

## Notice of a public

### Decision Session - Executive Member for Adult Social Care and Health

(in consultation with the Executive Member for  
Education, Children and Young People)

- To:** Councillor Runciman and Cllr Rawlings(Executive Members)
- Date:** Monday, 5 December 2016
- Time:** 4.30 pm
- Venue:** The Severus Room - 1st Floor West Offices (F032)

## AGENDA

### Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item\* on this agenda, notice must be given to Democratic Services by **4:00 pm** on **Wednesday 7 December 2016**.

\*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00pm** on **Thursday 1 December 2016**.

#### 1. **Declarations of Interest**

At this point in the meeting, the Executive Members are asked to declare:

- any personal interests not included on the Register of Interests,
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 6)  
To approve and sign the minutes of the Decision Session held on 25 July 2016.

- 3. Public Participation**  
At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **Friday 2 December 2016 at 5.00 pm.**

Members of the public may register to speak on an item on the agenda or an issue within the Executive Member's remit.

#### **Filming, Recording or Webcasting Meetings**

Please note this meeting will be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at [http://www.york.gov.uk/download/downloads/id/11406/protocol\\_f\\_or\\_webcasting\\_filming\\_and\\_recording\\_of\\_council\\_meetings\\_20160809.pdf](http://www.york.gov.uk/download/downloads/id/11406/protocol_f_or_webcasting_filming_and_recording_of_council_meetings_20160809.pdf)

- 4. Building a new city centre offer from Sycamore House** (Pages 7 - 44)  
This paper provides an update to Members on proposals for building a new city centre offer for services delivered from Sycamore House. With a focus on access to information, support, emotional health and wellbeing, it advises of a new model for delivering services for Young People and Adults and

provides a city centre offer for Young People in York.

This decision will be taken by the Executive Member for Adult Social Care and Health in consultation with the Executive Member for Education, Children and Young People.

## 5. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

 **(01904) 551550**

Democracy Officers:

Names: Catherine Clarke and Louise Cook (job share)

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City of York Council

Committee Minutes

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Meeting	Decision Session - Executive Member for Adult Social Care and Health
Date	25 July 2016
Present	Councillor Runciman (Executive Member)

### 1. **Declarations of Interest**

At this point in the meeting the Executive Member was asked to declare if she had any personal interests not included on the Register of Interests or any prejudicial or disclosable pecuniary interests in the business on the agenda. She declared that she had none.

### 2. **Minutes**

Resolved: That the minutes of the Decision Session-Cabinet Member for Health & Community Engagement held on 9 March 2015 be approved and then signed by the Executive Member as a correct record.

### 3. **Public Participation**

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

### 4. **The Future of Sensory Service Provision in York**

Consideration was given to a report which asked the Executive Member to approve an option for the future delivery of the Council's sensory provision, in order to achieve the outcomes identified through a recent review of the Council's sensory services. An annex to the report included findings from focus groups and questionnaires distributed to users of CYC and voluntary sector sensory provision, and user-led voluntary organisations.

The following Options were considered by the Executive Member:

Option 1: Continuation/Strengthening of Existing Arrangements

To maintain the status quo by retaining and strengthening the current in-house operational arrangements i.e. by filling the vacant Dual Sensory Social Care Worker post. The current levels of voluntary sector provision being protected – and the continuation of funding to support the same organisations, at the same level as at present.

Option 2: In House Delivery Model

The council seeking delivery of sensory provision through an entirely in-house approach. The current contracts / Service Level Agreements ceasing in December 2016 and all sensory activity would thereafter be delivered by the Adult Social Care Sensory Impairment Team.

Option 3: Commissioning of Sensory Provision (Preferred Option)

The council approaching the market to deliver against agreed future sensory outcomes. Encouragement of Consortia approaches, with a lead provider. (Although an alliance approach could also be considered).

The successful provider(s) being encouraged to deliver various statutory 'givens' that have been identified within the Care Act within a budget envelope of £160k. The provider(s) being expected to demonstrate a substantial amount of added value – and the delivery of additional activity and leveraging added resource.

Officers recommended Option 3,- approaching the market due to the size of the current service. This option would also allow for- the sensory provision delivered by voluntary services, which was at present fragmented, to be united. In addition, assessment for hearing and sight problems could be processed together. The Executive Member noted the implications of the sensory review and expressed support for the services being brought together as particularly as some residents could have both sight and hearing problems.

Resolved: That Option 3 as detailed above be approved.

Reason: As this will ensure a joined up approach is taken across services and that services are firmly people focused.

**5. Genito-Urinary Medicine (GUM) – Cross Charging Policy**

Consideration was given to a report which detailed how the Council would manage non-contracted sexual health out of area activity (York residents attending sexual health services commissioned by other local authorities in England) and provide clarity on the conditions and payment terms for cross charging.

The Executive Member was informed that under the Health and Adult Social Care Act, it was a requirement for free sexual health care to be made available to all, whether a resident in the city or not e.g. students. The tariff for charging for care was currently not specified in legislation. In York, £30k had been set aside for cross charging in 2016/17.

It was reported that the budget could not be capped, and that all authorities in Yorkshire and the Humber were agreed on the proposed cross charging policy.

Resolved: That the out of area cross charging policy based on the agreed approach endorsed by the Yorkshire and Humber Association of Directors of Public Health, be approved.

Reason: This approach reduces the risk of any legal challenge to City of York Council and applies a consistent and fair approach across the region whilst not exposing any one local authority.

**6. Stop Smoking Support and the provision of Pharmacotherapies**

Consideration was given to a report which outlined the development of a targeted approach to Nicotine Replacement Therapy (NRT) provision within the City of York Council stop smoking service. The report asked the Executive Member to consider two options.

Option 1: The provision of NRT to pregnant women only.

Option 2: The provision of NRT to pregnant women and with the provision of a small 'hardship' fund.

The Executive Member was informed that from 1 April 2016 those accessing the stop smoking service would be unable to access NRT free of charge as part of a universal offer. Option 2 however would allow for a transition period of a fortnight before pregnant women had to purchase their own NRT. The NRT would then be accessed from their closest community pharmacy.

Advice on smoking cessation could be accessed from a General Practitioner, Practice Nurse, Pharmacist or a national helpline.

Resolved: That Option 2 be supported and agreed as detailed below:

The provision of Nicotine Replacement Therapy (NRT) free of charge for 12 weeks to pregnant women receiving stop smoking support services and for 2 weeks to those in receipt of stop smoking services who meet the criteria.

Reason: This will help to protect the unborn child from the effects of passive smoking by providing free Nicotine Replacement Therapy (NRT) to pregnant women for 12 weeks thus increasing their chances of successfully quitting smoking for the duration of their pregnancy. NRT will also be made available free of charge for 2 weeks for those residents accessing the Council's stop smoking service who are financially disadvantaged. This is to provide interim support with the expectation that they then fund NRT themselves after this period.

## **7. Yor-Wellbeing Service (Integrated Wellness Service)**

Consideration was given to a report which described the proposals for the development of an Integrated Wellness Service (Yor-Wellbeing Service).

The Executive Member noted that the aim of the Service was to provide a 'one stop shop', which would bring together sport and physical activity initiatives, the stop smoking services and healthchecks. Officers confirmed that by bringing the sport and active leisure staffing structure into the public health directorate, it would help to promote a personalised approach showing how



people could have physically active lives. Officers informed the Executive Member that the Service would also look to harness the voluntary sector work, to increase community capacity.

Officers also confirmed that links were being developed with the City and Environmental Services Directorate in regards to how the city's infrastructure could be beneficial for the wellbeing of the city's residents.

Resolved: That;

- (i) The proposals for the development of the Yor-Wellbeing Service be noted.
- (ii) The new approach to tackling unhealthy behaviours in York residents which is based on the life-course and with a focus on wellbeing be supported.

Reason: To enable the Yor-Wellbeing Service to be developed with a focus on promoting healthier, independent and more active lives using a personalised approach structured around Local Area Teams.

Cllr Runciman, Executive Member

[The meeting started at 12.00 pm and finished at 12.35 pm].

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**Decision Session for the Executive Member for Adult Social Care and Health**      **5 December 2016**

(This decision will be taken in consultation with the Executive Member for Education, Children and Young People)

Report of the Corporate Director, Housing and Adult Social Care and Corporate Director, Children, Education and Communities.

**Building a new city centre offer from Sycamore House**

**Summary**

1. This paper provides an update to the Executive Members on proposals for building a new city centre offer for services delivered from Sycamore House. With a focus on access to information, support, emotional health and wellbeing, it advises of a new model for delivering services for Young People and Adults and provides a city centre offer for Young People in York.

The proposed co-location of services for children and adults provides the opportunity to deliver a more holistic, corporate approach, focusing on removing barriers to progression for people. This shared vision encompasses:

- Developing a new city centre offer for Young People at Sycamore House, in conjunction with the development of the Locality model, to replace the existing provision offered from Castlegate. The new offer will be a non-stigmatising universal service that is available to all young people. It will provide information to support young people as they transition towards adulthood. This will include establishing a new counselling offer in line with community and voluntary partners.
- An opportunity to develop a city wide resource for Adults and Young People.
- A revised model for delivering Adult Services from Sycamore House.

- Increased capacity to deliver a range of mental health services within local communities, delivered by colleagues in the Voluntary and Community sector
- The development of a Safe Haven which utilises the building out of conventional hours and provides support to adults in crisis delivered by Tees, Esk Wear Valleys NHS Trust (TEWV)

### **Recommendations**

2. The Executive Member for Adult Social Care and Health in consultation with the Executive Member for Education, Children and Young People is asked to:
  - a) Note the revised service model for Sycamore House and the development of a Safe Haven for the City.
  - b) Agree to accept the Department of Health Capital grant to develop the Safe Haven Project in York and
  - c) Agree to utilise Sycamore House to accommodate Voluntary and Community Sector agencies in the building as part of the model.

Reason: To ensure that;

- The services within this report offer a diverse, effective and sustainable solution for adults and young people using services in York.
- It supports our long-term vision for support services to be provided by the voluntary and community sector. The developments outlined in the report represent a very positive step in this direction.
- Young people can access relevant, holistic and non-stigmatising information and support from a suitable city centre location
- Our mental health services are aligned with the needs of our residents.

### **Background**

3. The Executive Members will recall the Executive Report by Children's Services on the 14<sup>th</sup> July 2016 (Prevention and Early Intervention Services – a proposal for a new way of working) where

as part of the vision for Children's Services, Members agreed to re-locate the City Centre offer from 29 Castlegate to Sycamore House. This will include a revised city centre offer, involving information and advice services being drawn from Local Area Teams to deliver City Centre Services alongside Adult Services and Community and Voluntary Sector Providers.

### **Service Model – Sycamore House**

#### **Young People**

“Prevention and Early Intervention Services – a proposal for a new way of working” was approved at Council Executive on 14<sup>th</sup> July 2016. The paper focused specifically on the city centre offer from 29 Castlegate and potential to create a new city centre offer at Sycamore House. There were a number of reasons for this approach, mainly to:

- Move towards a more holistic approach to support young people by working alongside a broader range of partners including adult services and the voluntary and community sector.
- Provide a new offer for young people alongside services for adults in a way which does not compromise dedicated support for young people.
- Build community capacity to improve health and well being services to young people.
- To get a better balance of provision services between the city centre and local areas.
- Reinvest any capital or revenue gain from building assets released, as part of a wider council asset strategy and in line with services for young people.
- Align the counselling offer for young people with adult community health and well being provision,
- Make best use of council assets

A corporate, cross Directorate approach will develop and build upon existing relationships to ensure a smooth transition for our customers.

New Local Area Teams will be the driving force to deliver early years services, the youth services and all preventative and early

intervention work across the city. The creation of a new city centre offer to young people at Sycamore House forms an important strand within the broader city-wide offer to young people and the work of Local Area Teams.

A revised offer including information and support services will be drawn from the Local Area Teams to deliver city centre services alongside Adult Services, Health and Community and Voluntary Sector partners.

The key aspects of the offer for young people will include;

**Universal Information and signposting drop in** - Trained Information Officers will be available to provide initial information and signposting to further support, making appointments etc. This will be available to all young people wishing to make use of the centre.

**City Centre Base for Voluntary and Community organisations** - Provide space for complimentary, voluntary and community sector partners to be based at Sycamore House. This would create additional space to strengthen partnership working and open up exciting opportunities to deliver a more diverse range of support to older, transitioning young people

**NEET Information Advice and Guidance** - Provide specialist information, advice and guidance to young people who are Not in Employment, Education or Training (NEET). The city centre venue would be a planned delivery point for this and would provide information, advice and guidance through appointments, group work and workshops staffed by specialist workers drawn in from Local Area Teams. The city centre location would also offer a venue for group work and workshops supported by partners such as York Learning, the Apprenticeship hub team and other partners (e.g. Training providers, employers, Jobcentre Plus).

**Partnership Information Advice and Guidance sessions** - A range of partners would be engaged to provide bespoke support in response to need.

**Counselling offer** - Work is progressing to develop a specification for an enhanced service that should be in place by April/May 2017.

The current counselling offer from Castlegate has benefited the transitioning young adult age range but remains a small and stretched offer that could be better realised in line with providers who maintain greater support and infrastructure to develop the offer. As such the Council Executive agreed in July 2016 to set in motion a process to embed the provision with a suitable partner.

### **Adults Services**

By delivering services both from within a city centre hub and by adding capacity to the delivery of services within local communities it is anticipated that the following outcomes will be achieved:

- Provision of a safe social space
- Promote social inclusion
- Provide an opportunity to develop social skills
- Reduce isolation
- Promote the development of a range of skills to improve and maintain better mental health
- Improve confidence and enhance self esteem
- Support the development of aspirations for the future
- Develop practical skills to enhance the possibility of future return to paid employment

It is hoped that by accessing these services, some of the skills and increased confidence that are promoted will transfer into other areas of customer's lives.

This early intervention is intended to reduce the number of people visiting their GPs and crisis/emergency services over a longer period of time, and will also contribute to the reduction in number of people accessing secondary mental health services.

The key aspects of the Adults offer will include;

**Cafe** - Continued provision of Cafe at Sycamore House. The cafe provides part of the training opportunities for service users, as well as a meeting point for customers and the local community.

**Library** - Community Library linked to York Explore.

**Trainee Programme** - The Programme provides an opportunity for customers to gain foundation skills and develop through working in the parasol cafe, reception and library.

**Information, Advice and Guidance/drop in** - Staff will provide emotional and practical support to customers with the aim of enabling them to access therapeutic, social and educational activities provided at Sycamore House or in the wider community and/or to signpost them to the most appropriate service to meet their needs. They will also be able to offer mentoring and 1:1 support.

### **Enhanced capacity within the Voluntary and Community Sector Services**

This will enable the Voluntary and Community Sector to develop community based activities and support services. This will be more informal and less structured but will take place within communities closer to where people live. A sum of £80K has been identified within the proposals and the Voluntary and Community Sector has been involved in all aspects to date in developing the approach. Support/activities that could be offered are set out in Appendix A;

### **Current Service Offer at Sycamore House**

As this report details, existing services will largely be retained as a result of the proposals. The Cafe is not currently open on a Saturday but opens Sunday and whilst at present it is proposed to revert back to five days per week, discussions are ongoing with the Voluntary Sector and TEWV to look at options for the cafe continuing to open albeit with the service provided by the voluntary/community sector. There will however be a reduced emphasis on mentoring and 1:1 work as this will be mainly focused on the trainee programmes, with the potential for interventions for those accessing information services. It is though envisaged that support outside of this will be picked up by the increased capacity in the Voluntary and Community Sector.

### **Sycamore House – Use of First Floor**

The Hospital Social Work team currently located on the first floor of the building will be moving out to a more suitable location.



There has been an agreement in principle with the Foundation Trust to host the staff team from early January 2017. This will enable works to be undertaken to facilitate a large part of the first floor being used by the voluntary and community sector. Officers have met with representatives of the sector to look at their requirements and it is likely that space will be offered for rent for a mixture of activity and support use and office space.

### **Development of a Safe Haven**

It has been agreed that a Safe Haven Scheme can be delivered at Sycamore House utilising the time when the building would usually be closed.

TEWV have committed the revenue funding and the Council's contribution to the initiative is the provision of the building space. A Safe Haven is an out of hours service model which responds to the aspirations of the national and local Mental Health Crisis Care Concordat; bringing health and care service providers together to transform how we respond to people in mental health crisis outside of normal working hours.

Service engagement carried out by Tees Esk and Wear Valleys (TEWV) NHS Trust in 2016, on the reconfiguration of recovery and rehabilitation services, concluded that people in York who have mental health difficulties need somewhere to go or a place to contact that can offer them someone to talk to, someone to listen and that can give them the support they need to prevent a crisis that may be on the horizon for them.

The Safe Haven is in the process of been designed and a multi-agency project group is supporting this development.

### **How the "Building" will work between the service elements**

The proposed developments at Sycamore House involve three distinct services - Adults, Young People and the Safe Haven - coming together under one roof to provide a more holistic service model. A monthly multi-agency project group has co-ordinated and driven the work required to get to this stage.

The key work to date has included:

- Clarifying the Adults offer to be provided from Sycamore House moving forward
- Working with Children's Services to understand what their city centre offer from Sycamore House will look like, and how the Adults and Young People's services can work alongside each other to best effect.
- Working with colleagues from TEWV to develop the Safe Haven concept for York
- Discussions with the voluntary and community sector as to how they can make best use of the accommodation space on the first floor of Sycamore House.

With some of the above pieces of the Sycamore House 'jigsaw' having only very recently been secured, we are now in a position to do the detailed work on bringing the whole picture together to ensure that the three services can operate out of Sycamore House in as safe, efficient, and joined-up a way as possible.

We have planned meetings before the 5<sup>th</sup> December with Safeguarding colleagues in Children's Services, Adults, and the Partnership Commissioning Unit to ensure that any potential risks, of these potentially vulnerable groups of service users accessing and using Sycamore House at the same time, are identified, thought through and mitigations put in place - both in the way the building is designed (for example the location of design of toilet facilities) and in the building management and operational policies/procedures that are developed. It is important to acknowledge that the Safe Haven will also operate outside of the times that the service will be open to Young People.

### **Capital Works**

As detailed earlier within this report, the Council in partnership with TEWV and the Partnership Commissioning Unit (PCU) were successful in securing a £178K capital grant towards works associated with Sycamore House and the development of a Safe Haven. If Building Services, will be providing estimates for the total works required in early December following the consultation events scheduled for November.

The grant agreed by the Department of Health will support the installation of intelligent lighting systems, refurbishment of existing open-plan, ground floor space to create a flexible, manageable and safe environment including the use of zoning to create a Safe Haven perimeter, doors with vision panels, decoration and landscaping.

It is anticipated that the building will need to “close” to customers for a period of between 8 weeks for building works to be undertaken. Discussions have taken place with Operational leads as to the implications of such a closure but it is felt that alternative support can be provided in other venues for this period and any impact would not be significant. It is anticipated that the new offer from Sycamore House will commence in May 2017.

### **Consultation**

#### **4. Adult Mental Health**

The Joint Strategic Needs Assessment (JSNA) highlights the need to provide a range of comprehensive community based support, early intervention and services for individuals with mental health problems (York Health and Wellbeing Strategy 2012).

The Mental Health Section of the JSNA (revised 2014) identifies the need to intervene early as one of the important changes to the way mental health is addressed in York. It includes:

- Community based asset approach to community health
- Helping people with mental health problems who are unemployed move into work and offer support during periods when they are unable to work

In March 2016, Tees Esk and Wear Valleys NHS Trust undertook service redesign workshops which were attended by clinical, business process, and nursing staff from TEWV and representatives from voluntary and community sector organisations, service users and carers. Outcomes were identified which included:

- Reducing reliance on rehabilitation in-patient facilities
- Ensuring recovery pathways are as seamless as possible
- Improved partnership working to enable continued recovery in the community

Discover was the first phase of the Vale of York Clinical Commissioning Group's (CCG) engagement with Mental Health; talking directly to service users, carers, community members and the people that deliver mental health services to collect their views and opinions of mental health services in the Vale of York. A selection of themes and guiding principles were identified by those providing and accessing mental health services:

- More joined up services
- Communication, engagement and information
- Building local communities
- Out of hours provision
- Early intervention
- Person centred care

### **Young People**

In 2015 a 'Have Your Say' consultation was launched to capture current Castlegate service user's voice. We know from client profiling that many users are put off by written forms and 'flowery' language and respond well to a straight talking approach that provides an opportunity to discuss issues with their peers.

In partnership with the Show Me That I Matter panel, a piece of work was designed that had a particular emphasis on encouraging participation in a process that was easy to navigate. It was crucial that the process could be understood by all service users including those with the most challenging barriers to learning. It was also important that the process stimulated healthy debate and sparked an interest in looking for solutions.

A total of 131, 16-25 year olds gave their time to the 'Have Your Say' consultation and 19 young people participated in either a discussion group or targeted group work. The views on what was required from a city centre offer for young people were included. Young people wanted to have an initial point of contact and someone who can understand a young person's needs in a holistic way, but with good access to local services and support that then allows young people to gain what support they need in various aspects of their life.

In response a comprehensive workforce development plan will be implemented to ensure that all staff working with young people have the appropriate skills and knowledge required.

The March and July 2016 Executive paper also outlines the extent of consultation undertaken with the youth sector and customers on developing a city centre youth offer. The development of Local Area Teams and the city centre offer at Sycamore House have been shaped in response to this feedback.

A panel of young people is being consulted on proposed capital works to the building to help inform the best possible use of space within the building for the range customers it will serve,

#### 5. **Workforce Implications for Adult Services Staff**

There are currently 3 staff on permanent contracts and two others on fixed term contracts until 31 December 2016.

The existing staff will be affected by the proposal in terms of roles and work to be undertaken and it is likely that the staffing establishment of the substantive team will be reduced by 1.00 FTE management level post as a consequence of the new delivery model.

#### **Workforce Implications for Young People's Staff**

The process to create the new staffing structures for Local Area Teams is now complete and ready for implementation from January 2017. A skills audit has been undertaken to understand the current skills and experience of staff coming forward into the new arrangements.

A workforce development plan has been created to ensure that staff working across Local Area Teams can deliver effectively within their new roles. All staff that will work with young people from the city centre location will be provided with specific training and development.

#### **Options and Analysis**

- 6 The Executive Members are asked to note the proposed changes to the use of Sycamore House with Adults and Children's Services

coming together in one building and the development of a Safe Haven in partnership with TEWV. In addition, we will collaborate with the voluntary and community sector to develop a menu of services within our communities.

7. The proposals in this paper will ensure that a diverse, effective and sustainable solution for mental health services will be accessible to residents within the city, by ensuring capacity both within a city centre location and within our communities.

### **Council Plan**

8. This paper directly relates to the Council Plan 2015-19 priorities:

- **A Focus on frontline services** – to ensure all residents, particularly the least disadvantaged, can access reliable services and community facilities.
- **A Council that listens to residents** – to ensure it delivers the services they want and works in partnership with local communities

### **Implications**

9. **Financial**

The re-modelling of services at Sycamore House will create an efficiency of approximately £35,000. Sycamore House currently has a gross budget of £253,660 with a net budget of £231,980. It is projected that the revised offer will reduce the net budget to £197,380 enabling the efficiencies as detailed to be delivered.

Whilst we are reducing the costs of proposed service provision, we are expecting an improved more effective service through access to community and voluntary sector services both within the building and in the community and through the continued development of peer-led activity. Any final figure however will be dependent on the outcome of Job evaluation in relation to new posts within the service.

It was originally proposed to make a £250k saving from Mental Health savings as part of the Council's budget setting process but following consideration the executive in February 2016, decided to allocate additional resources to support and maintain the services provided, and reduced this requirement by £100k.

### **Human Resources (HR)**

There are proposals in the report to delete a post, which will have implications in terms of the potential compulsory redundancy or re-deployment of a member of staff at management level.

The fixed term contracts will need to be terminated in accordance with the Fixed Term Workers Regulations and council policy. Depending on the continuous service of the fixed term contract holders they may have acquired redeployment/redundancy payment rights.

Formal consultation will take place with all staff affected by these proposed changes in service delivery.

In line with the Council's Supporting Transformation (Management of Change) Guidelines a period of formal consultation will take place with staff affected by these changes. Appropriate HR procedures will be followed in the event of a compulsory redundancy/redeployment situation arising as a result of the changes to the Adult Services offer.

### **Equalities**

These developments, through engagement with the third sector, will promote greater access to support in people's local communities, as well as providing a new, out of hours Safe Haven service that can support Adults with Mental Health in crisis. A community impact assessment is attached at Appendix B.

Consultation with staff, partners, service users, and communities is ongoing and will continue to inform the ongoing design of the revised services. Existing service users will be identified and engaged to develop the offer further.

### **Legal**

There are no identified implications at this stage.

### **Crime and Disorder**

There are no identified implications at this stage.

### **Information Technology (IT)**

There are no identified implications at this stage.

### **Property**

This model relies upon the “upgrading” of the current accommodation as detailed previously we have been successful in securing a capital grant towards the Safe Haven and work has commenced to identify any further capital works required.

### **Other**

There are no identified other implications.

### **Risk Management**

Existing Risk Assessment and Management processes for the Adults part of the service as detailed above should enable an effective risk response. The Safe Haven will have its own risk assessment/triage arrangements and discussions are in progress about what adjustments may need to be made to the building to support the provision of a safe environment. Young People’s services are actively involved in discussions about the practicalities of co-location and any risk management strategies identified by them will be integrated into operational policies for the building as a whole.



## Contact Details

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Head of Commissioning Adult Services  
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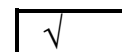
Report Approved



Date 22 November 2016

### Wards Affected:

All



### Specialist Implications Officer(s)

Finance – Richard Hartle Head of Finance & Penny Looker, Accounting Technician

HR – Beverley Kershaw, HR Business Partner

Property – Philip Callow, Head of Asset and Property Management

Niall McVicar – Children’s Trust Service Manager,

Angela Crossland – Youth Offending Team Manager

Sheila Fletcher – Assistant Commissioning Specialist, NHS Partnership Commissioning Unit (PCU)

## Attachments

**Annex A** - Enhanced capacity within the Voluntary and Community Sector Services

**Annex B** – Community Impact Assessment Community Impact Assessment for the Development of Mental Health Services within Sycamore House.

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## Enhanced capacity within the Voluntary and Community Sector Services

Support/activities that could be offered include;

- Visual Arts
- Dramatic Arts and dance
- A Café offering healthy food choices – a place where people can avoid eating alone and being alone (the food and refreshments would be offered on a cost recovery basis)
- A room in which to relax, have mindfulness classes, yoga, Tai Chi, put on films etc
- Meeting rooms for peer support groups
- Make use of a garden in some of the venues, focusing on eco-therapy as part of the offer
- Access to a range of physical activities and sports, offered by fitness based organisations in York but coordinated by the project coordinator
- Access to games, including board games
- Wide range of other arts opportunities, some of which will have workshops to support their development and exhibition and sales opportunities, and all of which will be delivered by the VCS in York and managed by the coordinator
- Beauty – including nail painting, makeup
- Present opportunities for discussion groups relating to mental health issues – topics identified as being of interest by people attending
- Have a ‘meet the therapist’ opportunity to give people the opportunity to hear about the different approaches to therapy and ask questions about what might suit them.
- Support with benefits and employment advice.
- Community “Pop Up” Activities and Support

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**Annex B**

Community Impact Assessment for the Development  
Mental Health Services within Sycamore House.

## SECTION 1: CIA SUMMARY

### Community Impact Assessment: Summary

#### 1. Name of service, policy, function or criteria being assessed: **Delivery of Mental Health Services – Sycamore House**

#### 2. What are the main objectives or aims of the service/policy/function/criteria?

Sycamore House currently hosts a range of services for adults recovering from mental health problems. The proposals to deliver a city wide community offer to adults alongside city centre provision are mirrored in the aspirations of colleagues in Children Services and as such it is proposed to take forward the development of a new city centre “offer” based at Sycamore House which can allow the needs of both areas to be met.

The proposals would ensure that mental health services are aligned with the needs of our residents and are accessible to all - both within the city centre and in our communities.

The proposed model and offer provides an opportunity to explore opportunities to work with colleagues from Children’s Services, the Voluntary and Community Sector and Health. This review will ensure that our focus remains on early intervention and prevention, in ensuring that we deliver services to our communities in a different way. Our shared vision is as follows:

- Revised CYC Adults service provision delivered from Sycamore House
- Increased capacity to deliver mental health services within local communities, delivered by colleagues in the Voluntary and Community sector
- Development of a Safe Haven which provides out of hours support delivered from Sycamore House supported by TEWV
- Services for Young People to be relocated from Castlegate to Sycamore House and enable Children’s services to provide a new “offer” for services to Young People including extended counselling provision alongside the re-location of Castlegate whilst continuing to maintain a “city centre offer”.

#### 3. Name and Job Title of person completing assessment:

Karen Darley, Commissioning Manager, Adult Social Care

<p><b>4. Have any impacts been Identified? (Yes/No)</b></p> <p>Yes</p>	<p><b>Community of Identity affected:</b></p> <p>Age, carers of older people and disabled people, disability</p>	<p><b>Summary of impact:</b></p> <p>This model of delivery will meet the needs of both young people and adults, in addition to this further services will be available out of hours through the development of a “safe haven” and additional capacity will be added to our communities. By developing this offer, services will be available both within a city centre base and within local communities which addresses the needs of our residents.</p> <p>A comprehensive rebranding, communication and information plan will be put in place to ensure new and existing customers understand the scope of the services offered and that our partners and residents are fully aware of the services offered both from the city centre base and within our local communities.</p>
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**5. Date CIA completed:** 30th September 2016

**6. Signed off by:**

**7. I am satisfied that this service/policy/function has been successfully impact assessed.**

**Name:**

**Position:**

**Date:**

<p><b>8. Decision-making body:</b></p>	<p><b>Date:</b></p>	<p><b>Decision Details:</b></p>
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**Send the completed signed off document to It will be published on the intranet, as well as on the council website.**

**Actions arising from the Assessments will be logged on Verto and progress updates will be required**

## Community Impact Assessment (CIA)

**Community Impact Assessment Title:** Delivery of Mental Health Support Services – Sycamore House

What evidence is available **to suggest that the proposed service, policy, function or criteria could have a negative (N), positive (P) or no (None) effect** on quality of life outcomes? (Refer to guidance for further details)

Can negative impacts be justified? **For example: improving community cohesion; complying with other legislation or enforcement duties; taking positive action to address imbalances or under-representation; needing to target a particular community or group e.g. older people.** NB. Lack of financial resources alone is NOT justification!

### Community of Identity: Age

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Consultation has taken place via the Discover project led by Vale of York CCG to identify key themes and guiding principles for future mental health service delivery. These included more joined up services, person centred care, building local communities, out of hours provision and early intervention and prevention. See attached document.	<ul style="list-style-type: none"> <li>• Access to services and employment</li> <li>• Health</li> <li>• Education</li> <li>• Individual, family and social life</li> <li>• Participation, influence and voice</li> </ul>	<b>Positive</b>	<b>Negative</b>



The consultation process has enabled us to find out what is important to those who currently access services, and how they would like services to be delivered in the future. By reviewing the scope of services delivered at **Sycamore** house, and by enhancing capacity in the community to develop a range of “pop ups” the needs of our residents will be more fully met.

In addition to this, consultation has taken place with young people regarding the offer currently delivered at Castlegate, our young people still wanted access to a city centre base for both drop in and appointment based services. Sycamore house meets these needs.

Consultation has also taken place with TEWV and the PCU who have identified the need for a Safe Haven to be established within the City. As part of this development work, existing services users and experts by experience have been involved in the development of this service, by participating in a working group and by visiting a similar service within the UK. Dialogue is ongoing and with a co-production approach.

- Identity, expression and self respect

Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>Staff: There will be impact on the existing staff team at Sycamore House; a revision in the current offer will mean a change in job scope. The most significant impact will be on the existing management role within Sycamore House, this will now be undertaken by the Service Manager – Learning Disabilities</p> <p>Customers: - there may be a change to some of the current service times. There will be a broadening of the age range of the customer base to include customers from the age of 16. Details of the Younger Persons offer are contained in the CIA July 2016 YP (attached)</p>	Yes	<p>Staff: Amended opening hours and a revision of the service offered by our staff will have an impact on our existing structure. The number of staff will decrease, as will the management responsibility. Ongoing strategic management will be provided by the existing Service Manager.</p> <p>Customers: This model meets the recommendations of the engagement and consultation process and ensures that Sycamore House remains as a city centre base, but enhanced capacity within the community ensures that services are accessible to all.</p>	Chris Weeks	April 2017

		<p>This new model will build community capacity and empower service users into their communities.</p> <p>Through these changes to Sycamore House there will be increased information about what is available and can be promoted across different communities and service groups.</p> <p>There will be ongoing consultation across all user groups.</p> <p>Sycamore House is “open access” members of the public are able to access Sycamore House and use the Parasol Cafe should they wish to. It is hoped that by remodelling the space and re-branding this will encourage more residents across all ages to access services. There will be robust information, advice and guidance available to ensure that customers receive the best support possible.</p>		
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		<p>There may be a perception by current users that the “adults” offer maybe reduced, this is not this case, services will continue to be available, but delivered citywide rather than at one city centre base.</p>		
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## Community of Identity: Carers of Older or Disabled People

<b>Evidence</b>	<b>Quality of Life Indicators</b>	<b>Customer Impact (N/P/None)</b>	<b>Staff Impact (N/P/None)</b>
<p>The development of services offered at Sycamore House will ensure that robust information and advice is available to both existing customers and the wider community. By extending the scope of services available at Sycamore House, there will be a more seamless service available for those transitioning from childhood into adult hood.</p> <p>The Council and colleagues across Health have consulted with customers. The consultation process has enabled us to find out what is important to young people, and to customers with mental health difficulties.</p> <p>Sycamore House is currently under used, and therefore there is scope through this project to maximise capacity and develop services.</p>	<ul style="list-style-type: none"> <li>• Access to services and employment</li> <li>• Health</li> <li>• Education</li> <li>• Individual, family and social life</li> <li>• Participation, influence and voice</li> <li>• Identity, expression and self respect</li> </ul>	<p><b>Positive</b></p>	<p><b>Negative</b></p>

Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>Staff: Staff roles will change and will focus more on providing comprehensive information, advice and guidance services to customers throughout the week (Mon-Fri). It is not proposed that CYC will run support sessions on weekends; this may be offered to partners within the voluntary and community sector to provide.</p> <p>Customers: - there may be a change to some of the current work programme sessions, and more focus will be given to providing volunteering opportunities. Enhanced Information, Advice and Guidance will be available to both Adults and Young People (and their carers) Mon – Fri 9 - 5. By working with partners there is an opportunity to open a Safe Haven which will provide additional out of hours services for those who feel that they may need additional support to prevent a mental health crisis.</p>	Yes	<p>A re-focus on the services delivered by our workforce will inform re-design of these job roles. Overarching strategic management will be the responsibility of the Service Manager, rather than a full time Manager based within Sycamore House.</p> <p>Customers: This model meets the recommendations of the rehabilitation and recovery and consultation process completed by our colleagues in TEWV which identified that our customers wanted services available both within the city centre and in communities. This work also identified the need for out of hour's support, which can be met by the Safe Haven.</p>	Chris Weeks	April 2017

	<p>This new model will offer more mental health support within our communities for those who currently don't/can't access city centre support. The Safe Haven will complement this, by offering face to face out of hours support. Through these changes there will be increased information available to those customers who currently use services within Sycamore House and Castlegate.</p> <p>There will be ongoing consultation across all user groups.</p> <p>There will be a planned and sustained approach to communication and marketing to support the delivery of services at Sycamore House.</p>		
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## Community of Identity: Disability

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>The development of Sycamore House provides the opportunity to offer an integrated service for young people, adults and those with additional mental health needs out of hours.. In addition to this, capacity will be made available in communities by the delivery of a range of “pop up” activities. This will ensure that services are available to a range of customers from a range of locations across the city.</p> <p>Consultation has taken place with colleagues in Health and Children’s Services with both young people who access Castlegate and customers who access mental health support to identify how they would like to see support offered. Sycamore House meets the requirement of a city centre base, whilst customers also want to be able to access more support within their communities will be able to do so. The model we have developed meets both these needs. In addition to this, out of hour’s services via a Safe Haven also meet the needs of customer who may need additional support to prevent a mental health crisis.</p>	<ul style="list-style-type: none"> <li>• Access to services and employment</li> <li>• Health</li> <li>• Education</li> <li>• Individual, family and social life</li> <li>• Participation, influence and voice</li> </ul> <p>Identity, expression and self respect</p>	<p><b>Positive</b></p>	<p><b>Negative</b></p>



<p>Through consultation we have been able to find out what is important to customers that currently use our services, what they value and what they would like in the future.</p> <p>Currently Sycamore House is used by community groups, by integrating with younger people this will help focus on improving community integration and cohesion and work on improving the menu of services available.</p>				
<b>Details of Impact</b>	<b><i>Can negative impacts be justified?</i></b>	<b>Reason/Action</b>	<b>Lead Officer</b>	<b>Completion Date</b>
<p>Staff: Staff roles will change and will focus more on providing comprehensive information, advice and guidance services to customers throughout the week (Mon-Fri). It is not proposed that CYC will run support sessions on weekends; this may be offered to partners within the voluntary and community sector to provide.</p>	<p>Yes</p>	<p>Customers: This model meets the requirements noted from the rehabilitation and recovery work, the younger people's consultation and contribution from existing customers.</p> <p>This new model of delivery of services will ensure that rehabilitation and recovery support is available to customers from within the city centre and within communities.</p>	<p>Chris Weeks</p>	<p>April 2017</p>

<p>Customers: - there may be a change to some of the current work programme sessions, and more focus will be given to providing volunteering opportunities. Enhanced Information, Advice and Guidance will be available to both Adults and Young People (and their carers) Mon – Fri 9 - 5. By working with partners there is an opportunity to open a Safe Haven which will provide additional out of hours services for those who feel that they may need additional support to prevent a mental health crisis.</p>		<p>It will also support those who require out of hours support by delivering a “safe Haven” for customers heading into crisis.</p> <p>A secondary function of all services delivered at Sycamore Hse will be supporting customers to build up their resilience and to develop a broader range of coping strategies.</p> <p>In the longer term this will reduce/prevent customers reaching mental health crisis point – many of which result in attendance at Accident and Emergency Depts.</p> <p>There will be ongoing consultation across all user groups.</p>		
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**Community of Identity: Gender**

<b>Evidence</b>		<b>Quality of Life Indicators</b>	<b>Customer Impact (N/P/None)</b>	<b>Staff Impact (N/P/None)</b>
There is not expected to be any positive or negative impact upon customers or staff.			<b>None</b>	<b>None</b>
<b>Details of Impact</b>	<b><i>Can negative impacts be justified?</i></b>	<b>Reason/Action</b>	<b>Lead Officer</b>	<b>Completion Date</b>

**Community of Identity: Gender Reassignment**

<b>Evidence</b>		<b>Quality of Life Indicators</b>	<b>Customer Impact (N/P/None)</b>	<b>Staff Impact (N/P/None)</b>
There is not expected to be any positive or negative impact upon customers or staff.			<b>None</b>	<b>None</b>
<b>Details of Impact</b>	<b><i>Can negative impacts be justified?</i></b>	<b>Reason/Action</b>	<b>Lead Officer</b>	<b>Completion Date</b>

**Community of Identity: Marriage & Civil Partnership**

<b>Evidence</b>		<b>Quality of Life Indicators</b>	<b>Customer Impact (N/P/None)</b>	<b>Staff Impact (N/P/None)</b>
There is not expected to be any positive or negative impact upon customers or staff.			<b>None</b>	<b>None</b>
<b>Details of Impact</b>	<i><b>Can negative impacts be justified?</b></i>	<b>Reason/Action</b>	<b>Lead Officer</b>	<b>Completion Date</b>

**Community of Identity: Pregnancy / Maternity**

<b>Evidence</b>		<b>Quality of Life Indicators</b>	<b>Customer Impact (N/P/None)</b>	<b>Staff Impact (N/P/None)</b>
There is not expected to be any positive or negative impact upon customers or staff.			<b>None</b>	<b>None</b>
<b>Details of Impact</b>	<i><b>Can negative impacts be justified?</b></i>	<b>Reason/Action</b>	<b>Lead Officer</b>	<b>Completion Date</b>

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**Community of Identity: Race**

<b>Evidence</b>		<b>Quality of Life Indicators</b>	<b>Customer Impact (N/P/None)</b>	<b>Staff Impact (N/P/None)</b>
There is not expected to be any positive or negative impact upon customers or staff.			<b>None</b>	<b>None</b>
<b>Details of Impact</b>	<b><i>Can negative impacts be justified?</i></b>	<b>Reason/Action</b>	<b>Lead Officer</b>	<b>Completion Date</b>

**Community of Identity: Religion / Spirituality / Belief**

<b>Evidence</b>		<b>Quality of Life Indicators</b>	<b>Customer Impact (N/P/None)</b>	<b>Staff Impact (N/P/None)</b>
There is not expected to be any positive or negative impact upon customers or staff.			<b>None</b>	<b>None</b>
<b>Details of Impact</b>	<b><i>Can negative impacts be justified?</i></b>	<b>Reason/Action</b>	<b>Lead Officer</b>	<b>Completion Date</b>

**Community of Identity: Sexual Orientation**

<b>Evidence</b>		<b>Quality of Life Indicators</b>	<b>Customer Impact (N/P/None)</b>	<b>Staff Impact (N/P/None)</b>
There is not expected to be any positive or negative impact upon customers or staff.			<b>None</b>	<b>None</b>
<b>Details of Impact</b>	<b><i>Can negative impacts be justified?</i></b>	<b>Reason/Action</b>	<b>Lead Officer</b>	<b>Completion Date</b>