

## **Report to Council from Cllr Carol Runciman**

### **Portfolio Holder for Adult Social Care and Health – July 2016**

#### **Mental Health Provision**

1. CYC staff are working closely with Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV) and have attended the consultation sessions run in York to discuss future plans for the delivery of Mental Health Services in the area. I have recently received the feedback from those events in which the public's concerns and priorities were made clear. These included improved waiting times for assessment, the importance of early intervention, the importance of services being located within York and maximising the contribution of partners. Partnership working was emphasised throughout. CYC will continue to contribute as TEWV's plans develop.
2. A report entitled 'Building the Right Support', which looks at transforming services for people of all ages with a learning disability and/or autism who display behaviour that challenges, including those with a mental health condition, has recently been considered by the Health and Wellbeing Board (HWBB) and after revision, has been submitted to NHS England. Once again, it lays considerable emphasis on the importance of partnership working.

#### **Mental Health, Young Adults**

3. Having visited both Sycamore House and Castlegate recently to see the very valuable services provided in both places, it is good to report that plans to create a more joined up service for young people and adults are well underway. Early help that is accessible, appropriate and easily available and is located in the city centre is important, and will continue to be a priority for this administration.

#### **Older People's Accommodation**

4. Plans for both the Burnholme and the Lowfield site are progressing. The Burnholme site had well attended local consultation sessions and similar sessions will be taking place in the near future to enable the local community to express their views about the Lowfield site. It is a priority of this administration to bring accommodation for older people in the city up

to acceptable standards as well as those required by the Care Quality Commission; whilst supporting those who wish to live in their own homes for as long as it is possible to do so. To do this, we need new provision to be available, working in partnership with the independent sector so that together we can ensure sufficient beds are available within the city.

### **A Dementia Friendly City**

5. Working with the Dementia Action Alliance, plans are underway to appoint a Dementia Co-ordinator to ensure that York is acknowledged as an exemplar of good quality services for people with dementia. This includes raising awareness of the condition, reviewing the support available, understanding how people can live well with dementia and ensuring that health, social care and independent and voluntary sector teams can work well together. As life span is extended, more and more people will need such support - by 2020 there are expected to be 2,988 people over the age of 65 living with dementia in York and by 2025, 3,503 people. It is important that they along with other older people are respected and valued in our communities.

### **Adult Social Care Provision and commissioned services**

6. There have been a large number of services based in the community that have been commissioned over the years and it was timely for these to be reviewed. I am pleased to report that this process is underway and will see a rationalisation of 150 contracts to approx 30. This has been an enormous piece of work, requiring careful attention to detail with a strong awareness of the needs of the vulnerable people who use such services. There are many excellent providers of such services, some national and some very local and it is hoped that the continuation of such services can be maintained but in a more manageable way. Without the partnership of independent and voluntary sector, provision for those in need would not be possible.

### **Establishment of a permanent Public Health Team**

7. Permanent appointments have been made to the posts of Director of Public Health and Assistant Director of Public Health; this post is in conjunction with North Yorkshire County Council. All contracts that sit within the public health budget are under review, including services such as alcohol and smoking reduction. A draft alcohol strategy is out for

consultation at this time. It is important to note that a strong and effective public health team is an essential part of any strategy to help residents understand and manage their own health and in supporting people to remain independent for as long as possible.

### **Children's Health Team**

8. The transfer of Health Visitors and School Nurses from the NHS to CYC has been completed and was achieved successfully. The new staff have attended induction sessions to enable them to understand better the workings of a local authority and their role within it. The next challenge is to tackle the issue of the large number of children's paper records held by the team and bring in a new e-system that staff can use.

### **Workforce Development**

9. A successful multi-agency workforce conference has been held to identify shared challenges in relation to the adult health and social care workforce in York and to identify joint approaches and solutions. An action plan has been developed to tackle four themes that have emerged, including recruitment and retention of staff. (The other themes are; Improving the Image and Reputation of Care, Developing Career Pathways and Supporting Positive Risk Management).
10. The Adult Services Directorate has been awarded the Government's Customer Excellence Standard in which all the directorate's service teams were scrutinised. This included Customer Advice and Assessment, Long Term Assessment, Older Person's Services, Occupational Therapy, Learning Disabilities and Mental Health, Hospital Discharge and Reablement, Safeguarding and Commissioning. The Independent Inspector considered evidence of putting customers at the heart of everything, work to engage the public in the way services are delivered and considered how feedback is used to improve services further. This is an excellent result for the staff in Adult Social Care (ASC).
11. It is also pleasing to note that 83% of staff have had Personal Development Reviews (PDRs) completed and the department aims next year to make that 90.

### **Mystery Shopper Exercise**

12. Between October 2015 and January 2016 the Association of Directors of Adult Social Services (ADASS) Yorkshire & Humberside Experts by

Experience conducted a regional mystery shopping exercise on behalf all the local authorities across the region focussing on Access to Services. In CYC, ratings across 6 areas of customer facing provision show significant improvement.

Scenario	2015/16 Rating	2014 Rating	2013 Rating	2012 Rating
Telephone	EXCELLENT	GOOD	GOOD	FAIR
Website	EXCELLENT	GOOD	FAIR	GOOD
Face to Face	GOOD	GOOD	GOOD	FAIR
Reception	GOOD	GOOD	EXCELLENT	UNSATISFACTORY
Out of Hours	EXCELLENT	GOOD	UNSATISFACTORY	GOOD
Safeguarding Access	EXCELLENT	GOOD	GOOD	N/A

### Better Care Fund

13. Work continues to try to resolve the issues around the Better Care Fund (BCF). Recently the Chief Executive, the Director of ASC and I, alongside representatives from the Vale of York Clinical Commissioning Group (CCG), visited the Department of Health to discuss a way forward. The Department of Health recognised the exceptional pressures facing us in York and agreed to extend the deadline for submission up to 29<sup>th</sup> July, so as not to undermine the progress being made.
14. It was agreed that officers from the Vale of York CCG and the Council would aim to complete the submission by 8<sup>th</sup> July and to submit a report to the HWBB on 20<sup>th</sup> July for consideration. This deadline for the report to HWBB has not met as the CCG have altered scheme details and their funding requirements which have not yet been included in the final draft, but as things stand, this would mean the programme was out of balance. Although we understand the extremely difficult financial context faced by the CCG the failure to conclude BCF negotiations does have an impact upon the reputation of York including the council. We are engaging directly with National Health Service England/Local Government

Association (NHSE/LGA) about the concerns in relation to the inability to conclude negotiations in a timely manner due to the CCG's financial deficit.

15. In future I hope that it will be a priority to bring budgets together and ensure services are jointly planned, commissioned and delivered. This would help avoid duplication of activity and be a more efficient way of working to bring effective and efficient services to our local residents.

### **Joint Strategic Needs Assessment and Joint Health and Well-Being Strategy**

16. Work on the refresh of the Joint Strategic Needs Assessment (JSNA) is underway and a steering group has been established. Consultation has begun with different groups on the priorities and the aim is to reach as many people and organisations as possible. The steering group are working on a business case with a number of different options for what the new JSNA might look like and a proposal will be considered by the Health and Wellbeing Board in due course. In addition, two open sessions will shortly be held on the Joint Health and Well-Being Strategy. Some of the priorities that are being raised at present include mental health, dementia care and student health, which was not included in the previous JSNA but will be in the forthcoming revision. A needs assessment around student health is being undertaken as part of the JSNA.
17. It has been a time of hard work and application to important issues, some of which have not been addressed for some time. I would like to thank all those involved in both ASC and Public Health for everything they have done and will be doing as the many changes in both directorates come into effect in future months. The long term sustainability of good health and social care Services is the aim of all involved.

Cllr Carol Runciman  
July 2016