

Bromsgrove District Council

Report of the Portfolio Holder for Health & Wellbeing

Aligned to “Help me live my life independently”

Lifeline

Commercialisation has become a key element of the NEW Lifeline strategy ensuring that we can give our customers the best value for money by examining our contracts, equipment costs and the actual cost of service delivery.

Last year the NEW Lifeline team procured and installed a new call handling platform, Jontek Answerlink system. This was a seamless transition with no adverse effect on our customers or service provision. The system integrated the service user database on to the Council's network, transforming many administrative tasks to quick electronic functions. It introduced the ability to use text messaging where appropriate, and streamlines processes for communication and back up of data. The new system will be able to accommodate internet based communication which we have to consider because of changes to the telephony network to be implemented between 2018 and 2025 (Telephone lines are changing from analogue to digital in a national programme of work).

NEW Lifeline carried out a thorough trial on various GPS tracking products resulting in a GPS Pendant being added to our portfolio in January of this year. NEW Lifeline is now able to give Clients all the comfort provided by a telecare alarm away from the home. The tracker offers security and peace of mind allowing the Client to call for help wherever they are, gives two-way voice communication and provides their exact location in event of an emergency. A full roaming SIM is included and fall detection may be added if required. The pendant is suitable for those still wishing to lead an active life but wanting the added security, the pendant offers, whilst doing so. They are also suitable for children, those living with dementia and lone workers. This technology is constantly evolving and we need to embrace new ideas and applications.

NEW Lifeline is meeting the highest possible standards for telecare services being accredited to the Telecare Services Association (TSA) Integrated Code of Practice, assessed at the annual external audit.

To measure our performance 346 NEW Lifeline service users were randomly selected and asked to respond to our customer satisfaction survey. We received 128 questionnaires back.

100% were satisfied or very satisfied with the Lifeline Service.
98% were satisfied or very satisfied with the speed of our response in an emergency.
100% were satisfied or very satisfied with the help they received in an emergency.
95% thought the service was value for money.
100% were satisfied or very satisfied with the help they received to test the equipment and with maintenance of the equipment.

We have received over 600 enquiries about Lifeline this year, resulting in 263 new installations within Bromsgrove, all new service users were left with a questionnaire and prepaid envelope to report back on the service they received through the installation period. In all instances where the questionnaires were returned 100% were satisfied with the quality of the service; 100% were satisfied with the speed of the response; 100% were happy with the demonstration and information given and 100% thought the service was value for money.

Every month calls are monitored to see how quickly operators pick up the calls. The targets set are 97.5% with 1 minute and 99% within 3 minutes, we consistently perform within these targets.

We have answered a total of 172,348 calls through lifeline between April 2016 and March 2017, of which 4,936 were medical emergency calls and 2,078 were 'no response' calls which had to be investigated.

The Lifeline Service attended the Bromsgrove Pensioners Fair on 3rd November. This was an ideal opportunity to showcase the range of services and equipment that is available to residents. The Lifeline stall had a lot of interest with over 50 residents taking away further information.

Planning the year ahead...

The changes to the telephony network is forcing us to focus on how to migrate from analogue to digital. This is a national project led by OFCOM that will affect all homes and businesses. However the critical nature of the Lifeline Service provided to vulnerable individuals means we have to plan for this situation as it evolves. We are researching what equipment is available and how other countries, namely Sweden, have coped with these changes and what lessons have been learned. We are working closely with our equipment suppliers to learn how to overcome the challenges and research the most cost effective and reliable solutions.

We are working in partnership with Fortis Housing to trial a response service for people on Lifeline who have fallen but are uninjured and also to investigate calls where nothing can be heard (no response calls) and local contacts are unavailable. Fortis have been providing this service in the South of the County for some time and have all the correct equipment and training to pick up people when they have fallen. There will be no additional charge to our service users as the trial is being funded by the CCG with a view to it becoming a permanent offer.

Bromsgrove Partnership

Background

The Bromsgrove Partnership is the Local Strategic Partnership (LSP) for the District.

An LSP is a voluntary partnership which brings together different organisations from the public, private, voluntary and community sectors. Instead of each organisation working separately in isolation, the Bromsgrove Partnership provides a forum for local organisations to come together and address issues that are important to those living, working and visiting Bromsgrove District in a more effective and cohesive way.

Bromsgrove Partnership's vision is: "*We will make Bromsgrove District the place to live, do business and to visit.*"

Bromsgrove Partnership operates a Strategic Board with Theme and Sub Groups underneath. The Partnership is made up of representatives from a number of organisations.

Bromsgrove Partnership Theme Groups

There are two partnership groups that I am a member of and they are as follows:

Community Wellbeing Theme Group

This is the largest of the Theme Groups with representatives from a variety of public and voluntary sector organisations around the table. It covers: Health and Wellbeing; Children and Young People; and Ageing Well. The Health and Wellbeing section of the Action Plan is being refreshed and is aligned with the Worcestershire Health and Wellbeing Strategy 2016-21, reflecting the same key priorities around: improving mental wellbeing; increasing physical activity; and reducing harm from alcohol.

The Ageing Well Sub Group looks after the 'Ageing Well' part of the Action Plan (see next section). Following discussions some time ago at the Community Wellbeing Theme Group (CWTG) and Board, a NEETs (not in education, employment or training) Solution Panel was set up which focuses on individual cases and ensures those individuals have the most appropriate support. In addition, last year a Children and Young People Provider Group was established, which was requested by partners so that at a provider level, they can work together to better meet the needs of children and young people collectively. The Children and Young People Provider Group connects into both the Bromsgrove Partnership and Safer Bromsgrove, which is part of the Community Safety Partnership.

At the CWTG meeting in September the partners received an update from all the sub groups (Ageing Well Sub Group, NEETs Solution Panel and Children and Young

People Provider Network). The November meeting focussed on the priority 'improving mental wellbeing' where partners found out more on services available locally and considered how they could, individually or collectively in partnership, work together to support those services and ultimately help improve the mental wellbeing of our local residents. A further follow-on improving mental wellbeing meeting took place in January. The January meeting of the Theme Group then focussed on the Worcestershire Children and Young People Plan and discussions on how the Partnership could support the Plan.

At a County level, the Community Wellbeing Theme Group links to the Worcestershire Health Improvement Group (HIG) which is a sub Group of the Health and Wellbeing Board (HWBB). I am the District Council representative on the HIG and the North Worcestershire District Council representative on the HWBB too.

Ageing Well Sub Group

Due to the wide remit of the Community Wellbeing Theme Group, and given the demographic of the District, a sub group, specifically focusing on the older population locally, was formed some time ago. It was, until January 2018, chaired by the Chief Executive of Age UK Bromsgrove, Redditch and Wyre Forest. A new chair is due to be appointed shortly.

There are a number of key priorities for this group which are: improve dementia awareness; tackle fuel poverty and reduce excess winter deaths; falls prevention and increase physical activity; address social isolation and loneliness and promote ageing well; improve stroke awareness; and identify 'hidden' carers and promote support.

Discussions at recent meetings have included: supporting the Pensioner's Fair organised by Sajid Javid MP; updating and promoting the winter edition of the 'New Horizons' information / signposting leaflet for older people highlighting the five ways to wellbeing; digital inclusion; physical activities specifically for the older population; and the work of the local Dementia Action Alliance in recently achieving Bromsgrove as a Dementia Friendly Community through our Bromsgrove and Redditch Dementia Action Alliance.

Connecting Families

The Connecting Families approach, which the Bromsgrove Partnership is leading on, is now starting to be rolled-out in Bromsgrove. The initial focus of this will be falls for the elderly which are the largest cause of emergency hospital admissions in the district, with nearly 6,000 people aged 65+ being expected to have a fall in Bromsgrove in the next 12 months and the figure for which is due to rise to almost 9,000 by 2035 as the older population grows.

In light of my memberships of both the Community Wellbeing Theme Group and Ageing Well Sub Group I have been asked to join the Connecting Families Steering Group and will now also be a member of this.

Safeguarding

Safeguarding children, young people and vulnerable adults is a responsibility of us all. As a Ward Councillor or representative of the Council, we all have a duty to act if we have any concerns. To support this responsibility the Council is represented on the Worcestershire Safeguarding Children's Board by Kevin Dicks and District representation is made at the Board's Theme groups. In respect of the Worcestershire Adults Safeguarding Board, links have been further developed to enhance sharing of advice and good practice. The Head of Community Services meets quarterly with the Board's Manager to discuss as a District Council how we can support the priorities of the Worcestershire Board.

As a Council we take our duties seriously in respect of our responsibilities under the Children Act 2004. We have in place a Safeguarding Policy which is reviewed annually and alongside this, training has been provided to both Members and Officers. In particular, training has paid specific attention to child sexual exploitation and corporate parenting in order to raise awareness of these important safeguarding responsibilities. We have been proactive as a District Council to deliver this training to our partners, including BDHT and the voluntary sector.

We will continue to work with our partners to support any work around child exploitation and particularly if any locations of concern are within our district. Worcestershire Regulatory Services have recently met with the Chair and Vice Chair of our Licencing committee to discuss training for hackney carriage drivers and this will be rolled out during 2018.

As Portfolio Holder, I sit on the County's Corporate Parenting Board. This is the formal partnership of agencies who work together to meet the need of Looked After Children and Young People. We are all Corporate Parents and have a responsibility to be ensure that the services provided for Looked After Children and care leaves meet their needs and to the highest possible standard.

Sadly, Looked After Children are far less likely to reach their full potential. Some shocking statistics include: 12% become homeless, only 1% go on to University and 50% will have a mental health issue. We can do something to break this cycle by making sure that looked after children and young people are given the same opportunities that any good parents would provide for their child. Make sure that the views of young people are heard and listened to and when decisions are being made that their views are taken into account. Promote a positive view of looked after children and young people and care leavers and help raise public awareness about the care system.

Councillors play an important role in safeguarding our communities and in particular those who are more vulnerable. I therefore asked Officers to provide a short leaflet containing the key messages and key contacts for you. Copies are available.

Early Help (renamed Parenting and Family Support)

The Parenting and Family Support contracts with WCC has been in place from December 2016. Despite a reduced budget the service has managed to meet all contract targets.

Members will be aware, as part of the above changes the County Council conducted a consultation exercise on Children's Centres during last summer. The outcome being that out of the six centres in Bromsgrove, five have been transferred over to schools. The remaining centre, Pear Tree, being retained on Lease to ourselves for the delivery of the new contract. This Centre in Sidemoor, continues to offer a range of Universal services available from Health and Voluntary organisations and it is a thriving Centre. We are also renting staff space at the Starlight café in Charford which is proving to work well in terms of accessibility for families and partnership working with other agencies- BDHT Sunrise project in particular.

When the contract started there was a clear criteria for Family Support however following the WCC Safeguarding Ofsted Inspection, work is being carried out in reviewing Family Support in regards to how it can support Social Care. The team can only now offer targeted Family Support services at tier 3. The Family Support referrals now have to be processed via the Family Front Door and the Community Social Workers advise whether the Targeted Family Support Service are able to work with them or whether a tier 2 service (schools or health services) should respond instead.

As part of the contract with WCC we also provide Parenting Provision. Again, when the contract started we had a set criteria for this (families who live in the top 40% super output areas of need, families known to social care, teenage parents, children most at risk of becoming NEET (not in Education, Employment or Training) or those that meet 2 of the Government's Troubled Families Criteria (e.g.involved in crime/ASB, parents/carers out of work). However in discussions with Health Visitor and School Nurse colleagues and the commissioner, it has now been decided that we will open this provision up universally, so any family can access this support – however, we will still be measured on how we engage the target groups.

Are you worried about data protection and whether you can SHARE INFORMATION?

Worried about breach of confidentiality?

Data Protection is not a barrier to sharing information ...



Any concerns about sharing information speak to the Information Management Team (Charlotte Shepard, Julie Hemming-Smout and Nicola Brothwell) on extension 3258.

SAFEGUARDING

It's everyone's responsibility



Bromsgrove
District Council
www.bromsgrove.gov.uk



Child abuse and abuse to vulnerable adults really exists - it is prevalent throughout society and is not related to any one group. Everyone needs to be open to this and to be vigilant.

- You have a responsibility to safeguard children, young people and vulnerable adults against any form of abuse.
- Whatever your job role, or as a councillor you are the eyes and ears of the community and have a responsibility to act if you have any concerns.
- Warning signs can be hard to spot though, so if you see something that concerns you, don't leave it - share it with your line manager or one of the following Council's Safeguarding leads:
 - **Head of Community Services - Judith Willis**
ext.3348 / 07810154316
 - **Head of Leisure and Cultural Services - John Godwin**
ext.1762 / 07974242328
 - **Interim Safeguarding Lead - Louise Langston**
ext.2165 / 07990532103



What to do if you have a safeguarding concern

- If you are concerned about a child, young person or vulnerable adult please discuss with your line manager or safeguarding lead for the authority
- For professionals there is a contact number to call if you have concerns via Family 'Front Door' on 01905 822666 for children or the Access Centre on 01905 768035 for adults
- Do be aware that whilst it is your role to pick up concerns in the first instance, it is not your role to investigate the concern. This is the role of Social Care and the Police.
- If your concern is regarding a member of staff abusing a child, young person or vulnerable adult report this immediately to a safeguarding lead.

All children, young people and vulnerable adults should be able to lead safe, fulfilling lives and not be subject to abuse or neglect by others.

Types of abuse can be:

Physical abuse Sexual abuse Financial Abuse Risk of injury
Emotional abuse (including a child witnessing domestic abuse)
Neglect Bullying Child Sexual Exploitation

Signs of abuse may not be obvious but can include physical appearance and behavior or it may be that the child, young person or adult tells you something.

Always give consideration to the following safeguarding principles:-

- Child and adult protection is a multi agency operation - no one organisation or agency on their own can protect children and vulnerable adults. We have to trust and work with others and share information.
- No one should make a decision about abuse on their own - always discuss concerns with your line manager or a Safeguarding Lead.
- Parents have a right to know when their children are being discussed and children have a right to be consulted - it is much better to have parents agreement but there can be times when this would put the child at further risk.



Corporate Parenting

Remember that we need to provide extra support and work together to meet the needs of Looked After Children. The term Corporate Parent applies to everyone and means we have a duty to ensure that Looked After Children have the opportunities to thrive and reach their potential. Speak to Judith Willis if you want to find out more.