

Health and Wellbeing Board Paper

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| Title: | Health and Wellbeing Strategy Highlight Report |
| Author (Name, post title and telephone number): | Phillip Austen-Reed (phillip.austen-Reed@surreycc.gov.uk ; 07813538431) Amy Morgan (amy.morgan@surreycc.gov.uk ; 07881 328250) Chris Tune (christopher.tune@surreycc.gov.uk ; 07790 836779) |
| Priority Sponsor(s): | <ul style="list-style-type: none"> • Rod Brown, Head of Communities and Housing, Epsom and Ewell District Council (Priority 1 Sponsor) • Giles Mahoney, Director of Integrated Care Partnerships, Guildford and Waverley CCG (Priority 2 Sponsor) • Rob Moran, Chief Executive, Elmbridge Borough Council (Priority 3 Sponsor) |
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| Related papers | <ul style="list-style-type: none"> • Appendix A: HWBS Implementation Status (April 2020) • Appendix B: Recovery Strategy – current thinking |

1. Executive summary

This paper gives a brief overview of the status of projects in the Health and Wellbeing Strategy implementation plans. Rather than detailing performance as originally intended, it indicates where projects have been impacted by the COVID 19 pandemic leading to delays in some areas. It also highlights where projects are continuing as normal or with a different focus, often as a result of the impact of COVID 19.

2. Recommendations

We recommend that the Health and Wellbeing Board:

- Note the changes in the Health and Wellbeing implementation plans with some areas impacted or changing focus¹;
- Ensure that the strategy priorities and associated focus areas are considered by partners represented at the Health and Wellbeing Board, as plans are put in place locally to support recovery;
- Consider any implications on the delivery of the strategy and how work can be maintained through recovery as a high priority, particularly where projects have been refocused relating to the pandemic.

Consider the need to further prioritise any areas of the strategy and consider whether additional projects not currently in the scope of the strategy are needed

¹ See Appendix A

to meet specific needs resulting from the pandemic, based on the developing elements of the community impact assessment².

3. Current status of implementation plan activity

Appendix A identifies where projects are continuing and where they have been temporarily impacted by the pandemic leading to some delays. There are various reasons for this however they generally are due to the following:

- A lack of capacity to take work forward where staff have been redeployed or key partners are unavailable during COVID-19 pandemic
- A lead has not yet been identified to take the work forward (following the risks escalated at the Health and Wellbeing Board in March)
- Work has refocused on continuing essential service delivery to ensure people have access to adequate levels of support during the COVID-19 pandemic

Priority 1: Helping People to live healthy lives

The following projects are not continuing as originally planned, but have been refocused as a result of the COVID-19 pandemic:

- **Homelessness:** A multi-disciplinary team has been set up to support the triage of homeless clients that have been placed during the pandemic to prevent poor health and reduce the spread of the Coronavirus. This team has successfully developed a homeless triage pathway and is now developing a hospital discharge pathway, as well as ensuring clients are all registered with a GP. This work will continue into and beyond recovery.
- **Smoking cessation:** This project is now fully focused on supporting people to quit smoking during the pandemic and is identifying new ways in which to promote the service.
- **Substance misuse:** This project has been refocused to ensure adequate levels of support are provided to those with alcohol/drug addictions in lockdown. Colleagues are disseminating advice following government guidance on maintaining a supply of medication and purchasing alcohol, as well as utilising additional resource to increase outreach to support harm reduction approaches such as needle exchange and naloxone.
- **Reablement:** Due to COVID-19, the SCC in-house reablement service is currently focused on maintaining the delivery of critical care to those in the community both to prevent hospital admission and support hospital discharge. They continue to work closely with community health teams to support flow through the intermediate care pathways and are supporting ASC locality teams with welfare checks where needed. IT works are nearing completion for the co-location of ASC Reablement Service in East Surrey to move into the same office as First Community Health Rapid Response team and it is anticipated that once COVID-19 lockdown measures ease these teams will become fully co-located.

² See separate item "JSNA and Recovery Analytics Proposal"

Several areas are continuing despite the pandemic. These include:

- **Surrey Adults Matter:** Despite only launching in February, this programme has succeeded in starting to accept referrals and provide support despite the current limitations. Local quadrant teams have been set up and have virtually accepted referrals onto the programme. Colleagues are now working with 15 individuals experiencing severe and multiple disadvantage to provide bespoke support, capturing any lessons and challenges for the system to respond to.
- **Specialist housing:** Despite the pressures on Adult Social Care, this work is continuing to focus on the commissioning and procurement activity that can continue in these circumstances.
- **Domestic abuse:** Colleagues are working with refuge providers and property colleagues to identify additional emergency housing and support for those requiring refuge accommodation. This accommodation will be in response to both immediate and potential demand when lockdown measures are eased. As part of the wider work to understand the impact of the pandemic locally, colleagues have been carrying out modelling and scenario mapping to understand when the anticipated rise in domestic abuse referrals is most likely to occur once lockdown measures are lifted, this is to allow for suitable response planning with partners. Colleagues are also working with partners to map and understand the current demand and comparisons with demand prior to the Covid-19 pandemic. Colleagues have developed local communications for Surrey's residents with the police and specialist domestic abuse services to highlight the support available to domestic abuse victims. Elements of the Domestic Abuse Re-design Programme have been progressed such as streamlining governance and the establishment of the Domestic Abuse Executive Group. The Executive Group will focus on the partnership approach at a strategic level to the pandemic and will then transition back into its original function of enabling and supporting the domestic abuse re-design programme. Furthermore, work on the health interventions workstream that is part of the re-design programme are being prioritised to help support the 'recovery phase' of the pandemic.
- **Supporting carers:** This programme is continuing at pace with an additional focus on vital work with Adult and young Carers on COVID 19 and its implications and carers role in end of life care.

Priority 2: Supporting people's emotional wellbeing and mental health

The following projects are not continuing as originally planned, but have been refocused as a result of the COVID-19 pandemic:

- **Scaling up of anti-stigma work:** This will continue in a different format such as through virtual plays/talks as opposed to performing art, as stigma is likely to be a key issue in relation to mental health in the coming months
- **Suicide prevention:** Although some projects (such as the suicide audit) are currently impacted, other actions are being shaped by the local COVID-19 response such as improved data capture and work to support local suicide prevention plans.

- **Bereavement support and information offer:** This partnership work, including partners such as the Brigitte Trust, is continuing, and support is being linked into COVID response programmes for families, friends, and staff.
- **Surrey Virtual Wellbeing:** Related activity has also resulted in the [Surrey Virtual Wellbeing](#) which is a new online tool which provides access to a range of emotional wellbeing support sessions virtually from the comfort of your own home.
- **Mental Health Centre of Excellence:** Applications for bids have been put on hold to develop a mental health centre of excellence in North West Surrey, but partnership projects are continuing, including the adoption of digital services and telephone outreach by Woking Mind.
- **Children's Emotional Wellbeing and Mental Health:** The launch of CAMHS recommissioning has been delayed past its original date (April 1st 2020) to allow providers to focus on service delivery and recovery. A paper will be discussed at the Surrey Commissioning Committees-in-Common on the 24th June which will outline a revised process.

Several areas are continuing despite the pandemic. These include:

- **Launch of healthy schools:** The Surrey Healthy Schools approach and on-line Self-Evaluation Tool went live to Surrey Schools on 28th April. Surrey Healthy Schools approach training is available to book via the Surrey Portal and scheduled for 5 dates spanning October 2020 to February 2021, further dates will be announced. Schools are already booking their places and one event is already full.
- **Adaptations to community mental health offer:** The addition of a virtual safe haven and a safe waiting space relating to section 136 are in development. GPiMHs services are being offered by telephone/online. The dementia navigators service is being offer by telephone.

Priority 3: Supporting people to fulfil their potential

Most activity in this priority is impacted by COVID-19 leading to delays or unable to move forward due to the continued need to identify various leads. Other areas have delayed as they require partnership activity and analytical assistance from our Public Health team that are focused on the health protection response during the pandemic.

Partners continue to run the Surrey Channel Panel each month on a virtual basis. However, the number of referrals into Prevent (Channel) has reduced due to the closure of education settings, despite the continuing multi-agency response to vulnerable adults and children.

The system strategy to tackle community harm is continuing and the Anti-Social Behaviour Help Trigger Pledge was signed by key partners in February. Since the restrictions of COVID 19, Surrey has seen a rise in Community Trigger submissions some of which are related to issues of non-conformance of guidelines and social distancing. CHRMG is meeting virtually on the 14th May to discuss current issues and to discuss ideas to reduce community tension when lockdown is relaxed. Although Surrey Anti-Social Behaviour Week will not be happening this year, there is

a national campaign towards the end of the year which Surrey will support. The Tackling Anti-Social Behaviour Awards will be pushed back until Oct/Nov.

4. Key risks, issues and opportunities

The COVID-19 pandemic has clearly impacted upon the original timeline for implementing some focus areas of the Health and Wellbeing Strategy³, potentially impacting our ability to achieve the improved key outcomes over the short to medium-term. All projects will however be reviewed again in July, with a full report on progress within the next highlight report at the September Health and Wellbeing Board. Most of the risks set out in the March Highlight Report remain, with several projects still requiring a Senior Responsible Owner (SRO) to progress so this will also be addressed in July where possible.

The work underway on the adaptation of the JSNA⁴ during COVID-19 will be important in helping to inform what the strategy and implementation plans may need to consider going forwards.

The partnership approach to recovery that is developing (eg. via LRF Recovery Coordination Group Strategy / Surrey Heartlands Recovery Board strategy⁵) will also need to inform what the continued longer term delivery of the existing Health and Wellbeing Strategy. This recognises that following the current focus on the 'restoration and rehabilitation' phase of recovery, subsequent to this they will likely need to transition services to the statutory and other bodies responsible for their oversight, management and delivery.

The HWB can provide oversight where relevant as these progress to ensure that particularly the ongoing impact of the pandemic is addressed and taken forward by partners through the strategy into longer term recovery and beyond.

As part of this, it is also recognised that the pandemic response has led to a strengthening of partnership links and it is vital this is maintained through recovery and into new ways of working that have the potential to improve and speed up the delivery of the activity covered by strategy and associated health outcomes (eg. homelessness).

5. Outcomes & KPIs

A workshop was held in March to review the full list of KPIs, identify any changes and gaps and agree how the KPIs will be measured (and the reliability of the measure), as well as any new work required by the PH information team or analysts elsewhere in the system to fulfil intelligence requirements.

The process for establishing key performance indicators (KPIs) for each priority has also been impacted due to resources being reallocated. With most project leads focused on delivering COVID-related work, it has not been possible to progress the

³ See Appendix A

⁴ See separate agenda item for Health and Wellbeing Board 4th June

⁵ See Appendix B: Surrey Heartlands Recovery Strategy – current thinking

work on KPIs in the anticipated timescale. Subject to capacity, this will now be developed and collated for September 2020.

In the meantime, the HWB strategy outcomes dashboard remains available for public access on [Surreyi](#) and through the [Healthy Surrey](#) website. The strategy outcomes are to be reviewed annually to help demonstrate overall impact. This will now take place in September, subject to capacity, to enable the review and update of the outcome indicators.

Positively, some District and Borough Councils have expressed interest in understanding how they can share their progress around local health and wellbeing strategies. This will enhance understanding at a local place based level and will again be pursued for the September meeting.

6. Next steps

The next Highlight Report will come to the September Health and Wellbeing Board with a full overview of projects and a list of KPIs for each project together with proposals where changes may be required for consideration by the Board.

This report includes the following appendices:

- Appendix A: HWB Strategy Implementation Status (May 2020)
- Appendix B: Surrey Heartlands ICS Recovery Board - Recovery Strategy – current thinking