

**ADULTS AND HEALTH SELECT COMMITTEE  
ACTIONS AND RECOMMENDATIONS TRACKER  
JUNE 2023**

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**Recommendations**

Meeting	Item	Recommendation	Responsible Officer/Member	Deadline	Progress Check On	Update/Response
23 June 2022	Mental Health Improvement Programme Stocktake after 12 months [Item 7]	<b>AH 20/22:</b> For Surrey Heartlands CCG, Surrey and Borders Partnership NHS Foundation Trust, and Surrey County Council to continue to campaign for a change in the National Allocation Formula that would accurately reflect some of the mental health issues faced by Surrey Residents.	Surrey Heartlands, Surrey and Borders Partnership, and Surrey County Council	2 August 2022	December 2022	<p><b>Interim Response:</b></p> <p>We agree with this recommendation, which has the potential to affect funding flows in the longer term. System partners (including SaBP and SCC) have raised issues with the National Allocation Formula in regional and national forums and will continue to do so. We believe that our case will be stronger if we seek the support of other systems who are similarly disadvantaged by the formula, and we will discuss the case for change with them.</p> <p>We appreciate the support of elected representatives in campaigning and believe that members would have a key role to play in any successful attempt to change the National Allocation Formula.</p>

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						A meeting will be arranged with the Scrutiny Officer to discuss this work further in due course.
5 October 2022	Enabling You with Technology [Item 6]	<b>AH 26/22:</b> For the Head of Resources for Adult Social Care to ensure that further and more sustainable funding is secured for the Enabling You With Technology Programme, and to provide a future informal briefing to the Adults and Health Select Committee, on any efforts to secure further Funding for the Programme in light of the timelines surrounding existing sources of funding.	Toni Carney, Head of Resources (ASC)	18 November 2022	December 2022	The officers have been contacted for a response.

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		<b>AH 27/22:</b> For the Head of Resources for Adult Social Care to pursue data capture in order to analyse the implications of a variety of conditions of service users, so as to better tailor provision and gain a more detailed understanding of these conditions and the associated impacts.	Toni Carney, Head of Resources (ASC)	18 November 2022	December 2022	The officers have been contacted for a response.
	Mental Health Improvement Plan [Item 7]	<b>AH 28/22:</b> For the MHIP Digital and Data Workstream Lead to ensure to increase awareness of the Kooth system, and to ensure that it is increasingly enabling Children and Young People to access appropriate online support for their mental	Liz Williams and Kate Barker, Joint Strategic Commissioning Convenors  Surrey and Borders Partnership		December 2022	<b>Interim response:</b>  Since our meeting, we have received Kooth's proposal for contract renewal into 2023/24. As part of the contract renewal process, we will be working with Kooth to increase the awareness of online support available to children and young people in Surrey by maximising the usage of Kooth's available capacity. This will include exploring how awareness of Kooth's services can be raised through schools, GPs

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		health; and to provide the Adults and Health Select Committee with a future written update on this.				or other routes. As an example, we have videos for both GPs and for other partner agencies providing them information about the services offered. We will update the committee on progress following the conclusion of the contract renewal process, and after allowing for a short period of further activity to demonstrate the impact of actions undertaken.
		<b>AH 29/22:</b> For the Joint Executive Director for Adult Social Care and Integrated Commissioning and Surrey and Borders Partnership, to develop a robust process to deal with complaints as well as Issues of Concern regarding mental health services, and to provide a written update to the	Liz Bruce, Joint Executive Director for Adult Social Care and Integrated Commissioning  Surrey and Borders Partnership	18 November 2022	December 2022	The officers are preparing a response.

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		Adults and Health Select Committee on progress toward this.				
2 November 2022	The Accommodation with Care and Support Strategy Progress Update [Item 5]	<b>AH 36/22:</b> For Accommodation with Care and Support Strategy Leads at Surrey County Council to ensure that Extra Care and Supported Independent Living Accommodation is genuinely affordable in line with welfare benefits for individuals who qualify for such accommodation, and to provide a <b>future written update</b> to the Adults and Health Select Committee on this.	Accommodation with Care and Support Strategy Leads at Surrey County Council	12 December 2022	12 December 2022	<b>Response:</b>  In working with strategic partners, the Accommodation with Care and Support Strategy Leads have stipulated that both rents for tenancies and service charges to pay for communal facilities will be fundable through housing benefit. We will work collaboratively with housing authorities to ensure that this is put in place on a sustainable basis. While some elements like personal use of utilities (metered in individual apartments) are not eligible for housing benefit, the cost exposure for individuals will be limited through careful design, e.g. through a highly energy efficient specification in the built environment which delivers against Surrey County Council's Climate Change strategic ambitions.

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						While we will ensure that all future tenants in Extra Care and Supported Independent Living Accommodation are given clear guidance on their entitlement to housing benefit and other welfare benefits, any relevant benefit applications and agreements will be completed in advance of any individual occupying their new home.
		<b>AH 37/22:</b> For Accommodation with Care and Support Strategy Leads at Surrey County Council to develop explicit plans on the specific and specialised facilities that will be available within the context of the Extra Care and Supported Independent Living Facilities/sites, and to provide a <b>future written update</b> to the Adults	Accommodation with Care and Support Strategy Leads at Surrey County Council	12 December 2022	12 December 2022	<b>Response:</b>  Extra Care Housing To support the Accommodation with Care and Support strategic programme, Surrey County Council has produced generic building design principles for the self-contained housing units and communal facilities that will comprise future commissioned Extra Care Housing settings. These set out our key expectations for the built environment for construction partners. Ultimately, each Extra Care Housing setting will deliver a highly accessible environment

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		and Health Select Committee on this, including on what is included in the rent and what is chargeable.				<p>which provide “homes for life” for its residents, enabling people to enjoy shared activities as part of a wider community on-site while providing easy access to varying levels of care and support. The communal facilities will be much more generous than those found in more mainstream housing settings and will comprise of the following as a minimum:</p> <ul style="list-style-type: none"> <li>Communal lounge</li> <li>A dining area and adjoining kitchen, which provides access to a café, restaurant or bistro and includes a tea kitchen</li> <li>A flexible space, which can be used for therapy or consultancy with health partners</li> <li>Activity spaces, which can also act as quiet spaces or hobby rooms</li> <li>Assisted bathroom</li> <li>Mobility scooter storage</li> <li>Landscaped garden areas</li> <li>Staff offices, which include changing and laundry facilities for the dedicated care staff</li> </ul>
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						<p>The Extra Care Housing settings will also be designed in such a way that they will support Surrey County Council's Climate Change Strategy, with low carbon technology and energy efficient infrastructure in line with LETI standards. While each setting will have at least one fully wheelchair accessible apartment (designed to M4(3) requirements), all of the other apartments have been specified to M4 (2) standards, which mean that they are highly accessible and adaptable as required by residents. In providing everyone with "their own front door", each unit will have all of the modern conveniences to allow people to live independently and to access the rest of the building and local community on their own terms – including fitted kitchens and laundry facilities, spacious living areas, double bedrooms, fully adaptable bathrooms and individual balconies.</p> <p>As stated in the first written response, funding arrangements will be put in place in such a</p>
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						<p>way that the tenancies and shared costs associated with the communal facilities will be covered through housing benefits. While there will be some elements which are linked to individual use and are therefore not eligible for housing benefit (e.g. electricity bills metered in each apartment), these will be kept to a minimum through the sensitive design of each setting.</p> <p>Supported Independent Living Within SCC developed SIL the specific and specialised facilities will vary between the self-contained flats and the shared houses. Rent and Eligible service charges are modelled to not exceed the expected Housing Benefit that individuals will receive when occupying specialist accommodation. Work has been undertaken to evaluate the level of Housing Benefit that individuals are likely to receive across the different D&amp;B areas.</p> <p>Self-contained flats:-</p>
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						<p>Each flat will be entirely self-contained and have the ability to support tracking hoists and wheelchair access. White goods will be fitted and covered by warranty. Each flat will have metered utilities so that each tenant can pay for their energy and water consumption. This element will be chargeable to the tenant. Each block of flats has a communal lounge area with en-suite facilities. This space can be used flexibly and includes provision of a pull-down bed should a care worker need to provide a sleep-in service. The utilities for this space and all other communal areas (e.g. corridors, lobby areas) will be incorporated within the wider building charges and funded via rent and eligible service charge. The rent and eligible service charge will also cover the general maintenance and upkeep of the building (soft and hard FM).</p> <p>Shared Houses:- Each shared house will have 5 private bedrooms all with en-suite facilities with the</p>
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						<p>remaining areas being for communal use (e.g. lounge, Kitchen, Diner). Each room will have the ability to support tracking hoists and wheelchair access and in addition each house will have a lift. White goods will be fitted in communal areas and covered by warranty. It is not possible to meter individual rooms and therefore costs have been modelled to ensure that rent and service charge covers utilities and general maintenance of the building. In both types of setting (self-contained and shared) the 'lifecycle costs' relating to refurbishment and replacement of fixtures and fittings have been included in the rent and service charges.</p> <p>It is important to note that, in each SIL model, the communal facilities will only be available to the residents living in the accommodation. The communal facilities are part of the individual's home and will not be accessible to the local community</p>
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	Surrey All Age Mental Health Investment Fund Programme: Update on Phasing of Implementation Planning [Item 6]	<b>AH 40/22:</b> For the Joint Executive Director for Public Service Reform & the Joint Strategic Commissioning Convenors to formulate a focused list of criteria to determine the priorities and geographical spread involved in making parameters for the Mental Health Investment Fund.	The Joint Executive Director for Public Service Reform & the Joint Strategic Commissioning Convenors	12 December 2022	March 2023	Response:  There is a clear list of criteria which the bids are assessed against and, following the first round of assessment, we will map the geographical spread of the awarded grants to ensure it is appropriate and maintains a good spread across the county. We are also targeting specific areas of need identified from the JSNA and MH improvement plan to ensure the MH priorities of the residents of Surrey are aligned with the MHIF parameters.
6 December 2022	ASC Complaints [Item 6]	<b>AH 51/22:</b> That frontline Adult Social Care Staff are receiving adequate mandatory and consistent training on improving staff conduct and attitude, and that training and staff conduct, including that of partner organisations, are routinely monitored, with consequences put in	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	January 2023	Officers have been contacted for a response:

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		place for unacceptable failures to attend such mandatory training.				
		<b>AH 52/22:</b> That further progress is made toward increasing the timeliness of assessment processes.	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	January 2023	Officers have been contacted for a response:
		<b>AH 53/22:</b> That Issues of Concern are more effectively recorded, including through exploring technological avenues to do so; and that these are also utilised to improve Adult Social Care Services.	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	January 2023	Officers have been contacted for a response:
	Surrey Safeguarding	<b>AH 54/22:</b> That Adult Social Care service users and Adult Social Care	Adult Social Care Leads & Surrey	27 January 2023	January 2023	Officers have been contacted for a response

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Adults Board Annual Report [Item 7]	frontline staff, are continuing to receive adequate Adult Safeguarding reassurances and support, and to raise awareness of such support available.	Safeguarding Adult's Board				
	<b>AH 55/22:</b> Formulate a concerted multi-agency plan to raise awareness of the various aspects of Safeguarding, and to help residents understand the distinction between Children's and Adult's Safeguarding.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	<b>Interim Response:</b>  The SSCP have been approached to work with the SSAB on this to develop a joint plan.	
	<b>AH 56/22:</b> To collate data and insights from member agencies into Safeguarding training provision, and for this to	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	<b>Interim Response:</b>  This recommendation will be considered as part of the QA framework for 23/24. For NHS health agencies this data is collected by Surrey	

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		be incorporated into a future report for a formal Adults and Health Select Committee meeting.				Heartlands ICB and current data has been collected. This will allow the SAB to analyse that data and ask any further questions of health agencies.
		<b>AH 57/22:</b> That the Board further raise awareness of safeguarding adults and support available.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	<b>Interim Response:</b>  The Communication subgroup has recently met and continues to develop the workplan. A communication strategy is in development and will be finalised by April 2023. The SAB team has also been strengthened the team with a new Partnership Post whose responsibility will be engagement and communication which will support taking this recommendation forward.
13 February 2023	Access to NHS Dental Services in Surrey [Item 5]	<b>AH 1/23:</b> To improve access to dental care for vulnerable individuals; including the homeless, deprived communities, Domestic Abuse Victims, those suffering ill Mental Health, and residents with	Dentistry Leads at Surrey Heartlands & Frimley ICS	Ongoing	May 2023	<b>AH 1/23:</b> Community Dental Services provide access for patients whose treatment management needs means they struggle to use primary care services. Many patients described above have increased treatment needs. The Community Dental Services can set aside more time for the treatment of

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		<p>Learning Disabilities and Autism.</p> <p><b>AH 2/23:</b> To reduce existing and future backlogs in dental care.</p>				<p>vulnerable patients and a wider range of means to manage their care including local anaesthetic, sedation and general anaesthetic. The service includes dentists trained in the care of children and special care adults. Community Dental Services are currently under review in the ICBs across NHSE S-E with the aim of commissioning accessible, sustainable and equitable services for people who need to attend these services on a regular basis and for those who attend only for episodes of care.</p> <p>The ICBs are also reviewing ways the primary care contract (high street dental practices) may be flexed to support increased access to primary care for more vulnerable groups.</p> <p><b>AH 2/23:</b> In primary care, dental practices have been approached to take part in the Additional Access scheme which aims to provide more appointments focused on serving</p>
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						<p>the needs of patients who have faced difficulty accessing treatment. There are 5 practices involved in the scheme in the county.</p> <p>Additional monies have been invested into Community Dental Services to bring forward treatment of those who have been waiting the longest. This has been successful in reducing the numbers waiting for treatment for more than a year. There are on-going challenges with waiting lists and backlog, and plans are being developed to maintain this additional funding in 2023-24.</p> <p>In terms of long waiters for hospital treatment, there is a national Elective Recovery Fund where additional monies are being made available to all hospital specialties, including secondary dental, to reduce the numbers of patients waiting for planned care. This is with the aim of reducing the number of patients on waiting lists overall with a particular focus on</p>
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		<p><b>AH 3/23:</b> To improve communications, vehicles for communications, and work better with partners, to ensure that residents are aware of dental services available to them.</p>				<p>achieving the NHS target of no patients waiting more than 65 weeks for treatment by 31<sup>st</sup> March 2024 with no-one waiting more than 52 weeks by March 2025.</p> <p><b>AH 3/23:</b> As part of the national dental contract changes introduced in 2022 there was a requirement for dental practices to keep their patient facing information, about access to their services, up to date. The arrangements to monitor this are under review. The Surrey Heartlands ICB has agreed and is in the implementation stage of delivering actions in line with its Pharmacy, Dental and Optometry (POD) Engagement Strategy. Through this, a variety of means and mechanisms will be deployed to engage with and encourage closer collaboration and integration with the dental profession in the hope that jointly developed solutions, innovations and programmes can be delivered to forge improvements.</p>
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		<p><b>AH 4/23:</b> To urgently campaign for improvements to NHS Dental Contracts to maximise potential for patient access and to retain and attract dentists to perform NHS treatments.</p>				<p><b>AH 4/23:</b> National changes made to the dental contract in 2022 are designed to support improved access by increasing capacity by allowing higher levels of contract delivery, reviewing the frequency with which patients need to re-attend practices and encouraging the use of greater skill mix to support patient care. Dentists also receive increased remuneration for more complex treatments. It is understood that further changes are planned. Locally there are practices providing additional access sessions to support patients who have not attended local practices recently and have urgent treatment needs. The ICBs are also reviewing the possibility of flexing contracts to switch elements of the contract from activity targets to access sessions. This is designed to improve access for patients who have struggled to achieve access and recognises the workforce challenges facing dental practices where they may not have the capacity to do extra sessions. ICBs are</p>
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		<p><b>AH 5/23:</b> To identify and implement strategies to work with schools to improve dental health.</p>				<p>currently working closely with the NHSE dental teams to scope local initiatives that will distribute unutilised UDAs and enhance access in a timely and proportionate manner.</p> <p><b>AH 5/23:</b> Recent evidence points to the best outcomes being achieved by getting children to attend dental practices at regular intervals and from an early age. National programmes such as ‘Dental Checks by One’ and ‘Starting Well’ were getting under way prior to the pandemic. When the ICB seeks to commission any new practices, they are asked to provide services for children in line with national Starting Well guidance ; the Additional Access sessions are designed to support access for children and flexible commissioning is designed to focus on patient groups with greatest oral health need. The Community Dental Services provide oral health improvement programmes for children who attend their service on a regular basis. The ICBs are working closely with a range of</p>
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		<p><b>AH 6/23:</b> In order to understand supply vs demand for appointments, it is recommended that a log is created, at all entry points into the system, of individuals denied dental appointments at NHS registered practices; and for this information to be centrally collated.</p>				<p>stakeholders, including colleagues in local authorities and Dental Public Health, to pursue evidence-based interventions to improve children’s oral health.</p> <p><b>AH 6/23:</b> The NHS Contact Centre captures data on the number of patients contacting them about access to dental services. In Surrey, the highest number of contacts have been made in Redhill and Guildford.</p>
16 February 2023	Children and Young People’s Emotional Wellbeing and	<p><b>AH 7/23:</b> To establish explicit criteria and SMART performance metrics for measuring the outcomes and</p>		Ongoing	May 2023	<p><b>AH 7/23:</b> Mindworks produces monthly performance reports, which have been shared with the committee. The Scrutiny Officer is on the distribution list and receives these reports monthly to share with the committee members.</p>

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	Mental Health [Item 6]	<p>effectiveness of Children and Young Person's Emotional Wellbeing &amp; Mental Health services in relation to total requirements for mental health support in Surrey; and to report performance against these metrics to the Adults and Health Select Committee and the Children, Families, Lifelong Learning and Culture Select Committee every three months from June 2023.</p> <p><b>AH 8/23:</b> To collate and share data on priorities, areas of need, waiting times for assessment and treatment, and outcomes</p>				<p>These reports will continue to be shared on a monthly basis following the Mindworks Finance Contract Quality Performance committee. <i>Currently these reports <u>are not</u> for the public audience.</i></p> <p><b>AH 8/23:</b> Commissioners produce a bi-monthly update that includes priorities, areas of need, waiting times for assessment and treatment, co-production examples and outcomes for treatments as part of Children and Young</p>
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		for treatments as part of Children and Young Person's Emotional Wellbeing & Mental Health services.				<p>Person's Emotional Wellbeing &amp; Mental Health services. This report will be made available to Select Committee via the above process.</p> <p>With regards to Outcomes reporting, there are two key priorities:</p> <ol style="list-style-type: none"> <li><b>Goal Based Outcomes:</b> In line with the NHS Five Year Forward View for Mental Health, Mindworks Partners are using one outcome measure – Goal Based Outcomes. It has been agreed to focus on ensuring Children and Young People are central to decision making and measuring improvements in goals set. This process, at present, is running in shadow form, where partners have submitted Q4 22/23 data and are now assuring the data quality and formulating the performance narrative.</li> </ol>
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						<p>By end of Q1, 23/24 the first manually-produced Outcomes Report will be available. This is one suite of indicators that is being explored to inform service improvement. From Q2/Q3 there will be a similar exercise as above to quality assure a collective experience measure. This work will also inform the specification for the digital solution.</p> <p>2. <b>Digital Solution:</b> The Digital Team are working on a digital solution to enable learning from the shadow process, and purchasing a system that will migrate outcomes from all partner systems to a single Mindworks dashboard. Qualtrics is being explored but is affected by the Financial Recovery in place. Implications are being finalised.</p> <p>Note: The national NHS England CYPMH outcomes metric monitors the proportion of CYP (under 18) who were discharged with at</p>
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		<p><b>AH 9/23:</b> To ensure that there is accuracy and synergy of patient records, and that all organisations involved in treating patients can access and update these records accordingly.</p>				<p>least two contacts and paired scores that show measurable improvement, using the validated outcome tools. Quarterly sharable reports will be available from end of Quarter 1 23/24 and can then be made available at the end of each quarter following the process outlined in the answer to question 1.</p> <p><b>AH 9/23:</b> It can now be confirmed that a patient record system that oversees patients entering Mindworks has been agreed by all partners. An implementation plan will be finalised by mid-May 23. We will provide progress updates in the quarterly report sharing.</p> <p>We will continue to work collectively towards resolving the challenge of multiple partners with multiple systems. The ambition of the point above will be the first opportunity to test and develop improvements.</p>
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		<p><b>AH 10/23:</b> For waiting times to be reduced across all pathways as part of all Prevention and Early Intervention measures, as well as through the process of Transitions.</p> <p><b>AH 11/23:</b> To continue to advance social prescribing County-Wide, and to ensure that there are appropriate initiatives, workable processes, adequate funding, and sufficient resources for this.</p>				<p><b>AH 10/23:</b> The NHS ambition on waiting times is that no-one waits longer than 18 weeks from your appointment being booked through to treatment / intervention start. This is the local Ambition. Waiting time information is available within the performance packs.</p> <p><b>AH 11/23:</b> There is a social prescribing Surrey-Wide working group that aims to ensure social prescribing is developed to a high standard across Surrey, led by Public Health.</p> <p>To date there are two social prescribing projects for CYP who have EWMH issues in Surrey – both in East Surrey. These projects are working directly with CYP or family, depending on need, to provide brief interventions and also connect them with other local projects to improve social connections</p>
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						<p>and build resilience. The offers will be using Goal Based outcomes to demonstrate improvements.</p> <p>The overarching aim of the programme is to improve timely early access to EWMH support and reduce the need to access specialist / crisis support. Data on referrals to Mindworks broken down by PCN areas is being explored to support the evidencing of this ambition and is aimed to be available during Q1 23/24.</p> <p>There is 1 x CYP Social Prescriber in North Tandrige PCN who started in Dec 2021. This service has expanded in the last quarter (delay in latest data).</p> <p>There is also 1 x CYP Social Prescriber and 1 x CYP Health and Wellbeing Coach in the North Tandrige and Care Collaborative PCNs. Q4 data shows that the service received 40 referrals between 24<sup>th</sup> January and 14<sup>th</sup> April.</p>
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						<p>Of these, 26 CYP have been contacted and supported, with 14 on the waiting list. The top three presenting issues are: anxiety (29% of referrals) low mood (19%), social difficulties (13%). Outcomes data will be reported from Q1 23/23, subject to end of care offer.</p> <p>Links are being developed during Q1 23/24 to engage with the different providers who are working directly with CYP participation groups to ensure the programme is co-produced and jointly evaluated.</p> <p>Learning will be shared and will influence our future roll out plans.</p> <p><b>AH 12/23:</b> Training is a priority and at present we have training offers that include mental health first aid, emotionally based school avoidance support, suicide prevention, self harm training and bereavement support. The next steps for training funded by Wellbeing</p>
		<b>AH 12/23:</b> To conduct a thorough review into training provision for Children and Young Person’s Emotional Wellbeing & Mental				

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		Health services frontline and managerial staff.					<p>Education Return funding is to await confirmation of Service Development Funding, then allocate proportionately.</p> <p>We also have a number of training courses available from Tavistock and Portman detailed in the table below, as part of the Mindworks contract.</p> <p>Tavistock &amp; Portman Training and development offer within Mindworks for professionals</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Component of service delivery</th> <th style="text-align: center;">How it is reviewed and monitored</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">THRIVE Training - Annual training programme</td> <td style="text-align: center;">Mentimetre Pre and Post Training questions measuring improvement in understanding and</td> </tr> </tbody> </table>	Component of service delivery	How it is reviewed and monitored	THRIVE Training - Annual training programme	Mentimetre Pre and Post Training questions measuring improvement in understanding and
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							confidence applying objectives with feedback about experience and areas for improvement
							Attendance at training in relation to organisation/service representation
							Staff workforce survey
						Bespoke THRIVE Workshops - Team, Service, Agency or Workstream based	Mentimetre Pre and Post Training questions measuring improvement in understanding and confidence applying

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							objectives with feedback about experience of workshops and actions for team/service development
							Hours spent preparing, training co-facilitators etc
							Attendee feedback about experience and ideas for improvement
						Train the Trainer approach	<b><i>Still to establish an implementation plan which can be monitored – task for new service manager with</i></b>

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									<i>input from General Manager</i>	
									Development of a THRIVE like culture/system	Assessment tool
									Clinical Training Placements and Supervision – ‘Grow our own’	Establishment of trainee placements in Mindworks services Impact on service clinical activity Trainee-Qualified Clinician employed in Mindworks
									The Tavistock and Portman Mindworks contract is scheduled for a review in 23/24 and will include a review of the implementation of a system-wide approach to THRIVE as well as the smaller courses above.	



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		<p><b>AH 13/23:</b> For early diagnosis and appropriate mental health support for Children and Young Persons with Learning Disabilities and Autism.</p>				<p>Courses are evaluated and feedback from wide stakeholders informs future plans. At present, discussions have started to widen the reach of trauma informed care and solution focused approaches so a full scale review is not planned.</p> <p><b>AH 13/23:</b> There is significant demand for ND pre-diagnostic support and diagnosis, which is seen nationally and locally. A Transformational Plan has been developed to build on a needs-based approach which aims to improve timely access to diagnosis. The present financial pressure within Mindworks has resulted in the need to step up the Transformation Plan and make some co-produced recommendations on the future delivery model. A key part of ensuring this is a joint decision, is that governance is supported through the Inclusion Steering Group and the High Needs and Disabilities Transformation Board.</p>
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		<p><b>AH 14/23:</b> To monitor the impacts of waiting times for assessments and treatments on the acuity of Children and Young Person’s mental health conditions, including the impact of the proposed reductions in treatment sessions aimed at reducing waiting times.</p>				<p>The next key milestone is a call for action event planned for end Q1 23/24 where options will be considered alongside recommendations, to ensure system wide stakeholder involvement in decision making. There is a process being implemented to ensure that CYP also have a voice in this decision making.</p> <p><b>AH 14/13:</b> Currently we can and do monitor the waiting times via the performance and quality sub-groups, and the Finance Contract Quality Performance committee within the Mindworks governance. Information on waiting times is available via the monthly performance packs provided.</p> <p>For clarification, there are no proposed plans for reduction in treatment sessions to reduce waiting times. Treatment sessions are agreed within the THRIVE framework and are based on the presenting needs of CYP, clinical</p>
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		<p><b>AH 15/23:</b> To review strategies across agencies for prevention and intervention surrounding bullying of Children.</p>				<p>recommendations, shared decision and goal-based outcomes. We are continuing to work across Mindworks to strengthen this Thrive approach, which includes providing agreed guidance on treatment sessions within the Thrive groupings. We are also increasing our group treatment offer, where appropriate, for CYP for whom one of the expected outcomes will be to reduce the waiting times for treatment.</p> <p><b>AH 15/23:</b> At present the response to bullying across Surrey, where strategies are reviewed and developed, form part of the Surrey Healthy Schools Partnership (chaired by Liz Mills, Director of Education, Lifelong Learning and Culture). This will also be included in the monitoring of the action plan attached to the Emotional Wellbeing and Mental Health Strategy.</p>
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		<p><b>AH 16/23:</b> To bring this item back to a formal Adults and Health Select Committee meeting with an update on all the above recommendations (with representatives from</p>				<p>Anti-Bullying was also a focus of the corporate parenting board (Autumn 22) as statistics according to the HRBQ demonstrate that a proportion of our YP believe that schools do not necessarily take bullying as seriously as they could. <a href="#">Health Related Behaviour Questionnaire   Surrey-i (surreyi.gov.uk)</a> An agreed recommendation from the Corporate Parenting board is for all schools to develop a Surrey Healthy Schools approach, as this both holistically and specifically addresses anti-bullying and an inclusive climate.</p> <p><b>AH 16/23:</b> Agreed</p>
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		the Children’s Select Committee present).					
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**Actions**

Meeting	Item	Action	Responsible Officer/Member	Deadline	Progress Check On	Update/Response
23 June 2022	All-Age Autism Strategy Review [Item 5]	<b>AH 23/22:</b> The Director of Commissioning (CFL) to provide additional information on annual reviews of EHC Plans.	Hayley Connor, Director – Commissioning, CFL (SCC)	2 August 2022	December 2022	A response is being prepared.
5 October 2022	Mental Health Improvement Plan [Item 7]	<b>AH 34/22:</b> The Joint Executive Director for Adult Social Care and Integrated Commissioning to provide a further update on the Section 12 app.	Liz Bruce, Joint Executive Director - Adult Social Care and Integrated Commissioning	18 November 2022	December 2022	A response is being prepared.

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6 December 2022	ASC Complaints [Item 6]	<b>AH 61/22:</b> The Chief Operating Officer to share the revised training offer and academy once formulated.	Chief Operating Officer	27 January 2023	January 2023	Officers have been contacted for a response.
		<b>AH 62/22:</b> A breakdown of trends and data over the last few months regarding complaints made on social media to be provided.	Chief of Staff (ASC)	27 January 2023	January 2023	Officers have been contacted for a response.
13 February 2023	Access to NHS Dental Services in Surrey [Item 5]	<b>AH 1/23:</b> Dentistry Leads at Surrey Heartlands & Frimley Integrated Care Systems to look into developing mobile solutions for the provision of dental services in geographical areas underprovided for.  <b>AH 2/23:</b> Dentistry Leads at Surrey Heartlands & Frimley Integrated Care Systems to look into receiving Corporate donations	Dentistry Leads at Surrey Heartlands & Frimley ICS	Ongoing	May 2023	<b>AH 1/23:</b> Mobile dental solutions have already been implemented across some parts of Surrey and it is our intention to review options for extending this to other areas across Surrey.  <b>AH 2/23:</b> We are in discussion with the Local Authority, and it is our intention to continue to collaborate and implement oral health initiatives. We have contacted Oral

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		<p>for toothbrushes and toothpastes for deprived communities.</p> <p><b>AH 3/23:</b> Dentistry Leads at Surrey Heartlands &amp; Frimley Integrated Care Systems to provide further details on the support available for homeless individuals on an area by area basis.</p> <p><b>AH 4/23:</b> The Director of Commissioning and Assurance, SRO Delegated Commissioning, Frimley ICB, to feedback to the national contracts process and commit to consider a way of collecting these views.</p>				<p>B and Colgate with a view to requesting their support with the supply of toothbrushes and toothpaste.</p> <p><b>AH 3/23:</b> We are working in collaboration with the Public Health colleagues to better understand the oral health needs of all our priority groups including the homeless.</p> <p><b>AH 4/23:</b> There are on-going discussions about the future of the NHS dental contract.</p>
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		<p><b>AH 5/23:</b> The Senior Commissioning Manager-Dental to provide the monthly reported NHS contact centre data regarding contact made by residents unable to access dentistry, including the survey work being undertaken by partners in this area.</p> <p><b>AH 6/23:</b> The Director of Commissioning and Assurance, SRO Delegated Commissioning, Frimley ICB, to follow up on the availability and provision of clear information regarding the complaints process, including collation and analysis of Issues Of Concern.</p>			<p><b>AH 5/23:</b> We attach the information that was shared on 20<sup>th</sup> February and although we can commit to continuing to share the NHS Contact Centre for the time being, we wish to highlight that from the 1 July 2023 all complaints and enquiries related to patient experiences will be dealt with directly by the ICB and at this stage a reporting mechanism has not been agreed.</p> <p><b>AH 6/23:</b> The information about the complaints process is in the link below:</p> <p><a href="https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/">https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/</a></p> <p>Information about numbers of complaints and MP letters is collated, analysed, and discussed</p>
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		<p><b>AH 7/23:</b> The Senior Commissioning Manager-Dental to follow up and update the committee on resident's ability to find information regarding their nearest dentist, including the digitally excluded.</p>				<p>via the Liaison Group meetings which includes representation from the Local Dental Committees.</p> <p><b>AH 7/23:</b> We are in the process of developing a Frequently Asked Questions Factsheet which we intend to make available to the local Healthwatch and community engagement officers and other local stakeholders. This will be helpful for people should they wish to find out more information about dental services without recourse to the internet.</p>
16 February 2023	Children and Young People's Emotional Wellbeing and Mental Health [Item 6]	<p><b>AH 8/23:</b> To write to ICB Chairs with requests for further funding to be allocated for Mental Health.</p> <p><b>AH 9/23:</b> For a meeting to be organised between relevant Cabinet Members, the Executive</p>		Ongoing	May 2023	The actions and requests for further information have been sent to lead officers for a response.

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		<p>Director for Children, Families and Lifelong Learning, and the Chair and Vice-Chairs of the Adults and Health Select Committee to formulate a plan to help implement Action 1.</p> <p><b>AH 10/23:</b> The User Voice and Participation team to research and update the Adults and Health Select Committee and the Children, Families, Lifelong Learning and Culture Select Committee on the difficulties experienced by young people with autism and mental health issues combined.</p>				<p><b>AH 10/23:</b> There is a CYP participation co-ordination group in Surrey that brings together all partners working in co-production and participation, including UVP, Mindworks Participation Lead, Commissioning Participation Lead, SCC, UVP and Amplify.</p> <p>By bringing these system leads together, there will be centralisation of the collective understanding of CYP voice, assurance that there will be evidence of their central involvement in decision making and a Surrey wide and placed-based</p>
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		<p><b>AH 11/23:</b> The User Voice and Participation team to share their Action Cards with stakeholders relevant to the issues highlighted within these.</p>				<p>response to partnerships, projects etc.</p> <p>Central to this group is ensuring the needs of CYP from protected groups and CYP at higher risk of EWMH needs, including neurodiverse CYP.</p> <p><b>AH 11/23:</b> UVP share their action cards relevant to the stakeholders required. In relation to EWMH they present monthly to the CYP Commissioners forum and to Mindworks Quality Subgroup, School Based Needs Group and SABP Quality Operations Group.</p> <p>There is also a newly formed CYP participation and co-production group which brings all CYP voice leads together from Mindworks, Surrey County Council,</p>
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<p><b>AH 12/23:</b> The Programme Director-Mindworks, to provide the Adults and Health Select committee and Children, Families, Lifelong Learning and Culture Select Committee with the Mindworks monthly performance packs.</p> <p><b>AH 13/23:</b> The Chief Executive, Surrey and Borders Partnership NHS Foundation Trust, to provide the Adults and Health Select committee and the Children, Families, Lifelong Learning and Culture Select Committee with an integrated and data-informed outcome measure by April 2023.</p>	<p>Commissioning and PCNs to develop a Surrey Wide User Voice and Participation approach to service improvement and decision making.</p> <p><b>AH 12/23:</b> Completed.</p> <p><b>AH 13/23:</b> Outlined in AH 8/23.</p>
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