

COUNTY COUNCIL MEETING – 17 MAY 2019

Statement from: Councillor Mrs P A Bradwell OBE, Deputy Leader and Executive Councillor for Adult Care, Health and Children's Services

CHILDREN'S SERVICES

Early Years Level 3 SENCo Award Project

Lincolnshire is pleased to be one of twenty-three Local Authorities selected to deliver this accredited course for Early Years Practitioners in the identification and support of young children with SEND in a wide range of Private, Voluntary and Independent (PVI) settings across England. Latest government statistics show that over 70% of PVI providers are likely to have children with SEND in their setting. With increased confidence, knowledge and skills in the early identification and personalised provision for young children with SEND, practitioners in PVI settings will be empowered to make a real difference in the lives of these children and their families. Carol Moore is an Early Years and Childcare Improvement Adviser who will be delivering this training to practitioners.

School admissions

This year has yet again seen the vast majority of parents getting a school of their choice through school admissions. For parents whose children will start school for the very first time, 99% have been offered a school place of their choosing and, for those transferring to secondary school, it is 98%. This is a fantastic success for Lincolnshire, being well ahead of national comparisons. This year saw the introduction of a new education system to handle school admissions, free school meals and school governor services. The implementation has been a resounding success, delivered on time, in budget and with no issues. This new system, called Synergy, will enable us to offer a better experience for parents when applying for a school place – this year just under 96% of parents applied online, which is a further increase on last year.

Home to School/College Transport

Home to school or college transport applications have been processed for approximately 2,000 children and young learners in Lincolnshire since March 2019, who are set to join new schools or colleges in September, and the Council continues to place a great emphasis on safety and security of children and young people on their school/college journeys. The Council, through its transport offer, has developed an accredited course for young people with additional needs and/or disabilities who access the independent travel training support on offer. The first students who have completed this course will be awarded their certificates this summer. The promotion of road safety awareness, sustainable travel and autism awareness continues to form a crucial part of the Council's service delivery. The post 16 policy of providing supported transport to young learners ensures that all young learners aged over 16

can continue to access education and training, which ensures that the 'September guarantee' of a place can be taken up by all our young people.

Emotional Wellbeing and Mental Health

A recent review of Lincolnshire's Child and Adolescent Mental Health Service (CAMHS) has found that Lincolnshire continues to provide 'outstanding' services, as rated by the Care Quality Commission, to support our children and young people's mental health; in fact Lincolnshire has one of the highest performing CAMHS in the country. Preventative services commissioned by Children's Services such as Healthy Minds Lincolnshire (HML) and KOOH online counselling are reducing referral rates to CAMHS (6% decrease in 2018/19 compared to 2017/18) whereas nationally referral rates are sharply increasing. 80% of children who completed treatment with HML recorded improved outcomes. Lincolnshire children and young people are waiting far less to access CAMHS compared to other areas. The statutory national waiting time target is 18 weeks from referral to assessment and a further 18 weeks from assessment to treatment. The average waiting time from referral to assessment in Lincolnshire is 2.6 weeks (national average 9 weeks). The average waiting time from referral to treatment in Lincolnshire is 8.4 weeks (national average 13 weeks). Outcomes from the interventions are good, and better than the national baseline target, and re-referral rates are low, meaning that children and young people are appropriately discharged and able to manage their concerns without needing specialist help. Since the Crisis and Home Treatment Service was introduced in 2016, children and young people in crisis are in contact with a professional really quickly and this is reducing admissions to hospitals (53% reduction) and inpatient facilities (11% reduction). A Lincolnshire Emotional Wellbeing and Mental Health Strategy for children and young people is currently being developed that will bring more joined up thinking with the aim that "everyone works together to support all children, young people and families to be happy, healthy, safe and the best they can be in a 'mentally healthy' Lincolnshire".

Lincolnshire Music Service

The Lincolnshire Music Education Hub is made up of twenty-two organisations, united to provide high quality music opportunities to the children and young people of Lincolnshire and is led by our music service. Very recently, it has won a national award from the Music Education Council. In presenting the award, MEC Trustee and Awards Panel Chair, Lincoln Abbott said: "The MEC Music Education Major Award aims to highlight and share the very best practice in delivering music education. As ever, the awards panel had a very difficult job considering the reports of the great work detailed in the award submissions. Lincolnshire's was an application that exuded music and energy from a Hub that has demonstrated strong leadership and real resilience. The Panel noted the innovate digital work that is taking place as well as specific projects including Samba-City and Singsation as well as the thinking around progression routes through World Music." This is a really stunning achievement.

School Standards and School Improvement April 2019

Head teacher briefings and governor briefings have been delivered throughout the county this term and have been well attended by maintained schools and academies, with very positive feedback.

The Lincolnshire Learning Partnership (LLP) Annual Conference was held on 7 and 8 March at Belton Woods Hotel. The conference was proudly sponsored by Inspire+ who are a Lincolnshire based charity that support schools to develop PE, school sport, physical activity and leadership in young people. The event was attended by 160 head teachers and senior leaders within schools, along with attendance from LCC officers and Lincolnshire's Teaching Schools. Inspirational speakers tackled issues such as developing education that was underpinned by an understanding of neuroscience, how authentic inclusion could benefit learners, how Ofsted and the Regional Schools Commissioner could support and how leadership should provide a 'living legacy'. Planning for the 2020 Annual Conference is already underway after receiving such positive feedback.

ADULT CARE & COMMUNITY WELLBEING

Operational Teams

I am pleased to say that our Area teams are continuing to perform well against a range of business plan measures. For example, the number of reviews undertaken between April 2018 and March 2019 is 93.5%. This is an improvement on last year where we achieved 86.2% from the older person's service. I am also pleased to inform members that Adult Care and Community Wellbeing has, for the first time ever, supported more than 10,000 carers in 2018/19. This is important because the better able we are to support residents, the more likely it is that people will be able to stay in their own homes and in their local communities.

Many members will know that the NHS Long Term Plan has been released this year with a heavy focus on personalisation. Local Government has been delivering personalised services for a considerable amount of time and continues to do so. Area teams are implementing a strengths-based approach in partnership with Health, voluntary and private sector colleagues to deliver personalised care and support in Lincolnshire. This approach continues to place the people who use services at the centre of their care and support needs.

Integrated Accelerator Pilot

Members may recall that in March 2018, Lincolnshire was named by the then Secretary of State as one of three Local Authorities to pilot for two years integrated health and care assessments. I am pleased to report that there are a number of initiatives being undertaken across the county to progress integrated approaches:

- In Boston, social workers are co-locating with primary care staff, district nurses, therapists, mental health workers, social prescribing, the wellbeing service, St. Barnabas nurses and other voluntary sector staff to undertake joined up initial

conversations (triage) and mobilise an integrated response. This has reduced the number of referrals that lead to a full Care Act assessment being required.

- In Grantham, social workers in Grantham hospital are working with hospital staff to identify people who are frail and would benefit from a joined up community response on return home. Once home, the community social workers are working with the wider community health team to produce an integrated and personalised care plan which focuses on a strengths-based approach. Early indications are that this approach is reducing readmissions and the need for formal packages of care.
- There are a number of other approaches being trialled in Gainsborough, Stamford, Lincoln North and Mablethorpe.

Hospital Teams

Delayed Transfer of Care (DTC) performance in Lincolnshire attributable to Social Care continues to perform very well against national comparators and is now regularly below the national benchmark of 3%. In the last quarter, Adult Care received 4,507 referrals across the hospital sites and supported 3,496 discharges from hospitals. Compared to 2017/18, delays at hospital for the same period in 2018/19 are down 13.3%. Some of you will be aware that our reablement provider changed in December 2018 due to the collapse of Allied Healthcare at a national level. Due to quick decision making and good teamwork between the senior team within Adult Care and Community Wellbeing and the Commercial Unit we were able to commission a local Lincolnshire provider to take on the contract. This has been extremely successful, the transition was a smooth one, and we were able to maintain a continuous service for people receiving the service.

Additional Winter Funding

Lincolnshire County Council received £3.368m from a national allocation of additional funding of £240m which was provided in October 2018. We have worked closely with NHS colleagues to concentrate the additional investment where it would achieve the greatest impact over the winter period. These schemes reduced the number of days that people stayed in hospital and ensured that when service users left hospital they received the right support to help them stay independent at home. This also helps to reduce unnecessary admissions into hospital in the future. With regards to home support, 98% of cases restarted within 0-1 day of request. As a result of the extension to home care provision on admission to hospital 1100 hours of additional homecare were delivered to local people. This overall impact is estimated to reduce the length of stay in hospital by two days per person.

Further examples of the additional investment are: support to help social care providers recruit new people into the sector with a payment, accessible to support new carers to take-up vital training. This has resulted in an increased number of new employees being engaged by providers across the county.

Money was also made available to fund a home from hospital service which increased capacity around the county by 50%, delivering home support services to

766 people. 27% of these people were supported to remain in their home and avoid an admission to hospital with the rest being supported to leave hospital early.

Safeguarding Adults

Activity related to safeguarding adults continues to rise. Initial figures for 2018/19 suggest a 13% increase in the number of concerns referred to Adult Care, a 75% increase in the number of enquiries commenced and an 81% increase in the number completed when compared to 2017/18.

This increase in referrals suggests that safeguarding is Everyone's Business and residents and partners are making referrals into our safeguarding teams.

The Safeguarding Ambassadors role has supported awareness of safeguarding for care providers. This joint initiative between LinCA, CCGs and LCC aimed to recruit and train at least one person from each care provider to ensure that the principles of safeguarding are integral within everyday practice. This has been hugely successful and a number of ambassadors have now been trained.

To support the early intervention and prevention agenda, work is underway to develop a pilot 'team around the adult' approach with the aim of ensuring appropriate support is provided at the right time, targeting resources more effectively, avoiding duplication, and delaying or preventing an increase in support needs. This will form part of the wider Early Intervention and Prevention strategy currently being developed by the Lincolnshire Safeguarding Adults Board

Other Areas of Work

I had the pleasure of attending the launch of the Lincolnshire Dementia strategy in February. The launch event was well attended and well received. The speech by Wendy Marshall, an author of a major publication on living with dementia, provided a powerful and real backdrop to the day. The frailty 100 day challenge commenced on 1 April 2019, with an emphasis on working in collaboration with partners to support people identified as frail to wrap support around them.

These, and other areas of work, have taken place against a background of an improving picture of recruitment and retention of social work, occupational therapy and nursing staff. Despite this, some areas continue to be hard to recruit into and we continue to work with colleagues in HR to identify and implement strategies to overcome this based on their successful work with Children's Services.

Adult Care's "Grow your own" programme for social workers has proved successful with the first cohort due to complete their social work degree in July 2019. This first group of community care officers who were supported to complete their social work training will provide us with ten additional social workers across adult care. A further cohort of twelve is nearing the end of its first year. We continue to explore apprenticeships in social work, working collaboratively with our academic partners.

The final meeting of the apprenticeship trailblazer group was held on 6 March 2019. Both Sheffield Hallam and Coventry Universities are seeking final approval from the

Royal College Occupational Therapy for their courses. Sheffield Hallam University will be running their first cohort in April 2019 and Coventry in September 2019. The Practice Lead for Occupational Therapy is working with the County Managers to support the OT apprenticeships in Adult Care from January 2020.

24/7 Mental Health Hub

As a key stakeholder of the Mental Health Crisis Care Concordat, Adult Care and Community Wellbeing is supporting the design and development of a 24/7 mental health hub for Lincolnshire, which is due to open its doors in March 2020. The proposal is to create a mental wellbeing hub and spoke model providing a range of activities, advice, information and support. It will use a navigation and enabling approach, to empower people to stay well in their community and at home, and a peer-support approach rather than a strictly professional environment.

PUBLIC HEALTH

Wellbeing Service

The new Wellbeing Service (WBS) celebrated its first anniversary on 1 April 2019. The service, which supports adults to live independently, has seen a gradual increase in the number of referrals, with 6,400 people supported over the last year. I am also pleased to report that we are now seeing an increase in referrals from South Holland and South Kesteven, demonstrating that this is a service covering the whole of Lincolnshire.

Since November 2018, an average of 30 referrals per day are being made for wellbeing support, which is above the original projections of 23 referrals per day. Overall, countywide referrals into the new service have increased by 29% compared to 2017/18. This highlights the excellent work the service is undertaking to develop referral pathways with a wide range of service providers, including Lincolnshire United Hospital Trust, GPs and primary care providers, integrated neighbourhood teams, adult social care, the Community Trust, housing providers, district councils and the third sector.

Work is currently underway with Lincolnshire West Clinical Commissioning Group to look at how the hospital in-reach component of the service can be used more effectively to help further reduce DTOC and enable people to gain better access to the resettlement service. The proposal is for the Wellbeing Service to act as a case management service for those people assessed as needing a lower level of support to help them return to their home after a stay in hospital or a care home. By completing the assessment and resettlement in the person's own home, the WBS would be able to identify any issues and put appropriate support in place.

I am also pleased to report that Wellbeing Lincs was shortlisted for the recent Local Government Chronicle Awards. Although unsuccessful, the nomination highlights the positive contribution a district partnership can bring to local service delivery.

Falls Response Partnership

On 7 November 2018, at a meeting attended by organisations across the county, a statement of intent was agreed which signalled a shared commitment between the County Council, East Midlands Ambulance Service, LIVES and other partners to help deliver an improved ambulance service in Lincolnshire. As part of this commitment, it was announced that £300,000 of the money allocated to the Council to help alleviate winter pressures would be used to fund a falls response project.

Falls constitute a large proportion of ambulance attendances and delays in responding can lead to the worsening of a patient's conditions, increasing the risk of being transported to hospital and the possibility of the patient falling again in the future. All of these facts can result in further pressure being added to emergency, hospital and care services in Lincolnshire. Therefore, the aim of the Falls Project is to reduce the length of time people have to wait for help following a 999 call and to reduce the number of people being taken to hospital following a fall. In the four months between December 2018 and early March 2019, over 160 people have been supported by the project with the following outcomes:

- 70% of people were seen within 45 minutes of calling 999; and
- 73% (102 patients) were supported and discharged at the scene - meaning they did not need to go to hospital and could remain in their own home.

An evaluation of the project is being undertaken by the University of Lincoln and this will help to determine how the scheme has worked and how it could be developed into the future.

Integrated Lifestyle Service

The commissioning process for the new Integrated Lifestyle Service (ILS) is nearing completion, with the new contract commencing on 1 July 2019. I am pleased to announce that Thrive Tribe has been awarded the contract. We were fortunate to have a number of very strong bids, but Thrive Tribe stood out as an organisation which has delivered innovative and high quality services in other parts of the country, and I am confident they will do the same for the people of Lincolnshire. The new service, which aims to engage 16,000 people per annum, will provide interventions and advice to help people make positive lifestyle change by supporting them to stop smoking, take more exercise, manage their weight and reduce alcohol consumption. Priority for the service will be given to people with an existing long term condition such as diabetes, cardio vascular disease or heart disease, or people identified at risk of developing these conditions following a health check.

Health Protection

Protecting people's health from disease and environmental dangers is a critical part of the Council's role as a public health authority. I am pleased to be able to say that despite a busy winter, our health protection team, along with colleagues from other agencies, have been successful in protecting people's health on a number of fronts, including:

- Increased cases of influenza in our hospitals
- Mumps outbreak amongst the students at the University of Lincoln
- Bacterial infections in HMP Lincoln

All of these outbreaks have required a response from the health protection system in Lincolnshire. I am sure you will join me in commending their efforts and their work going forward to make Lincolnshire an ever safer place by encouraging people to take advantage of services aimed at preventing disease and illness, including taking up immunisations and listening to advice from healthcare professionals about the safe use of antibiotics.

Substance Misuse training for Children's Services staff

Over the last six months a training package commissioned by Public Health has been running with front line Children's Services staff on hidden harm where children are put at increased risk by parental and sibling substance misuse. The training was delivered by one of the country's top substance misuse trainers and a total of 544 people attended across the county.

ADULT SKILLS & FAMILY LEARNING

There continues to be high demand for the varied Adult Learning programmes delivered via the Adult Skills and Family Learning Service and promoted on the 2Aspire website (www.2aspire.org.uk). So far in the 2018/19 academic year we have worked with over 4,500 learners, delivering 555 qualifications ranging from GCSE English and maths to bookkeeping, accountancy and retail qualifications to develop learner skills and help our local employers recruit the talented employees they need.

Good partnership working between our providers and local employers continues to pay dividends for the learners involved. For example, 3 Counties Accounts Training Services met with Autocraft Drivetrain Solutions, a large employer based in Grantham, at a LEP event last year where they discussed the training offered and how the workshop delivery allows learning differentiation enabling learners to work at their own pace. Subsequently, 3 Counties Accounts Training Services were contacted by Autocraft with a request for training for a member of their staff working in their HR department who unfortunately didn't have any payroll qualifications. The member of staff was concerned that, whilst she could run payroll, she didn't have any knowledge of the underlying legislation and systems. Joining the course in March 2018, and despite having to interrupt her studies for medical treatment, the member of staff successfully completed her Level 1 in February 2019. She and Autocraft recognised the confidence and value that her success gave her in her work and 3 Counties Accounts Training Service were delighted to welcome her back in March this year for her Level 2 Certificate course.

Strong partnership working between Boston College, the Department for Work and Pensions and ourselves has led to a range of employability courses specifically designed to help those being made redundant from Marks & Spencer in Boston to

find other work. We are very mindful that, for some of these learners, this is their first foray into the job market for over 25 years and the range of employability provision has been tailored to include confidence building to help develop job interview skills and awareness of the current job market.

Our Family Learning programme continues to positively impact on the learners involved. As well as gaining skills to help their children the programme also supports learners to develop social skills and gain confidence to join local family groups.

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