

# AUDIT AND GOVERNANCE COMMITTEE

## AGENDA



Thursday 10 December 2020

at 10.00 am

in the Civic Centre, Hartlepool.

**PLEASE NOTE:** this will be a 'remote meeting', a web-link to the public stream will be available on the Hartlepool Borough Council website at least 24 hours before the meeting.

MEMBERS: AUDIT AND GOVERNANCE COMMITTEE

Councillors Buchan, Cassidy, Hall, Hamilton, Harrison, James and Loynes.

Standards Co-opted Independent Member: Ms Clare Wilson.

Standards Co-opted Parish Council Representatives: Parish Councillor John Littlefair (Hart) and Parish Councillor Alan O'Brien (Greatham).

Local Police Representative: Superintendent Sharon Cooney.

1. **APOLOGIES FOR ABSENCE**

2. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

3. **MINUTES**

3.1 To confirm the minutes of the meeting held on 23 November 2020 (*to follow*)

4. **AUDIT ITEMS**

No Items

5. **STANDARDS ITEMS**

5.1 Recruitment of Independent Persons - Update - *Chief Solicitor and Monitoring Officer*

**CIVIC CENTRE EVACUATION AND ASSEMBLY PROCEDURE**

In the event of a fire alarm or a bomb alarm, please leave by the nearest emergency exit as directed by Council Officers. A Fire Alarm is a continuous ringing. A Bomb Alarm is a continuous tone.

The Assembly Point for everyone is Victory Square by the Cenotaph. If the meeting has to be evacuated, please proceed to the Assembly Point so that you can be safely accounted for.

## **6. STATUTORY SCRUTINY ITEMS**

### Crime and Disorder Scrutiny

- 6.1 Anti-Social Behaviour Investigation - Action Plan Timetable - Update -  
*Statutory Scrutiny Manager*

### Health Scrutiny

- 6.2 COVID-19 in Hartlepool Update - Presentation - *Director of Public Health*
- 6.3 COVID-19 Recovery and Renewal:-  
(i) Covering Report - *Statutory Scrutiny Manager*  
(ii) Update / Presentation - *Managing Director and Director of Resources and Development*
- 6.4 Orthodontic Service Procurement (North East and Yorkshire) – *Statutory Scrutiny Manager*

## **7. OTHER ITEMS FOR DECISION**

No items.

## **8. MINUTES FROM THE RECENT MEETING OF THE HEALTH AND WELLBEING BOARD**

- 8.1 To receive minutes of the meeting held on the 7<sup>th</sup> September 2020.

## **9. MINUTES FROM THE RECENT MEETING OF THE FINANCE AND POLICY COMMITTEE RELATING TO PUBLIC HEALTH**

No items.

## **10. TEES VALLEY HEALTH SCRUTINY JOINT COMMITTEE**

- 10.1 To receive the minutes of the meeting held on 18 September 2020.
- 10.2 Feedback from the meeting held on 20 November 2020 – *Members of the Tees Valley Joint Health Scrutiny Committee.*

## **11. MINUTES FROM RECENT MEETING OF SAFER HARTLEPOOL PARTNERSHIP**

- 11.1 To receive minutes of the meeting held on the 4<sup>th</sup> September 2020.

## **12. REGIONAL HEALTH SCRUTINY UPDATE**

No items.

## **13. DURHAM, DARLINGTON AND TEESSIDE, HAMBLETON, RICHMONDSHIRE AND WHITBY STP JOINT HEALTH SCRUTINY COMMITTEE**

No items.

**14. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT**

For information: -

Date and time of forthcoming meetings –

Thursday 7 January, 2021 at 10.00 am

Thursday 11 February, 2021 at 10.00 am

Thursday 18 March, 2021 at 10.00 am

# **AUDIT AND GOVERNANCE COMMITTEE**

**10 December 2020**



**Report of:** Chief Solicitor and Monitoring Officer

**Subject:** INDEPENDENT PERSONS RECRUITMENT - UPDATE

---

## **1. PURPOSE OF REPORT**

- 1.1 To provide Members with an update on the recruitment and selection of Independent Persons.

## **2. BACKGROUND**

- 2.1 At the meeting of the Committee on 1 October 2020, Members approved the process for the appointment of Independent Persons. It was hoped that up to three Independent Persons would be recruited and take up their role from May 2021 after approval by Council.

## **3. ISSUES FOR CONSIDERATION**

- 3.1 These vacancies have been advertised on the Council's website and social media platforms and circulated to the local press. The closing date for applications is 15 January 2021. The adverts will be renewed across all social media platforms in December and again in January. The short listing exercise will be conducted in February by the Chair and Vice Chair of the Audit and Governance Committee along with the Chief Solicitor and Monitoring Officer and Director of Resources and Development with interviews being held in March. The Panel's proposals will be presented to Council in May 2021 for approval.
- 3.2 To date a number of application packs have been sent out in response to enquiries received as a result of the above adverts.

#### **4. RECOMMENDATIONS**

- 4.1 That the Audit and Governance Committee note the update provided on the recruitment process for the Independent Persons.

#### **5. REASONS FOR RECOMMENDATIONS**

- 5.1 To ensure the Council complies with Sections 28(7) to (10) of the Localism Act 2011 along with the Local Authorities (Standing Orders) (England) (Amendment) Regulations 2015.

#### **6. BACKGROUND PAPERS**

Localism Act 2011

Local Authorities (Standing Orders) (England) (Amendment) Regulations 2015

Redmond Review into the Oversight of Local Audit and the Transparency of Local Authority Financial Reporting

#### **7. CONTACT OFFICER**

Hayley Martin  
Chief Solicitor and Monitoring Officer  
Hartlepool Borough Council  
Civic Centre  
Hartlepool, TS24 8AY

Tel: 01429 523003

# AUDIT AND GOVERNANCE COMMITTEE

10 December 2020



**Report of:** Statutory Scrutiny Manager

**Subject:** ANTI-SOCIAL BEHAVIOUR INVESTIGATION -  
ACTION PLAN TIMETABLE - UPDATE

---

## 1. PURPOSE OF REPORT

- 1.1 To provide the Committee with an update in relation to:
- The development of the action plan in response to the Committee's recent anti-social behaviour (ASB) investigation; and
  - Arrangements for the requested ASB complaints training.

## 2. BACKGROUND

- 2.1 ASB Action Plan - The Safer Hartlepool Partnership on the 5<sup>th</sup> September 2020 agreed the Audit and Governance Committee's recommendations in relation to ASB in Hartlepool, pending consideration of a detailed Action Plan. Presentation of an action plan to respond to each of the Audit and Governance Committee's recommendations had originally been timetabled for November 2020, however, demands on staffing resources as a result of the ongoing pandemic have resulted in an unavoidable delay. The action plan is now to be presented to the Safer Hartlepool Partnership on the 22<sup>nd</sup> January 2021 and from there an update provided to the Audit and Governance Committee on the 11<sup>th</sup> February 2021.
- 2.2 ASB Complaints (Inc. noise nuisance) - Following consideration of a Councillor Call for Action by the Audit and Governance Committee on the 10<sup>th</sup> September 2020, it was agreed that the details of the CCfA would be utilised by the Committee as a training exercise around the member / officer response to public complaints (including noise nuisance). In accordance with the wishes of the Committee, a training exercise for members of the Audit and Governance Committee is to be held in March 2020, with a further session to be included as part of the Member induction process in the new Municipal year.

**3. RECOMMENDATIONS**

- 3.1 That the Audit and Governance Committee note the updates provided at 2.1 and 2.2 above.

**4. BACKGROUND PAPERS**

None

**5. CONTACT OFFICER**

Joan Stevens – Statutory Scrutiny Manager  
Chief Executive's Department – Legal Services  
Hartlepool Borough Council  
Tel: 01429 284142  
Email: [joan.stevens@hartlepool.gov.uk](mailto:joan.stevens@hartlepool.gov.uk)

# AUDIT AND GOVERNANCE COMMITTEE

10 December 2020



**Report of:** Statutory Scrutiny Manager

**Subject:** COVID-19 RECOVERY AND RENEWAL –  
COVERING REPORT

---

## 1. PURPOSE OF REPORT

- 1.1 To introduce an update from the Managing Director and Director of Resources and Development in relation to COVID-19 recovery, renewal and response.

## 2. BACKGROUND

- 2.1 The Audit and Governance Committee at its meeting on the 10<sup>th</sup> September 2020 agreed to focus its activities for the remainder of 2020/21 on Covid-19 related issues around:
- Reflecting on the crisis and reviewing the response; and
  - Monitor recovery plans.
- 2.2 In accordance with the wishes of the Committee, regular updates from the Director of Public Health (as at 6.2 on today's agenda) in relation to the current Covid-19 position in Hartlepool continue to be welcomed by Members.
- 2.3 In addition to this, as a starting point for the Committee's activities in reviewing the pandemic response, and monitoring implementation of recovery and renewal plans, the Managing Director and Director of Resources and Development will be in attendance at today's meeting to brief Members on recovery and renewal plans and activities. To further inform discussion's a copy of the report considered by the Finance and Policy Committee on the 30<sup>th</sup> November 2020 is also attached at **Appendix A** for Members attention.



**3. RECOMMENDATIONS**

- 3.1 That the Audit and Governance Committee considers the information provided and notes progress as part of its activities in monitoring the implementation of Covid-19 recovery and renewal plans.

**4. BACKGROUND PAPERS**

None

**5. CONTACT OFFICER**

Joan Stevens – Statutory Scrutiny Manager  
Chief Executive's Department – Legal Services  
Hartlepool Borough Council  
Tel: 01429 284142  
Email: [joan.stevens@hartlepool.gov.uk](mailto:joan.stevens@hartlepool.gov.uk)

# FINANCE AND POLICY COMMITTEE

30<sup>th</sup> November 2020



**Report of:** Managing Director

**Subject:** COVID-19 RECOVERY AND RENEWAL PLAN AND  
COUNCIL PLAN 2020-23 UPDATE

## 1. TYPE OF DECISION/APPLICABLE CATEGORY

- 1.1 Budget and Policy Framework (Council Plan) and for information update on a previous Key Decision (COVID-19 Recovery and Renewal Plan).

## 2. PURPOSE OF REPORT

- 2.1 The purpose of this report is to provide an update to Elected Members on the progress made so far in delivering the COVID-19 Recovery and Renewal Plan as agreed by Finance and Policy Committee on 13 August 2020. The report also outlines a proposal to undertake further work to develop the new Council Plan before taking it forward to Council for adoption before the end of the 2020/21 municipal year.

## 3. BACKGROUND

- 3.1 Prior to the COVID-19 pandemic, work was underway to prepare a new Council Plan to cover the period 2020/21 to 2022/23. Following widespread consultation with the public, elected members, employees and partners, Finance and Policy agreed the vision and strategic priorities at their meeting on 9<sup>th</sup> March 2020. This was then due to go forward to Council for final approval on the 19<sup>th</sup> March 2020. Unfortunately, this meeting of Council could not take place and the decision was deferred as the Council focussed on its COVID-19 response.
- 3.2 The COVID-19 pandemic has been like no other emergency that the Council has faced and its effects are and will continue to be far reaching and long lasting. During the summer we were able to begin considering how we might begin to recover from the pandemic and its impact on our community and economy. The COVID-19 Recovery and Renewal Plan, as agreed by Finance and Policy Committee on 13 August 2020, was based on extensive

consultation undertaken over the summer and on what was already identified through the preparation of the Council Plan. However, it is now clear that we must again focus on responding to the pandemic as we tackle the second wave of the pandemic over the coming months.

#### **4. COVID-19 RECOVERY AND RENEWAL PLAN UPDATE**

- 4.1 In spite of the challenges that the Council continues to face in relation to the ongoing pandemic progress has been made in the delivery of the Recovery and Renewal Plan and a summary of the position at the end of October 2020 is included as appendix 1.
- 4.2 Whilst progress in some areas will inevitably slow down as we focus our efforts on responding to the second wave of the pandemic we will endeavour to continue to deliver on the Plan and will report our progress to Finance and Policy Committee regularly.

#### **5. COUNCIL PLAN 2020-23 PROPOSAL**

- 5.1 Due to the outbreak of the COVID-19 pandemic and the cancellation of the meeting of Full Council in March we do not have an adopted Council Plan in place. Whilst we could take forward the Council Plan as agreed by Finance and Policy Committee to Council for adoption we recognise that the challenges that we face as a Borough have changed from what we were facing earlier in the year when the proposed Council Plan 2020-23 was prepared. It is therefore proposed that the Corporate Management Team takes time over the next few months to review the proposed Council Plan 2020-23 and updates it to reflect the impact of the pandemic on the Borough. The intention is to bring the Council Plan to Finance and Policy Committee for agreement before taking on to Council for adoption before the end of the current municipal year.

#### **6. RISK IMPLICATIONS**

- 6.1 The Council needs appropriate planning and performance management arrangements in place in order to manage its key strategic risks. The Council's Strategic Risk Register captures the strategic risks facing the Council in the delivery of the Council Plan and its key responsibilities and forms the third strand of the Council's performance management framework. The Register will be reviewed and updated to reflect the priorities identified in the COVID-19 Recovery and Renewal Plan and the forthcoming Council Plan.

## **7. FINANCIAL CONSIDERATIONS**

- 7.1 The Council Plan sits alongside the Medium Term Financial Strategy and the 5 year Capital Plan as three parts of a single plan to ensure the links between the three are strengthened.

## **8. LEGAL CONSIDERATIONS**

- 8.1 Whilst the Council Plan is not included in the list of plans and strategies required to be approved or adopted by the Local Authority under Regulation 3 of the Local Authorities (Committee System) (England) Regulations 2012, it is recommended good practice to do so and therefore is included as part of the Council's Budget and Policy Framework.

## **9. CONSULTATION**

- 9.1 The COVID-19 Recovery and Renewal Plan and the Council Plan have informed by extensive consultation including a 4 week consultation exercise in September 2019, a further 5 week consultation starting in January 2020 and a wide ranging consultation over the summer of 2020. This consultation has included Elected Members through Members Seminars on 27 November 2019, 29 January 2020 and 14 July 2020 and through reports to individual Policy Committees in January and February 2020.

## **10. CHILD AND FAMILY POVERTY**

- 10.1 The COVID-19 Recovery and Renewal Plan and the Council Plan continue to work to reduce child and family poverty within Hartlepool and a Child and Family Poverty Impact Assessment is included as appendix 2.

## **11. EQUALITY AND DIVERSITY CONSIDERATIONS**

- 11.1 The COVID-19 Recovery and Renewal Plan and the Council Plan are directed towards meeting the needs of the diverse communities in Hartlepool and building an inclusive Borough. The Council Plan will include the Council's updated Equality Objectives as required through the Public Sector Equality Duty and these will be highlighted when the Council Plan is brought back to the Committee for agreement.

## **12. STAFF CONSIDERATIONS**

- 12.1 No implications.

### **13. ASSET MANAGEMENT CONSIDERATIONS**

13.1 No implications.

### **14. RECOMMENDATIONS**

- 14.1 Finance and Policy Committee is recommended to:
- Note the progress made at the end of October 2020 on the delivery of the COVID-19 Recovery and Renewal Plan;
  - Note the intention to bring regular progress reports on the delivery of the COVID-19 Recovery and Renewal Plan to Finance and Policy Committee;
  - Agree the proposal to review the proposed Council Plan 2020-23 and update it to reflect the impact of the pandemic on the Borough and the proposed timescales for adoption of the Council Plan.

### **15. REASONS FOR RECOMMENDATIONS**

15.1 Finance and Policy Committee have overall responsibility for Performance Management and are the responsible Committee the Council Plan in the Council's budget and policy framework.

### **16. BACKGROUND PAPERS**

16.1 Council plan 2020-23 report to Finance and Policy Committee March 9 2020.

CEX Business Report – COVID-19 Update and Next Steps to Extraordinary Council 10 June 2020.

COVID-19 Recovery and Renewal Plan report to Finance and Policy Committee 20 August 2020.

### **17. CONTACT OFFICER**

17.1 Denise McGuckin  
Managing Director  
01429 523001  
[denise.mcguckin@hartlepool.gov.uk](mailto:denise.mcguckin@hartlepool.gov.uk)

Sign Off:-

Managing Director

☐

Director of Development and Resources

☐

Chief Solicitor

☐

## Recovery Plan 2020/21 – Progress Update October 2020

Organisational change and resilience	
Priority	Progress update
Restart council services within COVID-19 secure premises and operating procedures.	<p>Adult social care services were maintained during the pandemic so were not required to restart. HBC day service for adults with disabilities was operational throughout COVID, supporting a smaller number of people with complex needs. Where commissioned services, such as day services for older people, have not been able to restart support is being provided in alternative ways.</p> <p>The majority of Preventative and Community Based Services facilities and services did not operate throughout COVID however additional services were established and delivered to respond to the pandemic (including the Support Hub and Distribution Centre and Community Street Ambassadors). Planning for reopening ensured that services reopened safely and effectively considering models of delivery, management of capacity, accessibility of services, risk management, evolution of outreach / digital opportunities and encouraging return custom.</p> <p>Outdoor spaces were capitalised on and services were taken to communities to build trust and confidence to re-engage with services after such a long period of closure and support the management of public anxieties.</p> <p>All services with the exception of events, large performance venues and some branch libraries reopened prior to the second national lockdown and there is ongoing review of the offer available across each service and facility in line with government guidelines.</p> <p>Parks, open spaces, cemeteries, the crematorium and allotments all remained open and operational throughout COVID and there was increased use of these spaces for the benefit of wellbeing (mental, physical and social). To support the ongoing demand on these spaces, place based plans are being developed to ensure demands from communities can be met and the safety and maintenance of these environments remains a priority.</p>

Schools have reopened to all pupils from September 2020. For Children's Social Care, Youth Offending Service, Early Help and the 0-19 Healthy Child Programme, all statutory services are now being delivered in accordance with statutory guidance and regulations. We have retained some blended ways of working to ensure the workforce are supported to stay safe in their working practices.

Education services are operating fully to support schools in the care and education of pupils.

Children's Centres and Youth Services are delivering direct 1:1 support for children, young people and families, however physical group work has not recommenced as this is not in keeping with the current local restrictions. Group work has moved to online means and engagement is good.

In the early days of the pandemic, Neighbourhoods and Regulatory prioritised all services in line with Government guidance, which meant that services either continued operating as normal, were reduced to emergency responses only, or temporarily ceased. This prioritisation exercise enabled us to maintain those critical core functions, such as residual and recycling collections, delivering key services to schools such as catering and transport, maintaining fleet, planning and business compliance visits. However, in some cases employees were redeployed from their existing teams into those aforementioned service areas, as well as others within the Council, in order to deliver our critical functions, while also supporting our most vulnerable residents during the early days of the crisis.

Service provision, available resources and Government guidance were continually monitored, and gradually we increased the service offer back to the level of normality that would be expected. However the 'new' normal looks very much different, with new operating procedures introduced to improve service delivery, such as at the Household waste Recycling Centre.

As lockdown restrictions were gradually released, and businesses started to reopen, the services continue to look at ways in which we can support businesses through the provision of advice, guidance leaflets, temporary signage, and introduce measures to promote safer green and urban spaces for example by increasing the widths of footpaths, introducing temporary cycle ways and promoting social distancing requirements.

<p>Improve infrastructure and support for those working from home.</p>	<p>Within 1 week of the first national lockdown, approximately 1/3 of the workforce were enabled to work from home and were provided with the necessary IT equipment and applications to undertake their jobs. Advice around health and safety and wellbeing was also provided. MS Teams is being rolled out to those individuals who require access to engage with external partners. Improvements to bandwidth and IT equipment continues to be a priority.</p> <p>We are currently working to realise the art of the possible in relation to new and more effective ways of working enhancing digital technologies. We continue to operate a blended model of home and office as whilst working from home does work well for some, it does not for all. Not all staff have the facilities or home environment that is conducive.</p> <p>IT is generally available and in place but the transformation to put new working practices in place effectively, and to ensure workforce productivity is more critical.</p>
<p>Develop an agile, resilient and healthy workforce.</p>	<p>Outreach services have been available to all staff throughout COVID via digital online fitness classes, support to those who were shielding through the support hub if they were unable to access support elsewhere and opportunities for redeployment where staff would have otherwise been unable to fulfil their role. This was critical for the health of the workforce and the feedback from staff has been extremely positive. Many staff have developed skills, stayed connected and supported vulnerable residents, and report feeling valued by the community and the organisation.</p> <p>Preventative &amp; Community Based Services worked with North Tees &amp; Hartlepool NHS Foundation Trust on an application to become an Active Hospital pilot site. The application was successful and North Tees &amp; Hartlepool is one of only three locations nationally to have been awarded this status. The programme focuses on developing the wellbeing and engagement in physical activity of the workforce and HBC will be engaging with ways to promote activity and associated health benefits within the workforce as well as further encouraging the population of Hartlepool to become more active at whatever level they choose.</p> <p>Guidance around positive wellbeing and support offered by the Educational Psychology Service and Mental Wellbeing 1<sup>st</sup> Supporters was circulated to staff and placed on a dedicated section of the</p>



	intranet under the 'Well Workforce' tile. Specific guidance for staff working in their normal work location and also working from home has been developed and is available.
Progress an office accommodation strategy to create more efficient, carbon-neutral, accessible and flexible workspace.	Work on-going to confirm interim arrangements to facilitate return to work in light of COVID-19 restrictions. Broader strategic work programmed to align accommodation strategy with the Council's approach to climate change, sustainability and net zero requirements as part of policy development.

Health and social care	
Priority	Progress update
Build a resilient and community-based health and social care system.	<p>Work has been underway for some time with strategic health partners to strengthen arrangements and develop a more resilient and responsive health and adult social care system with a stronger emphasis on community-based support.</p> <p>The Community Integrated Intermediate Care (CIIC) service has been strengthened during the response to the pandemic bringing together Rapid Response Nursing, Occupational Therapy, Community Physiotherapy, bed-based rehabilitation services, reablement, home care support and social work to provide holistic care to people being discharged from hospital.</p> <p>The award winning Integrated Single Point of Access is also being developed further through work with Primary Care Networks to provide a more cohesive service for frail older people and work is underway to plan for implementation of the Great North Care Record in 2021 which will enhance the model further by improving access to information and communication between primary care, secondary care and adult social care.</p>

<p>Review and strengthen arrangements for managing the safe discharge of patients into the community.</p>	<p>In response to the significant challenges that have arisen since the introduction of the Hospital Discharge Service: Policy and Operating Model in August 2020, HBC officers have collaborated with health colleagues to strengthen arrangements for managing the safe discharge of patients into the community, in line with the 'Home First' principle.</p> <p>All relevant staff have been trained to understand the key requirements of this legislative framework which include using a strengths based approach to undertake an assessment of need, maximising independence, and working in an integrated, timely and personalised way, and there has been positive engagement with independent care providers to ensure they have the flexibility and resources to meet demand.</p> <p>This has been challenging as the impacts of the pandemic have resulted in reduced bed based capacity to support hospital discharges and additional pressure on home care provision.</p> <p>HBC and strategic partners meet regularly to consider how best to respond to these challenges but there are particular challenges regarding hospital discharge arrangements for people who have tested positive for COVID19. All partners across the Tees Valley are working collaboratively to explore potential solutions (including hospital based settings such as the Holdforth Unit, Community Hospitals and NHS community beds) to meet the 'Designated Settings' requirements introduced in October 2020.</p>
<p>Develop new community-based approaches to tackling social isolation and access to support for the elderly and vulnerable adults.</p>	<p>The Support Hub has been maintained following the end of 'shielding' arrangements and is building on the Community Led Support model that was already in place.</p> <p>A Community Lens audit has taken place to better understand how much staff know about their local communities and the support being provided through the VCS and partners.</p> <p>Additional funding has been provided to extend capacity within the Befriending Service.</p> <p>Project 65 has been maintained and well publicised through social media.</p> <p>Online activities have been offered including Zoom bingo, virtual book clubs and VE Day celebrations.</p>

<p>Help people protect themselves from the virus by living healthy lives.</p>	<p>As part of the delivery of the Support Hub work has been done with individuals to develop person centred plans using a strength based discussion considering what people can do to support themselves. This includes discussion about health and wellbeing and encourages practical lifestyle changes to enhance improvements to wellbeing, specifically considering managing the risk linked to COVID.</p> <p>Wider outreach support and advice has been provided to the community to ensure people stay active, stay well and stay connected.</p> <p>Sport and physical activity services have provided digital and outreach programmes including adapted activity programmes accessible to the whole community. Other outreach and digital services have been offered linked to mindfulness, social activities and advice on eating well.</p>
<p>Increase community based access to treatment services and remote consultations.</p>	<p>This is an action for NHS partners (CCG and FTs). Initial discussions have taken place regarding potential for online consultation facilities to be available in Community Hubs for people without internet access, and this is something HBC could support, but this has not progressed beyond an informal conversation as yet.</p>
<p>Improve community access to mental health services, advice and support.</p>	<p>HBC has been asked to support a Community Model developed by TEWV NHS FT as part of the North Cumbria and North East bid to the Community Transformation Fund. This is expected to bring significant additional investment into Hartlepool over the next three years. The model is focused on prevention, closer working with primary care and an enhanced community offer that will include community hubs, and aligns with the existing commitment to Community Led Support.</p>

<b>Business, economy, jobs and skills</b>	
<b>Priority</b>	<b>Progress update</b>
Protect and support Hartlepool businesses to re-start and adapt to operating digitally within COVID19 secure guidelines.	<p>Point of contact for businesses enquiring about Government funding and assisted over 200 business enquiries up until the end of May 2020.</p> <p>Started weekly email to our business contacts advising on latest updates from HBC and Government.</p> <p>Reopened the BIS and HEC with Covid-19 secure measures in place so businesses could start accessing the Centres and trading again.</p> <p>Paid out £17.495m Business Support Grants to 1,559 Hartlepool Businesses.</p> <p>Paid out £0.854m Discretionary Support Grants to 91 Hartlepool Businesses.</p> <p>Put processes in place to pay Local Restrictions Support Grants from November 2020.</p>
Establish a jobs and skills taskforce to develop new skill pathways into growth sectors, maximise apprenticeships and provide joined up support to those experiencing complex barriers to entering employment.	<p>A virtual careers service has been launched alongside the Support Hub to ensure connectivity of services and ease of access for vulnerable populations and extensions have been secured for the Routes to Work and Youth Employment Initiatives.</p> <p>The Adult Education curriculum has been reviewed to consider the changing needs of people coming out of COVID and work will be undertaken to identify key unemployed populations and the support they will need from services.</p> <p>A Hartlepool Youth Hub has been developed in partnership with a number of employment and advice services. An application has been submitted to Job Centre Plus to fund a full time careers advisor to work in partnership with the JCP Work Coach to maximise opportunities to support young people into work.</p>

	<p>A review of the Volunteer Hartlepool Scheme is underway to provide wider access to those most in need of support to employment, using volunteering as an opportunity to gain confidence, skills and overcome barriers before progressing to a formal route of employment.</p>
<p>Re-animate the Borough's culture, heritage and tourism sector.</p>	<p>Cultural Services have been successful in securing an Arts Council Recovery Grant of £115,000 to support the reconfiguration and development of the Borough Hall and the performance programme to be able to operate in a COVID safe way.</p> <p>Physical events have been postponed to prioritise safety and ensure compliance with government guidelines, however the programme was reviewed to ensure services remain active within the community. This has included 'Solidarity in The Darkness' to replace the firework display and plans for future events including the Christmas Lights Switch On to be delivered in a safe and virtual format.</p> <p>Work has been undertaken to scope capital development opportunities for the Borough Hall, Town Hall Theatre and Art Gallery once funding is available. This will allow programmes to be 'spade ready' when there is the opportunity to progress. To further develop this work and support the recovery of the sector a brief is being developed in partnership with TVCA Destination Planning to develop a Culture and Heritage Outcome Pathway. This will ensure priorities for the recovery of culture and heritage, models of operation, business planning, partnership engagement and creating a visitor destination are clear, enabling the sector to mobilise effectively within available resources.</p> <p>An officer has been appointed to the Town's Heritage Fund Programme to continue development of this programme and ensure wider connectivity for the benefit of the economy, business, environment and heritage / cultural community.</p>
<p>Establish a task force to maximise opportunities to use public sector purchasing power to build the local economy.</p>	<p>Work with the Centre for Local Economic Strategies (CLES) around the local wealth building agenda has slowed but a session for procurement leads across the public sector is to be arranged.</p>

Attract inward investment to grow new jobs.	<p>Delivery of the LARCH (Local Access Redcar &amp; Cleveland and Hartlepool) programme, as part of the Local Access Scheme, is a joint funded programme established by Access Foundation and Big Society Capital that aims to support the development of stronger, more resilient and sustainable social economics in disadvantaged places. The approach is to provide better access to advice, learning and flexible capital to support the early generation and establishment of enterprise models and social enterprises in specific geographical areas and help enable collaboration between charities, social enterprises, investors and other key stakeholders.</p> <p>Continue to implement the Economic Growth Strategy and identify strategic projects/partnerships to grow new jobs.</p>
Attract investment into creating a connected and vibrant town centre.	Support the funding application for Town Deal and develop the Town Centre Masterplan to identify investment projects to enhance connectivity and vibrancy of the town centre.

Community wellbeing and financial inclusion	
Priority	Progress update
Establish a partnership and community-based approach to addressing the root causes and impact of food, fuel and digital poverty and to facilitate routes to work.	<p>A network of key partners across public and voluntary sector organisations has been developed to ensure a collaborate approach to some of the most significant challenges in Hartlepool including poverty and collaborative work is underway with VCS partners to identify town wide priorities and potential use of the Community Pot to tackle hardship linked to COVID19.</p> <p>The Bread and Butter Thing have been commissioned to provide access to food, welfare products and other essentials through a subsidised membership scheme. This will support some of the working 'poor' to ensure they can access low cost food and essentials.</p> <p>Work is underway with Hartlepower to promote and roll out community broadband as a means to support the most vulnerable individuals to access improved connectivity. This will then be further developed working with Project 65 to ensure people have access to technology and the skills to be able to utilise technology. Priority access has been given to the People's Network within Community Hubs for those who are benefit claimants and job seekers. This will continue and expansion of this model will continue to be considered as part of recovery plans.</p> <p>Employment, careers and digital services have evolved to deliver a blended model of service to ensure accessibility for as many people as possible.</p> <p>Work has commenced on preparing refreshed child and family poverty strategy and community engagement work is planned to better understand the lived experience of the people of Hartlepool in terms of poverty, hardship, housing and employment needs. Once this intelligence is available, this will inform the establishment of partnership and co-production of the strategy.</p>

<p>Re-purpose our approach to providing financial advice and access to hardship support to meet changing and growing demand.</p>	<p>Financial advice and guidance (delivered through a contract with West View Advice and Resource Centre) continues to provide a critical service to those in need of financial support and those experiencing hardship. The service operates via phone and the model of delivery is regularly reviewed to ensure it can best meet demand from those who need support.</p> <p>The additionality of the contract to support Welfare Services to manage 'frequent attendees' is proving successful and is supporting people to better manage their finances on a longer term basis.</p> <p>Work has commenced on preparing refreshed child and family poverty strategy and community engagement work is planned to better understand the lived experience of the people of Hartlepool in terms of poverty, hardship, housing and employment needs. Once this intelligence is available, this will inform the establishment of partnership and co-production of the strategy.</p>
<p>Mark the way our communities and public services responded during the COVID-19 crisis by gathering the stories of how Hartlepool came together.</p>	<p>Let the Story Be Told has engaged all corners of the community and has resulted in pictures, poems and stories being submitted, as well as promoting discussions. This information is being captured and an application has been made to the Arts Council to develop a screen play telling the story of Hartlepool residents throughout COVID.</p> <p>A relaunch of the programme is planned to continue to capture people's experiences through lockdown measures easing, a return to some 'normality' and then enter further restrictions and a second national lockdown. This will be done as part of the Community Heroes Awards to capture the stories of those who have stepped up throughout this crisis and understand what it has meant to them.</p>
<p>Develop a co-ordinated approach to the provision of supported and independent accommodation for those at risk of rough sleeping and homelessness that provide integrated mental</p>	<p>Successful bid to MHCLG for funding to develop and deliver a Tenancy First / Housing Support model to tackle cycles of homelessness for the most vulnerable individuals.</p> <p>Service restructure proposed to strengthen support provided for those most at risk of homelessness and rough sleeping which increases capacity to support individuals and deliver care coordination approach to meet their range of needs.</p> <p>Review of common allocations policy commenced.</p>



health, substance misuse and employment support.	Proposal developed for consideration at CMT regarding developing Landlord Accreditation Scheme and private housing strategy.
Increase the availability of quality affordable social housing that meets diverse needs by building more council houses and working partnership with Hartlepool based social housing providers.	On-going. Continue to utilise opportunities to secure affordable housing via S106 provisions and identify through the existing HRA development programme.

<b>Education and vulnerable children</b>	
<b>Priority</b>	<b>Progress update</b>
Support the re-opening of schools through the provision of health and safety advice and the development of a recovery curriculum, catch up programme and 'blended learning'.	School's re-opened for all pupils in September 2020. High level of support has been provided to schools by the LA in relation to health and safety, HR, PR and school improvement. Regular meetings are in place with collegiate approach across the local area to share work and developments, particularly around remote learning and catch up curriculum. Local authority and all schools are working well as a partnership leading to consistent approaches to supporting staff and pupils in all schools across Hartlepool.
Implement a new model between the local authority, schools and health to support children in their early years.	Recommendations from the Early Years Peer Review are awaiting implementation. Progress on this priority has been challenging due to impact of COVID on workforce and ways provisions are configured.
Strengthen transition between schools at all stages to support children and young people emotionally and academically.	Significant amount of transition planning and development took place during the summer term to support schools to provide a good transitions for pupils despite challenges of Ofsted. HBC is trialling a transition support tool for pupils transitioning between primary and secondary schools in the town and this has received very positive feedback. Effectiveness of tool is being evaluated and further refined for the next cohort of pupils.
Refocus, re-organise and improve arrangements for children's social care delivery to protect children from harm and safely reduce numbers of children in care by	Priority in children's social care is the safeguarding and protection of children and continuing to respond to the high levels of demand, need and complexity we are currently seeing in children referred for support. Following pause during lockdown, Community Support Team has been reviewed and further developed to trial new ways of multi disciplinary working to tackle the root causes of demand. The effectiveness of this approach will be evaluated and if successful, form the basis for the future development and delivery of services.

addressing the drivers of demand.	
Improve the multi-agency arrangements and education provision for meeting the emotional and mental health needs of children and young people.	<p>HBC are working with other LAs in Tees and TEWV to develop a Whole Pathway Commissioning model for meeting emotional and mental health needs of children and young people.</p> <p>Resource pack has been provided to school outlining tools and interventions to support pupils that can be used to promote better emotional and mental health.</p> <p>Mental Health trailblazer programme delivered through schools and provider commissioned to deliver additional support to those schools not involved in trial.</p>
Co-ordinate a new out-of-school and holiday programme for children and young people.	<p>Work was conducted across Tees in advance of the school summer holidays to explore what was being done to support children and young people across the holiday period as lockdown measures eased. This work was extremely positive and engaged with emergency services, HBC Children's Services, community services and wider partners including the VCS to share learning, digital capacity and interpret guidance.</p> <p>A local coordination group was developed and an outreach programme was delivered over the summer to support children and young people with a specific focus on those at risk of involvement in anti-social behaviour. This also included some work to support the most vulnerable young people who could be at risk of radicalisation and involvement in organised crime.</p> <p>An outreach programme was also developed across Preventative &amp; Community Based Services to provide opportunities for children and families and this included the Mobile Community Hub, Outreach Teams and Sports Coaches visiting communities and open spaces to engage residents.</p> <p>No progress on this to date by C&amp;JCS. Support continues to be provided by Youth Service within restrictions of COVID.</p>

Environment and Infrastructure	
Priority	Progress update
Introduce a team of street ambassadors to promote and advise people on maintaining physical distancing in key areas.	Community Street Ambassadors have been in place since July 2020. Feedback from members of the public has been very positive. Funding was announced for LAs in October to fund COVID Marshalls / Ambassadors for a further four months.
Develop a climate change strategy and action plan.	CMT report to be drafted that outlines action plan for development of climate change strategy and identification of strategic approach to meeting net zero requirements.
Create safer streets, cycle ways and footpaths.	<p>An expression of interest has been submitted to British Cycling's 'Places to Ride' programme to develop infrastructure and assets to further encourage cycling in Hartlepool. An invitation has been received to progress to stage 2 and consideration is been given to how this can be developed and what can be achieved through the investment.</p> <p>Work is progressing to establish a cycle corridor alongside the A689, with a section along Belle Vue Way, linking up with the cycle way along Brenda Road, recently completed.</p> <p>Further road safety measures outside of schools and shops have been implemented.</p> <p><b>Seaton Front</b> – Removal of on-street parking bays to provide wider footpaths, and enable social distancing for people to pass each other and queues.</p> <p><b>Schools</b> – Widening of footways as required to facilitate waiting areas for parents and also the safe use of School Crossing Patrol sites. Installation and maintenance of traffic management and signage.</p> <p><b>York Road (Park Rd – Victoria Rd)</b> –restricted to 'Bus &amp; Cycle Only' between the hours of 10am and 4pm. To facilitate an active travel corridor during the busiest shopping hours, create a more attractive environment for cyclists/ pedestrians, and allow for easier social distancing.</p>

	The above measures have been funded through the emergency Active Travel Fund.
Improve connectivity by investing in our transport and local road network.	<p>We have undertaken a number of major road improvements throughout the town with the reconstruction / resurfacing of various sections of the A689 and A179. In addition a number of old concrete roads, such as Truro Drive have been reconstructed to improve the longevity of the road and reduce road noise to those in adjacent properties.</p> <p>A programme of resurfacing of footways has been undertaken throughout the town, with further footpath improvements works scheduled for 2020/21 with a particular focus on the villages.</p> <p>Works have been completed along Stockton Street, which has including improvements to vehicle access and egress of the multi storey car park and the provision of a dedicated right turn lane into the multi storey car park for southbound traffic.</p> <p>A number of road improvements schemes have been brought forward to this year with the awarding of an additional £1m of funding from central Government.</p>
Invest in the physical environment and public realm in our neighbourhoods to strengthen the retail offer and improve opportunities for leisure and play.	<p>Planning permission has been granted for the redevelopment / restoration of the Headland Bandstand area. Works on this area are expected to commence in the Spring to avoid disturbing wildlife which nest over winter in this area.</p> <p>Completion of work to improve some play areas has been delayed due to COVID and providers being unable to supply or install equipment. The programme of work is being revisited and a revised schedule will be produced.</p> <p>Other projects covered within this action include the Borough Hall, the Waterfront Leisure Facility, the Neighbourhood Investment Programme and parks and open spaces</p>
Build the capacity of the integrated community safety team to tackle anti-social behaviour and enable people to feel safe	A new community safety plan has been developed and is expected to be presented to the Safer Hartlepool Partnership (SHP) board in December. The plan has categorised Anti-Social Behaviour (ASB) as one of its three highest priority areas for the SHP with resources of the SHP and Community Safety Team being targeted toward Anti-Social Behaviour. A new suite of Performance Indicators have

on our streets, public spaces and neighbourhoods.	been proposed and will be discussed at the SHP board in December to enable the effective monitor of ASB.
Strengthen our approach to enforcement action on litter, dog fouling and illegal car parking.	<p>A coordinated approach across the Council and other partners is being developed which will target identified areas of concern in relation of environmental crimes, based on scale of problems. New working practices will be introduced within the existing civil enforcement team, allowing for more planned activities to take place in relation to environmental enforcement.</p> <p>Further investment is being made in technology to assist in identify environmental crime and identify offenders, including the use of trackers, smart water and mobile CCTV.</p>

<b>Finance</b>	
<b>Priority</b>	<b>Progress update</b>
Develop and deliver a recovery budget for the Council and ensure the capital programme is delivered on time and on budget.	Financial position update report submitted to Finance and Policy Committee on 13.08.20 and outlined strategy for managing financial impact of Covid and revised 2021/22 budget deficit. Further update to be reported to Finance and Policy Committee 30.11.20 and final budget proposals to be considered by Finance and Policy Committee and Council early in January/February 2021. Detailed Governance and Delivery arrangements developed to manage capital programme to ensure it is delivered on time and on budget.

<b>Communication</b>	
<b>Priority</b>	<b>Progress update</b>
Work with partners to deliver a shared communication strategy which provides effective and timely public information through a diverse range of channels and reaches those with specific communication needs.	A significant programme of communications activity has been undertaken using a range of communication tools and techniques such as audience Q&A sessions, resident's leaflets and Managing Director/Leader of the Council video briefings. Hartlepool has been identified as an area of Good Practice by central Government and has been invited to share practice and learning.

**POVERTY IMPACT ASSESSMENT****4.3 Appendix 2**

<b>1. Is this decision a Budget &amp; Policy Framework or Key Decision? YES</b> If YES please answer question 2 below				
<b>2. Will there be an impact of the decision requested in respect of Child and Family Poverty? YES</b> If YES please complete the matrix below				
GROUP	POSITIVE IMPACT	NEGATIVE IMPACT	NO IMPACT	REASON & EVIDENCE
Young working people aged 18 - 21	X			Many of the priorities identified in the Recovery Plan will target those most vulnerable to poverty.
Those who are disabled or suffer from illness / mental illness	X			
Those with low educational attainment	X			
Those who are unemployed	X			
Those who are underemployed	X			
Children born into families in poverty	X			
Those who find difficulty in managing their finances	X			
Lone parents	X			
Those from minority ethnic backgrounds	X			



Poverty is measured in different ways. Will the policy / decision have an impact on child and family poverty and in what way?				
Poverty Measure (examples of poverty measures appended overleaf)	POSITIVE IMPACT	NEGATIVE IMPACT	NO IMPACT	REASON & EVIDENCE
Children in Low Income Families (%)	X			The COVID-19 Recovery and Renewal Plan is directed towards addressing the impact of poverty and tackling root causes. The Community Fund will help build community capacity to address the root causes and impact of poverty.
Children in Working Households (%)	X			
Local business economy (%)	X			The Business Support Fund will focus on supporting businesses to adapt to the changing economic environment and to re-animating key sectors including culture, tourism and the visitor economy.
Overall employment rate (%)	X			
Overall impact of Policy / Decision				
POSITIVE IMPACT		X	ADJUST / CHANGE POLICY / SERVICE	
NO IMPACT / NO CHANGE			STOP / REMOVE POLICY / SERVICE	
ADVERSE IMPACT BUT CONTINUE				

## **AUDIT AND GOVERNANCE COMMITTEE**

10 December 2020



**Report of:** Statutory Scrutiny Manager

**Subject:** ORTHODONTIC SERVICE PROCUREMENT  
(NORTH EAST AND YORKSHIRE)

---

### **1. PURPOSE OF REPORT**

- 1.1 To seek the views of Members of the Committee on NHS England's stakeholder engagement in relation to the procurement of orthodontic services across the North East and Yorkshire.

### **2. BACKGROUND INFORMATION**

- 2.1 Clinical provision of orthodontic services is largely commissioned under Personal Dental Services (PDS) agreements which are time limited. In order to maintain continuity of services for patients, NHS England is required under the Public Contract Regulations 2015 to re-procure these contracts.
- 2.2 Prior to the commencement of the formal procurement process, NHS England undertook extensive engagement to inform the commissioning intentions and service specification. This included patient questionnaires, market engagement events, publication of the Orthodontic Needs Assessment and commissioning intentions with letters to all key stakeholders inviting comments/feedback.
- 2.3 In re-procuring orthodontic services, the aim is to address the current inequity of access for patients; ensure delivery of high quality and accessible services for patients based on a consistent service specification and quality/performance standards; increase access for patients in line with the Orthodontic Health Needs Assessment (overall increase in capacity commissioned); and ensure value for money services.
- 2.4 Due to the number of contracts to be re-commissioned, a phased approach to the procurement process was undertaken.

### **3. ISSUES FOR CONSIDERATION**

- 3.1 Phase 1 of the procurement process has been successfully completed, with new contracts now in place addressing inequity of provision across North Cumbria,

- Durham and Darlington, which has increased the overall commissioned capacity for patients in line with the Orthodontic Needs Assessment.
- 3.2 The remaining phases of the procurement were paused late October 2019, initially because of legal challenge and more latterly due to the need to focus on the management of the Covid-19 pandemic. The phases were at final evaluation or notification of recommended bidder phase prior to the pause. Details of the geographical areas covered by the remaining phases is set out in **Appendix 1**.
- 3.3 In light of the pause and Covid-19, NHS England have reviewed the options on whether to conclude the current procurement process or abandon and re-commence a new procurement.
- 3.4 In the interim, current contracts have been extended until late Spring/Summer 2021 to ensure continuity of care for patients (see Appendix 1 for further details). The current contract for Hartlepool ends in September 2021.
- 3.5 NHS England has written to all key stakeholders and the market to provide the opportunity to feedback on the options available to inform a decision on next steps. In addition to this, communicate with patients will be undertaken to provide reassurance that they will not be disadvantaged either as a result of the procurement process or due to the impact of Covid-19. Attached at **Appendix 2 and 3** are copies of the patient information leaflets that have been shared with orthodontic providers, General Dental Practitioners, the NHS England Customer Contact Centre and local Healthwatch organisations.
- 3.6 Members are asked to consider the follow options for the procurement of Orthodontic Services in the North East and Yorkshire and provide feedback to NHS England no later than 4 January 2021:

**Option 1:**

Conclude the current procurement process which will be the quickest route to ensuring patients get more equitable access to orthodontic services across the region with increased capacity to reduce waiting times and provide longer term stability for patients and providers.

**Option 2:**

Abandon the current process and re-run a new procurement process to ensure compliance with Public Contract Regulations 2015. Running a new process would take a minimum of 18/24 months and would further delay the realisation of the patients' benefits the new contracts would deliver, compounding the current long waits and inequality in access across the region and uncertainty for existing providers and patients.

**4. RECOMMENDATIONS**

- 4.1 Members views on the above options be fed into the formal engagement with NHS England.

**Contact Officer:-** Joan Stevens – Statutory Scrutiny Manager  
Chief Executive's Department – Legal Services  
Hartlepool Borough Council  
Tel: 01429 284142  
Email: [joan.stevens@hartlepool.gov.uk](mailto:joan.stevens@hartlepool.gov.uk)

**BACKGROUND PAPERS**

No background papers were used in preparation of this report.



**Appendix 1 – Geographical areas of remaining procurement phases***Phase 2 (current contracts end date – end June 2021)*

- • Northumberland
- • Newcastle East
- • Newcastle West
- • North Tyneside
- • Gateshead
- • South Tyneside
- • Bradford Airedale
- • Bradford City
- • Bradford District North
- • Bradford District South
- • Rotherham
- • Sheffield North
- • Sheffield East
- • Sheffield South

*Phase 3 (current contract end dates – end September 2021)*

- • Sunderland North
- • Sunderland South
- • Hartlepool
- • Stockton on Tees
- • Middlesbrough
- • Redcar and Cleveland
- • East Riding (East)
- • East Riding (West)
- • Hull
- • Wakefield East
- • Wakefield West
- • North Lincolnshire
- • North East Lincolnshire
- • Craven

*Phase 4 (current contract end dates – end October 2021)*

- • Leeds North
- • Leeds Central
- • Leeds South
- • Doncaster North
- • Doncaster South
- • Bassetlaw
- • Barnsley

**NB: It may be necessary to further extend contracts dependent upon the decision taken on next steps.**

## Changes to orthodontic services in England



NHS England is responsible for funding and buying orthodontic services (that is treatment using braces) for children in England.

Some of the individual agreements in place within the North East and Yorkshire to provide these services will be coming to an end during 2021/22, which means that NHS England has to carry out a procurement process to put in place new agreements from when the current agreements come to an end.

The procurement process, which aims to ensure equity of access across the North East and Yorkshire, will provide an overall increase in capacity for patients.

This includes additional capacity for patients in North Cumbria; County Durham; North of Tyne; Gateshead; and parts of Teesside, North Yorkshire and Humber, South Yorkshire and Bassetlaw and West Yorkshire to reflect the independent orthodontic needs assessments undertaken by colleagues within Public Health England.

New contracts have been awarded for North Cumbria, County Durham and Darlington, Calderdale, Kirklees and Huddersfield, Dewsbury and Batley, Hambleton and Richmondshire, Scarborough, Whitby and Ryedale, Selby, York and Harrogate with the process on-going for the remainder of the areas.

The procurement process could mean a change to orthodontic providers in your local area.

As the procurement is not yet concluded we do not yet know which practices will be providing orthodontic services in the remaining part of the North East. Once this is known, we will let you know if this will mean any change for your child's orthodontic care.

### Why is this happening?

Orthodontic practices providing treatment under the NHS need to have an agreement

with the NHS to do this work. This agreement is called a Personal Dental

Services (PDS) Agreement. This is a time limited arrangement and some of the current agreements come to an end in 2020. As a result, the NHS has to carry out a procurement process to award new agreements to provide orthodontic services.

All bids put forward as part of this process are fully reviewed and assessed before the new agreements are awarded.

### What does this mean if my child has been referred for an orthodontic assessment by my dentist?

If your child has an appointment for an orthodontic assessment before the new agreements are put in place, then this appointment will take place as already arranged.

If your child is still awaiting an assessment, then depending on waiting times they may need to be re-referred to a new orthodontic provider.

When agreements have been awarded, should the orthodontic practice your child has been referred to no longer be providing NHS orthodontic services your child will be transferred to a new orthodontic practice. You will be informed by the NHS England local office should this be the case.

### **What does this mean if my child has already had the assessment but is now waiting for orthodontic treatment to start?**

Until the procurement process is complete it is unclear which practices will be continuing to provide NHS orthodontic

services. If your child has already been assessed and is on a waiting list for orthodontic treatment, then they will continue to be on the waiting list but may need to transfer to a new orthodontic practice to receive treatment. You will be kept informed if this needs to happen.

If this is the case, with the support of the NHS England local office, your existing and new orthodontist will work together to make the necessary arrangements to transfer your child's care and will keep you up to date with information on the transfer of your child's treatment.

### **My child is already having orthodontic treatment; will they need to change to a new orthodontist?**

We don't yet know which practices will be awarded new agreements and be able to provide NHS orthodontic services as the procurement process is not yet complete.

Please be re-assured that this decision will in no way affect your treatment.

For most patients there may be no change and you will continue to be treated by your current orthodontist. Whether successful or not your orthodontist can if they wish, continue the treatment/and or retainer checks for your child to completion.

This approach has been agreed and supported by the British Orthodontic Society and the British Dental Association.

If your child's current orthodontic practice is unsuccessful in the procurement process, and they decide not to continue any NHS treatment beyond the end date of their NHS agreement, it will be necessary to transfer your child to another orthodontic practice.

Should this need to happen, with support from the NHS England local office, the existing and new orthodontic practices will work together to make the transfer as smooth as possible and will keep you informed about any changes.

There will be sufficient time for this handover and wherever possible you will be given a choice of where you would like your child to receive NHS treatment.

### **How do I know that my child will receive the same quality of care and treatment from a new orthodontist?**

All bids for orthodontic contracts are assessed to ensure that practices will provide consistent high quality of services and good outcomes for patients.

### **Will my child's treatment still be funded by the NHS?**

NHS orthodontic treatment for children is free and there will be no change to the funding of treatment. If your child is assessed as needing orthodontic treatment, this will continue to be funded by the NHS.

### **Who do I contact if I have any queries or questions that are not covered within this leaflet?**

If you have a comment or concern about a dentist or orthodontist, in the first instance you should discuss your concerns with the practice. If your concerns cannot be resolved locally with the practice, you can contact NHS England using the details below.

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Telephone number: 0300 311 22 33

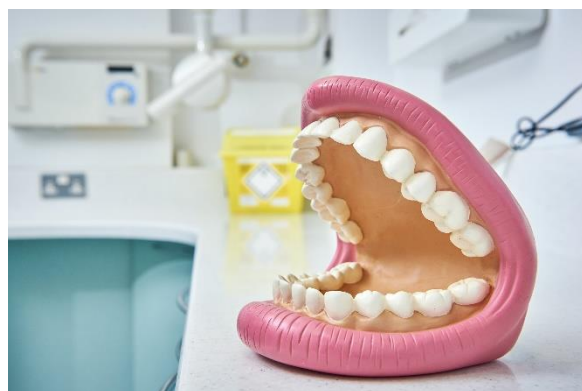
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)





Patient Information Leaflet

# Orthodontic treatment following the Coronavirus (COVID-19) pandemic in England



## Introduction

This is a guide about the re-opening of NHS orthodontic services following the Coronavirus (COVID-19) pandemic.

At the end of March 2020 routine dental services were closed for several weeks in line with government policy. From 8 June, orthodontic practices have reopened for face to face appointments once the appropriate safety measures are in place.

## When will my child's NHS orthodontic treatment restart?

Your child's orthodontist will be in touch to discuss the continuation of their treatment. In the meantime, if you have any questions, please contact the practice.

## How long will my child's treatment take in light of the pandemic and will the NHS support this?

Due to issues of capacity and social distancing, your child's treatment may take longer to start and to complete. The NHS is committed to completing your child's treatment (if they are eligible for orthodontic treatment). Waiting list times may vary in different parts of England.

## I was awaiting an orthodontic assessment. This was cancelled due

## to lockdown. I am about to turn 18 / have since turned 18. Will I still be entitled to NHS funded orthodontic treatment?

Patients who are on a waiting list for an orthodontic assessment or orthodontic treatment, who turned 18 during the COVID-19 period will not be disadvantaged. If you have any concerns, please speak to your referring dentist.

## My child was already on a waiting list waiting for treatment. When will my child be seen?

Owing to capacity issues caused by COVID-19, your child may have to wait longer than usual to be seen. We appreciate your ongoing understanding and will try to see patients as soon as possible.

## What will be different when I attend for an appointment?

Your practice will be operating in a way that observes COVID-19 social distancing and hygiene rules. It will look different to usual, due to the measures taken to ensure your safety and that of the dental team.

There will be many changes introduced, from the way your practice offers you appointments, to the assessments the

practice will carry out prior to your arrival, and to the way you will be seen at the practice.

The dental team may be wearing different protective equipment to what you are used to seeing. It is likely to be some months before services return to what you previously experienced as normal.

Whilst the practice is observing social distancing you should telephone your practice rather than attending in person without an appointment.

### **What should I do if I think my teeth have moved during the lockdown period?**

For whatever reason your teeth may have moved, if you are currently undergoing active NHS orthodontic treatment in braces or retainers, please contact your orthodontist for advice on how to limit this.

If it has been over 12 months since your brace was removed, please be aware that any further treatment may incur a fee.

Patients whose treatment has been impacted because of COVID-19 will not be disadvantaged.

### **What should I do if I have lost/broken my retainers during the lockdown period?**

This query applies to current orthodontic patient who have been impacted during COVID-19. If you have lost your retainers, you may have to pay a replacement fee. If your retainers have been broken through fair 'wear and tear', your orthodontist may replace them for free if you are within the 12-month retention period.

### **My orthodontist has stopped NHS treatment following the reprocurement of services. I finished my treatment but now have an orthodontic problem. What should I do?**

Please speak with your general dental practitioner.

### **What should I do if I have an urgent dental problem?**

If you think you need urgent dental treatment or have a concern about your oral health, you should phone your general dental practice for advice. You are likely to be offered a remote video or telephone consultation. If your dentist assesses you as needing a face-to-face consultation for an urgent dental treatment and is unable to undertake this at their practice, you may be referred to

an urgent dental care centre.

Alternatively, if you cannot contact your dentist use the [NHS 111 online](#) service or call 111.

### **How do I maintain good oral hygiene?**

To maintain oral hygiene, avoid sugary snacks and drinks between meals and at bedtime. Brush your teeth last thing at night and at least on one other occasion for two minutes using a fluoride toothpaste. Spit out after brushing and do not rinse, to maintain fluoride concentration levels.

### **Who do I contact if I have any queries or questions that are not covered within this leaflet?**

If you have a comment or concern about a dentist or orthodontist, in the first instance you should discuss your concerns with the practice. If your concerns cannot be resolved locally with the practice, you can contact NHS England using the details below.

NHS England  
PO Box 16738  
Redditch  
B97 9PT

Telephone number: 0300 311 22 33  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

# **HEALTH AND WELLBEING BOARD**

## **MINUTES AND DECISION RECORD**

7 September 2020

The meeting commenced at 10 a.m. and was an online remote meeting in compliance with the Council Procedure Rules Relating to the holding of Remote Meetings and the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority Police and Crime Panel Meetings) (England and Wales) Regulations 2020

Present:

Councillor Moore, Leader of Council (In the Chair)

Prescribed Members:

Elected Members, Hartlepool Borough Council – Councillors Buchan and Harrison (as substitute for Councillor Thomas)

Representatives of NHS Tees Valley Clinical Commissioning Group – Dr Nick Timlin and Martin Short (as substitute for David Gallagher)

Acting Director of Public Health, Hartlepool Borough Council – Craig Blundred  
Director of Children's and Joint Commissioning Services, Hartlepool Borough Council – Sally Robinson

Director of Adult and Community Based Services, Hartlepool Borough Council, Jill Harrison

Representative of Healthwatch – Christopher Akers-Belcher (as substitute for Margaret Wrenn)

Other Members:

Managing Director, Hartlepool Borough Council – Denise McGuckin  
Director of Neighbourhoods and Regulatory Services, Hartlepool Borough Council – Tony Hanson

Assistant Director of Joint Commissioning, Hartlepool Borough Council – Danielle Swainston

Representative of Tees, Esk and Wear Valley NHS Trust – Dominic Gardner

Representative of North Tees and Hartlepool NHS Trust – Hilton Heslop (as substitute for Deepak Dwarakanath)

Representative of Hartlepool Voluntary and Community Sector – Nicola Haggan (as substitute for Tracy Woodall)

Representative of GP Federation – Fiona Adamson

Also in attendance: - Ann Baxter, Independent Chair, Teesside Safeguarding Adults Board.

Edwin Jeffries, Branch Secretary, UNISON Hartlepool.

Officers: Julia Bates, Deputy Director of Public Health  
Ian Holtby, Public Health Consultant  
Dean Langstaff, Public Health Intelligence Analyst  
Joan Stevens, Statutory Scrutiny Manager  
Amanda Whitaker, Democratic Services Team

## 7. Apologies for Absence

Elected Members, Hartlepool Borough Council - Councillors Thomas and Ward  
Representative of NHS Tees Valley Clinical Commissioning Group – David Gallagher  
Representative of Healthwatch – Margaret Wrenn  
Representative of North Tees and Hartlepool NHS Trust –Deepak Dwarakanath)  
Representative of Hartlepool Voluntary and Community Sector – Tracy Woodall

## 8. Minutes

The minutes of the meeting held on 26 June 2020 were confirmed.

The minutes of the meeting of the Outbreak Control Engagement Working Group held on 27 July 2020 were approved and adopted.

## 9. Teeswide Safeguarding Adults Board Annual Report 2018/19 and Strategic Business Plan 2020/21 *(Director of Adult and Community Based Services and Independent Chair of Teeswide Safeguarding Adults Board)*

The Chair of the Teeswide Safeguarding Adults Board presented the Safeguarding Board's annual report for 2018/19 and the strategic business plan for 2020/21; both documents were appended to the report. The statutory requirements to produce the documentation was highlighted. It was noted that work is currently underway to finalise the Annual Report for 2019/20. The Chair advised that it had been a positive year and that colleagues had worked well collaboratively to meet the objectives of the business plan. The Director of Adult and Community Based Services joined the chair in updating the Board from a Borough perspective and stressed the importance and benefits of joint working with other partners.

Members welcomed the contents and structure of the annual report. Members discussed issues arising from the report including the Safe Place Scheme and safeguarding arrangements during the Covid pandemic. In response to concerns expressed regarding potential overlap in data categorisation,

assurances were provided that data was coded by specialist safeguarding professionals.

### **Decision**

The Board endorsed the Teeswide Safeguarding Adults Board Annual Report 2018/19 and the Strategic Business Plan 2020/21.

## **11. Better Care Fund Update** *(Director of Adult and Community Based Services)*

The report provided the background to the Better Care Fund reporting arrangements and summarised the national conditions and performance measures. Performance reports were submitted to NHS England on a quarterly basis. The Quarter 4 return covering the period January-March 2020 had been submitted in July 2020 and had confirmed that all national conditions continued to be achieved. An analysis of performance data had also been provided which was summarised in the report. It was noted that performance was extremely positive with all indicators achieved at the year-end based on available data.

### **Decision**

The Board retrospectively approved the Hartlepool Better Care Fund Quarterly 4 return.

## **12. Health and Wellbeing Board Terms of Reference - Refresh** *(Acting Director of Public Health and Director of Children and Joint Commissioning Services)*

Further to minute 43 of the Board meeting held on 26 June 2020, a refreshed Terms of Reference for the Board was appended to the report. The document included an addendum relating to the Local Outbreak Control Engagement Working Group and a refresh to update factual inaccuracies.

The Acting Director of Public Health responded to clarification sought regarding Engagement with Stakeholders to reflect the NHS Reset Campaign emphasising importance of real engagement in moving forward. Assurances were sought in relation to ensuring that the Tees Esk and Wear Valley Trust (TEWV) was represented on the Engagement Working Group. Board Members recognised the importance of mental health and, whilst TEWV was already included as a potential co-optee on to the Working Group, it was agreed that they would be included as part of the core membership of the Working Group going forward. The Terms of Reference for the Working Group (as appended to the Health and Wellbeing Board Terms of Reference) to be amended accordingly.

The Tees Esk and Wear Valley Trust representative at the meeting reiterated the importance of mental health as a key issue and advised the Board that the Trust had recently made a presentation to the South Tees Health and Wellbeing Board which set out a forecast of the potential impacts of Covid on mental health. The Chair of the Board agreed a suggestion that it would be helpful for this Board to receive that presentation at the next meeting of the Board.

### Decision

That the refreshed Terms of Reference be approved, with the addition of TEWV as a core member of the Engagement Working Group.

## 13. **Coronavirus in Hartlepool - Update Presentation** (*Acting Director of Public Health*)

Further to minute 44 of the meeting held on 26<sup>th</sup> June 2020, the Board received an updated presentation by the Acting Director of Public Health on the ongoing coronavirus situation in Hartlepool at 6 September 2020. The following issues were addressed in the presentation:-

- Hartlepool and UK Covid 19 cases rate per 100,000 population
- Weekly Covid cases comparison between rate in England and Hartlepool
- Covid cases rolling averages
- Hartlepool and England Covid 19 related death rates per 100,000 population
- Geographical locations of Covid cases in Hartlepool

The Board expressed concerns at the Covid 19 rates which were higher than the England average and discussed issues arising from the presentation including the wearing of masks and enforcement issues. The Acting Director highlighted the challenges associated with enforcement. The Community Cohesion approach was discussed and it was highlighted that it was intended to work with communities through the Engagement Board.

The representative of the GP Federation updated Board Members on the support that was available in the Borough in terms of the following:-

- A specialist 'Hot Clinic' had been commissioned to the end of March 2021 to support coronavirus patients and reduce the pressure on GP surgeries.
- Part of a NHS pilot known as a 'Virtual Ward' which allows the monitoring of patients remotely. The importance of data sharing was highlighted to ensure that as many people as possible had the offer for remote support.
- From 14<sup>th</sup> September 2020, part of NHS England pilot so anyone booked into a 'Hot Clinic' will be able to be tested on site. It was,

however, highlighted that this would not replace the testing referred to earlier in the meeting by the Acting Director.

The Chair of the Board expressed appreciation to the Acting Director for the presentation and thanked the Federation representative for the additional information conveyed to the Board.

**Decision**

The Board noted the contents of the presentation.

**14. Former Hartlepool and Stockton on Tees Clinical Commissioning Group Annual Report 2019/20** *(Director of Commissioning, Strategy and Delivery)*

The report set out an overview of the 2019/20 Annual Report of former Hartlepool and Stockton-on-Tees Clinical Commissioning Group (CCG). Report highlights were detailed in the report and the salient issues were presented to the Board by the CCG representative.

**Decision**

The Board noted the content of the Annual Report.

**15. Annual Report of the Director of Public Health - 2019** *(Acting Director of Public Health)*

In accordance with the Health and Social Care Act 2012, an Annual Report had been written for 2019 which was presented to the Board by the Acting Director of Public Health. The theme of the 2019 Annual Report was 'Obesity Prevention and Physical Activity in Hartlepool'. The Annual Report was presented in an electronic format which could be accessed via a link included in the report to the Board.

Board Members commended the report and the innovative approach in which the report had been presented.

**Decision**

The Board noted the report and its conclusions.

Meeting concluded at 11.20 a.m.

CHAIR

## AUDIT AND GOVERNANCE COMMITTEE

10 December 2020



**Report of:** Statutory Scrutiny Manager

**Subject:** TEES VALLEY JOINT HEALTH SCRUTINY  
COMMITTEE FEEDBACK

---

### 1. PURPOSE OF REPORT

- 1.1 To submit proposals for the provision of feedback to Members of the Committee from meetings of the Tees Valley Joint Health Scrutiny Committee held on 20 November 2020.

### 2. BACKGROUND INFORMATION

- 2.1 At the beginning of the municipal year, three Members of Audit and Governance Committee are appointed as representatives of the Committee on Tees Valley Joint Health Scrutiny Committee (TVJHSC). The representatives for 2020/21 are Councillors Gerard Hall, Brenda Harrison and Brenda Loynes.
- 2.2 These meetings are usually held quarterly with the minutes of those meetings being attached to the Audit and Governance Committee agendas to be received once they have been confirmed at TVJHSC.

### 3. ISSUES FOR CONSIDERATION

- 3.1 In addition to the above and line with good practice and to assist the engagement of all Members of this Committee, it is proposed to circulate the agenda papers for the TVJHSC meeting to Members of the Audit and Governance Committee in advance of the meeting. However, on this occasion and for ease of reference, the agenda papers for the last meeting are attached **Appendix A**) to this report, along with the presentations provided and a number of leaflets that were referred to during the meeting (**Appendix B to F**).
- 3.2 It is hoped that this will provide the Audit and Governance Committee with the opportunity to engage in issues to be considered at the TVJHSC through the Committee's nominated representatives.
- 3.2 In addition to this, it is proposed that the Member representatives who participate in the TVJHSC provide feedback from the business of the last meeting to this Committee.



#### **4. RECOMMENDATIONS**

- 4.1 That Members agree the way forward for the engagement of the Audit and Governance Committee in the business of the TVJHSC.
- 4.2 Note the feedback provided by Members of the TVJHSC.

**Contact Officer:-** Joan Stevens – Statutory Scrutiny Manager  
Chief Executive’s Department – Legal Services  
Hartlepool Borough Council  
Tel: 01429 284142  
Email: [joan.stevens@hartlepool.gov.uk](mailto:joan.stevens@hartlepool.gov.uk)

#### **BACKGROUND PAPERS**

No background papers were used in preparation of this report.



## Tees Valley Joint Health Scrutiny Committee

**Date:** 20 November 2020  
**Time:** 10.00 am  
**Venue:** Virtual meeting held via Microsoft Teams. If you would like to observe the meeting please contact Democratic Services for an electronic invitation at [David.boville@redcar-cleveland.gov.uk](mailto:David.boville@redcar-cleveland.gov.uk)

Membership: -

Darlington BC: Councillors I Bell, B Donoghue, W Newall

Hartlepool BC: Councillors G Hall, B Harrison, B Loynes

Middlesbrough BC: A Hellaoui, E Polano, J Rathmell

Redcar and Cleveland BC: Councillors B Clarke, D Rees and S Smith

Stockton-on-Tees BC: Councillors E Cunningham, C Gamble and L Hall

Agenda	Pages
1. Apologies for Absence	
2. Declarations of Interest	
3. Minutes of the Meeting held on 18 September 2020	2-5
4. Local Covid Response – Presentation from the Director of Public Health for South Tees.	
5. Tees, Esk and Wear Valleys NHS Foundation Trust updates: <ul style="list-style-type: none"> <li>• Teesside Rehabilitation Services Development Update</li> <li>• Roseberry Park Remedial Works Update</li> <li>• West Lane Hospital</li> </ul>	
6. Work Programme and Future Meetings	6
7. Any urgent items which in the opinion of the Chair can be considered	

# **TEES VALLEY JOINT HEALTH SCRUTINY COMMITTEE**

## **MINUTES**

18 September 2020

The meeting commenced at 10:00 am via Microsoft Teams.

**Present:**

Redcar and Cleveland Borough Council: Councillors Sandra Smith (Chair), D Rees and V Rider.

Darlington Borough Council: Councillors I Bell and B Donoghue.

Hartlepool Borough Council: Councillors G Hall, B Harrison and B Loynes.

Middlesbrough Borough Council: Councillors A Hellaoui, B Hubbard (Substitute for Councillor E Polano) and J Rathmell.

Stockton-on-Tees Borough Council: Councillors E Cunningham, C Gamble and L Hall.

Also Present: Angela Armstrong, Hartlepool Borough Council  
Caroline Breheny, Middlesbrough Borough Council  
Gary Woods, Stockton-on-Tees Borough Council  
Dominic Gardner, L Kirkbride, Chris Lanigan, Avril Lowery and  
Leanne McCrindle, Tees, Esk and Wear Valleys NHS Foundation  
Trust

Officers: D Boville, RCBC Democratic Services Assistant  
A Pearson RCBC Governance Manager

### **1. Appointment of the Chair**

**RESOLVED** that Councillor Sandra Smith be elected as Chair for the ensuing Municipal Year 2020/21.

### **2. Appointment of Vice Chair**

**RESOLVED** that Councillor E Polano be elected as Vice Chair for the ensuing Municipal Year 2020/21.

### **3. Apologies for Absence**

Apologies were submitted for Councillors W Newall (Darlington Borough Council) and E Polano (Middlesbrough Borough Council).

#### **4. Declarations of Interest**

None.

#### **5. Minutes of the meeting held on 13 March 2020**

The minutes were approved subject to the amendment that the apologies for absence of Councillor L Hall (Stockton-on-Tees Borough Council) be noted.

#### **6. Tees Valley Joint Health Scrutiny Draft Protocol**

The Governance Manager presented a report confirming the Tees Valley Joint Health Scrutiny Committee protocol:-**NOTED**

#### **7. Tees, Esk and Wear Valley NHS Foundation Trust Quality Account 2019-20**

Representatives from Tees, Esk and Wear Valley NHS Foundation Trust (TEWV) presented the Quality Account 2019-20 which provided an update on performance against their quarterly priorities for 2019-20, and sought to engage with the Committee in respect of their emerging priorities for 2020-21.

The Committee welcomed the opportunity to consider and comment on the quality of services at the Trust and the key features of the 2019-20 Quality Account. The Committee had met previously with the Trust representatives to consider the Trust's quality priorities and overall performance.

The Quality Account Priorities for 2020-21 were identified as below. Three of the four were continuing priorities from the previous year.

- Improve the clinical effectiveness and patient experience at times of transition from Children and Young People's Services to Adult Mental Health Services.
- Improve the personalisation of Care Planning.
- Reduce the number of Preventable Deaths.
- Improve the proportion of inmates who feel safe on our wards.

As part of the ensuing discussion, the following points were made:

- The Committee supported the Quality Account Priorities and welcomed the updates on the progress made to date on achieving them.
- Members were concerned at the declining performance in respect of the percentage of patients who felt that staff treated them with dignity and respect. The data showed that the target of 94% had not been

achieved, and that performance had declined throughout the year from 88.07% in Q1 to 85.08% in Q4. Representatives from TEWV advised that it was hoped that this would be addressed through the new priorities. Good feedback was being received when staff listened and were compassionate, but difficulties were occurring when staff were following policy to the letter. It was also possible that patients own circumstances, particularly when being cared for against their wishes, would have an impact on their perception of the service being received.

- There had been an increase in the numbers of suicides across the region and this should be considered with input from TEWV and Public Health at a future meeting of the Committee.
- The progress to date and future actions to improve the transition of children and young people into adult services was supported.
- It was important for carers to be more involved with care planning and this should be emphasised more within the action plans. Representatives from TEWV advised that a new dialogue system had been put in place to assist with the personalisation of care planning. Care plans were being completed in collaboration with parents and families and a huge amount of work and training was ongoing to ensure a compassionate approach to care planning.
- The Committee was reassured at the approach taken to address preventable deaths, particularly regarding environmental security and the removal of ligature points.
- The blended approach taken to patient engagement and communication, being guided by patient preferences and continuing with face to face engagement during the Covid-19 pandemic, was positive, particularly when engaging with patients with complex mental health needs.
- There should have been some reference to the problems surrounding the remedial work at Roseberry Park, as this had been subject to a task and finish panel and remained a key issue for the Committee.
- The Committee requested regular updates on the situations at West Lane and Roseberry Park.
- TEWV should make every effort to hold events virtually instead of cancelling them, where meeting in person was unacceptable.

### **Decision**

That the Tees, Esk and Wear Valley NHS Foundation Trust Quality Account 2019-20 be noted.

That the Committee's comments be submitted as part of TEWV's consultation on the Quality Account.

That suicide prevention and updates on the situations at West Lane and Roseberry Park be added to the Tees Valley Joint Health Scrutiny Committee Work Programme.

## **8. Work Programme and Meeting Timetable**

The Governance Manager presented the work programme for the coming municipal year and advised that this would be updated following comments from today's meeting:-**NOTED**

**Tees Valley Joint Health Scrutiny Committee Work Plan 2020/2021**

<b>Meeting Date</b>	<b>Work Programme Topic</b>
18 September 2020	<ul style="list-style-type: none"> <li>• Appointment of Chair and Vice Chair</li> <li>• Terms of Reference</li> <li>• TEWV Quality Accounts</li> <li>• Work Programme / Meeting Timetable</li> </ul>
20 November 2020	<ul style="list-style-type: none"> <li>• Updates on local Covid responses across the Tees Valley – Mark Adams, South Tees DPH to attend</li> <li>• Tees, Esk and Wear Valleys NHS FT updates:               <ul style="list-style-type: none"> <li>❖ Teesside Rehabilitation Services Development – Dominic Gardner</li> <li>❖ Roseberry Park Remedial Works – Dominic Gardner</li> <li>❖ West Lane Hospital – Dominic Gardner</li> </ul> </li> </ul>
29 January 2021	<ul style="list-style-type: none"> <li>• Teeswide Suicide Prevention Plans – Joanne Cook, Tees Suicide Prevention Co-ordinator</li> <li>• NEAS - Performance Update</li> <li>• Breast Cancer Screening / Cancer Mortality</li> <li>• Durham Darlington and Teesside, Hambleton, Richmondshire and Whitby STP Joint Health Scrutiny Committee Update</li> </ul>
19 March 2021	<ul style="list-style-type: none"> <li>• Respite and Short Breaks Update</li> <li>• TEWV, FTs and CCG Quality Accounts / progress update</li> </ul>



**Tees, Esk and Wear Valleys**  
NHS Foundation Trust

**Call us free of charge...**  
**in a mental health emergency.**



**Freephone. 0800 0516 171**

**for your local TEWV crisis team.**

**Open 24 hours a day, seven days a week**

The line is available for people of all ages  
living in County Durham, Teesside and most of North Yorkshire.

**[www.tewv.nhs.uk/crisisadvice](http://www.tewv.nhs.uk/crisisadvice)**





Tees, Esk and Wear Valleys  
NHS Foundation Trust

# **Mental health crisis line**

**County Durham and Darlington; North Yorkshire, York  
and Selby; Teesside**

**0800 0516171**

**24 hours a day**

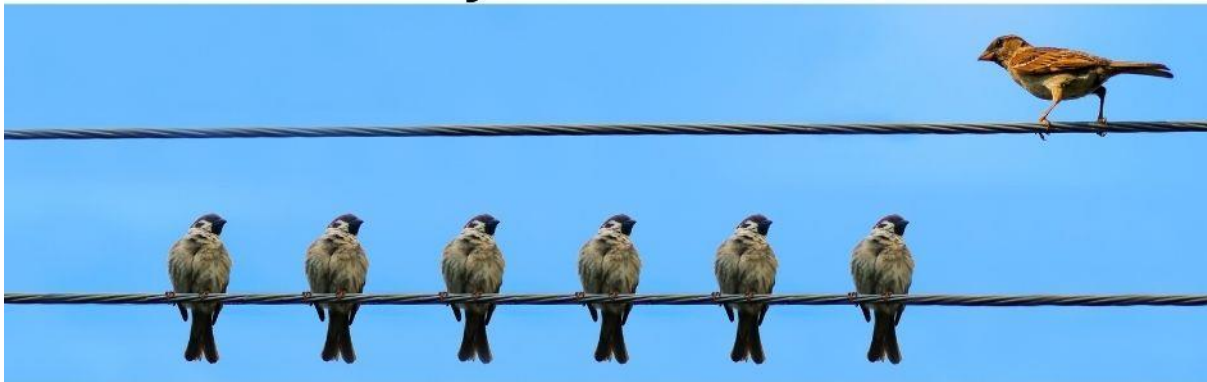
**Seven days a week**

**For children, young people, adults  
and older people**



# We're listening

## Call on us when you're in distress



**Freephone 0800 0516 171**

**Option 3, followed by option 3**

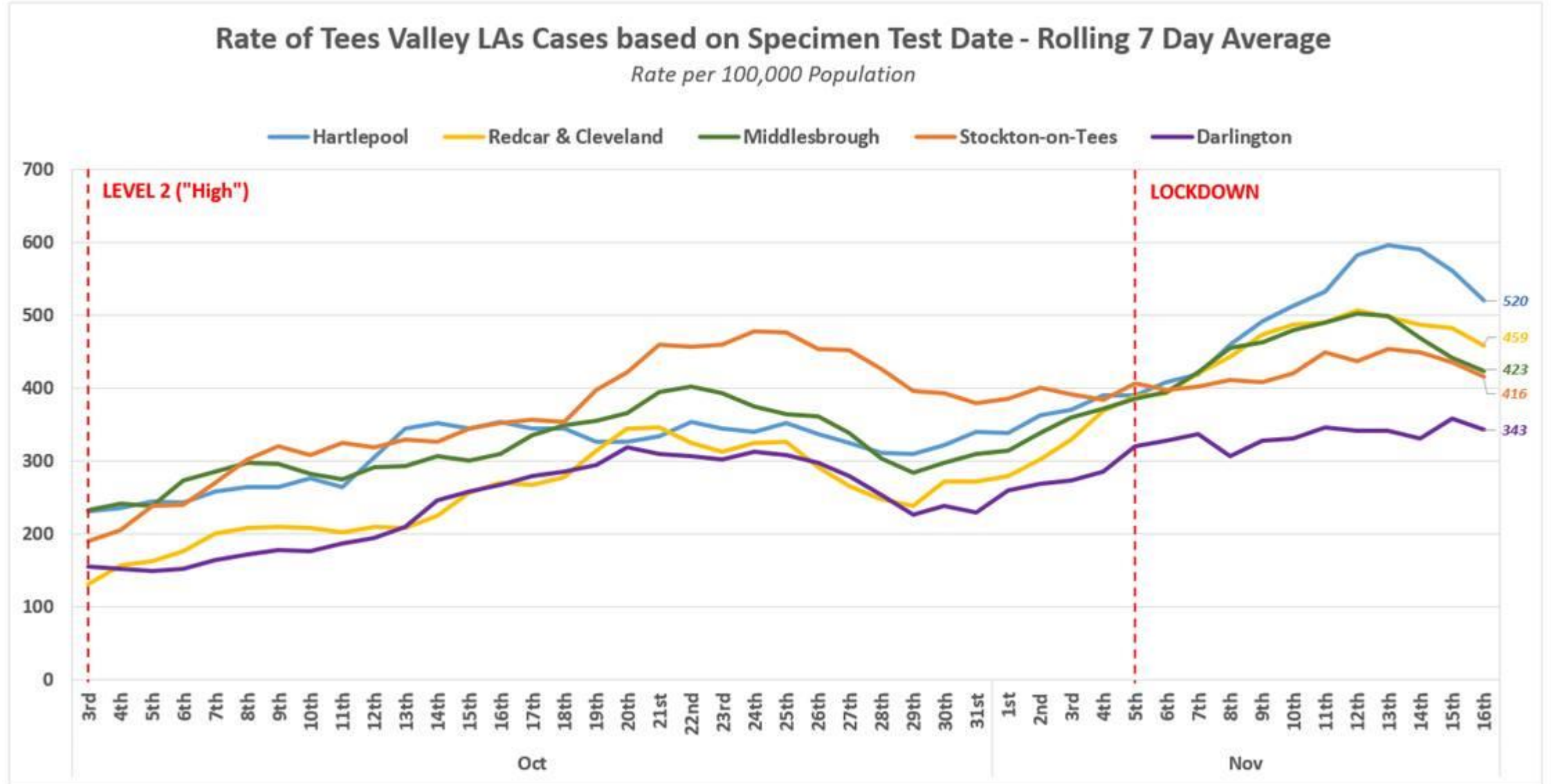
Telephone service for people in Teesside offering empathic, validating and non-judgemental support.

# Tees Valley Health Scrutiny

## COVID-19 Update



# Rolling 7 Day Average of Cases (03/10 to 16/11)





# North East Region Summary



North East LA COVID Cases - Tested in Current 7 and Previous 7 Day Periods

North East LA	Current 7-Day Period (9th- 15th Nov)		Previous 7-Day Period (2nd - 8th Nov)		% Change Rate
	Number	Rate	Number	Rate	
Hartlepool	526	562	431	460	22.0%
Redcar & Cleveland	662	483	608	443	8.9%
Middlesbrough	622	441	642	455	-3.1%
Newcastle upon Tyne	1,329	439	1,202	397	10.6%
Stockton-on-Tees	858	435	811	411	5.8%
North Tyneside	875	421	717	345	22.0%
South Tyneside	620	411	565	374	9.7%
Sunderland	1,102	397	1,107	399	-0.5%
Gateshead	791	391	944	467	-16.2%
County Durham	2,027	382	1,997	377	1.5%
Darlington	383	359	327	306	17.1%
Northumberland	935	290	836	259	11.8%

Source - GOV.UK COVID Dashboard

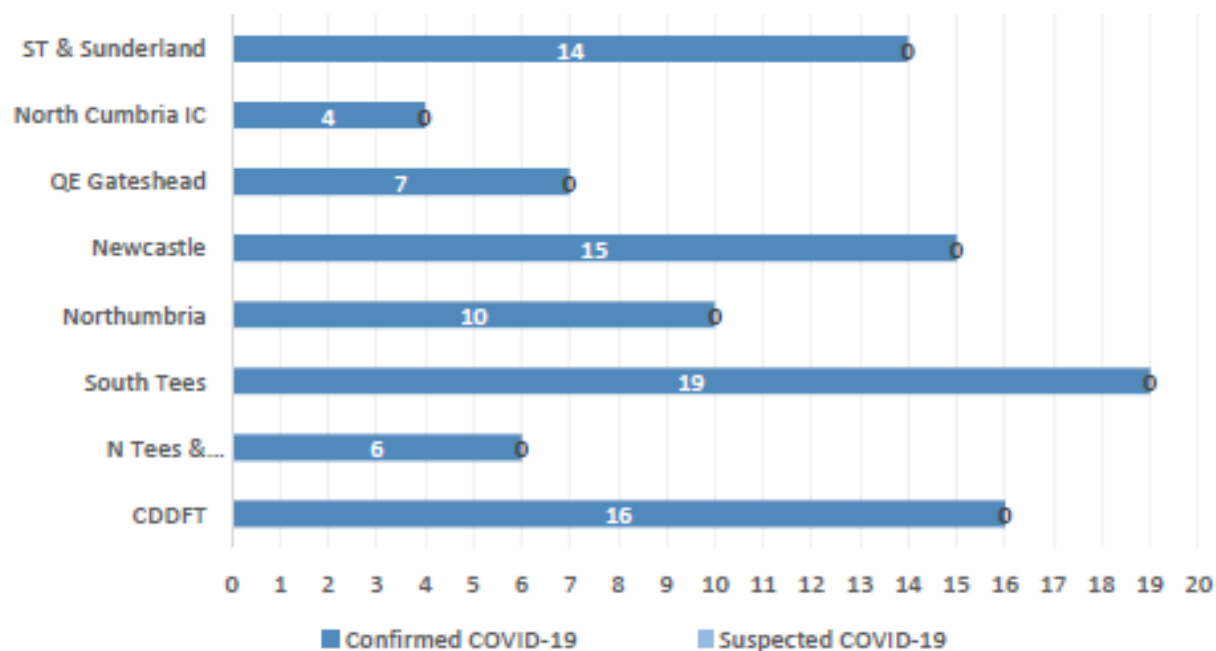
Pillar 2 Test Rates

Rate of Pillar 2 Tests (10th -16th Nov)	% Positive Pillar 2 Tests (10th-16th Nov)
3,440	15.5%
2,984	14.8%
3,005	13.1%
2,406	15.4%
2,613	15.8%
2,527	12.9%
2,372	14.2%
2,536	13.6%
2,341	13.3%
2,601	12.8%
2,541	11.7%
2,610	10.0%

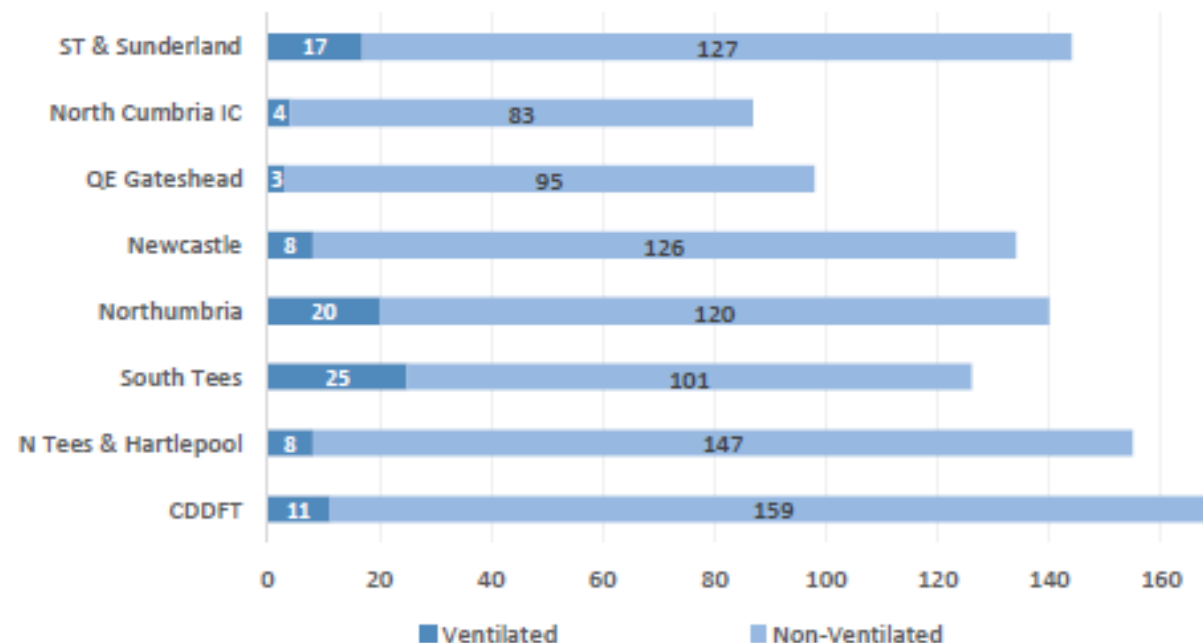
Source - NHS Digital Testing Dashboard

# NHS Position (18/11)

Current Suspected/Confirmed Cases In Critical Care By Trust



Current Ventilated/Non-Ventilated Covid-19 Cases By Trust

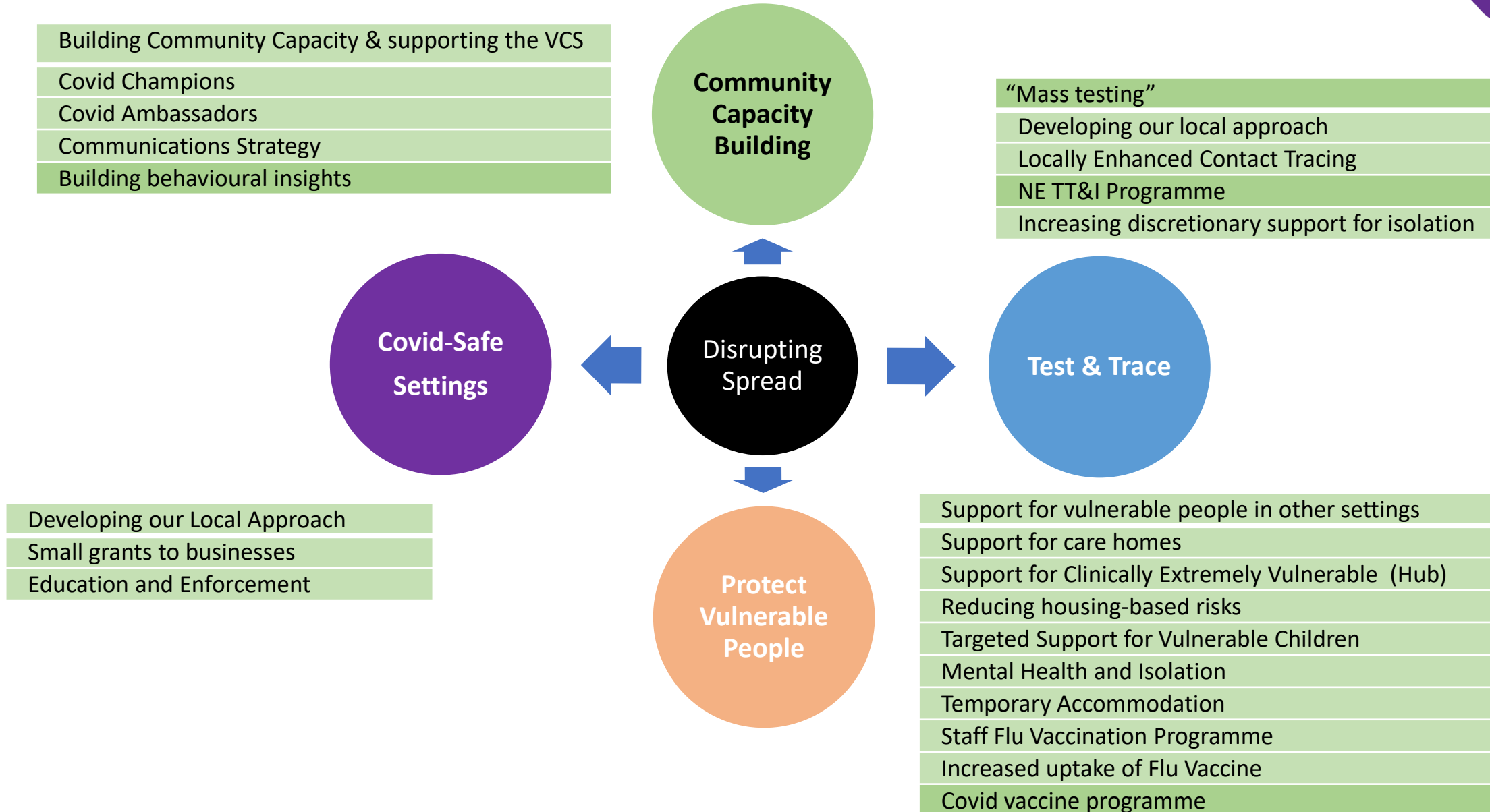


## 5 Major Public Health Packages:



1. Localised, regionally coordinated Test, Trace and Isolate programme;
2. Behavioural Insights programme to support compliance;
3. Roll-out of targeted frequent, rapid, 'Lateral Flow' testing for:
  - a) Designated visitors for care home residents;
  - b) Peripatetic domiciliary care staff
  - c) Daily testing of care home staff
4. Protection of vulnerable individuals in the community;
5. Preparation for rapid implementation of a vaccine programme.

# Approach (South Tees)







# Tees Valley Joint Health Scrutiny Committee presentation

Dominic Gardner, Director of Operations

November 2020

making a

difference

together

## Update

- West Lane Hospital
- Roseberry Park Hospital Remedial Works
- Teesside Rehabilitation Services Development

making a

difference

together



# West Lane Hospital

making a

difference

together

## West Lane Hospital update

- On 16 September NHS England and Improvement announced a significant step forward in restoring CAMHS inpatient services in our region.
- Having looked at a number of options, NHS England and Improvement decided that the most realistic and achievable interim solution is to restore CAMHS inpatient services using an alternative provider on the existing West Lane Hospital site. The interim provider will be Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW).
- As a Trust we are not currently in a position to restore local CAMHS inpatient services for a number of reasons including the ongoing independent investigation, commissioned by NHS England.
- This step is being taken as part of a system response, given the current demand for CAMHS inpatient beds in the region
- We will continue to provide outpatient and community CAMHS services from West Lane Hospital. We will also work closely with CNTW to ensure there's a joined up approach between CAMHS inpatient and our CAMHS community services.

making a

difference

together



# West Lane Hospital update

Young People currently receiving inpatient care

- The Virtual Inpatient CAMHs Team – Senior clinicians are available 24hours a day to support requests for inpatient admission including assessment and sourcing of an inpatient bed. The team remain involved throughout admission to support discharge planning. In addition they provide a consultation resource to community teams to formulate plans for young people with complex presentations.
- At 16/11/20 there are 11 young people from Tees Valley receiving inpatient care in inpatient units in Prudhoe, York, Sheffield and Maidenhead.
- TEWV is supporting the cost of travel and accomodation to any parent whose child is receiving inpatient care if they would have been admitted to West Lane Hospital.

making a

difference

together



# Roseberry Park Hospital Remedial Works

making a

difference

together



# Roseberry Park Remedial Work

- Roseberry Park Hospital is a purpose built mental health facility providing adult, older persons and forensic inpatient mental health services. The hospital was funded and built using the Private Finance Initiative.
- In 2016 a number of defects related to the safety and quality of the Roseberry Park Hospital buildings were identified which required significant levels of rectification. The Trust committed to a major programme of works to address the urgent need to rectify defects and risks in the Hospital.
- The required survey of defects and site rectification works could not be undertaken whilst services continued to be delivered within the buildings. A number of ward moves, to allow for consolidation of inpatient admissions, were undertaken at the end of 2017. This enabled the creation of an empty two ward block at Roseberry Park Hospital.



making a

difference

together



## Roseberry Park Remedial Work

- Delays to the completion dates of remedial works have occurred as a result of unplanned work required within the blocks . There remains uncertainty in relation to the ongoing Pandemic and the impact this may have upon the remedial work timescales.
- Clinical staff continue to work closely with design and planning colleagues on the project.
- Patient experience, staff absence and bed occupancy within the service continue to be monitored with additional consideration to the impacts of the COVID -19 pandemic.

making a

difference

together





# Patient Experience 2020

## Percentage of patients reporting their experience as excellent or good

2020											
MHS OP	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Avg
	100	100	100	67	100	80	100	75	100	100	94%
AMH	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Avg
	93	91	83	90	96	90	87	93	88	94	90%

making adifferencetogether



## Patient Experience

- MHSOP services January to October 2020 demonstrate an average patient satisfaction rate (excellent or good) of 94% compared to an average rate of 100% for the same period of 2019. It is noted that satisfaction rates reduce in April and a review of comments made described concern about the behaviour of another patient, this occurs again in July along with COVID related impacts and a range of general comments. Examples of positive and negative comments are included. There are no negative comments in relation to the location of the wards.
- AMH services January to October 2020 demonstrate an average patient satisfaction rate (excellent or good) of 90% compared to an average rate of 90% for the same period of 2019.



making a

difference

together

# MHSOP Patient Experience Comments

I've been really well cared for I've not felt like this for years I've felt like family the house keepers have been amazing nothing has been too much from any of the team thank you for all the support so much I'm so confident now

Yes tell me more about the situation so I do not feel forgotten about

Good in some aspects as in good food, certain staff but did not like other peers screeching

Lack of organization and communication with community team

Thankyou so much to all the staff you have fixed me I can't thankyou enough

No, I feel the care I received was excellent and the staff couldn't be more supportive.

Improve the computers

making a

difference

together

## Carer Experience 2020

### Carer experience of services

2020											
MHS OP	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Avg
	86	68	83	96	94	86	85	83	87	86	86%
AMH inc' rehab	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Avg
	92	78	88	97	97	-	83	90	74	100	87%

making a

difference

together



## Carer Experience

- MHSOP services January to October 2020 demonstrate an average carer experience rate of 86% compared to an average rate of 93% for the same period of 2019. A review of carer comments did identify the location of the unit as a difficulty, the theme of negative comments was related to communication with carers potentially impacted by COVID 19 and restricted visiting .
- AMH services January to October 2020 demonstrate an average carer experience rate of 88% compared to an average rate of 87% for the same period of 2019.



making a

difference

together

## Carer comments MHSOP

Aw my goodness I want to give my heartfelt thanks to each and every member of staff who looked after patient and the other patients. No task was too small for them. Now patient has left Sandwell Park I am missing each and everyone of them. To me Sandwell Park is the best hospital on this earth. Forever grateful to each and every one of you. Yours, .....(Stay safe).

Was not informed of fathers discharge and feels there has been a lack of communication around this. Also disappointed no one has got in touch to explain medication after requesting this several times. Pleased to have involvement in formulation meeting and carer support.

All staff on westerdale north and reception are outstanding, the care and support they offer not only to patients but also their families is second to none. They are always ready to listen and are always happy to help. I can't thank you all enough for all you have done xx

Gran was well cared for and was very complimentary of services provided by westerdale north. Excellent standard of care that came across. Low scores on this survey probably reflect covid 19 and difficulties around communicating / face to face contact.

I felt that this was an excellent unit. The staff were always helpful + supportive. I thought the service was first rate - holistic & patient centred, but with a lot of consideration given to family carers. It felt like a team that functioned really well.

Whilst involved in care of loved one, did not feel actively involved. Also aware that with covid, it is an odd time and service may be operating differently.

Excellent with a big E. Do not know where would be without staff from westerdale south, cannot fault. Staff are so kind and caring. Always looked after me when I came to visit.

making a

difference

together



# Project Timescales

- **PROJECT 1** – The Construction of Block 16, a new 28 bed ward. (This ward will be used as a decant facility) – **Due to complete December 2020**
- **PROJECT 2** – Installation of a new security fence – **linked to project 4**
- **PROJECT 3** – Remedial Works to Block 5 – **Due to complete May 2021**
- **PROJECT 4** – Remedial Works to Blocks 1, 2, 3, 8, 9, 10, 11, 13 and 14
- **PROJECT 5** – Potential additional remedial works to non-clinical Blocks 4, 6, 7 and Block 12 FMH Activity Centre , plus other enabling measures



making a

difference

together



# Teesside Rehabilitation Services Development

making a

difference

together



## Teesside Rehabilitation Services Background

- A quality improvement event was held in 2017 to develop the future service vision in conjunction with service users and carers
- A range of training activity enabled staff to work with the wide range of complex cases and diagnoses beyond the traditional “rehabilitation” profile
- Current staffing was used flexibly enable a test of approach to support service users in the community
- In 2019
  - Lustrum Vale Stockton – 20 bed mixed gender rehabilitation ward
  - Kirkdale Roseberry Park Hospital – 16 beds (8 Teesside beds)
  - Small Rehabilitation community team working 9-5 based at Lustrum Vale

making a

difference

together



# Teesside Rehabilitation Services Proposed Model

- In August 2019 a new rehabilitation and recovery model based on the quality improvement event and national guidance was proposed and approved
- Maintain 20 bed inpatient unit at Lustrum Vale
- Significantly enhanced the rehabilitation Community Team staffing by utilising current workforce in a different way.
- Extend Community Team operational hours to 8am-8pm 7 days/week
- Enable a reduction in overall length of stay on rehabilitation wards in Teesside and provide increased community based activities enabling service users to be supported in their recovery within their local area.

making adifferencetogether

# Rehabilitation Services Development

- End of January 2020 Kirkdale Ward Roseberry Park Closed (remaining inpatients transferred to Lustrum Vale).
- Reinvestment to provide an enhanced community rehabilitation service expanding the service and extending its hours of operation to be available from 08.00 – 22.00hrs (core hours are 08.00 – 20.00) over 7 days.
- Increased capacity for referrals and more intensive support to recovery programmes.
- Reinvestment within the remaining inpatient facility to support the increased complexity of service users and the delivery of the rehabilitation and recovery pathway, thus enabling further improvements in length of stay and patient experience.

making a

difference

together



# Outcomes

- The service are currently evaluating the outcomes of the new model initial findings are;
  - April – September 2020 0% re referral rate to rehabilitation services
  - Significantly increased community rehabilitation contacts and duration of those contacts
  - April – October 2020 Percentage of patients rating their experience as excellent or good average 98.57%

making a

difference

together



## Next Steps

- Complete evaluation of the impact of the new model
- Implement any recommendations from evaluation
- Future focus on
  - levels of substance misuse in the rehabilitation population
  - Physical health concerns for the rehabilitation population
  - Housing options that support independence, social inclusion and community living

making a

difference

together

# **SAFER HARTLEPOOL PARTNERSHIP**

## **MINUTES AND DECISION RECORD**

4 SEPTEMBER 2020

The meeting commenced at 10.00 am in the Civic Centre, Hartlepool.

**Present:**

**Responsible Authority Members:**

Councillor Moore, Elected Member, Hartlepool Borough Council  
Councillor Tennant, Elected Member, Hartlepool Borough Council  
Tony Hanson, Assistant Director, Environment and Neighbourhood Services, Hartlepool Borough Council  
Sylvia Pinkney, Interim Assistant Director, Regulatory Services, Hartlepool Borough Council  
Chief Inspector Peter Graham, Chair of Youth Offending Board  
Michael Houghton, Director of Commissioning, Strategy and Delivery, NHS Hartlepool and Stockton on Tees and Darlington Clinical Commissioning Group  
Nick Jones, Cleveland Fire Authority

**Other Members:**

Sarah Wilson, Office of Police and Crime Commissioner for Cleveland  
Joanne Hodgkinson, Voluntary and Community Sector Representative, Chief Executive, Safe in Tees Valley  
Sally Robinson, Director of Children's and Joint Commissioning Services, Hartlepool Borough Council

**Also Present:**

John Lovatt, Adult and Community Based Services, Hartlepool Borough Council  
Councillor Ged Hall, Chair of the Audit and Governance Committee, Hartlepool Borough Council

**Officers:**

Rachel Parker, Community Safety Team Leader  
Joan Stevens, Statutory Scrutiny Manager  
Angela Armstrong, Scrutiny Support Officer  
David Cosgrove and Jo Stubbs, Democratic Services Team

### **1. Apologies for Absence**

Jill Harrison, Director of Adult and Community Based Services, Hartlepool Borough Council.

Craig Blundred, Acting Director of Public Health, Hartlepool Borough Council.

Superintendent Sharon Cooney, Neighbourhood Partnership and Policing Command, Cleveland Police.

Barry Coppinger, Office of Police and Crime Commissioner for Cleveland.

Ann Powell, Head of Area, Cleveland National Probation Service

John Graham, Director of Operations, Durham Tees Valley Community Rehabilitation Company.

Angela Corner, Director of Customer Support, Thirteen Group.

## **2. Declarations of Interest**

None.

## **3. Minutes of the meetings held on 10 January 2020 and 20 March 2020**

Confirmed.

## **4. Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services Fire and Rescue Service Inspection 208/19 – Summary of Findings** *(Chief Fire Officer – Cleveland Fire Brigade)*

### **Purpose of report**

To provide Members of the Safer Hartlepool Partnership with a summary of findings from Cleveland Fire Brigade's Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services Inspection which took place in July 2019.

### **Issue(s) for consideration**

The Fire Brigade representative stated that it had been intended to present this report earlier in the year but this had not been possible due to the Coronavirus Pandemic.

The overall assessment of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services found that Cleveland Fire Brigade:

- is 'good' at effectively keeping people safe and secure from fire and other risks;
- is 'good' at how efficiently it manages its resources; and
- is 'good' at looking after its people.

The Inspection Report and its findings clearly show that Cleveland Fire Brigade is one of the top performing Fire and Rescue Services in the country – it was highlighted that no Authority had been rated as Outstanding. The Fire Brigade representative thanked all the partner organisation representatives that had been involved in the inspection.

The Chair congratulated the Fire Brigade on the outcome of the inspection and commented that it reflected the excellent working relationship it had with its partner organisations and in particular its involvement in the multi-agency Community Safety Team.

#### **Decision**

That the Safer Hartlepool Partnership notes the outcome of the Cleveland Fire Brigade HMICFRS Inspection 2018/19.

## **5. Hartlepool Community Safety Team – Neighbourhood Policing** *(Cleveland Police)*

#### **Purpose of report**

To provide an update on Neighbourhood Policing.

#### **Issue(s) for consideration**

The Cleveland Police representative outlined the update on Neighbourhood Policing Team and indicated at the meeting that there were now 13 officers in the Team and that this number was to rise to 18 over the next few months. This would consist of 3 teams each with a sergeant and a dedicated Inspector lead. The new teams were having a positive effect and were addressing in the community the main issues within the Community Safety Plan and there was particularly positive work around domestic abuse.

The Chair commented that the public appreciated the re-instigation of Police officers 'on the beat' in their communities and this was an extremely welcome and positive move.

#### **Decision**

That the Safer Hartlepool Partnership members notes the report and receives a further update report once all the Neighbourhood Policing Teams were in place.

## **6. Anti-Social Behaviour in Hartlepool – Final Report** *(Chair of Audit and Governance Committee)*

#### **Purpose of report**

To present the Audit and Governance Committee's finding following completion of its investigation into Anti-Social Behaviour in to Hartlepool.

#### **Issue(s) for consideration**

The Chair of the Audit and Governance Committee, Councillor Hall, presented the outcome and recommendations of the Committee's investigation into anti-social behaviour in Hartlepool. Councillor Hall stated



that the Committee began its inquiry in July 2019 and undertook a variety of methods of investigation including extensive community engagement, as outlined in section 11 of the report along with a town-wide survey and a targeted survey of young people. A number of representatives from organisations involved in the prevention of and dealing with anti-social behaviour were invited to present evidence to the Committee including Cleveland Police, North East Ambulance Service, Cleveland Fire Brigade, Registered Social Landlords and local residents groups.

During the investigation it was noted that the Victims' Commissioner had requested a piece of work be undertaken by ASB Help and the University of Nottingham Trent to look at understanding the impact and experience of victims of anti-social behaviour and the response from agencies to tackle it. One of the contributors to this piece of work, Dr James Hunter was invited to provide the Committee with a presentation which included information from the Crime Survey for England and Wales. The presentation highlighted the importance of understanding people's differing perceptions of anti-social behaviour and identifying the risk of anti-social behaviour and the prioritisation of individual cases.

Based upon the findings, a number of conclusions and recommendations have been made and these are listed in sections 14 and 15 of the report.

Councillor Hall draw attention to the Committee's emphasis on continuing the ground-breaking partnership arrangement of the Integrated Community Safety Team in delivering enforcement, support and education activity, including the prioritisation of anti-social behaviour as a crime due to its significant impact on victims and its role as a potential precursor to criminal behaviour.

During the investigation, Members of the Committee were keen to explore the potential to develop more innovative options for reporting anti-social behaviour, including online mechanisms and the use of electronic apps along with the creation of a single point of contact for reporting incidents of anti-social behaviour.

The Police representative stated that since transferring to Hartlepool earlier in the year he had very impressed with the joint working within the Community Safety Team and highlighted a specific case of anti-social behaviour that had been resolved by the team.

The Chair welcomed the report and the in-depth investigation undertaken by the Audit and Governance Committee and commented that the development of an action plan, as set out in the recommendations, was needed to support the Committee's findings. This was supported by the Partnership members. The Safe in Tees Valley representative commented that the organisation was becoming involved in mediating anti-social behaviour problems to see if that was a more productive method of resolving such issues. The progress on this would be reported to a future meeting of the Partnership.

**Decision**

1. That the Audit and Governance Committee's Anti-Social Behaviour report be received and its recommendations agreed, pending consideration of a detailed Action Plan.
2. That an Action Plan be developed for implementation of the report's recommendations for consideration at the meeting in November 2020.
3. That the implementation of the Action Plan be monitored and progress reported back to the Audit and Governance Committee on a six monthly basis.

**7. Draft Community Safety Plan 2020-2021** (*Assistant Director (Environment and Neighbourhood Services)*)**Purpose of report**

To consider and agree a draft Community Safety Plan for 2020-21.

**Issue(s) for consideration**

The Interim Assistant Director, Regulatory Services reported that the process to develop an new three-year Community Safety Plan was due to commence earlier in the year but had been 'over-taken' by the Coronavirus Pandemic. Due to this delay and the additional work required to produce a three-year plan it was now proposed that a one-year plan for 2020-21 be developed with a new three-year plan deferred to next year.

The proposed strategic objective for 2020-21 was "To make Hartlepool a safe, prosperous and enjoyable place to live, work and visit". The key priorities for the Partnership in 2020/21 were proposed as Drugs and Alcohol; Anti-social Behaviour; and Domestic Violence. Subject to the approval of the draft plan which was appended to the report, there would be an eight week consultation period utilising a wide range of mechanisms including local press and social media.

The Chair thanked Partner organisations for their input into the draft plan submitted which had been done in a very short time-frame and with the competing priorities brought by the Coronavirus Pandemic. The Chair also stated his support for the move to a three-year plan next year.

**Decision**

That the draft Community Safety Plan 2020-21 be approved for consultation.

- 8. Safer Hartlepool Partnership Performance** *(Assistant Director (Environment and Neighbourhood Services))*
- 9. Safer Hartlepool Partnership Performance** *(Assistant Director (Environment and Neighbourhood Services))*

#### **Purpose of report**

To provide an overview of Safer Hartlepool Partnership performance for Quarter 3 – October to December 2019 (inclusive) and for Quarter 4 – January to March 2020 (inclusive).

#### **Issue(s) for consideration**

The Community Safety Team Leader presented the two quarterly reports whose submission to the Partnership due to the Coronavirus Pandemic. The data was somewhat out of date and future quarterly reports would be based on a new data set driven by the priorities in the draft plan for 2020/21.

A Member commented that some of the statistics, such as opportunistic crime like shop-lifting would have declined to almost nil during the Coronavirus Pandemic lock-down and such changes shouldn't be utilised to skew the statistics monitored in future quarterly reports.

#### **Decision**

That the two quarterly reports be noted.

### **10. Any Other Items which the Chairman Considers are Urgent**

The Chairman ruled that the following item of business should be considered by the Committee as a matter of urgency in accordance with the provisions of Section 100(B) (4)(b) of the Local Government Act 1972 in order that the matter could be dealt with without delay.

### **11. Date and Time of Next Meeting**

The Chair reported that the next meeting would be held on Friday 13 November 2020 at 10.00 am.

The meeting concluded at 10.40 am.

CHAIR