

HEALTH AND WELLBEING BOARD

DRAFT MINUTES OF THE HEALTH AND WELLBEING BOARD MEETING HELD ON 24 SEPTEMBER 2015 AT KENNET ROOM - COUNTY HALL, TROWBRIDGE BA14 8JN.

Present:

Cllr Jane Scott OBE (Chairman and Leader of the Council, Christina Button (NHS England), Dr Toby Davies (Chair of SARUM Clinical Commissioning Group), Christine Graves (Healthwatch), Cllr Keith Humphries (Cabinet Member, Wiltshire Council), Angus Macpherson (Wiltshire Police and Crime Commissioner), Cllr Laura Mayes (Cabinet Member, Wiltshire Council), Cllr Ian Thorn (Opposition Group Representative).

Non-Voting Members: Carolyn Godfrey (Corporate Director, Wiltshire Council), Maggie Rae (Corporate Director, Wiltshire Council), Deborah Fielding (Chief Officer CCG) and Toby Sutcliffe (Avon and Wiltshire Mental Health Partnership (AWP)).

67 Chairman's Welcome and Introduction

Cllr Jane Scott, in the Chair, welcomed all to the meeting and asked the Board to introduce themselves.

68 Apologies for Absence

Apologies were received from Nikki Luffingham from NHS England, represented by Christina Button; Police Chief Constable Mike Veale; Peter Hill from Salisbury, today represented by Dr Nick Marsden; Nerissa Vaughan from GWH, due to an imminent CQC inspection next week; and from Ken Wenman, from SWAST.

69 Minutes of the Previous Meeting

The minutes of the previous meeting were considered.

Resolved

That the minutes of the previous meeting held on 16 July 2015 be approved as a correct record.

70 Declarations of Interest

There were no declarations interest made.

71 **Chairman's Announcements**

a) Care Act update on implementation

The Chair drew the meeting's attention to the details of the announcement, made on Friday the 17th July by the Department of Health, that the phase two implementation of the Care Act (2014) would be postponed until 2020.

b) Refugee Programme Board

The Chair stated that, following a meeting of partners, plans had been drawn up to enable Wiltshire to participate in the relocation of Syrian Refugees. A detailed offer would be made to the Government.

72 **Public Participation**

There no questions or statements from any members of the public.

73 **Children and Adolescent Mental Health Services Transformation Plan**

Debbie Fielding presented the report which asked the Board to agree the Transformation Plan for additional Children and Adolescents Metal Health Services (CAMHS) funding.

Issues highlighted in the course of the presentation and discussion included: that the plan had been approved by the Wiltshire CCG Board; that GPs are supportive of the increased funding to CAMHS; how best to recognise the work already going on from young people; that some of the specific proposals had come from young people; how best to work with schools on promoting resilience amongst children and young people; and how the plan can bring the whole system together and improve the focus on prevention work.

Cllr Jane Scott commended the plan, and asked that officers let the young people who had fed into the plan know exactly how they had influenced the document.

Resolved

- i) To endorse Wiltshire CCG's draft transformation plan for children and young people's mental health and wellbeing, including key proposals for change and additional investment;**
- ii) To delegate the authority to the Chair and Vice Chair of the Health and Wellbeing Board to sign off the plan in accordance with NHS Transformation Plan guidance by Friday 16 October 2015. To include**

sign off by the Chief Officer, Wiltshire CCG and Director of Children's Services to reflect the whole system approach to transformation and the focus on early intervention, prevention and important work with primary care and schools; and

- iii) To ensure ongoing accountability and transparency to Health and Wellbeing Board partners by maintaining a clear reporting line on key progress via the Children's Trust multi-agency Emotional Wellbeing and Mental Health Sub Group (to include an update in December 2015).**

74 Wiltshire Children's Safeguarding Board Annual Report

Cliff Turner, Chair of the Children's Safeguarding Board, presented their Annual Report.

Issues highlighted in the course of the presentation and discussion included: that the Board works to bring partners together to make children safe; that a robust use of data is very important; the progress made on CSE; ongoing concerns regarding the impact of neglect on children and young people; that preventative work and building up resilience is key; and that the training programme is developing well.

Cliff Turner, in response to a question from Cllr Mayes, stated that there remained an outstanding issue regarding the appropriate level of funding from individual partners.

Chirstine Graves – Healthwatch Wiltshire, stated that they were pleased to have a representative on the Board, and remained impressed the Board's agenda was about keeping children safe in the widest possible sense. She also commended the number, and range, of partners on the Board.

The Chairman, Cllr Scott, commended the Safeguarding Board for their hard work.

Resolved

To note the content of the report.

75 Ofsted Report

Carolyn Godfrey, Corporate Director – Wiltshire Council, presented the report, which updated the Board on the results of the recent Ofsted inspection undertaken in Wiltshire and the recommendations of the report.

Issues highlighted in the course of the presentation and discussion included: that Ofsted visited the Council for a month over the summer; that the outcome of the inspection matched Wiltshire Council's own self-assessment; that there were a large number of positives, and there were no unexpected issues arising from the inspection; that the inspectors looked at hundreds of case reviews, and that they determined that there were no cases at risk unnecessarily; that inspectors were complimentary about the Multi Agency Safeguarding Hub (MASH), particularly with promptness of the response and decision making; that areas for improvement included providing enough early help before social care threshold was met, and that some partners didn't understand thresholds so some referrals were unnecessary; that further work was needed, in partnership with the Wiltshire Children's Safeguarding Board; the importance of giving care leavers access to health information; the need to continue the awareness work around the issues of Child Sexual Exploitation (CSE); the need to improve the responses rate in relation to missing children return interviews, and whether children are reluctant to speak to Council officials or the police.

Carolyn Godfrey stated, in response to a question from Cllr Thorn, that staff were receiving regular supervision but that there needed to be a more consistent approach in allowing staff adequate time to reflect on practice and not just focus on target management.

Cllr Laura Mayes stated that although the Inspector's judgement was that the service requires improvement, that she was pleased that, overall, the report showed that the service was sound, whilst recognising that there was a need to improve consistency across all the teams, with recruitment remaining a major focus. In summing up, she commended the hard work of the officers, and stated that they had reflected back to Ofsted that the intense nature of the review, and the officer time required to respond to the requirements of inspectors, meant that other important work was not able to be completed in that period..

It is recommended that the Board:

- i) Notes the areas of strength and areas for development outlined within the Ofsted inspection report of the Council's services; and**
- ii) Notes the comments on the work of the Wiltshire Safeguarding Children Board**

76 **Review of Better Care Plan performance 15/16 including an update on Payment for performance**

James Roach, Integration Manager, and Simon Truelove presented an update on performance to date against the objectives of the Better Care Plan.

Issues highlighted in the course of the presentation and discussion included: That admissions due to Urinary Tract Infections (UTIs) and Falls had decreased; that there had been an increase in admissions for children and

Gynaecological admissions; that investment was still being made to establish pathways to community care and divert from admission to hospital; that work was ongoing with GPs to identify patients who could be assisted in managing their conditions and health at home, to prevent admission later in the winter; that the Ambulance Service were doing work to encourage the direction of patients to home and primary care; how the CAMHS Strategy would be able to address some of the increase in children's admissions to hospital; the importance of encouraging Ambulance to direct some people to care; work on the capacity management plan; that the report to the Board could be written in a plainer English style to assist the understanding of lay-people; how the workforce is being reprofiled to see patients early enough to enable their referral back to primary or home care; what the funding implications were for performance-by-results projects and how the funding would be used.

In response to a question from the Chairman, it was confirmed that the Better Care Fund Payment for Performance related to reducing all non-elective activity, although the Better Care Plan's agreed focused only on the over 65s. The Chairman expressed concern that this was contrary to the advice previously received from the Department of Health.

Resolved

To note the updates.

Admin Note: A copy of the slides can be found here:

<http://cms.wiltshire.gov.uk/ieListDocuments.aspx?CId=1163&MId=8862>

77 Healthwatch Wiltshire - Updates

(A) Engagement for the Better Care Plan

Emma Cooper – Healthwatch, presented an update on the engagement work, undertaken by Healthwatch, regarding the Better Care Plan.

Issues highlighted in the course of the presentation and discussion included: that the focus had been on talking to over 65s; that they had attempted to establish the experiences of the people in the system, following them through different pathways; that people were asked their opinion on how joined up services were, how informed they felt and whether they felt included in decision making; that on the whole people are satisfied with their care; and that people are grateful for the services they receive.

(B) Your Care, Your Support portal.

Healthwatch, presented an update on partnership work with Wiltshire Council on developing the Your Care, Your Support Portal.

Issues highlighted in the course of the presentation and discussion included:

How the work would improve the quality and accessibility of care information through a single point of access; how the information had been shared with professional partners; that Healthwatch were invited to take part in early discussion; the importance of acute providers having given access to patients; the statutory duties to provide information; the impact of good quality information on the efficacy of the Health & Wellbeing Board's strategy; how people in Wiltshire have impacted on the development of the website, and that their views would continue as it is developed; that the site had gone live in April 2015, and that all partners were encouraged to give feedback focused on improving it; how the balance of text and images can be used to improve access for those with learning difficulties; that a small number of clicks should get people to the information they require; a recognition that the search function should improved; that the site could be further developed to use blogs, patient stories and video/audio information; that developers would like local organisations to promote their services through the website; that currently there have been 75,000 page views and 10,000 users; and how the site had been promoted through Radio, Area Boards and Libraries, in a soft launch, ahead of its official launch later in the year; and that Healthwatch Wiltshire were in charge of content management with Partners.

The Chairman thanked Healthwatch for the updates.

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<http://cms.wiltshire.gov.uk/ieListDocuments.aspx?CId=1163&MId=8862>

78 **Operational Resilience and Capacity Planning**

Debbie Fielding and Jo Cullen – Wiltshire CCG, presented the report which provided an update on the work of the systems resilience group and the creation of urgent care networks by NHS England in the context of upcoming winter pressures.

Issues highlighted in the course of the presentation and discussion included: how assurance is provided that measures are in place; that Wiltshire was linked to the urgent and emergency care networks of Bristol and Southampton; how partners worked together to share information; what steps are taken to prepare for Winter pressures; the set of actions taken regarding ambulance performance; that further work on to scrutinise staff rotas would be undertaken; the impact of the busy period over the summer on staff readiness; the impact of staff vacancies and the issues around recruitment; the importance of promoting a message of self-management to the public; that the public are receptive to these messages through their GPs offices; and the need to better engage with Pharmacies.

In response to the issues raised, the Chairman asked that officers prepare a further summary to the next Health & Wellbeing Board meeting; and that officers continue to work together to co-ordinate their Winter Pressures campaign.

Resolved to:

- i) Note the update; and**
- ii) Note the preparation for winter and processes underway to provide assurances for Wiltshire.**

79 **Wiltshire Joint Health and Wellbeing Strategy**

David Bowater, Senior Corporate Support Manager – Wiltshire Council, provided an update on the recent consultation and asked the Board to agree the refreshed Joint Health and Wellbeing Strategy for Wiltshire.

Issues highlighted in the course of the presentation and discussion included: that the draft strategy had been presented to the Board in April following results of previous consultation and focus groups; that the strategy focused on joint activity, and was not a detailed action plan; how the strategy had built on information derived from the Better Care Plan (BCP); how the strategy has been adapted in response to issues raised; and that a phasing plan has been included to link with other strategies that detail specific issues.

In response to issues raised by Partners, the Chairman asked that officers address the following issues: how best to publish measurable outcomes that can be better understood by the public; that hyper-links to the other strategies be incorporated; that the relevance of the 'onion' diagram to different age groups be made explicit; the use of the term Single View of the Customer be checked; and that the Strategy be referred to the relevant partner bodies to ensure that it maintains a high profile with partners and Wiltshire Council members.

Resolved

That the Board approve the final draft of the Joint Health and Wellbeing Strategy for publication.

80 **Housing Peer Challenge**

Maggie Rae, Corporate Director, presented the report which provided an update on the forthcoming housing peer challenge.

Issues highlighted in the course of the presentation and discussion included: the housing stock; the allocations policy; the delivery of new homes; and the need to address housing issues within the context of health issues.

That the Board note the information contained in this report and that the results of the Peer Challenge will be reported back to the Board on completion.

81 **Date of Next Meeting**

The Chairman drew the meeting's attention to the date of the next meeting, Thursday, 26 November at 3:00 pm, in County Hall, Trowbridge; and asked that if partners would like the meeting in a different location that they contact officers to discuss.

82 **Urgent Items**

There were no urgent items.

(Duration of meeting: 3.00 pm)

The Officer who has produced these minutes is Will Oulton, of Democratic & Members' Services, direct line 01225 713935, e-mail william.oulton@wiltshire.gov.uk

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