

Service Summary Sheet

Directorate	Public Health and Wellbeing		
Year	2022-23	Quarter	Q1 (April – June)
Benchmarking with local authorities/nearest neighbours <i>Please consider if a Delivering Better Outcomes proforma should be completed also.</i>			
Overview of service delivery <i>Include any issues / risks</i>			
A.4149 Working with partners to develop the aspirations of the child friendly borough			✓ ON TARGET
Child Friendly Dudley Steering Group created. Recruitment to project manage the program underway. Further discussion required around UNICEF status			
A.4150 Working with partners to promote childhood vaccines			✓ ON TARGET
Discussions have taken place with the ICB chief/Deputy chief nurses and the clinical Quality GP lead. Black Country ICB are looking to appoint an Immunisation Lead within the organisation to develop a system wide immunisation Group. In the interim a placed based Immunisation Inequalities Group has been established, initially with Public Health but to include wider groups.			
A.4151 Working in partnership with Children's Services to complete a SEND needs assessment and Strategy			✓ ON TARGET
All age First 1001 Days and 0-19 needs assessments being completed. These will include data and service mapping but plans delayed to ensure the voices of children, young people and families are heard. Routine data for SEND available for needs assessment, service mapping more difficult, especially for those not in SEND settings. Strategy not commenced			
A.4152 Working with communities, anchor organisations and partners to take forward asset based approached			✓ ON TARGET

Support provided to 11 grassroots projects through the asset based 'Make it Happen' initiative, including projects to improve local green spaces, develop community gardens, bring people together to meet others and make friends/ reduce loneliness and isolation, providing activities and support for migrant communities and supporting mums with their mental health and wellbeing. Collaboration with Stourbridge Community Development Trust and local partners/ businesses to plan a community festival for early September to celebrate local history and cultures and promote community cohesion.

A.4153 Creating a health protection model and emergency planning structures and processes

✓ **ON TARGET**

A COVID response team has been established within the Health and Wellbeing directorate. The process for escalation will be driven by data and the decision to escalate made by the Directorate Senior leadership team. A package of training is being developed to ensure those staff in the COVID response team are kept up to date with the latest developments to enable them to respond if surge is required.

A.4154 Work with NHS, Social Care commissioners and providers to develop a programme to improve quality and minimise disruption to services from infectious disease

✓ **ON TARGET**

Working with care home commissioning colleagues and safeguarding in the ICB to identify care homes to place on annual audit schedule - commenced scheduled audit programme and undertook additional audits as requested by the ICB/Council Commenced care home and domiciliary care education programme. Following ASC offer around staff fit testing for FFP3 masks the team worked with care home commissioning, to source a training provider, scoping exercise of care home providers, taking the lead in organising and promoting the training sessions the first session will be quarter 2 Continuing to support social care providers who report outbreaks of COVID or clusters of cases within the home. Supporting schools and care homes that report other communicable disease outbreaks providing IPC advise to minimise spread. The Dudley Health Protection Co-operation agreement has been reviewed. Work is taking place with Black Country ICB to commission a Health Protection response, in relation to testing, sampling and prescribing. This will cover the whole Black Country Footprint and be clinically led. Attended outbreak meetings at the local trust on behalf of the DPH in our role of scrutiny and challenge

A. 4155 Development of integrated family hubs, providing health, education and social care for all Dudley Families

✓ **ON TARGET**

Family hubs steering group commenced, funding and project spend received as draft. First 1001 Days team supporting with needs assessment and mapping of service to determine gaps in provision.

A.4156 Develop a system wide pathway to reducing loneliness and isolation

✓ ON TARGET

Resources to support older people: Later life planning resource produced. This is a guide for supporting people in making decisions relating to major life changes and planning for a healthier and better later life. Delivered brief information sessions for Dudley Council employees with 137 copies distributed. The guide will be rolled out to a number of organisations and businesses. A new updated version July 2022 available as a hard copy. Further information at <https://lets-get.com/ageing-well/change-the-way-you-age/late-life-planning/>

Supported the National Loneliness Awareness Week 13-17 June. Digi Dudley project provided digital skills drop-in sessions at the hubs in the parks. Community groups, wider council teams and local businesses collaborated and co-ordinated a 'say hello' campaign. 7 public benches were 'adopted' for a week by each group who used their innovation and creativity to decorate the bench and run a series of fun and engaging activities. Achieved over 400+ conversations with local residents and groups across the week. 2 groups will be continuing to adopt a bench (Coseley and Dudley).

Befriending scheme continued to provide support for older people at risk of loneliness providing both home visits and telephone calls. 89 people supported this quarter and 26 new referrals received. Total number of volunteers – 52 providing a total of 585 hrs of befriending this quarter (approx.45hrs of befriending each week).

Innovation funded project Digi Dudley – 38 referrals to the project in this quarter which has tripled compared to the previous quarter. Currently, 51 individuals are actively participating in the project. 216 hours of digital skills sessions delivered as 1-1s or group setting. Support has been focused on residents living in 7 Sheltered Housing schemes this quarter. The project is linking in with the Black Country and West Birmingham CCG's Get Connected laptop loan scheme. Community groups that involve or support older people – ongoing support from the healthy ageing team provided to local community groups.

A.4157 To protect the people of Dudley by expanding the work of the trading standards team

✓ ON TARGET

Specialist officers in Trading Standards attend Adult MASH to provide appraisal of financial abuse referrals and investigation where necessary. Scams officers visit Dudley residents who are being targeted by scammers to educate and prevent financial exploitation.

A.4158 Ensure robust emergency planning and business continuity processes are in place across the council and commissioned services to

✓ ON TARGET

Work has commenced on the Audit Department Action Plan in relation to Emergency Planning and Business Continuity. Whilst the Dudley Incident Management Group is in place, challenges remain to obtain full engagement across the council. The team are heavily involved in supporting the Commonwealth Games co-ordinating the emergency response. In June a Senior Executive Board Training Exercise took place. This was facilitated by the National Emergency Planning College and included colleagues from the emergency services. This exercise provided assurance that the Executive Board could respond incidents should they occur.

A. 4159 Support the council wide response to poverty focusing on child poverty ✓ **ON TARGET**

Needs assessment and strategy required to ensure system connectedness. Needs recruitment to PH manager post.

A.4160 Improve links between delivery of Public Health goals and the regulatory activities of the Environmental Health and Trading Standards Service ✓ **ON TARGET**

Work is ongoing to develop links between food hygiene inspections and initiatives encourage healthy eating (tackling obesity), removing illicit tobacco from sale (reducing tobacco addiction/reducing smoking in pregnancy), improving air quality (tackling climate change) and visiting vulnerable residents who are targeted by scammers (tackling loneliness and isolation).

A.4161 To promote the extensive air quality monitoring network operated by Environmental Health and encourage the application of the data obtained to deliver cleaner air in the borough ✓ **ON TARGET**

Air quality monitoring stations across the borough are operated and monitored by EHTS. Air Quality Monitoring Stations have now been successfully upgraded using DEFRA funding. Monitoring data is being used proactively as part of the council's work to improve air quality and tackle climate change.

A.4162 Work in collaboration with groups from marginalised communities to understand barriers to improving health and develop programmes to address these barriers ✓ **ON TARGET**

Community narrative/ storytelling project – ‘Looking back, moving forward, stories from Covid times’ completed with 91 stories collected from people/ marginalised groups from across Dudley borough. In addition, people from Queens Cross Network took part in a participatory photography project to capture their experiences of Covid, the challenges and the things which supported them through this difficult time and 77 people stitched quilt squares to depict their experiences. An exhibition of stories, photographs and the final quilt was launched at Dudley Library on 07.06.2022. The exhibition is currently touring the borough.

The project report has been completed and planning has commenced to ensure the findings are used to inform programmes of work to address health inequalities.

A.4163 Work with partners and the community to co-produce an inclusion guide 'Making Dudley a Place for Everyone'

✓ ON TARGET

Following a procurement process an independent organisation was commissioned to take forward the Inclusion Guide work, building on the annual report. The National Development Team for Inclusion (NDTi) began planning and working with public health in March. During April and May interactive workshops with stakeholders were conducted, this included; partner organisations leads and staff, community groups and individuals, these were conducted both face to face and virtual. The plans and progress were shared at the Corporate Equalities Group on 10th May. During June the Guide and Toolkit have been trialled with a variety of settings and individuals. Toolkit and guide are due to be received as final version in July/August.

A.4164 Rebuild the Public Health Department following the 2 year covid response

✓ ON TARGET

The department produced its workforce development plan covering recruitment and retention, training and improving staff productivity. The plan will be implemented in the coming 9 months

A.4165 Recommission and redesign Public Health contracts to be fit for the future and to meet the relevant regulations

✓ ON TARGET

1. A Commissioning Programme Board has now been set up to oversee the commissioning of Public Health contracts in line with procurement and legal regulations and guidance and currently meets bi-weekly.
2. A governance structure is in place reporting to SEB and full council.
3. A Project Plan detailing the project key timelines and major milestones is in place and will be reviewed regularly with all necessary project processes including risk included in the project management process.
4. The following Task & Finish groups have been established to focus on refreshing service specifications, collectively agreeing and shaping services to ensure that they are fit for the future and to define service KPI's and service expectations - these groups meet bi-weekly
 - Adult Wellness/Healthy Lifestyle Services
 - Drug, Alcohol and Substance Misuse Services
 - Sexual and Reproductive Services
 - Children & Young People - Integrated service

Workforce metrics

Headcount & FTE as at 30/06/2022

Division	Headcount Non Casual	Casual Headcount	Total Headcount	FTE
Management Team	4	0	4	3.09
Adults & Older Peoples Public Health	11	0	11	8.00
Children & Young Peoples Public Health	11	0	11	9.23
Credit Union	6	0	6	4.18
Environmental Health & Trading Standards	40	0	40	35.11
Executive Support Team	13	0	13	11.44
Health & Wellbeing Business Support	8	22	30	6.57
Health Care Public Health	3	3	6	2.20
Health Protection	8	0	8	7.30
Healthy Communities & Place	21	0	21	18.53
Health & Wellbeing Total	123	24	147	105.65

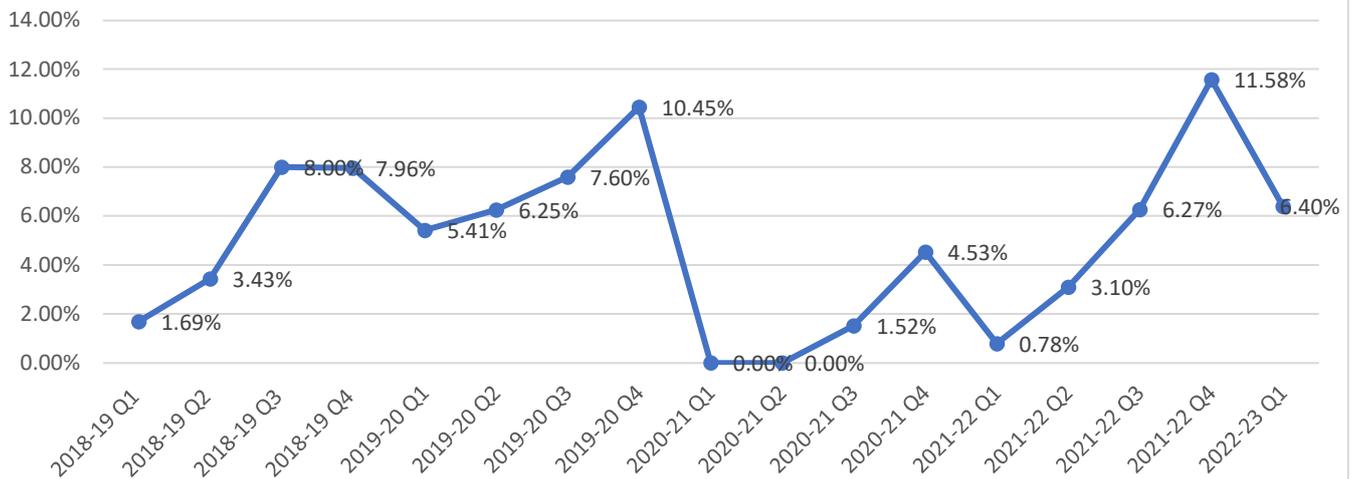
Ethnicity	Headcount	%
Ethnic Minority Group	15	12.2%
Undisclosed	8	6.5%
White	100	81.3%
Grand Total	123	100.0%

Disability	Headcount	%
Disabled	12	9.8%
Not Disabled	85	69.1%
Undisclosed	26	21.1%
Grand Total	123	100.0%

Gender	Headcount	%
Female	95	77%
Male	28	23%
Grand Total	123	100%

Quarter	Turnover rate %
2022-23 Q1	6.40%

Turnover Rate %



Service achievements

Report of any external accreditation, awards, positive publicity, during the past quarter

Alexandra Stan, Community Development Worker in Public Health, took part in the Local Government Apprentice of the Year 2022 – Apprentice Challenge event on 25th May 2022, having successfully passed her Level 3 Cultural Learning Participation Officer apprenticeship in November 2021. She joined two other apprentices from the Council at this national event which involved over 100 learners. The apprentices were recognised for their achievements at the Leadership Forum on 23rd June 2022 and a case study outlining Alexandra's apprenticeship experience is available on Connect -

<https://connect.dudley.gov.uk/documents/shared/Human-Resources/Alexandra%20Stan%20-%20Cultural%20Learning%20Participation%20Officer%20Level%203.pdf#search=apprenticeship%20case%20studies>

Opportunities for improvement

Information relating to service complaints / compliments and learning from these

Any additional information relating to performance