

COUNTY COUNCIL MEETING – 09 DECEMBER 2022

Statement from: Councillor Mrs S Woolley, Executive Councillor for NHS Liaison, Community Engagement, Registration and Coroners

NHS LIAISON

Lincolnshire Integrated Care System

In my last statement to Council, I was able to provide colleagues with a detailed update on the development of the Integrated Care System (ICS) arrangements in Lincolnshire since April 2022. As part of the ICS, the County Council and Integrated Care Board (previously the Clinical Commissioning Group) are required to establish a joint committee with specific responsibility for preparing an Integrated Care Strategy for the ICS footprint. As a coterminous system, with one Integrated Care Partnership (ICP) and one Health and Wellbeing Board (HWB), the local ambition is to avoid duplication and align the meeting times, location, and frequency of the ICP with the HWB.

I am therefore pleased to report that the first meeting of the ICP took place directly after the HWB on 27 September, at which I was confirmed as Chair of the ICP, with John Turner, Chief Executive Integrated Care Board (ICB) as Vice Chair.

National guidance requires the ICP to produce an interim Integrated Care Strategy, which takes account of the Joint Strategic Needs Assessment (JSNA) and Joint Health and Wellbeing Strategy (JHWS) by December 2022 to inform the ICB's 5 Year Forward Plan for 2023/24. Since September 2022, we have been working with the ICB to develop Lincolnshire's interim Integrated Care Strategy. This has included holding a planning and development workshop with members of the ICP, HWB and wider partners including district councils, representatives from primary care networks, the local medical committee and local pharmaceutical committee on 2 November 2022. The event was well received with positive engagement and a willingness from everyone at the event to engage in wider system planning.

The timescales are tight, which has somewhat limited the amount of wider, meaningful, public and community engagement. These limitations are recognised in the guidance and there is an expectation that a more comprehensive process will take place during 2023 to develop the interim strategy so we have a final strategy in place by December 2023.

Alongside the development of the interim Integrated Care Strategy, the JHWS for Lincolnshire has been refreshed to reflect the legislative changes and to reference the Covid Pandemic. In addition, the governance arrangements for the priorities within JHWS are being strengthened to ensure there is clarity on the role of the HWB and ICP, and the ownership and engagement of partners within those delivery boards leading on the work within the joint health and wellbeing strategy.

A comprehensive programme of engagement and development for both strategies is being planned, and will be informed by the new JSNA, due to be published early next year.

Joint Strategic Needs Assessment

At our meeting in September 2021, I informed Council that the Health and Wellbeing Board had approved proposals to review and redesign Lincolnshire's Joint Strategic Needs Assessment (JSNA). The JSNA is an assessment of current and future health and wellbeing needs of the people of Lincolnshire. The current JSNA is made up of 34 topics and is currently available to view on the [Lincolnshire Research Observatory](#).

Over the past year a considerable amount of work has taken place to redesign the JSNA using a life course model constructed around the following headings:

- Start Well
- Live Well
- Age Well

The new web-based portal is currently being built and will provide much greater functionality to the JSNA by automating the data. It is anticipated the new JSNA will be published in March 2023.

Lincolnshire Pharmaceutical Needs Assessment

As previously reported to Council, the completion of a Pharmaceutical Needs Assessment (PNA) is a statutory duty for the Health and Wellbeing Board to undertake every three years. The PNA reports on the present and future needs for pharmaceutical services in Lincolnshire. It is used to identify any gaps in current services or improvements that could be made in future pharmaceutical provision. Following the statutory 60-day consultation period, held between 19 April 2022 and 20 June 2022, I am pleased to say that the Board approved the final PNA at their meeting in September to enable publication by the statutory deadline of 1 October 2022. The PNA, along with details about the process and consultation findings, can be viewed on the [Lincolnshire Research Observatory](#).

REGISTRATION AND CORONERS

Registration

2022 has been an extremely busy and challenging year for the registration service. Demand for all registration appointments and ceremonies has remained extremely high throughout the year.

The number of death registrations undertaken between April 2022 and October 2022 stands at 4,816, which represents a 14% increase on 2021. The upcoming winter is again expected to be very challenging, and the service continues to prioritise death registrations. Birth registration volumes have also been on the rise with 2,970 being undertaken between April 2022 and October 2022 an increase of 26% against 2021 volumes.

It is pleasing to see the growth in the number of civil partnerships and marriage ceremonies undertaken in Lincolnshire this year. Following the lifting of all restrictions on weddings the service has undertaken a record number of events. 2,125 weddings and civil partnerships

have already been undertaken since April and we continue to expand our portfolio with new venues providing residents with more choice on where to hold their ceremony.

In August, the Registration and Celebratory Service went live with its first stage of digital transformation. The introduction of an online booking system is a positive step forward with residents now able to book birth, death and notice of marriage or civil partnership appointments online. Since the system was launched, online bookings are becoming more popular with around 75% of all birth and notice appointments booked online. Further online services will be made available during 2023.

As we look ahead, the General Register Office continues to push forward with its transformation agenda and is hopeful to pass new legislation which will allow residents to register births and deaths by telephone in mid-2023.

Coroner's

The Coroner's Service continues to experience high demand with the number of deaths being referred to the coroner continuing to rise, a 13% increase in referrals between April 2022 to October 2022 compared to April to October 2021 has been experienced.

The service continues to work hard to clear back logs in inquest cases. Between April 2022 and October 2022, the Coroner has heard 331 inquests representing a 42% increase against 2021 volumes. The service continues to focus on bringing down the average time to inquest and the number of open cases. Recruitment of new Coroners Officers is currently underway and will be a welcome addition to the team, which will allow the service to continue to meet the high levels of demand being faced and continue to improve timeliness and performance.

The service continues to await the approval from the Chief Coroner to appoint a permanent Senior Coroner for Lincolnshire and it is now expected that the MOJ will not provide outcome on our bid to create a Greater Lincolnshire Coronial Service until April 2023 at the earliest.

COMMUNITY ENAGEMENT

Council's engagement activities

Between April 2022 and November 2022, the engagement team supported 56 engagement activities carried out by services across the council. This includes 9 consultations, 39 public and wider stakeholder engagements and 8 internal engagements. An ongoing example of our engagement work during this period has been the good home alliance pilot. This project is available for responses until 30 November and has seen 655 people provide responses since it opened in June.

The engagement team utilise a forward planning process to ensure clear oversight of engagement and consultation activities. The information, provided by services, informs the prioritising of engagement resources in the coming year. By developing this process, interaction and dialogue between the engagement team and services have been strengthened. This forward planning ensures our engagement approaches are proactive and effective, helping to maximise their impact.

We are committed to engaging with our residents and stakeholders, both internal and external. This council objective enables evidence-based, informed decision making with accountability and transparency at all stages of our work. Our engagement demonstrates the value and respect we have for local people, helping us to provide information and deliver services that meet their needs.

It is essential that people who participate in engagement see the impact of their involvement. We prioritise providing feedback to maintain dialogue and encourage further engagement. The embedded engagement process in place has a strong focus on clear reporting. Reports are shared widely to close the feedback loop and update local people on the impact of their contributions. Reports on engagement activities are shared internally and made available on Let's talk Lincolnshire.

Let's talk Lincolnshire

The council has been using Let's talk Lincolnshire for over a year, since its launch in September 2021. The online engagement platform has received 68,000 visits and has nearly 2,500 active participants. Between September and October, the online survey for the recent North Hykeham Relief Road engagement received 264 responses. This online survey was available in addition to the three public information events held. This approach enabled us to reach people across the county who did not attend the events. The Lincolnshire Fire and Rescue (LFR) Community Risk Management Plan survey launched in October and has already received 155 responses to the online survey. This compliments the targeted face to face surveys that LFR are carrying out with vulnerable and high risk groups. Online engagement like this helps us listen to and understand the issues and experiences that are important to residents. Their feedback helps us to take action and make changes to improve council services to meet people's needs.

County Views citizens' panel

The County Views citizen's panel has increased from 588 members in autumn 2021 to 1,083 in autumn 2022. The summer 2022 survey, on communication and media, had 364 responses. The responses have provided valuable data to inform how we can best reach out to and work with our communities. The information is particularly useful to the communications and engagement team. The autumn 2022 survey will ask residents about their views on council priorities to help inform decision making on the upcoming budget.

The summer 2022 survey data showed that Google, local council websites, local news websites and Facebook are used most to find out about council services. Facebook is by far the most used social media platform for residents to find information on their local area. 185 respondents (51%) follow at least one council on social media. 281 respondents (77%) felt their local area is a great place to live. The top three areas respondents said were most important in making an area a good place to live were access to nature, coast, parks and open spaces, safety and education provision. The top three areas respondents said most needed improvement in their area were job prospects, road networks and highways maintenance and housing.

The results of all County Views surveys are available on Let's talk Lincolnshire. [County Views Reports](#)