



**Telford & Wrekin**  
**C O U N C I L**

Addenbrooke House Ironmasters Way Telford TF3 4NT

**HEALTH & WELLBEING BOARD**

Date **Tuesday, 11 February 2020** Time **2.00 pm**  
Venue **SC Juniper Room, Telford Innovation Campus, Shifnal Road, Priorslee, Telford, Shropshire, TF2 9NN**

**Enquiries Regarding this Agenda**

Democratic Services	Josef Galkowski	01952 388356
Media Enquiries	Corporate Communications	01952 382406
Lead Officer	Partnership Manager	01952 382186

**Committee Membership:**

J Baker	Community Safety Partnership
Cllr A J Burford	Cabinet Member for Health & Social Care, TWC
S Dillon	Director: Adult Social Care, TWC
Cllr R C Evans	Cabinet Member for Customer Services, Partnerships, Culture & Leisure, TWC
D Evans	Telford & Wrekin CCG
Cllr I T W Fletcher	Conservative Group, TWC
M Harris	Sustainable Transformation Partnership
C Hart	Voluntary Sector Representative
C Jones	Director of Children's & Adults Services, TWC
J Leahy	Telford & Wrekin CCG
L Noakes	Director: Health, Wellbeing & Commissioning
B Parnaby	Healthwatch, Telford & Wrekin
Cllr S A W Reynolds	Cabinet Member for Children, Young People & Education, TWC
Cllr H Rhodes	Cabinet Member for Parks, Green Spaces & The Natural Environment, TWC
J Rowe	Executive Director: Adult Social Care, Health and Wellbeing.
Cllr K T Tomlinson	Liberal Democrat / Independent Group, TWC
Cllr P Watling (Chair)	
R Woods	NHS England (North Midlands - Shropshire & Staffordshire)

**AGENDA**

1. **Apologies for Absence**

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2. **Declarations of Interest**
3. **Minutes of the Previous Meeting** 3 - 10  
To confirm the minutes of the last meeting.
4. **Public Speaking**
5. **Health & Wellbeing Board Draft Strategy Progress Report** 11 - 28  
To receive an update on the Health and Wellbeing Board Draft Strategy from Liz Noakes and Helen Onions.
6. **Domestic Abuse Strategy Progress Report** 29 - 36  
To receive a progress report on Domestic Abuse Strategy from Helen Onions.
7. **One Strategic Clinical Commissioning Organisation in Shropshire, Telford & Wrekin AND Commissioning Strategy**  
To receive an update on the One Strategic Clinical Commissioning Organisation in Shropshire, Telford & Wrekin AND Commissioning Strategy from David Evans and Alison Smith.
8. **Better Care Fund Plan 2019-20** 37 - 42  
To receive a report on the Better Care Fund 2019-20 from Michael Bennett.
9. **Healthwatch Telford and Wrekin Annual Report 2019-20** 43 - 72  
To receive the Healthwatch Telford and Wrekin Annual Report 2019-20 and a verbal update from Paul Shirley.

## HEALTH & WELLBEING BOARD

Minutes of a meeting of the Health & Wellbeing Board held on Thursday,  
26 September 2019 at 2.00 pm in Meeting Rooms G3/G4, Addenbrooke  
House, Ironmasters Way, Telford, TF3 4NT

### Present:

Cllr P Watling (Chair) – Labour Group TWC  
Cllr A J Burford - Cabinet Member for Health & Social Care, TWC  
Cllr R C Evans - Cabinet Member for Customer Services, Partnership, Culture & Leisure, TWC  
Cllr S A W Reynolds - Cabinet Member for Children, Young People & Education TWC  
Cllr H Rhodes - Cabinet Member for Parks Green Spaces & The Natural Environment, TWC  
Cllr K T Tomlinson - Liberal Democrat / Independent Group, TWC  
Cllr I T W Fletcher, Conservative Group TWC  
B Parnaby - Healthwatch, Telford & Wrekin,  
D Evans - Telford & Wrekin CCG  
C Jones - Director of Children & Adult Services, TWC  
L Noakes - Director of Public Health  
R Woods - NHS England (North Midlands - Shropshire & Staffordshire)  
P Moxley - Community Safety Partnership  
C Hart – Voluntary Sector Representative

### In Attendance:

P Bason - Programme Manager, STP  
C Davis – NHS Shropshire CCG  
F Ellis, Programme Manager, TW CCG  
J Galkowski – Democratic Services and Scrutiny Officer  
D Moseley – Democratic Services and Scrutiny Team Leader  
N McKay – Chair, S&TW STP  
H Potter – Research & Intelligence Manager, TWC  
J Tangye – Partnership Manager  
S Wain – Commissioning Specialist, TWC

Apologies: J Leahy and S Dillon

### **10**        Declarations of Interest

None.

### **11**        Minutes of the Previous Meeting

**RESOLVED** – that the minutes of the meeting held on the 6 June 2019 be approved by the Chair.

**12**            **Telford & Wrekin Health and Wellbeing Board Terms of Reference 2019-2020**

The Democratic Services and Scrutiny Team leader presented this report which set out the decision made by Full Council on 25 July 2019 to update the terms of reference for the Health & Wellbeing Board. The changes made were to the Membership in order to reflect the new Cabinet Member priorities and service areas and in addition, recognised the changed role of both Cabinet Members and elected Members generally by allowing the appointment of a non-Cabinet member to the position of Chair (without precluding a Cabinet Member from taking the Chair).

**RESOLVED** - that the Terms of Reference be noted and accepted.

**13**            **Appointment of Chair**

**RESOLVED** – that Councillor Paul Watling be elected as Chair for the remainder of the 2019/20 municipal year.

**14**            **Annual Public Health Report 2018-19**

The Board received the Annual Public Health Report from the Director of Public Health at Telford & Wrekin Council. The Report provided a review of progress in improving population health since the return of the local public health function to Telford and Wrekin Council in 2013 and evaluated the impact public health activities had had on the health of the Borough population during this period. An update on the local position across the Public Health Outcomes Framework was also included which provided a picture of population health indicators across the life course. The Report aimed to inform on matters affecting local health and wellbeing, and made recommendations which contributed to the development of the next Health & Wellbeing Strategy. The Report contained five chapters exploring the socio-economic impact on physical and mental health well-being; each chapter focused on the actions taken by partner organisations and the local community and their impact on improving outcomes.

Members praised the report, particularly noting that health inequalities existed between socio-economic classes which were exacerbated by national economic policy and between sexes. Local partner initiatives which played a part in closing the gap were welcomed. The Board paid tribute to the progress that had been made, but said there was more to do going forward.

The Director of Public Health noted that the recommendations were currently at a high level which reflected the Board being at the stage of setting its strategy - more details would come out when the strategy was confirmed.

**RESOLVED** – that the 2019 Annual Report of the Director of Public Health be endorsed and the recommendations be supported

**15**            **JSNA Update: Understanding Telford and Wrekin 2019**

The Board received this report which highlighted publication of a document called “Understanding Telford and Wrekin 2019: A Demographic, Health and Socio-Economic Profile of our Communities” by the Research and Intelligence Manager at Telford and Wrekin Council. The document was refreshed every two years and the report intended to make Members aware of the document, highlight key themes and signpost to the full profile. The document formed a key foundation of the Telford and Wrekin Joint Strategic Needs Assessment (JSNA). The report contained a breakdown of each chapter and condensed high level information which had been fed into the Annual Public Health report.

The Board were told that the aim of the document was to provide an initial starting point for information about the Borough of Telford & Wrekin and could in turn, inform the council and its partners on the priorities and policy decisions necessary for the Borough.

Members noted the usefulness of the document in further understanding the needs of their ward and how they contrasted with different wards and communities.

**RESOLVED – to note;**

- (a) the publication of ‘Understanding Telford and Wrekin: A Demographic Health and Socio-Economic Profile of our Communities’;**
- (b) that the JSNA inform the refresh of the Health & Wellbeing Strategy;**
- and**
- (c) any developments to current work streams be based on any new intelligence.**

**16            Refresh of Telford and Wrekin Health and Wellbeing Strategy**

The Board received the report of the Director for Public Health at Telford and Wrekin Council which explained that under the Social Care Act 2012, it was a statutory requirement for the Health and Wellbeing Board to develop a Joint Health and Wellbeing Strategy. The current Strategy covered 2016-2019 and therefore a review was necessary to cover 2020-2023.

The report proposed a strategic framework for the new Health and Wellbeing strategy and a process for refreshing the priorities. It was also proposed a “light touch” approach be taken in the refresh for the Strategy, building upon engagement taken in the Integrated Place Based working and more engaged thoroughly with community and voluntary sector. The timeline and process for engagement as set out in the report.

Members were pleased to see the alignment of the Health and Wellbeing Strategy and Integrated Place Partnership in their outcomes, encapsulated in paragraph number 5 of the report which related to many themes within Health & Wellbeing.

**RESOLVED:**

- (a) the strategic objectives of the Integrated Place Partnership be endorsed and form the strategic framework for the new Health & Wellbeing Strategy. These are:
- Building Community Capacity and Resilience
  - Prevention and Healthy Lifestyles
  - Early Access to Advice and Information
  - Integrated Care and Support Pathways.
- (b) the inclusion of 'improving outcomes for giving every child the best start in life' and 'improving outcomes for complex vulnerable groups' in the new Health and Wellbeing Strategy be endorsed; and
- (c) the process for refreshing priorities against the strategic framework be approved.

**17            Mental Health Update including Suicide Prevention**

The Board received the report of the Commissioning Specialist which provided an update of the work undertaken across Telford and Wrekin to improve and support the mental health of the local residents. The report was split into two sections, an update on the Mental Health Strategy including 0-25 emotional health and wellbeing service and support for survivors of Child Sexual Exploitation / Abuse and the other an update on Suicide Prevention. The report included high level statistics and examples of the organisations and initiatives to deliver the service.

Members raised concerns regarding staffing resources and having the capacity to deliver and were informed a wider approach was being taken to the delivery of services by utilising allied professionals rather than just recruiting nurses; a creative work model was needed and kept a full complement of staff.

In response to comments regarding the waiting list for assessment of children and young people with Autistic Spectrum Disorder, the Board were advised that this was not included in the mental health strategy however a new initiative would see the waiting list time reduced to a more nationally accepted level.

**RESOLVED – that the update of both programmes of work be noted.**

**18            Integration of Health and Social Care - Telford's 'Place' Approach and Progress**

The Board considered the report of the Assistant Director of Adult Social Care for Telford and Wrekin Council and the Deputy Executive Integrated Care at the CCG which summarised the evolution of the "Neighbourhood Working" initiative to the "Integrated Place Programme", including the expansion of the Neighbourhood Steering Group into the Telford & Wrekin Integrated Place Partnership to drive the directional change to delivering community based support to the people living within the boundaries of Telford and Wrekin. The

report outlined the objectives of the Integrated Place Programme, highlighted progress made so far and summarised the next steps for the next 6-12 months.

Members welcomed the positive and proactive approach, commenting on the necessity for resources to be used effectively to create a healthier population that relieved demand on health and adult care with an overall emphasis to keep people at home and prevent hospital admission.

**RESOLVED** – that;

**(a) the progress set out in the report be noted and a further update report be presented in March 2020; and**

**(b) the Integrated Place Programme and its objectives for 2019/2020 be endorsed.**

## **19            STP Long Term Plan**

The Board received an update from Sir Neil Mackay and Penny Button on the Shropshire, Telford and Wrekin Sustainability and Transformation Partnership Long Term Plan. The report summarised the one system plan for how all partners within the STP would work together locally to ensure current and future health care needs were met. It also described how the STP would deliver its agreed priorities and the requirements of the NHS Long Term Plan Implementation Framework. The report included a detailed plan of the Long Term Plan development and the sign-off process. The report provided a summarised version of each of the 12 chapters within the document.

Members noted the importance of staff capacity as many objectives within the report were dependent on this. It was suggested that partnerships with universities were crucial to developing career paths in health and social care and the Board was advised that exciting work with Wolverhampton and Stafford University was taking place around domiciliary care and creating a sense of prestige in the sector.

A number of Board Members raised concerns at the loss of the children and young people perspective, and that mental health should be a key priority. These comments were noted by the STP representatives.

Members also expressed interest in the involvement of independent bodies such as Healthwatch and were advised that there was a semi-formal partnership but it was acknowledged that this needed further development.

**RESOLVED** – that the contents of the report be noted.

## **20            Single Strategic Commissioner for Shropshire & Telford and Wrekin CCG**

The Board considered the report of the Accountable Officers from the NHS Telford and Wrekin Clinical Commissioning Group and NHS Shropshire Clinical Commissioning Group.

In November 2018 NHS England (NHSE) had set a new running cost savings target of 20% for CCGs to attain by the end of the financial year 2019/20. Following this announcement in January 2019, the NHS Long Term Plan was published setting out key ambitions for the service over the next 10 years. The long term plan included the requirement to streamline commissioning organisations with typically one commissioner for each STP/Integrated Care System. In response to these announcements and with NHSE support, Shropshire CCG and Telford & Wrekin CCG carried out separate facilitated sessions and then a joint session early in 2019 to begin exploring the appetite for and mechanisms required to support closer working. The report noted that these sessions were positively received and resulted in a firm commitment to explore the formation of a strategic commissioning organisation to cover the entire county.

The Board was unanimous in its concerns on the creation of the new organisation. Members expressed their worry that the new organisation would cover a large area, and there needed to be mitigation against the risk that there would be a tendency for a centralised pool of management and control to be created. Members felt that this would impact local commissioning, and expressed a clear preference for decisions to be made on a local level unless otherwise needed and could be justified. The Board were keen to see the wording of the proposal of the creation of the new organisation at the next stage to make sure the intentions outlined in the document would be actualized. The Board was met with the response that similar worries had been expressed by GP's, organisations and politicians, however the new organisation would be dedicated to making something work for all the population and local authority to create a delivery model going forward.

Members asked about the timeline for the creation of the new organisation and were told that, timescales permitting, an update could be brought in December.

**RESOLVED** – that;

**(a) the report be noted; and**

**(b) in light of comments made on the plan and rationale to create a single strategic commissioner for the whole Shropshire, Telford and Wrekin footprint, that no indication of the level of support for the proposals be made at this time.**

## **21            Transforming Midwifery Care Programme**

The Board received an update on Transforming Midwifery Care in Shropshire, Telford and Wrekin. The report included a summary of the reasons for the change in Midwifery care, the Birthing options that would become available to Women in the region as well as the different models the transformation could be actualized.



Members welcomed the updated report, but emphasized the continued necessity to make sure the hardest to reach and marginalized groups were active participants in the consultation. The Board were reminded that before the consultation, thorough engagement with seldom heard groups had taken place and close work continued with Healthwatch to make sure the hardest to reach communities had an opportunity to respond to the proposals.

Concerns were raised regarding the distance of the proposed hubs with the response that the Hubs would be able to provide outreach, and likewise, Midwifery teams would not be staffed in buildings in order for them to be able to work flexibly, going where they were needed depending on the demand.

**RESOLVED – that the report be noted.**

The meeting ended at 4.10 pm

**Chairman:** .....

**Date:** Wednesday, 13 November 2019

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## **TELFORD & WREKIN COUNCIL**

**SMT – 27<sup>th</sup> JANUARY 2020**

**POLICY REVIEW – 6<sup>th</sup> FEBRUARY 2020**

**HEALTH & WELLBEING BOARD – 11<sup>th</sup> FEBRUARY 2020 & 26<sup>th</sup> MARCH 2020**

**CABINET – 23<sup>rd</sup> APRIL 2020**

**HEALTH & WELLBEING STRATEGY REFRESH PROPOSALS 2020/21-2022/23**

**REPORT OF LIZ NOAKES, DIRECTOR HEALTH, WELLBEING & COMMISSIONING  
(STATUTORY DIRECTOR OF PUBLIC HEALTH)**

**LEAD CABINET MEMBER – CLLR ANDY BURFORD**

**HEALTH & WELLBEING BOARD CHAIR – CLLR PAUL WATLING**

### **PART A) – SUMMARY REPORT**

#### **1. SUMMARY OF MAIN PROPOSALS**

##### **1.1 Introduction**

The Health & Wellbeing Board has a unique leadership role, given its duty for system-wide improvement in integrating health and social care, prevention services and community and voluntary sector support. This report introduces the proposals for the refreshed Health & Wellbeing Strategy for 2020/21 - 2022/23, the strategy includes:

- an overview of partnership progress made in improving health and wellbeing since the establishment of the Health & Wellbeing Board in 2013
- an outline of the changing way partners have worked together to improve outcomes
- an update on the partnership landscape, in terms of the formation of the Telford & Wrekin Integrated Place Partnership (TWIPP), aligned to the NHS Sustainability and Transformation Partnership (STP) Long Term Plan (LTP)
- an outline of the process undertaken to develop the refreshed strategy
- proposals for the refreshed strategy vision, framework, approach and priorities

The proposed priorities are as follows:

- Continue to develop, evolve and deliver our Telford & Wrekin Integrated Place Partnership (TWIPP) priority programmes:
  - Building community capacity and resilience
  - Prevention and healthy lifestyles
  - Early access to advice and information
  - Integrated care and support pathways
- Have a priority focus to drive progress on tackling health inequalities
- Set a priority call to action to improve emotional and mental wellbeing

Engagement workshops have informed the development of the strategy refresh proposals. This included a session with Community and Voluntary Sector organisations, where 54 attendees from 25 different organisations, contributed to conversations on our key challenges and potential solutions.

During mid February to mid March 2020 consultation will be undertaken to seek feedback on these proposals, which will include engagement with:

- The Health & Wellbeing Board
- The Telford & Wrekin Integrated Place Partnership
- The Telford & Wrekin Community Safety Partnership
- Community and Voluntary Sector organisations
- STP cluster work streams and working groups
- Local providers of health & social care
- Service user and community forums
- The Telford & Wrekin Safeguarding Executive

## 2. RECOMMENDATIONS

The Health & Wellbeing Board is asked to approve the refreshed strategy proposals for consultation, and agree to review the final strategy, following consultation feedback, in March 2020.

## 3. SUMMARY IMPACT ASSESSMENT

<b>COMMUNITY IMPACT</b>	Do these proposals contribute to specific Council priorities?	
	Yes	<ul style="list-style-type: none"> <li>• Improving health and wellbeing across Telford and Wrekin, and;</li> <li>• Protect and support our most vulnerable children and adults</li> <li>• Securing the best start in life for children and young people</li> </ul>
	Will the proposals impact on specific groups of people?	
	Yes	The Strategy aims to improve health and wellbeing for everybody in Telford & Wrekin, with a drive to reduce health inequalities, in our most disadvantaged communities, and for people with poor mental health. There is a particular focus on our most vulnerable and complex children, young people and adults.
<b>TARGET COMPLETION/DELIVERY DATE</b>	<p>The Strategy will cover the three year period 2020/21-2022/23.</p> <p>Key early commitments for 2020/21 are proposed against the priorities.</p>	

<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	Yes	<p>The delivery of this strategy will need to be within available resources, including Public Health grant and other budgets within the Council including those funding adult and children social care services, homelessness and housing support. The final allocation of the Public Health grant for 2020/21 has still not yet been received however it is estimated to be £12.3million which includes an inflationary increase from 2019/20. Significant changes are anticipated to the Local Government Finance system in April 2021 which may impact on Public Health grant, therefore future funding allocations are uncertain at this point. Current projections indicate that overall the Council will have to make savings of around £18million by 2023.</p> <p>The Better Care Pooled Fund currently provides £6.7m of funding for Integrated care and support delivered by the Council and CCG. The announcement from Government of the CCG funding for the BCF in 20/21 has still not been made but there is currently no indication of any reduction; the Council have included a continuation of its current BCF contribution within its service and financial planning strategy for final approval in March 2020. The Council was selected to participate in the Government's Strengthening Families programme (Hertfordshire model) which is investing £84 million over 5 years to support up to 20 local authorities to improve work with families to safely reduce the number of children entering care.</p> <p>MB/TS 24.1.2020</p>
<b>LEGAL ISSUES</b>	Yes	<p>The HWBB has a statutory obligation to encourage integrated working and to encourage health and care services to work closely with the HWBB (s.195 Health and Social Care Act 2012).</p> <p>The strategy sets out how the HWBB will encourage integrated working to satisfy its statutory obligation. AL 22/1/2020</p>
<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	No	<p>There are clear opportunities for public sector organisations to work more closely with the community and voluntary sector.</p> <p>The Long Term Plan expectations provides new opportunities to collaborate, so the NHS strengthens its role in the prevention of ill health and duty to reduce inequalities.</p>

<b>IMPACT ON SPECIFIC WARDS</b>	Yes	Borough-wide impact is expected, but particularly wards with highest levels socioeconomic deprivation and health inequalities.
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**PART B) – ADDITIONAL INFORMATION**

**4. IMPACT ASSESSMENT – ADDITIONAL INFORMATION**

None.

**5. PREVIOUS MINUTES**

Health & Wellbeing Strategy – Update 9<sup>th</sup> March 2016

**6. BACKGROUND PAPERS**

None.

**Report prepared by Helen Onions, Consultant in Public Health Email:  
Helen.Onions@telford.gov.uk**

# TELFORD & WREKIN HEALTH & WELLBEING STRATEGY Proposals 2020/21 – 2022/23

Final Draft for HWB 11.02.2020

## Introduction

Since 2013 the Health & Wellbeing Board has driven improvements in the health and wellbeing of residents across Telford & Wrekin. Our **strong track-record of effective partnership working** has been key to: improving health and wellbeing outcomes, tackling health inequalities, and addressing the wider, social determinants of health, such as housing, employment, education and crime.

As our population grows, ages and becomes more diverse, more people are living with multiple long-term conditions. The impact of poverty has increased the risks of people experiencing poor mental health, substance misuse and domestic abuse, and so hereby **increasing the vulnerability and complexity of individuals and families living in some of our communities.**

As partners we have been working more progressively together in an integrated way, to change the way support, care and treatment is now offered - taking a more strengths-based approach which helps us consider **people's physical, emotional and social more holistically.**

**Community-centered approaches** – underpinned by asset-based community development, which nurtures social connections and networks, and community assets, such as skills and knowledge in community organisations, are being increasingly used to connect and support people better. This is making our **communities and individuals stronger and more resilient**, and in turn is leading to better outcomes for people and reducing the demand for health and social care services.

Nurturing the current strengths and capacity in our communities to improve our own and each other's wellbeing, while offering joined up care and support to the most vulnerable people is a key driver for this new Strategy.

The Health & Wellbeing Board has a unique leadership role, given its duty for system-wide improvement in integrating health and social care, prevention services and community and voluntary sector support. Key delivery partnerships which will drive progress on the priorities in this Strategy are:

- The [Telford & Wrekin Integrated Place Partnership \(TWIPP\)](#) which covers all place-based developments to ensure better prevention, community focus and a more proactive and collaborative approach. TWIPP links to the [Shropshire, Telford & Wrekin Sustainability & Transformation Partnership](#) (STP) of health and social care organisations working on the [NHS Long Term Plan](#) to improve benefits for the community and to improve financial sustainability
- The [Telford & Wrekin Community Safety Partnership](#), which will continue to deliver progress in preventing and tackling crime and anti-social behaviour and reducing violence to improve the quality of life for our most vulnerable and at risk children, young people and adults



## Our Journey - What impact have Health & Wellbeing Board partners made?

Since the Health & Wellbeing Board was established in 2013, partners have successfully worked together to improve a number of outcome indicators, including:

- **Healthy life expectancy** which is rising faster than the national rate, with men gaining one additional year in good health and women 3.5 years<sup>1</sup>
- **Teenage conception** rates which were historically high in the borough, have fallen progressively and are now similar to the national average
- **Smoking rates** which overall have fallen, and rates of **smoking in pregnancy** which have reduced to an extent, but still require further improvement
- **Physical activity** rates which have increased significantly, making us the top Council in England for [improving the number of people who are active](#)
- **Alcohol treatment rates** which have risen from worse than the national average to become one of the best rates in the Country
- **Satisfaction with social care and support services** which has [improved markedly](#)
- **Admissions to residential and nursing care** which have reduced and are now significantly better than the England average

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The health of our population, as measured by life expectancy and healthy life expectancy has been improving, and at a faster rate than nationally. However, these measures remain still largely worse than the England average, and our key issue is that inequalities in life expectancy have been widening – meaning the health of our poorest communities has either worsened or not improved.

The gap in healthy life expectancy, between people living in the most deprived communities compared to those in the most affluent, is more than a decade for both men and women.

In addition, the life expectancy gap between people with serious mental problems is twenty years less than the rest of population.



<sup>1</sup> From 2009-11 to 2015-17

Health & Wellbeing Strategy 2016-2019: Highlights of progress against our priorities

**Encourage healthier lifestyles**

- Increasing access to modern young people friendly [sexual health services](#)
- Tackling the excess weight epidemic through a [joined up, innovative whole system approach](#), which is improving physical activity levels
- Healthy Telford social media channels - Twitter, Facebook and [blog](#) with following of 4,000+ people and excess of 47,000 visits
- Healthy Lifestyle Service offers [family-based behaviour change support](#), through health chats, checks and personal plans at 80 weekly community clinics, including delivering good quality smoking quit rates.

**Improve mental wellbeing and mental health**

- Future in Mind, vibrant Continuing Professional Development network offering an emotional wellbeing focussed programme to schools
- [BeeU](#) jointly commissioned to help children and young people with emotional problems get more help and to support and manage crisis
- Emotional health and wellbeing panel for children and young people enabling health, social care, and education to discuss ways better support can be offered
- [Telford Mental Health Forum](#) providing a **voice for people with mental problems and their carers** to support coproduction
- The Emotional Wellbeing service (IAPT) providing therapy to many more adults who are depressed or anxious, with a good recovery rate
- Suicide prevention partnership offering annual networking events, face-to-face and [online awareness raising](#) sessions, and [campaigns](#)
- [Branches](#) providing peer-led drop in and support activities for people with mental health issues, plus a more formal listening service

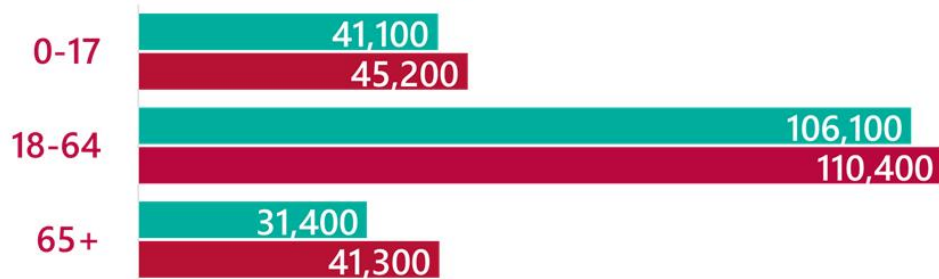
**Strengthen our communities and community-based support**

- [Health Champion](#) volunteers are using their own life experience and social connections to give lifestyle advice and act as Community Connectors
- Live Well hubs are improving support in the community
- Live Well Telford - [Telford & Wrekin's all age online community directory](#), signposts people to a range of services, support and activities
- [My Choice](#) - the Information Advice and Advocacy service commissioned for adults with care and support needs
- Multi-disciplinary team support offering comprehensive care for care homes
- Early integration of teams joining up across organisations, so a wider range of professionals can support individuals more holistically
- Better Care Fund - pooled financial resources to enabling the development and delivery of integrated health and social care services

Our communities

## Population & Projections

The estimated population of **178,600** people in **2019** is projected to rise to **196,900** by **2031**; with the greatest increase (**+32%**) expected in people aged **65+**.



**18.1%** **60+ YEARS** **7,243** **ADULTS**  
LIVE IN INCOME DEPRIVED HOUSEHOLDS

**23.9%** **0-15 YEARS** **8,603** **CHILDREN**  
LIVE IN INCOME DEPRIVED HOUSEHOLDS

## Long term health & disability



Of the population aged 65 and over (16,600 people) are estimated to have a long term health problem or disability.

## Mental Health



People aged 16-64 (20,000 people) are estimated to have a common mental disorder.

### Developing the strategy

The proposals in this refreshed strategy have been developed through a process which has included:

- Review of local intelligence – in terms of our changing population and local need and demand information, demonstrated in our Joint Strategic Needs Assessment - [Understanding Telford and Wrekin](#)
- An **Engagement workshop with voluntary sector partners**, in October 2019, where 54 people from 25 different organisations contributed to discussions on our challenges and potential solutions
- A **Joint Board engagement session** for the Health & Wellbeing Board and Telford & Wrekin Integrated Place Partnership (TWIPP) members to review progress and discuss and align priorities
- Alignment to the 2019 Telford & Wrekin Annual Public Health Report [Looking back, looking forward, Making health everyone's business](#) recommendations
- Synthesis of the [Shropshire, Telford & Wrekin STP](#) commitments, priorities and programmes, identified through the development of the [Long Term Plan for 2019 – 2024](#).

### The Shropshire, Telford & Wrekin Sustainability & Transformation Partnership (STP) context

The **STP strategic priorities** aim to:

- Support people in Shropshire, Telford & Wrekin to lead healthy lives
- Develop an Integrated Care System that joins up health and social care
- Develop a system infrastructure, to make the best use of resources, reduce duplication and achieve financial stability
- Improve communication and involvement of patient, public and all stakeholders

Bringing together elements of the Long Term Plan, this strategy will inform the development of **one single plan for Telford & Wrekin**, covering all **place-based and prevention activities** in the borough.

## Our Vision

“Working together to enable people in Telford and Wrekin to enjoy healthier, happier and more fulfilling lives”

## Our Framework

Delivering our vision means we need a comprehensive approach to improving health and wellbeing across the following pillars



[Kings Fund A vision for population health: Towards a healthier future](#)

## Our Priorities

- We will continue to develop, evolve and deliver our Telford & Wrekin Integrated Place Partnership (TWIPP) **priority programmes**:
  - Building community capacity and resilience
  - Prevention and healthy lifestyles
  - Early access to advice and information
  - Integrated care and support pathways
- We will have a **priority focus** to drive progress on tackling health inequalities
- We will set a **priority call to action** to improve emotional and mental wellbeing

## Our Outcomes

- **Improve overall healthy life expectancy in men and women** by at least one year by 2023
- **Halt the increasing inequalities gap in healthy life expectancy, and continue to narrow the gap**
- **Narrow the inequalities gap in life expectancy for people with serious mental health problems**

A detailed outcomes and performance framework will be developed to track progress of the strategy.

## Our approach

### How will we work better together?

- ✓ Focus on prevention, recognising the impact of wider determinants of health - homes, jobs, education
- ✓ Person-centred, family-focused, place-based and community-led approach
- ✓ Intelligence-led planning and delivery – using population health management
- ✓ One team - delivering integrated, seamless services
- ✓ Making good use of all our resources, to manage demand away from high cost health and care services
- ✓ Being radical and innovative
- ✓ Promoting wellbeing, foster self-help and maximise independence regardless of need or dependency

### How will people's lives be different?

- ✓ People will be empowered to take control of their health and will stay healthy for longer
- ✓ Communities will be connected and empowered, and will grow to support each other
- ✓ Our towns and villages will enable people to make healthier choices
- ✓ People will have one conversation - one point of contact – to get the right information and advice at the right time
- ✓ Home will be seen as normal – with services available closer to home
- ✓ Clinical treatment outcomes for patients will be improved
- ✓ People and their carers will feel supported during times of crisis and at the end of their lives

## Our delivery partnerships

The [Shropshire, Telford & Wrekin Sustainability & Transformation Partnership](#) aims to tackle health and social care problems by tailoring care to individual needs, drawing on the expertise of all partners and improving communication. The STP will evolve into an [Integrated Care System \(ICS\)](#), to deliver, sustainable system-wide transformational change.

The [Health & Wellbeing Board](#) will work together as part of the wider STP/ICS, ensuring that the NHS focusses on preventing ill health and providing personalised, person-centred, place-based care.

The [Telford & Wrekin Integrated Place Partnership \(TWIPP\)](#), a key part of STP, [encompasses all prevention and place-based developments](#), including; volunteering, community health and social care services and joint working between GP practices. Key partners include: the Council, the Clinical Commissioning Group (CCG), GPs - through Primary Care Networks, Midlands Partnership Foundation Trust, Shropshire Community Health Trust, Shrewsbury and Telford Hospital Trust, voluntary sector organisations, Healthwatch.

The [Telford & Wrekin Community Safety Partnership \(CSP\)](#) reports to the Health & Wellbeing Board, and includes representatives from: the police and probation services, the CCG, the fire and rescue service and as well as various council teams. The CSP steers progress to tackle community safety issues, including: domestic abuse, drug and alcohol misuse, exploitation and violence reduction.

## Priority Programmes for 2020/21

### Building community capacity and resilience

To ensure Telford & Wrekin is a place where all communities are well supported to take ownership of the challenges that they face, to make them stronger and more resilient

- ❖ Social isolation and loneliness
- ❖ Building resilience in children & young people
- ❖ Making effective links with community business, projects and activities

### Prevention and healthy lifestyles

To ensure people stay healthy throughout their lives - starting with preconception and birth to ensure every child gets the best start in life, and targeting those with the greatest need to reduce inequalities, whilst maintaining an effective universal offer for everybody

- ❖ Healthy weight and physical activity
- ❖ Healthy Pregnancy, Healthy Families

### Early access to advice and information

To provide a comprehensive, integrated approach to offering information and advice for all ages, from health and social care services, to voluntary sector organisations, community groups, activities and support

- ❖ Live Well hubs
- ❖ Independent living centre
- ❖ VCSE Partnerships

### Integrated care and support pathways

To deliver joined up, effective services, support, and care, which connect and empower people to stay healthier for longer and support families to stay together, preventing avoidable admission to care homes, hospital and children being taken into care

- ❖ Expanding Pathway Zero
- ❖ Integrated community frailty model
- ❖ Improving care for people with alcohol problems
- ❖ Strengthening Families, Family Safeguarding
- ❖ Social prescribing

## Priority Call to Action

### Emotional and mental wellbeing

To co-produce with people, communities and partners ways to live well, with improved emotional health and wellbeing

- ❖ Year of Wellbeing
- ❖ Tackling Trauma & Adversity – Adverse Childhood Experiences (ACEs)
- ❖ Homelessness and Housing Support
- ❖ Improving Mental Health services

## Priority Focus

### Driving progress to reducing health inequalities

To accelerate, targeted collaborative local action to reduce health inequalities

- ❖ Tackling the wider determinants of health
- ❖ Giving every child the best start in life
- ❖ Improving the lives of the most vulnerable people, those with complex needs, and those at risk of abuse, neglect or exploitation

## Our Priorities

### Driving progress to reduce health inequalities

With health inequalities increasing, and the most important influences on health recognised as the wider social determinants, based on the findings of the [Marmot report 'Fair Society, Healthy Lives'](#) strategic review of health inequalities, we commit:

To accelerate, targeted collaborative local action to reduce health inequalities, by:

- Tackling the “wider determinants of health” – such as healthy homes, standards of living, positive work and employment, income and education
- Giving every child the best start in life – to influence a range of outcomes throughout people’s lives
- Improving the lives of the most vulnerable, people with complex needs, and those at risk of abuse, neglect or exploitation<sup>2</sup> - some of whom fall between our current support offer.

### Priority programmes

#### Building community capacity and resilience

To ensure Telford & Wrekin is a place where all communities are well supported to take ownership of the challenges that they face, to make them stronger and more resilient

Key commitments for 2020/21:

- ❖ **Social isolation and loneliness** – building on already strong relationships, collaborative work with our vibrant Voluntary, Community and Social Enterprise sector, individuals, and community networks will continue to improve social connections and reduce loneliness
- ❖ **Building resilience in children & young people** – the Mental Health Taskforce will develop a plan to improve emotional health and wellbeing outcomes, for all children and young people, to keep them well, support them resist risky behaviour and reduce the impact of adverse childhood experiences
- ❖ **Making effective links with community business, projects and activities** - colleagues in Adult Social Care and Children’s Safeguarding and Family Support are collaborating to identify alternative community-based services to support clients accessing services

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<sup>2</sup> For example: carers, young care leavers, people with disabilities, older people, those with multiple conditions and children, young people and families suffering from the impact of poor mental health, drugs and alcohol abuse, domestic abuse and homelessness.



## Prevention and healthy lifestyles

To ensure people stay healthy throughout their lives - starting with preconception and birth to ensure every child gets the best start in life, and targeting those with the greatest need to reduce inequalities, whilst maintaining an effective universal offer for everybody

Key commitments for 2020/21:

- ❖ **Healthy weight and physical activity** through implementing a whole-system approach and closer working with planning to create an environment that supports an active and healthy lifestyle
- ❖ **Healthy Pregnancy, Healthy Families** – enhance prevention activities to **improve pregnancy and birth outcomes for women, their babies and families**, as part of the [local maternity system](#), including the public health midwifery service and development of community peer support initiatives

## Early access to advice and information

To provide a comprehensive, integrated approach to offering information and advice for all ages, from health and social care services, to voluntary sector organisations, community groups, activities and support

Key commitments for 2020/21:

- ❖ **Live Well Telford Hubs** – further developing the drop ins available across all localities to include Adult Social Care, further partners from health and the voluntary sector (e.g. mental health, community nursing, carers centre) will join the collaboration
- ❖ **Independent Living Centre** - development of a centrally located specialised hub focussed on promoting independence, showcasing assistive technology and digital equipment with the emphasis on people being able to seek early information and advice to help them live in their own home for longer
- ❖ **VCSE partnerships** – further develop links with community and voluntary organisations and community businesses that provide associated and “wrap-around” services which support peoples’ mental and physical health by tackling social isolation, empowering people to deal with their problems, providing advice, advocacy and other support, to mobilise the high degree of social capital in support of this strategy

## Integrated care and support pathways

To deliver joined up, effective services, support, treatment and care, which connect and empower people to stay healthier for longer, and support families to stay together, preventing unnecessary admission to care homes, hospital and children being taken into care

### Key commitments for 2020/21:

- ❖ Building on the foundations of the **Health and Social Care Rapid Response Team**, (which co-locates Nurses, Social Workers, Occupational Therapists, GP Clinical Advisor and call handlers) **single point of access for health and social care will be developed** to enable a streamlined access point for all
- ❖ **Expanding Pathway Zero** to encompass all hospital wards, with a preventative pathway to direct people and carers to a network of community-based options to support and maintain people in their normal place of residence
- ❖ **Strengthening Families** - [Family Safeguarding](#) transformation to improve preventative and early help services and safeguarding processes to **respond differently to the needs of our local children and families**, improving range of outcomes, including reducing the number of children entering care
- ❖ **Improving the quality of care for people with alcohol problems** – by developing an **Alcohol Care Team** to provide specialist support to alcohol-dependent patients and the **“Blue Light project”** pilot for people with the most complex, longstanding alcohol issues.
- ❖ **Social prescribing** – the **Primary Care Network Link Worker Role** will be implemented and referral pathways agreed to connect with our work in communities and with the voluntary sector to further develop our community offer for self-help and preventative health improvement activity

## Priority call to action - Emotional and mental wellbeing

To co-produce with people, communities and partners ways to live well, with improved emotional health and wellbeing

### Key commitments for 2020/21:

- ❖ **Year of Wellbeing** – a **year of positive events and awareness raising** to encourage a community conversation on the importance of emotional wellbeing and mental health, to **encourage and inspire everybody**, to take action to make themselves and others to feel good and function well
- ❖ **Tackling Trauma and Adversity** – develop a local response, based on evidence of what works and best practice, given that Adverse Childhood Experiences (ACEs) and other emotionally traumatic events are clearly linked to poor mental and physical health
- ❖ **Homelessness and Housing Support** – improve housing support to reduce homelessness and improve outcomes for the most vulnerable people, by **working differently with our community-based supported and specialist housing providers**, linking with the specialist and supported housing strategy
- ❖ **Improve access to mental health services** – through the [STP Long Term Plan](#) commitments to transform services for:
  - People with mental health and alcohol and drug misuse issues – dual diagnosis
  - People with mild - moderate mental health problems
  - People with serious mental illness – by improving crisis and out of hours support
  - Children and young people
  - People with a learning disability
  - Older people i.e. dementia

## HWB governance and partnership arrangements

*Diagram to be inserted*

### ➤ Health & Wellbeing Board

- TWIPP
- Community Safety (drugs & alcohol, domestic abuse, violence reduction)

### ➤ STP

- Mental Health - CYP LTP, Trauma & Adversity Task & Finish Group (Mental Health)
- Local Maternity System – Transforming Midwifery Care and Healthy Pregnancy, Healthy Families

### ➤ Safeguarding Executive

- Domestic Abuse
- Strengthening Families, Family Safeguarding

## **TELFORD & WREKIN COUNCIL**

**HWB – 11/02/2020**

**CSP – 16/12/2020**

**Safeguarding Executive – 08/01/2020**

**TITLE: TELFORD & WREKIN DOMESTIC ABUSE STRATEGY 2019-2021 –  
PROGRESS REPORT**

**REPORT OF: LIZ NOAKES - DIRECTOR HEALTH, WELLBEING &  
COMMISSIONING**

**LEAD CABINET MEMBER – CLLR RICHARD OVERTON  
CABINET CHAMPTION AND HWB MEMBER – CLLR RAE EVANS**

### **PART A) – SUMMARY REPORT**

#### **1. SUMMARY OF MAIN PROPOSALS**

This report updates the Health & Wellbeing Board on the progress being made towards implementation of the Telford & Wrekin Domestic Abuse Strategy 2019-2021. The strategy, approved by the Cabinet in December 2018, aims to: raise awareness, identify, prevent, and better support victims of domestic abuse and their children. At the same time - investigating and prosecuting, but also supporting perpetrators to break the cycle of abuse, is also considered as important.

The Telford & Wrekin Domestic Abuse Subgroup works to develop and deliver the action plan to address the safeguarding issues and challenges defined by the Telford and Wrekin Safeguarding Partnership Executive and Community Safety Partnership. The group works to the [government's cross-party definition of domestic abuse<sup>1</sup>](#), including honour based violence (HBV), forced marriage and female genital mutilation (FGM). The objectives of the strategy are:

1. To review and develop specialist services and support and implement comprehensive multi-agency pathways, for both victims and perpetrators and children and young people affected by domestic abuse
2. To use intelligence to inform service provision and raising awareness campaigns
3. To develop practitioners' knowledge on the dynamics of domestic abuse within the whole family and provide them with the appropriate training and resources to support the family
4. To increase awareness in the community of domestic abuse and how to seek support
5. To review current policies and procedures associated with FGM, HBV and Forced Marriage within the community and across the professional workforce. (OFSTED Recommendation)
6. To embed learning from Domestic Homicide Reviews (DHRs)

Significant developments have taken place during 2019, full details are included in Appendix I, but highlights of progress against objective 1, the key priority of the strategy, are as follows:

- Citizens Advice (CA) have been commissioned as the specialist provider for the Telford & Wrekin Council Community Grant Fund. CA will build community capacity to deliver support locally for victims, including the community ambassador programme. CA will provide advice and guidance to community groups applying for funding, which opens in January 2020.
- A Family & Perpetrator programme has been scoped and this will be commissioned during 2020 once funding is fully identified.
- A bid has been submitted to the MHCLG 2020-2021 Fund for Support to Victims of Domestic Abuse, and their Children, within Safe-Accommodation, linked to the prospective Domestic Abuse Bill.
- The Council’s Strengthening Families Team Domestic Abuse Support Programme offer, which includes Freedom and Me, My Child & Domestic Abuse programmes continues to expand.
- A West Mercia Women’s Aid Hospital Independent Domestic Violence Advisor (IDVA) is now in post and working at Princess Royal Hospital 4 days a week.

**2. RECOMMENDATIONS**

The HWB is requested to endorse the progress being made in implementing the Telford & Wrekin Domestic Abuse Strategy 2019-2021.

**3. SUMMARY IMPACT ASSESSMENT**

<b>COMMUNITY IMPACT</b>	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	<ul style="list-style-type: none"> <li>• Protect and support our most vulnerable children and adults</li> <li>• Put our children and young people first</li> <li>• Ensure that neighbourhoods are safe, clean and well maintained</li> <li>• Improve the health and wellbeing of our communities and address health inequalities.</li> </ul>

<b>COMMUNITY IMPACT (Cont.)</b>	Will the proposals impact on specific groups of people?	
<b>TARGET COMPLETION/DELIVERY DATE</b>	The domestic abuse action plan is being regularly updated and implementation will continue to be monitored and reported over the lifetime of the strategy until March 2021.	
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	Yes	<p>Through its budget strategy, Telford &amp; Wrekin Council continues to invest in protecting the most vulnerable people in its community which includes those who are victims of domestic abuse. An element of funding has been identified to support the Family and Perpetrator Programme pilot.</p> <p>The Council was selected to participate in the Government's Strengthening Families programme (Hertfordshire model) which is investing £84 million over 5 years to support up to 20 local authorities to improve work with families. The aim is to holistically meet the needs of families with key professionals as part of one team including specialists in domestic abuse, substance misuse and mental health</p> <p>The Council also provides a number of support programmes both to groups and one to one, including the Freedom Programme, through its Early Help practitioners.</p>
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	Yes	<p>The White Ribbon Campaign is supported by the Council within existing resources and through a grant paid by the Police and Crime Commissioner of £2,500.</p> <p>In January 2020, the Council submitted a bid to the MCHLG Safe Accommodation, Support for Victims of Domestic Abuse Fund, for £97.9k for one year.</p>

<b>FINANCIAL/VALUE FOR MONEY IMPACT (Cont.)</b>		<p>The MHCLG funding would be used to improve the following elements of support:</p> <ul style="list-style-type: none"> <li>• Safe accommodation support, in our current refuge provision</li> <li>• Specialist community support linking to the Sanctuary Project</li> <li>• Trauma informed therapy with Willowdene</li> </ul> <p>Successful bids are expected to be announced in March 2020.</p> <p>Any additional services identified as being required as the action plan is implemented will need to be considered within the partners existing resources. If additional funding is required, this will need to be discussed amongst partners and a request made through the relevant governance arrangements of each organisation.</p> <p>TS/PH – 04/02/2020</p>
<b>LEGAL ISSUES</b>	No	<p>The Council has a duty to take steps to improve the wellbeing of those within its borough. The DA strategy assists the Council in meeting this statutory obligation. The strategy will also assist the Council in being able to work with partners in implementing the Domestic Abuse Bill which is anticipated to be brought into force within the next 12 months. AL 03/02/2020</p>
<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	Yes	<p>The strategy prioritises the development of our service and support offer for victims of domestic abuse, children and young people affected and also perpetrators. Additional funding is required to develop this offer, and discussions between partner organisations, such as the Police and OPCC to agree funding arrangements, are continuing to take place.</p>
<b>IMPACT ON SPECIFIC WARDS</b>	Yes	<p>Borough-wide impact</p>

**PART B) – ADDITIONAL INFORMATION**

4. **INFORMATION** - Please refer to Appendix I for details of the January 2020 progress update.

**Report prepared by Helen Onions, Consultant in Public Health, Telephone: 01952 388908**



**TELFORD & WREKIN DOMESTIC ABUSE STRATEGY PROGRESS UPDATE: January 2020**

<b>OBJECTIVE 1</b>	
<b>Review and develop specialist services and support and implement comprehensive multi-agency pathways, for both victims and perpetrators and children and young people affected by domestic abuse</b>	
<b>PROGRESS</b>	<ul style="list-style-type: none"> <li>• Citizens Advice have been commissioned as the specialist provider for the Telford &amp; Wrekin Council Community Grant Fund. CA will build community capacity to deliver support locally for victims, including the community ambassador programme. CA will provide advice and guidance to community groups applying for funding, which opens in January 2020.</li> <li>• The Council is continuing to develop a Family &amp; Perpetrator programme, although funding is still to be fully identified.</li> <li>• A bid is being developed for the MHCLG <i>2020-2021 Fund for Support to Victims of Domestic Abuse, and their Children, within Safe-Accommodation</i>. This fund is linked to the prospective DA Bill, and the local bid is likely to include developments for: 24/7 security to existing emergency accommodation, specialised support for victims and CYP in emergency accommodation, specialist accommodation and support for complex needs victims of domestic abuse.</li> <li>• As part of the White Ribbon campaign, Human Books were launched at the Telford &amp; Wrekin Serious Violence Conference 22 November 2019. The collection of books on offer for survivors and children with experience of DA will be available in the library service.</li> <li>• Council's new Family Safeguarding "Hertfordshire" model will be implemented from September 2020. The aim is to holistically meet the needs of families with key professionals as part of one team including specialists in domestic abuse, substance misuse and mental health will include strong links to the family and perpetrator programme and the community support offer.</li> <li>• The Council's Strengthening Families Team DA Support Programme offer, which includes Freedom and Me, My Child &amp; Domestic Abuse programmes continues to expand. The Crush programme will cover each locality from December 2019 and is advocated by young people locally. This links with the Early Help assessment and going forward will link with the community ambassador programme. The Freedom programme continues to offer support to victims of DA, with the number of sessions expanding. An evening programme will start from January 2020 at the Park Lane centre, and the number of facilitators has increased and includes volunteers.</li> <li>• TWSP Domestic Abuse pathway continues to be developed. The community support offer and the perpetrator and family programme will be incorporated into the pathway as the offers progress. Further work is being undertaken to raise awareness of the pathway to GPs and primary care in line with Domestic Homicide Review recommendations. Future work will focus on a local provision with wider local and community health professionals, such as dentists, optometrists, pharmacists and therapists, potentially through the networks developed for the Exploitation and Vulnerability training.</li> </ul>

<b>OBJECTIVE 1 (Cont.)</b>	
<b>Review and develop specialist services and support and implement comprehensive multi-agency pathways, for both victims and perpetrators and children and young people affected by domestic abuse</b>	
<b>PROGRESS</b>	<ul style="list-style-type: none"> <li>Hospital Independent Domestic Violence Advisor (IDVA) is being delivered by WMWA in PRH 4 days a week, working collaboratively with A&amp;E and maternity services.</li> <li>West Mercia Sexual Assault and Abuse Strategy – T&amp;W Council had signed a commitment to be part of the work with the CCG.</li> </ul>
<b>OBJECTIVE 2</b>	
<b>Use intelligence to inform service provision and raising awareness campaigns</b>	
<b>PROGRESS</b>	<ul style="list-style-type: none"> <li>Intelligence-led planning underpins the work of the action plan. Police, Council and partner data sets are being used to gain a better picture DA in Telford &amp; Wrekin. There is a family unit orientated approach to address concerns around the numbers of children involved in DA incidents. Baseline profiling has been developed using 2018/19 data from Family Connect and Strengthening Families systems. This intelligence has been directly used to develop the community support grant proposals and perpetrator and family programme.</li> <li>A performance and outcomes dashboard is now being developed to evidence the impact that the action plan is having on tackling DA. Work needs to be done to ensure the flow of data, which has been disjointed, especially around offender data.</li> <li>NHS Improvement/ England is exploring information sharing between GPs and the police through ICT. The aim is to share information about low and medium level risk DA as part of the preventative work, this includes working through IG implications.</li> <li>CPOMS - Child Protection Online Management System had been up and running since September 2019 to address the issues raised by schools not receiving timely alerts through Operation Encompass. A pilot with CPOMS was successful to prevent the loss of notifications and although this had stalled, it was now proceeding at pace.</li> </ul>
<b>OBJECTIVE 3</b>	
<b>Develop practitioner's knowledge on the dynamics of domestic abuse on the whole family and provide them with the appropriate training and resources to support the family</b>	
<b>PROGRESS</b>	<ul style="list-style-type: none"> <li>Partner agencies continued to raise the profile of DA through staff training, particularly around HR policies. WMWA were delivering training/ briefings to GP Forum and National Probation Service. Specialist training was being delivered the by hospital IDVA in SaTH</li> <li>TWCCG are exploring the Identification &amp; Referral to Improve Safety (IRIS) programme for GP practices, linked to DHR4 recs.</li> <li>The Shropshire Community Health Trust digital strategy continues to develop the Bright Sky app, and awareness raised through bespoke sessions for minor injuries.</li> </ul>

<b>OBJECTIVE 3 (Cont.)</b>	
<b>Develop practitioner's knowledge on the dynamics of domestic abuse on the whole family and provide them with the appropriate training and resources to support the family</b>	
<b>PROGRESS</b>	<ul style="list-style-type: none"> <li>Trauma and adversity informed practice awareness is becoming more prominent, ACEs workshop sessions delivered the T&amp;W Serious Violence Conference, 22 November 2019.</li> <li>The updated Exploitation &amp; Vulnerability Training delivered to 1,000s of frontline staff in T&amp;W includes DA awareness elements.</li> <li>T&amp;W Safeguarding Partnership are to review the safeguarding training offer, including the DA online training.</li> <li><b>A future focus of the Subgroup will be to making training more comprehensively available across the partnership.</b></li> </ul>
<b>OBJECTIVE 4</b>	
<b>Increase awareness in the community of domestic abuse and how to seek support</b>	
<b>PROGRESS</b>	<ul style="list-style-type: none"> <li>White Ribbon campaign was launched at the T&amp;W Serious Violence Conference on 22/11/2019. The campaign aims to promote and signpost to the new community peer support, generate more ambassadors, increase social media and community conversation.</li> <li>Domestic abuse in rural areas was highlighted as a key focus for the DA subgroup going forwards, and linked with DA in older adults which was a theme of the Adult Safeguarding conference held jointly with Shropshire on 21 November 2019. It was noted that DHR3 was a case within a rural community which had been a key theme and it had also been picked up in the PCC Police and Crime Plan. It would be necessary to develop the intelligence to inform DA subgroup work programme.</li> </ul>
<b>OBJECTIVE 5</b>	
<b>Review current policies and procedures associated with FGM, HBV and Forced Marriage within the community and across the professional workforce. (OFSTED Recommendation)</b>	
<b>PROGRESS</b>	<ul style="list-style-type: none"> <li>An audit of DA policies across all agencies had been collated from audit undertaken in 2018 and May 2019. Health organisations had provided HR policies which included DA to the partnership team. Shropshire Community Health Trust was near completion on an update on DA policies and procedures.</li> <li>Regional West Midlands FGM pathway and risk assessment had been reviewed and was available as part of the regional policies and procedures.</li> <li>Digital monitoring of FGM – SaTH have launched live FGM monitoring/ information sharing tool.</li> <li>TWSP Conference in July 2020 will focus on DA including themes of FGM, HBV and Forced Marriage. Planning for presentations/ workshops with national experts will start in the New Year</li> </ul>

## OBJECTIVE 6

### Embed learning form Domestic Homicide Reviews (DHRs)

#### PROGRESS

- DHR 4 - Recommendations have been mapped to the Domestic Abuse Action Plan objectives, and also actions in other relevant strategies, for example, the NHS Mental Health Long Term Plan and Telford & Wrekin Drug & Alcohol Strategy.
- DHR 3 – The draft review report was presented to CSP in December, several lessons learned relate to organisational policies.

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<sup>i</sup> The Government definition of domestic violence and abuse is: Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members<sup>1</sup> regardless of gender or sexuality. This can encompass, but is not limited to, the following types of abuse:

- psychological
- physical
- sexual
- financial
- emotional

'Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.'

**TELFORD & WREKIN COUNCIL HEALTH & WELLBEING BOARD**

11<sup>th</sup> FEBRUARY 2020

**THE BETTER CARE FUND (BCF) PROGRESS UPDATE**

**REPORT OF – LIZ NOAKES, DIRECTOR OF HEALTH, WELLBEING & COMMISSIONING; FRAN BECK DIRECTOR OF PARTNERSHIPS TELFORD & WREKIN CCG**

**PART A) – SUMMARY REPORT**

**1. SUMMARY OF MAIN PROPOSALS**

- 1.1. This report outlines the current position and performance in relation to the Better Care Fund programme
- 1.2. The principal aim of the BCF programme locally is to transform the health and social care system. This enables us to work towards a fully integrated intermediate care service, aiming to prevent admissions to an acute hospital, supports residents to live in the way they choose and reduce dependency on services

**2. RECOMMENDATIONS**

The Board is asked to note the agreed Programme for 2019/20; progress made to date this year and how it will support the integrated delivery of the cross-cutting priorities of the Health and Wellbeing Strategy.

**3. IMPACT OF ACTION**

It is intended that this programmes of work will contribute to improve health & wellbeing outcomes within the borough.

**4. SUMMARY IMPACT ASSESSMENT**

<b>COMMUNITY IMPACT</b>	<i>Do these proposals contribute to a specific HWB Priority?</i>	
	Yes	The Intermediate care plan contributes to all of the Health and Wellbeing priorities.
	<i>Will the proposals impact on specific groups of people?</i>	

	Yes	All borough residents who required a period of intermediate, reablement support predominantly the 75+ frail and elderly population												
<b>TARGET COMPLETION/DELIVERY DATE</b>	BCF programme is set out with prescribed periods and reviewed annually													
<b>FINANCIAL/VALUE FOR MONEY IMPACT</b>	Yes	<p>The BCF pooled budget in 2019/20 is £23,672,912 following additional investment by both the CCG and the Council to support intermediate care provision.</p> <table border="1"> <thead> <tr> <th>Summary Statement</th> <th>2019/20 Annual Budget £</th> </tr> </thead> <tbody> <tr> <td>Intermediate Care</td> <td>6,686,763</td> </tr> <tr> <td>Community Resilience</td> <td>972,012</td> </tr> <tr> <td>Telford Neighbourhood Care</td> <td>4,279,510</td> </tr> <tr> <td>Other Care</td> <td>11,734,627</td> </tr> <tr> <td><b>Grand Total:</b></td> <td><b>23,672,912</b></td> </tr> </tbody> </table> <p>There is a forecast overspend of £590,000 to year end. The 50/50% CCG contribution would be £295,000. This overspend has been reported to PPQ and Governing Board and is predominantly in relation to cost pressures on Intermediate / Enablement care beds.</p> <p>The financial position of the BCF pooled fund is reported to each organisation via their own financial management governance arrangements.</p>	Summary Statement	2019/20 Annual Budget £	Intermediate Care	6,686,763	Community Resilience	972,012	Telford Neighbourhood Care	4,279,510	Other Care	11,734,627	<b>Grand Total:</b>	<b>23,672,912</b>
Summary Statement	2019/20 Annual Budget £													
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Telford Neighbourhood Care	4,279,510													
Other Care	11,734,627													
<b>Grand Total:</b>	<b>23,672,912</b>													
<b>LEGAL ISSUES</b>	Yes	The Better Care Fund was established by the Government in June 2013 [in												

		<p>preparation for the Care Act 2014 coming into force] to provide funding to support the integration of health and social care to achieve National Conditions and Local Objectives. A requirement of the Better Care Fund is for pooled funds to be established for this purpose</p> <p>The Section 75 of the National Health Services Act 2006 [as amended] enables local authorities and NHS Bodies to enter into partnership arrangements to provide more streamlined services and to pool funds, subject to meeting the requirements of the NHS Bodies and Local Authorities Partnership Arrangements Regulations 2000 [as amended]</p> <p>There has been a signed Section 75 Agreement in place between the Borough of Telford &amp; Wrekin and NHS Telford &amp; Wrekin Clinical Commissioning Group in respect of the Better Care Fund since 1<sup>st</sup> April 2017 [as updated and amended] which set out the accountability arrangements and flow of funding. Health and Wellbeing Boards are expected to oversee the strategic direction of the Better Care Fund and the delivery of better integrated care, as part of their statutory duty to encourage integrated working between commissioners [Section 195 Health and Social Care Act 2012]</p> <p>The 2019-20 Better Care Fund is a year of minimal changes within the Policy Framework. The reporting requirements were simplified with areas not required to repeat information they previously provided in their 2017-19 plans, and for more meaningful information on the impact of the BCF to be collected through the planning process.</p>
--	--	---

		The Section 75 Agreement was required to be signed by 31 <sup>st</sup> January 2020.
<b>EQUALITY &amp; DIVERSITY</b>	Yes	Joint Strategic Needs Assessment intelligence informs intentions to ensure resources are targeted appropriately to improve health and wellbeing and reduce inequalities.
<b>IMPACT ON SPECIFIC WARDS</b>	No	See above.
<b>PATIENTS &amp;/OR PUBLIC ENGAGEMENT</b>	Yes	Engagement has taken place through the Council's 'Making it Real' Board and Carers partnership Board.  Point Prevalence audits of people seeking feedback of their current care
<b>OTHER IMPACTS, RISKS &amp; OPPORTUNITIES</b>	No	Strong collaboration working with NHS commissioners in the CCG and NHS England is essential to delivering progress against the Health & Wellbeing strategy priorities.  Opportunities and Risks are identified within the report



## **PART B) – ADDITIONAL INFORMATION**

### **5 INFORMATION**

5.1 The Better Care Fund (BCF) is a national programme, jointly led by Telford & Wrekin CCG and the Borough of Telford & Wrekin as a partnership approach. The CCG and Council remain committed to move towards delivering the outcomes. The BCF programme for 2019/20 is a one year plan with the aim to further transform the health and social care system in Telford and Wrekin through developing:

- Resilient local communities focussing on well-being and Prevention
- Integrated preventative services delivered at a neighbourhood level
- A wide range of personalised approaches to support people to remain independent
- Reduced reliance on social care services
- Integrated teams to support diagnosing, treating and supporting people at home over 7 days up to 24 hours / day
- Reduced avoidable admissions

5.2 The programmes for 2019/20 have been jointly agreed as:

- Telford and Wrekin Integrated Place Partnership (TWIPP)
- Intermediate Care Team
- Integrated Discharge Team function
- Pathway Zero
- Health and Social Care Rapid Response Team (HSCRRT)
- Frailty Programme including the Frailty Collaborative
- Frailty Front Door
- Care Home MDT
- DTOC High Impact Changes
- Disabled Facilities Grant

5.3 Key performance metrics are highlighted within the dashboard:

- Reducing non-elective hospital admissions
- Reducing permanent admissions to residential and nursing care.
- Improving reablement outcomes.
- Delayed Transfers of Care

5.4 The BCF performance dashboard Appendix 1) sets out the performance of the overall programme including an updated financial position.

5.5 The BCF Q3 return (submitted on 20<sup>th</sup> January) highlighted the current position

5.6 A planning workshop to agree priorities for the 2020/21 programme has been arranged for 14<sup>th</sup> February ahead of any Policy Guidance and formal confirmation of funding for 2020/21 and beyond

5.7 The submission has been formally Approved by NHSE/I

### **ADDITIONAL INFORMATION**

In March the HWB Board will receive a formal TWIPP update. BCF programmes will report within the TWIPP programme which will include Pathway Zero and HSCRRT.

### **PREVIOUS MINUTES**

None

#### **Report prepared by:**

Sarah Bass Telford & Wrekin Council Service Delivery Manager,  
Commissioning, Procurement & Brokerage  
Michael Bennett Telford & Wrekin Council Service Delivery Manager Community  
Early Help

#### Appendix A



BCF dashboard

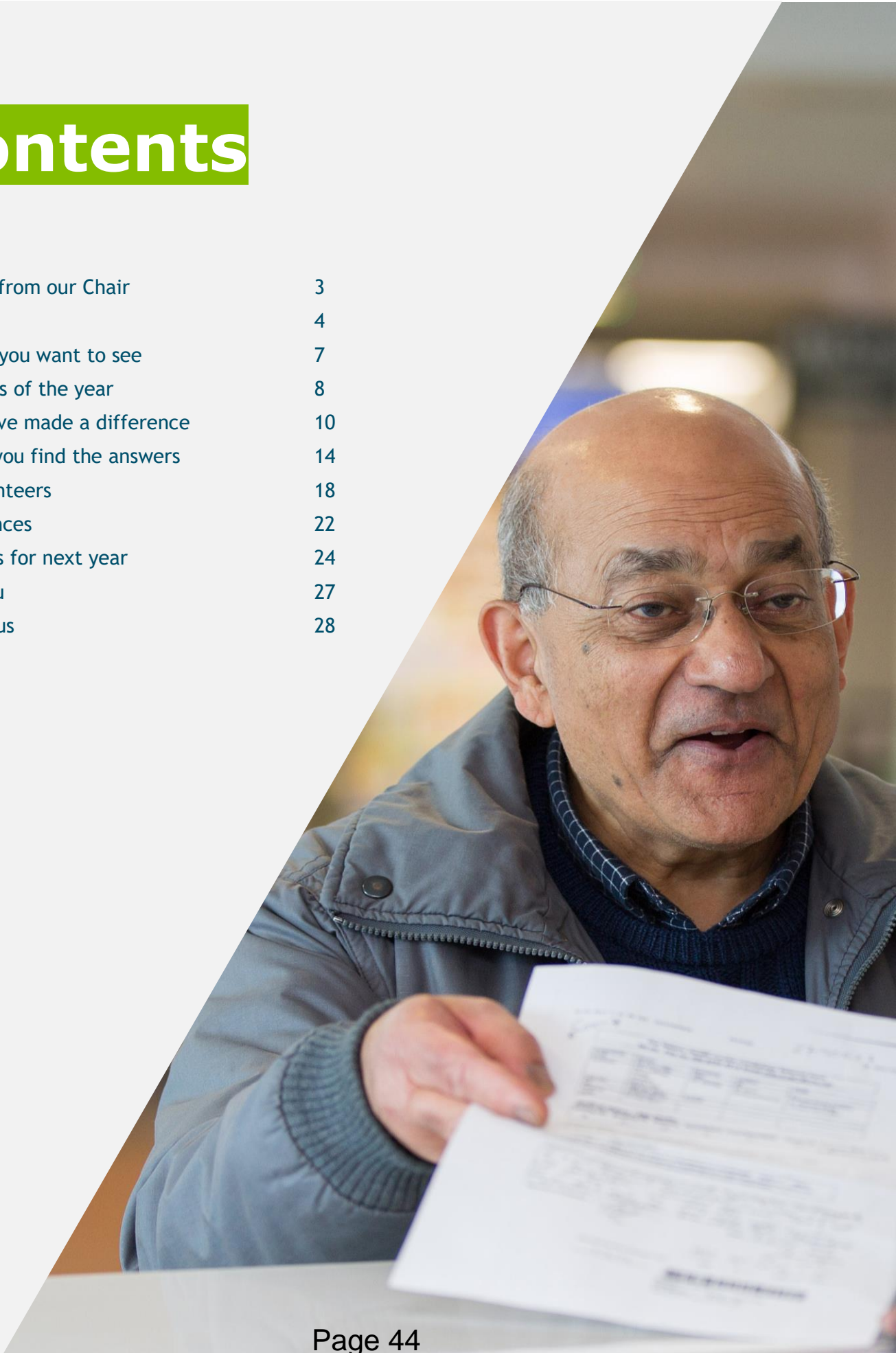
 **Healthwatch Telford  
and Wrekin**

Annual Report 2018-19



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# Message from our Chair

## A few words from our Chair, David Brown

This is the second full year of operations under our current contract with Telford and Wrekin Council and it has seen us working ever closer with our local community, particularly at a very busy time where Shropshire's Future Fit project reached an important milestone, following the completion of a significant Public Consultation. How this will develop over the coming years remains to be seen but you can rest assured that we will continue to represent your views in the wider context of Health and Social Care in our County. The continuing commitment and support from our volunteers in all of our engagement activities including a comprehensive Enter & View programme is vital to our success in remaining close to the issues facing our local community, so that feedback can be properly highlighted on our website as well as during our key strategic meetings within the Health and Social Care system.

Over the past year we held two further Public Meetings with a number of guest speakers covering key issues including Primary Care, Travel & Transportation and the development of Strategic Sustainability Partnership and we shall continue to offer these sessions at new local venues throughout the Telford and Wrekin footprint. Our most recent Public Meeting was held on 25<sup>th</sup> June 2019 at the Park Lane Centre, Woodside where we explored care in a community setting. Our efforts to keep close to strategic issues impacting Telford & Wrekin patients sees us interfacing with the Clinical Commissioning Group and of especial note were the series of joint Enter & View inspections at Princess

Royal Hospital (PRH). We continue to maintain a presence at the Shrewsbury & Telford Hospital Trust (SaTH) and have also carried out our own Enter & View visit to the Acute Medical Unit and Ambulatory Care at PRH in late February.

During the year we also joined two Rapid Improvement Workshop weeks for the Hospital Trust, one focusing on Maternity Serious Incidents and the other on the Five steps to Safer Surgery in the PRH Theatres and the output from this work is already being integrated into the SaTH procedures. Towards the end of 2018 we had an opportunity to realign our organisation to provide a far better more agile service, giving Healthwatch Telford & Wrekin a full 5 day-a-week operation which in turn allowed the Board to appoint a full-time General Manager/Chief Officer. We were all pleased when Paul Shirley, stepped up from Engagement Manager to take on this role, and Paul is now rapidly developing his new team.

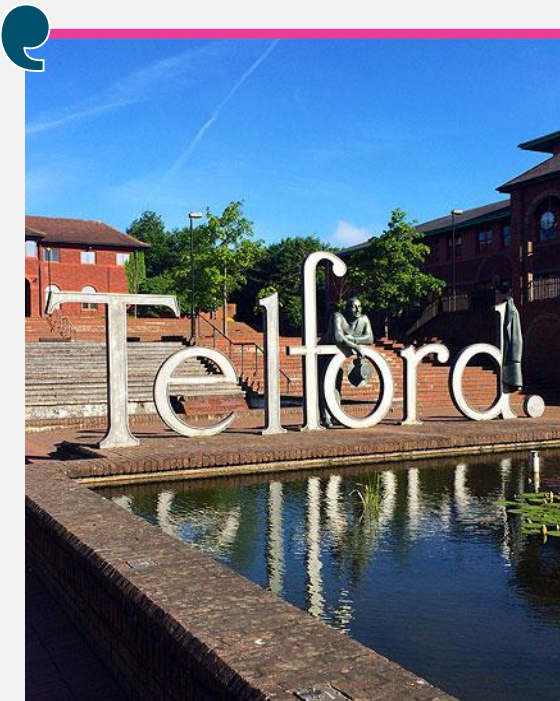
I would also like to pay tribute to the continuing support received from the volunteer members of the Healthwatch Board who freely give many hours of their time and valuable experience, to assist and guide the team in all their endeavours. We again look forward to the challenges ahead, ensuring that the Healthwatch brand continues to work effectively alongside our partner agencies in the Telford & Wrekin community.




# About Us

## What drives us here, at Healthwatch Telford and Wrekin, is our work with local people and stakeholders to help improve health and social care services in Telford and Wrekin?

We are a small team consisting of one full-time, and two part-time staff who joined early in 2019. Our aim is to ensure people are empowered to influence the way health and social care is planned and delivered in the area. We are always looking to recruit and working to retain our team of volunteers who bring skills and greater expertise into the organisation. The part that Healthwatch volunteers and staff play in achieving this is invaluable and allows us wider engagement with people who access health and social care services.



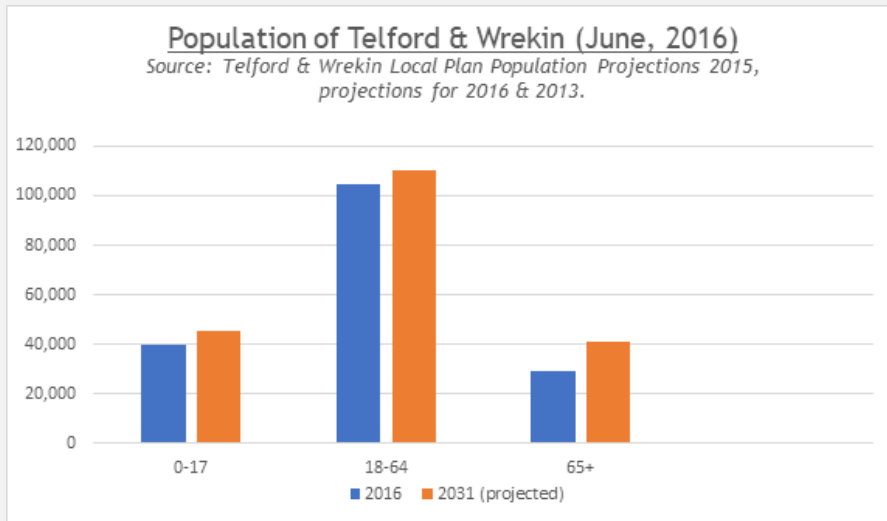
Our annual report outlines our achievements and provides insight into what we do, and what we have done over the last year. As we are a small team, we need to prioritise our work in order to ensure we maximise the results of our efforts. Whilst the organisation has not been able to respond to every request from local stakeholders for involvement and input, we have tried to be active in focussing on key concerns. We have seen many proposals to significantly change the way health care is delivered in Telford and Wrekin, which have affected local people and we need to make sure people's voices are heard.

We will continue to explore ways of interacting with the wider community, thereby improving our evidence-based research and data collection.

As a new team, we are building on, and developing strong working relationships with our stakeholders. Through this, we have been able to influence our strategic decision makers by identifying potential improvements to services.

We hope you enjoy reading this annual report and trust it will give you more of an understanding of what we have achieved so far. Should you wish to provide us with any insight on how local health and social care services are performing, we would be grateful to receive your feedback. You may also like to be involved as a volunteer or to keep in touch with us in some other way. If so, then please do not hesitate to contact us.

We represent the residents of Telford & Wrekin to ensure their voices are heard when it comes to health and social care services. Telford and Wrekin has a growing population and according to the Telford and Wrekin Key Fact sheet (2016) the current total of people who live within the borough is 173,600. Telford’s population is younger than the national average, whilst the number of people aged 65+ is increasing significantly.



Telford has a diverse population, the top 5 ethnic minority groups are; White English/Welsh/Scottish/Northern Irish/British (95.4%), Other White (2.0%), Irish (0.5%), Asian/Asian British: Chinese (0.3%), Asian/Asian British: Other Asian (0.3%) (Ethnicity Profile 2011 Census: Ethnic group, local authorities in England).

We are served by 1 acute hospital (the Princess Royal Hospital, PRH), which offers a range of services; medical care, children and young people services, critical care, end of life care, maternity and gynaecology, outpatients and diagnostic imaging, surgery, urgent and emergency services, maternity. SaTH (Shrewsbury and Telford Hospital) is currently undergoing a reconstruction and is transforming its services. This means the Princess Royal Hospital (PRH) will become a dedicated planned care site and the Royal Shrewsbury Hospital (RSH) will become a specialist emergency care site. Additionally, Accident & Emergency departments have been changed to ‘Urgent Care Centres’ where patients will still receive 24-hour care and treatment as they do now.



**Our vision is simple**

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best of their lives and manage any conditions they face.



## Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out into the community and working with other organisations

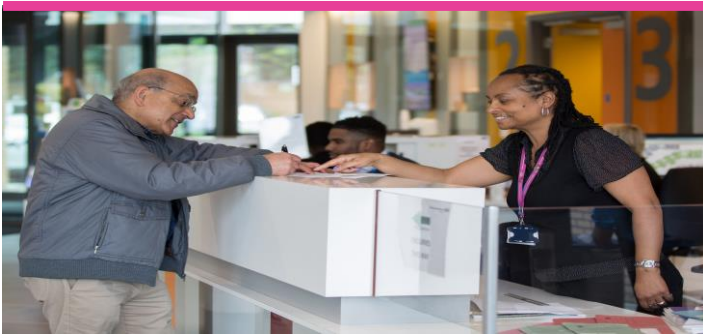
Our dual focus is to share good practice and raise people's concerns with health and care decision-makers so that they can improve support across the county. The evidence we gather also helps us recommend how policy and practice can change for the better.





# Changes you want to see

Last year we heard from **2621** people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



+ Better access and availability with out of hours services/emergency appointments.



+ Ensure mental health services are fit for purpose.



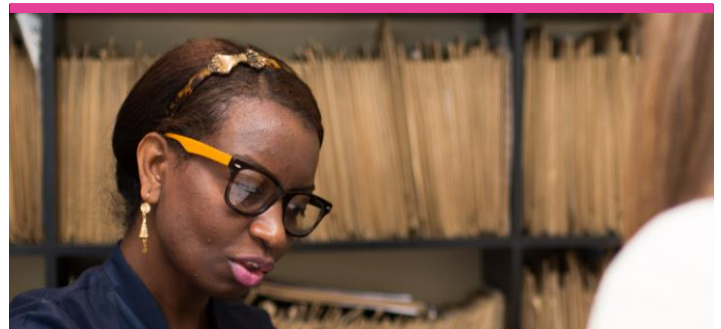
+ Patients would like flexible opportunities to see a doctor or nurse.



+ Healthcare professionals should have a positive attitude and be empathetic.



+ Staff should take the time to speak to people about what to expect next.



+ Services should provide information so that people can make informed decisions about their care.

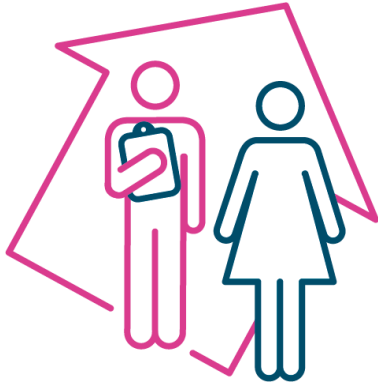


# Highlights from

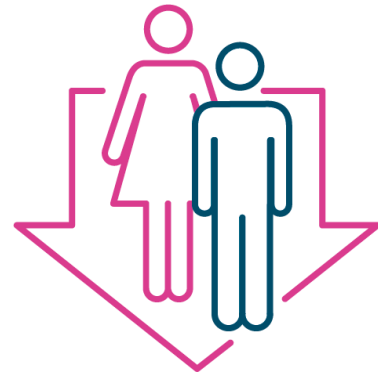
# our year



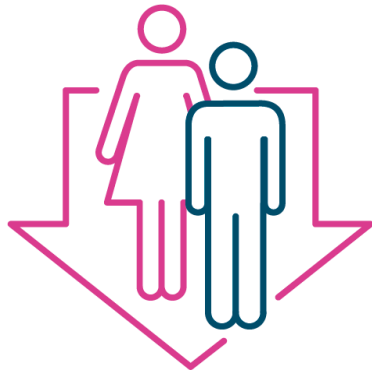
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



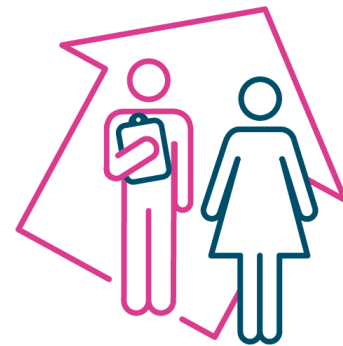
**576** people shared their health and social care story with us, **47%** more than last year.



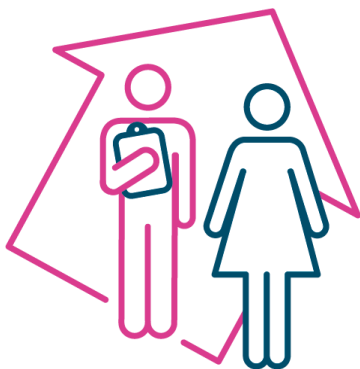
We have **23** volunteers helping to carry out our work. In total they gave up **1746** number of hours, the equivalent to **232** days.



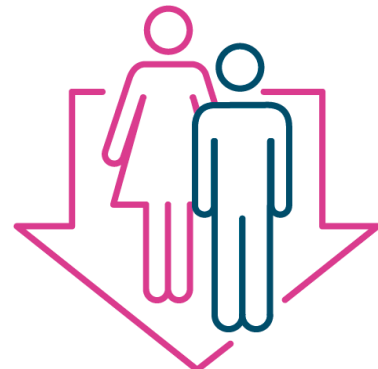
**2045** people accessed Healthwatch advice and information online or contacted us with questions about local support, **66%** more than last year.



We have attended **94** community events, visiting over **40** services to understand people's experience of care. From these visits, we made **152** recommendations for improvement.



**23** improvements we suggested were adopted by services to make health and care better in our community.



**114,174** people engaged with us through our website and social media.



**How we've made  
a difference**

## Changes made to your community

Find out how sharing your views with Healthwatch Telford & Wrekin has led to positive changes to health and social care services in your area. We show that when people speak up about what's important to them, and services listen, care is improved for all.

Take a look at some examples of HWT&W demonstrating how they have made a difference in your community.

### GP ROADSHOW: Survey on the level of services provided by General Practitioner Practices:

Healthwatch Telford and Wrekin decided, as a major focused activity in 2018, to carry out a "General Practice Roadshow" format review of General Practitioner Practices. The longitudinal study, which was patient centred, covered 14 Telford and Wrekin Practices and involved visits to 23 locations.

This survey represented a considerable challenge for Healthwatch Telford and Wrekin due to their limited resources.

Our small but dedicated band of volunteers, with the full support of staff and Board members, contributed hugely to this project, undertaking comprehensive visits of on average 1.5 hours duration, at the 23 sites spread across the Telford and Wrekin borough.

The areas explored and the themes identified were classified as; Appointments, Waiting Times, Staff Attitude, Accessibility, Prescriptions, Suggestions, Information and Environment. All the information gathered was anonymised and copies of the material used were placed in the appendices.

The findings of the study informed this report and provided not only detailed commentary on the information collected, but also a comparison of the pre-visit Healthwatch grading against the current grading as at January 2019. All General Practices involved received their own individual copy of the report reflecting their own Practice's outcomes.



## Unmet Needs: Improving access to services for individuals with severe problems

Healthwatch Telford and Wrekin produced this review of 'Unmet Needs' together with the support of the Health and Safety Commission, Shropshire and Telford and Wrekin Age UK, Citizens Advice Telford and the Wrekin and My Choice partners. The Healthwatch Telford and Wrekin team consulted with individuals and representative groups who facilitated access to or providing services, through a survey questionnaire and a targeted workshop.

The review was carried out because, despite a 'tiered approach', there were still concerns about inappropriate low-level support, with particular emphasis on prevention. This was a major failing within Telford and Wrekin and was considered as an unmet need. 44 questionnaires were returned, and 3 individuals agreed to include details from their case study/experiences; within the review. A workshop was held 21st November 2018 and 50 people attended.

The results indicated that, some organisations had individuals who did not qualify for access to acute services; accordingly there was a lack of services for people who, despite not being classified as acute, had severe problems resulting in their needs being unmet. Consequently, these individuals faced long waiting times when trying to access statutory services.



*'The purpose of this study is to understand how well people are able to access local adult care and support services... we hope it is seen as a useful piece of work that facilitates further examination of care needs that are unmet in Telford'.*

*Councillor Andy Burford  
Chair Health and Adult Care Scrutiny  
Committee (HASC)*

This review provided conclusions/recommendations for identifying the necessary actions to improve support systems;

- + People and groups experience of accessing services is variable.
- + People need to have good experience of contacting professionals and services which includes returning calls and having an individual point of contact.
- + Improve communication between people and organisations.
- + Prevention and early intervention focused high on the agenda for some people, especially around mental health, particularly for children and young people.
- + People need to be signposted to services appropriately.
- + Improve people experience of health and social care and My Choices.
- + Long term planning and funding for organisations or groups is needed.
- + Adequate and effective use of resources.

# Healthwatch Telford & Wrekin Children and Young People Healthy Living Report

Healthwatch Telford and Wrekin were approached by Telford and Wrekin Council's Public Health Department to assist with organising focus groups with children and young people, to elicit their views on how they are being supported in maintaining a healthy weight and lifestyle. This included seeking information about the role of families, schools and the community.

Altogether four schools, one college and one young people scheme within Telford and Wrekin were involved. The focus groups lasted approx. 45minutes.

Healthwatch Telford and Wrekin organised seven focus groups, this included seeking information about the role of families, schools and the community. This was an important piece of work in order to influence how our local services are shaped to ensure healthier lifestyles for our children and young people.

It was positive to see how many children and young people were aware of the various public health initiatives around healthy eating, e.g. the traffic light system on nutrition labels. However, they were less aware of those relating to healthy lifestyles such as Couch to 5k.

Communities recognise the challenges being faced; they see an increase in crime and fear that prevents children and young people from playing outside. The activities available to them, such as youth groups, are also no longer as accessible.

Also, 'screen time' increases the exposure of unhealthy habits mainly due to advertisements (- YouTube). Interestingly, young people appear to find it difficult to balance health with pressures of

work, school and friendships. Young people appear to congregate at fast food restaurants where the appeal may be socialisation paired with cheap food.

As a result this report, published in late 2018, produced recommendations to help encourage healthy living:

- + More facilities and groups for young people in the community e.g. places to sit out of the weather.
- + Appropriate classes and gym provisions e.g. women only, age or fitness specific.
- + More campaigns aimed through social media.
- + Information about what activities etc... are available.
- + Teach them how to cook cheaply.

*'Fast food can be brought more cheaply than healthier alternatives...'*



## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

[www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

t: 01952 739540

e: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)



**Helping you find**

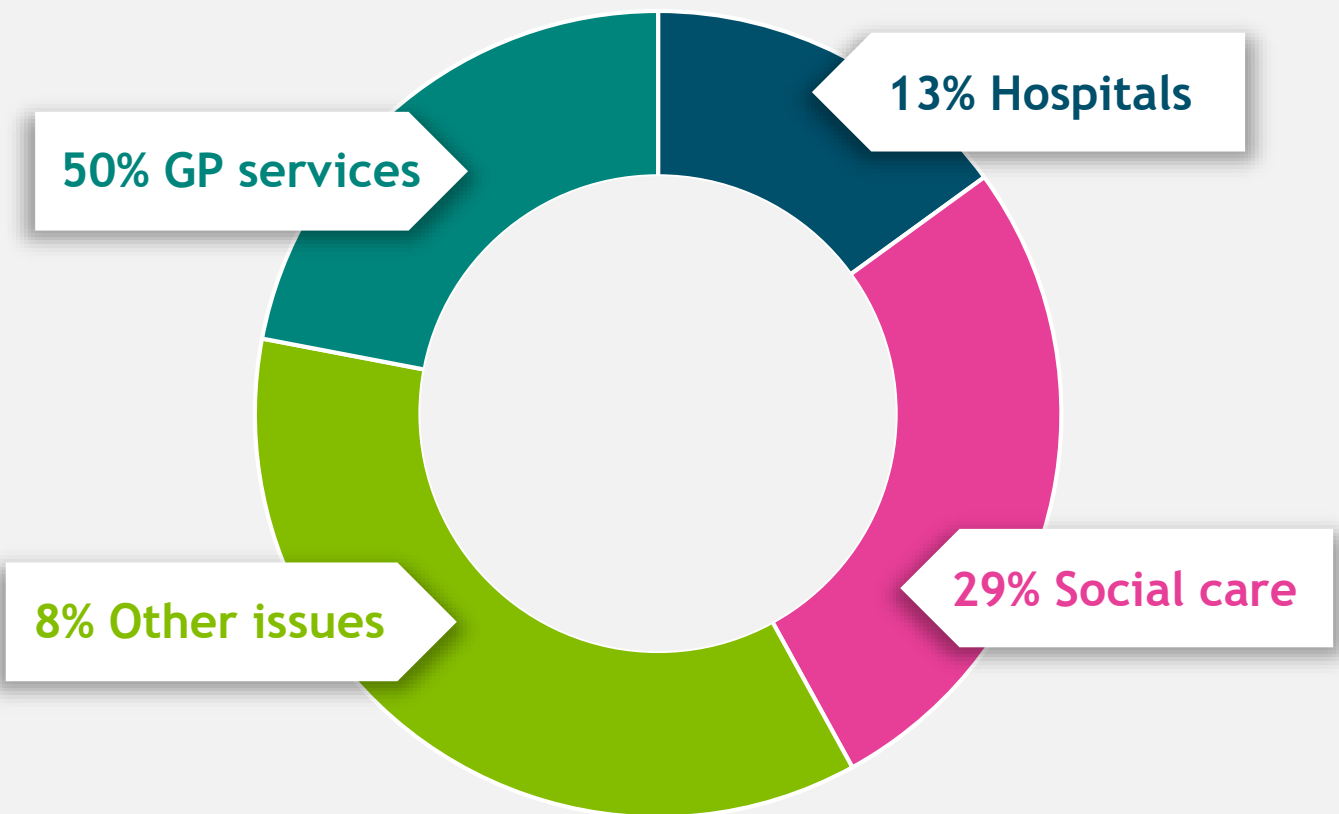
**the answers**



## What do people want to know?

People do not always know how to get the information they need to make decisions about their own health and care. Healthwatch Telford and Wrekin played an important role in providing advice and pointing people in the right direction for the support they needed.

Here are the most common areas that people asked us about:



## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't always know where to look. Last year we helped 2045 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information blogs online
- + Our contact us form
- + At community events
- + We have a social media platform: Facebook and Twitter
- + Over the phone



### Complaints:



**Caller:** "I had a negative experience during my hospital stay, where my pain was mismanaged. I also had a scan and was misdiagnosed by a doctor. Healthwatch Telford and Wrekin advised me to contact my GP or ambulance if the pain was to progress. I was also given contact details so I could make a complaint."



*'We are here to listen and advise people in the best way possible to give them the necessary tools to make things better.'*

**Laura-Jayne Baker**

Information Analyst & Business Support Manager, at Healthwatch Telford and Wrekin

### Signposting:

**Caller:** "I have had problems accessing help with getting accommodation and benefits. The lack of support from agencies where my key workers keep changing. Healthwatch Telford and Wrekin contacted Citizens Advice Telford and Wrekin to phone me back."



*'We gave this individual information and details for support groups for them to pursue.'*

**Laura-Jayne Baker**

Information Analyst & Business Support Manager, at Healthwatch Telford and Wrekin



## How effective are Enter and View visit in implementing changes to make care better?

Enter & View is a statutory power that all local Healthwatch have at their disposal. It gives us the right to visit any publicly-funded health and social care provider to see how care is being delivered for ourselves. On these visits we will talk to the patients/residents, their relatives, and their carers about the quality of care they receive. All information is collected and produced within a report where we provide 'recommendations' to assist the service in improving the quality of care given.

We visited a hospital ward late 2018 and because of the recommendations we made, this created a positive outcome and raised the ward's awareness of key issues that needed extra attention. For example; it was recognised that more encouragement and awareness to families/carers to complete the Patient Passports ("This is Me" booklet) was needed. As a result, the ward has implemented display stands for the Patient Passports to stand on, on each patient locker, which has increased visibility and awareness.

Also, it was recommended that new ways needed to be identified in order to communicate and encourage further support of 'Johns Campaign' (a campaign recognised by NHS staff whereby extended visiting rights have been put in place for family/carers of patients with dementia in hospitals in the United Kingdom). As a result, the ward offers 'open visiting' (except during meal times, unless visitors are assisting with meals) and an open-door policy is now in place.

In this case, these real life examples show how our work can help implement changes of the quality of care received and improve patient experience for the better.

*'Staff are compassionate and caring when speaking to patients.'*

Patients and relatives told us, at Healthwatch Telford and Wrekin



*'Staff are always coming around offering drinks - I am never without a drink.'*

Patients and relatives told us, at Healthwatch Telford and Wrekin



## Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

[www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

t: 01527 335590

e: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)



# Our volunteers



## How do our volunteers help us?

At Healthwatch Telford and Wrekin we could not make all of these improvements without the support of our volunteers, who work with us to help make care better for their communities.

Our volunteers are passionate about improving health and social care services in Telford and Wrekin. They support us by engaging with service users through Enter and View visits, attending engagement events, administration duties, researching and representation.



*Frank Pitt and Liv Pitt. Dedicated Enter and View volunteers at Healthwatch Telford and Wrekin; since 2015.*

*Frank Pitt quoted;* "We have lived in Telford since 2001, I am a retired electrical engineer and my wife who is originally from Norway have no healthcare background other than using the services.

We are members of Telford and Wrekin Diabetes Support Group and we first found out about Healthwatch Telford and Wrekin, when they attended one of our Diabetes support groups. They came to deliver an update on their activities and we have been involved in Healthwatch Telford and Wrekin since 2015.

Since joining Healthwatch Telford and Wrekin we have completed our Enter and View training to become authorised representatives. Our training has given us an understanding of what is good and bad practice and enabled us to be helpful to others by signposting friends and people we meet. Also, it has allowed us to help improve services within Telford and Wrekin. Wherever possible we spread word about Healthwatch and seek feedback.

We have done several Enter and View visits to care homes within Telford and Wrekin and found this useful and informative. By talking to residents and relatives we can be their voice and feedback any comments to the management. It is nice to receive good comments to pass on as staff often do not get to hear the praise for their hard work. We have also done visits to hospital wards and doctors surgeries where we have spoken to patients and relatives about their treatment and care.

Our work with Healthwatch has also prompted us to get involved with SaTH to get a better understanding of the health service. "

*'By talking to residents and relatives we can be their voice by feeding back their comments'*

## Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

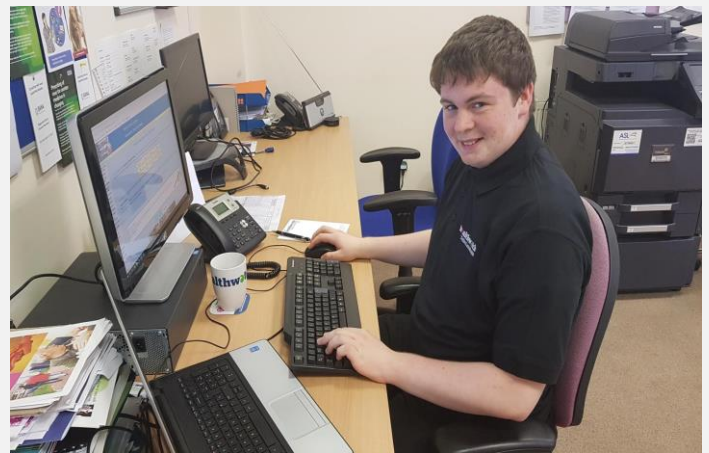


### Fiona, 51

As a person who has many health conditions including mobility problems I am aware of access issues to some services. I have been volunteering with Healthwatch for about six years, I volunteer because I am passionate about ensuring health services, including domiciliary care, are suitable for all. I have gained qualifications through distance learning. These qualifications have enabled me to understand various issues that staff and patients can face while in a caring environment. I have also gained experience of Enter and View visits which are carried out in supportive teams. By volunteering with Healthwatch I have gained more confidence, made new friends, achieved qualifications and met so many wonderful people. I find volunteering with Healthwatch great and the staff are really helpful and supportive.

### Daniel, 18

My name is Daniel Watkins and I have been with the organisation since early August 2018. I came to Healthwatch with approximately 6 years of self-taught knowledge in IT. Before I started volunteering with Healthwatch, I suffered with severe stress which would keep me back from doing everyday activities. With many thanks to the team here at Healthwatch Telford & Wrekin, they were able offer me a voluntary position. I'm an active volunteer based in the office 5 days a week and I help with any admin tasks that arise on a working day-to-day basis.



## Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch with Healthwatch Telford and Wrekin.

www.healthwatchtelfordandwrekin.co.uk  
t: 01952 739540  
e: info@healthwatchtelfordandwrekin.co.uk



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**‘Myself and the team hold volunteer support meetings monthly, it is a great way for us to have a good catch up over a cup of tea.**

**Our volunteers bring so much to our organisation and it is nice to hear what they have been up to and discuss the upcoming events**

**We are so lucky to have the volunteers, they are all committed and passionate about Healthwatch’**

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**Katie Cook**

Engagement Officer, at Healthwatch Telford & Wrekin



*Volunteer Support Meeting 2019*



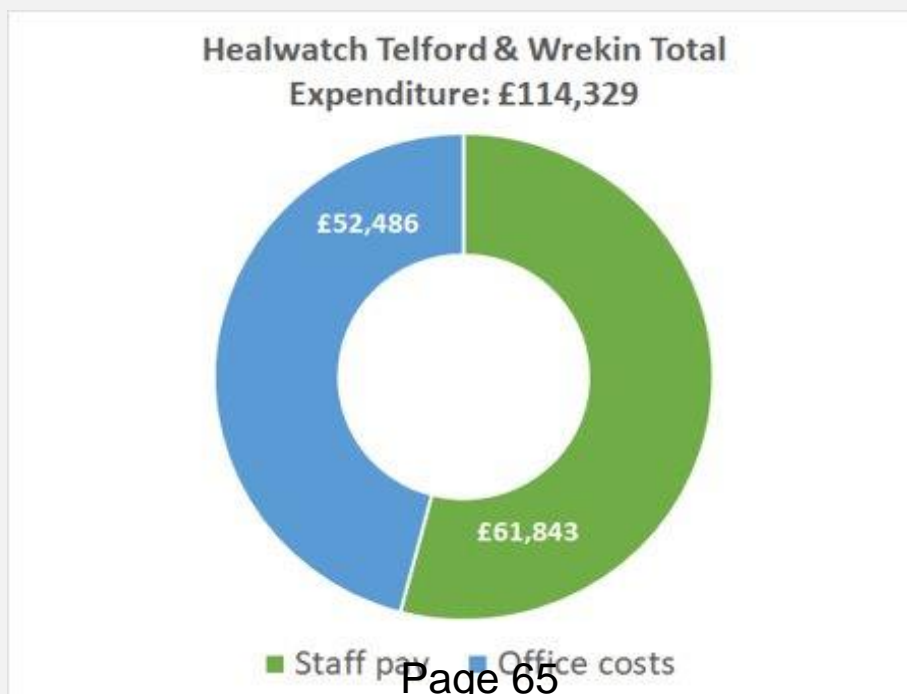
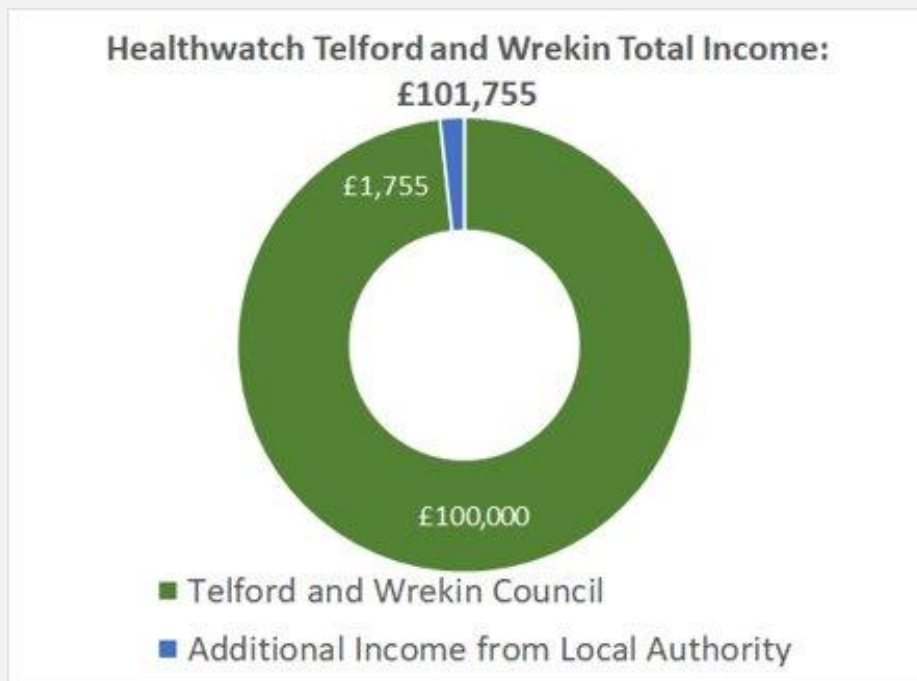
# Our finances



## How we use our money

To help us carry out our work, we received £100,000 from Telford and Wrekin Council. We also benefitted from £1,755 of additional income from our local authority for our work in producing the: **Telford and Wrekin Children and Young People Health Living Report (2018)**.

Our expenditure total of £114,329 exceeded our income total of £101,755. Existing reserve funds helped bridge this shortfall, provisioning a vital office upgrade to Office 365, satisfying associated GDPR data security responsibilities and financing surveys into local matters of concern.





**Our plans for  
next year**

# Message from our General Manager

## Reflecting on some of our current priorities, looking at future priorities, and considering barriers and opportunities

Our annual report outlines our achievements and provides insight in what we do and what we have done over the last year. As we are a small team, we need to prioritise our work in order to ensure we maximise our efforts. Whilst the organisation has not been able to respond to every request from local stakeholders for involvement and input, we have tried to be involved in key issues. We have seen many proposals to significantly change the way health and social care is delivered in Telford and Wrekin, affecting local people and we need to make sure people's voices are heard.

We have been able to carry out our statutory role and functions, with valuable support from our volunteers. Without them we would not have achieved as much as we have done. Also, we have spoken to 2045 people about their views on health and social care, and attended 172 meetings and collected 510 reviews. Additionally, we have passed concerns on to the Care Quality Commission (CQC), Telford and Wrekin Council (T&WC) and Telford and Wrekin Clinical Commissioning Group (TCCG) about providers; following engagement with people who use or access services.

## Our next steps and what we continue What are the next steps?

As a new team, we are building on and developing new working relationships with our stakeholders. This has facilitated us in informing our strategic decision makers by identifying potential improvements to services.

### Aims

- + Enable people to easily access the right services through effective signposting, information and advice.
- + Influence and help shape the planning and delivery of health and social care through using intelligence and insights from people's experiences.
- + Be a local watchdog challenging local services and decisions to ensure the public voice has been heard and taken into account.

### Objectives

- + Raise the profile of Healthwatch Telford and Wrekin, improving recognition and influence; particularly with local stakeholders.
- + Improve Healthwatch Telford and Wrekin's data collection and analysis as well as influencing future changes to health and social care services; local maternity services, adult social care, dental care, ophthalmology/optical services.

### Barriers & Opportunities

- + Engaging with people from Telford and Wrekin and attending meetings with a small team and reducing funding in order to meet this year's plan, Healthwatch Telford and Wrekin had to withdraw some reserves. This will not be sustainable long term.
- + Competing with other organisations for volunteers.
- + Engaging with providers who offer differing views of what we do - Enter and View visits, for example and raising concerns.

## Opportunities We Will Be Taking Advantage Of Next Year

- + To work with the Sustainability and Transformation Partnership, Health Providers, Telford and Wrekin Council, Healthwatch Shropshire on the NHS Long-Term plan, Local Maternity Services and other themed activities.

### Looking ahead

- + Making it easy for people to provide their feedback and views about the services they use e.g. through holding public engagement events.
- + Identify trends in the feedback we receive, so that we can properly target our Enter and View visits.
- + Represent the views of people who use these services, Carers and the public at important decision-making meetings, such as the Health and Wellbeing Board, Sustainability and Transformation Partnership Shropshire, Telford and Wrekin, Health Oversight and Scrutiny Board and other such meetings
- + Provide a signposting service to help people to find and access the right services for their needs e.g. through informing people where to go for help.
- + To engage with seldom heard groups, so every single person can make their views known and break down potential barriers.

### Our Future Priorities

In relation to our forward plan, throughout 2019/20 we will be supporting engagement activities around the NHS Long-Term plan and Sustainability and Transformation Partnership, with the aim to make the NHS fit for the future for the next 10 years. We will also be working with key stakeholders around Integrated Care Systems (which involved Neighbourhood working, Primary Care Networks) - to ensure local people's views are explored and voices are heard

Throughout 2019/20, we will continue to gather information on Health and Social Care services e.g. GP services and to support our strategic objectives we will be focusing our work around several key topics. The headline areas will involve;

- + Urgent and Emergency Care
- + Mental Health
- + Hospital Care (discharge)
- + Local Maternity Services
- + Adult Social Care
- + Dental Care
- + Ophthalmology/Optical Services
- + Learning disabilities.



### Our Top Priorities

- + Provide Information and signposting people.
- + Delivering on our statutory functions.
- + Marketing and communicating what Healthwatch Telford and Wrekin does with the people of Telford and Wrekin.
- + Attend engagement events and meetings.
- + Volunteering (recruitment, retention and involvement).
- + Continue and increase our Enter and View programme of visits.
- + Consider any commissioned work.



*Paul Shirley*

**Paul Shirley**

General Manager, at Healthwatch Telford and

# Thank you

‘We hope you enjoyed reading this annual report and hopefully it will give you more of an insight of what we have achieved so far. Should you wish to provide us with any insight on how local health and social care services are performing we would be happy to receive your feedback. You may also like to be involved as a volunteer or to keep in touch in some way. If so, then please do get in touch.’

**Paul Shirley**

General Manager, at Healthwatch Telford & Wrekin



# Contact us

Healthwatch Telford & Wrekin  
Meeting Point House  
Southwater  
Telford  
TF4 3HS

- + t: 01952 739540
- + e: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)
- + tw: @Healthwatch\_TW
- + fb: [Facebook.com/HealthwatchTW](https://www.facebook.com/HealthwatchTW)
- + [www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)

Healthwatch England  
National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

- + t: 03000 683 000
- + [Enquiries@healthwatch.co.uk](mailto:Enquiries@healthwatch.co.uk)



Healthwatch Telford &  
Wrekin  
Meeting Point House  
Southwater  
Telford  
TF4 3HS

[www.healthwatchtelfordandwrekin.co.uk](http://www.healthwatchtelfordandwrekin.co.uk)  
t: 01952 739540  
e: [info@healthwatchtelfordandwrekin.co.uk](mailto:info@healthwatchtelfordandwrekin.co.uk)  
tw: @Healthwatch\_TW  
fb: [facebook.com/HealthwatchTW](https://facebook.com/HealthwatchTW)

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