

READING HEALTH & WELLBEING BOARD MINUTES - 11 OCTOBER 2019

Present:

Councillor Hoskin (Chair)	Lead Councillor for Health, Wellbeing & Sport, Reading Borough Council (RBC)
Mandeep Bains	Chief Executive, Healthwatch Reading (substituting for David Shepherd)
Councillor Brock Andy Ciecierski	Leader of the Council, RBC North & West Reading Locality Clinical Lead, Berkshire West CCG
Seona Douglas	Director of Adult Care & Health Services, RBC
Tessa Lindfield	Strategic Director of Public Health for Berkshire
Sarah Morland	Partnership Manager, Reading Voluntary Action
Councillor Terry	Lead Councillor for Children, RBC
Cathy Winfield	Chief Officer, Berkshire West CCG

Also in attendance:

Poppy Barnard	National Management Trainee, RBC
Jon Dickinson	Deputy Director for Adult Social Services, RBC
Yasmine Illsley	Public Health Programme Officer, RBC
Jo Jefferies	Consultant in Public Health, Public Health Services for Berkshire
Kim McCall	Health Intelligence Officer, Wellbeing Team, RBC
David Munday	Consultant in Public Health, RBC
Janette Searle	Preventative Services Manager, RBC
Nicky Simpson	Committee Services, RBC
Lewis Willing	Integration Project Manager, RBC & Berkshire West CCG

Apologies:

Neil Carter	Royal Berkshire Fire & Rescue Service (RBFRS)
Councillor Jones	RBC
Sam Mortimore	RBFRS
David Shepherd	Chair, Healthwatch Reading
Theresa Wyles	Urgent & Unscheduled Care Manager, Berkshire Healthcare NHS Foundation Trust

1. MINUTES

The Minutes of the meeting held on 12 July 2019 were confirmed as a correct record and signed by the Chair.

2. BERKSHIRE - A GOOD PLACE TO WORK - THE 2019 DIRECTOR OF PUBLIC HEALTH REPORT

Tessa Lindfield submitted a report and gave a presentation describing the 2019 Director of Public Health Annual Report "Berkshire - A good place to work", which focused on workplace health and wellbeing. Copies of the full Annual Report were tabled at the meeting.

The report explained that the topic of work and health had been selected because of the strong relationship between work and health and the opportunity in workplaces to take action to improve health and wellbeing.

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Evidence showed that 'good work' improved health and wellbeing, connecting people with others, providing a stable income, social interaction and a sense of identify and purpose. On the other hand, unemployment was associated with an increased risk of poorer health including limiting long term illness, heart disease, poor mental health and health harming behaviour and suicide.

The relationship between work and health was symbiotic, as not only was good work good for your health but people in the best health possible could be a more productive workforce for business. To complete the cycle, successful business supported economic prosperity and the wellbeing of communities.

The benefits of improving workplace health extended beyond the individual worker - for an employer, a healthy resilient workforce had fewer sick absences, better productivity and longer careers before retiring. From an economic and wider societal point of view, an unhealthy workforce led to increased healthcare costs, increased informal caregiving, increased long-term sickness and loss in productivity.

The report gave details of the key messages from the chapters in the annual report under the following headings:

- Chapter 1: The win:win
- Chapter 2: Working in Berkshire
- Chapter 3: Meeting the Challenge
- Chapter 4: What can we do?

The annual report gave examples of case studies showing work that local businesses were doing to improve the health and wellbeing of their employees and communities. It stated that, by sharing good practice and evidence of what worked, organisations could learn from each other and take steps to make Berkshire an even healthier place for everyone to work and live.

The report suggested the following next steps:

- Start a better conversation in your organisation about improving health *and listen*
- Use the evidence on what works to make a plan *and start somewhere*
- Measure change and adapt your approach
- Share your learning with others *and learn from them*

Sarah Morland said that many voluntary organisations were tiny with small workforces and high demands and it would be important to look at how to support those organisations that did not have the resources of larger organisations. She said that she would raise this issue at the Voluntary Sector Wellbeing Forum, to see what could be done as a sector.

It was suggested that this was a matter that the Berkshire West Integrated Care Partnership should be considering as part of its leadership agenda, thinking about how partners could tackle this together, especially as anchor institutions.

Resolved - That the report be noted and the recommended next steps be endorsed.

3. TIME TO CHANGE: RBC EMPLOYER ACTION PLAN REFRESH

Seona Douglas submitted a report outlining Reading Borough Council's progress to date in delivering on a 'Time to Change' Employer Pledge to end mental health discrimination and setting out the ambitions of a refreshed Action Plan for 2019/2020. She explained that the refreshed action plan was still being worked on and recommended that consideration of the report and the action plan was deferred to the next Board meeting.

Resolved -

That the report be noted and consideration of the refreshed Time to Change Action Plan be deferred until the next meeting.

4. READING HOMELESS HEALTH NEEDS AUDIT - CCG AND DRUG AND ALCOHOL UPDATE

Cathy Winfield submitted a report providing an update from the CCG, and Public Health as commissioners of the Drug and Alcohol Treatment Service, on how the recommendations from the Homeless Health Needs Audit carried out in 2017 and presented to the Health and Wellbeing Board on 13 July 2018 (Minute 13(2) refers) were informing service planning and on actions taken or intended to be taken.

The report explained that, over a five week period in January and February 2017, partners from Reading's Homelessness Forum had commissioned and undertaken a Homeless Health Needs Audit in Reading. The aims of the Audit had been to listen to and take account of single homeless people's views on their health; provide an evidence base and fill in any information/evidence gaps; contribute to Reading's Joint Strategic Needs Assessment (JSNA) and future Health & Wellbeing Board strategies and consider what was currently working well within services, with a view that this could inform improvements.

The audit findings had been presented to the Board in July 2018, which had recommended that partners use the research to inform service development and improvements where required, and report back on any subsequently agreed plans to address any highlighted issues. The report provided an update from the CCG on how the audit was informing service planning and actions the CCG had taken or intended to take.

The CCG had welcomed the audit as a useful tool to support the on-going review of services and it was encouraging to see the audit responses highlighting positive experiences of health care in Reading, and in particular: the availability and accessibility of Reading's Walk-In Centre; accessibility of in-reach services provided by the Health Outreach Liaison Team (HOLT); peer support services for those with substance misuse issues and high levels of respondents knowing how to access contraception and advice about sexual health.

The audit had, however, highlighted areas where respondents had said they would like to see improvements. These related primarily to: (a) obtaining GP appointments and wanting consistency of support from the same GP; (b) how Mental Health support was obtained and its availability, including access to more Mental Health support, including peer support and specialist trauma support; (c) feeling able and comfortable in accessing secondary care services and (d) feeling able and comfortable in accessing

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dental health services. The CCG had considered each of these issues and the report set out a response together with details of actions being taken.

The report stated that Public Health commissioned drug and alcohol treatment services in Reading and had considered the audit feedback as part of the re-commissioning process during 2019. The report set out the actions taken to date.

Resolved -

- (1) That the report be noted;
- (2) That the report be shared with lead officers at the Council leading on the development of homelessness and rough sleeping strategies for 2019-2024.

5. WORKING IN PARTNERSHIP WITH HEALTH AND SOCIAL CARE TO SUPPORT READING'S MOST VULNERABLE PEOPLE

Sarah Morland submitted a report which:

- Highlighted an increase in the complexity of needs of some of the people supported by local voluntary organisations and the subsequent demand on staff and volunteers;
- Outlined developments to improve partnership working between the Council and voluntary organisations to better support people with complex needs.

The report stated that Reading's Health and Wellbeing Strategy emphasised the need to empower people to take charge of their care and support, including people maintaining their wellbeing to prevent ill health and those managing a long-term condition managing to stay well and prevent things from getting worse.

Many of Reading's voluntary organisations contributed to these ambitions by providing information and advice, group activities, peer support and health-related support. Partnership working between the voluntary sector and statutory agencies was evolving, driven by the recognition that often a number of agencies were involved in supporting vulnerable people. By working together, partners ensured that people received the right support, from the right agencies to address their needs, making the best use of resources and avoiding duplication.

The report highlighted existing examples of good partnership working and also gave details of the following areas where, by closer partnership working, partners could support vulnerable people with increasingly complex needs, and set out the planned next steps:

a) Developing a multi-disciplinary approach to support clients with complex needs.

Next steps:

Reading Voluntary Action (RVA) and RBC's Advice and Information Hub (the Hub) would develop and run a joint workshop between health, social care and Voluntary & Community Organisations (VCOs) to:

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- review examples of clients with complex needs and identify which agencies could/should be involved in their on-going support;
- develop a protocol to request a multi-disciplinary discussion for clients with complex needs when they first presented to a VCO, a GP or the Hub, building on the learning from the Neighbourhood Care Planning Group pilot.

b) Improving communications and information flow between VCOs and Social Care/Health

Next steps:

- The development of the Adult Social Care Front Door pilot with voluntary organisations, which could lead to closer partnership working to support people with complex needs;
- RVA would continue to discuss with Berkshire West CCG how to improve communications and information flow between voluntary organisations and health colleagues, including the new Primary Care Networks.

c) Introducing an escalation process for more complex cases

Next steps:

Proposals for a quarterly forum between VCOs and the Deputy Director of Adult Social Services.

d) Clarification for securing interpreter services

Next steps:

RVA would seek clarification about who was responsible for organising and paying for interpreter services when someone was referred by health or social care to a voluntary organisation or was being supported by a VCO to access support from health or social care

Resolved - That the report and the next steps be noted.

6. INFLUENZA (FLU) PLAN UPDATE 2019

Jo Jefferies submitted a report giving an update on the performance of the influenza (flu) vaccine campaign in winter 2018-19 to summarise lessons learned and to inform the Board of changes to the national flu programme for the coming flu season and how these would be implemented locally.

The report had appended:

Appendix 1 - link to National Flu Immunisation Programme

<https://www.gov.uk/government/publications/national-flu-immunisation-programme-plan>

Appendix 2 - Berkshire Seasonal Influenza Vaccine Campaign 2018-19 final report

Appendix 3 - Presentation from Berkshire Flu Workshop May 2019

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Appendix 4 - Reading's draft Flu Communication Plan 2019/20

The report explained how seasonal flu was a key factor in NHS winter pressures and how flu plans aimed to reduce the impact of flu in the population, through a multi-agency approach of engaging and communicating with residents about flu and promoting and encouraging take up of flu vaccinations. It set out the responsibilities of the different agencies, gave details of flu vaccine uptake in Reading in 2018-19, set out learning from 2018-19 and summarised plans for the 2019-20 flu season.

Resolved -

- (1) That the multi-agency approach planned for Reading be agreed and endorsed;
- (2) That respective organisations be supported to fulfil their responsibilities as set out in the National Flu Plan;
- (3) That members of the Board act as 'flu champions', taking every opportunity to promote the vaccine uptake and debunk myths, encouraging people to accept the offer of a flu vaccination where they were eligible.

7. PERIOD POVERTY

David Munday submitted a report on proposed actions to tackle the issue of period poverty in Reading. The report had attached a Period Poverty Action Plan.

The report explained that 'period poverty' referred to being unable to afford sanitary products due to financial constraints and studies had highlighted that one in ten girls or women aged 14 to 21 in the UK had been unable to afford period products and 26% of girls and women had missed school or work because of problems related to period poverty. It stated that a question had been asked at Policy Committee on 14 January 2019 (Minute 59 refers) about what was being done to tackle period poverty in Reading. In the response, it had been agreed that the Council would develop actions to tackle this issue.

Since the Policy Committee meeting, the Government had announced on 16 April 2019 it would offer access to sanitary products in all primary schools in England. Menstrual Health would be taught to all pupils in schools from 2020. The lessons would be compulsory and would begin when children were in primary school. The government had also announced that period products would be made available in secondary schools, colleges, hospitals, and in police custody to those who needed them, and a taskforce had been put together by the government with the aim to tackle stigma around periods, improve education in schools, and increase accessibility of period products. The proposals within the report aimed to fill the gaps that the government policy did not cover.

The report gave further details of the planned actions, including the Council:

- Supporting plans to ensure provision of free menstrual products for young girls and women living in homeless hostels in Reading and other vulnerable women in Reading;

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- Working with partners to cover gaps in the provision of free menstrual products for school pupils in need, such as during school holidays or whilst national funding was awaited;
- Supporting communications to reduce period stigma and shame.

It was noted at the meeting that it would be helpful in reducing stigma and shame for communications to use the day to day language of tampons and pads rather than referring to menstrual products and that the Council should set an example in this.

Resolved -

- (1) That the report and the planned actions be noted;
- (2) That Council communications on period poverty use day to day language to help reduce period stigma and shame;
- (3) That the Board or another appropriate Council body receive a report back in a year's time on progress against the Period Poverty Action Plan.

8. MODERN DAY SLAVERY TRANSPARENCY STATEMENT 2019-20

Janette Searle submitted a report setting out the policy for the Council with regard to modern day slavery. Attached was the Reading Borough Council Modern Slavery Transparency Statement for the financial year 2019/20 and an Equality Impact Assessment.

The report explained that there was a legal requirement on the Council to develop a statement on modern day slavery to meet the requirements of Section 54 of the Modern Slavery Act 2015. The statement outlined the approach taken by the Council to make sure that modern slavery or human trafficking was not taking place within the Council's business or supply chain, setting out a zero tolerance approach to any form of modern slavery (slavery, servitude, human trafficking and forced labour). The statement built on existing corporate policies and had been signed off by the Council's Corporate Management Team.

Resolved -

- (1) That the Reading Borough Council Modern Slavery Transparency Statement for the financial year 2019/20 be noted and endorsed;
- (2) That Council communications on period poverty use day to day language to help reduce period stigma and shame.

9. INTEGRATION PROGRAMME UPDATE

Lewis Willing submitted a report giving an update on the Integration Programme and on progress made against the delivery of the national Better Care Fund (BCF) targets for the financial year 2018/19.

The report stated that, of the four national BCF targets, performance against one (limiting the number of new residential placements) was strong, with the target for the financial year met and exceeded. It stated that partners had not met the target for reducing the number of non-elective admissions (NELs) but work against this goal

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remained a focus for the Berkshire West-wide BCF schemes and a paper had been written exploring trends within the NELs data and making recommendations for driving reductions in NELs.

The target for reducing the number of delayed transfers of care (DTOC) had been met for almost 50% of the financial year, with strong reductions in the number of social care delays compared to performance in previous years. Initiatives were in place that it was believed would continue to drive further reduction in DTOC rates for 2019/20.

Progress against the target for increasing the effectiveness of reablement services remained in line with the decreased performance reported in January 2019, but this was due to revised guidance around the methods of measuring their impact and did not reflect a drop in actual performance. Further activities were planned to align the reablement offer with emerging national best practice.

The report gave further details of BCF performance and gave details of items progressed since April 2019 and the next steps planned for September to November 2019.

Resolved - That the report and progress be noted.

10. HEALTH AND WELLBEING DASHBOARD - OCTOBER 2019

Janette Searle and Kim McCall submitted a report giving an update on the Health and Wellbeing Dashboard (Appendix A), which set out local trends to give an overview of performance and progress towards achieving local goals as set out in the 2017-20 Health and Wellbeing Strategy.

The report summarised the performance against the eight priority areas in the Strategy and paragraph 2.1 of the report set out details of updates to the data and performance indicators which had been included in the Health and Wellbeing dashboard since the last report.

Resolved - That the report be noted.

11. CARE QUALITY COMMISSION (CQC) REVIEW OF READING HEALTH AND SOCIAL CARE SYSTEM - ACTION PLAN QUARTERLY UPDATE

Seona Douglas submitted a report giving a quarterly update on the Action Plan developed following the Care Quality Commission (CQC) Review of the Reading Health and Social Care System that had been carried out by the CQC in 2018. The report had appended the updated Action Plan, which gave details of progress made on each area for improvement.

Resolved - That the report be noted.

12. DATE OF NEXT MEETING

Resolved - That the next meeting be held at 2.00pm on Friday 17 January 2020.

(The meeting started at 2.00pm and closed at 3.55pm)