

Chorley Public Service Reform Executive

5 September 2019

You are invited to attend a meeting of the Chorley Public Services Reform Executive to be held in **Committee Room 1, Town Hall, Chorley on Tuesday, 10th September 2019 commencing at 4.00 pm.**

I hope you will be able to attend the meeting for which an agenda is set out below.

AGENDA

- 1 **Welcome and apologies for absence**
- 2 **Matters arising not otherwise covered on the agenda.**
 - a Confirmation of minutes of the meeting of the Chorley Public Service Reform Partnership Executive held on 16/07/2019 (enclosed). (Pages 3 - 8)
- 3 **Review of multi-agency (PIVOT) and locality working approach - findings and next steps (Pages 9 - 36)**
- 4 **Overview of One Public Estate and update on current position**
- 5 **Programme updates**
 - a Wellbeing and Health in Integrated Neighbourhoods (WHINs) - Overview and update (Pages 37 - 38)
 - b Workstream updates (Pages 39 - 46)
- 6 **Any other business**
 - a Review of intermediate care - Vicky Tomlinson LCC
- 7 **Date of next meeting**

Tuesday 19 November 2019

Yours sincerely

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Distribution

All members and officers of the Chorley Public Services Reform Executive.

Present:

Gary Hall (Chair) – Chorley Council; Cllr Margaret France (Chorley Council) Victoria Willett (Chorley Council); Paul Bibby (Lancashire Care Foundation Trust); Chief Inspector Gary Crowe (Lancashire Constabulary); Victoria Tomlinson (Lancashire County Council); Chris Sinnott (Chorley Council); Tim Cahill (Runshaw College); Phil Gooden (Lancashire Care Foundation Trust); Andrea Trafford (The Chorley Surgery); Dr Shashidhar Khandavalli (The Chorley Surgery); Tom Cookson (Lancashire Fire and Rescue Services); Donna Roberts (Chorley and South Ribble CCG); Tim Grose (Lancashire County Council); Guy Simpson (VCFS Network); Karl Worsley (Job CentrePlus Leyland- DWP)

Apologies:

Cllr Alistair Bradley (Chorley Council); Cllr Dunn (Chorley Council); Rebecca Huddleston (Chorley Council), Jessica Partington (Lancashire Care Foundation NHS Trust); Diane Gradwell (VCFS Network); Cathy Ross (DWP) and Iain Pearson (Lancashire Wellbeing Service)

Officer: Thembela Duri

1. WELCOME AND APOLOGIES

The chair welcomed everyone to the meeting and apologies were noted.

2. MATTERS ARISING FROM PREVIOUS MINUTES NOT OTHERWISE COVERED ON THE AGENDA

An update on the outcomes of the mental health detention task and finish group was provided by Gary Crowe. The first meeting of the group took place in June and was attended by a wide spectrum of partner organisations, Lancashire Teaching Hospital NHS Trust (Emergency Medicine and Specialist Mental Health); Lancashire County Council (Chorley and South Ribble Community Mental Health Team); Lancashire Care Foundation Trust (Integrated Community Wellbeing, Community Wellbeing Network); The Chorley Surgery; Chorley and South Ribble CCG; and Chorley Council. He gave feedback on an NHS Innovation conference he attended on High Intensity Users Network set up to support users with intensive needs above thresholds for normal integrated teams. This work aims to support Mental Health Urgent Care pathways and eventually join up with broader work across the county.

Through the mental health detention task and finish group meeting, Gary was able to meet up with Janet Ince and Helen Marsden both of Chorley and South Ribble CCG where he learned about the Haven facility being set up by Richmond Fellowship. This project will be based in Preston, providing early intervention support to people from Chorley, South Ribble and Preston. It is hoped that the facility will create opportunities to move away from medical health detention centres towards more structured and long-term support. Janet Ince is the lead for the CCG in this project. More details of the Haven are expected at the next meeting of the group on the 24th of July.

Other actions from last meeting relating to Population Health Management; Leadership, Organisational and Workforce Development; and the Development of a Partnership Economic Agenda were part of various items on the agenda.

With all matters arising cleared, the minutes of the previous meeting of the Chorley Public Service Reform Partnership Executive held on the 23rd of April 2019 were agreed/confirmed as a correct record.

3. SHARED INTELLIGENCE

a) Population Health Management update

Dr Shashidhar Khandavalli updated the meeting on the position of this work following the completion of the 20-week pilot programme. He reported that the PHM pilot project team worked closely with partners including the Council and CCG bringing data together from mental health, secondary care, 999 and 111. Population Health Management is about using data driven approaches to identify ways to improve health and wellbeing of the population. The intention is to use the data to target limited resources towards specific interventions based on finding out how to help the right person, at the right time and in the right place.

Among the 5 accelerator sites in Lancashire and Cumbria, Chorley Central with a population of 53 000 residents is seen as probably the most advanced with 6 GP practices working together, vital support from the council and use of social and community assets. The team has been able to map all users and has a chance to intervene at an early stage. Chorley is right at the cutting edge and this project is of national significance with high level support within NHS England.

Critically, the team are now making an ask of the system for support with business intelligence and analytical resource to progress and embed the PHM approach. Dr Khandavalli will be presenting to relevant boards including the ICP Board over the coming weeks.

The chair encouraged the team to keep sharing and working together.

Actions:

- **Dr Khandavalli to progress discussions with key stakeholders to request support and members of the Executive to support wherever possible**
- **Consideration to be given to how to deploy intelligence resources**
- **Andrea Trafford and Paul Bibby to link up to share data on community services and mental health**

Please see video of the PHM team's work here –

<https://www.youtube.com/watch?v=lZPgNKJUQb4&feature=youtu.be>

b) Social prescribing

Chris Sinnott presented the paper outlining Chorley's approach to social prescribing and social prescribing link workers. Social prescribing, according to the Kingsfund, is a way of enabling primary care professionals to refer people to a range of local and non-clinical

support. It recognises that people's wellbeing is determined by many different social, economic and environmental factors and that comprehensive support adopts a holistic view of people's needs and empowers them to take greater control of their own health.

As part of creating capacity for this approach, Link workers will be engaged to work with individuals to identify their care needs and to access local services and groups for support. The Link workers will be tracking people's wellbeing and identifying gaps and working with other teams in the Integrated Community Wellbeing Service to develop responses to them.

Chorley Council will supplement funding to achieve added capacity and value through building on existing networks such as the PIVOT.

The chair noted this as a great achievement and a step in the right direction and hopeful that the model can be scaled up.

Action:

- **Engagement of the Link Workers**

4. THE RESILIENT COMMUNITIES FRAMEWORK

The chair commented that one of the most important long-term solutions around vulnerability is support and networks, ownership and resilience. The challenge is how do we build resilience in the community? How do we describe resilience?

In his presentation, Chris Sinnott highlighted that there is evidence to show that people who have good community support networks, good jobs, good community networks, good education and lifestyles have much less reliance on public services and those without these tend to rely more on public services. This is a key element of future demand management that will enable longer term system sustainability. The emphasis therefore is on changing approaches, away from the traditional top down support to more intelligence and data-based approaches and truly engaging the community in services. There is need to recognize the assets of individuals and step back a little to allow them to do things for themselves.

Community engagement is already happening in both geographical and conditions-based communities with conversations being had around what the council can do and what communities can do for themselves. The Council has different team leads in different neighbourhoods identified as needing attention such as Chorley East and Clayton Brook, with recognition that engagement techniques and approaches will differ in each hence the importance of insightful, local knowledge of communities and how best to motivate change.

Actions:

- **Finalising the framework in terms of principles and approach and presentation to partners with the aim of achieving collective sign up**
- **Sharing of the evidence base – Paul Bibby to share previous work on establishing service user led groups**
- **Future consideration of how we apply these principles across our wider public service workforce**

5. DEVELOPMENT OF A PARTNERSHIP ECONOMIC REFORM AGENDA

On the Skills Board update, Tim Cahill shared the 'big 3' objectives of the board and the potential activity to be delivered by the group including an event later in the year, possibly at the digital hub. A detailed Skills Board Action Plan with timelines is included in the agenda pack.

Tim reinforced the group's commitment to achieving outcomes that would otherwise not have occurred without the existence of and involvement in the group. He also acknowledged that it would be important to try things out and work collaboratively, continually measuring impact.

6. WELLBEING AND HEALTH IN INTEGRATED NEIGHBOURHOODS (WHINs)

Donna provided a brief outline of what the WHINs Platform is, its aims and objectives and its structure.

WHINs provides a platform for local decision makers to decide what is right for their local population. The platform is under the Central Lancashire ICP structure covering Preston, Chorley and Leyland, and reports to the WHINs Board which seeks to improve quality of care, minimize costs, work collaboratively with others and improve communication with patients.

WHINs extends from the formation of the Primary Care Networks around populations of 30,000 -50,000 which is considered optimal to provide value yet large enough for economic scale. The Central Lancashire approach shows clear alignment with plans prepared by NHS England which is positive. Although there are big challenges, the chair said Chorley has good foundations in this work, is making good progress and it is therefore important to continue moving forward.

7. LEADERSHIP, ORGANISATIONAL AND WORKFORCE DEVELOPMENT

a) Strategy review

Victoria Willett gave some background on the Design Group workshop which led to the piece of work to request and review partner strategies to identify common ground as a starting point for shaping shared values and priorities.

Vicky presented the key findings from the initial review of all partner strategies that were shared and of other partners' that were accessed online, highlighting overarching themes such as:

- Engagement and consultation with communities/customers served at various levels from design to delivery
- Collaborative working across the public, private and third sectors
- Commitment to efficient, targeted and high-quality services
- Willingness to embrace new technology and building of digital capacity
- Aspiration to excel and deliver good value for money and financially sustainable services

Members of the Executive discussed the meaning and understanding of place and the recognition of Chorley and how commonality sits at partnership level. It was agreed that it is important to have consistent and shared values despite different footprints and language in different organisations.

Actions:

- **PMO/Design Group to have 1-2-1 conversations with partner organisations on their strategies and visions**
- **Tim Grose to share with Vicky LCC draft strategy**

b) Workplace Exchange Case Study

A written update was included in the agenda pack in place of a verbal presentation.

Actions:

- **Members of the Executive encouraged to identify partner organisations they would like to know more about and participate in the Workplace Exchange Programme**

8. ANY OTHER BUSINESS

A written programme update provided in the agenda pack for information only.

9. DATE OF NEXT MEETING

10th of September was confirmed as the date of next meeting.

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