

HEALTH AND HOUSING SCRUTINY COMMITTEE

Wednesday, 2 February 2022

PRESENT – Councillors Bell (Chair), Heslop, Lee, McEwan, Newall and Wright

APOLOGIES – Councillors Bartch and Layton

ABSENT – Councillor Dr. Chou

ALSO IN ATTENDANCE – Jill Foggin (Communications Manager, County Durham and Darlington Foundation Trust), Mark Pickering (NHS Tees Valley Clinical Commissioning Group), Maxine Crutwell (Community Transformation Tees Valley), Emma Joyeux (NHS Tees Valley Clinical Commissioning Group), Jo Murray (Tees, Esk and Wear Valley NHS Foundation Trust) and Dr Jo Nadkarni (Tees, Esk and Wear Valley NHS Foundation Trust)

OFFICERS IN ATTENDANCE – Penny Spring (Director of Public Health), Anthony Sandys (Assistant Director - Housing and Revenues), Lisa Soderman (Head of Leisure), Matthew Hufford (Communication and Engagement Co-ordinator) and Hannah Miller (Democratic Officer)

HH33 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

HH34 TO APPROVE THE MINUTES OF THE MEETING OF THIS SCRUTINY HELD ON 20 OCTOBER 2021

Submitted – The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 20 October 2021.

RESOLVED – That the Minutes of the meeting of this Scrutiny Committee held on 20 October, 2021 be approved as a correct record.

HH35 PRIMARY CARE: AN UPDATE ON NATIONAL POLICY CHANGES 2020/21

The Commissioning Lead, Primary Care gave a presentation (previously circulated) updating Members on the Primary Care national policy changes 2020/21.

It was reported that the standard operating procedure in response to coronavirus was first published on 19 March 2020 and subsequently withdrawn in July 2021 in line with covid recovery; Members noted that during this period Practices remained open with infection prevention control measures in place, as directed by Public Health England, and where clinically necessary, were consulting with patients face to face.

Details were provided of the key operational changes between March 2020 and March 2021, including a move to a total triage model that all practices were required to implement by April 2020; facilitation of Easter Bank holiday GP provision; GP support to Care Homes; the reinstatement of services in July 2020; and additional funding to expand capacity in seven

priority areas.

The presentation provided details of the timeline for Phases 1, 2 and 3 of the covid vaccination programme; Darlington Primary Care Network (PCN) participated in phase 1 for cohorts 1-9 but left the programme in July 2021; Darlington PCN applied and were approved to deliver phase 3 and following Omicron, continued to deliver vaccinations for all cohorts until 31 March 2022.

Members were advised of further key operational changes; on 17 May 2021 social distancing legislation was changed and GPs were encouraged to see patients face to face, whilst continuing to follow infection prevention control guidance that remained in place; non-urgent care was paused on 13 December to focus on the booster campaign; and routine services were reinstated on 27 January 2022.

Members noted that despite the challenges, GPs had been committed to maintaining vital primary care services and had to rapidly adapt to meet the demands of delivering these during a pandemic; and that whilst the new ways of working caused some frustrations for patients, were requested to continue to support Darlington's practices and GPs positively.

Members raised concern and highlighted issues regarding access to GP appointments for residents; the Commissioning Lead, Primary Care highlighted that there was a need for greater patient education to enable patients to access the right service, which may not always be a GP appointment; that there was a range of clinical professionals within practices for patients to access and a GP community pharmacy scheme for minor ailments; and further details on campaigns would be provided.

RESOLVED – (a) That the presentation be noted.

(b) That Members be provided with details of campaigns in place to educate patients on available services.

HH36 COMMUNITY TRANSFORMATION NHS ENGLAND: TEES VALLEY

The Programme Manager, Community Transformation Tees Valley gave a presentation (previously circulated) updating Members on the work being undertaken to review the mental health system as part of the Community Transformation NHS England: Tees Valley.

It was reported that the core aims of the community transformation, which was being driven by the NHS England long term plan, were to improve access to integrated primary and community mental health care for those with severe mental health illness; to move to an integrated, holistic, person-centred care model; and to co-produce services and care pathways with service users, carers and local communities. Members noted that this was a 3 – 5 year programme.

Members were advised of the work being undertaken in the Tees Valley which included a consultation exercise by Healthwatch; and reference was made to the work undertaken between April and September 2021 as part of the information and mapping phase 1.

Details were provided of the TEWV redesign event held in October 2021; the vision for the

model, which had been developed with patients and carers, was outlined; the community hub had been identified as a key element of the model; and the flow of patients between the different levels within the model would be supported by community care navigators.

Details were also provided of the work to be undertaken as part of phase 2 and phase 3; Members were advised that the vision had been signed off in January 2022 and Year 2 proposal submitted to NHSE; and a breakdown of the year 2 funding proposal was outlined.

Members were informed that there had been eight resilience projects, funded non recurrently, to support COVID recovery across Darlington; these projects included increasing capacity in counselling for those who had experienced bereavement, social connections and artistic sessions for individuals with low mood or anxiety, befriending services, female and male allotment sessions and social prescribing; a further two full time mental health nurses had been appointed as part of the Additional Roles Reimbursement Scheme (ARRS), to support adults aged 18 and over; and details were provided of the next steps for Darlington.

Members entered into a discussion regarding recruitment and retention of staff; and the need for recurrent investment in mental health services.

RESOLVED – That the presentation be noted.

HH37 CUSTOMER ENGAGEMENT STRATEGY 2021-2024 UPDATE

The Communications and Engagement Co-Ordinator gave a presentation (previously circulated) updating Members on the Customer Engagement Strategy 2021-2024.

Details were provided of the aims of the customer engagement strategy 2021-2024; that four priorities were in place to deliver the aims, Priority 1- providing the right information, Priority 2 - listening to our tenants, Priority 3 - making decisions with our tenants and Priority 4 - maximizing scrutiny and accountability of the service; and the work undertaken to date for each priority was outlined.

It was reported that engagement with tenants on building safety, including fire assessment, electrical safety and gas safety, was hugely important and there was a need to change how this information was communicated; engagement with tenants would be undertaken via Tenants Panel, surveys and Mystery Shopper to identify how best to communicate building safety information; and role of the Tenants Panel was outlined.

Reference was made to the effects of Covid-19 on the Council's plans; and work planned for the next 12 months was outlined and included setting up Engagement Champion programme for tenants, improvements to the Council's website, introduction of a new Housing Management Policy and a review of the Anti-social behaviour policy and increased customer surveys to gather feedback from tenants.

Discussion ensued regarding engagement with those on the housing waiting list; the Assistant Director Housing and Revenues advised Members that direct engagement would be undertaken as part of the Strategic Housing Needs Assessment.

RESOLVED – That the presentation be noted.

HH38 PERFORMANCE INDICATORS - QUARTER 2 2021/22

The Assistant Director – Housing and Revenues, Assistant Director – Community Services and Director of Public Health submitted a report (previously circulated) to provide Members with performance data against key performance indicators for Quarter 2 2021/22.

It was reported that 36 indicators were reported to this Scrutiny Committee, six Housing and Culture indicators and twenty four Public Health indicators.

At Quarter 2, data was available for nine of the twelve Housing and Culture indicators. It was noted that two indicators had targets to be compared against, HBS 013 – Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34) which was showing performance better than target; and HBS 016 – Rent collected as a proportion of rents owed on HRA dwellings* including arrears which was showing performance not as good as the target; and that, of the nine indicators with data available, six indicators were showing an improved performance compared to the same point in the previous year, which included two culture indicators CUL 030 – Total number of visits to the Dolphin Centre (all areas) and CUL 064 – Number of individuals participating in the community sports development programme; whilst three indicators showed a performance not as good as that recorded at the same time in the previous year.

In relation to Public Health indicators it was reported that eight of the twenty-four indicators had new data available at quarter 2 and that four indicators were showing performance better than the previous year whilst four indicators were showing performance not as good as the previous year.

RESOLVED – That the performance data reported for Quarter 2 2021/22 be noted.

HH39 WORK PROGRAMME

The Assistant Director Law and Governance submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee' work programme and to consider any additional areas which Members would like to suggest be included in the previously approved work programme.

Discussion ensued on the current work programme and it was agreed that an update on the Drug and Alcohol Service Contract be brought forward to the next meeting of this Scrutiny Committee; that the items A and E Wait Times, Housing Management Policy and Affordable Home Ownership Policy be deferred; and that an update on West Park be provided.

RESOLVED – That the work programme be updated to reflect discussions.

HH40 HEALTH AND WELLBEING BOARD

It was reported that the Board had not met since 16 September 2021; and that the next meeting of the Board was scheduled for 17 March 2022.

RESOLVED – That Members look forward to receiving an update on the work of the Health

and Wellbeing Board at a future meeting of this Scrutiny Committee.