

## CHILDREN, ADULTS, HEALTH AND WELLBEING POLICY DEVELOPMENT AND SCRUTINY PANEL

### Minutes of the Meeting held

Tuesday, 10th March, 2020, 10.00 am

**Councillors:** Vic Pritchard (Chair), Michelle O'Doherty (Vice-Chair), Jess David, Ruth Malloy, Mark Roper, Andy Wait, Paul May and Liz Hardman

**Co-opted Members:** Chris Batten and Kevin Burnett

**Also in attendance:** Mike Bowden (Corporate Director), Lesley Hutchinson (Director of Adult Social Care, Complex and Specialist Commissioning), Dr Ian Orpen (Clinical Chair, B&NES CCG), Claire Thorogood (Head of Contracting & Performance), Ian Tomlison (Commissioning Manager) and Robert Fortune (Avon & Somerset Police)

**Cabinet Member for Adult Services:** Councillor Rob Appleyard

#### 43 WELCOME AND INTRODUCTIONS

The Chairman welcomed everyone to the meeting.

#### 44 EMERGENCY EVACUATION PROCEDURE

The Chairman drew attention to the emergency evacuation procedure.

#### 45 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

The Cabinet Member for Children's Services, Councillor Kevin Guy and Co-opted Panel Member, David Williams had sent their apologies to the Panel.

#### 46 DECLARATIONS OF INTEREST

Councillor Paul May declared an other interest in respect of agenda item 10 as he is a non-executive Sirona board member.

#### 47 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN

There was none.

#### 48 ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING

There were none.

## 49 **MINUTES - 28TH JANUARY 2020**

Councillor Jess David asked for an amendment to her comments on page 41. She said that it should say that she 'understood the rationale...'.

Kevin Burnett asked if any further information was yet available from the Secretary of State regarding the funding pressure in the education system.

The Corporate Director replied that he did not think that anything had been received, but that he would check on behalf of the Panel.

Kevin Burnett asked if he could have a response to his question from the previous meeting as to whether B&NES schools were yet involved in Operation Encompass.

The Director of Adult Social Care, Complex and Specialist Commissioning replied that Operation Encompass was not in place in B&NES.

Rob Fortune, Avon & Somerset Police added that the local work force is not aligned currently to enable notifications to be sent into schools before they begin each day.

The Director of Adult Social Care, Complex and Specialist Commissioning assured the Panel though that timely notifications are being sent to schools when incidents occur.

Rob Fortune stated that they are striving towards being able to deliver notifications in line with Operation Encompass.

The Director of Adult Social Care, Complex and Specialist Commissioning said that this remains an agenda topic for the B&NES Community Safety and Safeguarding Partnership.

With these comments and amendment in mind the Panel confirmed the minutes of the previous meeting as a true record and they were duly signed by the Chairman.

## 50 **CCG UPDATE**

Dr Ian Orpen addressed the Panel. A copy of the update can be found on their Minute Book and as an online appendix to these minutes, a summary of the update is set out below.

### **Working together in B&NES, Swindon and Wiltshire (BSW) – CCG Merger Update**

As previously reported, NHS England and Improvement approved in principle our application to merge with Swindon and Wiltshire CCGs on 14 October 2019. This was following support from each CCG Board to merge, stakeholder engagement and communication, and a member practice vote.

The three CCG's Governing Bodies are currently meeting in common, but from 1 April 2020 there will be single a Governing Body for BSW CCG.

Dr Ruth Grabham took up the position of Medical Director for BSW CCG on 1 March

2020.

Locality Clinical Chairs for B&NES (Dr Bryn Bird – who will take on my role for the Panel) and Swindon (Dr Amanda Webb) will join Dr Grabham on the Governing Body from 1 April, and voting is currently underway for the Wiltshire role. Five Locality GPs have also been appointed to the Governing Body, with Dr Tim Sephton representing B&NES. Corinne Edwards is also a local key lead officer.

We are still in the process of recruiting for the registered nurse role. A fully constituted Board is a condition of merger. We anticipate all posts will be filled by the end of March.

### **Release of the Five-Year Plan for BSW**

The BSW Partnership will be publishing a draft public-facing version of its Five-Year Plan for BSW this week, which sets out how health and care services across the region will be organised between now and 2024.

The priorities have been drawn up by health and care organisations from across BSW and include feedback gained from an extensive public engagement campaign carried out last summer.

The priorities set out to:

- Address the problems posed by an increasingly elderly population by helping people to age well, stay well at home and improve how community services can help them
- Help to improve the quality of life for people with learning disabilities and autism and their families by improving access to services
- Help to deliver the best mental health support for local people, regardless of personal circumstances, age or individual need

The full version of the plan will be available later in the Spring.

### **Coronavirus planning across B&NES**

Nationally, the NHS and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases.

Locally, we are working extensively with our partners and providers in B&NES and across Swindon and Wiltshire to ensure the safety of our patients and colleagues while also ensuring services are available to the public as normal.

Testing of suspected coronavirus cases is carried out in line with strict regulations. This means that suspected cases are kept in isolation, away from public areas. Any equipment that comes into contact with suspected cases is thoroughly cleaned as appropriate. Specific guidance has also been shared with NHS staff to help safeguard them and others. Members of the public can be reassured that their safety is a top priority, and we encourage them to attend all appointments as usual.

More information can be found here: [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

## **Our Health, Our Future Panel**

Recruitment continues for people to join the Our Health Our Future panel – a new way of engaging with the public in B&NES, Swindon and Wiltshire to get their views on health and care issues.

After four weeks of recruitment activity, we have signed up around 400 panel members, well on the way to our target of 1000 members.

The Our Health Our Future Panel is an online panel made up of a representative sample of the population from across our region. Panel members will take part in regular surveys throughout the year as well as form focus groups from time-to-time. The option of hard copy surveys and telephone interviews will be offered to people who are not able to access the survey online.

We are keeping the Get Involved section of our website up to date with details of recruitment activity – visit [www.wiltshireccg.nhs.uk](http://www.wiltshireccg.nhs.uk) for locations, dates and times.

If you would like to know more about the Our Health Our Future Panel or would like to join, please get in touch with the communications team [communications.wiltshireccg@nhs.net](mailto:communications.wiltshireccg@nhs.net)

## **Year of the Nurse and Midwife**

To celebrate the World Health Organisation-designated 'Year of the Nurse and Midwife', BSW CCG will be supporting local and national plans as well as running our own campaign. Our campaign will focus on recognising the contribution and skills of general practice and community nurses.

Many of the planned events and actions to celebrate the Year of the Nurse and Midwife will happen on 12 May, which is the 200th anniversary of Florence Nightingale's birth. We will also release our BSW campaign materials on that date, and then re-use them throughout the remainder of 2020 under the umbrella of the main campaign.

## **BSW CCG online**

As we head towards the merger with Wiltshire CCG and Swindon CCG in April 2020, we are consolidating our online presence.

Our Twitter accounts have already merged – you can follow us @NHSBSWCCG. Our Facebook and Instagram accounts can also be found at @NHSBSWCCG.

We are on LinkedIn as NHS BSW Clinical Commissioning Group.  
By 1 April 2020 we will have a new website in place – this will be [bswccg.nhs.uk](http://bswccg.nhs.uk)

Kevin Burnett asked in terms of the BSW Five-Year Plan how will the CCG 'Help to improve the quality of life for people with learning disabilities and autism and their families by improving access to services'?

Dr Orpen replied that it is recognised that this is an area of unmet need and that individual constraints can be a factor. He added that the assumption must not be made that a disability is a barrier and that there are good services in place locally. He added that AWP have been involved in the draft of the Plan.

The Chairman asked if an example could be given of how the BSW Partnership is working together.

The Director of Adult Social Care, Complex and Specialist Commissioning replied that the Autism Partnership Group was a good example in her opinion and that a presentation was due to be given to the next meeting of the Health & Wellbeing Board.

The Chairman asked for this presentation to be added to the Panel's workplan.

Councillor Paul May asked for reassurance that there will be no adverse effect to local services following the CCG Merger.

Dr Orpen replied that none were anticipated.

Councillor Paul May stated that he would like to see the public be included in the consultation on the Government's review of Social Care.

Dr Orpen replied that he believed that a cross party conversation had begun but added that the Green Paper had been pending for some time.

Councillor May wished to thank Dr Orpen personally for his work for the Panel and the area as a whole over many years.

Councillor Liz Hardman asked for confirmation as to whether maternity services in Paulton would cease in April.

Corinne Edwards replied that she would find out that information for the Panel.

Councillor Jess David asked if support was in place across the BSW health services in respect of Covid -19.

Dr Orpen replied that a great deal of work was ongoing, and that information was being received regularly from Government. He stated that the NHS and Social Care were already under pressure. He added that it was vital that we make sure that the people who need help receive it.

He said that the NHS 111 telephone service had seen a huge rise in calls and wished to remind people that there was a 111 online service also available.  
<https://111.nhs.uk/>

He stated that he felt that services were as well prepared as they can be and at this point in time it was believed that infections would start to decline in April / May.

The Chairman explained that today marks the last scrutiny meeting for Dr Orpen and that he wanted to acknowledge his contribution to improving the health and care of

local people and their communities.

- Ian came to Bath in 1986
- He was a GP at St James's Surgery, Bath from 1991 until last June
- He has been Clinical Chair of the CCG from when it was established in April 2013 and he led on the preparation of that on behalf of B&NES
- He has had a number of leadership roles including co-chair of Health and Wellbeing Board, Board member of West of England Academic Health Science Network and Associate member of Local Government Association
- He has played a key role in ensuring that GPs' insight and expertise informs decisions about how we design and deliver services locally.

The Chairman said that it had been a privilege to work with Dr Orpen for many years and that on behalf of the Panel he wished him well in all that he does in the future.

Dr Orpen said that he had enjoyed his time working with the Council in this capacity and that he respected the roles that the Councillors have played in the local decision-making process.

## 51 **CABINET MEMBER UPDATE**

Councillor Rob Appleyard, Cabinet Member for Adult Services addressed the Panel. A copy of the update can be found on their Minute Book and as an online appendix to these minutes, a summary of the update is set out below.

He wished to give his thanks to Dr Orpen for the work and support he has given the area over many years.

### **Autism Partnership**

The Terms of Reference have been agreed and a number of workstreams are ongoing.

### **Outbreak of novel Coronavirus – Covid 19**

Public Information is being routinely provided by Public Health England. Councillors are also receiving regular updates from our Public Health team.

He thanked everyone involved so far for their hard work.

### **Suicide Prevention Strategy launch**

The proposed Suicide Prevention Strategy for Bath and North East Somerset 2020-2023 was launched with partners including Bath Mind at a suicide prevention stakeholder event on 6 February.

The strategy commits partners across Bath & North East Somerset to:

- Reducing suicide and self-harm

- Ensuring that no resident will think that suicide is their only option
- Tackling the stigma associated with suicide and developing community conversations about suicide
- Building community resilience
- Supporting those who are affected by suicide

### **Preventative Initiative**

A new film that aims to help more women with learning disabilities to access breast screening has been made featuring women who live locally to Bath and North East Somerset. The film is based on real experiences of women with learning disabilities told from their own point of view and hopes to give more information to people with learning disabilities and their families and carers about this important NHS breast screening programme.

The film has been produced by Biggerhouse Film in a partnership with Bath and North East Somerset Council, NHS England & NHS Improvement, the Avon Breast Screening Programme and North Bristol Trust. The women were supported throughout the making of the film by Virgin Care Services, Learning Disability Primary Care Liaison Nurses. It is aimed at women with learning disabilities who are eligible for the NHS breast screening programme aged from 50 to their 71st birthday.

The Chairman said that he was passing on information that he receives about Covid-19 to the local Parish Councils.

The Corporate Director replied that it would be preferable to signpost people to the Public Health England website as that would always have the most up to date advice. ( <https://www.gov.uk/government/organisations/public-health-england> )

Councillor Michelle O'Doherty asked if organisations such as Julian House were receiving relevant advice in their role for assisting homeless people.

The Corporate Director replied that they were in receipt of the same information as the Council.

Dr Ian Orpen added that medical support provision is already in place for homeless people.

Councillor O'Doherty asked how a rough sleeper diagnosed with Covid-19 self-isolate.

The Corporate Director replied that further discussion would be required with Julian House as to how they could accommodate people in this scenario.

Councillor Ruth Malloy asked how we can check if public buildings and schools are displaying posters that contain information about the virus.

The Corporate Director replied that the Council has no capacity to check on that scale.

Councillor Jess David asked with regard to Residential Social Care whether the appropriate action will be to contain the individual if they are diagnosed with having the virus.

The Director of Adult Social Care, Complex and Specialist Commissioning replied that discussions were due to take place on Thursday afternoon for a system wide approach to be sought.

Kevin Burnett asked if schools have been made aware of the Suicide Prevention Strategy.

The Director of Adult Social Care, Complex and Specialist Commissioning replied that the strategy has been discussed with schools and that information is available on the Council's website.

<https://www.bathnes.gov.uk/services/public-health/guide-programmes-strategies-and-policies/suicide-prevention-strategy-2012>

Councillor Paul May welcomed the preventative work that had been highlighted and asked how this information will be used.

Councillor Appleyard replied that even though the film has been made for a specific group it was hoped that the message will be spread as wide as possible.

Councillor Liz Hardman commented that it was welcoming to see that nine out of ten families in Bath and North East Somerset have been offered a place at their first choice of secondary school. She asked how many of the 28 pupils whose allocated school was their third preference and the 37 pupils that have not been offered a place at any of their preferences and have instead been offered a place at their next nearest school with a place available live in Twerton.

The Corporate Director replied that these numbers are spread across the city with possibly a higher proportion in Twerton. He added that overall the figures are an improvement on last year and that it was still important for parents to use all five preferences when applying as a significant number were still using just one preference. He stated that all schools within B&NES were full apart from St. Mark's.

Councillor Andy Wait asked if allocating places was more of a problem due to schools now being independent of the Council.

The Corporate Director replied that the Council has less levers now that schools have become academies as each one can set their own admissions criteria and can breach that if they wish. He added that the Council does have a positive relationship with the local academies and that transport would be supplied if required for pupils living far enough away from their allocated school.

Councillor Paul May commented that it should be acknowledged that St. Mark's is rated as Good by Ofsted.

The Chairman thanked Councillor Appleyard for his update on behalf of the Panel.

## 52 VIRGIN CARE - INDEPENDENT COMMISSIONERS PERFORMANCE REPORT

The Director of Adult Social Care, Complex and Specialist Commissioning and the Head of Contracting & Performance introduced this report to the Panel.

The Director of Adult Social Care, Complex and Specialist Commissioning explained that the report was intentionally long and sought to address the queries raised previously by Protect our NHS BANES.

She summarised the following points from the report.

Between January and December 2015, BaNES Clinical Commissioning Group (CCG) and B&NES Council carried out a review of community health and care services for children, young people and adults. The review, known as Your Care, Your Way, looked at the wide range of services providing care and support in people's homes and communities.

The top five priorities identified through the engagement process with our residents were:

1. A person not a condition
2. A single plan
3. Invest in the workforce
4. Join up the information
5. Focus on prevention

Over 200 different community services were within the scope of the Your Care, Your Way review which were provided by over 60 different organisations. The commissioning and contract management of these services were at the time of the review all carried out by the CCG and Council.

Following the identification of the priorities of our local population, a new approach to contracting community services was identified as being required. A detailed assessment was undertaken and legal guidance sought; this resulted in the 'prime provider model' being chosen as the best contracting method for delivering the community's priorities. Under this model, the CCG and Council would enter into a contract with a single prime provider and this organisation would have responsibility for the delivery and coordination of services, they would also have sub-contracting responsibility for some specialist, third sector provider and small and medium-sized enterprises (SME's).

In addition to the five priorities (listed above) identified through public consultation the following three areas also formed part of the assessment used during the procurement:

1. Social value
2. Value for money and affordability
3. Delivering transformational change

The Virgin Care contract is a seven-year contract which commenced from 1st April 2017 to 31st March 2024 with the option to extend the contract term by three years (2024/2025, 2025/2026 and 2026/2027).

The Council have the co-ordinating commissioning role for the contract and currently the contract is made up of a total of 56 community services:

- 36 delivered directly by Virgin Care
- 14 services are sub-contracted
- 6 services are delivered by both Virgin Care and a sub-contractor

Three of the 36 services directly delivered by Virgin Care cannot be sub-contracted at any point whereas the other 33 can be via negotiation in line with contract regulations. The three which must be delivered by Virgin Care (referred to as delegated functions) are:

- PD1 Adult Social Care Statutory Services
- PD2 Continuing Healthcare
- PD3 Children's Health Statutory Services

The Virgin Care contract is organised through the following contract governance structure:

Contract Quality Performance Meeting (CQPM) – Bi-monthly

Finance and Information Group (FIG) – Bi-monthly

The Quality Subgroup (QSG) – 6 weekly

Service Level Performance Meetings (SLPM) (9) – Range from monthly to quarterly

Under the current governance arrangements, QSG, FIG, SLPMs and the Sub Contracted Services are all reported into the CQPM.

Other standard items for the CQPM meeting include reporting on transformation, other deep dives eg workforce, key areas of risk/assurance, contract management and forward work plan.

The Council and CCG auditors routinely undertake audits of services. Currently Council auditors, Audit West, are auditing the contract governance management arrangements for Virgin Care and sub-contracted services including their performance and financial management information and how this is presented to CQPM and FIG. This audit commenced in Quarter 3 2019/20. The findings and recommendations of this audit are expected in Spring 2020. Audit West are also conducting a Community Care Data Management audit which is focusing on the project governance of the Integrated Care Record.

In addition, the Clinical Commissioning Group (CCG) appointed auditors, KPMG (Klynveld Peat Marwick Goerdeler), have jointly agreed to undertake an audit of the governance arrangements in place for the Virgin Care contract across new Bath, Swindon and Wiltshire (BSW) CCG. This is being led by KPMG and commences March 2020. This audit also will focus on stakeholders and the role of Virgin Care as a prime provider; the auditors will visit a number of sub-contractors to inform the audit process.

The outcomes and resulting recommendations of each of these audits will be considered and implemented.

The latest financial position at December 2019 is that the contract is overspent by £584k with a forecast over-performance of up to £700k by the end of March 2020. The original bid indicated that losses were expected in the early years of the contract and transformation benefits estimated by Virgin Care in their growth bid at circa £3m per year were expected to be realised from year 4. The current financial risk is currently absorbed by Virgin Care.

The Chairman commented that the Panel had flagged this as a concern at their October 2019 meeting where Kirsty Matthews, Managing Director, BANES Bath and North East Somerset Community Health and Care Services said they would be in balance by the end of this financial year.

Virgin Care are still to complete their full transformation programme as a result of delays in some enablers. The move to mobile working for example took a year longer to implement given the base line found in year 1 and the Integrated Care Record (ICR) project experienced delays outside of their control. We should see these fully implemented in year 4 (2020/21) and it is anticipated that this in turn will return a balanced budget by the end of year 4.

A new platform has now been secured for the ICR.

Dr Ian Orpen said that the new platform was robust, user friendly and live across 23 out of 24 practices. He added that the RUH and AWP were not yet included. He said that AWP were experiencing some technical issues and that it was hoped that the RUH would be ready within the next month.

The Chairman commented that he felt that given the length of time the project had been ongoing that both the RUH and AWP should have been ready with their information.

Dr Orpen replied that unfortunately IT systems don't always talk to each other in the same way.

Councillor Michelle O'Doherty asked for future reports to include matters such as timescales, risks and priorities.

Councillor Andrew Wait asked for a year on year breakdown of their budget balance.

The Director of Adult Social Care, Complex and Specialist Commissioning replied that she would research that information for the Panel.

Kirsty Matthews said that Virgin Care will aim to achieve a balanced budget in future years and cited agency costs as a contributing factor.

Councillor Jess David asked if agency costs could increase because of the Covid-19 virus outbreak.

Dr Orpen replied that the Chancellor has stated that the Government will make resources available to assist with matters associated with Covid-19.

Councillor Paul May said that it was positive to see that Community Paediatrics and Paediatric Audiology routinely perform well in terms of access to treatment.

B&NES' Adult Social Care Outcomes Framework (ASCOF) performance is derived from a statutory submission of key activity data, the Short and Long Term (SALT) return and responses from service users and carers to annual and biennial surveys respectively.

In general, B&NES' performance against ASCOF measures is good. Of the 29 measures reported in the 2018/19 ASCOF B&NES was:

- Better than the national average in 23 measures
- Better than the regional average for 21 measures
- In the top quartile of all local authorities for 11 measures

Conversely there are three measures for which B&NES is in the bottom quartile of all authorities, though this is not wholly attributable to Virgin Care.

- Delayed transfers of care (DTC) per 100,000 population
- DTC attributable to adult social care per 100,000
- The proportion of people who don't require long-term funded services after receiving short-term services such as reablement.

Councillor Liz Hardman asked for further information on these measures to be shared with the Panel.

**Social Care Assessments:** Significant work has been undertaken over the term of the contract to date to reduce the waiting list for people awaiting social care assessment. The waiting list was high at contract commencement, peaked in the early months of the contract, and the scale of reduction has been significant since the start of year 2. The improvement in this area has continued on the whole.

**Annual Social Care Reviews:** The proportion of Virgin Care service users with up-to-date reviews remains high. While national benchmarking isn't available for this measure, anecdotal discussions indicate that B&NES is performing well relative to its peers. It is anticipated that the improvement will continue as the benefits of the establishment of the Adult Care Social Care, which expanded from the Learning Disability Reviewing Team, are realised. Further action is required to capture the work undertaken through 'unscheduled reviews.

The national Safeguarding Adults Collection (SAC) is the source of benchmarking for Safeguarding Adults. B&NES is performing better than the national average in many areas:

- Identifying risk and taking action to address - performance at 92% against the national average of 68.5%
- Individuals (or their representative) asked what their desired outcome was - 72% achieved against the 63% national average

Alongside nationally benchmarked data, B&NES has a range of additional local measures to provide assurance that enquiries and concerns are managed effectively.

- 86.2% of decisions for new concerns made within 4 days continues to be good for Virgin Care
- 79.8% of Planning meetings for new enquiries are held within the 10 days procedural timescale

Virgin Care contributes positively to a number of national targets for health services.

- Referral to Treatment Time - Virgin Care provides Consultant-led services which are subject to the 18-week Referral To Treatment (RTT) target: Orthopaedic Interface Service, Falls and Movement services (Clara Cross), Community Paediatrics and Paediatric Audiology. RTT performance is significantly above the target of 92% at 99.2% for January 2020.
- Length of stay in community hospitals - particular area of improvement has been seen in community hospitals. Length of stay has improved from an average of 36 days in the first year of the contract to a year-to-date position of 29 days in 2019/20. The current pilot for offering therapy-led beds in community hospitals, to facilitate reablement, is having a positive impact on length of stay as well, while promoting independence for patients.
- Children's Speech and Language Therapy access times are generally good, with 92% of children seen within 16 weeks in the latest results, against the 18-week target.

Virgin Care delivers a range of Health and Wellbeing services aimed at improving the physical and mental health of the B&NES population.

- The B&NES Stop Smoking service supported over 500 people to set a 'quit date' in 18/19 and of these 68% successfully quit smoking at 4 weeks. Smoking prevalence in B&NES is 11.7%, significantly better than regional or national prevalence and smoking in pregnancy is the lowest in the region at 6.8%.
- The wellbeing services support over 1,500 adults a year to access services to help them lose weight. During 18/19 over 800 people took part in either a structured 12-week weight management programme or 1-1 weight management support via the wellbeing service. The average weight loss on the 12-week programme so far in 19/20 is 4.8Kg.

The Contract requires a Service Development Improvement Plan (SDIP) to be agreed, monitored and delivered annually. Updates on progress are provided at the CQPM meetings. The 2019/20 SDIP has been reviewed on a quarterly basis to monitor the transformation progress in year three of the Virgin Care contract.

By the end of December 2019 Virgin Care had achieved 77% of the milestone and a further 12.5% partially achieved in the intended period. The significant number of SDIP milestones achieved in contract year 2019/20 have included activity across a number of key workstreams.

The Quarter 4 (January to March 2020) progress report is due on 6th May 2020 with

11 milestones in scope for review as well as updated assurance on completion of any milestones that were reported as partially or not achieved throughout the year. Once the full year SDIP review is complete a full assurance report will be submitted to CQPM in June 2020.

Under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 the Council and CCG must have a process for handling feedback about adult social care services and adult and children's community health care services from service users, families and carers which is received in the form of complaints, concerns and compliments.

The majority of this feedback is dealt with in the first instance by Virgin Care.

Of the social care complaints (10) two were substantiated and had learning outcomes which have been actioned; two exceeded the expected response time. The number of social care complaints dealt with by Virgin Care remains consistent with previous years. In 2018/19 there were 12 complaints of which three were escalated to the Council for review. The review is undertaken under the supervision of the Principal Social Worker (PSW).

Health and Social Care Compliments – April to December 2019: Health Care 314 / Social Care 151

Virgin Care are required to produce information on their Workforce as part of the Quality Schedule; below highlights some of the key information.

Head count at the start of the Virgin Care contract: 915 FTE (1315 staff) at 01.04.2018

Current head count: 820 FTE (1215 staff) key areas of reduction have been in active ageing, district nursing, administration and reablement at 30.01.2020

Current vacancies: 43 FTE (mainly wards, reablement, physiotherapy / Orthopaedic Interface Service, social care) as at 30.01.2020

Leavers in the last 12 months: 152 of which 31 have retired as at 30.01.2020

The recruitment of Social Workers continues to be a challenge, replicated across social care nationally. Virgin Care, in considering workforce sustainability, acknowledged their need to place themselves more competitively in the market and reviewed the pay and management post structure across the organisation, resulting in adjusted pay scales and a structure that has attracted a greater number of Social Workers.

To address vacancy rates, Virgin Care has held a number of recruitment days for the following areas; Community Hospital wards, Social Care including Learning Disabilities, Therapists and District Nursing. Each of these service areas has a bespoke recruitment plan in place and agency and bank staff is being used to ensure service requirements are met.

Councillor Michelle O'Doherty asked what impact the recruitment days have had.

The Director of Adult Social Care, Complex and Specialist Commissioning replied

that they would look to include this information in a future report.

Highlights from the most recent annual Have Your Say staff survey (carried out in May 2019) are as follows:

- An increase from 67% to 79% of staff reported they are enthusiastic about coming to work
- An increase from 80% to 93% in performance appraisals on the previous year for all staff
- Increase from 72% to 93% of staff reported that their manager had supported them to receive some learning and development
- Only 12% of staff identified that the performance appraisal had helped them improve how they would do their role. This has decreased from 22% in the previous year
- 74% of staff reported that someone at work cares about their mental and physical health – this has remained the same as last year
- Only 10% of staff reported they were confident things would change as a result of the survey findings

Virgin Care have shared a detailed action plan with commissioners about steps they are taking to improve staff survey results to yield improvements next year.

Councillor Paul May commented that he felt that there was a good team of officers in place within the Council that will check on the contract status.

Councillor Liz Hardman welcomed the thoroughness of the report. She asked for the issues relating to staff dissatisfaction, the appraisal system and staff recruitment / retention to be covered in a future report.

Kevin Burnett asked for the Audit West report to be shared when it has been completed.

The Panel **RESOLVED** to;

(i) Note the report and agree that an update report be issued to the Panel in six months' time and include the following information:

- Performance and activity data (comparator benchmarks)
- Workforce data
- Complaints information
- Financial update
- Transformation update

And additionally:

- Delayed transfers of care
- Staff dissatisfaction
- The appraisal system
- Staff recruitment / retention

## 53 EXPLOITATION OF CHILDREN & ADULTS

Rob Fortune, Avon & Somerset Police introduced this report to the Panel and summarised some key points from within it.

Child sexual exploitation involves situations, contexts or relationships in which a person under 18 is given something, such as food, accommodation, drugs, alcohol, cigarettes, affection, gifts or money in return for performing sexual activities or having sexual activities performed on them. It can also involve violence, coercion and intimidation, with threats of physical harm or humiliation

Avon and Somerset Constabulary response to Child sexual exploitation is Operation Topaz. Topaz is a perpetrator disruption team enabling the Force to proactively protect the highest risk child sexual exploitation victims by developing opportunities to disrupt suspects. Topaz recognises that disrupting suspects is often the most effective way of safeguarding victims of child sexual exploitation.

The Topaz Victim Contact / Engagement Officer works alongside victims to build relationships and gather information to enable well-informed safeguarding and disruption. The focus is on supporting victims to enable the capture of an evidential account, intelligence gathering and safeguarding; working alongside the Topaz Disruption Officer to disrupt perpetrators and locations.

Across Bristol, B&NES and South Gloucestershire about 150 perpetrators are flagged to Topaz and potentially posing a risk of CSE and about 200 children are flagged as being at risk.

The current figures for children and young people that are at risk of or are being criminally exploited in B&NES is 69 and children and young people at risk of or are being sexually exploited is 57; there is some overlap with these figures as some children will appear in both groups.

As a result of some of the findings from Operation Button it was agreed that Requests for Service pertaining to CSE would be referred to our MASH (Multi-Agency Safeguarding Hub) this enables a more integrated approach and a greater understanding of the risks. 13 young people have been progressed through our MASH processes to ensure that their needs are being adequately met.

B&NES has developed a frontline response for young people who are at risk and victims of CSE. Through the development of the Willow Project CSE victims are offered support dependent on their level of need. The Willow Project is a multi-agency/multi-disciplinary virtual made up of professionals who have been trained to work with young people at risk of or involved in lower level CSE.

The professionals within the team remain employed within their substantive post and then commit half a day per week to working within the Willow Project. The aim of the project is to support, advocate and provide time to potential victims of CSE.

The Modern Slavery Act 2015 define the criminal offence of slavery servitude and forced or compulsory labour (section 1) and the separate criminal offence of human trafficking. This might include labour exploitation, sexual exploitation, criminal exploitation, organ trafficking and forced marriage. Modern Slavery is not the same

as illegal immigration or people smuggling. It is characterised by elements of violence, intimidation, deception, coercion, abduction and threat.

Avon and Somerset Constabulary work hard to safeguard vulnerable individuals and or children suspected of being victims of slavery. In 2017 an investigation by Avon and Somerset Constabulary and Staffordshire Police unravelled a human trafficking operation in the city of Bath. Young Vietnamese teenagers were shipped across the country and forced to work without wages, in poor conditions in nail bars. Three people – including a woman from Bath – were jailed in January 2018 following the first successful prosecution in the UK for exploitation and enforced child labour, under the Modern Slavery Act 2015.

County Lines National Definition - a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas (within the UK), using dedicated mobile phone lines or other form of “deal line”. They are likely to exploit children and vulnerable adults to move (and store) the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Councillor Liz Hardman said that this section of the report was very much focussed on Bath. She commented that she was aware of two drugs raids in Paulton and of County Lines, yet paragraph 3.4.2 makes no mention of this. She asked what was happening in North East Somerset.

Rob Fortune apologised and said the heading for that section should have read Bath & North East Somerset.

Not all Lines are active at any given time; the business model they use enables them to be very adaptable and fluid in nature. At present the number of County Lines operating in B&NES is lower than Avon and Somerset Constabulary have previously seen and Avon and Somerset Constabulary believe this is a reflection of the targeted work that the local Neighbourhood Policing Team and Intelligence teams have conducted.

Ongoing operations to tackle County Line issues are continually taking place and disruption and enforcement with partners are continually being advanced. Positive action has had a considerable impact on the communities of B&NES and has safeguarded countless persons being exploited.

Kevin Burnett stated that he felt that this report should be shared with all Corporate Parents.

The Corporate Director agreed with this proposal.

The Panel **RESOLVED** to note the content of the report which provided assurance that the B&NES Community Safety and Safeguarding Partnership have a clear focus and overview of exploitation activity in its broadest sense across B&NES and have policies and procedures in place.

The Chairman thanked Rob Fortune for his attendance on behalf of the Panel.

## 54 UNREGULATED PLACEMENTS

The Commissioning Manager introduced this report to the Panel and highlighted some key points from within it.

Not all settings in which 'looked after' children live are subject to regulation. To understand what constitutes an unregulated setting it is useful to understand what a regulated residential setting is. The Care Standards Act 2000 defines a regulated residential children's home as an establishment that provides 'care and accommodation' 'wholly or mainly' for children. The only other form of regulated setting in addition to children's homes are foster placements.

Therefore, an unregulated setting provides accommodation and support but not care. The law does not set out what care is, but there are some simple rules to apply. Administering medication, cooking for young people and shopping for them will constitute care. Whereas assisting young people to learn these skills will constitute support. If a provider crosses the line and provides care on an ongoing basis, the accommodation will become an unregistered children's home and will be illegal. Unregulated supported 'living' accommodation comes in all sort of shapes and sizes and are places where young people (usually 16 and 17-year-olds) can live and receive support as part of transition to full independence.

Parliament has currently determined that some services should sit outside that regulatory framework. As from the 12th February 2020 OFTED are undertaking an open consultation regarding 'Unregulated provision for children in care and care leavers.

Five years ago the Council was contacted by a service provider in Bristol.

In B&NES we currently have 3 young people placed in unregulated placements, all of whom are between the ages of 16-18 years and have an allocated social worker. This number can sometimes change daily, depending on the needs of children within the service. Historical data shows; March 2019 – 6, June 2019 – 8, and December 2019 – 3.

It is important to note that our aspiration in B&NES is that no child will be placed in an unregulated placement. However, at times these placements are a necessity due to the young person's needs and specific circumstances, i.e. risks presented and their wishes and feelings.

It is recognised that some of our most vulnerable and high-risk young people in B&NES are sometimes best supported in this type of provision. These decisions are not taken lightly, and agreement must always be sought from Head of Service, with Agency Decision Maker sign off.

The Placements, Commissioning and Contracts Team (PCCT) have a preferred provider list for 16+ accommodation and support providers that has been tendered through a dynamic purchasing system, in partnership with three other local authorities. All providers have been checked in terms of policies, finances and quality, and references have taken. In all there are 33 providers who have qualified to be on the list. From the list B&NES tend to purchase services from less than four of the providers with whom we have built up a trusting relationship.

Councillor Jess David asked what steps are being taken to attempt to have the placements regulated.

The Commissioning Manager replied that he had pursued this issue with Ofsted on many occasions and that a review was about to take place.

The Corporate Director added that a debate was ongoing nationally.

The Panel **RESOLVED** to note the report which detailed the current approach to placements and included those which are unregulated across B&NES.

## 55 **CORPORATE DIRECTOR (PEOPLE) BRIEFING**

The Corporate Director (People) addressed the Panel. He stated that primarily his recent workload had been focussed on the Council's budget and plans surrounding the impact of Covid-19.

He spoke briefly about the Bath Community Academy (BCA) site to say that consultants had been engaged to offer a view of what options could be pursued. He added that a public consultation would take place on this matter in the future.

Councillor Liz Hardman asked if an update was available regarding a local Alzheimer's Centre that she had raised at a previous meeting.

The Corporate Director (People) replied that he had had some further discussions and would update Councillor Hardman offline from this meeting.

Councillor Paul May commented that he would be keen to see the BCA site used for a wide skill set of people as it was still seen as a valuable site for the community.

## 56 **PANEL WORKPLAN**

The Chairman introduced this item and asked Panel members for their comments or suggestions for the workplan.

Kevin Burnett recalled they had earlier in the meeting agreed to receive a presentation on the Autism Partnership Group.

Councillor Paul May asked for a further discussion by the Panel on the budget following the debate that had been held by Council.

Councillor Liz Hardman stated that they had agreed to receive a further report relating to Virgin Care in six months' time.

The Chairman thanked them for their comments.

The meeting ended at 1.05 pm

Chair .....

Date Confirmed and Signed .....

**Prepared by Democratic Services**

## **Report for the Children, Health and Wellbeing Policy Development and Scrutiny Panel on Tuesday 10 March 2020**

### **1. Working together in B&NES, Swindon and Wiltshire (BSW) – CCG Merger Update**

As previously reported, NHS England and Improvement approved in principle our application to merge with Swindon and Wiltshire CCGs on 14 October 2019. This was following support from each CCG Board to merge, stakeholder engagement and communication, and a member practice vote.

The three CCG's Governing Bodies are currently meeting in common, but from 1 April 2020 there will be single a Governing Body for BSW CCG.

Dr Ruth Grabham took up the position of Medical Director for BSW CCG on 1 March 2020. Locality Clinical Chairs for B&NES (Dr Bryn Bird) and Swindon (Dr Amanda Webb) will join Dr Grabham on the Governing Body from 1 April, and voting is currently underway for the Wiltshire role. Five Locality GPs have also been appointed to the Governing Body, with Dr Tim Sephton representing B&NES.

In addition, the following Governing Body members have been recruited:

- Secondary Care Doctor - Dr Paul Kennedy
- Deputy Chair and Lay Member for PCC – Suzannah Power
- Lay Member for Audit and Governance – Peter Lucas
- Lay Member for PPE – Julian Kirby
- Lay Member for Finance – Ian James (until Dec 2020)

We are still in the process of recruiting for the registered nurse role. A fully constituted Board is a condition of merger. We anticipate all posts will be filled by the end of March.

### **2. Release of the Five Year Plan for BSW**

The BSW Partnership will be publishing a draft public-facing version of its Five Year Plan for BSW this week, which sets out how health and care services across the region will be organised between now and 2024.

The priorities have been drawn up by health and care organisations from across BSW and include feedback gained from an extensive public engagement campaign carried out last summer.

The priorities set out to:

- Address the problems posed by an increasingly elderly population by **helping people to age well**, stay well at home and improve how community services can help them
- Help to improve the quality of life for people with **learning disabilities and autism** and their families by improving access to services
- Help to deliver the best **mental health** support for local people, regardless of personal circumstances, age or individual need

The full version of the plan will be available later in the Spring.

### 3. BSW CCG Operating Plan

This year we are required to develop an operational plan on behalf of the wider system, which provides further detail of Year 1 of our BSW 5-Year Plan. The Plan must demonstrate how, as a system, we will deliver improved outcomes and experience for people and work towards financial balance.

Next year looks very challenging from a system financial perspective and we are aiming to work together to transform services in the following agreed priority areas:

1. Ageing well
2. Mental health
3. Learning Disabilities and Autism Spectrum Disorder
4. Outpatient transformation
5. Primary care transformation (PCNs)

We are also intending to develop different ways of contracting with our providers to support us working closer together to deliver the required change within the money we have available.

We have now submitted our first draft of the Operating Plan to NHSEI for approval.

### 4. Coronavirus planning across B&NES

Nationally, the NHS and Public Health England (PHE) are well prepared for outbreaks of new infectious diseases.

Locally, we are working extensively with our partners and providers in B&NES and across Swindon and Wiltshire to ensure the safety of our patients and colleagues while also ensuring services are available to the public as normal.

Testing of suspected coronavirus cases is carried out in line with strict regulations. This means that suspected cases are kept in isolation, away from public areas. Any equipment that comes into contact with suspected cases is thoroughly cleaned as appropriate.

Specific guidance has also been shared with NHS staff to help safeguard them and others. Members of the public can be reassured that their safety is a top priority, and we encourage them to attend all appointments as usual.

More information can be found here: [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

## 5. Our Health, Our Future Panel

Recruitment continues for people to join the Our Health Our Future panel – a new way of engaging with the public in B&NES, Swindon and Wiltshire to get their views on health and care issues.

After four weeks of recruitment activity, we have signed up around 400 panel members, well on the way to our target of 1000 members.

The recruitment team have been in some of the larger population areas of B&NES, Swindon and Wiltshire including Salisbury, Trowbridge, Chippenham, Warminster, Devizes, and various locations in Bath and Swindon.

The Our Health Our Future Panel is an online panel made up of a representative sample of the population from across our region. Panel members will take part in regular surveys throughout the year as well as form focus groups from time-to-time. The option of hard copy surveys and telephone interviews will be offered to people who are not able to access the survey online. Full reports of every survey will be publicly available and insights gained from the panel will be used to inform our decision-making, strategy, service design and service change.

We are keeping the Get Involved section of our website up to date with details of recruitment activity – visit [www.wiltshireccg.nhs.uk](http://www.wiltshireccg.nhs.uk) for locations, dates and times.

If you would like to know more about the Our Health Our Future Panel or would like to join, please get in touch with the communications team [communications.wiltshireccg@nhs.net](mailto:communications.wiltshireccg@nhs.net)

## 6. Year of the Nurse and Midwife

To celebrate the World Health Organisation-designated ‘Year of the Nurse and Midwife’, BSW CCG will be supporting local and national plans as well as running our own campaign. Our campaign will focus on recognising the contribution and skills of general practice and community nurses.

The CCG’s Communications and Engagement team is working with practice and community nurses who will share their experiences in a way that celebrates them as well as improves public understanding of those roles. The Communications and Engagement team will turn these recordings into materials we can share with the traditional media as well as on our social media channels.

Many of the planned events and actions to celebrate the Year of the Nurse and Midwife will happen on 12 May, which is the 200th anniversary of Florence Nightingale’s birth. We

will also release our BSW campaign materials on that date, and then re-use them throughout the remainder of 2020 under the umbrella of the main campaign.

## **7. BSW CCG online**

As we head towards the merger with Wiltshire CCG and Swindon CCG in April 2020, we are consolidating our online presence.

Our Twitter accounts have already merged – you can follow us @NHSBSWCCG. Our Facebook and Instagram accounts can also be found at @NHSBSWCCG.

We are on LinkedIn as NHS BSW Clinical Commissioning Group.

By 1 April 2020 we will have a new website in place – this will be [bswccg.nhs.uk](http://bswccg.nhs.uk)

## **Children, Adults, Health and Wellbeing Policy Development & Scrutiny Committee**

**10 March 2020**

### **Cabinet Members' Briefings**

**Cllr Appleyard**

#### **Outbreak of novel Coronavirus – Covid 19**

Public Information is being routinely provided by Public Health England. Councillors are also receiving regular updates from our Public Health team.

#### **Suicide Prevention Strategy launch**

The proposed Suicide Prevention Strategy for Bath and North East Somerset 2020-2023 was launched with partners including Bath Mind at a suicide prevention stakeholder event on 6 February.

The strategy commits partners across Bath & North East Somerset to:

- Reducing suicide and self-harm
- Ensuring that no resident will think that suicide is their only option
- Tackling the stigma associated with suicide and developing community conversations about suicide
- Building community resilience
- Supporting those who are affected by suicide

#### **Preventative Initiative**

A new film that aims to help more women with learning disabilities to access breast screening has been made featuring women who live locally to Bath and North East Somerset. The film is based on real experiences of women with learning disabilities told from their own point of view and hopes to give more information to people with learning disabilities and their families and carers about this important NHS breast screening programme.

Nationally there is evidence that women with learning disabilities are not well informed about breast cancer and that uptake of breast screening in this group is low. One in every two women with a learning disability receives breast screening but figures for the general population are two in three.

The film has been produced by Biggerhouse Film in a partnership with Bath and North East Somerset Council, NHS England & NHS Improvement, the Avon Breast Screening Programme and North Bristol Trust. The women were supported throughout the making of the film by Virgin Care Services, Learning Disability Primary Care Liaison Nurses. It is aimed at women with learning disabilities who are eligible for the NHS breast screening programme aged from 50 to their 71st birthday.

## **Cllr Guy**

### **Future of Culverhay School site**

The Council has taken the first step towards deciding the future of the former Culverhay School site in Bath and will be encouraging residents to give their views in due course. The council is developing an initial comprehensive list of possibilities based on its key principles to deliver for residents, prepare for the future and focus on prevention.

The options will need to take into account constraints around planning, resources and sustainability to achieve the best outcome for the community.

Consultants Avison Young have been commissioned to carry out the research and engagement process towards achieving a new future for the site. Avison Young will support the council in developing the shortlist of viable options for public consultation later in 2020.

### **Bath Studio School site**

Last month's budget included a capital proposal to re-develop Bath Studio School, which is due to close in July 2020. It is anticipated that this will enable Aspire Special School to expand to deliver 60 additional spaces for children with Autism and social communication difficulties.

These additional spaces will be delivered in a phased opening over two years and will deliver the type of placement not currently available in B&NES, which is good news for children and young people with these needs and will also help the Council reduce our carbon footprint and reduce the cost pressures of using independent special schools and expensive single passenger transport routes.

### **Applications for Secondary School places in September 2020**

Nine out of ten families in Bath and North East Somerset have been offered a place at their first choice of secondary school for admissions this September.

The Council received 1787 applications for secondary school places for admission into the 2020/2021 academic year.

Ninety per cent of children have been allocated a place in their highest preferred school, making up a total of 1614 children. In 2019 the number of children offered their first place was 88 per cent.

107 pupils have been offered their second preference, 28 pupils their third preference, one pupil has received an offer of their fourth preference school and no

pupils needed to be allocated their fifth, meaning 98% received one of their overall preferences – another increase from last year's 97.2%.

Thirty-seven pupils have not been offered a place at any of their preferences and have instead been offered a place at their next nearest school with a place available, which is known as a referral.

All Bath and North East Somerset pupils who made an on-time application have been offered a place.

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