

Minutes of the Dudley Health and Wellbeing Board

Wednesday 26th June, 2019 at 4.00 pm,
DY1, Stafford Street, Dudley

Present:

Councillors N Barlow and L Taylor;
D Boucher (West Midlands Fire and Rescue Service); M Bowsher (Chief Officer Adult Social Care), N Bucktin (Director of Commissioning – CCG), H Ellis (Interim Chief Officer Children's Services), M Foster (Dudley and Walsall Mental Health Partnership NHS Trust), A Gray (Dudley CVS CEO); D Harkins (Chief Officer Health and Wellbeing and Director of Public Health), S Haywood (Head of Community Safety), T Morrison (Dudley Group NHS Foundation Trust), D Nellany (Public Protection Manager Food and Trading Standards), S Pritchard (Vice-Chair Healthwatch Dudley), L P Tang (Public Health Manager) and K Buckle (Democratic Services Officer).

Together with one member of the public.

1. **Election of the Chair**

Resolved

That Councillor N Barlow be elected Chair of the Board for the 2019/20 Municipal Year.
(Councillor N Barlow in the Chair)

2. **Election of Vice-Chair**

Resolved

That Dr D Hegarty be elected Vice Chair of the Board for the 2019/20 Municipal Year.

3. **Apologies for absence**

Apologies for absence from the meeting were submitted on behalf of M Axcell, S Bourner, P Bradbury, P Maubach, Dr D Hegarty, K Jackson, M Rogers, M Samuels and D Wake.

4. **Declarations of Interest**

No Member made a declaration of interest in accordance with the Member's Code of Conduct.

5. **Minutes**

Resolved

That the minutes of the meeting of the Board held on 21st March, 2019, be approved as a correct record and signed.

6. **Dudley Group Foundation Trust Strategy 2019/21**

A report of the Deputy Director Strategy and Business Development – Dudley Group Foundation Trust (DGFT) was submitted on the Dudley Group Foundation Trust Strategy for 2019-2021 that was appended to the report submitted.

In presenting the report submitted, the Deputy Director of Strategy and Business Development reported that the Trust Board had made the decision to refresh the Strategy for 2019-21 to take account of the changing environment in which healthcare was delivered.

A full re-write of the Strategy would take place in 2021 to take account of the planned implementation of the Multispecialty Community Provider (MCP) in Dudley and the NHS Long Term Plan (2019).

The Vision and Strategic Objectives of the Trust were referred to and it was noted that the Trust had defined six key measures of success, one for each strategic objective.

The aim to develop the Trust's approach to environmental sustainability involving promoting the use of alternatives for travel to their hospitals by patients, visitors and staff was referred to. The Trust would be seeking the support of the Borough and other stakeholders to help them achieve this aim.

The Chair referred to the need for networking links bringing on board as many schools as possible to encourage young people to enter caring professions.

The Chief Officer Health and Wellbeing and Director of Public Health referred to the support work partners were undertaking on the Borough Vision, with aspirations around education and skills, with the new Institute of Technology focusing on technology and healthcare.

The work conducted with environmental organisations and Charities to engage and develop outcomes was referred to and it was stated that those outcomes would be shared with the Board.

It was noted that strategic objective two of the Strategy was to deliver safe and caring services, and the Chief Officer Adult Social Care confirmed that he would request the Head of Adult Safeguarding to engage with the trust in relation to safeguarding.

The Patient Experience Strategy that was being developed was referred to and the National Adult Inpatient Survey would be considered as part of that Strategy.

Resolved

- (1) That the contents of the report submitted on the Dudley Group Foundation Trust Strategy for 2019-2021 and Appendix to the report submitted, together with comments by Members, be noted.
 - (2) That the efforts of the Dudley Group Foundation Trust to reduce carbon emissions associated with travel to and from their hospitals by all of their stakeholders, be supported.
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7. Scams and Financial Abuse Prevention

A report of the Public Protection Manager was submitted on the progress with the work of the Scams team.

In presenting the report submitted, the Public Protection Manager provided a case example of an elderly or otherwise vulnerable person who had responded to scam mail.

It was noted that the scam responder had agreed to undertake a Scam Marshall role in order to forward scam mail to be analysed and assisting further scams prevention work.

The facts and figures from the work of the scams unit as contained in the report submitted were referred to and it was noted that just under 300 people had completed or were completing an e-learning "Friends Against Scams" course.

The Public Protection Manager advised that 28 people had completed the Scams Champion training that also delivered the Dementia Friends training.

It was reported that a Financial Abuse Alliance had been established with those agencies concerned with financial exploitation and partner agencies attending a scams conference "Shine A Light" at Himley Hall in November, 2018.

It was stated that training had also been provided to Dudley Building Society staff. Further details with regard to several ongoing criminal investigations were contained in the report submitted. In terms of redress for victims, applications under the Proceeds of Crime Act would be pursued.

There was the need for a dedicated resource to support scam victims in the borough for the foreseeable future and the possibility of extending the service was under review.

The Chair acknowledged, supported and expressed his appreciation for the work of the Scams Team.

In relation to the recommendations contained in the report submitted, the Director of Commissioning, Dudley Clinical Commissioning Group, advised that he would pursue the request in relation to General Practitioner Surgeries committing to promoting the scams team work and details of the Financial Abuse Helpline could be included in the weekly newsletter that is currently disseminated to General Practitioner Surgeries.

It was agreed that T Morrison of the Dudley Group Foundation Trust would contact the Public Protection Manager in order to discuss avenues to promote the scams work and advertise the above Helpline to Community Services, together with the possibility of “Friends Against Scams” e-training being provided to hospital staff.

D Boucher West Midlands Fire Service advised that links into the Fire Service could be forged by way of joint visits to targeted vulnerable and elderly people, and referred to the real potential for partnership working.

The Chair suggested that details of the service be publicised in the “Dudley Home Magazine” and the possibility of engaging with the Castle and Crystal Credit Union.

Members referred to the pace and commitment of the Scams Team and expressed their appreciation for the work conducted to date.

Resolved

- (1) That the report submitted on Scams and Financial Abuse Prevention, together with the work it contributes to Health and Wellbeing key goals be noted.
- (2) That the Director of Commissioning, Dudley Clinical Commissioning Group be requested to pursue General Practitioner Surgeries promoting the Scams Team work and advertising the Helpline in the weekly newsletter.
- (3) That the Deputy Director of Strategy and Business Development be requested to contact the Public Protection Manager to discuss promoting the scams work, and advertising the Helpline.
- (4) That the Public Protection Manager be requested to consider publicising details of the Service in the Dudley Home Magazine and engage with the Castle and Crystal Credit Union.

10. **Reducing Loneliness and Isolation – Progress Report**

The Board considered a report of the Public Health Manager on the progress update on the work currently undertaken by Dudley Council, their partners and the communities working together to address loneliness and social isolation.

The Public Health Manager presented the report highlighting the background to the report submitted, referring to the actions to address loneliness and the three areas that were focused upon.

The use of data to identify people at risk of loneliness was referred to.

Mention was made of the development of a Connecting Conversation campaign to support residents, volunteers and paid staff in a range of roles.

Reference was made to the Voluntary Section Innovation Fund and what organisations and communities could do together as contained in the report submitted.

There would be ongoing services such as the Living Well Feeling Safe Partnership, the Dementia Gateways and Carers Network also continued to engage with people.

Twelve major chain supermarkets had been approached, with staff supporting community development work. Many stores also sponsor local charities and/or have funding to support local community work.

The work being undertaken by partners in order to address loneliness and isolation, working with local public services, the voluntary sector and businesses was noted. The work was currently not having the impact at the scale needed to address the issues, although the development of a new Dudley Community Innovation Strategy would enable all to connect lonely people to community assets.

Arising from the presentation of the report submitted, the Chair expressed his support for the work conducted and commented on the number of groups committing and supporting community development work. It was essential to have a community resource and effective signposting to services.

Councillor L Taylor suggested that the Council's Housing Benefits and Electoral Services Sections should be targeted, as they would have information of who were resident in properties that would be key to identifying that cohort of people who were vulnerable.

It was also suggested that staff training be extended to all Council employees, however it was noted that not all employees would have access to undertake on-line training and that face to face training be offered.

The Chief Officer Health and Wellbeing and Director of Public Health referred to young people being particularly vulnerable to isolation and loneliness, together with young new parents and those retiring. Life course data recorded points in lives where those groups were at risk of suffering isolation and loneliness.

It was noted that e-learning addressed the sensitivity required around connected conversations with mental health patients.

It was confirmed that representations from the Dudley Clinical Commissioning Group and Dudley Group Foundation Trust were required on the Multi Task and Finish Group and also be involved in the Connecting Conversations campaign work.

The Chief Executive Officer of Dudley Group Voluntary Service referred to mapping exercises conducted by the Service and the need to capture interventions that were working and provide links around community resilience.

The disinvestment in services across the years were referred to and seeking to change social behaviour and the need for link workers to have robust information around loneliness and isolation, as this was hard to measure.

Training work with peer support groups had identified that a large amount of people were connecting online.

The Chief Officer Health and Wellbeing and Director of Public Health referred to a 'story telling' event that gathered information in order to solve problems with loneliness, with one main theme around wanting to get out of the house, whilst being lonely or feeling isolated.

Accessing voluntary groups and challenging people to use those resources was paramount.

The Community Directory Campaign was referred to and it was noted that this would be key in terms of scaling up the Connecting Conversations Campaign.

Councillor L Taylor expressed the need to engage with those employed in Housing Services to assist with training programmes, as they could provide demographic intelligence.

The Chief Officer Health and Wellbeing and Director of Public Health referred to the need to question whether the services being delivered were making people feel less isolated and lonely.

Resolved

That, the contents of the report submitted on the progress update on Reducing Loneliness and Isolation, together with Members comments and suggestions, be noted.

9. **Deliberative Inquiry – Healthy Weight Whole Systems Approach to Obesity Prevention (WSAOP)**

A report was considered on the healthy weight priority, the Community inquiry to obesity prevention in Dudley and progress and next steps. The appendices to the report submitted related to demographic health data including street detail, membership of an Oversight Group that would report to Children and Young People's Alliance and a draft plan of the role of the steering group and work programme.

In presenting the report submitted, the Chief Officer Health and Wellbeing and Director of Public Health referred to the deliberative inquiry aimed to engage people from right across the Borough, and four neighbourhoods were particularly targeted for recruitment to deliberative inquiry groups based on demographic and health data. The Street data was contained in Appendix 1 to the report submitted.

It was reported that the deliberative inquiry work with the Community in more detailed ways, and the organisation 'Shared Future' had been awarded the contract to specifically ask the question "what can communities and organisations do together to help more people in Dudley be a healthy weight".

It was noted that the deliberative inquiry process had been postponed until September in order to provide more time to perform the recruitment process, to ensure representation from all groups and areas of the borough.

It was stated that from September to the end of November there would be a mixture of four Citizens Assemblies and two local inquiries.

It was noted that due to the unprecedented low response to letters it was suspected that the mention of 'weight' could have acted as a deterrent and there would now be a change to the approach for recruitment with the word 'weight' no longer being used.

Members would be invited to the Citizens Assemblies which will be full meetings of all 64 participants in a central location.

Resolved

That the information contained in the report submitted on the Deliberative Inquiry – Healthy Weight and the Appendices to the report submitted, be noted.

10. **Better Care Fund and Transforming Care Partnership**

A joint report of the Chief Officer Adult Social Care and the Director of Commissioning Dudley Clinical Commissioning Group was submitted providing an update on the status and performance of the Dudley Integration and Better Care Fund Plan 2017-19.

It was noted that Integration and Better Care Plans provide the basis for integrated health and social care provision and that was happening in parallel with the emergence of the Dudley Multispecialty Community Provider.

It was stated that the preceding 12 month period had been the most successful period with all targets being met, with further performance data demonstrating that key areas of focus for the Better Care Fund were being delivered. There had been significant reductions in emergency admissions to hospital and the reduction in delayed transfers of care for those who were admitted had been maintained.

The reporting requirements for 2019/20 were not currently known.

The Chief Officer Health and Adult Social Care referred to the Single Handed Care Work that had been invaluable with single handed care hours being reduced via assessments.

The national performance Delayed Discharge of Care data was referred to and it was hoped to see a constant ranking of that data in Dudley.

The Chair thanked all staff who assisted with reducing delayed discharges of care and those in the Single Handed Care Team.

It was noted that commissioning priorities for the next 12 months demonstrated commitment to ensuring all schemes contributing to performance improvement were maintained.

Resolved

That the information contained in the report submitted on the Better Care Fund and Transforming Care Partnership together with the assurances contained in the report submitted, be noted.

11. **Health and Wellbeing Board Strategy – Annual Review**

The Board considered a report on the progress made in the implementation of the Joint Health and Wellbeing Strategy.

The Chief Officer Health and Wellbeing and Director of Public Health summarised the work and progress made, referring to the key drivers and the three priorities for health and demand.

The Strategy also identified four principles that defined how the system and its partners would work together and with their communities. There was a shift to prevention with a strong focus on joining up health and care services and a stronger focus on what the strategy had achieved.

It was noted that the Health and Wellbeing annual conference had taken place on the 19th October, 2018. Full details of the presentations and workshops at the conference were contained in the report submitted.

The promotion of the daily mile was referred to and the work conducted on listening to schools in order to promote that. The need to ensure resources were in place to help promote the daily mile were noted.

Healthy pregnancy work and the bid for funding to be injected into early years transformation was referred to. It was noted that Academies were focusing on joining up services.

The key highlights from the delivery plan included healthy pregnancy and the critical first 1000 days, the plan focused on the antenatal stage with preventative strategies, enabling individual weight management for parents providing better outcomes for the first 1000 days of pregnancy. There was also the need to focus on physical and emotional health and wellbeing for children during the first 1000 days.

The work being conducted on healthy weight as far as both children and promoting healthy weight during pregnancy was outlined.

It was noted that the next priority would be reducing the impact of poverty with work being conducted on policy drivers and resilience against health and poverty.

The next steps to deliver an engagement plan with stakeholders and communities to better understand the assets in the borough that could contribute to mitigating the impact of poverty on health and wellbeing was elaborated upon.

Members noted the challenges for the authority in relation to reducing the impact of poverty.

Reference was made to the work conducted around school holiday hunger, and emotional health and wellbeing.

Mention was made of the investment in intervention working across the pathway of the Child and Adolescent Mental Health Service (CAMHS) that had been rated as outstanding in the recent Ofsted Inspection, with parents and carers praising the CAMHS services.

There had been work conducted in relation to suicide, and the 'Reach Out' campaign that included personal stories from Dudley residents was referred to.

The Public Health approach to violence reduction and the engagement work across all ages on the impacts of violence in communities would take place on the 12th and 19th August, 2019. The need to understand the issues and drivers in order to produce a Violence Intervention Plan on a page was referred to.

The Chair expressed his appreciation for the suicide prevention work including the work that was taking place with linking with colleges and schools and was happy to see that work was being conducted around the breast feeding strategy.

Members noted that there would be a Teddy Bears Picnic event at DY1, Stafford Street, Dudley on the 19th July, 2019 and consultation work on Thrive to 5 was taking place.

Resolved

That the information contained in the report submitted on progress and implementing the Health and Wellbeing Board Strategy, be noted.

12. **Delegated Action – Health and Wellbeing Executive Group**

The Chief Officer Health and Wellbeing and Director of Public Health reminded members that the Health and Wellbeing Executive could make recommendations. In doing so reference was made to two areas of work that the Executive had examined and approved on behalf of the Board and Members would be provided with the relevant documentation in relation to:-

- Prevention Concordat for Better Health and
- Mental Wellbeing Strategy.

It was noted that the Executive Group may request a Mental Health Representative to attend their future meetings.

Resolved

That the information contained in the Health and Wellbeing Executive Group Update and reported on at the meeting, be noted.

13. **Closing Remarks of the Chair**

The Chair referred to Pam Bradbury the outgoing Chief Executive Officer of Healthwatch Dudley, expressing his thanks and appreciation for her many years of service to the Council, referring to the excellent input into Council meetings, and wished her the very best for the future.

Members joined in with thanking Pam Bradbury for the support she had provided over many years.

14. **Dates of Future Meetings**

It was noted that future meetings would take place on the following dates:-

- Thursday 19th September, 2019
- Wednesday 4th December, 2019
- Thursday 19th March, 2020.

The meetings would commence at 4.00pm with venues to be determined.

The meeting ended at 5.30pm.

CHAIR

DHWB/10