting people to maximise their independence, remain safely in their home and be part of their local community for as long as practical.”*

A nighttime photograph of a tall, spiral staircase tower illuminated with colorful lights (red, yellow, green, blue) against a dark blue sky. The tower is situated on a beach with a concrete walkway in the foreground.

# Communities & Health 2021/22

## Quarter 4 Performance Report

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Presentation to Adults & Communities Scrutiny & Improvement Committee



# Communities & Health Performance Framework

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## Data Dashboard

# Managing Director's Dashboard

Measure (Monthly)	Category	2021/2022 Total to Date (Q1 Q4)	2021/2022 Annual Target (Q1 Q4)
Number of food hygiene inspections completed	Service	453	319
Proportion of target food hygiene inspections completed (%)	Service	142%	100%
Libraries - eBooks & eAudio - number borrowed	Service	13382	12000
Kirkleatham Estate (Museum, Grounds, Walled Garden) - numbers attending	Service	113465	120000
Social prescribing - number of residents accessing social prescribing support (Redcar Coastal/East Cleveland PCN)	Service	715	650
Social prescribing - number of residents reporting positive outcomes from social prescribing support	Service	570	500
Health Walk Programmes - numbers of residents attending	Service	5250	4000
Cultural activities - number of children and young people accessing	Service	4849	4000



# Managing Director's Dashboard


Measure (Quarterly)	Category	2021/2022 Total to Date (Q1 Q4)	2021/2022 Annual Target (Q1 Q4)
Homelessness - The proportion of people for whom Homelessness can be prevented	Service	80%(Average)	75%
Homelessness - The proportion of people for whom Homelessness is relieved	Service	68% (Average)	70%



# Communities & Health Performance Framework

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## Health Protection & Healthcare Quality

# Health Protection & Healthcare Quality



## COVID Response/Track and Trace

2021/2022	Q1	Q2	Q3	Q4	Total
COVID Related complaints/requests for advice handled.	109	120	286	130	645
Calls made to residents who tested positive for COVID.	897	4,442	5,585	4287	15211

## Housing Standards

2021/2022	Q1	Q2	Q3	Q4	Total
Service Requests.	191	273	222	208	894
Housing Licence Applications/Revocations were handled.	23	28	20	39	110

## Housing Advice & Information

2021/2022	Q1	Q2	Q3	Q4	Total
Approaches to the service.	375	383	443	440	1641



# Health Protection & Healthcare Quality

## Service Updates

### Environmental Protection

- Bathing water results confirm 3 Excellent Beaches and 3 Good, a loss of 1 excellent classification compared to 2020 when beaches were last classified. Redcar Lifeboat has dropped from ‘Excellent’ water quality to ‘Good’. The other 5 beaches remain the same classifications – Redcar Coatham – Excellent, Redcar Granville – Good, Redcar Stray – Excellent, Marske – Good and Saltburn – Excellent.
- Redcar Lifeboat award of good water quality will not affect our ability to apply for Seaside Award for 2022 season.

### Service Data

2020/2021	Q1	Q2	Q3	Q4	Total
Environmental Protection Service Requests	488	584	383	548	2,003
Trading Standards Notifications and Referrals	224	304	289	296	1,113
Planning Applications	71	136	100	164	471
2021/2022	Q1	Q2	Q3	Q4	Total
Environmental Protection Service Requests	554	644	475	421	2,094
Trading Standards Notifications and Referrals	327	320	381	304	1,332
Planning Applications	118	140	129	157	544



# Health Protection & Healthcare Quality



## Environmental Health (Commercial Team Inc. Port Health)

### Service Data

2020/21	Q1	Q2	Q3	Q4	Total
Service Requests	204	527	302	460	1,493
Outstanding Food Hygiene Inspections	-	269	401	508	508 (cumulative)

2021/22	Q1	Q2	Q3	Q4	Total
Service Requests	364	316	282	318	1,280
Food Hygiene Inspections Completed	124	107	120	102	453



# Health Protection & Healthcare Quality

## Environmental Health (Commercial Team Inc. Port Health)



### Service Data

2020/21	Q1	Q2	Q3	Q4	Total
Animal Health Inspections Outstanding	22	27	31	34	114
Feed inspections Outstanding	25	32	38	7	102
Accidents in the workplace responded to.	16	22	54	40	132
Infectious disease notifications responded to.	11	55	48	41	155

2021/22	Q1	Q2	Q3	Q4	Total
Animal Health Inspections Completed	99	28	13	26	166
Feed inspections Completed	2	18	8	5	33
Accidents in the workplace responded to.	2	8	12	14	36
Infectious disease notifications responded to.	63	83	46	27	219



# Communities & Health Performance Framework

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## Culture & Tourism

## Kirkleatham Museum

- Over **12,433** Visitors have visited the museum in Q4.
- Over **600** young people and their families participated in art and craft activities during the school holidays.
- We have worked with **13** primary schools and in total we have engaged with **810** children.

## Making the Mark Partnership

- Q4 was an exceptional quarter as a partnership we have had meaningful interactions with over **8,000** children from schools across the Tees Valley – this equals total engagements achieved in a previous full year period!
- Partners have worked to sustain their relationships with schools through a wide range of means including: on-site visits, outreach, digital/virtual workshops and through loans of museum resources.

## Peter Rabbit school project

- Inspired by Beatrix Potter's approach, writer Carmen Marcus, and illustrator, Katherine Lynas (alongside our Education Team) worked with Year 4s at Westgarth Primary School to create contemporary observation diaries and pet profiles - from which, a display was curated to support the Storytime trail.
- The children had the opportunity to visit the museum and view their contributions to the trail and were proud to see their work. This was a great opportunity for them to grow their confidence with their learning.



## Kirkleatham Museum

- The Bellamy Pavilion work is complete. A new slate roof has replaced the glass roof across the building – the space is much more usable and will enable more exhibitions and activities to take place within the venue.
- We have built capacity within the team to improve access and enable more community and outreach engagement.

## Lost Words & International Book Week

- The Learning and Engagement Team wanted to support local Primary schools who were struggling with their literacy.
- With help from the R&C Schools Advisor, **3** Redcar and Cleveland Schools were identified and offered free workshops during International Book Week.
- With funding support from the NPO Literacy stream, the museum commissioned a local writer and an artist to deliver free workshops linked to the Lost Words Exhibition. During the visit the children created their own illustrated book of poetry.

-Teachers reported how the children's learning benefited from the visit:

- *“Enabled more creativity from looking closely at nature and a different way of writing poetry”*
- *“...They enjoyed working with...a real author and illustrator”*
- *“ Deeper, imaginative thinking for writing. Development of ideas.”*

# Culture & Tourism



## Service Updates

### Libraries

- **13** Libraries fully operational with all usual services being offered including browsing, photocopying, printing and public PC usage
- **3** Libraries offering customer service face to face housing benefits & council tax advice.
- **1,271 children** and **1,187 adults** attend libraries In Q4 for various recommended events and activities including class visits, rhyme time sessions, knit and natter groups, adult and child arts and crafts, etc.



## Service Data

2020/2021	Q1	Q2	Q3	Q4	Total	2021/22	Q1	Q2	Q3	Q4	Total
Total number of customers served (Select + Collect)	N/A	915	1,245	1,539	3,699	Total number of customers served (Select + Collect)	6,053	29,024	36,276	41,361	112,714
Total number of books issued (Select + Collect)	N/A	3,999	4,959	6,062	15,020	Total number of books issued (Select + Collect)	17,917	24,505	21,400	24,535	88,357
Total number of eAudio loaned (Borrowbox)	1,498	512	1,537	1,539	5,086	Total number of eAudio loaned (Borrowbox)	1,440	1,464	1,529	1,642	6,075
Total number of eBooks loaned (Borrowbox)	2,097	744	2,218	2,298	7,357	Total number of eBooks loaned (Borrowbox)	2,029	1,825	1,504	1,767	7,125
Book fund purchases - eBook & eAudio (Borrowbox)	N/A	90	90	105	285	Book fund purchases - eBook & eAudio (Borrowbox)	212	73	271	412	968
Number of customers served (Home Delivery Service)	N/A	398	400	391	1,189	Number of customers served (Home Delivery Service)	338	306	285	348	1,277
Books Issued (Home Delivery Service)	N/A	2,688	2,738	3,593	9,019	Books Issued (Home Delivery Service)	2,359	2,629	2,646	3,115	10,749



# Communities & Health Performance Framework

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## Empowering Communities

# Empowering Communities



## Health Improvement

- Suicide Prevention Funding awarded Redcar's Walk N Talk group £200 which will go towards wellbeing nature activities where people will gain new skills knowledge. £200 was also funded to the Man Cave which is a group for males over the age of 50 from East Cleveland struggling with mental health to socialise and take part in different activities.
- Save check protect events took part in Q4 which is aimed to raise awareness amongst residents of key issues such as fuel poverty, crime and anti-social behaviour, mental health and wellbeing.
- £2,000 Seed funding secured for 6 community projects.

## Beat the street

- **15,465** people participated in Q4.
- The total engagement target was set at 13,600 which has already been surpassed.
- **96,464** Miles were covered (walking, cycling and running).
- **45** primary schools across the borough were involved as well as **4** secondary schools and **2** SEN schools.



# Empowering Communities



## Health Improvement

- Popstar James Arthur met with the local football teams supporting the no substitute campaign as part of a TV documentary this is currently filming.
- Health Improvement team worked with Cemeteries Dept, CRUSE and Friends of Redcar Cemetery to develop signage to be displayed on benches signposting grieving visitors to bereavement support
- Signed up as co-applicant of an NIHR research bid being undertaken by Mark Adams to ensure R&C communities will be represented in local research

## Pop-Up Vaccination Sessions

2021/22	Q1	Q2	Q3	Q4	Total
Number of Vaccination Clinics	N/A	7	13	45	65
Number of COVID Vaccination Given	N/A	1,626	7,986	2,644	12,256



# Empowering Communities

## Community Development

- In the current financial year, we have issued over £80,000 in grant funding to a range of community organisations to support recovery from the pandemic.
- The financial support provided has enabled community organisations to re-mobilise group sessions focussed on wellbeing, social inclusion and financial support and advice for residents.
- In addition, it has supported in the purchase of equipment for sports sessions, outdoor spaces, and a range of creative activities.
- The “Cleaner Borough” scheme has been popular, with both individuals and groups taking up the opportunity of receiving our equipment and heading off to litter pick.
- Combined event with Cleveland Police took place where we held a property security marking event. There was some very positive and appreciative comments made from parents having their children’s bikes marked up.
- **73** jubilee applications were funded during Q4.

# Empowering Communities



## Transformation Challenge (TCA) & Social Prescribing (SP)

### Service Data

2020/2021	Q1	Q2	Q3	Q4	Total
New Referrals Received (TCA)	28	53	67	76	224
Clients Supported (TCA)	98	114	104	78	394
2021/22	Q1	Q2	Q3	Q4	Total
New Referrals Received (TCA)	19	46	4	0	69
Clients Supported (TCA)	79	115	80	51	325
2020/2021	Q1	Q2	Q3	Q4	Total
New Referrals Received (SP)	23	53	67	74	217
Clients Supported (SP)	90	98	87	127	402
2021/22	Q1	Q2	Q3	Q4	Total
New Referrals Received (SP)	158	257	155	321	891
Clients Supported (SP)	160	205	183	167	715

# Empowering Communities



## Domestic Abuse Service – Foundation

2020/2021	Q1	Q2	Q3	Q4	Total
New referrals for Foundation	540	416	707	534	2,197

2021/2022	Q1	Q2	Q3	Q4	Total
New referrals for Foundation	735	530	545	668	2,478



## Substance Misuse Service – We Are With You

- **1,292** engaged with the needle exchange.
- **331** new referrals in Q4 , Waiting times for services for adults and young people is 4 days on average.
- All 4 hubs are still in operation covering Redcar, South Bank, Skelton and Loftus.
- The rate of representation to service following a successful completion for adults is **4%** and for young people **3%**.
- Did not attend rate in adults in Q4 is **21%** and for young people **13%**.
- **53** Successful completions for Adults in Q4.
- **40** Successful completions for young people in Q4.







# Communities & Health Performance Framework

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## Public Health South Tees

# Public Health South Tees

## Service Update

### Sexual Health

- **224** from the total of appointments undertaken in Q4 were for new patients.

### Service Data

2020/2021	Q1	Q2	Q3	Q4	Total
Appointments undertaken	1,131	1,520	1,725	1,706	6,082

2021/2022	Q1	Q2	Q3	Q4	Total
Appointments undertaken	1,652	1,596	1,425	621	5,294

## Stop Smoking Service

### Service Data

2020/2021	Q1	Q2	Q3	Q4	Total
Service users engaged	116	167	152	205	640
Number of quit dates set	72	117	93	130	412
Number of successful quits	49	73	73	95	290
Quit Percentage	68%	84%	79%	73%	76% Average

2021/2022	Q1	Q2	Q3	Q4	Total
Service users engaged	248	157	181	228	814
Number of quit dates set	136	49	48	63	296
Number of successful quits	95	28	24	58	205
Quit Percentage	70%	57%	50%	20%	49% Average



In this report we will share the actions we are undertaking on creating sustainable system change. These are the measures we are taking that are the foundations upon which delivery is being built and will be sustained.

	The Exchange	Commissioning Collaboratively	Growing Active	Changing how physical activity is delivered
Update	<p>The Exchange is our collaborative partnership committed to tackling physical inactivity through a whole systems approach. Our current membership of 43 organisations, most of which are not involved in the direct delivery of physical activity, they are involved in the programme due to their understanding of the wider benefits of embedding physical activity into their organisations. We facilitate collaborative spaces for partners to connect and understand the potential synergies between their work. A real life example is connecting NHS physiotherapists with community level physical activity providers.</p>	<p>With the support of RCBC procurement we have established an innovative approach to commissioning for contracts up to £177,000. This enables us to use our foundation of insight to frame the concept and enable the exchange members to have freedom to use their experience and expertise to co-create the necessary intervention.</p> <p>For additional information and to view the commissioning model click here:  <a href="https://drive.google.com/file/d/1gTTOMXGGgYoSmTFASsg7Rww_OPZlLO90/view?usp=sharing">https://drive.google.com/file/d/1gTTOMXGGgYoSmTFASsg7Rww_OPZlLO90/view?usp=sharing</a></p>	<p>Growing Active is a collaboration of 5 organisations commissioned through our collaborative commissioning model. Their work is based on local insight regarding a keen interest in delivery of growing based activities in the community with a gap in skills around horticulture. We developed a small pilot of the work in Grangetown and from that we were able to identify the key components of success and develop a concept to share through our exchange. This then enabled the appropriate members to form a collaboration to deliver a relevant project. Adding value to existing programmes by sharing and upskilling people with their specialist knowledge and experience.</p>	<p>One of our key findings from insight is that there is a lot of opportunities for physical activity in our place. Therefore, our priorities are to increase the demand for PA and ensure that the available opportunities are accessible to the inactive members of our community.</p> <p>An example of this is how with have collaborated with Everyone Active to evolve their existing programme to be more community based and therefore more accessible to local residents, developing an approach that considers the needs of each individual that participates and then creates suitable physical activity opportunity. These actions have been embedded through the Everyone Active Community Wellbeing Strategy for Redcar and Cleveland and also we have supported their staff to gain relevant training in Motivational Interviewing and Behaviour change techniques to enable them to have a greater understanding of customer needs.</p>

In the next report we will update on the core workstreams including;

- Community Focus Area
- Prehabilitation
- Type 2 Diabetes
- Slimming World
- Health Professionals
- Social Prescribing

**YOU'VE  
GOT  
THIS.**

# Public Health South Tees



## Service Update

### Mental Health – Redcar & Cleveland MIND

- **91%** increase in the number of referrals taken during Q4 compared to the same period in the previous year.
- **100%** of clients in this quarter reported improvements to their mental health and wellbeing.

### Mental Health – Cruse Bereavement

- **9** from the **58** referrals were for clients bereaved by suicide.
- During Q4 all clients saw an improvement in their mental health.



## Service Data

2020/2021	Q1	Q2	Q3	Q4	Total
MIND Referrals	76	82	81	67	306
Cruse Referrals	25	66	38	41	170
2021/2022	Q1	Q2	Q3	Q4	Total
MIND Referrals	95	113	115	128	451
Cruse Referrals	67	57	47	58	229



## Leisure Centre Attendances

2021/2022	Q1	Q2	Q3	Q4	Total
Attendances	182,728	201,143	199,042	247,697	830,610



# Communities & Health Performance Framework

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## Risks, Issues & Solutions

## Risks, Issues & Solutions – Health Protection and Healthcare Quality

What Are We Worried About?	What Are We Doing About It?
<p>We face challenges in recruiting and sustaining suitably qualified and experienced staff across the service area which poses a risk in discharging statutory functions.</p>	<p>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.</p>
<p>There is limited temporary accommodation needed to meet the demand for homeless households, whom the local authority has a duty to accommodate.</p>	<p>Accommodation is sourced from a number of different suppliers and the service is working with operators to increase the number of bed spaces available. We have received funding through NSAP to purchase and refurbish 5 properties. We received confirmation from MHCLG that our bid was successful, and we secured funding for an additional 10 units of accommodation. The 15 properties provide supported accommodation as part of a housing pathway for those who have a history of sleeping rough. The additional 10 properties have all been identified, 8 of the 15 properties are currently occupied the remaining properties are being purchased by our scheme partner (Beyond Housing)</p>



# Communities & Health

## Risks, Issues & Solutions – Empowering Communities

What Are We Worried About?	What Are We Doing About It?
<p>There will be a need for additional provision to address increasing health inequalities as a result of the pandemic.</p>	<p>We are implementing a number of new service models across Empowering Communities, which will provide a new support offer for Substance Misuse, Mental Health and Domestic Abuse – following a number of new funding streams from central government. We continue to utilise the COMF grant funding to increase resource and fund targeted workstreams to support increasing needs for health provision within our communities.</p>

## Risks, Issues & Solutions – Culture & Tourism

What Are We Worried About?	What Are We Doing About It?
<p>It is likely that engagement will return slowly for our culture and tourism offer and will take months to return to pre-pandemic levels. A reduction in visitor numbers and income could affect targets for the coming year.</p>	<p>To address this potential challenge, income targets have been revised and financial planning undertaken to address the shortfall. Marketing activity is being undertaken across our services to encourage engagement, the offer is also being designed to offer more outdoors, test safe ways of working and the service continues to engage with funding partners to build financial resilience.</p>
<p>There are risks around the survival of culture and creative businesses as a result of the pandemic, particularly with the latest national lockdown forcing many businesses to close their doors once again.</p>	<p>We have already supported a number of emergency funding applications for short term sustainability and will continue to explore wider options for the longer term.</p>





# Questions

Communities & Health

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