

# CARE, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE AGENDA

**Tuesday, 16 April 2024 at 1.30 pm in the Bridges Room**

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From the Chief Executive, Sheena Ramsey

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Item	Business
<b>1</b>	<b>Apologies for absence</b>  No apologies were submitted before the publication of the agenda.
<b>2</b>	<b>Minutes of last meeting</b> (Pages 3 - 6)
<b>3</b>	<b>Declarations of Interest</b>  Committee members to declare an interest in any particular agenda item where applicable.
<b>4</b>	<b>Health and Wellbeing Board Update</b> (Pages 7 - 22)  Report of John Costello, Gateshead System Integration Manager
<b>5</b>	<b>Co Production Framework</b> (Pages 23 - 26)  Report of Steph Downey, Service Director, Integrated Adults and Social Care Services
<b>6</b>	<b>2024/25 Work Programme</b> (Pages 27 - 30)  Report of Emma Fagan, Scrutiny Officer, Democratic Services
<b>7</b>	<b>Any Other Business</b>

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## GATESHEAD METROPOLITAN BOROUGH COUNCIL

### CARE, HEALTH AND WELLBEING OVERVIEW AND SCRUTINY COMMITTEE MEETING

Tuesday, 12 March 2024

**PRESENT:** Councillor S Green (Chair)

Councillor(s): J Green, W Dick, P Diston, J Gibson,  
B Goldsworthy, M Hall, G Kasfikis, I Patterson, S Potts,  
J Wallace, D Weatherley and A Wintcher

**IN ATTENDANCE:** Officer(s): S Downey

**APOLOGIES:** Councillor(s): M Goldsworthy and J McCoid

#### **CHW25 MINUTES OF LAST MEETING**

The minutes of the meeting held on 23 January 2024 were approved as an accurate record with no matters arising.

#### **CHW26 DECLARATIONS OF INTEREST**

No declarations of interest were made.

#### **CHW27 UPDATE ON WORK TO TACKLE HEALTH INEQUALITIES IN GATESHEAD**

The Committee received a presentation from Health Determinants Research Collaboration Gateshead (HDRC) updating on work to tackle health inequalities. The Council hosts HDRC and is considered a key partner, alongside local universities and VCSE. HDRC is accountable to Gateshead Health and Wellbeing Board.

The presentation informed the Committee of HDRC's mission, structure, and governance. It also gave information on public involvement & community engagement, and prioritisation. It was noted that the organisation focuses on building the structures to enable positive research, with an emphasis on research ethics. The following priorities were identified:

- Create and develop sustainable place and communities;
- Create the conditions for fair employment and good work for all;
- Enable all children, young people, and adults to maximise their capabilities and have control over their lives;
- Ensure a healthy standard of living for all, in accordance with international law on economic and social rights;

- Give every child the best start in life, with a focus on conception to age two;
- HDRC; and
- Strengthen the role and impact of ill health prevention.

The Committee asked about how a good cross section of attendance is guaranteed on steering groups, and the distribution of hard-to-reach people across the Borough.

It was noted that travelling communities and Jewish communities were particularly hard to reach.

**RESOLVED:**

- The Committee noted the presentation.

**CHW28 SUPPORT WITH THE MENOPAUSE, MENSTRUAL CYCLE PROBLEMS AND POST-PARTUM MENTAL HEALTH ISSUES**

A presentation was given to the Committee outlining support with the menopause, menstrual cycle problems and post-partum mental health issues: access to specialist support and variations of approach across Gateshead GP practices. The presentation focused on the work of Gateshead Cares.

The work establishing women's health hubs was noted to be positively received by professional partners and the local community.

The presentation covered the following areas:

- Recap on women's health strategy or England
- What is a women's health hub?
- What women's health hubs are not
- Gateshead women's health hub: model of care
- GP practice survey (a brief analysis of this data was included in the presentation)
- Menopause
- Perinatal mental health services (information gathered in conjunction with the ICB)
- Gateshead women's health hub: making improvements together.

Two service gaps in perinatal mental health services identified in Gateshead are parent infant mental health services and maternal mental health services. Key areas for improvements were noted to be menopause support, contraception (including LARC), and gynaecology.

The Committee discussed access to menopause cafes and their locations, the longer term goals of access to and funding of long acting contraception.

Gateshead Cares are looking to create a resource with all menopause cafes

listed and how to access them.

**RESOLVED:**

- i. The Committee noted the presentation.

**CHW29 CQC ASSURANCE**

The Committee was updated on the work undertaken to prepare for CQC assurance and the current position as reported by CQC regarding their role out of the assurance framework nationally.

A self-assessment and information return have been completed and shared with the Local Government Association ahead of the Peer Review.

The Departments Peer Review will take place from 19th – 21st March 2024, with Case File audits having been completed by a Principle Social Worker from Stockton Borough Council on 4th March 2024.

**RESOLVED:**

- i. The Committee noted the report.

**CHW30 WORK PROGRAMME**

The Committee received an update on the 2023/24 Work Programme and were reminded that the 2024/25 Work Programme is open for submission.

The Winifred Centre will be open for visitors from 19 March 2024, and a visit will be organised for the Committee.

**RESOLVED:**

- i. The Committee noted the update.

**CHW31 ANY OTHER BUSINESS**

One item of other business was submitted in advance.

**CHW32 ADULT SOCIAL CARE LGA PEER CHALLENGE**

The Committee were given sight of the Care Quality Commission's Local Authority assessments webinar.

**RESOLVED:**

- i. The slides will be circulated to committee members.

**Chair.....**



**TITLE OF REPORT: Gateshead Health & Wellbeing Board – Progress Update**

**REPORT OF: Alice Wiseman, Director of Public Health**

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**Summary**

To update and seek the views of the Care, Health & Wellbeing OSC on the work of the Gateshead Health & Wellbeing Board for the six-month period October 2023 to March 2024.

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**Background**

1. The Health and Social Care Act 2012 provided for the establishment of Health & Wellbeing Boards (HWBs) as committees of local authorities to bring together leaders from the health and care system to work together to improve the health and wellbeing of their local population.
2. As part of the 2023/24 work programme for the Care, Health & Wellbeing OSC, it was agreed to provide two six monthly updates on the work of the HWB. A report has already been provided to OSC on 24<sup>th</sup> October 2023 on the work of the Board for the period 1<sup>st</sup> April to 30<sup>th</sup> September 2023.
3. This second report provides an update on for the period 1 October 2023 to 30 March 2024.

**Gateshead Health & Wellbeing Board – Progress Update October 2023 to March 2024**

4. The following update highlights key issues considered by the HWB during the second half of 2023/24.

**Cumbria, Northumberland, Tyne & Wear NHS FT (CNTW) Strategy**

5. The Board considered CNTW's 2023 strategy 'With You in Mind' which sets out five ambitions:
  - 1: Quality care, every day
  - 2: Person-led care, when and where it is needed
  - 3: A great place to work
  - 4: Sustainable for the long term, innovating every day
  - 5: Working with and for our communities

6. It was reported to the Board that CNTW's strategy seeks to build relationships and to make decisions based on what matters to people. It sets out the Trust's commitments to its service users, families and carers, its staff and to its partners and communities.
7. It was noted that the strategy is about influencing small, everyday decisions as well as big strategic decisions. It is acknowledged that the Trust cannot do this alone and that it needs to work with local partners and local communities.
8. The Board queried what the timescales were for delivering the strategy, when progress would be seen in addressing key challenges relating to mental health services, including access to services, waiting times etc. It was reported that an annual plan will be developed which sets out what the Trust will do that year to deliver the strategy. The Plan will set out actions for each area of the strategy, how it will achieve them and what it expects to see as a result. It is envisaged that the strategy will be built into the work of every person and every team across the organisation.
9. The Board also queried what more can be done ensure continuity between hospital and community provision. It was reported that CNTW are looking at its clinical model and that this could come back to the HWB at a future date.

## **Public Health**

### **Director of Public Health Annual Report**

10. The Board considered the findings of the Director of Public Health Annual Report for 2023 'Profit before people – the commercial determinants of health and lessons from the tobacco epidemic'. The toll of tobacco in terms of smoking deaths since 1970 was reported to the Board as well as the burden caused by smoking on our health and social care systems in Gateshead:
  - 2,707 hospital admissions
  - 94,940 GP appointments
  - 52,520 GP prescriptions for smoking related conditions
11. Lessons learned from the tobacco control approach to reduce smoking prevalence was considered, including:
  - Recognise the problem to be addressed, agree on the need to work together to tackle it, including the resource required to do so.
  - Develop and commit to a comprehensive, multi-strand and long-term collaborative approach.
  - Agree evidence-based and jointly owned objectives which are monitored and flexible enough to adapt to real time learning.
  - Work at scale and aim for consistency – some things only need doing once, but leave room for local flexibility.
  - One key message communicated by many voices.



- Demonstrate visible and enthusiastic leadership at every opportunity.
  - Develop a communication strategy in support of efforts and ensure ongoing media presence.
  - Focus primarily on adults - changing the adult world will change the environment kids grow up in.
  - Develop and commit to a comprehensive, multi-strand and long-term collaborative approach.
  - Demonstrate visible and enthusiastic leadership at every opportunity.
  - Develop awareness and support for change among the public and advocate on their behalf.
  - Work at scale and aim for consistency – some things only need doing once, but leave room for local flexibility.
  - Identify local champions, including political leaders and those impacted by the commercial determinants.
  - Things don't happen quickly because culture change is complex – keep going, be tenacious and trust the approach.
12. The tactics used by the tobacco industry to normalise the use of a product that kills more than half of its long term users were noted including disinformation, marketing and a misleading narrative about individual choice which has combined to create a culture that cuts lives short. Valuable lessons have been learned which can also be used to guide work in addressing other key challenges relating to alcohol, gambling and ultra-processed food.
13. The annual report went on make a number of recommendations relating to the themes set out above which were endorsed by the Board and it is intended that the topics raised within the report will be brought back to future meetings.

### **Healthwatch Gateshead Annual Report and Priorities for 2023/24**

14. The Board considered Healthwatch Gateshead's Annual Report for 2022-23, including its priorities for 2023/24 (which has also been considered by this OSC at its meeting on 23<sup>rd</sup> January 2024). It was noted that the annual report marks Healthwatch's 10-year anniversary.
15. Highlights from the 2022/23 annual report on the work of Healthwatch included:
- Spring:*
- It worked to better understand how the COVID pandemic impacted on health and wellbeing.
  - It focused on refugees and asylum seekers to understand health and social care priorities for these local communities.

*Summer:*

- It welcomed a new team tasked with helping to achieve a mission of engaging with local people to help improve health and social care services in Gateshead.
- It engaged with young people aged 18-25 to understand their views and general experiences of loneliness and social isolation.

*Autumn:*

- It was commissioned by the Council to review the experiences of unpaid carers as we came out of the COVID pandemic.
- It launched online monthly forums, inviting local health and social care organisations to share information about their services. Each month focused on a specific topic area and local people were encouraged to learn more about what is available.

*Winter:*

- It fed into the submission of evidence to the House of Commons Cross-Party Health and Social Care Committee Inquiry into Dentistry.
- It made a targeted effort to engage with young people aged between 16-25 through the launch of phase one of its Youthwatch Project. It was reported that feedback is being used to prioritise its work with young people which will feed into its work programmes.

16. It was reported that Healthwatch continually gathers information on local people's experiences of using health and/or social care services. Its annual survey helps to inform Healthwatch of the public's experiences and people's views are also communicated at its Annual Meeting.

17. It was noted that the following themes were being discussed to form its 2023/24 work plan:

- Hospital Discharge
- Access to GPs
- **Mental Health**
- Accessible Information Standards
- Health Literacy
- **Youthwatch**
- **Social Care**

(Note: the three highlighted areas above subsequently emerged as its key priorities for 2024)

### **Gateshead Health NHS FT Plans and Focus on Women's Health**

18. The Board received a presentation from Gateshead Health NHS Foundation Trust on its plans with a particular focus on women's health. A progress update was also given on the Trust's achievements in 2023/24

to-date relating to performance and quality, workforce, finance, and service developments.

19. It was noted that a main goal of the Trust's Centre of Excellence for Women's Health is to become a diagnostic centre of choice, as the facilities will also be able to cater for people living outside of Gateshead.

20. The current work of the Centre includes:

- Implementing the national women's health strategy – Gateshead and wider NENC ICB.
- Developing the Gateshead Women's Health Hub for Gateshead - £250k secured – with a focus on sexual health and gynaecology including menopause.
- Preparing for a Gateshead Women's Health conference.
- Building on the Director of Public Health's 2022 Annual 'Mind the Gap'.

21. An overview was also given of the Trust's Sustainability Plan and the next steps to transform services. It is envisaged that further progress updates on the Trust's future plans will be brought to the Board over the next year.

### **Community Pharmacy Roles - Supporting Local Communities**

22. The Board considered a presentation from representatives of the Local Pharmaceutical Committee on the roles of community pharmacy and the various ways that they support local communities. An overview was provided of the range of pharmacies within Gateshead, the different types of services they provide, how they interface with other local health and care services, the pressures and challenges facing the profession and opportunities going forward.

23. It was noted that:

- There are 43 Pharmacies in Gateshead (down from a previous 47 pharmacies).
- 96% of the population are able to access a pharmacy within a 20min walk.
- Many pharmacies are open extended hours above and beyond their contracted 40 core hours.
- Most pharmacies offer a delivery service (many free of charge).
- Pharmacists represent the 3rd largest group of healthcare professionals and play a key role in supporting other primary care services, including GPs.
- Pharmacists are the 2nd Most trusted Profession (1st = Firefighters).

24. The Board confirmed that it values the role of community pharmacy in supporting local communities across Gateshead. It discussed how communications / awareness raising could be enhanced as many residents will not be aware of the full range of services that community pharmacies provide.

25. The Board was also informed of notifications received from NENC Integrated Care Board (ICB) regarding pharmaceutical services in Gateshead e.g. changes of ownership, removals from the pharmaceutical list due to closures, distance selling pharmacies etc.

26. The Board has a statutory duty to prepare and regularly review plans on the sufficiency of pharmacy provision in Gateshead.

### **Asylum & Migration Update**

27. A report was considered by the Board providing an overview and update on asylum and refugee migration and the implications for Gateshead. Work currently being undertaken by the Council and local partners was reviewed, together with details of emerging pressures.

28. Key implications were discussed, including:

- An increased number of people presenting to the Council for support, predominantly for homeless support.
- The increased pressure on children's social care due to the allocation of unaccompanied asylum-seeking children (UASC).
- The increased pressure on social care services due to the pace to receive a UASC within five days of a referral.
- The wider implications/ pressures relating to health and education.
- Initial data indicates a higher level of single people than families being granted leave to remain and presenting to the Council.
- The increased pressures on the voluntary and community sector, with more people presenting with longer term support needs.

29. It was agreed to hold a members seminar on this issue in the New Year.

### **Community Physical Activity Update (incorporating Active travel and physical activity sector led improvement)**

30. The Board considered an update on two key areas of community physical activity work - the active travel and social prescribing pilot and physical activity sector led improvement (SLI) work.

#### *Gateshead Physical Activity Sector Led Improvement (SLI):*

31. It was reported that a senior leadership group was established in the North-East in early 2023 with the aim of developing an approach to get the inactive (i.e. those participating in less than 30 minutes of moderate intensity physical activity per week) to become more active. It was noted that the SLI work supports Gateshead's Physical Activity Strategy, which highlights the need for everyone to be physically active throughout their life.

32. An assessment tool has been developed for the SLI work based upon the International Society for Physical Activity and Health (ISPAH) publication, 'Eight Investments That Work for Physical Activity'. These are:
- whole of school programmes
  - active transport
  - active urban design
  - healthcare
  - public education, including mass media
  - sport and recreation for all
  - workplaces
  - community-wide programmes
33. Gateshead signed up to the SLI work in October 2023 and has since begun to pilot the physical assessment tool as part of the physical activity SLI workshops it has been running with partners since December 2023. The workshops have been supported by the Local Government Association and are due to run until May 2024 in Gateshead. On completion of the workshops, an evaluation across all areas will be carried out regarding key findings and opportunities for Gateshead.

*Active Travel and Social Prescribing Pilot:*

34. In June 2021, The Department for Transport (DfT) announced 'Active Travel' Capital funding across the country. This was to be provided to local transport authorities to embed walking and cycling as part of new long-term commuting habits and to reap the associated health, air quality and congestion benefits.
35. Based on the assessment of the feasibility study, Gateshead were one of 11 successful local authorities to be awarded funding of £1.4 million for the active travel and social prescribing pilot from April 2023 for 3 years. As part of this, 'Walk and Wheel Gateshead' was launched in August 2023. The pilot is targeted at 3 of the 5 Primary Care Networks in Gateshead, based on health inequalities data. The pilot work includes Practices in East and Central Gateshead and Birtley Medical Practice.
36. The team running the pilot ran several local walking and cycling events from August to December 2023, designed and informed by the community. It was reported that the pilot has had 80 referrals to-date mainly from Social Prescriber Link Workers but also through self-referrals. There are 35 referrals currently active on the programme. There has been a steady rise in referrals over the first 6 months as the programme has become more established.
37. It was reported that the winter months have been more challenging for the programme. A winter walking programme has been established, including indoor walking sessions and led walks from all 15 GP surgeries in the pilot area. Cycling sessions and support programmes are being offered from early Spring.

38. Evaluation and monitoring arrangements are in place and Gateshead is utilising the Health Determinants Research Collaborative (HDRC) team to support further qualitative learning.
39. Proposed next steps for year 2 of the project from April 2024 include 'Bike Banks' to support local cycling activities moving forward. Further exploration of 'adapted bikes' is also required to ensure an inclusive offer can be provided.

### **Refresh of Gateshead Voluntary Sector Compact**

40. The Board considered a draft refresh of the Gateshead Voluntary Sector Compact 2024-27. It was noted that the Compact is an agreement made between public sector partners and VCSE organisations to work together to agreed standards and shared objectives. It formalises shared commitments and priorities, and recognises the role and value of the VCSE sector.
41. Work undertaken so far to refresh the Compact was highlighted, including its planned scope and content:
1. Core Principals
  2. Shared Priorities
  3. Commitments
  4. Making it Work
42. The next steps include further discussions with Council commissioners, individual meetings with other commissioning partners etc. to finalise the compact. A final version will be brought back to the Board for sign off.

### **Children and Young People**

43. One of the main policy objectives of our Health and Wellbeing Strategy is around giving children the Best Start in Life so the Board is focused on how it plans and integrates services for young people across the system.
44. There has been a separate focus on young peoples' mental health services and a new Strategic Childrens Board has been established that is co-chaired by the HWB Chair and the Cabinet Member for Children and Young People. This Board meets every 6 weeks and will have its first annual joint planning event around children's services in May 2024.

### **Consultation on creating a smokefree generation and tackling youth vaping**

45. The Board considered and agreed a proposed response to a national Dept of Health & Social Care (DHSC) consultation "Stopping the start – a plan to create a smokefree generation". Specifically, DHSC sought views on introducing new legislation to raise the age of sale for tobacco, further

regulating vaping to reduce its appeal to children, and introducing new powers for local authorities to issue fixed penalty notices to enforce age of sale legislation for tobacco products and vapes.

46. The Board also endorsed the new North East Declaration for a Smokefree Future, launched in September 2023. The declaration recognises that smoking has a negative impact on our region's health, wealth, happiness and wider economy. It includes a commitment to work together to achieve a regional ambition to reduce overall rates to 5% or less by 2030, with a final aim that tobacco smoking should become obsolete - a thing of the past – and with no future generations taking it up.

## **Family Hubs**

47. A progress update was provided on the development Family Hubs which directly supports the key priority of giving every child the best start in life as well as supporting their families. Details were provided of:

- The offer from Family Hubs & Start for Life:
  - Infant Feeding
  - Perinatal mental health
  - Parenting and relationships
  - Home learning environment
  - All-age offer
  - Venues for meetings and Family Time
  - Early Help and social care presence
- The range of activities provided by Family Hubs across the borough.
- The Groups that operate from the Hubs, tailored to the needs of the communities they serve.
- A virtual Family Hub that brings together useful websites for parents-to-be and new parents/ carers about pregnancy, birth, feeding, baby health and development, early learning and education, childcare, child safety, and activities and things to do.
- Plans for 2024, including:
  - Development of the Start for Life offer
  - Locality deployment of social work and early help
  - Birth registrations at Blaydon from April 2024
  - Family Voice – Parent/Carer Panels
  - Communications campaign

## **Assurance to Health and Wellbeing Board**

48. Assurance is sought on the delivery of the Board's strategic and policy objectives through two mechanisms, reports directly to the Board and through attendance at relevant meetings.

49. The Chair of the health and Wellbeing Board is a member of the Gateshead Cares System Board, the Joint Children's Strategic System

Board and the Strategic Housing Board, to provide assurance on delivery across these systems.

50. The following items were considered by the HWB as part of its assurance role.

*Safeguarding Adults Board (SAB) Annual Report 2022/23*

51. The report set out details of key activities undertaken during 2022/23, learning from safeguarding adults reviews and the SAB's five strategic priorities.

*Gateshead Better Care Fund (BCF) Quarter 2 and 3 Returns for 2023/24*

52. The Board endorsed the Gateshead Better Care Fund (BCF) returns for quarters 2 and 3 of 2023/24. The BCF focuses on the integration of health and social care in a way that supports person-centred care and ultimately better outcomes for people and carers. The quarterly returns:

- Confirmed that national conditions are being met across the Council and ICB;
- Set out details of performance against key metrics; and
- Set out the position regarding demand and capacity across the local system.

### **Gateshead Cares System Board**

53. The Health and Wellbeing Board has continued to receive regular updates on the work of the Gateshead Cares System Board. This included:

***Gateshead Place Plan Priorities and Enablers***

54. It was reported that the Gateshead Cares System Board has continued to review progress against the key priorities and enablers of integration of the Gateshead Place Plan for 2023/24.

***Priority Areas:***

- ***Children and Young People: Best Start in Life /SEND*** – initiatives reported on included:
  - The establishment of a Family Hub steering group; recruitment of an infant feeding co-ordinator.
  - Baby Boxes - support to Children's Society to purchase boxes for vulnerable families.
  - A multi-disciplinary team (MDT) stakeholder event that took place in October to help join up pathways across the system from children through to transition to adults.
  - A review of the crisis pathway for children and young people that is underway.



- The Teenage Resource "The Little Book of Useful Stuff" which has been distributed across the Gateshead System.
- Roll out of Asthma and Allergies masterclasses have taken place.
- The GP Kitemark Children and Young People friendly practice has been developed by 7 local GP practices.
- A Single Point of Access for the Children and Young People's pathway.
- *Better Health & Care Services including the development of Integrated Neighbourhood Teams (INTs):*
  - INTs streamline access to care and advice for people.
  - They provide more proactive, personalised care with support from a multidisciplinary team of professionals.
  - They help people to stay well for longer.
  - Details were also provided of work taking place in the East of the borough including the Health Of the Population in the East Network (HOPE).
- *Longer and Healthier Lives – Mental Health, Learning Disability, Autism and Ageing Well – initiatives reported on included:*
  - An integrated workforce plan that is being developed.
  - A plan to increase awareness of the Talking Therapies service offer and increase referrals.
  - Autism hubs in Gateshead - Daisy Chain to work out of 5 hubs across Gateshead.
  - A focus on Older Persons Dementia Beds and Pathway – work underway to appraise the current offer in residential and nursing care, to better understand the pathway and where improvements can be made.
  - An update on the work of the RISE Mental Health in Schools Team and plans for 2023/24.
  - Progress in taking forward generalist Home Care transformation as part of the Ageing Well programme of work.
- *Multiple & Complex Needs: People@theHeart*
  - The end-of-year report for people@theheart was considered – this included:
    - Progress in taking forward key workstreams
    - Feedback from services on the people@theheart initiative
    - Proposed future work programme and next steps
  - The importance of the initiative was recognised by the System Board and progress made to-date was commended.

- A proposal for the continued funding of the initiative is being developed and will be discussed further.

*Enablers of Integration:*

- *Workforce:* making Gateshead a great place to live and work – this includes the role of the Gateshead Cares Workforce Partnership in taking forward workforce development issues at a system level and providing further opportunities for collaborative working.

A dedicated System Board session is being planned on the workforce agenda to discuss key issues and confirm priority areas going forward.

*Digital Inclusion:* – it was noted that the issues around digital exclusion are not static and that they are complex. It is about making life more livable for all people.

Initial priorities of the Gateshead Digital Inclusion Steering Group include:

- Mapping and information sharing
- Connecting and collaborating with different sectors – e.g. with Primary Care
- Cascading funding opportunities and influencing good practice and accessibility
- Workforce development
- New solutions for tech assisted care and wellbeing
- Co-ordinating projects in the community

*Women's Health Hub:* An expression of interest was considered by the System Board for a Women's Health Hub investment opportunity. There was widespread support for the bid which linked to key programmes of work across Gateshead Place, our Health and Wellbeing Strategy and the Director of Public Health's 2022 Annual Report which had a specific focus on Women and Health Inequalities. The bid was successful and funding of £250k has been secured.

*Integrated Adults and Social Care Services Living Thriving Lives Plan (2023-28):* The Plan was considered by the System Board which sets out how work will be undertaken with communities to enable residents to live thriving lives, be independent and individual, support themselves and each other, and access personalised quality support when they need it. It was reported that the Plan supports Gateshead's Thrive ambitions and aims to make accessing support and services as easy as possible, working in partnership with Gateshead Cares and local people.

It is noted that a report on the Living Thriving Lives Plan has also been considered by this OSC at its September 2023 meeting.

*Other updates:* Updates were also provided on other items considered by the System Board including:

- Winter Resilience Plans
- CNTW's organisational model
- Alternative Crisis Pathway development
- Asylum & Migration Update
- The migration to Universal Credit for people in Gateshead
- Impact of the Bus Strikes
- Recommendations of the DPH's Annual Report 2023/24 'Profit before People'
- Planned meetings of the Gateshead Cares Professional Forum
- The work programme of this OSC and how health partners can input to this going forward
- The financial outlook of the ICB and Council for 2024/25

### **HWB Developing Together Session**

55. A Development Session for our HWB and local health and care system took place on the 29<sup>th</sup> of February 2024. The session was well attended by representatives of partners who sit on the HWB and Gateshead Cares System Board.

56. The purpose of the session was to consider:

- What should be our top three shared priorities
- What would be the biggest enabler to help us deliver these priorities with pace
- How do we deliver these priorities together:
  - what commitments do we need to make to deliver our priorities
  - what resources will we need to make available
  - what would success look like

57. An overview was provided on what we are already doing in Gateshead to integrate services with a particular focus Integrated Area Teams and work taking in Beacon Lough East as an example of this approach.

58. The session confirmed that our common aspirations include:

- Reduce inequalities and increase equity across our communities
- Better life opportunities for all
- Economic regeneration (Wealth = Health)
- Greater focus on prevention (up-stream)

59. Key messages from the development session included:

- Prevention, connections, control and agency – these are key issues for our communities.
- We need to build on what we are already doing together to deliver in a more integrated and better way e.g. work taking place in Beacon Lough East and other locality areas across Gateshead.

- A key enabler should be delivery in and through local communities – listening to what communities see as their priorities, not replicating the same across all communities. Identifying areas with the most need (equity) and delivering through them.
- There should be a key focus on Children & Young People (Best start in life), early help and prevention.
- We have a number of Strategies that focus on how we can best deliver our joint aspiration to reduce health inequalities and secure greater equity across our communities. We need to ensure that they are all fully aligned.
- We need to take a more evidenced based approach and agree how we can get the most from the Gateshead £.
- We need to be brave and do the right thing - in agreeing our response to key challenges and in ensuring that there is a greater focus on prevention.
- We need to increase the pace of change.

60. The outcomes from the session are due to be considered further at the next Board meeting in April.

### **Recommendations**

61. The views of OSC are sought on:

- (i) the progress update on the work of Gateshead's Health & Wellbeing Board for the second six months of 2023/24 as set out in this report.

<b>Contact:</b> John Costello (0191 4332065)
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**TITLE OF REPORT:** Co Production

**REPORT OF:** Steph Downey, Service Director, Integrated Adults and Social Care Services.

### Summary

The following report describes the progress being made in Integrated Adults and Care Services in relation to Co Production

### Purpose of the Report

1. To update the Committee regarding the rationale behind the development of a Co Production Framework, the work undertaken to develop this and the work happening regionally.

### Background

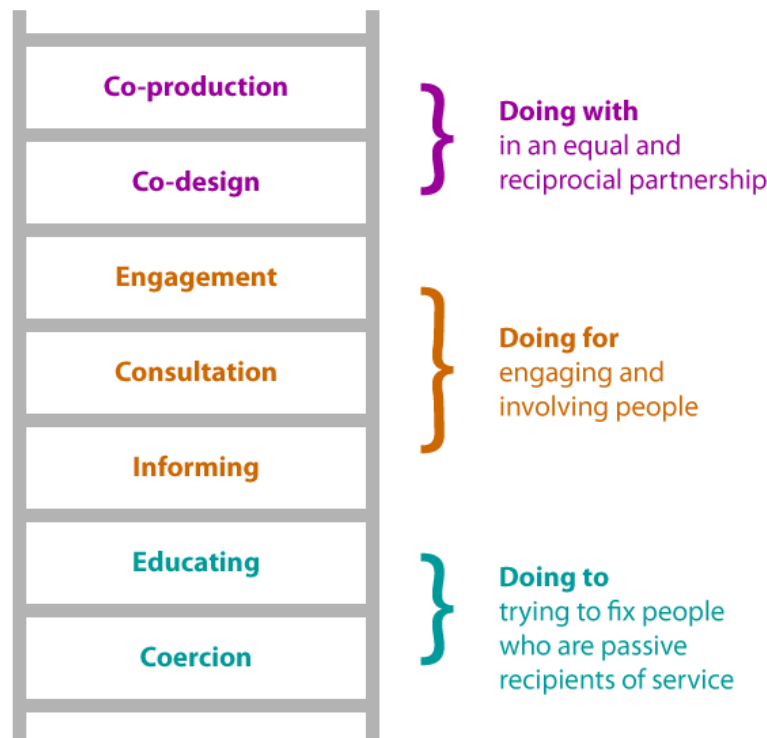
2. Co Production is recognised as an essential element of successful adult social care delivery, and how we Co Produce support and services with people who use Adult Social Care will be an important consideration in the CQC Assurance process.
3. The Care Act 2014 defines Co Production in the following way:

*'Co-production is when you as an individual influence the support and services you receive, or when groups of people get together to influence the way that services are designed, commissioned and delivered'.*

4. Think Local Act Personal, a partnership of over 50 organisations (spanning central and local government, social care, NHS and VCSE) dedicated to transforming health and care through personalisation and community based support define Co Production:

*'Co-production is not just a word, it is not just a concept, it is a meeting of minds coming together to find shared solutions. In practice, co-production involves people who use services being consulted, included and working together from the start to the end of any project that affects them. When co-production works best, people who use services and carers are valued by organisations as equal partners, can share power and have influence over decisions made'.*

5. The elements of Co Production or the steps required to fulfil Co Production are often demonstrated as the 'ladder of Co Production', and we are using this model to guide the work we are doing in Gateshead.



6. The way in which Co Production interfaces with our work can be described as:

**Operational** – on an individual basis, are assessment workers co producing outcomes with people; is the person in the 'driving seat'?

**Tactical** – at a service level are people actively involved in developing and designing services?

**Strategic** – are our policies and our direction of travel Co Produced in partnership with our communities and people who use our services?

### Current Position

7. The recent Peer Review of Adult Social Care recognised that at an operational level Co Production was well embedded across the service. In our self assessment we recognised that the work at a tactical and strategic level is in development and making progress.
8. A Co Production group has been developed by our Principal Social Worker; 50 people who have used care services were directly contacted to ask if they would like to be involved and 5 people/families came forward. The process has taken time and has needed to consider the accessibility needs of the individuals involved.

It is appreciated that the group is small, but combined with our other methods of engagement and co production, provides a rich source of direct interaction. People from the group recently met with the Local Government Association to feedback



their views as part of our Peer Review, and the group has registered with the Think Local Act Personal 'Making it Real Framework' with the people from the Co Production group acting as our service sponsors. The first project will be the co designing of the Co Production Framework.

9. Alongside the work of the Co Production group we continue to work with VCSE partners and people who use their services to understand peoples' lived experience and ensure they are able to utilise their experience to co produce models of care going forward. For example we are currently working with Healthwatch on two projects – one with autistic adults and one with young people preparing for adulthood/having recently moved to adult services.
8. As part of our work with the National Team for Development and Inclusion on the Community Led Support model, we have set up a series of 'Peoples' Voice' sessions across the Borough to invite members of the public to come and discuss their views and thoughts on social care, to shape our offer going forward. These sessions will include specific events with harder to reach groups, to seek to ensure that no groups are disadvantaged, and there is an opportunity for people to submit their views on line: [Share your views on adult social care services with People's Voice - Gateshead Council](#)
10. We utilise a range of mechanisms to seek views and feedback from people who use our services, including:
  - Tell us your views webpage
  - Complaints process – all complaints are signed off by the Service Director to ensure consistency and tracking of learning/changes required
  - Compliments and learning from what has gone well
  - Customer feedback form/QR code (Appendix 1)
  - Statutory surveys of people who use services and their caregivers
  - Piloting of the Warwick-Edinburgh Mental Wellbeing Scale to track outcomes [The Warwick-Edinburgh Mental Wellbeing Scale \(WEMWBS\)](#)

### Regional work

11. The North East Branch of the Association of Directors of Adult Social Services (ADASS) has a Co Production and Lived Experience Sector Led Improvement Group which Gateshead is actively involved with. The group has developed a regional guide to best practice in Co Production and is exploring the opportunity to commission a regional programme of Co Production activities.

### Recommendations

12. Committee are asked to note the content of the report and provide scrutiny in respect of the Co Production work being undertaken by the Department.

Contact: **Steph Downey**

**Ext 3919**

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**TITLE OF REPORT:** Development of Work Programme for 2024-25

**REPORT OF:** Sheena Ramsey, Chief Executive  
Mike Barker, Strategic Director, Corporate Services  
& Governance

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## Summary

This report details the Overview and Scrutiny work programme setting process for 2024-25 and a list of suggested topics for inclusion in the work programme, relevant to the remit of the Care, Health and Wellbeing Overview and Scrutiny Committee (OSC).

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1. A key component to the work of the Overview and Scrutiny function is work programme planning that seeks input from a wide variety of sources and identifies priority areas where scrutiny can seek to add the most value.
2. Ideas for topics for scrutiny to consider can be gathered from a wide range of sources including:
  - Elected Members
  - Senior Officers
  - Partner Organisations
  - Corporate Plans and Strategies
  - Complaints system and Ombudsman
  - Evidence from Councillors on issues affecting neighbourhoods
3. Elected Members and relevant officers were invited to submit suggestions for inclusion in the work programme between 20<sup>th</sup> February 2024 and 5<sup>th</sup> March 2024.
4. In accordance with the Council's Constitution, the Care, Health and Wellbeing OSC performs the overview and scrutiny role in relation to the following functions:
  - Adult social services
  - Provision of health services in the borough, including services to children and young people
  - Health functions discharged by the Health and Wellbeing Board and Director of Public Health
5. A list of suggestions received relevant to the remit of Care, Health and Wellbeing OSC is appended to the report.

## Role of Overview and Scrutiny

1. As per the Council's Constitution, the following principles govern the Overview and Scrutiny Function:
  - It will be an integral part of the Council's framework, working within it not outside or against it
  - It will be a constructive process which is open and accountable
  - It will work alongside the other parts of the Council's structure in making a contribution to policy
  - It will enhance rather than duplicate activity
  - It will look outwards to broader issues affecting local people rather than just internal Council issues
2. This is underpinned by the four fundamental principles of good scrutiny set out by the Centre for Governance and Scrutiny:
  - provide constructive "critical friend" challenge;
  - amplify the voice and concerns of the public
  - be led by independent people who take responsibility for their role
  - drive improvement in public services.
3. Members of the Committee are invited to highlight any additional topics they wish to put forward for consideration for inclusion in the work programme. Work will then be undertaken, in consultation with the Chair and Vice Chair, to allocate topics to the Committee's meeting schedule in a timely manner and scope the content of reports. A further work programme report will then be submitted for approval at the first meeting of the 2024/25 municipal year.
4. It is acknowledged that, whilst the majority of the work of overview and scrutiny will be planned in a structured way, there will be flexibility within work programmes for committees to respond to any issues that arise throughout the year.

## **Recommendations**

1. The Committee is asked to:-
  - a) Comment on the emerging issues for this OSC's 2024-25 work programme and highlight any additional issues for consideration.

## Overview and Scrutiny Work Programme development 2024/25 – Care, Health and Wellbeing OSC

### Remit:

- Adult social services
- Provision of health services in the borough, including services to children and young people
- Health functions discharged by the Health and Wellbeing Board and Director of Public Health

### Suggestions:

#### Performance reports/routine updates:

- PMIF performance reports (6 monthly and end of year)
- Annual Report on Complaints and Compliments,
- Quality Accounts for Gateshead Health and CNTW
- Healthwatch Annual Report
- The 6 monthly updates to OSC on the work of the HWB

#### Topics/policy development:

- Community Led Support model
- Peer Review outcome and action plan
- Carers Strategy
- Autism Strategy
- Tech Enabled Care Strategy
- 23/24 Local Account
- Home Care and Care Home Model – *development/implementation of model*
- NHS winter pressures – *including hospital discharges and joint working between NHS and ASC*
- Integrated Adults and Social Care Strategy 2023-2028 – *implementation of the delivery plan*
- Health inequalities – *update position*
- CQC Assurance – *preparations for CQC inspection and implementation of any recommendations*
- Workforce – *local work being undertaken to address challenges*
- Digital inclusion – *how this is being addressed within communities to enable access to health services*
- Access to GP appointments
- End of life care and continuing health care
- Dentistry update – ICB.
- Orthopaedics referrals
- Women's Health Hub

- Mental health provision at QE