

EXECUTIVE MEMBER REPORT TO COUNCIL 25th November 2020

ADULT SOCIAL CARE AND PUBLIC PROTECTION

PERFORMANCE

Integrated Commissioning Model

1. The tenders for the specialist services have been evaluated and once they have been checked by legal we will enter the 10 day standstill period. It is during this 10 standstill period that we will receive any challenges to the decisions. We are comfortable that due process was followed and the tender evaluations were robust and fair.

Local Authority Asylum Support Liaison Officers (LAASLOs)

2. Cessation of both those who have been granted leave to remain and those who have been refused it has restarted. The LAASLO team has developed excellent working relationships with Mears (Home Office accommodation provider), the VCS, and Homeless, which means that it has been possible to avoid people becoming homeless. Restarting cessations has also meant that there has been an increase in the number of Universal Credit applications, Child Benefit applications, and bank account applications.
3. The LAASLO team has seen an increase in the number of settled refugees who require new support around issues such as health, housing, and employment.
4. The team continues to notice a greater than usual negative impact on mental health and well-being in both settled refugees and current asylum seekers. A number of referrals have been made to counselling services, health services, and social care as a result.
5. The LAASLO team is taking part in the locality working model, which has shown to be beneficial in terms of working together with other internal and external partners on the ground in North Ormesby and Newport in particular. The team now works from Newport Hub on Monday & Tuesday, and North Ormesby Hub on Thursday & Friday. Face to face appointments happen in the Civic Booth and in North Ormesby Hub.
6. There is currently no new asylum dispersal into Middlesbrough. However, the LAASLO team will be made aware of new dispersal and will continue to provide #UTB masks and a brief welcome once it does.
7. The LAASLO Manager is also working with Public Health and Public Protection to develop better community responses and appropriate contact tracing within the refugee and asylum seeker community in relation to Covid-19 and other public health issues.
8. From 1st November the LAASLO's move into Stronger Communities so will come under Geoff Field's directorate.

Domestic Abuse/Sexual Violence

9. Government has launched consultation and issued guidance to councils prepare for the introduction of Domestic Abuse Bill (April 2021) which places a duty on council to assess and provide support and safe accommodation to victims and their children. Councils can prepare by linking in with other agencies such as police or health commissioners to map existing provision.

Councils need to be ready for this new duty from April 2021 and the government is consulting with them on the best way to allocate funding to ensure we meet this new obligation. <https://www.gov.uk/government/consultations/funding-allocation-methods-new-domestic-abuse-duty>

10. An opportunity has arisen in Middlesbrough to embed **IRIS Programme** (Identification and Referral to Improve Safety) which is an evidence-based health intervention that was developed specifically to improve the GP response to domestic abuse. My Sisters Place, a specialist Domestic Abuse Service in Middlesbrough have been confirmed as a formal partner within the IRIS programme and have secured part of the funding necessary to implement IRIS in Middlesbrough. A number of recommendations in recent DHRs relate to improving clinical pathways in relation to Domestic Abuse. Embedding IRIS would bring significant benefit for Middlesbrough, not only in addressing the recommendations but also in improving early intervention and reducing impact on criminal justice system. In order for the programme to be implemented successfully My Sisters Place needs to secure match funding.

INVOLVEMENT AND PROMOTION

Staying Put Agency LGC Awards 2020



11. On the 28th October, the LGC celebrated “the best and brightest of local government” at the **Local Government Chronicle Awards** – and **Middlesbrough’s Staying Put Agency** were a part of that celebration.
12. The biggest celebration of excellence in local government saw over 1500 attendees who tuned in to watch this year’s event, virtually, and the Awards were trending 8th in the UK on Twitter!
13. With over 700 entries, being Shortlisted for Team of the Year has been a big achievement for the agency. Judges throughout the judging and presentation process commented on the impressive nature of all the entries; stating that the Staying Put Agency were a “Strong professional and continuously developing organisation”.
14. Middlesbrough Staying Put Agency has concentrated on becoming an equal partner in the integration of health and social care over the past few years. The Agency now plays a vital role in redesigning health and social care services. As well as developing a wide range of support that includes everything from digital inclusion to a successful hospital discharge service. As one of the country’s leading HIA’s the agency works hard to collaborate with partners and share learning with neighbouring local authorities. The Agency has become an integral part of the larger welfare authority, which allows it to deliver on key social care functions and outcomes such as assistive technology, facilitating discharge from hospital and preventing greater costs accruing elsewhere in the local health and care system.

Prevention Services

15. Our ‘Preventative Services’ focus on optimising an individual’s ability to maintain control over how and where they live by helping them to help themselves whilst also offering low level support and short term interventions at any stage of the care pathway to optimise peoples’ outcomes and manage demand.

16. Our services are inter-related and in some cases inter-dependent, however they are currently dispersed around the town and as a result any synergies or potential efficiencies cannot be realised. A strategy for the provision of preventative services has been set out and within that was the purchase and refurbishment of Phoenix House (previously Lodge), Marton Road, Middlesbrough in order to provide a centrally located base for these services which include:

- Connect & Assistive Technology,
- Reablement,
- Sensory Support,
- Independent Living Services,
- Staying Put Agency; and,
- Handyperson service.

17. The purchase of Phoenix House was completed in February 2020 and a refurbishment of the building has been undertaken to create new and modern facilities to accommodate our service. Work was completed mid-October however, due to the current restrictions around Covid, a phased approach will be taken to relocate staff into Phoenix.

PROVIDER DAY CARE SERVICES –COVID -19 – RE-OPENING

18. On September 21st 2020 all Middlesbrough Council Provider Day care Services for Adults with Learning Disabilities /Complex needs/ Autism and Older people re-opened. This was a result of a lot of hard work from all the managers and staff to prepare and get their units ready safely.

19. Since re-opening the past 5 weeks have seen all services maintaining and delivering day care provision for a number of individuals within COVID-19 safe working environments really well. The re-opening was very well received and appreciated by service users and carers, and has provided much needed support for many people during this unsettled time.

20. All staff prior to coming back underwent briefing sessions with managers to help explain and share with them how the services were going to operate under COVID -19 restrictions. We also ensured that a comprehensive guide was provided for Service Users and Carers to explain to them how day care services were going to operate.

21. Besides the day care managers and staff a big thanks must also go to all who have helped the re-opening happen, this includes Middlesbrough Councils John Armstrong and his Health and Safety team, Neville Mackay and his property services team, and Ged Faint and her Transport team.

PUBLIC HEALTH

PERFORMANCE

South Tees Smoke Free Action Alliance

22. Coordinated action continues with Alliance Partners to reduce smoking prevalence in the highest risk groups. The aim of the Alliance is to achieve a 5% smoking prevalence by 2025, to reduce health inequalities and make smoking history.

23. Annual smoking prevalence figures show that the NE is 15.3% down from 16%. Middlesbrough is at 17.2% down from 17.4% and Redcar 15.5% up from 13.5%.

24. The South Tees Stop Smoking service engaged with 3,267 people in 2019/20 across a variety of settings within pharmacy, GP, Community and in specialist clinics. 1019 successfully quit at 4 weeks, with 495 from Middleborough. A total of 1,085 referrals in Middlesbrough were received by the service.

25. Smoking at the time of delivery (SATOD) across South Tees is down to 16.5% from 19.3% which is the lowest on record.

26. The Stop Smoking service and other Alliance partners have been involved in amplifying the Quit4Covid messaging, as smokers have reduced immunity, poor respiratory and cardiovascular

health and are at an increased risk of poorer outcomes should they contract COVID-19. An additional 156 referrals were made to the SSS as a direct result of local promotional activity and internal communications during this period.

27. The target audience for Stoptober this year is primarily 35 – 60 year olds and a secondary audience of 18-34 year olds and aimed at motivating people to make a quit attempt on the 1st October. A communications plan has been developed for Middlesbrough and includes a number of digital and offline activities.

Illicit Tobacco action Including enforcements, seizures and prosecutions

28. Trading Standards are key partners in the South Tees Smokefree Alliance and were involved in high level enforcement activities during 2019/20, 9 programmed visits were carried out, 23 intelligence led visits and 3 warrants, resulting in the seizure of over 100 000 cigarettes, 24.24kg hand rolling tobacco and 2 large boxes of raw tobacco. There were 5 closure notices, 5 successful prosecutions and 4 cases awaiting trial later this year and 3 ongoing investigations.
29. Seizures included the identification of a tobacco factory where the raw tobacco and all packaging materials were seized. One case involved prolific underage sales of cigarettes from a private house.

INVOLVEMENT AND PROMOTION

EcoShops Supporting Vulnerable People during the Pandemic

30. “EcoShops” was set up by Middlesbrough Environment City (MEC) in 2019 as a means of reducing the amount of food sent to landfill and providing people on low incomes with affordable food.
31. The project works with Fairshare North East, a not-for-profit organisation that collects food from the supply chain that would otherwise have gone to disposal and then distributing this to membership organisations. Members pay a monthly subscription to cover the costs of collection and distribution.
32. The original EcoShop model was developed in schools, where pupils, staff and volunteers ran the service. Parents were able to choose ten items from the shop for a donation £2, with some additional fresh produce being available for free. The focus is always on helping the environment by using surplus food, reducing the stigma so often associated with affordable food provision.
33. As the spring lockdown was announced, most of the twelve EcoShops had to close. MEC developed a new model – the Virtual EcoShop (VES), delivering a bag of food to vulnerable people each week for £2. The scheme initially worked with the Foodbank to help people move out of dependency; referrals now come mainly through word of mouth. Funding from Public Health South Tees, the National Lottery Community Fund and the government’s Emergency Food Fund (through Middlesbrough Council) has enabled the scheme to expand. The VES serves over 150 households with more than 190 parcels per week. Communities have actively come together, accepting parcels and distributing them themselves, allowing the service to reach more people.
34. Moving forward the aspiration is to encourage VES users to access a place based EcoShop near them. Where they are unable to do so, MEC will be working with EcoShops to encourage local deliveries.
35. A boost to the programme came in the summer, when Fareshare received government funding to access additional food supplies, with an additional 20 pallets of food each week being made available locally. This was used to both supplement the Virtual EcoShop and supply summer programmes such as Feast of Fun, run by Together Middlesbrough and Cleveland. This additional support would not have been possible without the assistance of PD Ports who provided both free warehousing and transport and Thirteen, who are now providing storage space.
36. EcoShops are now starting up again. Middlesbrough now has 16 school and community EcoShops running, collectively redistributing over 1.5 tons of surplus food (approximately 3,700 meals) to communities every week.

37. There is still a significant amount of waste food in the supply chain that could be redistributed. The limiting factor to future expansion is the logistical issue of moving food from Fareshare's Newcastle base to Teesside. MEC is currently exploring with Fareshare suitable warehouse spacing and funding to set up the operation locally.

Walking and Cycling – Part of Covid-19 Health and Wellbeing Recovery

38. At the most recent Health and Wellbeing Recovery Group meeting, Mark Fishpool from Middlesbrough Environment City presented on the role of cycling and walking as part of our recovery from the Covid-19 pandemic. Cycling and walking fit under the theme of “Maximising Environmental Benefit and Sustainability”, alongside affordable warmth and a sustainable food system, particularly tackling food poverty and encouraging healthier diets. As such it links closely with the Mayor's Green Strategy.
39. In light of the Covid-19 pandemic, the role of walking and cycling is of paramount importance in assisting recovery and meeting the Council's objectives. Increased levels of walking and cycling participation provide us with many opportunities:
40. Environmental sustainability – Reducing environmentally damaging emissions which are creating global warming and unprecedented levels of extreme weather events.
41. Health and Wellbeing – Physical activity is important not only for the body, but also the mind. This is particularly pertinent in the current pandemic situation, where the impacts of lockdown are taking their toll on mental and physical health.
42. Supporting economic growth – In light of the reduced public transport capabilities, walking and cycling offer an option to access employment, education and local amenities whilst also limiting the enclosed space interactions with others, enabling adherence to new lockdown measures.
43. In order for the full benefits of active travel to be realised, a “whole system approach” is required, similar to that being used in the Sport England funded “You've Got This” programme. This recognises that achieving change at scale needs action at all levels of the system. For cycling this means both capital and revenue investment to achieve our ambitions. We need to ensure people have a roadworthy cycle that they have the skills to ride safely and to maintain their bike. We also need to ensure that workplaces, schools and other venues provide secure cycle parking and good cycling directions. Projects such as the “You've Got This” and the DfT Access Fund are empowering residents with skills and capabilities such as providing training, roadworthy equipment, and encouraging uptake. A capital programme is also needed to create comprehensive cycle way network that is well maintained, part of our local aspiration.
44. Government has recently announced “Gear Change”, the blueprint for an ambitious cycle network fit for the 21st Century. This will ensure that local infrastructure matches the ambitious plans of the government and provides funding opportunities to develop local networks.

Managing Undernutrition South Tees (MUST) Service

45. The MUST Service provides nutrition and hydration training and support to all 29 elderly care homes in Middlesbrough. The training enables care homes to achieve the Care Quality Commission (CQC) essential standards of quality and safety in nutrition and hydration and ensures resident's nutritional requirements are being met.
46. Due to the ongoing pandemic, face-to-face training with care home staff is no longer possible. The service has been rapidly adapted to ensure sustainability of training and support to care homes through a virtual offer. MUST Training webinars are now available to all care home staff.
47. From July to September, the MUST service visited care homes in Middlesbrough to complete MUST audits in line with the COVID-19 risk assessment. Staff only visited care homes with agreement from the care home manager, the allocation of a room away from staff and residential areas and followed strict PPE and IPC protocols. Staff also had a negative COVID test prior to visiting each care home.

48. The MUST audits identified 83 'Residents of concern' - residents most at risk due to not being correctly identified by care staff as at risk of malnutrition, appropriate nutrition care plans were not in place or referral to the Dietitian was not in place. All residents' care plans were rectified with support from the MUST Service improving nutritional outcomes for those residents.
49. From October, due to the rise in COVID-19 cases in Middlesbrough, MUST self-assessments will replace care home visits until further notice. The MUST self-assessment is completed on a sample of residents to audit completion and accuracy of MUST screening and nutritional care planning. Each care home has an allocated MUST Trainer, who supports care home staff virtually to continue to achieve good standards of nutritional care for elderly people living in care homes.

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