

## EXECUTIVE MEMBER REPORT TO COUNCIL 14<sup>th</sup> OCTOBER 2020

### ADULT SOCIAL CARE AND PUBLIC PROTECTION

#### PERFORMANCE

##### Integrated Commissioning Model

1. The tenders for the specialist services have been evaluated and contracts will be awarded in October.
2. The Homeless Service came back into MBC on 1<sup>st</sup> September 2020 and we are working closely with them to embed the service and address any issues.

##### Homelessness

3. We are continuing to provide temporary accommodation to homeless applicants and we currently have 78 single people in temp accommodation.
4. Middlesbrough has been awarded some funding as part of the MHCLG 'Next Steps' bid to secure move on accommodation for rough sleepers. Details of the award will be available in early October.

##### Local Authority Asylum Support Liaison Officers (LAASLOs)

5. The Home Office has restarted its cessation process at decision point, meaning asylum seekers and refugees are once again asked to leave their properties and either return to their country of origin (in case of refusals) or find their own tenancies (in case of granted). The LAASLO team is liaising with homeless and VCS organisations to best support these individuals and ensure they do not end up homeless and destitute. Other forms of ongoing support (applying for bank accounts and benefits, finding employment, support around integration) have continued throughout lockdown. Communication with the Home Office, Mears, and other partners around how best to return to business as usual is ongoing.
6. All asylum seekers in Middlesbrough have been and continue to be, in the case of new arrivals, provided with a UTB facemask. This has helped to promote the importance of wearing masks while also giving the team the opportunity to build relationships and highlight council services.
7. We now have a twice weekly visible presence in the community through locality working efforts. We are in Newport Hub on Tuesday and North Ormesby Hub on Thursday. Neither location, at present, is suitable for face to face meetings, which will continue in the risk assessed booth in the Civic Centre instead. The booth is now also blocked out every Wednesday for welfare rights.
8. The LAASLO team is delivering presentations on the importance of Covid test & trace and ensuring there is an increased understanding of the need to self-isolate and when (and

when NOT) to get tested. This is being delivered to council employees who work in a front-facing role in Middlesbrough's communities (neighbourhood safety officers and street wardens up to now) in an effort to ensure the same, accurate messages are known and disseminated to others.

## **Domestic Abuse/Sexual Violence**

9. Face to face work has resumed for emergency / crisis work and a range of opportunities to access support is still being offered.
10. Office of Police and Crime Coordinating (OPCC) discussions with Safe Lives and strategic partners regarding a focused piece of work across Cleveland, in relation to Domestic Abuse Whole Family Approach. OPCC will fund some of this work but Local Authorities will also need to provide contribution. The work would be focused on mapping process across four areas, conducting Deep Dive in relation to understanding families engagement, completing assessment to check if Local Authorities are Domestic Abuse bill ready (April 2021)
11. Middlesbrough Council and Office of Police Crime Commissioner will be co commissioning BAME service for victims experiencing Honour Based violence, Forced Marriage and Female Genital Mutilation. The new service will available from 1<sup>st</sup> April 2021. Public Consultation has informed how service will develop

## **INVOLVEMENT AND PROMOTION**

### **Staying Put Agency – Covid-19 Response**

12. In supporting the local authority response to Covid-19, the Staying Put Agency has used its can-do approach, creative thinking and flexible working to support residents in these most challenging and unparalleled times.

### **TAMP PPE DISTRIBUTION WAREHOUSE**

13. The PPE Distribution Warehouse (TAMP) was quickly setup by Middlesbrough Council as a direct response to the Covid-19 pandemic. Three members of the Staying Put Agency staff team have played key roles in the initial setup and in overseeing the day to day management of stock arrivals and distribution. The teams care and attention has resulted in the distribution of safe, fit for purpose PPE, moving rapidly to fulfil emergency orders and support ever changing needs the team have risen to the challenge of helping the residents of Middlesbrough and neighbouring authorities.



## **WELFARE CALLS**

14. In response to the impending lockdown the agency quickly changed an element of its delivery model to offer welfare calls to vulnerable and elderly residents. The calls have

provided advice and support across a broad spectrum. Initially it was imperative to link vulnerable individuals to essential services to ensure basic needs and health requirements were being met. This included helping people arrange medication deliveries, ensuring that essential utility bills could be paid and that food could be safely obtained. Alongside linking in to practical service set up in response to Covid-19, this included the Help Boro Portal and NHS Food Parcels.

15. In addition signposting and joint working around more complex issues has provided positive outcomes for people and in essence provided an early intervention to prevent people reaching a point of crisis and requiring critical care.

## **MIDDLESBROUGH HANDYPERSON SERVICE**

16. The Middlesbrough Handyperson service has played an essential role in the response to Covid-19. Quickly changing its way of working the service offered essential support to a whole range of wider services, groups and organisations. It was heavily relied upon by Adult Social Care to deliver an immediate response to hospital discharge offering out-of-hours services to facilitate increased numbers of people. It was also instrumental in the set-up of the Tees wide regional PPE hub and continues to provide resources and logistical support. The service initially provided the localised collections of the Council arranged food parcels whilst awaiting the government's response and then assisted with the distribution/packaging of larger scale deliveries

## **PUBLIC HEALTH**

### **STRATEGIC**

#### **Covid-19 Outbreak prevention and control**

17. The new cases of covid-19 in Middlesbrough was 102.1 per 100,000 population for the most recent 7 days up to 28 September 2020. We have implemented a local enhanced contact tracing programme that has identified that transmission of infection for the majority of people has been attributed to infection being passed on among household members and their extended family bubble. A number of people have also attended other premises such as restaurant, gym or pub and we are also observing a large number of infection that is affecting schools. Most infection in schools have, however been acquired from the community and not been passed on within the school setting. James Cook hospital is also observing increasing numbers of cases with much more severe illness.
18. A multi-agency outbreak control team has been stood up by the South Tees Health Protection Board that is leading on plans to control the spread of infection in the borough and to reduce any adverse impact. We are working with schools and other high risk settings to support them with interpretation and implementation of national guidance, infection control and risk communications.
19. In addition to the regional testing unit, we have also deployed a mobile testing unit to the Newport community hub to boost access to testing for our local residents. We are also working with Teesside University and the Department for Health and Social Care (DHSC) to establish an additional local testing site

#### **COVID-19 community response**

20. Two community grants programmes have been launched to support our grass roots response to COVID-19 prevention and recovery.
21. Grants of up to £1,000 for non-constituted groups and up to £5,000 for constituted groups will help ensure local people are well informed on COVID-19 risk, prevention measures and support, with help targeted at those most at risk. This will be supported by a network of COVID-19 community champions who will ensure information and advice on support reaches our most vulnerable communities.
22. A strong community and voluntary sector will also be a crucial part of our recovery and ongoing COVID-19 management and prevention. To support this, grant funding has also been identified to support the sustainability of CVS organisations who are providing support as part of the COVID-19 response and recovery
23. Both schemes will focus on six key areas:
  - The older population
  - BAME communities
  - Those shielding
  - Those at clinical risk
  - Those with addictions
  - Wards with high levels of deprivation

## **Recovery planning**

24. As the membership of the Health and Wellbeing Recovery Group is multiagency it was important to co-produce an action plan utilising community insight and intelligence. The action plan has identified and will address inequalities that have arisen or broadened as a result of COVID-19, particularly amongst the vulnerable, and will support health and wellbeing recovery in our local communities with a key focus on addressing issues and gaps in relation to:
  - Financial insecurity;
  - Community connectivity and tackling social isolation (with a particular focus on digital exclusion);
  - Environmental benefit and sustainability (including food poverty and affordable warmth);
  - Access to support and services (with a key focus on social prescribing);
  - Mental wellbeing;
  - Health and wellbeing service offer;
  - Housing;
  - Substance misuse;
  - Domestic abuse; and
  - BAME engagement
25. Leads have been identified and agreed from different agencies/organisations to progress the actions within the plan. Through working collaboratively, interdependencies with other existing groups and partnerships have been identified ensuring we add value and are working across the system effectively.
26. It is critical that we continue to work with our communities to identify, build and connect assets to in order to build community capacity and resilience. This is particularly important in light of recent Government restrictions and the potential for further restrictions being put in place. In addition, working with our communities and wider partners ensures that decision making is based on shared understanding of insight, evidence and intelligence.

## **INVOLVEMENT AND PROMOTION**

### **Sexual Health**

27. The five year Tees sexual health contract comes to an end next year on 31 July 2021, following a failed attempt to negotiate a 12 month extension with the incumbent provider (Virgin Care). A steering group has been established across Tees to oversee the tender, which is proposed to separate out clinical services (e.g. integrated clinical contraception and STI testing and treatment) from prevention and outreach (e.g. C-Card, outreach point of care HIV testing, RSE and promotion of safe sex), with the former likely to be tendered Tees-wide and the latter subject to local authority determination.
28. Specifications are currently being developed to support the tender exercise, which will see some of the innovative practice adopted via the COVID-19 response, mainstreamed into services (e.g. increased telephone triage, telemedicine and online provision). The clinical services contract will; be commissioned similar to the existing clinical elements of the current contract, which form part of a collaborative commissioning approach with the four Tees Local Authorities, HSE England and the Tees Valley Clinical Commissioning Group. The tender opportunity is anticipated to be advertised early October, with the contract awarded in December, ahead of a service commencement date of 1 August 2021.

**Councillor Dorothy Davison**  
**Executive Member for Adult Social Care & Public Health**