



York Health and Wellbeing Board

2018/19 Annual Report



Vision: *for every single resident of York to enjoy the best possible health and wellbeing throughout the course of their life*

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Welcome

from the Chair and Vice-Chair
of the Health and Wellbeing Board

Welcome to the fourth annual report of the York Health and Wellbeing Board, May 2018 to 2019.

This report highlights some of the work activities which have contributed to delivering our joint health and wellbeing strategy 2017-2022; how we have worked together and how we have been developing our Joint Strategic Needs Assessment (JSNA).

We would like to acknowledge the incredible amount and variety of work happening in the city to help us deliver against our strategy and all the different

organisations involved. This annual report is just a snapshot of some of this work; it would be impossible to mention everything.

Our formal meetings are open to the public to attend and webcasts are available to view at www.york.gov.uk/webcasts, whenever it is convenient for you.

We would like to take this opportunity to thank all the Health and Wellbeing Board members for their hard work and commitment to improving the health and wellbeing of York's residents.

Contact

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**Councillor
Carol Runciman**

Chair of the Health
and Wellbeing Board



Dr Nigel Wells

Vice-Chair of
the Health and
Wellbeing Board

The York Health and Wellbeing Board

The York Health and Wellbeing Board (HWBB) is a strategic partnership which sets the vision and direction for health and wellbeing for the city. Its aims are to:

- Improve the health and wellbeing of the locality via strategic influence over decisions across health, public health and social care
- Strengthen working relationships between health and social care partners.

The main responsibilities of the Board are:

- Assessing the health and wellbeing needs of the local population and how they can be addressed through a Joint Strategic Needs Assessment (JSNA)
- Producing and implementing a joint health and wellbeing strategy based on the information in the JSNA
- Promoting greater partnership working and joining up services across the health and social care system
- Producing a Pharmaceutical Needs Assessment (PNA)

Membership

During 2018 and 2019 the York Health and Wellbeing Board had 16 members from several organisations across the city. The Chair keeps a list of named substitutes which is reviewed regularly to ensure it is up to date.

There were a number of changes in membership throughout 2018/19 and as of May 2019 the membership of the board is shown opposite.



The current membership of the Health and Wellbeing Board is:



Councillor Carol Runciman
(Chair) Portfolio Holder for Adult Social Care and Health, City of York Council



Dr Nigel Wells
(Vice-Chair)
Chair of NHS Vale of York Clinical Commissioning Group



Councillor Ian Cuthbertson
Portfolio Holder for Education, Children and Young People
City of York Council



Councillor Rosie Baker
City of York Council



Councillor Katie Lomas
City of York Council



Dr Andrew Lee
Executive Director, Primary Care and Population Health
NHS Vale of York Clinical Commissioning Group



Amanda Hatton
Corporate Director of Education and Communities
City of York Council



Sharon Houlden
Corporate Director of Health, Housing and Adult Social Care, City of York Council



Sharon Stoltz
Director of Public Health
City of York



Siân Balsom
Manager
Healthwatch York



Lisa Winward
Chief Constable
North Yorkshire Police



Alison Semmence
Chief Executive
York CVS



Mike Proctor
Chief Executive
York Teaching Hospital NHS Foundation Trust (until 31.07.2019)



Naomi Lonergan
Director of Operations, North Yorkshire and York Tees, Esk & Wear Valleys NHS Foundation Trust



Mike Padgham
Chair
Independent Care Group



Gillian Laurence
Head of Clinical Strategy (Yorkshire & the Humber)
NHS England & NHS Improvement

Mental health and wellbeing

Top priority

Get better at spotting the early signs of mental ill health and intervening early

Additional things we want to achieve

Focus on recovery and rehabilitation

Improve services for young mothers, children and young people

Improve the services for those with learning disabilities

Ensure that York becomes a Suicide Safer City

Ensure that York is both a mental health and dementia friendly environment

The Health and Wellbeing Board's aim is to improve access to support for residents experiencing mental ill health focusing on prevention and early intervention. Following the launch of our mental health strategy in March 2018 we created a Mental Health Partnership that will report to us on an annual basis. The partnership has now chosen three priority areas to focus on:

- Self harm
- Mental health housing and support
- Developing a community approach to mental health and wellbeing

The Partnership held a **Connecting Our City Conference** in April 2019 to launch a programme of work that over the next 5 to 10 years aims to transform the way we support people's mental health and wellbeing in York. A key message from that event was that co-production has to be at the heart of everything we do. Citizens, carers, staff and communities will be involved in co-designing and co-producing our community approach to mental health and wellbeing.

The Health and Wellbeing Board have agreed to sign up to the **Prevention Concordat for Better Mental Health**. The concordat is underpinned by an understanding that taking a prevention focused approach to improving the public's mental health makes a valuable contribution to achieving a fairer and more equitable society. The Mental Health Partnership will develop an action plan to deliver against the concordat.

A Suicide Safer Community Delivery Group has been established to lead on our priority to ensure that York becomes a **Suicide Safer City**. The group have identified three priorities:

- Reducing the risk of suicide in high risk groups
- Tailoring approaches to improve mental health in specific groups
- Training and awareness raising

The work on ensuring that York becomes a dementia friendly environment will be led by our recently established Ageing Well Partnership.

In our joint health and wellbeing strategy 2017-2022 the board said it would:

Promote the five steps to wellbeing approach to help people improve their own mental health

Ways to Wellbeing connects people to local community support to make them feel better. Funded through the Better Care Fund and managed by York CVS, Ways to Wellbeing reduces use of GP appointments for social issues, helping people stay safe and well at home for longer. 75% of people using Ways to Wellbeing feel more confident and 80% have improved their wellbeing.

Use our influence to press for greater parity between mental and physical health services

NHS Vale of York Clinical Commissioning Group (CCG) has agreed new investment in 2019-20 to enable sustainable service delivery improvements. Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) will concentrate this new investment in services where demand pressures are most severe and where additional investment will have the maximum impact.

Tackle stigma, ensuring there are safe places to talk to friendly people and that everyone is treated with respect and dignity

Time To Change is a national movement to challenge stigma and discrimination in those with mental health problems. A local hub has been commissioned to recruit and support champions. Priory Medical Group has been commissioned by the CCG to set up the first Primary Care Mental Health Service provided by GP surgeries.

Develop a better understanding of mental health needs in York so that we can ensure our services are fit for purpose, redesigning them if necessary

Our JSNA Working Group has produced a report about Mental Health Inequalities. This report is focused on access to support for people with mental health conditions in York and takes the themes and priorities from the [York Mental Health Strategy](#) and examines the extent to which the Health and Wellbeing Board can be assured that there is equity of access to mental health support services for the people of York.

Work in particular to improve mental health services for children and young people so that emerging issues are quickly identified and supported within universal settings and that timely specialist help is available when it is needed

Investment has been made into Child and Adolescent Mental Health Services (CAMHS). Children and families waiting for further treatment are now able to keep in contact with the service. The School Wellbeing Service has supported 290 pupils with their emotional and mental wellbeing.

Ensure that the actions arising from the joint health and wellbeing strategy also take account of the guidance and specific targets within the national **Five Year Forward View for Mental Health**

There has been improved performance in the eating disorders team with young people waiting less time to access the service. A peri-natal mental health service for new mothers has been launched.

Starting and growing well

Top priority

Support for the first 1001 days, especially for vulnerable communities

Additional things we want to achieve

Reduce inequalities in outcomes for particular groups of children

Ensure children and young people are free from all forms of neglect and abuse

Improve services for vulnerable mothers

Ensure that York becomes a breastfeeding-friendly city

Make sustained progress towards a smoke-free generation

The Health and Wellbeing Board's aim is to make sure all of our children get the best start in life. This includes looking after their health and wellbeing and making sure that all services are child and family friendly.

As part of the refresh of our Joint Strategic Needs Assessment (JSNA) an [inequalities report](#) was produced focusing on obesity in childhood; hospital admissions for self harm and childhood poverty. This has led to the Healthy Weight Steering Group investigating how best to develop community interventions to reduce childhood obesity.

In July 2018 the social mobility through education pledge and action plan was developed. As part of this plan the West Project, which is all about working to improve outcomes in the early years through a focus on speech, language and communication needs, will be launched in September 2019.

A range of partnership mechanisms across the city are used to deliver against the starting and growing well theme of the joint health and wellbeing strategy (2017-22) and [The Children and Young People's Plan 2016-2020](#).

An Infant Feeding Strategy Group has been established to take forward the work around breastfeeding across the city.

Healthy Child Service mandated contact timeliness targets (from antenatal to 2-2.5 years) have been a focus and have all increased.

One area of inequality identified was children's oral health; a needs assessment has been completed and this will lead to a children's focused oral health strategy being completed by the end of 2019.

Work is underway to establish a Tobacco Control Alliance for York. A Tobacco Summit will be held in July 2019 to initiate this work and identify priorities for York. This will help us make progress towards a smoke free generation.

In our joint health and wellbeing strategy 2017-2022 the board said it would:

Ensure the successful establishment of York's Local Area Teams

Local Area Teams (LATs) responded to 'holiday food poverty' in Clifton bringing together a number of partners to establish community run access to positive activities alongside food in the Clifton area.

Promote healthy choices including healthy eating and locally sourced food

Local Area Teams (LATs) carry out direct work with families in response to need; working with partners to co-ordinate services and help find solutions to problems. This model of early intervention is making a real difference to young people, be it through support for vulnerable mothers or the work we are doing to integrate the healthy child service.

Further develop the parenting offer for all families; especially those with children under five

LATs have commissioned a number of activities to support parents in their role. Homestart have been re-commissioned with an extended age range of supporting families from birth to six years old. This allows the newly commissioned service to include supporting isolated families transition into education provision. In addition evidenced based parenting programmes have been commissioned and early intervention would suggest positive outcomes. In response to need a short parenting programme for parents supporting children's emotional resilience received an exceptionally high take up. The programme and referrals are currently being evaluated.

Ensure that the ambitions outlined in the Children and Young People's Plan 2016-2020 are delivered

Our Children and Young People's Plan was published in 2016 and runs until 2020. It identified the priority areas of:

- Early Help
- Emotional and Mental Health
- Narrowing gaps in outcomes
- Priority groups (children and young people in care, Not in Education Employment and Training, young carers, refugees, children living in poverty)

The YorOK board regularly considers reports that reflect these themes and priorities. Following the appointment of a new Director of Children's Services and lead executive member for children and young people the group discussed taking forward work to evaluate the work of the current Children and Young People's Plan, clearly identify and articulate need in the city and establish a new plan for 2020 and beyond.

Ensure that the particular needs of students are understood and reflected in all relevant local plans

The Student Health Network was launched at the start of 2019. Led by public health, this is a partnership between the higher education institutions in the city and other partners to ensure that the needs of students are featured in local plans.

Living and working well

Top priority

Promote workplace health and remove barriers to employment

Additional things we want to achieve

Reduce inequalities for those living in the poorer wards and for vulnerable groups

Help residents make good choices

Support people to maintain a healthy weight

Help people to help themselves including management of long term conditions

Work with Safer York Partnership to implement the city's new alcohol strategy

The Health and Wellbeing Board wants to see everyone in York have the opportunity to live a long, healthy and productive life.

In the last year we have established a multi-agency Healthy Weight Steering Group. This group has developed a healthy weight strategy for the city that we are now consulting on, with the aim to publish in autumn this year.

Public Health are working with North Yorkshire Sport to develop a physical activity strategy, which will identify actions to increase levels of physical activity and impact on the healthy weight agenda.

Our approach to tackling inequalities at ward level is through our asset based community work. Schemes such as Good Gym encourage volunteering by channelling the energy that people spend on exercising and turning it into positive social action, alongside tackling loneliness and social isolation.

Proactive Health Coaching is a telephone-based health management service that improves patient health and quality of life, while ensuring that healthcare resources are spent as efficiently as possible. In partnership with Health Navigator and York Teaching Hospital NHS Foundation Trust, NHS Vale of York Clinical Commissioning Group have delivered an effective preventative strategy that simultaneously provides better care for patients and reduces stress on Accident and Emergency departments.

In our joint health and wellbeing strategy 2017-2022 the board said it would:

Promote greater awareness of, and referral to services that support people to live healthily by all frontline staff

[MECC Link](#) is a simple signposting tool for professionals that has been carefully designed to support an approach to positive behaviour change called 'Making Every Contact Count' (MECC). [Live Well York](#) provides good quality information pages that navigate through to more specialist websites where appropriate.

Promote the Workplace Wellbeing Charter amongst the city's employers, ensuring board members lead by example

Nationally the work around Workplace Wellbeing Charters has changed. Work needs to take place to consider how we can best implement something similar on a local level. Some organisations represented at the board have their own workforce strategies and workforce wellbeing initiatives and some elements of these have similarities to the Workplace Wellbeing Charter.

Oversee the establishment of an integrated wellness service in York, providing advice on a wide range of health and wellbeing issues

An integrated wellbeing service was established in York in 2017. Since then the service has evolved to meet the needs of our population. To date the focus has been to increase the uptake of people receiving an NHS Health Check. The service will transition to become a health trainer service. As well as identifying the issues that may lead to poorer health outcomes they will also have the capacity to work with residents on a 1:1 basis to support them to make lifestyle changes to achieve better health.

Lead by example in the employment of people with learning disabilities and other vulnerable groups

A pilot for a supported employment service has been delivered in partnership with City of York Council and United Response. 94 entered the scheme; 36 have paid employment, 5 have taken up volunteering opportunities, 31 are still on an extension of the scheme funded through Adult Social Care and 22 left the scheme part way through.

Scrutinise and challenge the development and delivery of local health and care services to ensure a focus on physical activity and healthy weight is embedded in the management of long term conditions

Significant improvements have been made in developing an obesity pathway in York, covering all 4 tiers of the nationally recommended pathway. Public health are working to implement the Healthy Weight Declaration in York, which takes a health in all policies approach to tackling healthy weight.

Increase the visibility of alcohol related harm as a key public health issue, supporting an approach to alcohol licensing that ensures alcohol is sold and consumed in a responsible way

An Alcohol Identification and Brief Advice training package has been developed, with 148 frontline health professionals receiving the training to date.

Ageing well

Top priority

Reduce loneliness and isolation for older people

Additional things we want to achieve

Continue work on delayed discharges from hospital

Celebrate the role that older people play and use their talents

Enable people to recover faster

Support the vital contribution of York's carers

Increase the use of social prescribing

Enable people to die well in their place of choice

The Health and Wellbeing Board's aim is for York to be a fantastic place to grow old, with the city's increasingly ageing population able to stay fit, healthy and independent for longer. Below are some of the things we have been working on to achieve this.

We have now established an **Ageing Well Partnership** to lead on this section of the joint health and wellbeing strategy. This is currently chaired by York's Director of Public Health.

A key priority for the partnership is for York to become an www.healthyyork.org and we have recently joined the UK Network of Age Friendly Communities. This has provided us with a World Health Organisation (WHO) approved framework to shape our work. An Age Friendly Operations Group, reporting to the partnership has been established to lead on this work and to engage with appropriate groups and stakeholders on the themes in the framework. The first theme that will be looked at is transport.

The council and other developers are building a number of independent living and extra care schemes to ensure that our older people are able to live independently in accommodation that meets their needs, without having to automatically move into residential or nursing care when they are no longer able to manage their previous home.

A new carer's strategy is in development and will be considered at a board meeting in autumn 2019.

The Ageing Well Partnership will lead on the work around making York a dementia friendly city with the understanding that this will also link with the work of the Mental Health Partnership. This will include the development of a dementia strategy for the city.

In our joint health and wellbeing strategy 2017-2022 the board said it would:

Promote volunteering, befriending and other opportunities to share knowledge, skills and experience

Live Well York is a website for all adults and families in York. The website can be used to find helpful information and advice; discover hundreds of local groups and activities and find out what events are happening across York.

Press for improvements in the accessibility and availability of community transport

The first area the Ageing Well Partnership will be considering is transport and the WHO framework has a number of age friendly checks in this area to help guide the work.

Promote local social opportunities such as health walks

York has a group of volunteers who lead short health walks in different parts of the city. These are publicised in a number of ways and [leaflets](#) are also available in local libraries.

Offer practical support and advice to those preparing for the end of life

A new end of life care strategy has been developed which will lead to an action plan and a citizen's charter.

Ensure that the needs of carers feature prominently in all policy making and service delivery

A carer's strategy is currently being developed and will be considered by the Health and Wellbeing Board in Autumn 2019.

Champion the issues of older people, ensuring they have a voice in all local debates

York's Older People's Assembly (YOPA) continues to raise awareness and speak on behalf of older people. Recent conversations between the statutory sector and YOPA have been held around refreshing the Older People's Survey that took place in 2017 and about older people's oral health.

Press for improvements in the range and choice of accommodation available for older people

Work has started on the development of 29 extra care apartments, 4 bungalows and a new community hall at Marjorie Waite Court in Clifton. Development of 15 new fully accessible apartments and 20 refurbished and modernised properties has started at Lincoln Court independent living scheme in Westfield. The York Central development includes the requirement to provide an independent living scheme for older residents within the scheme. Work has also begun to develop an 80 bed care home on Burnholme community hub site. A new care home is being built on the site of the former Fordlands care home in Fulford. Joseph Rowntree Housing Trust are due to open the first phase of their New Lodge development in Summer 2019. This will include residential and Nursing care beds as well as Extra Care properties.



Other elements of the joint health and wellbeing strategy

Establishing a Learning Disabilities Partnership

The first meeting of the Learning Disability Partnership took place at the Burnholme Centre in June 2018, with great participation from people with learning disabilities, carers and representatives from health, social care and education services and community groups.

The focus of the partnership's first year has been on the development of the All Age Learning Disability Strategy. This was presented to the Health and Wellbeing Board in April 2019 by a team including the partnership's co-chair from York People First. The strategy was approved by the Health and Wellbeing Board.

Since then the Partnership has established four working groups to develop an action

plan which will deliver the strategy. A number of events will take place during the coming year to celebrate the work of the partnership and to drive progress towards being an inclusive city.

Resilient communities

Volunteering Strategy

York launched the [People Helping People Volunteering and Social Action Strategy](#) for the city in November 2017. It utilises the internationally recognised Cities of Service 'impact volunteering' model to help connect citizens to shared city priorities. These were identified as; health and wellbeing, loneliness and isolation and supporting children and young people to reach their potential. A number of volunteering initiatives are now beginning to work in this way, complementing existing community engagement and development arrangements in the city.

One such example is the Community Health Champions programme. This has attracted national funding from the Nesta Connected Communities Innovation Fund and is supporting volunteers who have a passion for health and wellbeing to develop activities and connect with other beneficiaries. Over the last year, 35 Champions have been recruited and trained and have reached over 1000 beneficiaries. Initiatives that are led by the Champions include walking football, positive diet, discussing mental health, arts, drama and culture and family sports and physical activity.

Addressing loneliness through asset based community development

York is adopting an asset based approach to engaging citizens to help address loneliness as a recognised 'public problem'. It is one of our most pressing public health issues. The links between loneliness, poor mental and physical health are well established. People who are lonely are known to make more use of health services, yet have poorer health outcomes. York has recognised the strong case for investing in preventative and community development actions co-produced with citizens, to help solve this problem.

Our city wide conversation to catalyse greater levels of impact volunteering to help address loneliness is demonstrating measurable results and a focus on developing the evidence base for change. We are working with the Office of Civil Society on this through their Enabling Social Action programme.

We continue to ask people, community organisations, public sector and businesses, what encourages/discourages them to contribute to their local community and help address loneliness. The city has subsequently invested in a number of co-production early intervention and prevention programmes, including Social Prescribing, Local Area Coordination, Community Catalysts, Health Champions, Cultural Prescribing and Good Gym, alongside providing small grants to encourage social action, through our ward committee arrangements. This collaborative productive way of working is enabling a more joined up approach to addressing this challenge.

Joint Strategic Needs Assessment

Producing a [Joint Strategic Needs Assessment](#) (JSNA), describing the health of York's population and the factors that influence health is one of the main responsibilities for the Board. Its primary purpose is to be a tool for commissioning and policy decisions. In York the JSNA is a website <http://www.healthyork.org/>. The core information is updated in autumn each year with individual needs assessments and other reports added when they have been completed.

The JSNA is co-ordinated by a multi-agency working group which includes representation from York's Public Health Team; NHS Vale of York Clinical Commissioning Group; York Teaching Hospital NHS Foundation Trust; York CVS; City of York Council and North Yorkshire Police.

Since the last Health and Wellbeing Board Annual Report the JSNA has published three reports.

1. [The starting and growing well inequality report](#) focuses on three areas of inequality namely childhood obesity; self harm in young people and childhood poverty.
2. [The mental health report](#) into equity of access to services recommended that the mental health partnership identify an approach that balances the need to be assured that services are accessible to all, against the need for data practices to be proportionate
3. [The self-funders needs assessment](#) raised the profile of this growing but less well understood population group and makes a number of recommendations for local change.



The JSNA Group has also supported a piece of work into best practice for falls prevention and an Armed Forces Covenant needs assessment. The group is currently committed to an inequality report focused on ageing well and a multi-morbidity needs assessment.

Additionally the JSNA Group has considerably improved data flow between organisations. In particular data requests have been quicker and there is a substantially clearer shared understanding of the information held within each organisation.

The JSNA Group recognise that awareness of the JSNA is low in some parts of the health system in York. It remains an ambition to address this.

The JSNA website currently has modest visitor numbers. In an average month there are approximately 120 visits to the front page of the website, however most visitors do not visit many pages or stay very long on the website. This indicates that engagement with the website is lower than we would like. The JSNA group are seeking to address this by exploring this issue and looking at ways of engaging with stakeholders to raise awareness of the website and the kind of information it holds.





Working with partners

Healthwatch York Reports

The Health and Wellbeing Board received one report from Healthwatch York between May 2018 and May 2019 around [Lesbian, Gay, Bisexual and Trans+ \(LGBT+\) experiences of Health and Social Care services in York](#).

The report contained four recommendations:

1. Treat all those accessing services with equal respect to ensure services are more inclusive. Make simple changes such as asking people their preferred name, using this and keeping a record of it;
2. Improve training to include more on LGBT+ issues and health care;

3. Ensure complaints and concerns are dealt with in a sensitive and appropriate manner enabling the LGBT+ community to feel they will be supported when raising issues;
4. Improve signposting and access to specialist services, including sexual health, mental health, and gender identity services.

Health and Wellbeing Board actively encourages all partners to respond to the recommendations within Healthwatch York's reports.

Responses to the recommendations are included within Healthwatch York's Annual Report.

Better Care Fund

The Better Care Fund (BCF) is a nationally mandated joint commissioning fund designed to enable joint working across health and social care, to improve people's experience of care and support, and to promote the integration of services as a means of achieving better outcomes. The BCF plan covered two years from 2017 to 2019, and in 2018 benefited from additional investment from government – the Improved Better Care Fund (iBCF), designed to support the NHS and protect social care, and in doing so to reduce delayed transfers of care and emergency admissions to hospital.

The national assurance process for BCF plans was concluded in December 2017, followed by national Better Care Integration events to reflect on the range of approaches. Inspired by this, York BCF Performance and Delivery Group held a re-launch event in May 2018 to co-produce our vision for integration as a wider partnership with schemes funded through BCF. We summarise our vision as 'integration: collaboration, innovation and prevention'. This session was followed by the annual evaluation of schemes. For the first time, schemes were brought together to share their learning and identify opportunities to enhance joint working and collaboration.

The additional investment through iBCF enabled the partnership to extend the commitment to seven day working and Local Area Co-ordination including expansion to seven areas in the city, as well as supporting a range of initiatives to tackle delayed transfers of care, such as increasing funding for care packages.

There are four national conditions for the Better Care Fund:

- i) That a BCF Plan, including at least the minimum contribution to the pooled fund specified in the BCF allocations, must be signed off by the Health and Wellbeing Board, and by the constituent Local Authorities and Clinical Commissioning Groups;
- ii) A demonstration of how the area will maintain in real terms the level of spending on social care services from the CCG minimum contribution to the fund in line with inflation;
- iii) That a specific proportion of the area's allocation is invested in NHS-commissioned out-of-hospital services, or retained pending release as part of a local risk sharing agreement; and
- iv) All areas to implement the [High Impact Change Model](#) for Managing Transfer of Care to support system-wide improvements in transfers of care.

We are required to report quarterly to government on our progress with the High Impact Changes, and in 2018 we were awarded additional one off funding from NHS England to assist with the implementation of 7 day working, in order that York could meet this requirement more quickly. In 2019 we have received additional funding to support our plans for Trusted Assessors.

There are four key performance indicators linked to BCF:

- Reduction in non-elective admissions
- Reduction in Delayed Transfers of Care

- Effectiveness of reablement services
- Reducing admissions to long term residential or nursing care

We have continued to experience significant challenges in these areas, and performance has been below target, although we have seen improvements in some areas. We now have more people in receipt of preventative support and fewer receiving formal packages. We have invested in an external review of our capacity and demand, which is due to report findings in July 2019. We will use this intelligence to make longer term decisions on priorities for investment, and to help re-shape our pattern of services to address delayed discharges, reduce avoidable admissions to hospital and care, and support people to stay independent.

Our focus on prevention is making a difference in communities. The Ways to Wellbeing social prescribing service and the Local Area Co-ordination programme have both been independently evaluated and demonstrated very positive outcomes. The reports are available here:

Looking forward to 2019-20, the annual evaluation of schemes in May 2019 once again brought the partnership together with services to share learning and consider priorities for the coming year. National planning guidance has not yet been published (at the time of writing), but the direction of travel is known to be for further progress on integration and prevention.

Care Quality Commission Local System Progress Review

In 2018 the government commissioned the Care Quality Commission (CQC) to

undertake progress reviews on the areas which had been the focus of Local System Reviews the previous year. The majority were 'desktop' reviews, with three areas, including York, receiving a site visit. The inspection team returned to York in November 2018, and published their [follow up report](#) in January 2019. It can be found here:

The key messages were:

- York has made some progress, but we need to increase the pace of improvement.
- The Place Based Improvement Partnership has been an important advance.
- We needed to promote the Joint Health and Wellbeing Strategy as our shared vision and translate it directly into action.
- Some great examples of joined up working at the frontline, such as the One Team, the Integrated Discharge Hub, Live Well York and Social Prescribing, but obstacles to information sharing remain.
- We need to make further progress on Joint Commissioning, beyond BCF, and make progress on a joint workforce strategy.
- York needs to continue to align priorities to those of the Sustainability and Transformation Partnership (emerging Integrated Care System) and to develop a stronger voice at a regional level, so the York locality influence is effective.

A Health and Wellbeing Board workshop held in January 2019 provided an opportunity for partners to refresh the improvement plan and identify additional opportunities for joint working. Most of the 2018 plan has been completed, and further progress made against

the ongoing actions during 2019. A refreshed approach to the plan is proposed so that the improvements become 'business as usual'.

Live Well York

The new community operating model also includes the provision of high quality information through a range of channels including the development of a new 'citizen wellbeing portal' [Live Well York](#) as a community based website for adults and families. The website can be used to find [information and advice](#), discover hundreds of local groups and [activities](#) and find out what [events](#) are happening across York. It also provides a directory of [services and products](#) to meet individual needs. The site is particularly useful to prevent, reduce and delay the need for statutory services as well as provide information for self funders and people receiving direct payments but is also designed to be useful to all citizens of York. Reflecting co-production, the site has been designed in partnership with citizens, Age UK York, Healthwatch York, York CVS, York Explore, York Mind, NHS Vale of York Clinical Commissioning Group and the City of York Council.

Live Well York has been available to the public since February 2018 as part of the development phase leading to a full launch in March 2019. It delivers against the Care Act 2014 requirement to provide good quality information and advice to all citizens of York. We have deliberately taken a phased approach in the development of the site to ensure we are confident in the quality aspect of the content. It meets AAA Accessibility

Standards, there is a named editor for each page and the pages have been checked by the readability group from Healthwatch York to ensure it is in plain English. The average star rating on the quality of the content is 4.28/5 (based on 731 individual feedbacks).

The site consists of over 570 community activities and 75 events per month with the more recent service and product directory starting to build. It is already used by around 1,400 new people per month which compares favourably with other local authority sites, particularly considering its early phase of development. Practitioners, family and friends can also produce a personalised booklet from any of the pages in the site which can then be printed or requested to be printed in large font or another language.

Primary Care Home

Developed by the National Association of Primary Care, Primary Care Home is a model that brings together a range of health and social care professionals to work together to provide enhanced personalised and preventative care for their local community. York has adopted this model over the last 18 months and has been working in three primary care home groupings that mirror the geography of Local Area Teams in the local authority. The Primary Care Homes have been working on a range of initiatives, informed by evidence of need from the Joint Strategic Needs Assessment, such as health checks for people with learning disabilities, mental health and childhood obesity



Challenges and the future

The Health and Wellbeing Board is a multi-agency partnership and central to them is the joint health and wellbeing strategy to address inequalities in health and wellbeing between different communities across the city.

The joint health and wellbeing strategy 2017-2022 enables the Health and Wellbeing Board to work towards their vision and through a variety of partnership mechanisms we are able to deliver against the priorities in our strategy. We are now half way through the life span of the strategy and this year's annual report highlights many of the initiatives and schemes in place to deliver against our priorities.

However, there have been significant changes both nationally and regionally since it was first produced.

Nationally the NHS has released its long term plan and the board will need to understand their role in the delivery of this. One element is around Primary Care Networks (PCNs) which are a key part of the NHS Long Term Plan, with all general practices being required to be in a network by June 2019. At the time of writing, all GP practices in York have determined which network they will be in and are awaiting approval of these plans from NHS England.

The networks will have expanded teams that will comprise a range of staff such as GPs, pharmacists, district nurses, community geriatricians, dementia workers and Allied Health Professionals such as physiotherapists and podiatrists/chiropractors, joined by social care and the voluntary sector. This will build on the work that has already started in York using the Primary Care Home model. Whilst the geography of Primary Care Networks may be different to that of Primary Care Homes, there is still a commitment to work together on the Primary Care Home geography as partners.

York health and social care organisations are working together at a system level across a wider geography as the Humber, Coast and Vale Health and Care Partnership and are focused on a number of work areas that include cancer; mental health; workforce and urgent and emergency care. The board need to be more sighted on this work, and how it impacts the residents of York. The board will need to understand how this work is being further developed.

Locally we will be reviewing the board's governance arrangements in the coming months to ensure that it operates in an effective way. We will revisit our strategy now that it is at its mid way point and

consider whether any changes need to be made to bring it up to date; this will include revisiting our performance management framework to ensure we have robust mechanisms in place to monitor our progress.

Our current performance framework has highlighted areas where things are not going as well as we would want them to be and we are developing specific strategies and work streams to address these. These include the development of a healthy weight strategy to provide a strategic framework for us to reduce the variation in obesity levels between different wards in York and an oral health strategy to provide a strategic approach to reducing hospital admissions for tooth decay in children.

One particular focus for the board over the next 12 months will be to look at ways we can sustain a reduction in the rate of admissions involving an alcohol related primary diagnosis or an alcohol related external cause.

As a city we face a challenge to address poverty and inequalities; acknowledging that 80% of a person's health is affected by the wider determinants rather than by health and social care services. We will be continuing our work to address loneliness and social isolation and continuing with our asset based community development using people's own knowledge and skills to become more pro-active about their health.



Therefore our focus over the next two years of the strategy must be to:

- Review the governance arrangements for the Health and Wellbeing Board and consider the production of a new joint health and wellbeing strategy;
- Continue to implement the action plan arising from the Care Quality Commission visit;
- Develop our place based working in the light of Primary Care Networks and Primary Care Home;
- Ensure that York gets the most out of work happening at a regional level through Integrated Care Partnerships and Integrated Care Systems;
- Focus on those areas where we know health outcomes are not as good as they could be.

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(for example in large print, in Braille, on CD or by email)
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