



Supplementary Agenda

Meeting: Scarborough and Whitby Area Constituency Committee

To: Councillors Joe Plant (Chair), Clive Pearson (Vice-Chair), Andrew Backhouse, Derek Bastiman, Eric Broadbent, David Chance, Liz Colling, David Jeffels, Janet Jefferson, Andrew Jenkinson, Tony Randerson, Roberta Swiers, Callum Walsh, Carl Les and Caroline Dickinson.

Date: Friday, 9th July 2021

Time: 10.30 am

Venue: Remote meeting held via Microsoft Teams

Under his delegated decision making powers in the Officers' Delegation Scheme in the Council's Constitution, the Chief Executive Officer has power, in cases of emergency, to take any decision which could be taken by the Council, the Executive or a committee. Following on from the expiry of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, which allowed for committee meetings to be held remotely, the County Council resolved at its meeting on 5 May 2021 that, for the present time, in light of the continuing Covid-19 pandemic circumstances, remote live-broadcast committee meetings should continue (as informal meetings of the Committee Members), with any formal decisions required being taken by the Chief Executive Officer under his emergency decision making powers and after consultation with other Officers and Members as appropriate and after taking into account any views of the relevant Committee Members. This approach will be reviewed by full Council at its July meeting.

The meeting will be available to view once the meeting commences, via the following link - www.northyorks.gov.uk/livemeetings. Recording of previous live broadcast meetings are also available there.

Business

6. **Attendance of Police, Fire & Crime Commissioner - Mr Philip Allott** (Pages 3 - 20)
7. **Scarborough Hospital Performance Update** (Pages 21 - 32)
Purpose – to provide a further performance update for Scarborough Hospital.

Barry Khan
Assistant Chief Executive
(Legal and Democratic Services)
County Hall
Northallerton
Date: 9 July 2021

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Priorities and Plans

Philip Allott

Police, Fire and Crime Commissioner

9 July 2021



The first month...



Briefings and site visits



Getting out and about with NYFRS.....



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Getting out and about with NYP.....



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Initial priorities



Tackle Neighbourhood Crime

Clamp down on drugs

Deal with County Lines and pervasive recreational drugs.

A new approach to Anti-Social Behaviour

Reinvigorate partnership work to solve the root causes.

Counter cross-border crime

Protect our borderlands from travelling criminals.

Reduce reoffending

Reform offending behaviour to reduce persistent criminality.

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Protect the vulnerable and victims

Prevent harm before it happens

Instil a prevention first culture in both Services.

Promote the Victim's Code

Ensure victims get a rigorous, timely and empathetic service.

Enhance safety for women and girls

Counter domestic and public violence and prevent offending behaviour.

Tackle hate crime

Help build an inclusive society

Develop a Public Safety Service

Work to prevent vulnerability collaboratively.



Enhance rural services

Fair funding

To meet the challenges of serving the largest county in England.

On Call Fire Service

Reform the Service to recognise their commitment and improve availability.

Stop speeding

Deal decisively with road safety on rural roads and in villages.

Rural and wildlife crime

Proper recognition of the impact of crime in rural areas.

Dog theft

Criminalise the offence and improve the response.



Services that are fit for the future

Properly equipped

Ensure Services have the technology to keep them at the cutting edge.
Make sure estate, fleet and equipment is up to date and meets the need.

Customer focused

Improve 101 response times

Enhance collaboration

Foster new cross-border agreements to protect our area.
Work closer with local partners to improve prevention.
Pool resources to co-fund and co-commission

Save to re-invest

Maximise efficiency to release funds to re-invest in frontline services.



Force Control Room

Currently experiencing significant demand

- 999 – June daily demand equivalent to New Years Eve – 300 calls per day.
 - May – 8203; June 8723 – Highest call volume on record. June 2020 was 4295.
- 101 – current daily average 761 – 100 more than usual daily average in June

Staffing to demand

- Changing shift timings to ensure maximum cover at peak demand
- Recruited an additional 8 staff and temporarily increasing by 6 FTE

Digital channels

- Single Online Home – digital contact and transactions
- Publish peak times and live call waiting / call volumes



Forward look



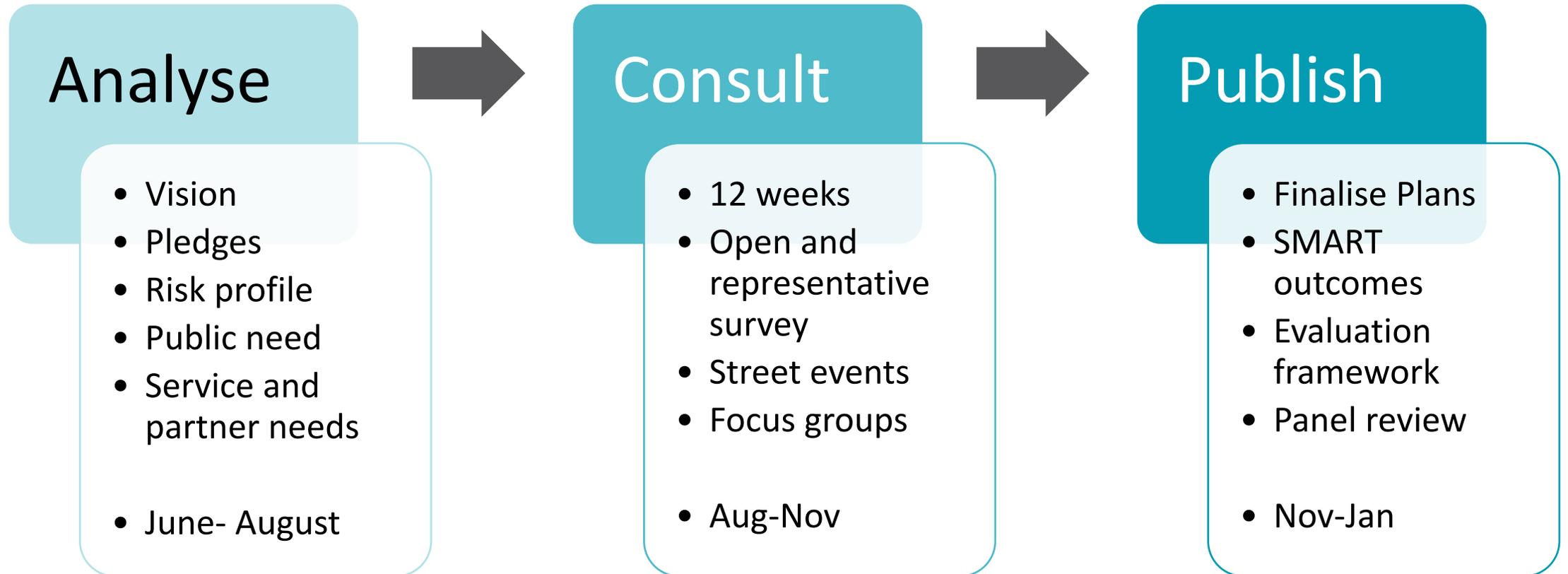
Governance

- Intend to maintain current governance arrangements
- Home Office PCC Review part 1 requires a resilience plan be in place
 - Deputy may be mandated, but decided not to appoint and to review in 12 months
- Areas for Investment in the OPFCC – and for Chief Executive to deliver – to provide resilience and equally importantly enhance Service Delivery for North Yorkshire and the City of York
 - Establish permanent and resilient leadership, management and organisational development model as part of an overall Business Development Strategy
 - Put in place a Delivery and Governance Plan to ensure delivery of the PCP and FRP – and enhance good governance of policing and fire.
 - Communications, Digital Engagement
 - Education Sector and Youth Engagement
 - Ensuring our Customer Service model is enhanced and resilient



Plans and Consultations

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Commissioning priorities

- Recommissioning of Sexual Assault Referral Centre and Child Sexual Assault Assessment Service ahead of UKAS accreditation
- Renewed Victim Needs Assessment
- Implementation and evaluation of new Diversion Services
- Implementation of new Young people in Domestic Abuse households service
- Recommissioning of Independent Victim Adviser service and Youth Commission
- Review of Child Sexual/Criminal Exploitation and CSCE Parent Liaison services



Working in Partnership

- Reinvigorate relationships across local government and wider partnership landscape
- Looking to work closely with partners on issues and joint priorities
- Keen to engage broadly and welcome support to gather public views and understand local concerns



Any Questions?



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Scarborough Hospital Update

Heather McNair – Chief Nurse

Simon Cox – Executive Programme Director – East Coast

Messages to partners and the public

- The continued commitment of the NHS to provide acute hospital-based services in Scarborough
- As with other remote coastal areas, for Scarborough workforce remains the biggest single challenge
- The design of services will continue to change and, in some cases, will involve more networking with other sites and providers
- The hospital is not an island and the improvement in health outcomes for the population needs service improvement and integration across health and social care services
- The health community needs to use the opportunities presented by joint working with all its partners including the opportunities of the collective public sector estate

Quality Improvement

- Continued review of CQC report and actions.
- Development and implementation of ward & department based quality improvement project “Always Aiming High” linking to the CQC action plan and clinically led.
- Four strands of focus:
 - Quality and Safety
 - Patient Experience
 - Safety Processes
 - People
- Year long project led by clinical teams to focus on quality and improve outcomes.
- Ward Leader development programme as part of this project linking directly with the Trust’s new Values and Behaviours.

Quality Improvement

- QI strategy in development
- QI team now aligned with the quality and patient safety team
- Our vision is to embed a culture of continuous improvement
- The embedding of a safety culture from board to ward, where improving safety is seen as everyone's business, and implementing a systematic approach to quality improvement across the organisation will support the delivery of the Trust's vision
- QI coaching programme launching in October 2021

Workforce

- Review of all baseline ward based nursing establishments.
- Investment based on CQC recommendations to uplift baseline ward establishments.
- Nurse vacancies remain challenging.
- To counter this there is an active local and international recruitment campaign with 41 new recruit RNs projected over Spring and Summer 2021.
- Investment in senior nursing leadership – appointed a Head of Nursing for Care Group 2 based 100% in Scarborough to focus on the quality, leadership and operational improvements needed.
- Review of AHP and medical establishments with associated ask being shared with the Trust Executive team.

Investing in Emergency Care

- £47m capital development
 - New Emergency and Urgent Care department with approximately double the clinical space
 - New integrated critical care floor for intensive care, coronary care
 - New site infrastructure to support future site development
- First stages of business case approval complete, final case due in autumn 2021
- Due to open early 2024
- Review of our urgent care pathways to ensure they are fit for purpose, working with commissioners and primary care to further improve the pathways outside of the hospital.



Emergency Care For Children and Young People

- **Scarborough**
- Staffed with a RCN at all times in the ED department
- New Children's Assessment Unit opened in January 2021
- New CAHMS pathway introduced for mental health patient safety
- All staff in ED trained in Paediatric Observations
- Dedicated Paediatric waiting room and cubicle
- Significant reduction in breaches of admitted patients

New Children's Assessment Unit Scarborough



Children's Assessment Unit Scarborough

- New CAU in Scarborough
- 4 bed stand alone unit at front of house
- Staffed with RCN, HCA and Paediatrician.
- 72% of children admitted to CAU are discharged directly
- Medial length of stay under 2 hours
- No readmissions within 24 hours of discharge
- Trial of extended opening for 3 months in June, July and August 2021
- Patient experience score from questionnaire average 4.79 out of 5

Mental Health

- Mental Health risk assessment in place and regularly audited
- Ligature free room implemented
- Mental Health presentations increasing and complex
- CORE-24 service commenced April 2021- TEWV continuing to recruit to full establishment
- Standardisation of policies and procedures across the York and Scarborough sites
- Trust wide mental health strategy in development, to ensure that patients with mental health issues receive high quality safe care
- Dementia strategy approved by April Quality Committee
- Significant delays for placement into Mental Health In-patient beds

Challenges

- Emergency Care Standard
 - Increased activity resulting in long ED waits at the end of Quarter 1
 - Increased pressure on services across health and social care with associated impact on discharge provision
- Infection Prevention and Control
 - Clostridium difficile remains a challenge
 - Management of COVID and associated pathways
- Workforce
 - Recruitment challenges remain, recruitment activity continues with bespoke adverts for Scarborough and the East Coast

Journey to Excellence

- Working with Care Groups through our Quality and Regulations Group to develop our roadmap to outstanding
- Using the Key Lines of Enquiry to benchmark against the criteria for outstanding and develop an improvement plan to achieve outstanding
- Utilising national improvement methodology to further enhance and develop patient flow and pathways
- Quality actions being taken to review and develop the emergency care pathway to be “new build ready”