



Borough of Telford and Wrekin

Health & Wellbeing Board

Thursday 28 November 2024

Health & Wellbeing Strategy Delivery Progress April – October 2024

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| Cabinet Member: | Cllr Kelly Middleton - Cabinet Member: Healthy, Safer & Stronger Communities and Partnerships |
| Lead Director: | Helen Onions - Interim Director: Health & Wellbeing |
| Service Area: | Health & Wellbeing |
| Report Author: | Anna Redgate – Specialty Registrar in Public Health Louise Mills – Service Delivery Manager for Health Improvement |
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| Wards Affected: | All Wards |

1.0 Recommendations for decision:

Health & Wellbeing Board is asked to:

- 1.1 Acknowledge the delivery progress made against the HWB Strategy priorities since the last update report in March 2024.

2.0 Purpose of Report

- 2.1 This report provides an update on progress made towards delivery of the HWB Strategy during the period April – October 2024.

3.0 Background

- 3.1 The HWB approved its refreshed Strategy for 2023 – 2027 in July 2023, and since the adoption of the Strategy the Board has received three updates on delivery of the priorities.
- 3.2 The HWB Strategy refresh was shaped by: a wide range of existing partnership plans, data and intelligence from the Joint Strategic Needs Assessment (JSNA)

and through insight and engagement with our residents, communities and partners.

- 3.3 The framework of the HWB Strategy adopts a life course approach, with a focus on resilient inclusive communities, and closing the gap to reduce inequalities. There is a broad scope of priorities across public health and prevention agendas, integrated community care and the wider determinants of health.

4.0 Summary of main proposals

- 4.1 The delivery report in Appendix I details progress against the key strategy priorities, including highlights on performance and outcomes, case studies and good practice.

- 4.2 Key areas to highlight and themes to consider are as follows:

Significant progress has been made across the wide range of priorities. Reaching communities through outreach activity has been enhanced through established relationships with trusted local leaders and volunteers. This approach, along with the use of data has proved effective in ensuring local resources are targeted to tackle inequalities and delivery of a broad range of high quality support services close to where people live. Partnership working has remained strong; in particular joint working across council teams and interagency working with the community and voluntary sector.

- 4.3 Areas of risk and challenge include the following:

Several programmes have benefitted from short term project funded providing opportunities to test out new innovative approaches and to collaborate with new partners. The continued budget pressures and short term funding across all partners remains one of the largest challenges across programmes. Looking forward it will be important to maximise opportunities for prevention, place based working and integration with our system wide health partners. This approach has huge potential to deliver improved outcomes for local residents.

5.0 Alternative Options

- 5.1 A refreshed Strategy is required in order for the HWB to fulfil its duties with respect to the responsibility for developing the joint strategic needs assessment and joint local health and wellbeing strategy.

6.0 Key Risks

- 6.1 Not refreshing the Strategy to re-frame the most up-to-date intelligence in the JSNA and insight from our residents following the experience of the pandemic, will risk not improving the health and wellbeing outcomes of our communities and may exacerbate health inequalities further.

7.0 Council Priorities

- 7.1 The Health & Wellbeing Strategy contributes to the delivery of the Council Plan - Protect, Care and Invest, particularly the priority – every child and adult lives well in their communities, but also the other four priorities significantly impact on health and wellbeing as they commit to improve the wider determinants of health.
- 7.2 The Health & Wellbeing Strategy also contributes to the Borough Vision 2032 to build a more inclusive borough, which strongly aligns to the inequalities agenda, and includes the ambition - everyone is able to live a healthy and independent life. The other three Vision ambitions also contribute to improving the health and wellbeing of our residents more broadly.

8.0 Financial Implications

- 8.1 The strategy presents a wide range of programmes and initiatives which, for the Council, will be delivered from resources approved either in the existing Medium Term Financial strategy or approved by separate consideration within the Council's Governance structure.

9.0 Legal and HR Implications

- 9.1 The Council has statutory obligations pursuant to the Local Government and Public Involvement in Health Act 2007 (as amended) to produce a Health and Wellbeing Strategy, following receipt of the Integrated Care Strategy setting out how the assessed health needs in relation to the borough are to be met by the Council, the Integrated Care Board and NHS England.
- 9.2 The recommendations in this report and the strategy itself comply with the Council's statutory obligations and the strategy has been produced in consideration of the Integrated Care Partnership strategy and the Integrated Care System forward plan.

10.0 Ward Implications

- 10.1 All our residents and therefore all Wards are affected, however health inequalities are more evident in the most deprived Wards. The NHS is expected to have a particular focus on targeting inequalities the most deprived 20% of areas in England (Lower Level Super Output Areas – LSOAs), these communities are referred to as the core20.

11.0 Health, Social and Economic Implications

- 11.1 The refreshed Strategy includes as priorities: “economic opportunity”, “housing and homelessness” and “inclusive resilient communities” – these are known as the wider or social determinants of health. The priorities compliment the specific priorities which are more directly related to health, which are: “healthy weight”,

“alcohol, drug and domestic abuse”, “mental health and wellbeing”, “protect, prevent and detect” and “intergrated neighbourhood health and care”.

12.0 Equality and Diversity Implications

12.1 Closing the gap is a strong inequalities focus in the Strategy, and groups of residents most likely to face health inequalities are referenced. These so called inclusion groups strongly align to the Equalities Act Protected Characteristics.

13.0 Climate Change and Environmental Implications

13.1 “Green and sustainable borough” is one of the specific priorities in the Strategy, and a number of plans and initiatives are referred to including: the Green Guarantee, Carbon Neutral Plan, the Electric Vehicle Strategy and Local Cycling & Walking Infrastructure Plan and the Air Quality Strategy.

14.0 Background Papers

1. Health & Wellbeing Board – June 2023 (strategy approval)
2. Health & Wellbeing Board – Sept 2023 (strategy delivery progress)
3. Health & Wellbeing Board – Dec 2023 (strategy delivery progress)
4. Health & Wellbeing Board – March 2024 (strategy delivery progress)

15.0 Appendices

- A Telford & Wrekin Health & Wellbeing Strategy Progress Delivery Report
April – October 2024

16.0 Report Sign Off

| Signed off by | Date sent | Date signed off | Initials |
|----------------------|------------------|------------------------|-----------------|
| Director | 13/11/2024 | 18/11/2024 | HO |
| Legal | 00/11/2024 | 00/11/2024 | RP |
| Finance | 00/11/2024 | 00/11/2024 | RP |

**Telford & Wrekin Health and Wellbeing Strategy 2023-2027
Progress Delivery Report (April – October 2024)**

| Healthy Weight | |
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| Inequality focus | To create opportunities for groups facing inequalities including those with a learning disability, physical disability, or long-term health condition, and those with a common mental health problem or serious mental illness. |
| Key progress | <ul style="list-style-type: none"> • As discussed in the last HWB, the Healthy Weight strategy has been completed and released for public view, following engagement from stakeholders and members of the public. Work has continued to implement the strategy. • A webinar was shared to 25 different schools and resources shared to support and improve food standards through partnership between Health Protection and the Healthy Weight teams, • Healthy Lifestyles Service has supported 830 adults to lose weight (April – November 2023). The families of 234 children have been directly contacted by telephone and 55 families have commenced with the programme of support from Healthy Families. • Key strategy actions have been aligned with Shropshire colleagues to deliver joint actions for NHS partners. Task and finish group to be established. • Do it for campaign was launched July 2024 as universal offer for supporting healthy lifestyles. The campaign supports people to fulfil healthier lifestyles and improve healthy weight outcomes. • Work continues within the ICB into delivering Tier 2 NHS weight management services, with a focus on equitable referrals into weight management services and promoting awareness of the importance of digital inclusion. • The NHS Type 2 Diabetes to Remission service went live in July with positive initial feedback. There is ongoing collaboration with GP practices by sharing targeted communications (e.g. social media content, newsletters, patient information) that highlight the importance of the programme. |
| Success story/outcome measure | This is an example from the Healthy Lifestyles service user case study. A 46-year-old full time carer for her autistic son participated in a 12-week programme. Overall, there was an over 14% weight loss and a reduction in BMI from 36.3 to 31. This was associated with a significantly improved wellbeing score of 96% from 40% prior to the start of the programme. After witnessing the programme's benefits, the client's son has now signed up to the programme. |
| Issues/ challenges for HWB | <p>The number of year 6 children identified as "very overweight" exceeded 500 in 2023-2024.</p> <p>The adapted resources and weight management service offer desirable for those residents with learning disabilities as part of the inequalities focus.</p> |
| Plans for next quarter | <ul style="list-style-type: none"> • Strengthen Do It For life campaign (due for relaunch in January 2025) • Hold stakeholder webinars for stakeholders in the Healthy Weight strategy (January 2025). • Progress with weight management training for professionals. |

| Domestic Abuse | |
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| Inequality focus | There is further engagement work planned with the Interfaith Council and there are plans to encourage representatives from more communities to joint Domestic Abuse forum. Currently 15% of victims receiving specialist support are from minority ethnic communities. |
| Key progress | <ul style="list-style-type: none"> • The Telford and Wrekin Integrated Domestic Abuse Service contract (Cranstoun/West Mercia Women’s Aid) continues to be managed through quarterly contract meetings and monthly service development meetings. • Cranstoun have successfully secured the provision of 2 premises for safe accommodation with a local provider, a 1-bedroom flat for a mother and baby and a 2 unit premises for a mother and children. • Over 50% of primary schools now have a domestic abuse ambassador. There has been slower take up from secondary school, however active promotion continues. • A new experts by experience forum has been established to support partners’ service developments by highlighting gaps in services and what local survivors would have found beneficial at each stage of their journey. • A new, consolidated Domestic Abuse Training Offer is being targeted at local businesses between September 2024 and March 2025, aiming for 140 attendees on the domestic abuse awareness courses and 70 attendees on domestic abuse ambassador training, with subsequent access to the established domestic abuse ambassadors network. • A local family solicitor has joined Domestic Abuse Forum and gave a talk about the family Court system to the Forum in April |
| Improving outcomes | <p>SPOC (single point of contact) referrals for domestic abuse support increased from 277 in Q1 to 306 in Q2.</p> <p>The number of young people impacted by DA receiving structured support increased from 31 in Q1 to 50 in Q2.</p> <p>The number of DA perpetrators engaged in a behaviour change programme increased from 33 in Q1 to 39 in Q2</p> |
| Issues/ challenges for HWB | A shortage of appropriate dispersed and move-on accommodation continues to challenge the development of a supply chain of Safe Accommodation. |
| Plans for next quarter | <ul style="list-style-type: none"> • Cranstoun will also be bringing an additional 1-bedroom flat and 6 bed HMO (house in multiple occupation). This will be launched once the necessary legal processes have been completed. • Safe Lives MARAC observations and case audit has been arranged with West Mercia Police for December 2024. • Cranstoun continuing to attend teacher training days and college safeguarding events to raise profile of support for children and young people who have been affected by domestic abuse. • We continue to work closely with Severn Training & Schools Alliance in our work upskill schools regarding the impact of domestic abuse and have a domestic abuse ambassador in the majority of schools. • Promotion of “Loudmouth” schools offer across the Borough. |

| Alcohol and Drugs | |
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| Inequality focus | There is an ongoing focus on utilising data available to better understand unmet need in minority communities, which will inform further plans looking to reduce this. |
| Key progress | <ul style="list-style-type: none"> • Ambulatory detoxes, delivered by STaRS at Strickland House, have now commenced. Two individuals have started and successfully completed this treatment, with ongoing support from peers at TACT (Telford Aftercare Team) in place. Feedback on this element of service has been very positive so far. • Local monitoring demonstrates that the 75% target for continuity of care has been achieved consistently for over three months consecutively. • 11th annual Recovery Conference took place on the 26th September, and was another successful and well attended event. • Comms plan role out continues. Following visits to all services by Cllr Kelly Middleton video content continues to be posted to the Council's social media channels. Content was also regularly posted through national recovery month (September) to raise awareness of services. |
| Improving outcomes | <p>Unmet treatment need for those with opiate dependence fell slightly between March and June 2024 (59.9% vs 58.6%; rolling 12 months).</p> <p>Referral for treatment increased during the quarter to 374, higher than the same quarter in 2023. However, referrals for opiate and alcohol treatment have reduced.</p> |
| Issues/ challenges for HWB | <p>Increasing the number of opiate dependent individuals accessing structured treatment – there continues to be a shallow but downward trend in the numbers accessing treatment and associated rise in unmet need.</p> <p>Unfortunately, the estimated unmet need for those using opiates and crack continues to rise (upward trend since Mar 2023), currently 55.2% vs 49% at the same point in 2023.</p> <p>There is a continuing elevated potential risk of fatal overdoses from increasing availability/use of synthetic opioids nationally.</p> |
| Plans for next quarter | <ul style="list-style-type: none"> • Initial meetings to take place focussing on the actions to be achieved for Telford & Wrekin to achieve inclusive recovery community status and the associated summit to take place in September 2025. • Monitor prison releases for those not requiring OST (Opioid Substitution Therapy), which are increasing, and assess the impact on continuity of care figures. • Implementation of the Substance Misuse and Prenting Group to be delivered by STaRS as part of the Family Safeguarding Model. • Further training for use of Naloxone and distribution of kits to, ABT (additional staff), Clairmont House (Domestic Violence and family assessment residence), YMCA, Street Pastors, Man in Place (additional staff), STAY and Yellow Ribbon. |

| Mental health and wellbeing: Children & Young People | |
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| Inequality focus | Children and young people who: have SEND, are looked after or care leavers, those who are NEET, and those who suffer multiple disadvantage and trauma. |
| Key progress | <ul style="list-style-type: none"> • The Annual Public Health Report 2024 launched in March, focuses on the emotional health and wellbeing of children and young people. • Young Person's Year of Wellbeing campaign engagement continues to grow, with sign-ups and booklets designed, including a year of wellbeing Z card aimed at year 6 children. <ul style="list-style-type: none"> ○ There are currently 790 subscribers to the campaign newsletter. ○ A social media reach of 106.8k ○ 272 clicks on posts. • Events within the Young Person's year of Wellbeing include: a World Mental Health Day summit to launch the event, school events and Well Fayre at Abraham Darby. • The ICB have agreed in year KPIs and a service specification the Bee U service for 2024/25. Thirty-four Telford and Wrekin education settings continue to be supported by BeeU's mental health support team in schools. • The ICB have agreed additional investment into the existing BeeU contract, including: <ul style="list-style-type: none"> ○ Increasing capacity by an additional 35 FTE ○ Access target for children and young people of 8,341 by March 2025. ○ Reducing routine assessment waiting times to 4 weeks ○ Reducing waiting time for support to start within 18 weeks of referral. ○ Reducing waiting times for Autism assessment to 24 weeks ○ Reducing waiting times for ADHD assessment to 18 weeks. • The Schools Wellbeing Charter Mark is being piloted in schools. The Charter Mark is based on eight evidence-based principles, providing a systemic framework for schools to engage in a assess-plan-do-review cycle regarding the well-being of the whole school community: <ul style="list-style-type: none"> ○ 10 schools have so far engaged with this initial pilot, with several more interested in the next phase. This includes primary, secondary and specialist schools. ○ Early trends in action plan points include: the integration of wellbeing into leadership roles, promotion of inclusivity and diversity, promotion of staff wellbeing and promotion of parental involvement. • The Telford & Wrekin Integrated Place Partnership has identified All-Age Mental Health as a key priority for 2024-2026. |
| Improving outcomes - success story | <p>The Young People's Year of Wellbeing Campaign has been launched as part of the YP Forum summit, with approximately 790 young people signed up to date.</p> <p>Feedback from initial completion of the Charter Mark survey was positive, and included the following quote: <i>"The changes we have made are small, simple changes and these are the ones that are the most effective. It hasn't been a huge increase of workload, but it has made us focus on things that we can adapt and be made better for our whole community."</i></p> |
| Issues/ challenges for HWB | <p>Demand and waiting times for BeeU continues to be an ongoing issue.</p> <p>There needs to be a system-wide STW review of the breadth of services and support available to CYP to build resilience and offer the right help at the right time for those with mental health problems, to ensure the provision is responsive to need and inequity gaps are addressed.</p> |
| Plans for next quarter | <ul style="list-style-type: none"> • Continuation of work surrounding the schools Charter Mark pilot. |

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| | <ul style="list-style-type: none">• The ICB have launched a review of Children and Young People's Mental Health Service, working together with MPFT, both Local Authorities and voluntary sector and partnership agencies to co-produce a new service model for April 2025.• The ICB will lead on professional engagement during August/September and coproduce and consult with CYP, parents and carers on revised model during September/October 2024. Further updates will be brought to H&WB.• ICS re-establishing CYP Mental Health Governance arrangements• ICB to develop commissioning intentions regarding Children's Neurodevelopmental Pathways.• Recruitment to a specialist Mental Health Practitioner within the Children in Care team to aide mental health identification and response to prevent placement breakdown.• Embed Bee U mental health practitioners within Family Hubs.• Develop a schools survey to identify mental health support in schools• Extending School Nurse support within independent schools to support young people with emotional health and wellbeing support.• Action plan being developed to address feedback from children and young people following year of wellbeing responses. |
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| Mental health and wellbeing: Adults | |
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| Inequality focus | Adults who experience poor mental health alongside other vulnerabilities such as alcohol and drug use and housing needs. |
| Key progress | <ul style="list-style-type: none"> • Robust partnerships are in place with housing/houselessness and substance misuse teams. There continue to be ongoing opportunities for learning with an upcoming meeting concerning potential improvement within a case-based setting. • White Cottage apartments (formally known as Queen's Road) have opened with the first tenants moving in on 4th November 2024. The site will offer 24/7 supported accommodation for residents, which will form an important step down from out of area placements. • Work is ongoing to establish the scope of the mental health strategy. Discussions with stakeholders and people with lived experience have begun to inform priorities for the first draft of the strategy. • The African-Caribbean community initiative (ACCI) continue to support individuals from the Black community with mental health needs locally. However, this is on a much-reduced capacity due to reduced funding. • Improving the pathway from children's to adult mental health services remains an ongoing priority for Telford and Wrekin and services. • Recruitment to the mental health social care team has been completed which improves capacity. We now have a forensic senior social worker in post and we will shortly be adding to the team with a part-time rehabilitation social worker as part of a multidisciplinary team within MPFT or rehabilitation. • Mental Health alliance continues to meet and coordinate approaches to support those who find it challenging to engage with services. • We still have good strategic relationships with housing partners to inform future accommodation-based developments. • The Telford & Wrekin Integrated Place Partnership has identified All-Age Mental Health as a key priority for 2024-2026. |
| Improving outcomes - success story | A vulnerable service user was relocated out of area due to lack of local provision. They have now been relocated back to Telford to be near their friends and family, where they can continue their recovery in a place they can call home. |
| Issues/ challenges for HWB | <p>There continues to be increasing demand and complexity on mental health services, with significant increasing demand on the NHS.</p> <p>There are continuing issues with securing funding for ongoing engagement from ACCI, who have providing local support for people with mental health needs who are from black and minority ethnic groups.</p> <p>An increase in number of supported accommodation developments outside of local authority preferred process is likely to cause increased system-wide pressure, including on mental health services.</p> |
| Plans for next quarter | <ul style="list-style-type: none"> • Continue initial scoping work with stakeholders and those with lived experiences for the first draft of the mental health strategy and develop a communications and engagement plan. • Ongoing conversations about the next supported accommodation scheme and what this will look like. • There are plans to develop a market position statement across all client groups to ensure care be provided closer to home. |

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| | <ul style="list-style-type: none"> • Agree a Section 256 with the ICB to formalise the LA commissioning role of the Calm Cafés. |
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| Prevent, Protect and Detect Early | |
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| Inequality focus | Narrowing the gap in uptake of screening programmes and health checks across GP practices |
| Key progress | <ul style="list-style-type: none"> • The Innovation for Health Inequalities Community Hypertension Case-finding Programme (InHIP) has resulted in a total of 577 blood pressure checks being undertaken in community settings and events leading to 37 cases of previously undiagnosed high blood pressure. 31 volunteers (Health Champions) have so far been trained to take blood pressures. • Community venues where blood pressure checks have been measured include: <ul style="list-style-type: none"> ○ Pop-up centres in CORE20 communities (20% most deprived areas), with additional targeting of key inclusion groups such as people who are homeless, have learning disabilities, are domestic abuse victims, gypsy travellers, and veterans. ○ Blood pressure checks at the Livewell hub in Madley. ○ Targeted communications to promote pop up sessions including door to door leaflets, Facebook advertisements, and support from the Healthy Lifestyles team. • Continuing the work of the InHIP programme, a small grant scheme has commenced to scale up blood pressure monitoring, enabling and empowering communities to check their own blood pressure. This scheme is currently undergoing signs ups, with a particular focus on CORE20 areas and inclusion groups, and two training sessions have already been delivered. <ul style="list-style-type: none"> ○ Feedback from initial training sessions has been very positive, with words such as “awesome”, “excellent”, “inspiring”, and “useful” circled on feedback forms. • Collaborative work with Lingen Davies and the ICB continues surrounding Cancer Champions. This has led to 115 Cancer Champions (Core20 Connectors) from diverse backgrounds in Telford & Wrekin. With a primary focus to increase uptake of the three cancer screening programmes (breast, colorectal and cervical), Champions are engaging in promotional community events, raising awareness of cancer signs and symptoms and gathering key insights from residents on barriers to cancer screening. <ul style="list-style-type: none"> ○ Cancer Champions are becoming increasingly integrated into ICB governance, with planned streams of work including piloting a survey to GPs looking at barriers to cervical screening. • The number of NHS health checks offered in GP has gone down slightly, however the acceptance rate has increased. Govt. funding has been awarded following a successful public health bid, to offer health checks in workplaces and the results of this pilot will inform our targeted inequalities approach in future. • NHS England funding has been awarded run an inequalities pilot across STW to increase the uptake of HPV and MMR vaccines; this will be delivered by March 2025. • NHS Tobacco dependency teams continue their work to reduce smoking among patients admitted to hospital as part of the tobacco dependency programme initiative. This work occurs in our maternity, acute inpatients and mental health inpatients). Future plans include the setting up of a system wide smoke free steering group. |

APPENDIX I

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| <p>Improving outcomes - success story</p> | <p>The following is an example of our InHIP monitoring. A young police officer with a family history of heart disease was seen. On identification of potential high blood pressure, further 7-day blood pressure monitoring confirmed extremely high blood pressure (defined as values >180/110). With the assistance of his GP, this was successfully treated and his blood pressure is now within the normal range.</p> <p>In an example of collaborative working, a male with a number of long-term health conditions was referred to the InHIP project following a Healthy Lifestyle Assessment at TELDOC Oakengates. Following referral by the Health Improvement Outreach Coordinator, he received blood pressure monitoring with the community pharmacy. This confirmed extremely high blood pressure, and he subsequently received prompt treatment from his GP. The patient and his wife expressed their thanks for the speed in which this was identified and treated.</p> <p>In July, a diabetes promotion event in the vicinity of local supermarket was run alongside ICB colleagues. This provided an excellent opportunity for health promotion including blood pressure checks within the community.</p> |
| <p>Issues/ challenges for HWB</p> | <p>The prevent and treatment of diabetes continues to be a significant issue in STW, and the ICB are leading the development of a new model of care in collaboration with public health teams.</p> |
| <p>Plans for next quarter</p> | <ul style="list-style-type: none"> • For NHS Health Checks – New External Quality Assurance system is being implemented. • Continuing the work from the InHIP programme, blood pressure training will continue to take place over December with blood pressure checks to be completed by volunteers over a 12-week period between January to March. • Final data from the InHIP scheme will be collated and analysed. A referral form to Healthy Lifestyle services has already been embedded within data collection devices. • We will continue to act as supporting partners to Lingen Davies in their ongoing work with Cancer Champions, aligned with our Ageing well work programme. • A working group will continue to consider ways in which we can support Lingen Davies in their work and ensure inclusion and recruitment of champions from under-represented groups/groups at high risk of inequalities. |

| Integrated neighbourhood health and care: Best start in life | |
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| Inequality focus | Start for Life Family Hubs transformation prioritised based on areas with worst levels of socio-economic deprivation. |
| Key progress | <ul style="list-style-type: none"> The Family Hubs service offer continues to develop in all of the programme areas: parenting, perinatal mental health, parent infant relationships, home learning environment, infant feeding and parent carer panel. Phase 1 and 2 of the Best Start for Life Family Hub transformation complete, including Phase 2 Hazel, Cherry Blossom and Evergreen. Phase 3 (Wellington, Donnington and Newport) – we are currently working with local areas to identify suitable venues for Family Hubs. 0-2s booklet has been refreshed and released (9th October), and translated into Romanian, Polish and Punjabi. The website is still in consultation. It is being refreshed for November with additional information (for example, domestic abuse). Little book of parenting is now available for families (Seeds to Orchard) which include every age from 0-19. A perinatal mental health strategy group is in place and an asset mapping and areas of development workshop was held 11th Sept. Fatherhood Institute survey commenced 9th Sep for all partner staff – the results are awaited. Following the results of the report, 16 fatherhood champions will be recruited and trained – they will be recruited from key partner areas. First Caring Dads course has commenced with 2 Dads currently enrolled in the course. The course runs over 17 weeks and focuses on improving the participants' relationships with their children and mother. Breastfeeding support network continues in the community, with volunteers, support texts, 1-2-1 and groups now available. |
| Improving outcomes - success story | <p>The Family Hub Framework has been recognised as an area of emerging strong practice by Ministerial Visit in April 2024.</p> <p>The website for parents is now live, packed with information and advice https://www.telfordfamilyhubs.co.uk/</p> <p>Breastfeeding rates at 6-8 weeks continue to rise, increasing from 33% in Q1 23/24, to 39% in Q4 23/24.</p> |
| Issues/ challenges for HWB | <p>There has been a delay in offering face-to-face antenatal support through maternity services, but the Shrop Comm Healthy Child Programme health visiting team have now picked this up.</p> <p>The Family Hub interactive screens are delayed – each family hub will have a screen on site which will enable people to access the website, there has been a delay in these being purchased.</p> <p>The Family Hubs programme is underpinned by DfE funding which was due to end in March 2025. The Government's Autumn Budget Statement did include funding for family hubs in 2025/26, however the budget has been reduced and official confirmation of the TWC budget for next year is still awaited.</p> |
| Plans for next quarter | <ul style="list-style-type: none"> There will be a review all of the Family Hubs commissioned services to determine impact and outcomes to determine commissioning arrangements. |

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| | <ul style="list-style-type: none">• The search is ongoing into suitable venues for the 3 remaining Family Hubs to progress with Phase 3 of the programme.• Aim to recommission services for 2025-2026 delivery for Family Hubs and compile an annual report – who we have reached/what has been delivered with the Family Hubs.• Recruitment of fatherhood champions from a range of professional and voluntary areas.• Continue to link with the development of the Live Well Hubs and the preventative integrated approach detailed in the next section. |
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| Integrated neighbourhood health and care (Primary care focus) TO BE UPDATED | |
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| Inequality focus | All Primary Care Networks have nominated health inequalities leads and specific health inequality related projects are in place for 2023/24. Health inequalities is one the priority criteria the Primary Care Team use to target practices requiring improvement support. |
| Key progress | <ul style="list-style-type: none"> • The STW ICB System-level Primary Care Access Improvement Plan was initially presented at the December Health and wellbeing board and outlined 4 key pillars. <ul style="list-style-type: none"> ○ Empowering patients. ○ Implementing modern General Practice ○ Building Capacity ○ Cutting Bureaucracy • Its core purpose remains to demonstrate how we can mitigate the primary care crisis by improving access and quality of care. • Two pilots are currently underway within the system which are based on the NHS England proactive care model – SW Shropshire and Teldoc (patient numbers are between 10 and 25 patients). • As of September, joint visits to Primary Care Networks by programme team and Shropcom were 85% complete. • The Telford and Wrekin Integrated Place Partnership (TWIPP) has named supporting general practice as one of its three key priorities for 2024 - 2026. |
| Improving outcomes - success story | |
| Issues/ challenges for HWB | <p>General Practice continues to be under significant systemic pressure, with demand outstripping capacity. limiting its overall effectiveness and increasing the risk of negative patient experiences. There are around 2.86m GP appointments in Shropshire, Telford & Wrekin a year, which is 9% more pre-pandemic level.</p> <p>NHS STW are receiving support as part of the national Recovery Support Programme which provides focused and integrated support to work through local complex challenges with a key focus on financial recovery</p> |
| Plans for next quarter | <ul style="list-style-type: none"> • Work continues around the 4 key pillars, with work streams including: <ul style="list-style-type: none"> ○ Increased usage of the Community Pharmacy service to the 81 Community Pharmacies across STW. ○ Encouraging GPs to apply for funding to move to Modern GP Model, to improve digital telephony and improved online requests for patients. ○ Increase the Healthcare Professional workforce across STW. ○ Improving GP Retention across the ICB. ○ Working with Practices and PCNs to level of Practice Nurses. ○ Work with Secondary Care to improve the Primary Care interface. ○ Improve onward referrals of patients across the system. |

| Integrated Neighbourhood Health and Care: focus on Telford and Wrekin Integrated Place Partnership (TWIPP) | |
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| Inequality focus | TWIPP has a key focus in reducing overall health inequalities within the Telford and Wrekin population. |
| Key progress | <ul style="list-style-type: none"> • Integration continues to be at the centre of our approach to transforming the local health and social care system in Telford and Wrekin. • TWIPP continues to ensure the delivery of priorities using a place-based approach, utilising integrated local assets. It continues to support neighbourhood developments, building on existing projects. • TWIPP has recently agreed on 3 main priorities from 2025/26: <ul style="list-style-type: none"> ○ Supporting General Practice by working together to reduce and manage demand for GP services and appointments. ○ Mental health services & support (for all ages) - prevention, early intervention and specialist services ○ Healthy Ageing - preventing, reducing and delaying frailty. • The TWIPP Neighbourhood Working Accelerator Group continues to drive forwards the development of neighbourhood working across all PCN areas, providing a space in which good practice can be shared, problems discussed, and solutions can be agreed. The group comprises of representation from across NHS providers, ICB, local authority and the VCSE sector. • Current neighbourhood approaches include: <ul style="list-style-type: none"> ○ A Proactive Care Pilot at Teldoc PCN on 24 individuals using social prescribing and paramedics to undertake an initial holistic assessment. ○ Prevention neighbourhood approach in South East Telford PCN launched in April, including the Live Well Hub at the Anstice, ongoing work looking at different ways to undertake blood pressures, health checks and early detection of cancer in the area. ○ Energize Donnington Project – let by Energize they are working alongside local organisations, groups and residents to create a healthier community and reduce health inequalities. Building a supportive network that's dedicated to making better health and wellbeing accessible for all. |
| Improving outcomes - success story | As part of a community falls prevention scheme, patient "M" joined the Falls Prevention class following an unsuccessful knee operation. Her walking has now improved, and she regularly attends the local Moving On session. She can now walk 2-3 miles at once, volunteers and leads local walks close to where she lives. |
| Issues/ challenges for HWB | <ul style="list-style-type: none"> • Work is being delivered to date with no additional funding. • An ongoing need to support the growth of the neighbourhood approach across Telford and Wrekin, considering the potential workforce required to support project roll outs (e.g. a care coordinator) • System wide Organisational Development support to work with staff on the ground and their managers to support them through changes to ways of working - increasing positive impact on people working in neighbourhoods, improving outcomes for residents and ensuring sustainability of approach. • Digital system compatibility/information sharing across all partners continues to be an issue but will be explored and solutions identified through pilots and subsequent roll out. |
| Plans for next quarter | <ul style="list-style-type: none"> • Plans for an evaluation of Proactive Care pilots to support further developments of neighbourhood working • Finalisations of the Telford and Wrekin 'neighbourhoods'. |

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| | <ul style="list-style-type: none">• Development of mini JSNAs for each neighbourhood to provide intelligence. This will include data from NHS, local authority and GP practices.• Development of neighbourhood network lists - each neighbourhood will have a 'neighbourhood network' list which will provide the key contacts / roles to support workers to know who to contact.• Support for neighbourhoods to deliver 'network sessions to help support the workers' development in this approach.• Further development / roll out of proactive care / population health management approaches across all neighbourhood.• Through the new joint commissioning team of the ICB and alongside the LA commissioners ensure neighbourhood approaches are embedded and where appropriate develop a neighbourhood commissioning approach. |
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| Green and Sustainable Boroughs | |
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| Inequality focus | Green space focused activities have been focused towards under-represented groups, including people from lower-socioeconomic groups, ethnically diverse communities and people with disabilities. |
| Key progress | <ul style="list-style-type: none"> Green Spaces Are Go continues until end of December, with a wide range of external community organisations and internal teams delivering a diverse array of physical activities in our green spaces. As of Sept 2024, almost 1500 people have engaged with activities, with the campaign creating almost 260,000 impressions on multiple social media platforms, Active Smiles, designed to incentivise more active commuting through supermarket vouchers, was taken up by 25 members of staff, with 308 commutes completed in total. The Council has established a Corporate Climate Adaptation Risk Register (April 2024). This will help the Council proactively manage the current and future impacts of climate change including health related impacts such as heat waves. A session on adaptation was delivered at the Borough Climate Change Partnership Conference in October 2024 to raise awareness with local community groups / parish and town councils regarding the impacts of climate change. Telford & Wrekin Becoming Carbon Neutral to Cabinet in September 2024 - significant progress reported on ambitions. |
| Improving outcomes – success story | A participant in the Active Smiles campaign reported the commutes were “Much less stressful than driving in traffic...It highlighted a number of gains for my job role that could be beneficial to the rest of my team,” emphasising the potential of more widespread benefits from the scheme. |
| Issues/ challenges for HWB | None raised at this time |
| Plans for next quarter | <ul style="list-style-type: none"> For Green Spaces Are Go, an additional 380 activity sessions are expected to have been delivered at around 50 different locations across the borough by the end of December. There are no further forward plans with this initiative. For Active Smiles, responding to participants request to use the scheme for the school run there is a plan to run the scheme during January and February in a couple of schools with a view to embedding behaviour change with parents and their children. |

| Economic Opportunity | |
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| Inequality focus | The help, support, advice and assistance that is being provided to the residents in the borough on the lowest incomes to manage the challenges presented by the cost-of-living crisis. The proactive activity the council in undertaking to improve the prospects for young people who are NEET as well as improving employment prospects of our residents as a whole. |
| Key progress | <ul style="list-style-type: none"> • The household support fund scheme continues until at least March 2026, including vouchers for low-income families during the school holidays and a Winter supermarket voucher to our lowest income pensioner households. • Additional funding continues to be provided to local food banks. • Extension of grant to Age UK and citizens advice to support financially vulnerable residents. • The council has been actively involved in large scale campaign to encourage the take up of pension credit and to raise awareness of the wider help and support available to pension age residents. • The council, in conjunction with its partner organisations, have produced two new booklets, one for working age and one for pensioners, to support all of the financial support and help available. • The council's discretionary welfare schemes i.e. emergency welfare assistance, council tax hardship, and household support fund, will continue to be funded through to March 2026. • A draft skills strategy is now complete, setting out a strategy to drive improvement in borough skills levels. It has been developed in collaboration with key partners including skills providers, education settings and employers. This will support Telford's vision 2032, which sets out an ambition for a robust economy. • We continue to deliver against the UK Shared Prosperity Fund, supporting individuals and employers with upskilling. This will continue until March 2026. |
| Improving outcomes – success story | <p>The grant to Age UK has enabled them to increase the value of welfare benefits paid to local pensioners by £1.3m in the 2023-2024 financial year.</p> <p>Both the citizens advice and Age UK are anecdotally reporting a significant spike in enquiries from residents regarding pension credit following our campaign. One quote from a beneficiary states, <i>“Thank you so much for your help. Not just for the housing but I’ve received the food vouchers which I didn’t expect. I honestly can’t thank you enough and it honestly feels like a bit of weight lifted off my shoulders. You’re amazing!! Thank you.”</i></p> |
| Issues/ challenges for HWB | The decision of the government to remove the Winter fuel allowance from some pensioners will undoubtedly cause some challenges this year, however, the proactive work that the council is doing to increase take-up of pension credits will go some way to addressing some of this issue. |
| Plans for next quarter | <ul style="list-style-type: none"> • This is an ongoing programme of work which will continue until March 2026 and has already been outlined in “Key Progress”. • The Skills Strategy will be submitted for approval in December. |

| Housing and Homelessness | |
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| Inequality focus | There is an ongoing focus on homeless clients who present with complex and multiple needs. |
| Key progress | <ul style="list-style-type: none"> • October 2023, a new refuge opened for those presenting as homeless due to domestic abuse offering 8 rooms for women and their children. The refuge is regularly full, and there is a through pull to also allow victims of domestic abuse to utilise the shelter. • Our dedicated Housing Solutions Officer continues to work alongside clients with criminal history to help them find accommodation and is currently contracted until March 2025. • Continue to work with partners to provide support to clients presenting as homeless. These include housing partners, supporting accommodation partners, MPFT, voluntary sector, Stars, mental health and police. • We are continuing to work with Housing Associations to increase successful nominations into social housing. • Using data on housing needs across adult and children's services shaping the development market to deliver more specialist and adapted accommodation including supported accommodation, extra care and provision for care leavers. This is ongoing work, looking for gaps in our local housing market and potential commissioning opportunities. • Increased the supply of temporary accommodation to reduce the use of B&B which is not suitable for families. We are in the process of purchasing a number of properties to increase our numbers of temporary accommodation to reduce the use of Bed and Breakfasts. • In Spring, we opened a 16-bed unit for 16-18 year old care leavers to enable them to thrive and learn skills which is providing 24/7 support on site. • A website with homelessness advice and support has been developed where there is more information for those in need to self-serve. • Developing work with children's services to ensure young people at risk of homelessness are identified and supported as early as possible. A new 16-17 year old protocol has been developed alongside children and young people to ensure a timely response to the young person in need. • Continue the ongoing work with MPFT via a dedicated mental health nurse to provide rapid mental health assessment and support for those sleeping rough. This work has been taken forwards and expanded by MPFT. There are now 4 dedicated mental health nurses across Telford and Wrekin and Shropshire. • We now have a total of 23 properties dedicated for those rough sleeping or with a history of rough sleeping with personalised support to help develop their skills, to help them thrive and then move on into their own long personal, long-term accommodation. • The daily rough sleeper taskforce meeting continues with partners identifying, monitoring and supporting those verified as rough sleeping. |
| Improving outcomes - case | Between April and September, 181 people were prevented from becoming homeless. So far this year we have also relieved 316 people from homelessness, moving them into long term suitable accommodation. |
| Issues/ challenges for HWB | There are an increasing numbers of clients are presenting to services, many of which are complex with challenging behaviours who require a multi-agency response. There is also a shortage of affordable larger accommodation, which is compounded by increasing numbers of larger families presenting as homeless. In addition, there is a shortage of suitable 1-bedroom self-contained units. |

APPENDIX I

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| | <p>There is also an increase in clients presenting with substance misuse, in particular, the use of Monkeydust.</p> <p>Increasing issues with client expectations in terms of which properties they will accept.</p> |
| <p>Plans for next quarter</p> | <ul style="list-style-type: none"> • Continue to work with partners to manage customer expectations about the type, size and location of housing they may be offered. • Continue to work with developers and housing association partners to ensure that new properties reflect all housing needs. • Severe Weather Emergency Protocol will be enabled for this quarter. This is activated when temperatures drops below zero for three consecutive days or more. There is a targeted approach to those rough sleeping to offer emergency accommodation. |