

North Yorkshire Health and Wellbeing Board

Minutes of the meeting held on 20 September 2019 at Selby District Council Offices

Present:-

Board Members	Constituent Organisation
County Councillors	
County Councillor Michael Harrison (Chair)	Executive Member for Adult Social Care and Health Integration, North Yorkshire County Council
County Councillor Caroline Dickinson	Executive Member for Public Health and Prevention
Local Authority Officers	
Stuart Carlton	Corporate Director, Children and Young People's Service, North Yorkshire County Council
Lincoln Sargeant	Director of Public Health, North Yorkshire County Council
Janet Waggott	Chief Executive, Selby District Council and Assistant Chief Executive, North Yorkshire County Council (District Councils Chief Executive Representative)
Richard Webb	Corporate Director, Health and Adult Services, North Yorkshire County Council
Clinical Commissioning Groups	
Amanda Bloor	Accountable Officer, North Yorkshire CCGs
Phil Mettam	Accountable Officer, NHS Vale of York CCG
Other Members	
Chris Brackley	Chair, Healthwatch North Yorkshire
Shaun Jones	Interim Director of Delivery, NHS England, Yorkshire and the Humber
Co-opted Members	
Naomi Lonergan (substituting for Colin Martin)	Head of Operations, North Yorkshire and York, Tees, Esk and Wear Valleys NHS Foundation Trust (Mental Health Trust Representative)
Jill Quinn	Chief Executive, Dementia Forward (Voluntary Sector Representative)
Rachel Pippin	Sector Commander (North), Yorkshire Ambulance Service (Emergency Services Representative)

In Attendance:-

County Councillor Andy Paraskos, Older People's Champion
 Nigel Ayre, Delivery Manager, Healthwatch North Yorkshire
 Suzanne Bennett, Interim Head of North Yorkshire Children and Young People Commissioning and Continuing Care Teams
 Kirsty Elliot, Research and Intelligence Officer, Healthwatch North Yorkshire

North Yorkshire County Council Officers:

Jane Le Sage, Assistant Director (Inclusion), Children and Young People's Service, Robert Ling, Assistant Director, Technology and Change, Deborah Goodchild, Service Manager, Mental Health, Dale Owens, Assistant Director, Care and Support, Karen Siennicki, Interim Head of Service for Mental Health, Louise Wallace, Assistant Director, Health and Integration (Health and Adult Services), Patrick Duffy (Legal and Democratic Services), Luke McIntosh (Business Support)

Copies of all documents considered are in the Minute Book

103. Apologies for Absence

Apologies for absence were submitted by:

- Janet Sanderson Executive Member for Children and Young People's Service
- Richard Flinton, Chief Executive, North Yorkshire County Council
- Councillor Richard Foster, Leader, Craven District Council
- Helen Hirst, Accountable Officer, NHS Airedale, Wharfedale and Craven CCG
- Colin Martin, Chief Executive, Tees, Esk and Wear Valleys NHS Foundation trust
- Siobhan McArdle, Chief Executive, South Tees NHS Foundation Trust

104. Minutes

Resolved -

That the Minutes of the meeting held on 24 May 2019 be approved as an accurate record.

105. Review of actions taken at the last meeting

Considered -

An Action Sheet produced by the representative of the Assistant Chief Executive (Legal and Democratic Services).

With regard to Minute No.92, Growing up in North Yorkshire Survey, it was reported that discussions as to funding would be held between partners.

NOTED

106. Declarations of Interest

There were no declarations of interest.

107. Public Questions of Statements

The Chair welcomed Amanda Griffiths to the meeting. Amanda is a user of mental health services. She was supported by Helen Fawcett-Smith, a Volunteer from Tees, Esk and Wear Valleys NHS Foundation Trust.

Amanda's statement was as follows:-

I would like to discuss the restructure of adult social care, the impact and will begin by providing a background sharing a few examples of service user experiences.

In late May of this year some of my peers learned that their mental health care provision was changing due to North Yorkshire County Council restructure of adult social care. For some this involved a conversation with a care co-ordinator who would no longer be involved in their care. In my own case that conversation took place in May just 2-3 weeks before the adult social worker would cease working with me and I was provided with a copy of a generic letter dated February 2019 stating:

In 2017 (2 years ago) there had been a public consultation and that social workers who were part of the community mental health services would cease to be Care Co-ordinators.

Worryingly neither partner organisations such as GP's were aware of the restructure and many of my peers accessing integrated mental health provision were not informed of the restructure, not having received any written communication from the local authority nor TEWV. Some only learned of changes to their mental health care by word of mouth from other service users. Where was the consultation of the restructure to adult social care with those accessing the service at the time the restructure occurred?

The restructure has had a negative impact in multiple ways with fragmented mental health and social care provision with a lack of joint working. There has been no assessment of social care need to ensure appropriate support is in place and no smooth transition of mental health care. For a number of my peers this has led to them being abruptly discharged from community mental health services due to lack of resources, as the restructure left the Selby CMHT with only 8 CPNs to provide care for over 950 people. Although a letter was issued by the NYCC Mental Health Recovery Team Manager, dated 23rd August some 3 months after the restructure to offer an assessment of social care needs, it is clear the local authority put the cart before the horse by restructuring adult social care without reassessing the needs of those accessing the service. Yet again partner organisations and my peers have not received a copy of the Team Managers letter leaving other professionals in the dark and many vulnerable people without support feeling suicidal, with the police often picking up the pieces. For me this resulted in the police submitting a safeguarding vulnerable adult referral, but it should not get to crisis point before services are proactive in responding to unmet needs.

This is not in accordance with North Yorkshire Mental Health Strategy that pledges integrated accessible services across all sectors designed in genuine partnership. Service users were disempowered, they had no control over the changes to their mental health and social care, there was no choice, and many have been left feeling completely hopeless. I would be interested to see an Equality and Impact Assessment in respect of the restructure of adult social care if one has been conducted.

Whilst everyone appreciates this is a challenging time for the local authority with financial constraints, before real damage occurs I request that the Chair and Director for Health & Adult Services along with TEWV Head of Locality Service for Mental Health urgently review service user experience of the restructure. It would be helpful to develop a focus group of people directly affected by the restructure to look at how you can learn from service user experience, to collaborate on developing an understanding of what went wrong and why there was an abrupt withdrawal of service provision, what needs remain unmet, whilst collaborating on improved integrated accessible service provision, and co-producing a policy to prevent an abrupt discontinuation of service provision occurring in the future.

It might interest the Chair to know that NYCC Head of Mental Health rang me on Monday after I had registered to speak, requesting to meet with me at my home along with their Service Manager at the exact time of this meeting to ascertain my

concerns. However, I believe this matter is extremely important and that the Health & Wellbeing Board should be informed of the wider concerns regarding the adult social care restructure.

Richard Webb, Corporate Director, Health and Adult Services, thanked Amanda Griffiths for coming to the meeting and for raising the issues that she had. He would be happy to have a separate discussion, as his expectation was that the changes had been handled as smoothly as possible.

When he became Director he felt that not enough attention had been given to mental health and this was something he had been keen to address. There had not been any budget cuts in the service area – in fact, more resources had been put in.

The challenge he faced was that he was responsible for a mental health service that was statutory but not accountable, as elements of it were not providing social care work. Because of this a review had to take place and cases had had to be transferred. He appreciated that this can cause difficulties for people. Therefore, his staff had worked closely with providers and introduced the changes incrementally.

The Chair advised Amanda Griffiths that he would ask Karen Siennicki, Interim Head of Service for Mental Health and Deborah Goodchild, Service Manager, Mental Health, to meet with her following the meeting. He would then discuss the issues raised further with Richard Webb and arrange for a joint response to be sent to her.

108. Digital Health and Wellbeing Charter for Yorkshire and the Humber

Considered -

A report by the Assistant Director, Technology and Change, which provided Members with a summary of the development of this Charter.

In conjunction with his report, the Assistant Director delivered a presentation. He highlighted the following aspects, in particular:-

- The success of the Local Health Care Record Exemplar Bid was based on our commitment to work together as a region and, as part of that, a Yorkshire and Humber Digital Care Board had been established, which some of the Board sit on.
- He had been asked to develop an overarching strategy framework that articulated how we could better work together on digital and technology to accelerate the delivery of our local priorities and also how we could differentiate ourselves as a region globally in this area. This has been presented to the Digital Care Board and elicited its full support.
- The crucial element was about how partners could enrol their teams, organisations, and regions into doing what they need to do to make this a success.
- Each Integrated Care System/Sustainability and Transformation Partnership had a core focus on prevention and integrating mental health, physical health and social care services locally and there was a strong commonality of the digital requirements to support these models of care.
- The strength of the partnership in Yorkshire and Humber is that it is built on principles of subsidiarity, recognising the primacy of the Health and Care Partnerships in each of our localities.

- This strategic approach utilised a “tight/loose” strategy, through which common standards and shared capabilities would be developed and mandated centrally by the Yorkshire and Humber Digital Care Board, with integrated care solutions being delivered by local system partnerships in their local context.
- The potential of cutting-edge technologies to support preventative, predictive and personalised care was huge. For example, we could use more data-driven technologies, such as artificial intelligence, to help diagnose diseases or conditions and to gain better insights into treatments and preventions that could benefit everyone. Or robotics and voice assistants could support people and their carers in rehabilitation, dementia support or medication management.
- The Charter contained nine commitments. The effect of these commitments would be to-:
 - deliver digitally enabled change across the Health and Care system;
 - differentiate Yorkshire and Humber from other regions;
 - provide an enabler to the creation of a new Health Tech ecosystem of suppliers and innovators based on open platforms;
 - improve outcomes for our population; and
 - deliver exportable solutions that can be used in other places
- The ultimate target was for a vendor neutral future that would allow different mixes of solutions for individual citizens or the professionals involved.

Robert Ling concluded by stressing that there would be on-going costs for partners associated with the implementation of the Charter.

Amanda Bloor, Accountable Officer for North Yorkshire Clinical Commissioning Groups, commented that whilst everyone would agree the aims and ambitions were a good thing, they would lead to on-going cost pressures. Was there any ability, as a system, to inflate the resources being put into the technology agenda? Also, was there any view as to how these commitments could be mitigated for partners facing the most acute pressures?

Robert Ling responded that the question could be flipped, so that the focus was on how activity is planned to facilitate/expect digital that will lead to cost benefits. As a region, we had been active in being a front-runner nationally. Amanda Bloor acknowledged these points but felt that it needed to be flagged that there would be double running costs.

Resolved –

- a) That the Charter be endorsed, in principle, and that any comments Members may have be forwarded to Robert Ling by 7th October.
- b) That partners act as advocates for the Charter in their respective organisations and provide the necessary sponsorship and support to ensure that it is approved and incorporated into the long term submissions over the coming months.
- c) That it be noted there will be on-going costs for partners associated with the implementation of the Charter.

109. Special Educational Needs and Disability Update 2018/19

Considered –

A report by the Assistant Director (Inclusion), Children and Young People's Service, which provided a high level update on Special Educational Needs and Disability (SEND) Developments in 2018/19, together with issues that required further focus in the forthcoming year

The Assistant Director highlighted the changes introduced by the Children and Families Act 2014 which had transformed the approach to meeting the needs of children and young people with SEND.

The changes had had a significant impact locally and nationally leading to a large increase in requests for assessments and significant pressures on the High Needs Block Budget.

Examples of the impact in North Yorkshire included:-

- a 63% increase in the number of children with an Education Health Care Plan from August 2015 to August 2019;
- the most common primary need continued to be Autism Spectrum Disorder and social and emotional mental health issues; and
- in the current financial year, the Authority had invested additional net funding into High Needs of £3.7 million, over and above the High Needs grant allocation from Government. The recent funding announcement, due to be finalised in October 2019, was unlikely to cover the shortfall.

The Authority was attempting to meet needs at the lowest level i.e. intervening early to identify children with additional needs and providing support at the earliest stage.

The Local Area SEND Inspection Framework, undertaken by Ofsted/CQC, was designed to inspect the effectiveness of local areas in fulfilling their duties under the aforementioned Children and Families Act 2014. The findings of the North Yorkshire Inspection, in June 2016, were appended to the report.

Preparations had commenced for the next Inspection in 2021 by identifying areas for improvement and checking areas of focus from more recent Inspections of other authorities.

The SEND Strategic Plan had been developed following an Independent review of special educational provision in 2016/17 and its implementation monitored by the SEND Strategy Group – a Multi-Agency Forum that meets bi-monthly.

There is confidence that performance is strong and the Authority will work with partners to ensure it remains so. This will be assisted by joint commissioning and co-production with localities. In this connection, from April 2020 North Yorkshire would be divided into five localities for the purposes of SEND with Locality-based Boards being responsible for monitoring performance across their area. The areas will be:-

- Hambleton/Richmondshire
- Craven
- Selby
- Scarborough, Whitby and Ryedale
- Harrogate, Knaresborough and Ripon

Stuart Carlton, Corporate Director, Children and Young People's Service, added that changes in personnel and process meant that an urgent piece of work was required to ensure that these issues remained high on people's Agenda and to ensure areas of weakness were being addressed, as well as celebrating strengths.

Resolved –

- a) That the report be accepted.
- b) That a further report be made in September 2020 which provides an update on performance of the Local Area against the Ofsted/CQC Inspection Framework.

110. Local Transformation Plan for Children and Young People's Emotional and Mental Health in North Yorkshire and York – Annual Refresh

Considered –

A report by Suzanne Bennett, Interim Head of North Yorkshire Children and Young People Commissioning and Continuing Care Teams, which:-

- outlined what was to be included in the North Yorkshire and York October 2019 Refresh of the Local Transformation Plan for Children and Young People's Emotional and Mental Health; and
- invited comment and feedback from Members

She advised that the Plan stemmed from the Government's Future in Mind document, published in 2015 which, along with the NHS Five Year Forward View, outlined a number of ways in which mental health care for children and young people could be improved by 2020/21.

She would welcome a sense check on the content by Members.

The report outlined key achievements over the last year together with priorities for 2019/20. The former included:-

- development of an enhanced eating disorder service for children and young people;
- a new Crisis and Intensive Home Treatment Service;
- the establishment of Compass BUZZ, a school-based training offer;
- piloting, by Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), of an online counselling service ("Kooth") from autumn 2019;
- the establishment of a Transforming Care Partnership for children and young people with autism or learning disabilities, who have challenging behaviours; and
- across North Yorkshire and York CCGs, Future in Mind had brought additional investment of £1.3 million per annum

Among the priorities for 2019/20 were:-

- delivering the Mental Health Support Team Pilots in Scarborough and Selby;

- exploring the potential for joint commissioning between CCGs and Compass Reach through the Healthy Child Programme;
- implementing additional investment from TEWV; and
- launching the new North Yorkshire website “The Go To” for Children and Young People’s Mental Health. It was anticipated this would be launched in October 2019

The Chair sought clarification as to the gaps in existing Crisis Services. Naomi Lonergan, Head of Operations, North Yorkshire and York, TEWV NHS Foundation Trust, advised that some services currently closed at 10.00 p.m. Whilst crossover services were good, a 24/7 service would be a great enhancement.

Robert Ling felt that there needed to be a greater emphasis on digital. In particular, articulating how data can help to plan services and drive efficiency.

Stuart Carlton stated that he welcomed the pilot for the Kooth online digital platform. He felt that the more partners worked together the better the outcomes for children and young people would be. His Directorate was fully open to collaboration and he therefore welcomed the references to working together in the report.

Amanda Bloor added that the Partnership Board was seeking to explore these opportunities.

Nigel Ayre, Delivery Manager, Healthwatch North Yorkshire, commented that, as the report did not cover the Craven area, the Board would require assurance regarding this aspect. For example, being sighted on the Local Transformation Plan.

Suzanne Bennett said she would be happy to take on board any additional comments that Members may have following the meeting.

Resolved –

- a) That it be noted the Board is generally happy with the content at this stage but that:-
 - (i) there needs to be more on digital – in particular, how data can help to plan services and drive efficiency; and
 - (ii) assurance is required regarding Craven e.g. being sighted on their Local Transformation Plan
- b) That any additional comments be notified to Patrick Duffy by 11th October, who will forward these onto Suzanne Bennett

111. Rolling Work Programme/Calendar of Meetings 2019/20

It was noted that currently quite a lot of formal business is scheduled for the next meeting of the Board at Rural Arts in Thirsk on 29th November 2019. Following the formal business there would be a Workshop on Culture and the Arts and their impact on people’s health and wellbeing.

The Chair, Vice Chair and Corporate Director for Health and Adult Services would discuss the content and timings further to ensure that an appropriate split of time was allocated to the formal business and the Workshop.

The meeting concluded at 1.47 p.m.

PD