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8
Public

**Councillors Ann Hartley and Steve Charmley –
Portfolio Holders for Health and Well-Being**

1. Background

- 1.1 This is a new Portfolio Area and this report draws together a number of areas which contribute to improving and maintaining the Health and Well-Being of Shropshire residents, keeping them healthy, safe, independent and active and encouraged to reach their full potential, as well as ensuring that families and individuals with more complex social, learning or health needs are supported or protected through appropriate and targeted services.

SAFEGUARDING

Children's Safeguarding

2. Background

Safeguarding assessment and support children's services are provided by six teams: an initial contact team, an assessment team, two case management teams and a children in need team. The Safeguards Services includes staffing for the Local Safeguarding Children Board (LSCB), the training and development officer, as well as the independent reviewing officers (IRO) who chair looked after children reviews and child protection conferences. The Safeguarding Services were inspected by Ofsted in February 2011. Five areas outcome areas were described as good, five adequate and there were no inadequate judgements.

3. The achievements noted included the progress made in relation to social work staff recruitment retention and training. Teams are stable and now fully staffed. The support of newly qualified social workers has been significant leading to reduced turnover of staff and good standards of practice.
4. An initial contact team has been established following a review of the help desk. The inspection noted that the response to children at risk of significant harm is timely and that safeguarding practices were robust.
5. There has been a huge improvement in the timeliness of assessments following the restructuring of the teams; improvement being apparent at the end of 2010/11 for initial assessments in 10 days and core assessments completed in 35 days with 75% and 63% achieved

respectively. A dramatic improvement has taken place over the last 6 months, shown through the new year's results from April to June 2011 at 97% (IAs in 10 days) and 92% (CAs in 35 days).

6. Conclusion

The ongoing transformation and development work is as follows:

- Reducing the bureaucracy faced by Social Workers and streamlining the workflow
- Embedding a performance culture at all levels
- Creating a multi-agency triage team through joined up working with Customer Services
- Supporting Agencies to undertake work with vulnerable young people in their communities

Adult Safeguarding

7. Background

A multi-Agency Vulnerable Adult Safeguarding Board (VASB) has been in operation in Shropshire and Telford & Wrekin since April 2009. This board evolved from an existing adult protection committee and has responsibility for overseeing adult safeguarding matters across the safeguarding partnership.

8. Shropshire Council is responsible for ensuring the multi-agency adult protection policy is implemented effectively across the county and that all adult protection referrals are investigated appropriately. The multi-agency policy was reviewed during 2009/2010 and performance against key indicators was within target.

9. In Shropshire, individual Social Workers and the team they belong too are responsible for the investigation of any concerns, but there is an independent Adult Protection Co-ordinator that oversees, and chairs, all Adult protection issues that are high risk, high profile, complex, institutional, or involve Shropshire Council members of staff.

10. The Adult Social Care Services of Shropshire Council were subject to an external inspection by the Care Quality Commission during 2009-10 which had a key focus on Safeguarding. Shropshire Council were rated as 'Performing Well' in this area, only one of two councils to have achieved this across the West Midlands.

11. Conclusion

There has been significant progress on further strengthening and developing the Councils Adult Safeguarding arrangements during 2010/11. Major strengthening of relationships across the partnership has been undertaken and the service provided for those individuals who are suspected of being abused has dramatically improved. Further work is needed to ensure that the progress made to date is sustained and that safeguarding continues to have the highest of priorities.

CORPORATE PARENTING

12. Background

Looked After children's services are delivered through dedicated LAC social workers who are provided with fostering and residential placements for young people through our Children's Placement Services. This work is supported by the LAC Education and Health Team. Members have key corporate parenting responsibilities and assist in the regular oversight of residential services. They also support the Children in Care Council

13. In the Ofsted inspection of Looked After Children's services in February 2011, inspectors awarded seven areas with a grade of good, two achieved adequate and the education of LAC was deemed outstanding. Particular strengths were noted regarding sustained improvement of stability of children's placements, having a skilled and stable workforce and investment in developing the skills of foster carers. The capacity for improvement was given as good, with a clear vision and refocused and ambitious priorities for looked after children set out in the Children and Young People's Strategy for 2011.

14. The effectiveness of services to ensure that children and young people are safe and feel safe is good. The impact of services enabling looked after children and young people to enjoy their learning and achieve well is outstanding. The numbers of Looked After Children and Children and Young People subject to Safeguarding plans is falling and placement stability for LAC has improved.

15. The following achievements have been made.

- All of our three Children's Homes are achieving consistently high Ofsted Judgements
- The Fostering Service was also deemed Good by Ofsted
- Placement stability for Looked After Children has improved.
- There has been a significant reduction in spend on out of county placements
- The recruitment of new foster carers is meeting targets.

16. Conclusion

The ongoing transformation and development work is as follows:

- Improving permanency planning for LAC – increasing the percentage of LAC placed for Adoption and increasing the use of Special guardianship
- Reducing further the spend on external placements

JOINT WORKING WITH HEALTH SERVICE

17. Background

The Government's proposed plans for the NHS were announced in the NHS White Paper in July 2010 "Equity & Excellent: Liberating the NHS". The Council has been fully involved in responding to the national consultation and to the changes in the NHS locally.

18. Health & Well-Being Board.

18.1 The key element for the Local Authority has been the development of the Shadow Health & Well-Being Board. Terms of reference for the new board were approved by the Joint Member Board on 16 March 2011 and the first meeting held on 25 May 2011.

18.2 The Leader of the Council has been elected as Chair and the Portfolio Holder for Health & Well-Being as Vice-Chair.

18.3 The role of the Health & Well-Being Board is to be strengthened following the Government's response to the listening exercise. The Board will enable Local Authorities to lead on improving the strategic co-ordination of commissioning across the NHS, social care and related children's and public health services. Health & Well-Being boards should increase the local democratic legitimacy of NHS commissioning decisions.

19. Joint Strategic Needs Assessment.

We have had a Joint Strategic Needs Assessment in Shropshire since 2008. The NHS White Paper signalled the Government's intention that JSNAs would remain significant documents and be used to develop local Joint Health & Well-Being strategies. In preparation for this, the Council engaged the support of the Local Government Group to carry out a peer review of the JSNA, the resulting review report will be used to develop an action plan in order to support the creation of the 2012 JSNA.

20. Public Health.

As part of the proposed NHS plans, Local Authorities will take on the Public Health service currently provided by the PCT. This will include elements of public health improvement, public health protection and preventing ill-health. The Council has responded to the Consultation document and welcomes this development. Public Health staff were already working closely with the Local Authority in a number of areas and plans are already in place to co-locate staff as well as develop a full transition plan in readiness for the Health & Social Care Bill being approved by Parliament.

21. Local Authority and the health service continue to work together on services which make a significant contribution to improving the health and well-being of residents of Shropshire. These include for adults the reablement services for older people, the development of telecare and telehealth services. For children and young people, Shropshire Council are working in partnership to develop the HENRY in Shropshire programme to develop the skills of community and health practitioners in working with families with children under 5 to promote healthy lifestyles and address issues of overweight. The Baby Friendly initiative aims to promote breastfeeding with a number of partners working towards accreditation as baby friendly environments. Under 18 conception rates continue to decrease and partners are engaged in a number of initiatives which help provide and promote public health messages to young people.

22. Conclusion

The opportunities for improved service integration, as well as working closely together, provided by the new arrangements and in particular the Health & Well-Being Board, will continue to be exploited to the full as the Board moves into its statutory phase in 2013.

PREVENTION

23. Active and Healthy Lifestyles

- 23.1 Work has begun on the outsourcing of five leisure facilities as part of the wider transformation of Culture and Leisure services. A Project Board is in place and key support is being provided. A Project Plan and Risk Framework are already scoped.
- 23.2 The new Oswestry Leisure Centre is progressing well and is due to open in mid-September. It is likely that royalty will formally open the building in October 2011.
- 23.3 Successful Community Olympian Games were held over three days in the Quarry, Shrewsbury, on 17,18 and 19 June. Over 35 schools took part on the Friday and in total an estimated 13,000 people either took part or watched the festivities.
- 23.4 Shropshire Council's approach to Active Market Towns in both Oswestry and Market Drayton continues to progress. In Oswestry further developments are being scoped, led by Councillor Steve Charmley. This includes a workshop with community providers to develop the "brand" and marketing approach. Discussions will also start with Walford and North Shropshire College to involve the students in an "audit" of existing sporting and physical activity opportunities and the subsequent development of social media content. In Market Drayton over 25 community clubs have come together to form Sport Drayton and progress a similar community focussed approach in the

town to undertake a feasibility study to create a Sport and Recreation Business Plan for Market Drayton.

- 23.5 The Be Active Card, which provides discounts off the standard ticket prices across leisure activities, has also broadened its offer and can now be used in a range of local businesses.
- 23.6 A new framework for the future delivery of joint use leisure provision is currently being scoped and will be discussed in greater detail in Autumn 2011.
- 23.7 The provision of personal budgets for people eligible for adult care support has provided increased opportunities to access community based sport and leisure activities. This has contributed to increased access to healthy lifestyle activities such as exercise and leisure as well as improved mental health, personal confidence etc.
- 23.8 The Sight Loss Opportunity group supported through the community council continue to enjoy cycling sessions at the Shrewsbury Sports village.
- 24. The work to outsource the Leisure Centres will be the key priority for the next twelve months

25. Public Protection

- 25.1 A co-located, multi-disciplinary team has been set up with partners from West Mercia Police, Shropshire Council and Housing Providers to tackle complex anti-social behaviour cases and a single reporting telephone number is now available to the public.
- 25.2 A total of £100,497 has been saved for consumers and businesses through trading standards advice and negotiation work.
- 24.3 Shropshire Council was the first Local Authority to implement the Food Standards Agency Food Hygiene Rating Scheme from scratch in September 2010. Over 1000 premises have now been rated.
- 25.4 There was improved performance and customer satisfaction of over 80% for Environmental Health & Trading Standards against NI182.
- 25.5 Community Alcohol Partnerships have been launched in both Ludlow and Oswestry.
- 25.6 There will be continued focus on improving health and well-being through the development of new Public Health arrangements.
- 25.7 Over the next twelve months there will be increasing emphasis on working with partners as well as reshaping the Public Protection Area in line with the broader Council Vision.

DISABILITY

26.1 The Council has renewed its financial commitment to providing top up funding for Disabled Facilities Grants (DFG) during 2011/12. This has allowed the DFG programme to continue to meet the demand for DFG's to address the needs of vulnerable people and enable them to remain in their own homes. This top up funding will be reviewed again as part of budget setting for 2012/13.

The implementation throughout the year of personal budgets for people with disabilities has been a real opportunity for people to plan and choose the support they need and how they receive it.

26.2 The physical disability and sensory partnership board continues to develop as does the pan disability forum under the VCS umbrella. The visual impairment forum of interest and the hard of hearing forum of interest are now well established and joined together for a third year to organise and host a third successful "see hear" event .

26.3 The Shropshire Disability Network continues to grow and work closely with the Council in signposting and supporting people with personal budgets. Linked to the partnership board the network has launched a Wavelength, a new and committed group of individuals focusing on employment opportunities for people with disabilities.

27. Adults with Learning Disabilities

27.1 Two new supported living bungalows for people with a learning disability opened in Oswestry and Shifnal. A third bungalow is currently being built in Shrewsbury and funding and land has been identified for a fourth development also in Shrewsbury.

27.2 This type of accommodation supports adults with learning disabilities, to live in a supported environment in the local community and is an accommodation model that is highly valued by the housing sub group of the learning disability partnership board.

27.3 The Learning disability partnership board continues to meet and guide the future development of services in Shropshire despite the national valuing people programme having been streamlined with less support available regionally and nationally.

27.4 Personal budgets have been widely embraced and adopted by people with learning disabilities who are using them to make choices and try out new activities as alternatives to traditional support.

27.5 The roll out of personalised Budgets and the development of more flexible services for people with disabilities to reflect this will form the priority areas of work over the next twelve months.

SUPPORT FOR CARERS

- 28.1 The Family Carers partnership board is well established with representation from the PCT, Service Users, Family Carers and the Voluntary Sector. The Board meets on a quarterly basis and has overseen the development of the family carers strategy, adopted by the Council earlier this year. The strategy includes a development plan which will ensure that family carers are supported to continue in their caring role for as long as they wish to.
- 28.2 In the past twelve months there had been the successful launch of the multi-agency transition protocol as well as the roll-out of the short breaks services providing a range of targeted supports.
- 28.3 There has been specific support for the Parents and Carers' Council who in turn are increasing support to parents. To compliment this the Childminding and Disabled Children's Team are working closely together to support parents in work and parents' access to employment.
- 28.4 For the next twelve months the priority will be the development of personalisation and personal budgets and the setting up of a 0-25 disability service which will further improve transitional arrangements. In addition there will be specific work to identify hidden carers and ensuring that they are well supported.

SUBSTANCE MISUSE

29.1 Achievements

Main achievements during 2010/2011 have included the reconfiguration of substance misuse services in the counter. This process started with the decommissioning of the specialist prescribing service to enable the Drug and Alcohol Action Team (DAAT) develop an integrated treatment system. As part of the developments a hub and spoke model of working across the county was introduced within the key market town areas of Shropshire (Bridgnorth, Oswestry, Ludlow, Whitchurch, and Market Drayton) providing a complete substance misuse service within localities without the need to travel to Shrewsbury. The Community Substance Misuse Team have also moved their Shrewsbury base to Crown House in the Town Centre providing a more accessible location for service users as well as a better environment to undertake therapeutic work.

- 29.2 A specific substance misuse issue regarding GHB in the Oswestry area is being tackled through a co-ordinated multi-agency response, to date the work is proving to have reduced the availability of the drug in the area.

- 29.3 Alcohol is a main priority for the (DAAT) and with partners has introduced the Community Alcohol Project, providing a new response to tackling underage drinking by bringing enforcement agencies, businesses and youth services together to work on the issue. The DAAT have also introduced a data system during 2011-2012 for recording alcohol related injuries in A&E to support enforcement activity in the community. More recently a pilot project with Pharmacies in Ludlow, Market Drayton and Oswestry has been developed which screens people and provides Identification and Brief Advice (IBA) to reduce harmful and hazardous drinking patterns.
- 29.4 Performance at the national level in respect of the drugs agenda remains very good. At the end of Quarter 4 Shropshire continued to be above the national average in respect of the numbers in effective treatment. Numbers successfully completing treatment has gradually risen through the year and Shropshire is now in the third quartile (gold). The Drug Interventions Programme (DIP) has consistently performed well and are being held up regionally as one of the best performing non-intensive teams.
- 29.5 During 2011-2012 the focus of the team is continue to build up pathways to support recovery and provide a holistic response to ensure all those affected by drugs and alcohol receive an appropriate response.
- 29.6 Key Issues**
Work for 2011-2012 is concentrated on identifying the needs of children affected by parental drug and alcohol misuse, housing and employment.

PERSONALISATION

30. Achievements

- 30.1 All new referrals to adult social care and everyone subject to a review of their support are offered a personalised service including, as appropriate, a personal budget as the first and preferred choice
- 30.2 Personalisation and putting People First is now well embedded in adult social care following a year of implementation across all client groups. Many creative and innovative support plans have been developed meaning more people have had more choice and control over how their support is provided.
- 30.3 The number of people choosing direct payments where they recruit and employ their own personal assistant or purchase their own care is increasing whilst others who opted for a council managed fund initially are being encouraged through the review process to consider other means of managing their money and choosing their care.

30.4 Voluntary sector organisations have helped people to develop their support plans and providers in the independent sector have also supported people to make choices using individual service funds.

31. Key Issues.

Looking ahead there is still a lot of work to complete this includes:

- Building community capacity and local services so that people have a real choice as an alternative to traditional day care.
- Working across both children's and adult services so that individual budgets payments are available to all.
- Strengthening the links with health to develop individual health figures